

## DEVELOPING “ANTI-CYBERBULLYING INTELLIGENCE” INSIDE SOCIAL MEDIA USING JOHARI WINDOW-KEN WATANABE-PROBLEM SOLVING 101 METHODS

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**Abstract:** Cyberbullying is a complex problem because it produces a large impact on the individuals who experience it. Furthermore, cyberbullying is a problem that may not have found the right solution in this day and sometimes, there is no problem-solving. Furthermore, this research is a development from three research: The Development and Implementation of Wise Netizens (E-Comments) in Indonesia and journals; the journal Developing "Culture Intelligence (CI3) Framework" Inside Social Media Using Johari Window Methods and the journal Developing "Leadership Intelligence (CI2) Framework" Inside Social Media to Develop an Ethical Leader using the Johari Window Method. Moreover, the method used in this research is the Johari window and Ken Watanabe-Problem Solving. The results of this research are the formula  $CB = P.B2$  and the cyberbullying methodology framework 2020-2025 that is useful for overcoming cyberbullying problems in several categories.

**Key Words:** Cyberbullying, Social media, Traditional bullying, Ken Watanabe, Johari Windows

### INTRODUCTION

Cyberbullying (cyber fighting) is a word that we often hear, and every day we can see on social media. in contexts perspective, it is difficult to determine the right law for perpetrators of cyberbullying, on the content side, cyberbullying is carried out by various factors that we might not be able to understand because these actors are abstractive(Robinson, 2012); (Schneider, Smith, & O'Donnell, 2013). In general, understanding, cyberbullying is a form of abuse and humiliation associated with significant psychosocial problems(Safaria, 2016); (Sengupta & Chaudhuri, 2014). According to Dr. Matthew Williams & Dr. Olivia Pearson (2016):cyberbullying is someone who uses words and behaviors that threaten, harass, insult and display obscene things is guilty and this should not be tolerated, so that they must accept punishment in law, because these things are inappropriate things (Williams & Pearson, 2016); moreover, Jamal Almenayes (2017): Cyberbullying is "aggressive and deliberate action carried out by groups or individuals, using forms of electronic contact, repeatedly and from time to time to victims who cannot easily defend

themselves"(Almenayes, 2017); Jamie L. Pinchot (2013): repeatedly makes fun of another person online or repeatedly picks on another person via email or text message or when someone posts something about another person that they don't like(Pinchot & Pullet, 2013). The survey said (HRSA)(HRSA, 2009):

- 15% said they had been cyberbullied online
- 10% have been cyberbullied by cell phones
- 7% said they had cyberbullied another person online
- 5% had cyberbullied another person by cell phone

The problem of cyberbullying is complexity because it covers almost all factors, such as family problems; psychological problems; educational problems and also the X factors that we never find a cause and there are two things that often happen are Image labeling and Comment labeling (Zhong et al., 2016); (Donegan, 2012). Meanwhile, many people are persecuting online via Facebook Twitter, YouTube, ask.fm (Hosseinmardi et al., 2015) and there are some reasons, someone does cyberbully include: Anonymity Approval;

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Boredom Feel Better; Instigate Jealousy; No perceived consequences Projection of feelings; Protection Reinvention of self; Revenge and many other reasons are complex(Charles E. Notar\*, Sharon Padgett & Secondary, 2013); (Van Hee et al., 2018); (Lakitta D. Johnson, Alfonso Haralson, Sierra Batts, Ebonie Brown, Cedric Collins, Adrian Van Buren-Travis, 2016);(Indra Gamayanto, 2016). This research finds several problems such as difficulty in classifying the types of cyberbullying appropriately; formula for determining the level of cyberbullying; how to determine formal-informal punishment to overcome cyberbullying. After conducting the survey, the problems found include lack of self-control; lack of knowledge regarding cyberbullying; how to overcome cyberbullying and some very complex psychological problems(Hosseiniardi, Han, Lv, Mishra, & Ghasemianlangroodi, 2014). We need to know, this formula is still being refined and limited to solving problems that can indeed be given a solution, but if we meet the perpetrators of cyberbullying which is very negative, then it is called "dark complexity", for problems that can still be overcome even though requires a long term, we named: "gray complexity" and finally the problems that can be easily and quickly overcome are "light complexity". These three things will be discussed in the results and discussion section in more detail. This research is a development of three journals, including: The Development and Implementation of Wise Netizens (E-Comment) In Indonesia journals and journals; the journal Developing "Culture Intelligence (CI3) Framework" Inside Social Media Using Johari Window Methods and the journal Developing "Leadership Intelligence (CI2) Framework" Inside Social Media to Develop an Ethical Leader using the Johari Window Method(Pratikna & Gamayanto, 2018);(I Gamayanto, Christian, Wibowo, Setiadi, & Purnamasari, 2019);(I Gamayanto, Christian, Wibowo, & Sukamto, 2018);(Indra Gamayanto & Esti Nilawati, 2017). The detailed chronology of this research can be illustrated in Fig. 1.

