

Project Dissertation Report On

Decrypting Cyberbullying at Workplace – HR's role in The Virtual World

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CERTIFICATE FROM THE INSTITUTE

This is to certify that Mr. Vaibhav Adlakha (2K19/DMBA/105) has satisfactorily completed the Project Report titled “**Decrypting Cyber bullying’s at Workplace – HR’s role in the Virtual World**” in partial fulfilment of the requirements for the award of the degree of Master of Business Administration from Delhi School of Management, Delhi Technological University, New Delhi during the academic year 2020-2021.

The contents of the report, in full or part, have not been submitted to any other university or institution for the award of the degree.

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The screenshot shows a WhatsApp chat interface. At the top, a message from '2K19/DMBA/105 VAIBHAV ADLAKHA' is visible, stating 'Abstract has been included instead of executive summary. Regards.' with a timestamp of 1:32 PM (1 hour ago). Below this, a message from 'Saurabh Agrawal' is shown, dated 2:26 PM (36 minutes ago). The message from Saurabh Agrawal reads: 'Based on reports provided by you, you can submit a report for presentation. Dr. Saurabh Agrawal BE(IIT,Roorkee), MTech(IIT, Delhi), MBA(OSU, USA), PhD(DTU, Delhi) Associate Professor Delhi School of Management Delhi Technological University Delhi-110042, India'. At the bottom of the chat, there are three response buttons: 'Ok, will do that.', 'Thanks a lot.', and 'Noted with thanks.'. The bottom of the image shows a Windows taskbar with various icons and a system tray displaying '39°C Haze', '15:03', and '25-05-2021'.

STUDENT DECLARATION

I, **Vaibhav Adlakha**, Roll Number **2K19/DMBA/105** hereby declare that the project work entitled “Decrypting Cyber bullying’s at Workplace – HR’s role in the Virtual World” was submitted to Delhi School of Management, DTU towards partial fulfilment for the award of Master of Business Administration. It is my original work and the dissertation has not formed the basis for award of any degree, associate ship, fellowship or any similar title to the best of my knowledge.

Date:

Place:

Vaibhav Adlakha

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Acknowledgement

At the outset, I express my heartfelt thanks & gratitude to those who sincerely helped and supported me throughout the project & without their active support & help it would not have been possible for me to complete the venture. As such, I once again extend my sincere thanks & gratitude to all of them.

To this effect, at first, I take the opportunity to express my profound gratitude and deep regards to my Professor, Mr. Dhiraj Kumar Pal, and project supervisor Dr. Saurabh Agrawal for their active guidance and constant supervision together with time to time providing of necessary information connected with the project and their active support in completing the project.

I also sincerely thank the participants that I surveyed and interviewed. Finally, I would like to express my earnest gratitude to my friends and family members for their constant support & encouragement without which the assignment would not have been completed.

EXECUTIVE SUMMARY

This dissertation takes on a topic which is still somewhat unexplored and many of the originations have not paid heed to yet. Cyberbullying can be defined a “any use of information and communications technology to support deliberate and hostile attempts to hurt, upset or embarrass another person”.

The technological advancement in the recent years has been imperative in changing the ways which business organizations work, it can be said that a modern-day organization will be rendered obsolete without the presence of technology.

Technology is not only a choice of businesses but also has become a necessity to survive. In order to maximize the productivity and make an organization cost effective, inclusion of technology in almost every aspect of business is important.

Recent developments in the work environment, specially the Covid-19 Pandemic has forced organizations to be heavily dependent on technology for every little thing.

Increasing trend of remote working and cross-cultural hiring has also made technology and internet services a mandatory part of every organization. The virtues of technology, internet, and cyberspace as uncountable but a very big problem that is on the rise is the issue of cyberbullying in the workplace, it has been impacting the performances of the employees as well as their personal lives as well.

Upon spending a considerable amount of time on researching literature, I concluded that the literature on Cyberbullying at workplace is very limited, though there has been a lot of work done on the area of workplace bullying as organizations are obviously concerned about their employees and do not want them to go through

something that is absurd in nature. The paucity of research in this area, especially in Indian context is what motivated me to choose this topic.

This research work is carried out by doing extensive study on previous research papers or surveys conducted regarding Cyberbullying. The dissertation involves understanding the definition of the Cyberbullying and its context focusing on workplace environment. The act has been understood in reference to Indian organizations as well as workplaces abroad like UK, Canada, Australia, and Pakistan to understand the graveness of the act and how Governments and private organizations have formulated laws & policies to prevent as well to form a grievance redressal system for employees to approach for complaints without fear.

The study also involves a primary component in which a survey is being carried out targeting working population in various private & Government organizations, and academic institutions to understand the sources of this act and if there is any counselling service provided to deal with same.

Before embarking upon writing this dissertation, an initial survey revealed that it was women who majorly faced the wrath of cyberbullying and hence the main focus will remain on understanding this concern from women's point of view and how workplaces have ensured that women don't quit the job or remain stressed about these issues.

The study further involves about examining various campaigns and initiatives taken by some organizations to make workplaces safer and cyberbullying free.

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1. INTRODUCTION

Cyberbullying or commonly known as online bullying or online harassment, is the use of derogatory antics, unacceptable and inappropriate behavior displayed either publicly or on a personal front by the usage of electronic media or wireless technology and devices, targeted to harass or intimidate others.

Workplace cyberbullying is being repeatedly exposed to unwanted or ill-treatment from peers by the means of electronic form of contact such as the internet or other devices. This kind of negativity and toxicity causes high levels of stress on many employees. Stress is a natural human response to difficult and out of the ordinary situations, but high levels of the same may prove harmful to the physical, emotional and mental state of any individual, it can also severely affect their level of motivation to do a task and push down their performance levels.

The worst adversity of cyberbullying is that it gives the perpetrators the window to stalk their victims everywhere, whether they are at the office premises or their own home. Cyberbullies can hurt their victims, 24 hours a day and anywhere. They often target their victims with hurtful content or derogatory comments, often anonymously in order to hide and not getting traced easily.

Such content spreads like wildfire and quickly goes viral, and is viewed by a huge audience in the blink of an eye, making it nearly unenviable for authorities to delete the harmful content on time. The growth of bullying by cyber means has grown a lot in

recent years because of the very nature that it possesses, the culprits are very difficult to track down and it takes a lot of time to just delete the content from all the servers. The helplessness attached to this sort of bullying victims is one of the reasons that it is important to take up measures to stop it. Depression, anxiety and other several mental health problems have been noticed in several of its victims, some severe cases have also shown suicidal tendencies.

Gender and Workplace Bullying

The consequences of cyberbullying at workplace has affected all genders, but predominantly and quite unashprisingly, women have suffered the most. The number of female victims heavily outnumber male victims. It has been found in various papers written on cyberbullying in Indian companies, that it can co-occur with lewd behavior, making the situation more horrible for women, with the domineering individual attempting to ruin their reputation by hacking email and social media accounts.

The precise rejection of ladies from decision making positions and from formal and casual expert organizations can make conditions tormenting. The less ladies there are across the progression, the more noteworthy the odds of individual ladies being tormented. The 'chilly climate', as it is called, for ladies in male-overwhelmed callings comes from systematized (and regularly 'imperceptible') sexism. While it is hard to tell the outcomes of work environment harassing for singular targets, research proposes that the unfavorable expert and monetary results are higher for ladies than for men. They will in general leave and take up less generously compensated positions in an alternate association. Numerous battles with the wellbeing outcomes of their experience for quite a long time or years and without discovering monetary assets needed to address them.

They likewise will in general turn out to be more careful at work, keeping away from jobs that are related with high perceivability and lose trust in their capacities. It very well may be contended, hence, that being tormented has similar ramifications for

focuses as being explicitly annoyed and requires comparable lawful and hierarchical designs and mediations in order to establish a protected and strong workplace for all representatives.

The main objective of this study is to decrypt cyberbullying at workplaces in India and study about organizational policies and governmental laws in place to prevent the act.

