



UTILIZING DISCORD APPLICATION TO PREVENT BULLYING AT THE SCHOOL

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Abstract — Bullying is a serious issue within school environments that affects student well-being and the learning climate. This research aims to explore the effectiveness of implementing the Discord application as a tool to prevent and address bullying cases at T.P Daya Cipta Private Junior High School. The research results indicate an increase in student awareness regarding the importance of respecting differences, as well as a decrease in the number of reported bullying cases during the research period. Additionally, school staff reported an improvement in their ability to respond to and address bullying cases effectively through the Discord application. These findings suggest that the implementation of the Discord application can be an effective strategy for preventing and addressing bullying within school environments. This study provides a significant contribution to our understanding of the role of technology in creating safe and supportive school environments for all students.

Index Terms — bullying, discord students, school

I. INTRODUCTION

The social existence of humans can be delineated into differentiated stages and degrees. Human development and growth commence as individuals within the familial unit, commencing from the instant of birth. They engage in routine social exchanges with family members, most notably their parents. Infants acquire the values and principles that are modeled after their parents during this phase of cognitive development. As individuals mature and enter adolescence, they develop an interest in topics that are not customarily linked to their familial units. Pathological symptoms such as delinquency and hazardous behaviors, including bullying, often materialize in the lives of those affected due to this heightened level of socialization.

According to Sejiwa (2008), bullying pertains to the utilization of authority to cause harm to a person or a group, whether through verbal, physical, or psychological means. This injury can result in the victim experiencing feelings of oppression, trauma, and powerlessness. The individuals who engage in bullying behavior are frequently referred to as bullies. Anyone, regardless of age or gender, can be a bully. There is a high incidence of bullying in schools, and the perpetrators of bullying are typically adolescents. For adolescents who are bullied, there is a greater likelihood that they may have a variety of health issues, including both physical and mental health issues. Bullying victims have a higher risk of developing mental

health problems such as depression, anxiety, and sleep disorders, which may continue into adulthood. Bullying victims are more likely to be bullied.

Because of the limited amount of time and space that schools have available, it is difficult for schools to effectively handle situations of bullying that kids suffer. In addition, because there is no assurance that victims will be protected, many students who are bullied choose not to report it or prefer to keep quiet about it. This is because they are afraid of being bullied themselves. Because of this, there is a requirement for a helpful tool that can enable victims to speak up or share their stories of being bullied about their experiences. In addition to serving as a method for reporting, this instrument ought to also be anticipated to be of assistance in treating the trauma experienced by the victims. This phenomenon plays a crucial role in mitigating bullying incidents in schools through the utilization of the Discord application. This application serves as an early warning system or prevention in the event of abuse incidents taking place within the school environment. The Discord application is a comprehensive chat platform that facilitates communication with a wide range of advanced features. In addition to its recreational applications, Discord is also utilized in a professional capacity for team meetings, project deliberations, and work collaboration. This application's capabilities can also serve as an effective tool for preventing and reporting occurrences of bullying at school.

Bullying Rates in Schools

Bullying, or peer harassment, has become a well-known term within Indonesian society. It frequently occurs in elementary and junior high schools, even though students have the right to a safe and educational environment under the United Nations Charter on the Rights of the Child. These effects emerge in peer interactions. Children (especially in late childhood) and adolescents spend at least six hours a day at school, making interactions with classmates and teachers a significant part of their lives (Sugriyanti, 2016).

A study conducted by Plan International in collaboration with the International Center for Research on Women found that 84% of Indonesian children aged 12 to 17 have dropped out of school due to bullying. According to UNICEF (2015), 40% of Indonesian children experience bullying in school, with 32% of these cases resulting in physical injuries. By June 2017, the Ministry of Social Affairs had received an increasing number of bullying reports. Up until that point, 976 cases had been reported, including 400 cases of sexual abuse, 214 cases of child violence, 165 cases of child neglect, and 117 cases of bullying.

According to Komisi Perlindungan Anak Indonesia (KPAI) or the Indonesian Child Protection Commission, bullying currently ranks highest in public complaints. From 2011 to August 2014, KPAI recorded 369 complaints related to bullying, which is about 25% of the total 1,480 educational-related complaints (KPAI Data 2015). Additionally, a survey by Pusaka Indonesia (2016) indicated that Medan had 98 cases of child violence, and North Sumatra had 242 cases of child violence in 2016. The rates of violence in Medan are notably high compared to other cities (Irma, 2018).

Challenges in Overcoming Bullying

Bullying can occur both directly and indirectly, exposing children and adolescents to various forms of harassment. Its effects can be physical, behavioral, mental, and health-related, significantly impacting the

victims' performance and academic achievements (Rivara & Le Menestrel, 2014). Being bullied can severely undermine a victim's self-confidence. When someone is bullied, they often feel on high alert and unsafe, aware that bullying can happen at any time. The emotional and mental well-being of victims is adversely affected, leading them to feel isolated, unaccepted, withdrawn, and angry. Victims are constantly thinking about how to escape from their bullies, causing them to experience continuous tension. Consequently, they might miss opportunities to be in environments free from intimidation.