Figure 1, shows, the stages in developing this research, in the trilogy of social

media, three studies have been published and the fourth stage has been completed. This research is in stage 5. This research phase will continue, not only to level 7, research will continue to level 12 and so on.

The method used in this the research is Johari window and Ken Watanabe. Both of these methods are appropriate because they have four types: open; blind; hidden; unknown (Johari window methods). Another method used is the complainer; critical; dreamer; problem solver (Ken Watanabe-problem solving). These two methods, if combined, will produce the formula:  $CB = P.B2$  (This formula is produced from a combination of Johari window and Ken Watanabe-problem solving methods). The results of this research are an "Anticyberbullying framework 2020-2025", a framework with three levels. First level - Johari window methods; second-level - combining Johari window and Ken Watanabe; formula; third-level - cyberbullying cycle and how to overcome cyberbullying.

We need to understand, cyberbullying requires supervision from parents of their children, this is to be able to provide sufficient education for young people to communicate politely and well (MP, 2018). Furthermore, cyberbullying can result in psychological trauma, character damage to a person, the fall of a company/organization due to a dissatisfaction acted unethically, this negative habit must be properly controlled through proper education, providing knowledge due to cyberbullying (O'Dea & Campbell, 2012); (Faucher, Jackson, & Cassidy, 2014); (Whittaker & Kowalski, 2015). Therefore, it can be said that perpetrators of cyberbullying are people who consistently look for victims of illogical and unethical impingement (Muhonen, Jönsson, & Bäckström, 2017). Moreover, formal legal actions; informal actions; and moral reasoning must be given to the public in order to understand the impact of cyberbullying and close supervision of the perpetrators of cyberbullying (Zhang, Wakefield, Leidner, & Yu, 2016); (Zsa Zsa Tajol Asanan, Ibiwani Alisa Hussain\*, 2018); (Milosevic, 2016)

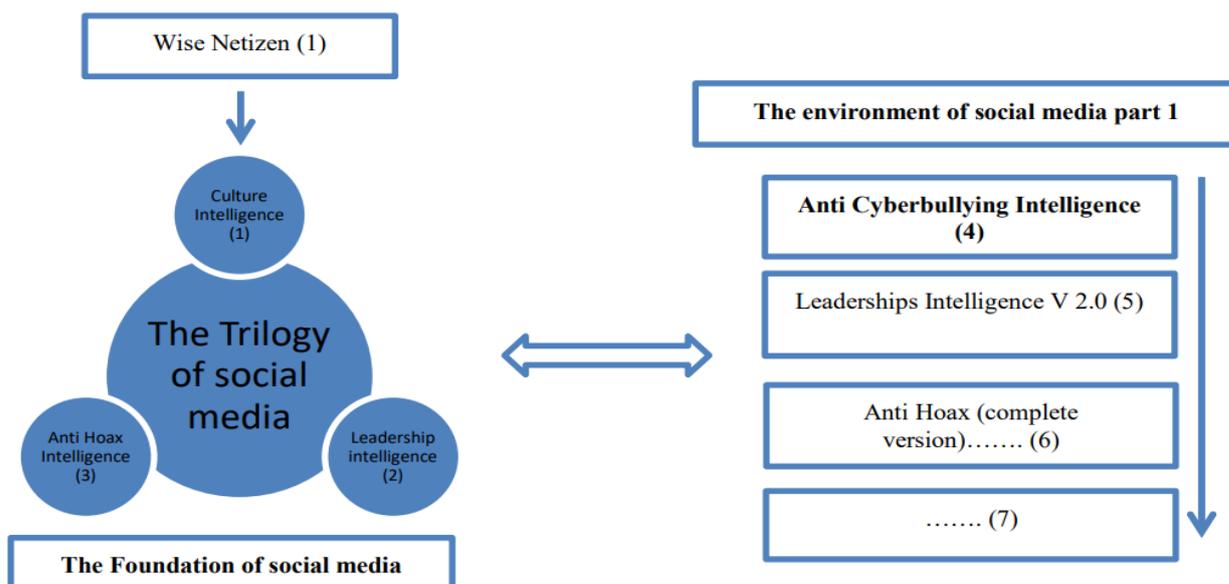


Figure 1. The process of research (Level 1-7)