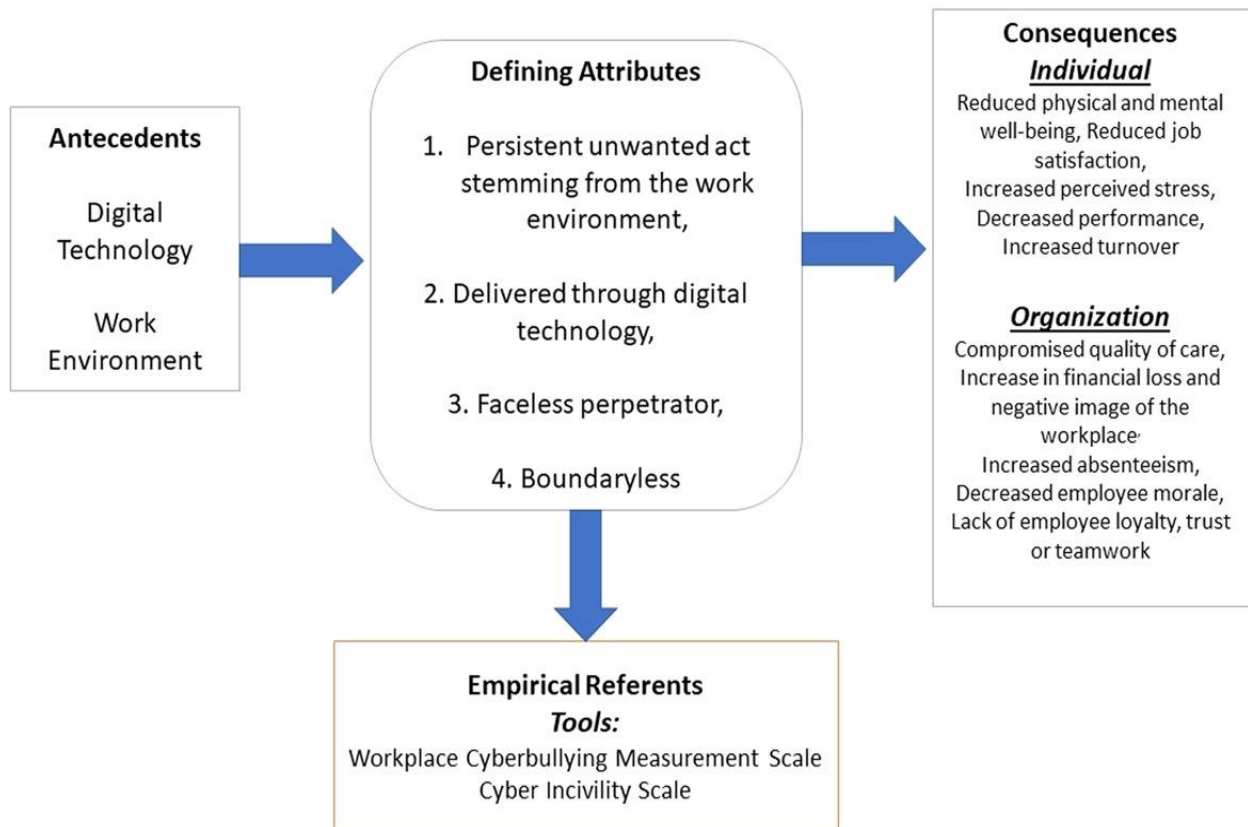


Figure 1.1: Introduction to Cyberbullying

Office Politics, cyberbullying and its impact on employee Performance:

An organization's success not only depends on its financial and strategic factors but also on the culture and climate it has. The human capital involved in the organisation must perform as expected to meet the desired result. To maintain this performance, organizational behaviour is being studied today. One of the inevitable factors of organizational behaviour is organizational politics. Organizational politics refers to self-serving actions; these actions can be taken up by group or an individual in an

organization. One of the important determinants in the performance appraisal process is political behaviour as the result can be influenced by both, the employee and the manager. Sometimes what tempts the supervisor to manipulate the ratings is the behaviour of the subordinate towards him/her or they could do so to impact their position in the organization (Karppinen, 2003). Another aspect of this research paper deals with organizational commitment. This certainly is a 'psychological bond' by which employee's workplace behaviour is explained. It involves the attachment and identification to a job felt by an individual. A committed employee is willingly involved in the work and wish to be employed in the organization. The paper seeks to study the impact that political behaviour has on performance appraisal system and even if such behaviour is seen, practiced or felt by the employees of the organization what significance it has on the organizational commitment of the employees. The appraisal process may be fair or politically biased but does it affect an employee's commitment towards the organization or personal growth and goals remain a priority, answer to these dimensions of organizational politics, performance appraisal and organizational commitment will be worked upon in this paper. Political behaviour in organisation is something which is very natural and obvious to exist as different people with different objectives come together to work for a single entity. Organizational politics are informal, unofficial and sometimes behind-the-scene efforts to sell ideas, influence an organization, increase power, or achieve other targeted objectives. Today, one must be skilful in handling conflicts and must know how to shift power bases while working in an organization. Effective politics doesn't mean to win at any cost rather one must know how to maintain relationships while achieving desired output. Organizational politics may assist or harm the organization, it all depends on whether the individual goals are in coordination with the organizational goals or not. Without a doubt one can say that political behaviour is an ordinary observable fact in every organization. The main motive of political behaviour is to fulfil self-interest. The person may fulfil this self-interest at the cost of other employee or sometimes may be organization's goal. How well an employee performs in his/her job depends on factors such as employee engagement, employee satisfaction and organizational commitment. When these factors are fulfilled the performance index goes up or else employee performance consequently falls. To maintain less politics in the organization the managers must ensure that employees have trust in their supervisors and they must be willing to assist their co-workers. Pay

renegotiation and performance management may help in intimidating the interest of the members in an organization; also these are helpful for incorporating change and learning in an entity.

One of the key determinants and influencer on performance appraisal is organizational politics. It must also be noted that reward system is very crucial for an organization. Rewards include programs, systems and practices that influence the actions of people. It provides positive consequences through a systematic way. Organizational politics along with leadership dimensions, group orientation and organizational structure play a central role in employee performance (Bonface, 2015). This performance must then be rewarded well and the reward system must be bias free to keep employees motivated and committed for their work.

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In order to maintain the environment which drives up the performance, it is important that the leadership pays attention to the office politics and how it may lead to cyberbullying or bullying of any other kind.

1.1 **OBJECTIVES**

The objective of this research is to:

- The first and foremost objective is to study and understand what is cyberbullying and organizational theories related to it in India. The context of other countries such as Pakistan, Canada and UK have also been briefly discussed.
- To study the awareness related to acts on cyberbullying in Indian organizations.
- To analyze the effect of cyberbullying on women employees and measures in place to avoid them.

1.2 **Further Scope of Study**

This study has a limited scope and can be extended further to understand the impact on other genders, especially the transgender community.

2. LITERATURE REVIEW

2.1 Power imbalance, gender structures and organizational position

Power in any form is extremely an essential constituent of cyberbullying in any organization. The unevenness in power status in an organization is a result of the title that individual is adhered to in the organization and the image and acceptance (Rayner, Hoel, & Cooper) he/she has in the peer group existing in the organization. Bullying in any form most commonly occurs in a downward spiral. The people that are at the bottom of the hierarchy are most likely to be the victims of such practices

Cyberbullies might reveal and distribute the personal data or pictures or contact information of the victims they might use that data to impersonate the individual and do even more harm to their lives.

Indulging in such behavior that can be categorized under cyberbullying not only adversely affects the live of the victim but also does a certain level of damage to the life of the bully, it has been noted in a research (Srivastava, 2012) that in cases of cyberbullying, the offenders turned out to be serial offenders and also became prone to committing much more serious crimes. This is alarming and stresses upon the stopping of cyberbullying at its initial stages.

Emotional intelligence has been deemed of real importance in cases of cyberbullying, it has been noted that individuals with higher emotional intelligence, which means, individuals who are more aware of themselves, how they react to different scenarios,

and respond to different stimuli, are able to cope with cyberbullying better. This is the other side of the coin, though we should be focusing more on stopping the cyberbullying, but in case it happens, we should also make the employees in organization more emotionally intelligent in order to deal with it.

Although workplace has severe adverse effect on all individuals, employees who have received training in emotional intelligence find less deviant ways of dealing with such issues.

Loi, Hang-Yue, ..., & (2006, n.d.) gave the study which examined the relationships between employee's justice perceptions, organizational commitment, intention to leave and perceived organizational support. It was conducted in a sample of 514 practicing solicitors from Hong Kong. Hierarchical regression analyses were used as the statistical tool to obtain the result. The result showed that development of perceived organizational support was done by both procedural and distributive justice and organizational commitment and intentions to leave had mediating effect from perceived organizational support.

