Interact, Share, Collaborate

In this topic, you will:

→ Learn how to **maintain good netiquette by acting responsibly online**

→ Understand the **impact and consequences of bad netiquette**

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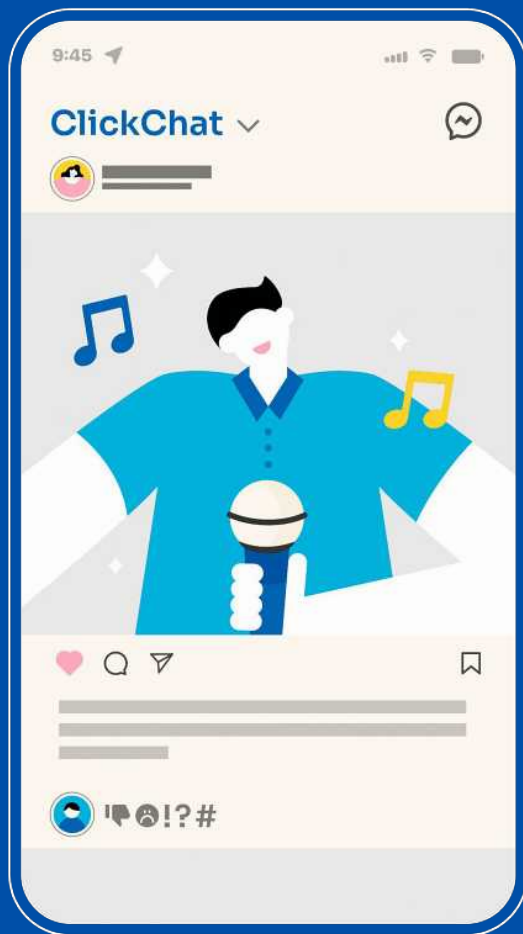Source · Understand · Research · Evaluate

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GOT IT!

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You run a fan account of a K-pop singer on social media site ClickChat. Your account is quite popular, with over a thousand followers liking and reposting your content.

When checking your account, you see that another ClickChat user has insulted the singer on your latest post.

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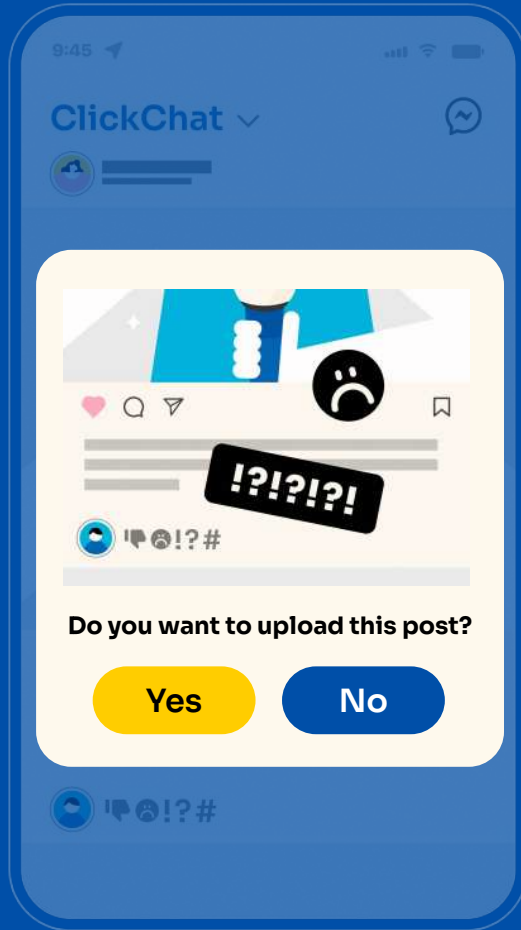
You feel upset. You want the other user to know that their comment was inappropriate to post on your page, and that you did not like it.

Do you screenshot their comment and repost it with an angry caption?

← Select an option.

ClickChat ⌄

!?!?!?!

Do you want to upload this post?

Yes   No

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Image: Pexels

You picked "Yes"!

This may not have been the best choice.

Your followers flock to the commenter's page, leaving hundreds of mean comments.

The commenter gets so frightened that they delete their ClickChat account.

The commenter's friends accuse you of intentionally using your platform to harass others. They call you out in their posts, giving your account a bad reputation.