### RESEARCH METHODOLOGY

Figure 2, shown, in the first step - analyzes the problem through Facebook, Instagram, YouTube, and WhatsApp. From the results of the analysis, it was categorized into several questions and a survey was conducted on 20 people. These questions include:

(1) Do you often see cyberbullying on social media? (1-No; 2-sometimes; 3-see, but don't do anything; 4-often enough; 5- very often);

(2) Do you often give comments to people you don't know? (1-No; 2- sometimes; 3-doubtful; 4-few comments; 5-give comments but don't know what to comment on (just commenting);

(3) Do you often provide comments and then provide solutions? (1-No; 2-sometimes; 3-few comments-but no solutions;

The second stage is after finding the problem from the survey conducted, it was decided that the johari window method and Ken-Watanabe-problem solving, are two appropriate methods to overcome cyberbullying. The Johari window is divided into four important sections, including: Open-known to yourself and others; blind- unknown to yourself, but known to others; hidden-known to oneself, but unknown to others; unknown- unknown to yourself and others[30];[31]. Ken Watanabe methods:

4-provide comments-but few solutions; 5- provide comments and solutions;

(4) Are you satisfied if you give a comment and then leave the problem on social media? (1-No; 2-quite satisfied; 3-doubtful; 4-satisfied; 5-very satisfied);

(5) How many times a week do you open social media and give short comments to people who are known and/or unknown? (1- 1 week 1x; 2- 1 week 2-3x; 3-1 weeks 4x and a few comments; 4-1 weeks 5-6x; 5- every day open social media and give short comments.

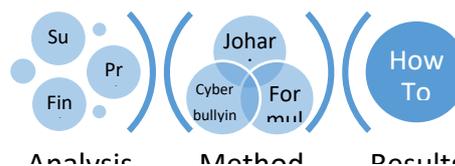


Figure 2. The process of research

complainer- often complains and does not solve problems; critical- feels they know how to solve a problem, but the focus is to find the mistakes of others; dreamer- never reaches his goal and only dreams; Problem solver - never give up and give a solution[29]. Both of these methods, when combined, will produce a formula and cyberbullying methodology, which is useful for categorizing cyberbullying and solving problems. The last stage is the category of cyberbullying and solutions to dealing with bullies.

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## RESULTS & DISCUSSION

### First step: Survey results

(1) Do you often see cyber bullying on social media?

20 responses

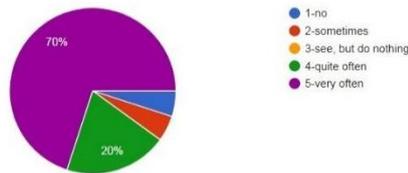


Figure 3. The results of question 1

Figure 3, shows, 70% of people see, read cyberbullying that happens on social media, 20% just watch what happens. In figure 3, we find the problem that there is still a lot of cyberbullying that occurs on social media.

(2) Do you often comment to people you don't know?

20 responses

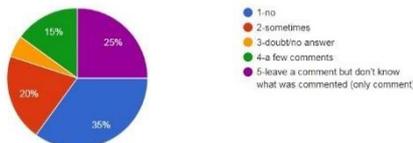


Figure 4. the results of question 2

Figure 4, shows, 35% of people say they don't comment to people they don't know on social media, 25% of people comment, 20% say they sometimes comment, 15% sometimes but with longer sentences. Figure 4 further explains that the number of people giving comments to strangers is still quite large; it can be seen at 25%; 20% and 15%

(3) Do you often comment and then provide solutions?