Bullying victims frequently develop apprehension towards the settings in which they are subjected to bullying, such as educational institutions because they perceive them as hazardous and distressing environments. Certain victims resort to drastic measures, including completely avoiding education or dropping out. A high prevalence of anxiety, melancholy, and low self-esteem is observed among those who remain. They may develop a variety of physical and mental illnesses as a result of their anxiety (Omoteso, 2010). Adults who endure these repercussions may find it difficult to communicate their emotions or maintain healthy relationships. Bullying has ramifications that transcend the victims themselves, affecting children who are present as witnesses.

School bullying prevention research produces numerous positive outcomes, which encompass:

- Increased Student Safety and Well-Being:** Creating a secure and more supportive school environment for all students is facilitated by anti-bullying measures. It has the potential to alleviate anxiety, depression, and other detrimental effects on the mental and emotional health of students.
- Enhancement of Attendance and Academic Achievement:** A reduction in disruptive behaviors and bullying within the school setting can enhance students' ability to concentrate on academic pursuits and contribute to improved attendance rates. This has the potential to improve academic performance as a whole.
- Encouragement of Positive Social Interactions:** The prevention of bullying cultivates positive and all-encompassing social connections among students. Among them, it has the potential to foster sentiments of trust, empathy, and cooperation.

The cultivation of social and emotional competencies: Students have the opportunity to acquire critical social and emotional competencies, including problem-solving, emotional regulation, and effective communication, via programs that aim to prevent bullying. This provides them with the essential resources to resolve conflicts constructively and constructively.

Establishment of a constructive school environment: Bullying prevention contributes to the development of an inclusive school environment in which each student feels supported and valued. This has the potential to enhance the school's reputation and foster greater student satisfaction with their educational setting.

Student Preparation for an Inclusive Society: Bullying prevention prepares students to become members of a society that is diverse and inclusive by imparting values such as tolerance, respect for individuals, and appreciation for differences.

Measures to Mitigate Subsequent Adverse Behaviours: Bullying at school is a predictor of adulthood engagement in disruptive behaviors. The early prevention of bullying can effectively mitigate the likelihood of subsequent engagement in illicit activities, acts of violence, or other disruptive behaviors

Discord Application

When it first started in 2015, Discord was just a way for PC gamers to talk to each other. In 2019, it was said that 250 million people used Discord every month. Discord had 100 million active users every

month as of June 2020! Discord lets you communicate through text, voice, and video. Its high quality and low latency voice communication services have made it more popular with gamers, YouTubers, and even podcasters and Twitch users. Discord works on a lot of different devices, from PCs and consoles to Android and iOS phones. But you don't have to download Discord to use it. You can just open it in your PC browser! You can link Discord to many other apps, like Twitch, Reddit, Steam, Spotify, Facebook, and even XBOX Live.

Discord is a messaging and video-conferencing application that enables users to exchange messages and views. Originally developed to facilitate communication among enthusiasts during gameplay, the application has since been adopted by numerous communities, including academic, recreational, and professional groups. Several essential features of Discord include: "Servers": Users can create or join servers on Discord, which serve as virtual communities for particular groups. A server can allocate multiple channels to specific subjects or activities. Voice and Text Channels: Servers are equipped with voice channels for audio conversations and text channels for text-based communication. Voice channels enable users to communicate with others in real-time. Direct Messages (DM): Users can engage in private conversations via direct messages (DMs) in addition to server communication. Screen and Video Sharing: In addition to video calling and screen sharing, Discord enables users to visually interact with one another and share content from their screens. Bots: Discord facilitates the integration of bots, which are programmatic entities automated enough to execute a multitude of functions, including moderation, music playback, and information provision. Integrations shall be: To improve the user experience, the application can be integrated with numerous other services, including YouTube, Twitch, and others. Security and Moderation: Discord offers features that enable server proprietors to establish privacy and moderation controls, thereby ensuring the maintenance of a secure and amicable community atmosphere. Discord has become a well-liked platform for collaboration and communication in numerous online communities due to its many advantageous features.

II. Method

The research was conducted at T.P Daya Cipta Private Junior High School, starting from April 2024 to September 2024. This study employed field research methods, involving observation, data collection, and analysis using the Discord application. A qualitative approach was also utilized throughout the research process. Participants Among the participants in this research are: Students who are in the eighth grade who utilize the Discord application, instructors who participate in the service and anti-bullying initiative, guardians of minors who utilize the Discord application Educational administrators who bear the responsibility for executing the service program, members of service teams affiliated with institutions, or organizations that deploy the Discord application within educational settings.