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Image: <u>Pexels</u>

Why is this not a great choice?

➜ Your impulsive post caused your many followers to harass another user. While you are allowed to express your disagreement, posting such comments to a huge following can escalate conflicts unnecessarily.

➜ In addition, being rude damages your online reputation.

NEXT **SEE OTHER OPTION**

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Image: Unsplash

You picked "No"!

This is a great choice!

You decide to leave a polite reply to the critical comment instead. You let the user know that while they are entitled to their opinion, you would appreciate it if they could voice it elsewhere.

Your courteous response is praised by your followers, who encourage other fans to follow your account.

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Image: Unsplash

Why is this a good choice?

→ Knowing how to engage with others politely on platforms like ClickChat means that you understand **the importance of good netiquette in maintaining good relations with others online.**

→ For instance, reposting the critical comment in this scenario could have led your followers to attack the commenter. This could also damage your online reputation.

NEXT   SEE OTHER OPTION

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Definition

What we have just seen is an example of someone deciding whether or not to act in a way that practises **good netiquette**.

What is good netiquette?

- Netiquette refers to a set of guidelines on how people should communicate with and treat others on online platforms.

- Different mediums and platforms might have different netiquette guidelines. Following these can help us practise good netiquette.

As shown from the above situation, good netiquette is important for maintaining good relations with others online.

Having bad netiquette not only harms others, but even affects how others perceive you online. This can impact your online reputation.

Case study:

When Bad Netiquette is Illegal

Image: Pexels

Image:

In some cases, bad netiquette might even get you into legal trouble.

➔ While social media helps us connect with others who have similar interests, it also increases the chances of us meeting people who have different opinions or perspectives from us.

➔ Such differences can lead to misunderstandings in communication and even conflict in the online space.

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Image: FreePik

→ When this happens, social media users might make impulsive decisions and practise bad netiquette.

→ Such actions can escalate conflicts between users.

→ In extreme cases, they can even result in online or physical violence.

→ These acts can be considered illegal in some countries, and practising them might get you into trouble with the law.

Image: Pexels

Some examples of illegal online behaviour include:

➔ **Doxxing**: This involves revealing personal information about an online user or someone related to them, with the intention of harassing or threatening them. Releasing such information allows those with ill intentions to identify and target individuals with violence, either online or offline.

➔ **Making discriminatory or harmful comments against individuals or communities:** One good example of this is the case of this 19-year-old, who posted hate comments on Instagram against Muslims. Because his comments were harmful to the Muslim community in Singapore, he was arrested.

Image: Pexels

→ As a response to these harmful online acts, the Singapore government has set up the Protection from Harassment Act, also known as POHA.

→ As the name implies, POHA aims to protect individuals from being harassed or stalked, both online and in real life.

→ It also protects victims against false statements made against them.

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With so much of our lives online today, communicating well with others in digital spaces is a skill that is becoming more important than ever. Hence, it is essential to learn how to practise good netiquette.

This way, we can create a positive online environment that allows us to learn from and collaborate with each other, while having pleasant interactions.

We can try practising good netiquette by following the tips below:

Understand that online actions can have real effects.

The online world is an extension of the real world, and one careless post online can impact someone negatively in real life. Therefore, it is important to be mindful of what we say to others online.

Remember that everything you post stays online forever.

You might regret a badly worded post you uploaded on impulse. However, once it starts circulating, there is no way to take it back or control who sees it.

Treat others the way you want to be treated.

Treat everyone with kindness and respect, even those you do not know. You don't know what the other person might be going through.

Ask for permission to repost something personal.

A friend or family member might share something with you online that they do not want strangers to see. To avoid revealing private information, ask permission before reposting.

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What are the effects of bad netiquette practices?

Read this article about the real-life effects of doxxing.

Use the S.U.R.E. framework to discover more about doxxing.

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Image: **FreePik**

Answer these guiding questions below:

SOURCE: What do various sources or experts say about this topic?

UNDERSTAND: What are some of the insights shared that can help you better understand how victims are affected by doxxing?

RESEARCH: How can you research more about this topic on your own?

EVALUATE: Based on the information you have, what are the steps you can take to make an informed decision about how you interact with those you disagree with on social media?

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