20 responses

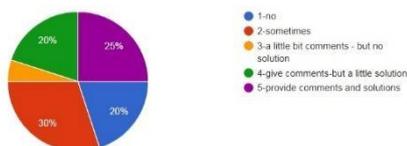


Figure 5. the results of question 3

Figure 5, shows, 30% of people sometimes provide solutions even though the solutions do not solve the problem of cyberbullying, 25% of people provide longer

comments and solutions and try to help people affected by cyberbullying, 20% (green) people give comments but only give a little solution, 20% (blue) people don't give any solution.

(4) Are you satisfied if you leave a problem on social media with your comment?

20 responses

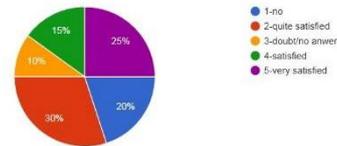


Figure 6. the results of question 4

Figure 6, shows, 30% of people are quite satisfied in doing cyberbullying (this is a big problem), 25% of people are satisfied doing cyber bullying (a very big problem), 20% don't like to do cyberbullying, 15% of people are satisfied in doing cyberbullying, 10% don't want to answer/hesitate. Figure 6, found a very big problem, there are still many people who like to do cyberbullying

(5) How many times in one week do you open social media and give brief comments to people who are known and/or unknown?

20 responses

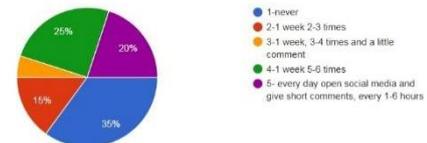


Figure 7. the results of question 5

### Second step: Johari Window-Ken Watanabe-Formula-cyberbullying methodology

Figure 8, shows, three stages in forming a cyberbullying intelligence framework. In the first stage, categorized into four categories: open cyberbullying; blind cyberbullying; hidden cyberbullying; unknown cyberbullying. Furthermore, in the second stage, the relationship between the four categories of cyberbullying and the four categories of Ken Watanabe-problem-solving methods. Moreover, the third stage, cyberbullying intelligence formula and the last stage - cyberbullying methodology.

