



Inadequate Netiquette Citizen of Digital Bangladesh

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Abstract: *The study introduced the concept of netiquette, which refers to rules of conduct for respectful communication on the Internet. It highlights the lack of adequate netiquette practices among the citizens of Bangladesh despite the growing use of the Internet in the country. The aim of the study is to explore netiquette behavior in Bangladesh, identify rule violations and understand the impact of poor netiquette on online communities. The importance of the study lies in promoting responsible online behavior, preventing cyberbullying and maintaining a positive digital environment. Research methods include literature review, observational studies, interviews, content analysis and ethnographic research to comprehensively explore the issue. This statement discusses the concept of netiquette (internet etiquette) in the context of Digital Bangladesh, focusing on its meaning, existing practices and limitations. It highlights the lack of attention paid to netiquette in research and the need for a clear definition and understanding of the term. The statement also identifies netiquette issues in Bangladesh, particularly among young people, and provides recommendations to promote responsible online behavior. The ultimate goal is to create a positive and respectful digital environment for all citizens of Bangladesh.*

Keywords: Netiquette, Digital Bangladesh, Digital competence (DC), Internet

1.0 Introduction

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Netiquette is a coined word from the words network and etiquette. Netiquette thus describes the rules of conduct for respectful and appropriate communication on the Internet. Netiquette is often referred to as internet etiquette. These are not legally binding rules, but rather recommended rules of etiquette. Netiquette is mostly used to deal with strangers on the Internet. The rules of netiquette are highly dependent on the platform and its participants. Generally, it is up to the operator of the website or communication application to specify the type and scope of netiquette (kaspersky, 2023). Netiquette represents the importance of proper manners and conduct online. In general, netiquette is a set of professional and social etiquette practiced and upheld in electronic communication over any computer network (Techopedia, 2023). ‘A good netizen is also a good citizen’, the lack of appropriate standards in the current circumstances puts young people at great risk (Kumar Sarker, 2023). Bangladesh is fast growing internet using country in the world, but netiquette citizen or good internet users are not adequate like other countries. So, this study has the merit of inadequate netiquette citizen of Bangladesh that will impact on the citizen or people of Bangladesh for appropriate use of internet or media.

2.0 Background of the study

The aim of the study is to be investigated how individuals in Bangladesh use the Internet and whether they follow proper netiquette standards or not. It could focus on identifying common violations of netiquette, understanding the impact of poor netiquette on online communities and relationships, and exploring the factors influencing people's behavior in the digital space. The importance of this study can be underscored by the growing importance of the Internet and digital communication in the Bangladeshi society and economy. With increasing internet penetration and access to technology, ensuring proper netiquette practices become essential to maintaining a positive and respectful online environment. The study could also highlight the importance of promoting digital citizenship, encouraging responsible online behavior and raising awareness about the consequences of poor netiquette in the context of a nation like Bangladesh that is rapidly embracing the digital age.

3.0 Statement of the Problem

“Inadequate Netiquette Citizen of Digital Bangladesh” would probably revolve around exploring and understanding issues related to poor netiquette practices among Bangladeshi citizens in the context of their digital interactions. Netiquette refers to rules and standards of behavior for polite and respectful communication on the Internet and plays a key role in maintaining a positive and constructive online environment. It investigated various types of commonly observed violations of netiquette, such as cyberbullying, abusive language, spamming, trolling, or invasion of privacy. In addition, the study could address the potential consequences and impact of insufficient netiquette on individuals, communities and society as a whole, including issues such as social tension, mental health implications or damage to digital reputations. The research would likely seek to suggest recommendations and solutions to promote better netiquette practices among the citizens of Bangladesh in order to promote a more respectful and harmonious digital community in the country.

4.0 Significance of the Study

Inadequate etiquette can lead to an increase in offensive, disrespectful or harmful behavior on digital platforms. This can create a hostile environment for users and hinder healthy online interactions. Poor netiquette can negatively affect one's reputation and relationships in the digital world. It can lead to misunderstandings, conflicts and damage to social ties. Inadequate netiquette can affect one's professional life, especially in a country like Bangladesh, where online platforms are increasingly used for business and career networking. Unprofessional behavior can damage job prospects and business opportunities. Ignoring netiquette can sometimes lead to risky behavior online, such as fraud or careless sharing of personal information. This could make individuals more vulnerable to cyber threats. The collective netiquette of citizens can influence the perception of Bangladesh in the global digital community. Practicing proper netiquette reflects positively on the country and its digital citizens. This study emphasized on promoting and encouraging the adoption of proper netiquette is essential to creating a respectful, safe and productive digital environment in Bangladesh. It also enabled individuals to communicate effectively, build positive relationships, and contribute constructively to online discussions and activities.