Data be gathered using comprehensive Interviews: Service team members, students, instructors, and school administrators participated in semi-structured interviews. Their evaluations, perceptions, and experiences with the Discord application and the service program will be encompassed in the interview *JCRS (Journal of Community Research and Service), 8(2), 2024*

inquiries. Focus Group Discussions (FGD) involving cohorts of educators and students to deliberate on their shared encounters utilizing the Discord application and its implications for the prevention of bullying. The implementation process of the Discord application in schools, encompassing training sessions, daily usage, and reactions to abuse incidents, will be subject to participant observation by the researchers. The examination of documentation about school policies concerning bullying, complaints of bullying incidents documented via the application, and service program training materials.

An analysis was conducted on observational notes to furnish additional context and discernment regarding the application's daily operation and implementation. Document Analysis: Examining and condensing pertinent documents to comprehend the institution's protocols and strategies for the prevention of bullying, as well as their integration with the Discord application. Evaluating the frequency, nature, and resolution of bullying cases before and after the implementation of the Discord application through the analysis of incident reports.

III. RESULT AND DISCUSSION

Implementing Discord as a Platform for Student Consultation

The implementation of Discord at SMP Swasta T.P Daya Cipta has yielded significant results in terms of abuse prevention and management. Through its features that enable instantaneous and anonymous communication, Discord has established a safe space for children to report bullying incidents without fear of retaliation.

1. Increased Awareness and Decreased Bullying Activities

The data collected during the course of the study indicated that students' awareness of the importance of valuing diversity and reporting instances of abuse increased. A significant reduction in the frequency of reported harassing incidents via Discord was observed. Individuals who were previously reluctant to disclose incidents of mistreatment began to experience an increased sense of comfort when employing the platform to report such occurrences. School personnel's enhanced proficiency in bullying management Educational staff has documented an improvement in their ability to address and manage instances of abuse in a timely and effective manner through the utilization of Discord. The implementation of training and guidelines for educators and administrators concerning the use of Discord as a platform for handling reports of abuse expedited their reactions to such incidents and empowered them to provide victims with vital assistance.

2. Positive Responses from Scholars and Students

This was determined through the use of in-depth interviews and Focus Group Discussions (FGD), which revealed that a sizeable proportion of both educators and students held favorable attitudes about the introduction of Discord. As a result of the platform's ability to promote the detection and resolution of bullying situations, educators have remarked that children have reported feeling more at ease when they

JCRS (Journal of Community Research and Service), 8(2), 2024

disclose instances of bullying without revealing their identities.

3. Challenges Encountered in Employing Discord

Even though encouraging reactions were received, the deployment of Discord as a tool for regulating bullying was not without its difficulties. There were a significant number of students who expressed their worries regarding the safeguarding of their personal information and the integrity of the data that was saved on the platform. In addition, some instructors have expressed the feeling that more training is required to guarantee the most efficient use of Discord.

4. Concerns Regarding Data Security and Privacy

When it comes to the safety and confidentiality of their information when using Discord, several students have voiced their concerns. Even though the program offers anonymous functions, a significant number of students have expressed their concerns regarding the possibility of unauthorized access to their individually identifiable information.

5. Mandatory Supplementary Training for Personnel

Some educators have articulated the necessity for additional training to proficiently employ every feature of Discord. It was suggested that the educational institution provide regular training sessions and additional materials to aid students in improving their understanding and application of the platform.

6. Evaluation and Improvement of Performance

Rapid Response System Implementation and Automation of Bots. To enhance the efficacy of the consultation services, the educational institution has implemented a rapid response strategy and integrated the use of Discord bots. The aforementioned algorithms execute automated messages to users, manage the consultation queue, and extend greetings to new members. Under this mechanism, the prompt resolution of every report and consultation request has been ensured.

7. Consistent Evaluation and User Input

Furthermore, the educational establishment undertakes frequent reviews of the consultation services that are offered on Discord, taking into consideration the feedback of both the teaching staff and the course participants. These evaluations make it easier to identify areas that need improvement and ensure that the services that are offered continue to be effective in assisting students while also remaining relevant.

In brief, the implementation of Discord as a platform for consultations at SMP Swasta T.P Daya Cipta has proven to be effective in specific critical aspects:

1. Students' understanding of the significance of recognizing individual differences and reporting instances of discrimination has been successfully raised through the use of Discord, which allows for increased awareness.
2. Bullying Incidents Have Dropped the number of documented instances of bullying has dramatically dropped, which is evidence that the platform helps prevent incidences of bullying.
3. An Increased Level of Competence among School Personnel in Combating Bullying: As a

consequence of receiving training and support on how to use Discord, educators and administrators have showcased enhanced abilities in managing incidents of bullying in a timely and effective manner.