The covid crisis has forced organizations to mandate work from home for their employees which has also contributed to the problem of cyberbullying as surveillance of employees is not possible and many employees are becoming the target of cyberbullying and phishing scams (Jabeen et al., 2021)

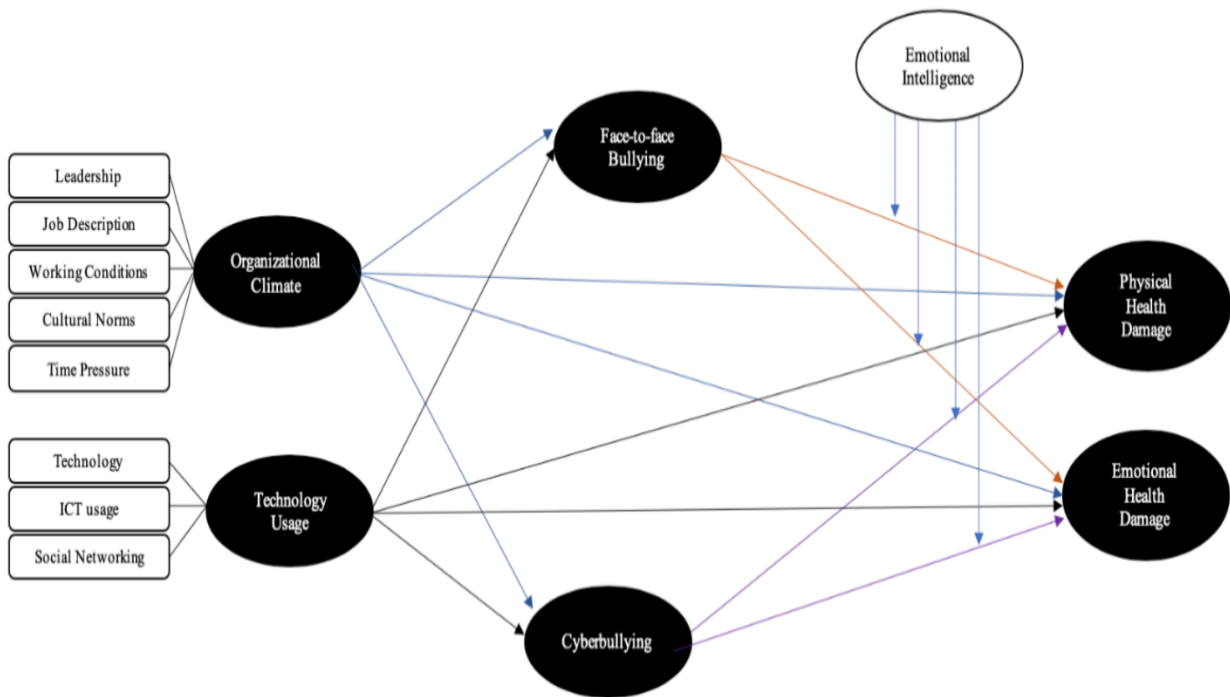


Figure 2.1: Facets of Organizational Bullying

2.1.1 United Kingdom:

Cyberbullying, just like any other form of bullying should be dealt with utmost strictness. It should be a part of every bullying prevention programme and procedure. Employers should keep up with technological advancements and change their practises accordingly, according to ACAS (The Advisory, Conciliation and Arbitration Service).

Cyberbullying is more problematic for employers to pact with than traditional bullying since it occurs outside of working hours or at the workplace. According to the TUC, a responsible approach to deal with this is for the employer to negotiate a fair conduct policy with employee legislatures and deduce what is required of them in their own personal lives. In this particular manner, employees are unlikely to be staggered when they learn that their boss doesn't approve of their actions.

Sending an coarse, attacking, or menacing letter, electronic or otherwise, or other piece to another person is illegal under the Malicious Communications Act 1998, and sending an coarse, attacking, or menacing telephone message is illegal under section

43 of the Telecommunications Act 1984.

The Harassment Prevention Act of 1977 is also applicable. Indulging in recurring terrorizations of exploitation, whether deliberately or not, is criminal and illegal under this Act.

A rather latest investigation directed in the United Kingdom centers around workers of the British University, and tracks down that eight out of ten experience one of the recorded cyberbullying Behaviors on at any rate one event in the past a half year, and fourteen to twenty percent experience these follows up on at any rate a week after week premise. Those encountering cyberbullying additionally report expansion in mental injury and lower work fulfillment.

2.1.2 Canada:

Nine semi-coordinated individual conversations with specialists of the HR area were driven over a time of to month, heading around the start of February and shutting in late March, as a part of a pilot examination of investigation (West, Foster, Levin, Edmison, and Robibero, 2014) zeroing in on HR specialists in Canada on existing workplace procedures and works on in regards to cyberbullying.

Respondents showed a cross portion of different business or industry territories including cash, tutoring, retail, capable organizations, broadcast correspondences and the non advantage territory. Respondents are fundamentally female (8/9 met). All respondents have an outright least of three years and connected up to 30 years of association with a Human Resource region. Each gathering is sound taped, and continues to go approximately 30–45 min.

During the individual discussions, respondents shared records of cyberbullying

occasions at their workplaces. The disappointed agent, the most notable representation of cyberbullying conduct, recognized by four respondents, incorporates laborers' posting improper comments online about their teammates, their directors or about the relationship when in doubt. For example, one respondent remarks, "In my work, to a great extent people will send me portrayals of their specialist's postings on Facebook or offering improper comments about an accomplice on Facebook. In the chief subordinate setting, "people have posted comments about their supervisor on their own Facebook pages, getting down on them, and that can be translated in a really skeptical way and it starts punishable and people are commenting on it.". Another respondent suggests that such lead will overall be more ordinary among junior delegates. "In a call local area environment, that is where the greater part of these sorts of cases happen. I trust it's the possibility of the environment—it is negligible less master they are energetic; they make \$15 an hour; it's definitely not a high, wanted work... there's a bit of youthfulness in that particular setting."

The second most regular event of work-based cyberbullying is expressed by numerous respondents as an online correspondence that starts as guiltless office talks, for example, a joke coursed through email.

Here, one respondent states, "Individuals can be crushed by what has been composed [on social media] about them, yet when they look further into it, they find that it wasn't intended to have that heading and importance. Some of it is misconception of the effect versus expectation." However, when the correspondence increments to where at least one people begin accepting it as improper or unwanted, at that point it moves from the domain of online converses with cyberbullying. "I can think about a situation where we had someone messaging unseemly pictures it is one thing to get when you are sending it around, it isn't OK when someone disapproves."

The wrecked office sentiment. Two respondents depict instances of working environment sentiments that destroyed ineffectively and finally prompted cyberbullying. For this situation, one of the accomplices utilized either organization's time or organization's online correspondence framework to start the harassing conduct toward the ex. "I have known about a couple of occurrences of ex's following.

It is essentially texting, similar to MSN, and I've known about a few instances of badgering through here." Two respondents from associations, where working in large and at times various groups is an assumption for their current circumstance, discuss circumstances where at least one representative become undesirable with their work group, which then strats the first to colleagues' utilizing web-based media to post off-base or bogus or harmful proclamations about the terminated member(s). People are employed together, train together, same hours, same workspaces, and that perseveres for as long as a year until they move to various groups and moves. So at a work environment representatives either gel up or they don't, and I ran over a circumstance where one of the worker grumbled of badgering. She had undesirable with the gathering, and all the workers had required to remarks on Facebook. the respondent accepts that there were Twitter posts as well. It was a full scale attack and instance of cyberbullying."

The force sightseer. In this unique circumstance, cyberbullying happens because of a poisonous director subordinate or representative to-worker relationship, where one individual endeavors to build up unjustifiable or improper authority over the other. Two respondents portray the circumstance where this type of cyberbullying emerged inside their own associations. "one thing that I notice is that individuals are exhausted, so you do see a ton of digital badgering cases among directors and workers, in light of the fact that a great deal of pressure in

included... particularly in an expert administrations firm. Individuals will feel so lucky to have some work they do endure a ton."

Canadian Laws:

Criminal Harassment is characterized in Section 264 of the Code. It centers fundamentally around actual conduct, like more than once following an individual, directing consistent reconnaissance on an individual whether at home or at work, or undermining an individual. Segment 264 additionally characterizes as badgering that has been criminally done correspondence with an individual or somebody known to them. Notwithstanding, to add up to a criminal offense, the correspondence (just as different types of hassling conduct) should make the casualties dread for their security or the wellbeing of somebody known to them. While most types of work environment

tormenting recorded, for example, disregarding an individual's assessment or forcing irrational cutoff times, won't make an individual dread for their security, and in this way, won't meet the edge of criminal badgering, a portion of the types of cyberbullying, for example, electronic dangers or cautioning of savagery both actual mental and social, and misuse, might just outperform the criminal benchmark

Bill C-13, the corrections have been presented towards the end in 2013, in part because of two episodes of digital harassing of teenagers that appeared in the passings of two little youngsters, Reya Parsons and Amand Todd .

The Bill presents the new impending criminal offense, of "Distribution of a cozy picture without assent". Under the proposed offense, it will be a wrongdoing that is deserving of most extreme five years in jail to post, share, communicate, sell, make accessible or mingle a private picture of an individual without that individual's assent.

An "private picture" is characterized as a "visual chronicle of an individual made using any and all means" in which "the individual is bare, is uncovering their genital organs or butt-centric area or her bosoms or is occupied with unequivocal sexual movement". In request for the offense to have been submitted, the casualty ought to have had a sensible assumption for protection in every one of the conditions of both the account and its spread.

The Bill additionally offers capacity to the court to restrict indicted guilty parties from getting to the Internet once they go through their discipline and are liberated, and applies the court's

forces of approving hunt and kick the bucket of youngster erotic entertainment to the new meaning of personal photos also.