5.0 Objectives of the Study

1. To highlight the problem of inadequate netiquette in the context of Bangladesh's digital landscape.
2. To raise awareness of the importance of practicing proper netiquette among citizens.
3. To encourage individuals to be considerate, courteous and responsible when engaging in online interactions in the digital realm.
4. To build the potential consequences of a lack of netiquette, such as cyberbullying, the spread of misinformation, and online conflict.

6.0 Research Methods

Researcher conducted this study a thorough review of existing literature, academic papers, and relevant studies on netiquette and online behavior in the context of Bangladesh. Conducted observational studies on online platforms and social media to directly observe the behavior of citizens and identify instances of inadequate netiquette. Conducted interviews or organize focus groups with individuals who have experienced or witnessed inadequate netiquette. Analyzed online content, such as social media posts, forum discussions, or blog comments, to identify patterns and themes related to inadequate netiquette. Content analysis can help reveal the prevalence and nature of the problem. Engaged in ethnographic research to immerse researchers in the online culture of Digital Bangladesh. Considered conducting comparative studies between Digital Bangladesh and other countries or regions to understand how cultural, social, or economic factors may influence netiquette behavior. Examined existing policies or guidelines related to online behavior and netiquette in Bangladesh and evaluate their effectiveness.

7.0 Literature Review

In our current society, where ICTs are present in most areas and social networks, and the widespread use of mobile devices has radically changed the way people interact, netiquette becomes an essential Digital

competence (DC)(Vaterlaus et al., 2021). Netiquette is one of the six DCs defined in the field of communication and collaboration competences, defined as: “Being aware of the norms of behavior and know-how when using digital technologies and interacting in a digital environment. Adapt communication strategies to specific audiences and recognize cultural and generational diversity in the digital environment” (Ferrari & Punie, 2013). Thus, a new landscape is emerging for understanding human relationships, from how interpersonal skills are applied online to how social behavior is manifested in groups and online communities (del Carmen García Galera et al., 2017). Cabezas-González et al. found that individuals who communicate frequently online and use social networks very often tend to show lower levels of DC than expected (Cabezas-González et al., 2021). It is therefore very important to examine the current education of individuals in communication and cooperation as well as in netiquette (Kozík & Slivová, 2014). However, netiquette has hardly been defined and still does not seem to attract the necessary attention (Soler-Costa et al., 2021). Only a few studies have analyzed guidelines for the proper use of e-mail, e.g. (Brusco, 2011, Hammond & Moseley, 2018) or presented general guidelines for the Internet, e.g. (McMurdo, 1995). No studies have attempted to define which DC a citizen should have in order to communicate effectively through everyday tools such as instant messaging applications, social networks, or email.

Regarding the implementation of assessment tools, the empirical articles identified included the development of adapted tests, e.g. (Linek & Ostermaier-Grabow, 2018, (Arouri & Hamaidi, 2017) for which evidence of validity and reliability is insufficient; DC netiquette has not yet been assessed in depth and most of them only include a few general questions (Law et al., 2018, Kluzer & Priego, 2018). From a broader perspective, experts have identified a lack of tools for assessing DC individuals in the area of communication and collaboration competencies (Siddiq et al., 2016). Only the BAIT, closely related to this study, provides a test exclusively dedicated to the assessment of netiquette (Bartolomé et al., 2022).

From the past studies we can find the possible research limitations:

Despite the increasing prevalence of ICT and social networks in society, the concept of netiquette (digital competence related to communication and collaboration) has not received enough attention in research. There are few studies specifically focusing on netiquette, even though it plays a vital role in shaping human relationships and social behavior in the digital environment. The concept of netiquette is still not well defined and lacks a comprehensive understanding. A clear and agreed-upon definition of netiquette is needed to guide future research and educational efforts. One interesting finding from the study by Cabezas-González et al. is that individuals who communicate frequently online and use social networks extensively tend to show lower levels of digital competence than expected. This suggests a potential problem with the way people use digital technologies and interact in digital environments. Studies point to a significant gap in the availability of assessment tools for assessing digital competence, especially in the area of communication and cooperation competences, including netiquette. Existing tests are often inadequate, lacking evidence of validity and reliability. While some studies have examined guidelines for appropriate email use and general Internet guidelines, there is a lack of research that defines the digital competencies needed to communicate effectively through various everyday digital tools such as instant messaging applications and social networks.