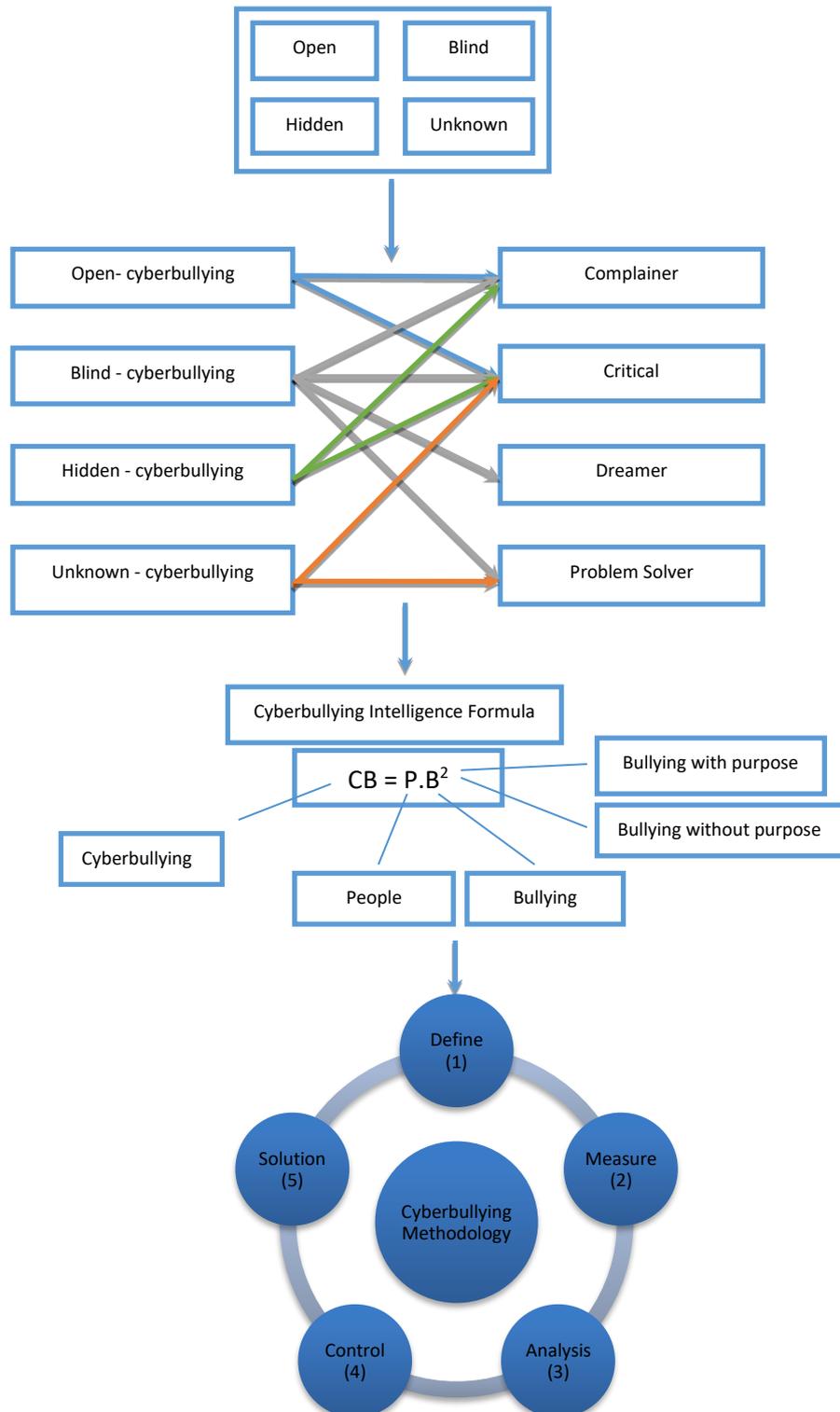


Figure 8. AntiCyberbullying Intelligence Frameworks 2020-2025

**The first stage: Johari window-cyberbullying**

**Open cyberbullying-** is a type of person who bullying openly, where this person does not hide their identity, but very boldly, using real identity, bullying, giving opinions

frontally and giving criticism, the tendency of this type is to provoke debate and make an environment in social media is not conducive

**Blind cyberbullying** - is the type of person who bullying with half-open or half-

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closed, this type of person can use their real identity or disguise their identity by using a fake profile photo or using another name. In bullying, this person will indirectly say their opinion, but provoke debate from the person being bullied.

**Hidden cyberbullying** - is a type of closed person and conceals their identity, but using verbal abuse and intimidation in any way to satisfy their desires, provoking to be able to make an environment on social media uncomfortable

**Unknown cyberbullying** - is an anonymous type that is totally unknown but bullies randomly, planned, very unethical and makes people who are bullied get terror.

After we understand in a big-picture the relationship between Johari window and cyberbullying, the next step is to combine the Johari window-cyberbullying-ken Watanabe (problem-solving) methods.

**Second step: Johari window-cyberbullying-Ken Watanabe methods**

**Open types in the category**

**Open-complainer (OC):** is the type of person who is open in expressing dissatisfaction, but never gives a solution. It only expresses dissatisfaction directly. The positive side is being honest in saying what you don't like.

**Open-critical (OT):** is the type of person who criticizes openly, but does not provide any solution. The positive side is objective in providing criticism accompanied by data and examples.

**Open-dreamer (OD):** is the type of person who says vision, mission, and goals, but after that, there isn't any action to achieve that.

**Open-problem solver (OS):** is the type of person who expresses dissatisfaction, but provides examples of case studies to solve problems, has quality knowledge and tries to provide a middle ground solution to overcome a problem

**Blind types in the category**

**Blind-complainer (BC):** is the type of person who says dissatisfaction, but is illogical. What was said was only an outlet of what he felt

**Blind-critical (BT):** provides criticism that is not on target and tends to provoke arguments and a bit of debate

**Blind-dreamer (BD):** is the type of

person who says "big", "only gives hope", but never achieves that

**Blind-problem solver (BS):** is the type of person who tries to provide a solution when faced with problems, but has limitations

**Hidden types in the category**

**Hidden-complainer (HC):** is the type of person who claims to be dissatisfied, but not directly, the tendency is to use "spicy but indirect" language

**Hidden-critical (HT):** is the type of person who indirectly criticizes others, but this criticism is conveyed in a twist of language

**Hidden-dreamer (HD):** is the type of person who is nonsense and the sentence he utters is only imaginary

**Hidden-problem solver (HS):** is the type of person who helps people secretly, this is the positive side. On the negative side, to solve a problem, this type of person does a tacit but negative action

**Unknown types in the category**

**Unknown-complainer (UC):** says dissatisfaction, in a manner that is not polite and tends to vilify

**Unknown-critical (UT):** says criticism but is very negative, such as damaging the good name, intimidation, blunder the sentence to confuse others

**Unknown-dreamer (UD):** only tells lies and keeps trying to manipulate

**Unknown-problem solver (US):** is the type of person who tries to solve a problem in any way, provided the goal is achieved

**Third step: the formula  $CB = P.B^2$**

The next process is to unite the first and second stages, so as to produce a formula:  $CB = P.B^2$

Where: CB-cyberbullying; P-people; B- bullying; b1-bullying with purpose; b2-bullying without purpose.