2.1.3 NEW ZEALAND

A ton has been expounded on working environment tormenting in the nursing calling, both all around the world and locally, with medical caretakers encountering a higher openness of harassing than other medical services laborers. Notwithstanding the disabled execution and efficiency just as detreating physical and psychosocial

wellbeing results for targets harassing additionally presents huge turnover costs for associations assessed at roughly.

Significantly, work environment tormenting has likewise been related with dangers to patient wellbeing and nature of care. Indeed, the New Zealand Nurses association (NZNO, 2011) perceive that harassing influences almost a little less than half of work environments in New Zealand; and handling this worry has stayed at the cutting edge of medical services associations and expert bodies. However in this new time getting harassed by the cybercrime has acquire a ton predominance in the wellbeing and security area.

The investigation led meant to express a basic hole in information by investigating encounters of working environment cyberbullying with the nursing calling in New Zealand. All members had been working in nursing for in any event a half year, and most members were over 30yrs old.

2.1.4 PAKISTAN

Drawing on the example of 285 authorities working in 4 assistance areas [banking, telecom, hoteling and education] of Pakistan, the examination explores to research about presence rate, degree and reiteration of both the customary and cyberbullying and indicators liable for causing menace among laborers of administration areas of Pakistan. Utilizing devices based on the layman's removed models for estimating harassing and cyberbullying presence, results featured that 36%, 55%, half and 59% of the

respondents were sorted as harassed generally and 18%, 30%, 27% and 49% were cyberbullied in training, banking, telecom and hoteling administration areas individually, and this is sadly a high proportion.

generally tormented [traditionally] rate was around 50 and the cyberbullied cases were around 31. Keen PLS-SEM based investigation confirmed that, different

elements of authoritative environment were discovered to be the indicators of working environment harassing, while innovation [social systems administration and ICT's] is altogether identified with the presence of cyberbullying at work environment of administration area associations.

2.1.5 SAUDI ARABIA

An examination (Ateyah Maha [et al.], 2018) pointed toward characterizing the presence of cyberbullying among staff of various divisions at a college in the Kingdom of Saudi Arabia and investigation of the connections among cyberbullying and representatives' wellbeing and work results. The examination utilized a cross-sectional study configuration, utilizing self-directed online polls, college workers, including people, involving jobs from educator to the instructing professionals help. The actions that were dealt with

Digital Negative Acts Questionnaire (Cyber-NAQ) helps in discovering of quantitative information. Discoveries uncovered that generally close to half of the respondents encountered some type of cyberbullying sooner or later in the past a half year. Besides around 20% of the example detailed being the objective of cyberbullying numerous multiple times every week or consistently.

Assessment of individual things on the Cyber-NAQ showed that openness to crazy responsibility was generally detailed by respondents and having one's sentiments and perspectives overlooked was the second most revealed thing. As indicated by Leymann's meaning of cyberbullying, it is imperative to consider the feebly (or more noteworthy) scope of going through digital negative demonstrations. Seen along these lines, openness to unmanageable responsibility stayed the most predominant issue (20%), trailed by extreme checking of respondents' work (20%). Likewise on a week by week or even regular schedule, 15% persevered through tenacious analysis of their work, 13% had bits of gossip spread about them, 12% of the example were focuses of unconstrained annoyance and 9% got dangers of brutality or actual maltreatment.

2.1.6 INDIA

Cyberbullying or tormenting of any sort is illegal. It can have shocking results that will hurt others and once in a while it can prompt violations, retribution, kills or even reason passings to blameless people that had nothing to do with it in any case.

As indicated by Information Technology Act Notwithstanding or letting anything contained in the Code of Criminal Procedure, 1973, any cop, not underneath the position of a Deputy Superintendent of Police, or some other official of the Central Government or a State Government approved by the Central Government for this benefit may enter any open spot and search and capture without warrant any individual found in that who is sensibly associated or having perpetrated or with carrying out or of being going to carry out any offense under this Act

Clarification: Unlike ordinary wrongdoings, cybercrime/tormenting/provocation doesn't have any jurisdiction. A cybercrime can be accounted for to Cyber Crime

Units of any city, regardless of where the wrongdoing is carried out

On the off chance that the digital cell isn't accessible in your place, one can document a F.I.R. in the nearby police headquarters. You can likewise contact the chief or legal judge of the city on the off chance that you discover any trouble in recording a F.I.R.

Independent of the locale any police headquarters will undoubtedly document a F.I.R.

S.No	offences	Section Under I.T Act
1	Publishing or transmitting obscene material in electronic form	Sec 67
2	Publishing or transmitting a material containing sexual act in electronic form	Sec 67 A
3	Word, action, act intended to insult the modesty of women	Sec 509 IPC
4	Sending defamatory messages via emails	Sec 499 IPC
5	Printing or grossly intended matter for blackmailing	Sec 292A IPC
6	Commits the offence of stalking	Sec 354 D
7	Punishment for violation of privacy	Sec 66 E
8	Criminal intimidation by anonymous communication	Sec 507

Table: Cyber related crime & respective sections.

3. Research Methodology

In order to successfully complete the project, initially, I have taken the data from secondary resources to carry out the research by referring to various research papers, white papers, journal, online websites, and news articles to comprehend the actuality of workplace cyberbullying in India and various other nations.

The methodology opted for the study is qualitative research, this type of research depends on information got by the specialist from direct perception, interviews, surveys, center gatherings, member perception, accounts made in characteristic settings, archives, and curios.

To further decode the facets of cyberbullying in India and understand what the employees actually go through and how they deal with it, I've conducted a primary study by floating a questionnaire to women employees working at several organizations across the country. I was able to collect a total sample size of 150.

I've also conducted an interview with an HR personnel to understand the organization's point of view in handling such grievances. It reflects on the decision making as well as the preparedness of the department.

Sources of Data:

Primary Data: Collected through a questionnaire from women employees from various organizations across the nation.

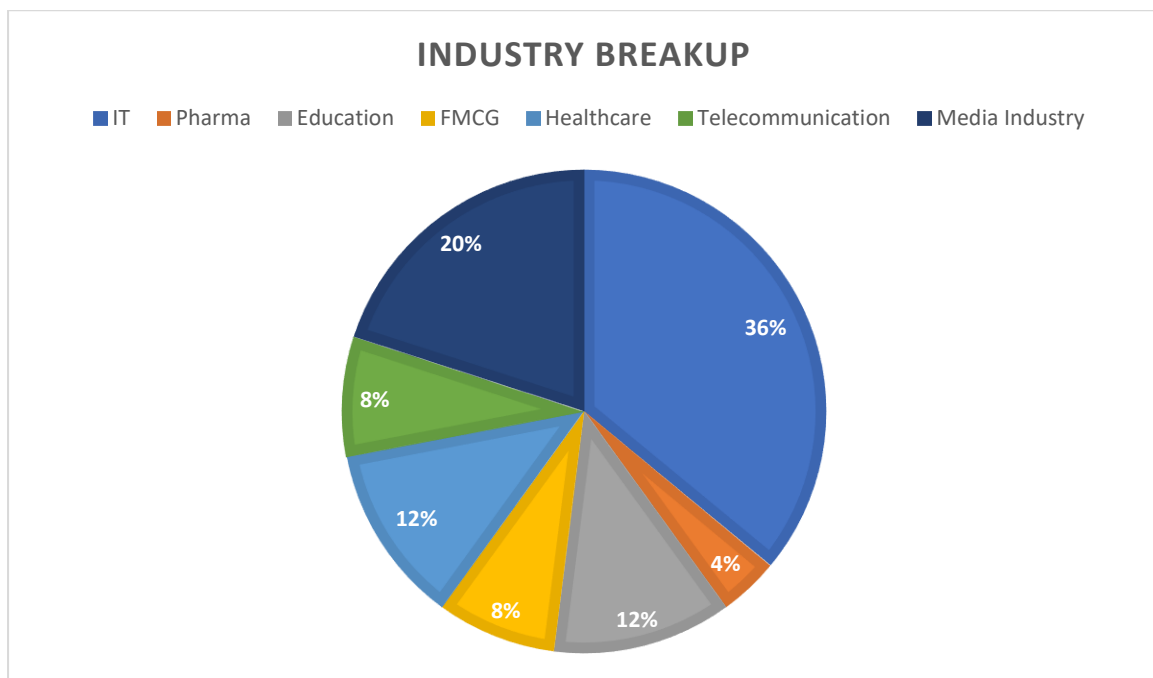
Secondary Data: Collected from various journals, research papers, white papers, news articles, and websites.

Sample Size: The sample size for Primary Data is **150**.