8.0 Netiquette in Digital Bangladesh

Digital Bangladesh refers to the vision of transforming Bangladesh into a technologically advanced and digitally empowered society. With increasing internet penetration and the widespread use of digital devices, netiquette, or internet etiquette, plays a crucial role in shaping the online behavior and interactions of people in Bangladesh. Social media platforms are widely used in Bangladesh for communication, sharing information, and networking. As with any country, netiquette guides users to be respectful, avoid hate speech, refrain from spreading misinformation, and maintain privacy. As the digital landscape expands, cybersecurity becomes a vital concern. Promoting cybersecurity awareness is crucial to protect individuals and organizations from cyber threats such as hacking, phishing, and data breaches. Bangladesh has a diverse cultural background, and netiquette emphasizes the importance of being sensitive to different languages, customs, and beliefs while communicating online. With the growth of online businesses and e-commerce in Bangladesh, netiquette guides entrepreneurs to provide transparent information, excellent customer service, and ethical business practices. The government of Bangladesh has been making efforts to promote digital literacy and provide digital services to citizens. This includes initiatives like digital education programs and online government services. Netiquette is essential to ensure effective communication and engagement between citizens and government entities. Promoting digital literacy is critical to ensure that people understand the rules and norms of the digital world. Netiquette education can be integrated into school curricula to teach young generations about responsible online behavior. Netiquette encourages individuals, content creators, and influencers to produce and share content responsibly, avoiding harmful or offensive material.

9.0 Netiquette in Young People in Bangladesh

In Bangladesh, like in many other parts of the world, young people are active users of the internet and social media platforms. Practicing good netiquette is essential for maintaining a positive and respectful online environment. Here are some netiquette guidelines commonly followed by young people in Bangladesh:

Young people in Bangladesh are encouraged to communicate with others online in a polite and respectful manner. Using appropriate language and avoiding offensive or abusive language is important. In online communications with teachers, elders, or superiors, using a more formal tone and language is appreciated as a sign of respect. While text speak (abbreviations like "u" for "you") might be common in informal settings, it is best to avoid it in more formal contexts, such as academic discussions or professional interactions. Bangladesh has a rich and diverse cultural background. Being aware of cultural sensitivities and avoiding content that might be offensive to particular groups or communities is an important aspect of netiquette. Young people are cautious about sharing excessive personal information online. They are aware of the importance of maintaining privacy and protecting themselves from potential risks associated with oversharing. Being cautious when adding and interacting with online friends or strangers is vital. They are careful about accepting friend requests from unknown individuals and avoid sharing personal information with them. Young people in Bangladesh understand the impact of their words online and strive to be kind and empathetic to others' feelings and opinions. In case of disagreements or conflicts, they try to resolve them through respectful dialogue rather than resorting to hostility or name-calling. To combat the spread of misinformation, young people are cautious about

sharing information from reliable sources and fact-checking before forwarding any content. They are mindful of their digital footprint, understanding that what they post online can have long-term consequences. They consider their future aspirations and avoid posting anything that could harm their reputation. Being aware of online scams and not falling for dubious schemes is an essential part of netiquette.

10.0 Lack of Netiquette in Bangladesh

Lack of netiquette can be a common problem in various online communities worldwide, including Bangladesh. Some possible netiquette issues that might have been observed in the context of Bangladesh include:

1. Users engaging in online discussions, forums, or social media may resort to using offensive language, insults, or derogatory remarks, leading to heated arguments and a negative online environment.
2. The indiscriminate sharing of promotional content, irrelevant messages, or repetitive posts can clutter online platforms and annoy other users.
3. People may engage in trolling, where they intentionally provoke others to create disruption and discord in online discussions.
4. Misinformation and Fake News: Sharing unverified or false information can spread quickly, leading to misunderstandings and potential harm.
5. Excessive Self-Promotion: Some users may excessively promote themselves or their businesses without adding meaningful value to the community.
6. Lack of Respect for Privacy: Sharing personal information of others without consent or invading someone's privacy can be a netiquette issue.
7. Ignoring Copyright and Intellectual Property: Sharing copyrighted material without permission can be problematic and lead to legal issues.

11.0 Causes of inadequate Netiquette in Bangladesh

Inadequate netiquette, or online etiquette, can be observed in various countries, including Bangladesh. The causes of inadequate netiquette in Bangladesh may vary and can be attributed to several factors, including:

1. A significant portion of the population in Bangladesh may not have sufficient knowledge or training in using digital technologies and the internet. This lack of digital literacy can lead to misunderstandings about online behavior and appropriate communication, resulting in poor netiquette.
2. Cultural norms play a vital role in shaping people's behavior, both offline and online. In some cases, traditional cultural norms may not align with modern online etiquette practices, leading to misunderstandings or misinterpretations.
3. Bangladesh has a diverse linguistic landscape, and many people may not be fluent in English, which is the predominant language of the internet. This language barrier can lead to miscommunications and a lack of understanding of netiquette guidelines that are predominantly written in English.