In the formula explained that P is a person who has experienced bullying, both online or conventionally. B1-bullying is carried out with a purpose, meaning that the bullying has been planned beforehand such as the person knows the victim; the person does not know the victim but plans to bully, and the person randomly bullies but targeting on certain people, and bullying is a psychopath. B2-bullying and randomly. The person bullies with negative goals and wants to destroy the name of another person, here the victim will

experience severe depression and people who do such bullying have no guilt doing that and there is no empathy for others, people who bully on this type, can be called a person who does not have any purpose in life and has a mental disorder.

**The fourth stage: cyberbullying framework (Cyberbullying methodology)**

**Define**

At this stage, we must first categorize the types of cyberbullying that have been explained previously. These categories include:

**Table 1. Cyberbullying & category**

Open	Blind	Hidden	Unknown
<b>Open-complainer (OC)</b>	Blind-complainer (BC)	Hidden-complainer (HC)	Unknown-complainer (UC)
<b>Open-critical (OT)</b>	Blind-critical (BT)	Hidden-critical (HT)	Unknown-critical (UT)
<b>Open-dreamer (OD)</b>	Blind-dreamer (BD)	Hidden-dreamer (HD)	Unknown-dreamer (UD)
<b>Open-problem solver (OS)</b>	Blind-problem solver (BS)	Hidden-problem solver (HS)	Unknown-problem solver (US)

In table 1, 16 categories will help us to find out the types of people who communicate on social media. This category will be explained in the next section

**Measure**

In the measure section, we will categorize it in several "alerts", red-yellow-green-blue. Red alert - indicates that cyberbullying has reached a dangerous point, namely taking action that can be subject to ITE law (formally). Yellow alert- the cyberbullying action starts to approach actions that can be considered as criminal acts or not (in observation). Green alert-cyberbullying is still at a stage that can be tolerated and if you have made an open apology, it will be considered, but it does not rule out formal legal action. Blue alerts - only words and/or opinions that do not have a big effect on the victim, are limited to emotions and can then be forgotten. This measure can be categorized as follows:

**Table 2. Alerts for cyberbullying**

Alerts	Category of cyberbullying	Actions
<b>Red</b>	Open-critical (OT); Blind-complainer (BC); Unknown-complainer (UC); Unknown-critical (UT); Unknown-	Formal

	dreamer (UD); Unknown-problem solver (US)	
<b>Yellow</b>	Hidden-critical (HT)	Formal and/or no formal
<b>Green</b>	Blind-critical (BT); Hidden-complainer (HC); Hidden-problem solver (HS)	No formal action
<b>Blue</b>	Open-complainer (OC); Open-dreamer (OD); Open-problem solver (OS); Blind-dreamer (BD); Blind-problem solver (BS); Hidden-dreamer (HD)	No formal action

Table 2, shows, categorizes cyberbullying in detail and what actions must be taken when cyberbullying occurs. This category will be able to make it easier for us to understand the right actions that must be taken so that the actions to face cyberbullying will be fair

**Analysis**

In the analysis section, it is explained the problems contained in each category, this will be able to simplify the process of action that must be done, and with this problem category in accordance with the alerts category, and then people will be able to understand that cyberbullying is what category of alerts.