4. Data Analysis and Interpretation

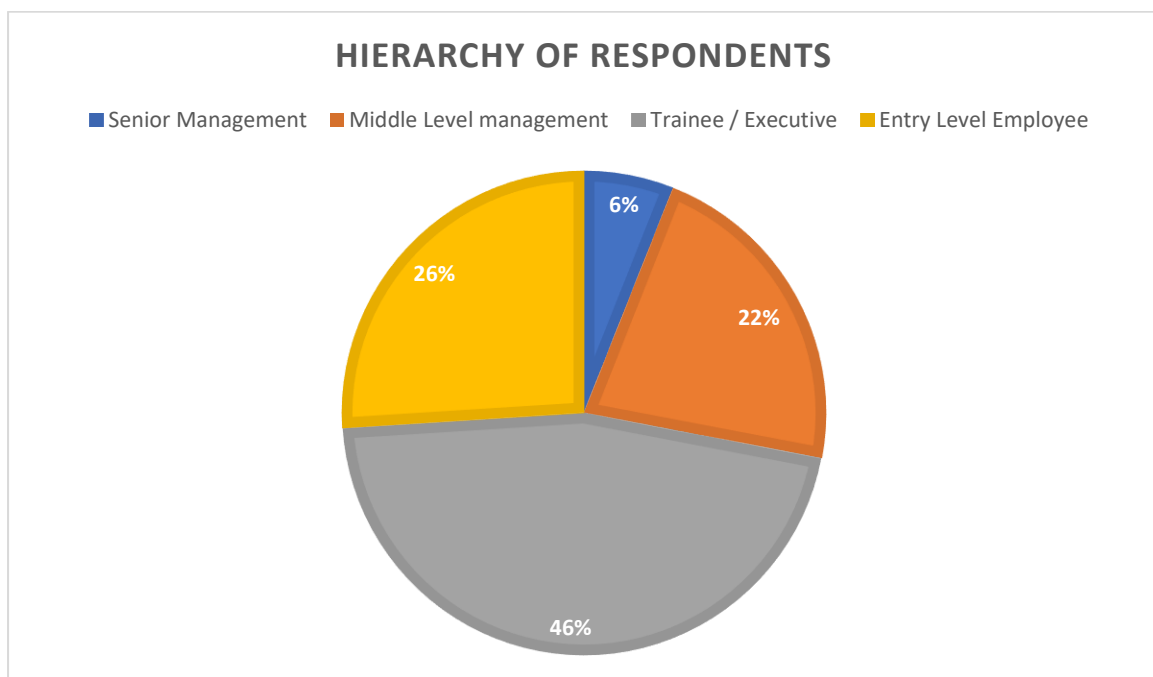
PART 1

1. The Industries from which the samples have been collected for the study.



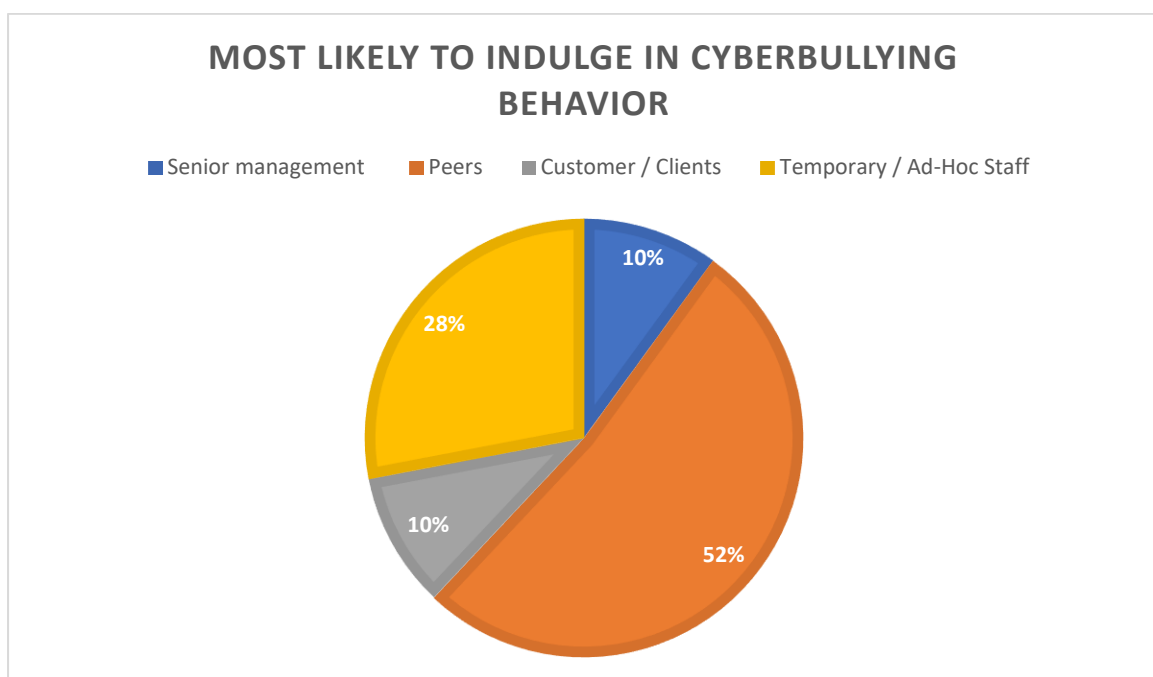
As the data shows, the respondents belong to various different industries, the objective was to cover as much ground as possible, even though the sample of the research is small, it covers a lot of industries, though majority of the respondents belong to IT industry.

2. Hierarchical position of the various respondents



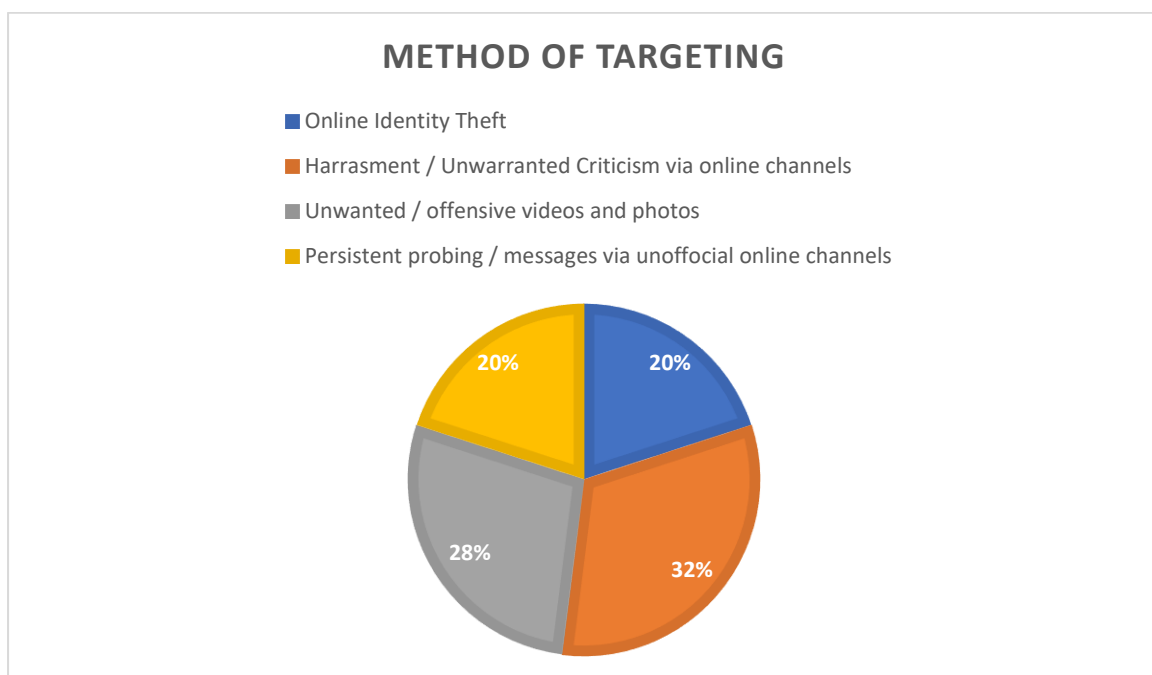
This data depicts that the respondents are wide spread and belong to different hierarchical positions, this improves the efficacy of the study further and helps in understanding the view point of all hierarchical positions in an organization.