4. Although internet penetration in Bangladesh has been increasing, there are still areas with limited access to the internet. People who are new to the online world may not be aware of netiquette standards, or they may not have access to resources that promote proper online behavior.
5. Social media platforms have become immensely popular in Bangladesh, and sometimes the culture on these platforms can be less formal and more prone to toxic behavior. People might adopt the same approach to communication on other online platforms, leading to inadequate netiquette.
6. Insufficient awareness and education about online etiquette can contribute to poor netiquette. Many people may not have been exposed to formal training or guidelines regarding how to behave appropriately on the internet.
7. The anonymity provided by the internet can sometimes lead to a detachment from real-world consequences, resulting in individuals behaving in ways they wouldn't typically exhibit in face-to-face interactions. This can lead to a disregard for netiquette guidelines.
8. Like in many parts of the world, online harassment and trolling are present in Bangladesh. Such negative behaviors can create a hostile online environment, making it challenging for individuals to engage in respectful and courteous online interactions.

12.0 Findings

Netiquette, or internet etiquette, is essential in shaping online behavior and interactions in Digital Bangladesh. It emphasizes respect, avoidance of hate speech, refraining from spreading misinformation, and maintaining privacy. Cybersecurity awareness is promoted to protect individuals and organizations from cyber threats. Netiquette also encourages sensitivity to different languages, customs, and beliefs while communicating online. Young people in Bangladesh are active users of the internet and social media platforms. They are encouraged to communicate politely and respectfully online, using appropriate language. They are aware of cultural sensitivities and cautious about sharing personal information. Empathy and kindness are promoted in online interactions, and fact-checking is encouraged to combat misinformation. They are mindful of their digital footprint and the potential long-term consequences of their online actions. Despite netiquette guidelines, there are still instances of inadequate netiquette in Bangladesh. Common issues include offensive language and derogatory remarks leading to negative online environments, indiscriminate sharing of promotional content and misinformation, trolling, excessive self-promotion, and privacy violations. The inadequate netiquette can be attributed to factors such as a lack of digital literacy, cultural norms not aligning with online etiquette, language barriers, limited internet access, informal culture on social media platforms, insufficient awareness and education about online etiquette, anonymity leading to detachment from consequences, and the presence of online harassment and trolling.

13.0 Recommendations

Implement comprehensive digital literacy programs that target both young people and adults. These programs should educate the population about internet etiquette, responsible online behavior, and the potential consequences of inappropriate actions. Workshops, seminars, and online tutorials can be organized to reach a broader audience. Integrate cultural sensitivity training into digital literacy programs. Understanding and respecting different languages, customs, and beliefs will foster a more inclusive and respectful online environment. Encourage the habit of fact-checking before sharing information online. Emphasize the importance of critical thinking to combat the spread of misinformation and fake news. Continue promoting cybersecurity awareness to protect individuals and organizations from cyber threats. Highlight the significance of strong passwords, secure online practices, and the risks associated with sharing personal information. Raise awareness about the importance of safeguarding personal information and privacy settings on social media platforms. Advise against sharing sensitive details with unknown individuals or unreliable sources. Launch public awareness campaigns that emphasize empathy, kindness, and respectful communication online. This can help create a positive online culture. Collaborate with social media platforms to enforce stricter policies against hate speech, cyberbullying, trolling, and excessive self-promotion. Implement mechanisms to report and address violations promptly. Encourage online communities to actively moderate their spaces and report inappropriate behavior. This collective effort can help maintain a more respectful and safer digital environment. Incorporate netiquette and responsible online behavior as part of the curriculum in educational institutions. By teaching these values from a young age, we can shape the future generation of responsible digital citizens. Highlight and promote positive role models who demonstrate exemplary online behavior. This can inspire others to follow suit and create a ripple effect of positive netiquette. Acknowledge and reward individuals who display excellent netiquette and contribute positively to the online community. Positive reinforcement can reinforce desirable behavior. Conduct research and studies to assess the impact of netiquette initiatives and identify areas that still need improvement. Regular monitoring of online behavior can help measure the effectiveness of the implemented strategies.

14.0 Conclusion

Netiquette plays a key role in shaping online behavior and interactions in Digital Bangladesh. It emphasizes respect, cyber security awareness, cultural sensitivity and responsible online practices. Young people in Bangladesh are encouraged to communicate politely, protect their privacy and fight misinformation. However, there are still cases of inappropriate netiquette, such as abusive language, sharing misinformation and violating privacy. Comprehensive digital literacy programs, cultural sensitivity training, and public awareness campaigns are recommended to address these issues. By promoting empathy, kindness and responsible behavior online, Bangladesh can foster a positive and respectful digital environment for all its citizens.

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