**Table 3. Category-Alerts types \* problems**

Category * Alerts types	Problems
<b>Red</b>	Sexually harassing; defamation; insult to something that is formal / legal; divulge secrets protected by law; spreading false news that damage the name of the company / organization; divulging confidential data and exposing such data and making derision; excessive physical humiliation of a person; talk without data and facts so that it causes massive discomfort in the community; has data and facts which are then used as a means of damaging the names of certain companies / organizations / individuals; debate and put forward arguments that have a negative impact on companies / organizations / individuals, all of their words contain negative content and context with the aim of causing chaos; giving comments that insult someone on social media consistently
<b>Yellow</b>	Issue statements without data and/or facts which are then carried out consistently so as to create negative perceptions in the community
<b>Green</b>	Issuing statements that are still acceptable and tolerated because they have acceptable limits on politeness
<b>Blue</b>	Providing evidence /data/facts but not only used as information to the public, providing

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solutions, logical opinions and proper assessment of a problem

Table 3, shows, can be explained as follows:

Red alert- this section is very dangerous. If we look at the table, the actions taken have crossed the limits that violate the law, ethics, and morals. If this is allowed to continue, it will be able to cause a negative social media environment, as explained in the journal Culture Intelligence (CI3): the negative culture in society can greatly damage the individual level to the extent of total damage in character, good name, and future. Therefore, if it has reached the position of red alerts, formal legal action must be taken to be able to prevent negative things from getting more massive. Lying also means the category of red alerts especially if the lie is done publicly, this will be discussed in more detail in subsequent research on hoaxes

Yellow alert - this part is done by monitoring in stages, if a negative statement is made once and then stops, then there is no action for that, but if the post has been repeated up to 2 and 3 times, or even continuously, then the position of yellow alert will be upgraded to red alert, which means that formal legal action will be taken to be able to uphold justice, morals, and ethics of social media

Green alert - this section issues a statement that is still within the limits of tolerance that should be, where the statement can be clarified in advance or asked the purpose of the statement, if the statement is not based on data and facts that are supposed to and/or can not present research/information that can support the statement, the status will be able to go up to yellow alert and/or red alert. Some things in this section can be resolved as a family meaning to meet and talk between the perpetrator and the victim to find a solution together so that it does not happen again, but if one party refuses to meet and resolve it in a family manner then it is necessary to further investigate the motive of the offender and why the victim gets a statement negative, we need to first understand the actions taken by the perpetrators and why the perpetrators do that, if the victims are the problem, then there need to be other actions that are fair to the perpetrators and victims, with due regard to

human rights

Blue alert - this section does not need to be taken any action, because data, facts, solutions, examples of case studies in solving problems are presented very well and mutual communication occurs.

### Control

In this section, we will explain how to control types of alerts so that the social media environment can be more positive. This is explained by the table below:

Table 4. Alerts types & control-action

Alerts types	Control * Action
Red	May be subject to ITE law; a form of crime
Yellow	Conduct a warning 1,2,3
Green	Can be resolved with a good discussion
Blue	normal

Table 4, shows, actions that must be performed for each category of alerts. Previously in the introduction section has been briefly explained three types of complexity, namely dark; gray; light. This applies to the control section. This can be explained as follows:

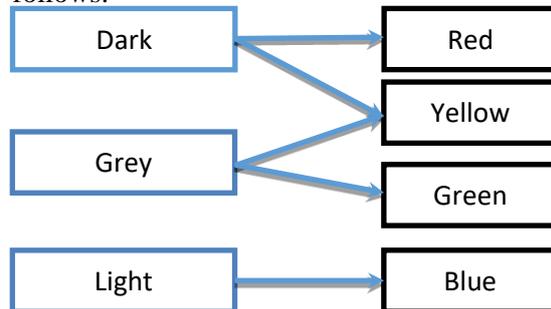


Figure 9. Complexity types & alerts types

Figure 9, shows, in the position of dark complexity can be associated with red and alerts, which means the red position is already very difficult to repair and must be given a legal action, while dark complexity is also related to yellow alerts, meaning that if someone is already in the yellow position and given a warning but still continuing to take negative actions on social media, the status becomes red alerts. In the gray complexity position, someone who is already in the yellow alert position can be given a special warning, after warnings 1,2 and 3 are done and in this case, the special warning is invited by the perpetrator to meet and discuss the purpose of the statement in detail. If you are in the green alert position, then in this position it is very

important to know the motives, clarification of statements, evidence, data and facts as well as other matters in the process to find out more deeply before raising status or taking formal action. If this can be resolved in the green alert position, it means that the status has dropped to light complexity. In the position of light complexity, it is still at a normal level and can be communicated very well, arguing with data and facts, presenting solutions, examples of case studies in solving problems, heart-to-heart talks and trying to find a middle ground in solving problems