3. As per respondents' understanding, who is more likely to indulge in cyberbullying behavior.



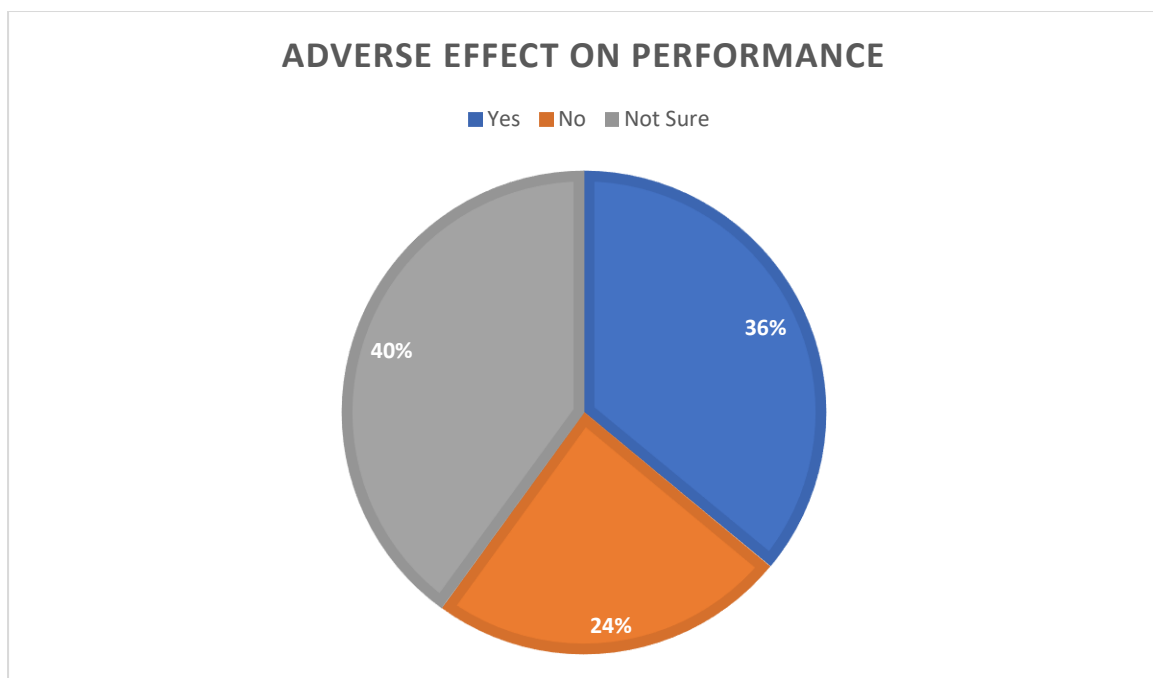
The data depicts the behavioral observation of the respondents and whom do they feel is more likely to indulge in cyberbullying behavior in the organization. As the result shows, respondents feel that the peers in the organization are most likely to indulge in such behavior, as the employees need to be in regular touch with them and they have the maximum amount of access to each other's information as well and the likelihood of temporary staff is second.

4. The ways in which respondents feel they're most vulnerable to be targeted by a cyberbully.



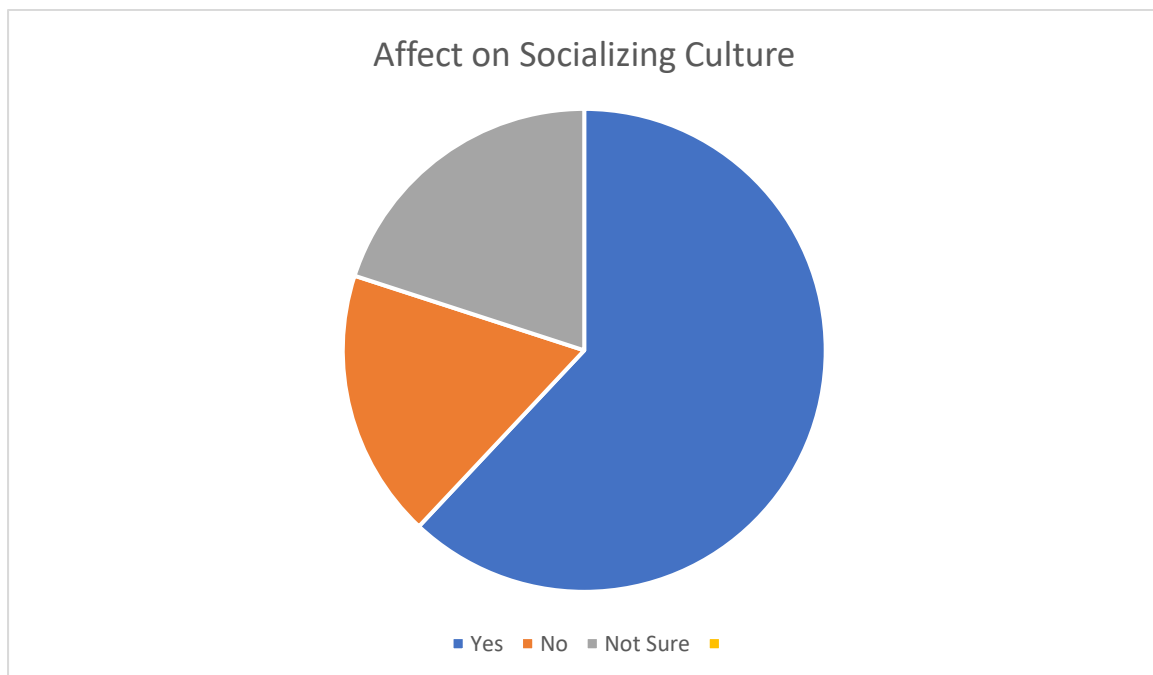
Unwanted criticism, gossip, rumors, and harassment is the most common occurrence of cyberbullying in the organizations. It may be common because it is not considered severe but it does encourage the bullies to indulge into much severe forms of cyberbullying. People often put these comments by disguising them as humor but it does affect the reader's mental health and should be dealt with strictly.

5. Does the fear of cyberbullying affect the performances of employees?



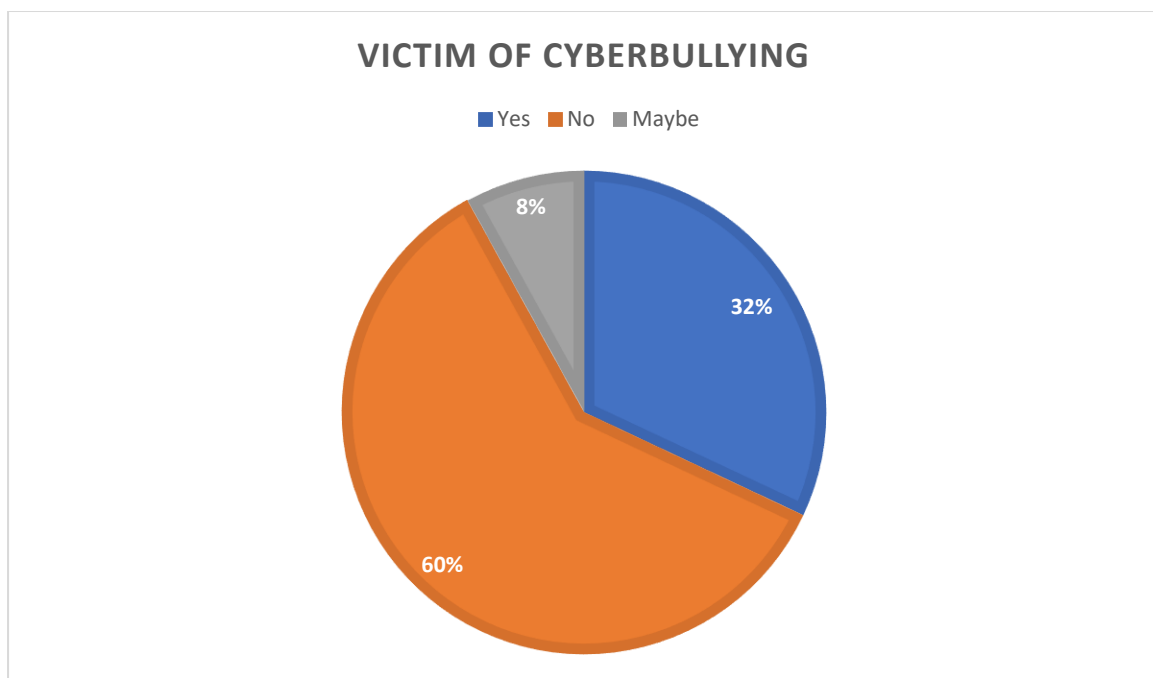
A substantial number of respondents have agreed that the fear of cyberbullying does deter them from working to their maximum potential.

6. Does the fear of cyberbullying affect employees' desire to socialize via internet with their peers?



Socializing with your peers is important as an employee spends hours at their workplace and it becomes important to maintain contact with them, with internet facilities coming in and many social media platforms, employees desire to connect with their peers via internet as well, but the fear of cyberbullying deters them from doing it.