Notwithstanding the existence of privacy apprehensions and the imperative for additional instruction, the positive reception from both students and instructors indicates that Discord exhibits considerable potential as a support system for cultivating a safe and supportive academic environment. By implementing additional security measures and ongoing training programs for school personnel, concerns can be alleviated. Discord has exhibited its effectiveness and resourcefulness in facilitating the management and prevention of abuse, as well as enhancing the psychological and emotional health of children.

Implementing Discord as a consultation medium for students. Significant results in the prevention and management of abuse have been achieved through the implementation of the Discord application at SMP Swasta T.P Daya Cipta. Discord provides an encrypted setting wherein children can report incidents of abuse without apprehension of retaliatory action, owing to its attributes that enable instantaneous and anonymous communication. Increased awareness and diminished occurrences of bullying.

During the course of the study, the data indicated an increase in students' awareness concerning the importance of recognizing and reporting abuse incidents and valuing diversity. Some instances exist in which victims of bullying who are subjected to bullying incidents frequently fail to disclose them. One of the many contributing factors to this is individuals' reluctance to report incidents for fear of ridicule or further humiliation at the hands of the perpetrator or their peers. Additionally, they might be apprehensive about the bully's potential for negative retaliation or additional intimidation.

A significant decrease in the frequency of reported harassing incidents via the Discord platform has been observed. Students who were previously reticent to disclose their experiences of abuse began to feel more comfortable utilizing the platform to do so.

One potential way to report incidents of abuse anonymously is through the reporting function integrated into the Discord application. Educational institutions can establish channels through which pupils can anonymously report incidents, enabling personnel to conduct investigations and resolve concerns without disclosing the identities of the victims. Therefore, Discord can be an effective instrument for providing victims of school bullying with support and consultation.

How to Utilize Discord Application as a Student Consultation Service

Using the features of Discord to develop a consulting service that is available around the clock for students of SMP Swasta T.P Daya Cipta involves many processes, including the following:

1. Create a Discord Server

The first thing that needs to be done is to set up a Discord server for the consultation service that the school offers. By the brand or identity of the service that is being developed, the institution can personalize the server name, icon, and other available parameters.

2. Consultation Channels

To facilitate consultations, the school should establish dedicated channels on the Discord server. As an illustration, the educational institution might include channels for students to ask questions about general themes, channels for specific topics, and even channels for students to consult about urgent matters.

3. Set Roles and Permissions for Members

The roles and permissions of the server members should be defined. The school will make certain that people who are authorized to conduct consultations with students have appropriate positions and access to channels that are pertinent to the situation.

4. Enable Notifications

To ensure that the school or members of the team engaged can respond to messages promptly, it is important to enable alerts for consultation channels. This is especially important if the consultation service is meant to be available around the clock.

5. Use Bots

The school may make use of bots on Discord to aid in the management of the consulting service that is given. Bots may, for instance, deliver automatic messages to members, provide welcome messages to new members, and even manage queues for consultations if it were necessary to do so.

6. Rapid Response System

It is important to have a rapid response system to provide prompt and effective responses to inquiries or requests for advice. It is possible to accomplish this by incorporating Frequently Asked Questions (FAQs) into channels or by ensuring that staff members are prepared to rapidly reply to requests.

7. Evaluate and Improve Services

It is important to conduct regular evaluations of the consulting service on Discord in order to guarantee that the school offers a positive experience for the students. Continually enhance and modify services in response to the comments and suggestions made by people of the community.

By leveraging these features, the school can establish an effective and responsive consultation service on the Discord platform, allowing them to provide support and guidance to students at all times. After conducting simulations of using Discord, especially among students, the response has been largely positive. Some students welcomed the idea of using Discord as a consultation service because they feel more comfortable communicating online rather than in person. They also find it easier to discuss their issues without worrying about judgment from peers or school staff. However, some students reject the idea. They are concerned about their privacy and data security, and they also feel that a more personal and direct consultation experience is more effective than online consultations.

IV. CONCLUSION

Utilizing Discord's community features to create a 24-hour consultation service is considered a smart step, as Discord provides a robust platform for real-time communication with community members. By capitalizing on a multitude of Discord functionalities, the educational institution can establish a consultation service on the Discord platform that is both efficient and prompt, thereby facilitating continuous assistance and direction for pupils. At SMP Swasta T.P Daya Cipta, the implementation of Discord as a preventative and disciplinary mechanism has demonstrated efficacy in raising student consciousness, diminishing the incidence of bullying incidents, and fortifying the capacity of faculty and staff to manage such occurrences. While there are certain concerns regarding privacy and the requirement for further instruction, the favorable feedback from both educators and learners suggests that Discord possesses considerable capacity as a platform that fosters a secure and encouraging academic setting.

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