**Solution**

In this section is a solution on how to overcome if cyberbullying occurs according to the alerts category. This can be explained as follows:

**Table 5. Alerts types – solution**

Alerts types	Solution
<b>Red</b>	Law enforcement (there is no other way)
<b>Yellow</b>	Warning 1,2,3
<b>Green</b>	Can be resolved with a good discussion
<b>Blue</b>	Normal

Previously it has been explained that there are actions and controls in the settlement, so from table 6, this can be explained as follows: in a red position, of course, legal action must be taken because there is no other way to overcome this. In the yellow position - explained earlier. In a green position - familiarly and investigate motives. In the blue position - no action is needed because this is normal. Moreover, besides some of the solutions listed in the table, there are several more solutions to be able to overcome cyberbullying, including:

1. Specifically, in the family, proper social media education is needed for children so that children begin to be properly trained in how to communicate politely and gain general and specific knowledge about the impact of using social media unwisely
2. You must ignore and reject if there are people you do not know, ask for your picture for any purpose. This is to avoid the spread of images on social media and also to avoid the effects of misuse of your images
3. Blocking people you think are uncomfortable and will be able to create

problems in the future, especially people who like to make statements that are inappropriate, illogical, joking not in the right situation, very disrespectful in communication, and things that violate ethical and moral values

4. Limit sharing of images on social media, especially about family, this is to avoid misuse of your family's image
5. Refrain from issuing statements, and think about your capacity as a user of social media, whether you are worthy and appropriate to issue opinions or assessments of an issue. Opinions are subjective, whereas judgments are objective. You must start learning to use the capacity to think "judgment" instead of over-expressing a feeling, thought and sentences that waste a lot of time
6. No add friend, for people you don't know, and if you want to add as a friend, then you have to be sure and really know whether that person is worthy of being a friend on social media and/or is a recommendation from a friend/family that you trust to be added as a friend on social media
7. Learn to add to your knowledge, if you want to comment. A person's competence can be judged by general and special knowledge, not just by issuing sentences that do not contain any meaning. Each sentence issued must be able to have a positive impact on the lives of others, not just on oneself and/or contain sentences that can damage the character-attitude-action, causing chaos in the community/individual
8. Learn to think empathy, where if we do this to others, and imagine if it also happened to us. This is to train our feelings and thoughts deeper, especially in communication and empathy, not just sympathy

These eight solutions can certainly be applied, if the culture in the community can change too, without changing existing habits it will be very difficult to change the negative impact of cyberbullying. The point is action can be based on culture and habits that have been built since the beginning, so to be able to overcome they must revoke the root of the problem, namely negative habits that have been believed and carried out. Changing an attitude can be started from education in each family, not only the

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factors of the method, but family education can affect the overall attitude, nature, actions, and forms of moral-ethical someone in the future

## CONCLUSION

This research can be concluded in several ways, including:

1. There are four categories of cyberbullying from the Johari window side, including open-cyberbullying; blind cyberbullying; hidden cyberbullying; unknown cyberbullying

2. Johari window & cyberbullying combined with ken Watanabe (problem solving) methods, results in: open-complainer; open critical; open dreamer; open-problem solver; Blind-complainer (BC); Blind-critical (BT); Blind-dreamer (BD); Blind-problem solver (BS); Hidden-complainer (HC); Hidden-critical (HT); Hidden-dreamer (HD); Hidden-problem solver (HS); Unknown-complainer (UC); Unknown-critical (UT); Unknown-problem solver (US); Unknown-dreamer (UD)

3. This concept and analysis produce a formula  $CB = P.B2$  and cyberbullying methodology which consists of define-measure-analysis-control-solution. Furthermore, eight solutions were produced to prevent cyberbullying

## RECOMMENDATION

1. This research will continue until the next stage, where the next stage will categorize hoaxes in more detail; social media-leadership finalization stage. The first thing is the fundamentals to be solved first from this research and the second thing is to design a prototype, but after all the concepts have been completed

2. The concept of cyberbullying must not be separated from hoaxes, because there are similarities but also differences which, if linked, can turn into hoaxes. Therefore, the next research will discuss how to deal with hoaxes in detail which is unity with cyberbullying

3. This process can only be changed if accompanied by changes in culture or habits that have become roots in the community, therefore, it is necessary to change the culture and communication habits in the community.

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