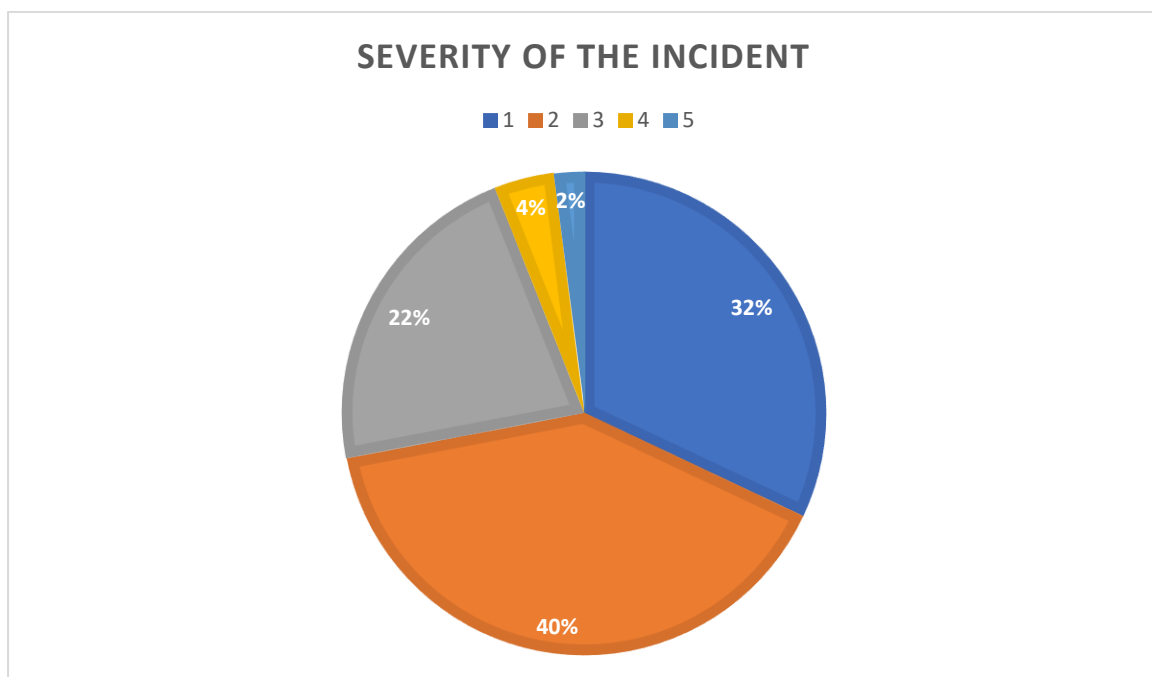
7. Respondents who have been the victim of a Cyberbullying incident at their workplace.



Only 32% of the respondents have said that they have been a victim of cyberbullying, but the actual number must be higher than that, the reason behind this maybe:

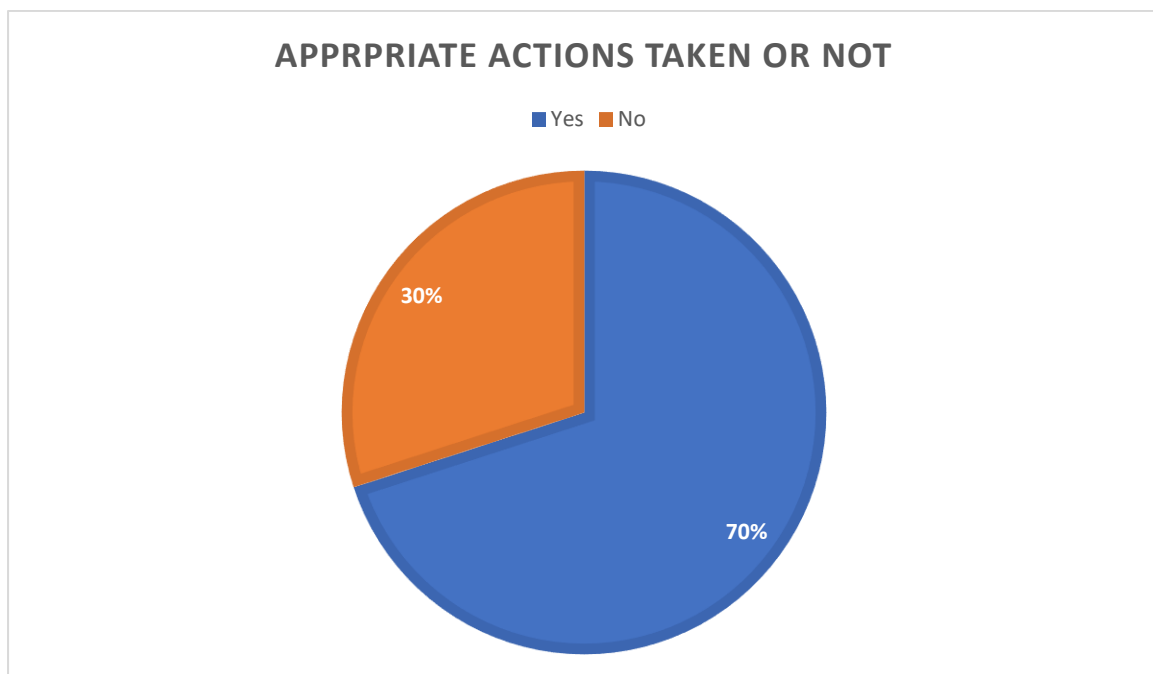
- Many respondents are too sensitive to speak or recall such incidents as they might still be traumatized from it or scared to speak about it.
- Many respondents may not exactly understand what comes under cyberbullying and might have ignored as just another small incident or a lewd comment.

8. The severity of the cyberbullying incident faced by the victims in the list of respondents. (1 being the lowest and 5 being the highest level of severity)



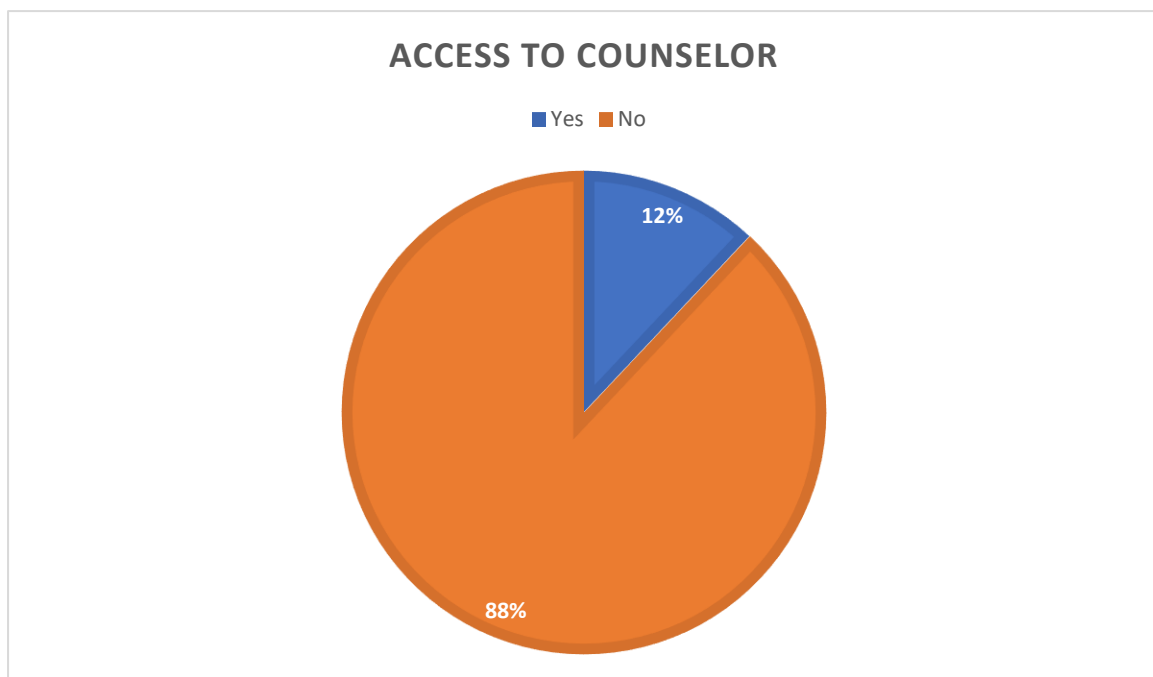
Though most of the respondents have said that the severity level of cyberbullying that they have faced is not high, but it does not disregard the fact that these incidents are common and proper and adequate measures should be there to deal with them strictly. It might be possible that respondents were in the job role where technical or internet usage was limited and cyberbullying did not affect them.

9. Do you think your organization / HR team dealt with the incident seriously.



Majority of the respondents have reported that their HR Team dealt with the incident appropriately, which is good but still not adequate, a whopping 30% of the cases are being ignored and I believe that is a worrisome situation. This shows that organizations are not well acquitted with the norms that they need to follow for such incidents.

10. The number of respondents having organizational access to a Counsellor for psychological help.



This makes it evident that the mental health awareness situation in India is not appropriate at all. A whopping 88% have reported that they do not have access to a counselor through their organization for psychological help, which means in case of such an incident, the employee will have to seek that help by their own or they may even not seek it.

PART 2

After a telephonic interview with Tanya Bajaj, HR at GAOTek Inc., I have reported the following:

Question 1: Any experience of cyberbullying act in your previous organization:

Answer: Tanya Bajaj worked as an HR Associate in the firm and helped in recruitment, onboarding and employee engagement process of a Pharma Company. During her tenure at the organization, there was an incident at the organization that culminated to a point where the employee had to leave the organization. The incident occurred in the following manner:

A female employee, Kanika (Name changed) became the victim of a cyberbullying incident, Kanika received an email from an anonymous account which contained screenshots of a few employees discussing about pranking her through phone calls and some pictures that had her face photoshopped with faces of animals, specifically aiming at her health issues with excess weight gain. She immediately stopped coming to work and during her exit interview, she reported this issue to the management.

Question 2: What steps were taken by the management when the issue came to light?

Answer: The management did an in-depth enquiry of the whole incident and two employees who had initially started this prank were held completely responsible for the incident and their employment was immediately terminated, they were also asked to give a formal apology to the victim.

The management also made a special division for keeping in check these incidents and came up with strict policies against lewd comments, body shaming and other such incidents.

According to Ms. Tanya, this was not enough and the management should also have filed police complaint and should have offered psychological help to the victim.

5. Limitations

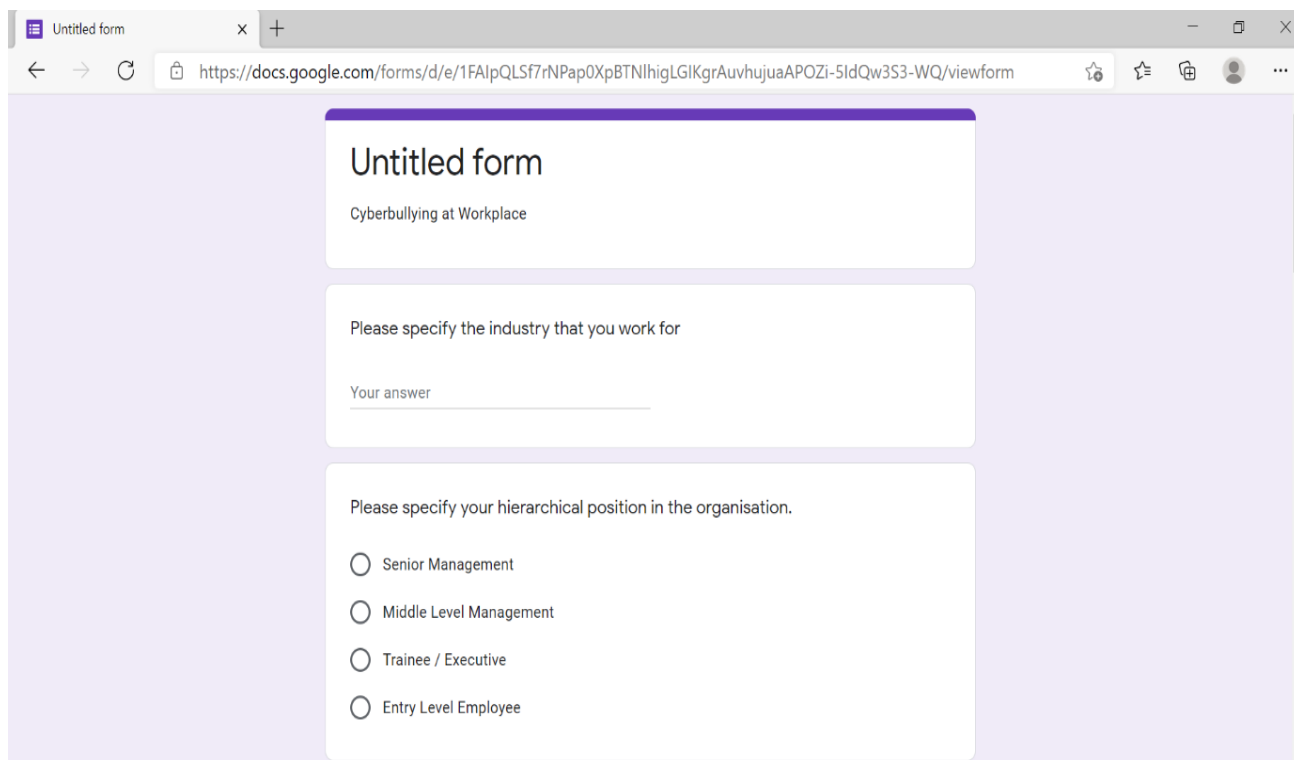
- Sample size: The study would have been more accurate if it was conducted on a larger sample.
- The sampling technique is convenience sampling, which may have inculcated some bias.
- The victims were hesitant to share their incidents and thus a questionnaire approach had to be taken, the study would have been much accurate if it was entirely interview based.
- The previous studies done on this topic are very limited and hence the secondary research was limited to an extent.
- Indian penal code does not specifically describes cyberbullying as an criminal offence but it is still punishable under other acts such as Information Technology Act of 2000.

6. Findings and conclusion

- As the study covers a variety of industries, it concludes that cyberbullying incidents are not limited to just a few sectors, they can occur almost in any industry that involves working on cyber based platforms.
- The fear of cyberbullying has an adverse effect on the performance of women employees and they tend to socialize less as well due to the same.
- The research also concluded that there is a systematic elimination of women from higher positions, and it creates unnecessary hardships in their career.
- According to the study, the organizations do have a redressal system for such incidents, but it is not as effective as it should be, and the measures taken are also not as serious as they need to be in such cases.
- The absence of psychological help or a counselor in the organizations is a worrisome conclusion, as it is important for the victims to seek professional help in order to deal with traumatic incidents.

7. Appendix

The screenshots of the questionnaire used for the study:



The screenshot shows a web browser window displaying a Google Form. The browser's address bar shows the URL: <https://docs.google.com/forms/d/e/1FAIpQLSf7rNPap0XpBTNIhigLGIKgrAuvhujuaAPOZi-5IdQw3S3-WQ/viewform>. The form itself has a purple header bar with the title "Untitled form" and the subtitle "Cyberbullying at Workplace". Below the header, there are two questions. The first question is "Please specify the industry that you work for" followed by a text input field labeled "Your answer". The second question is "Please specify your hierarchical position in the organisation." followed by four radio button options: "Senior Management", "Middle Level Management", "Trainee / Executive", and "Entry Level Employee".

Untitled form

Cyberbullying at Workplace

Please specify the industry that you work for

Your answer

Please specify your hierarchical position in the organisation.

- ☐ Senior Management
- ☐ Middle Level Management
- ☐ Trainee / Executive
- ☐ Entry Level Employee

Untitled form x +

← → ↻ <https://docs.google.com/forms/d/e/1FAIpQLSf7rNPap0XpBTNIhigLGIKgrAuvhujuaAPOZi-5IdQw3S3-WQ/viewform> ☆ ⚙ ⌵ 👤 ...

As per your understanding who is more likely to indulge in Cyberbullying behavior.

- ☐ Senior Management
- ☐ Peers
- ☐ Customers / Clients
- ☐ Temporary / Ad-Hoc staff
- ☐ Other: _____

Which of the ways do you think you're most vulnerable to be targeted by a cyberbully

- ☐ Online Identity Theft
- ☐ Harassment / Unwarranted criticism via online channels
- ☐ Receiving unwanted / offensive videos and pictures
- ☐ Persistent messages via unofficial online channels
- ☐ Other: _____

Untitled form x +

← → ↻ <https://docs.google.com/forms/d/e/1FAIpQLSf7rNPap0XpBTNIhigLGIKgrAuvhujuaAPOZi-5IdQw3S3-WQ/viewform> ☆ ⚙ ⌵ 👤 ...

Has any incident of cyberbullying or the fear of cyberbullying affected your performance at work?

- ☐ Yes
- ☐ No
- ☐ Not Sure

Does the fear of cyberbullying stops you from socializing with your peers over the internet

- ☐ Yes
- ☐ No
- ☐ Not Sure

The image displays two sequential screenshots of a Google Forms survey titled "Untitled form". The browser's address bar shows the URL: <https://docs.google.com/forms/d/e/1FAIpQLSf7rNPap0XpBTNIhigLGIKgrAuvhujuaAPOZI-5IdQw3S3-WQ/viewform>.

The first screenshot shows the initial question: "Have you ever been the victim of Cyberbullying at your workplace?". It features three radio button options: "Yes", "No", and "Maybe".

The second screenshot shows the next question, which is conditional: "If yes, please rate the severity of the cyberbullying incident. (1 being the lowest and 5 being the highest)". This question has five radio button options labeled "1", "2", "3", "4", and "5".

Below the second question, the third question is visible: "Does your organisation has a in-house counsellor or partnership with a counsellor for such instances." It includes two radio button options: "Yes" and "No".

At the bottom of the form, there is a purple "Submit" button.

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