Corso di
Dinamiche dei Gruppi Virtuali e dei Social Networks
a.a. 2018-2019

Dr. Andrea Guazzini
Department of Education and Psychology
and Centre for the Study of Complex Dynamics (CSDC)
University of Florence

Contacts
e-mail: andrea.guazzini@unifi.it - andrea.guazzini@gmail.com
website: http://virthulab.complexworld.net/

Topic 016
The Web "Monster Manual"

Module 1
The New Roles on the Web: work in progress

The Flamer

Flaming is a hostile and insulting interaction between persons over the Internet, often involving the use of profanity. It can also be the swapping of insults back and forth or with many people teaming up on a single victim. Flaming usually occurs in the social context of Internet forums, Internet Relay chats (IRC), Usenet, e-mail, game servers such as Xbox Live or PlayStation Network, social media services, and video-sharing websites such as YouTube. It is frequently the result of the discussion of heated real-world issues such as politics, religion, and philosophy, or of issues that polarize sub-populations, but can also be provoked by seemingly trivial differences. Deliberate flaming, as opposed to flaming as a result of emotional discussions, is carried out by individuals known as flamers, who are specifically motivated to incite flaming. These users specialize in flaming and target specific aspects of a controversial conversation. In modern Internet parlance, this term has been almost entirely superseded by the term "trolling."

The Cyberbully

Cyberbullying or cyberharassment is a form of bullying or harassment using electronic means. Cyberbullying and cyberharassment are also known as online bullying. It has become increasingly common, especially among teenagers.[1] Cyberbullying is when someone, typically teens, bully or harass others on social media sites. Harmful bullying behavior can include posting rumors, threats, sexual remarks, a victims' personal information, or pejorative labels (i.e., hate speech).[2] Bullying or harassment can be identified by repeated behavior and an intent to harm.[3] Victims may have lower self-esteem, increased suicidal ideation, and a variety of emotional responses, including being scared, frustrated, angry, and depressed.[4] Awareness in the United States has risen in the 2010s, due in part to high-profile cases.[5] Several US states and other countries have laws specific to cyberbullying.[6] Some are designed to specifically target teen cyberbullying, while others use laws extending from the scope of physical harassment.[7] In cases of adult cyberharassment, these reports are usually filed beginning with local police.[8] Research has demonstrated a number of serious consequences of cyberbullying victimization.

The Troll

In Internet slang, a troll (/troʊl, trɒl/) is a person who starts quarrels or upsets people on the Internet to distract and sow discord by posting inflammatory and digressive,[1] extraneous, or off-topic messages in an online community (such as a newsgroup, forum, chat room, or blog) with the intent of provoking readers into displaying emotional responses[2] and normalizing tangential discussion,[3] whether for the troll's amusement or a specific gain. This sense of both the noun and the verb "troll" is associated with Internet discourse, but also has been used more widely. Media attention in recent years has equated trolling with online harassment. For example, the mass media have used "troll" to mean "a person who defaces Internet tribute sites with the aim of causing grief to families".[4] In addition, depictions of trolling have been included in popular fictional works, such as the HBO television program The Newsroom, in which a main character encounters harassing persons online and tries to infiltrate their circles by posting negative sexual comments.

The Griefer

A griefer or bad faith player is a player in a multiplayer video game who deliberately irritates and harasses other players within the game.[1] A griefer derives pleasure primarily or exclusively from the act of annoying other users, and as such is a particular nuisance in online gaming communities, since griefers often cannot be deterred by penalties related to in-game goals.[2] This creates a strong division between griefing and cheating, since cheating is done with intent of winning the game and thus is discouraged by in-game penalties.

The Lurker

In Internet culture, a lurker is typically a member of an online community or PLN who observes, but does not participate.[1] The exact definition depends on context. Lurkers make up a large proportion of all users in online communities.[2] Lurking allows users to learn the conventions of an online community before they participate, improving their socialization when they eventually de-lurk.[3] However, a lack of social contact while lurking sometimes causes loneliness or apathy among lurkers.[4]

Lurkers are referred to using many names, including browsers, read-only participants, non-public participants, legitimate peripheral participants, or vicarious learners.[5]

The cheater

cheating is the receiving of a reward for ability or finding an easy way out of an unpleasant situation by dishonest means. It is generally used for the breaking of rules to gain unfair advantage in a competitive situation. This broad definition will necessarily include acts of bribery, cronyism, nepotism, sleaze and any situation where individuals are given preference using inappropriate criteria.[1]The rules infringed may be explicit, or they may be from an unwritten code of conduct based on morality, ethics or custom, making the identification of cheating conduct a potentially subjective process. cheating can refer specifically to infidelity. Someone who is known for cheating is referred to as a cheat in British English, and a cheater in American English. A person described as a "cheat" doesn't necessarily cheat all the time, but rather, relies on deceiving tactics to the point of acquiring a reputation for it.[2]

The Phisher

Phishing is the fraudulent attempt to obtain sensitive information such as usernames, password and credit card details (and money), often for malicious reasons, by disguising as a trustworthy entity in an electronic communication. The word is a neologism created as a homophone of fishing due to the similarity of using a bait in an attempt to catch a victim. The annual worldwide impact of phishing could be as high as US$5 billion. Phishing is typically carried out by email spoofing or instant messaging, and it often directs users to enter personal information at a fake website, the look and feel of which are identical to the legitimate site, the only difference being the URL of the website in concern. Communications purporting to be from social web sites, auction sites, banks, online payment processors or IT administrators are often used to lure victims. Phishing emails may contain links to websites that distribute malware. Phishing is an example of social engineering techniques used to deceive users, and exploits weaknesses in current web security. Attempts to deal with the growing number of reported phishing incidents include legislation, user training, public awareness, and technical security measures.

The cyberstalker

cyberstalking is the use of the Internet or other electronic means to stalk or harass an individual, group, or organization. It may include false accusations, defamation, slander and libel. It may also include monitoring, identity theft, threats, vandalism, solicitation for sex, or gathering information that may be used to threaten, embarrass or harass. cyberstalking is often accompanied by realtime or offline stalking. In many jurisdictions, such as california, both are criminal offenses. Both are motivated by a desire to control, intimidate or influence a victim. A stalker may be an online stranger or a person whom the target knows. He may be anonymous and solicit involvement of other people online who do not even know the target. cyberstalking is a criminal offense under various state anti-stalking, slander and harassment laws. A conviction can result in a restraining order, probation, or criminal penalties against the assailant, including jail.
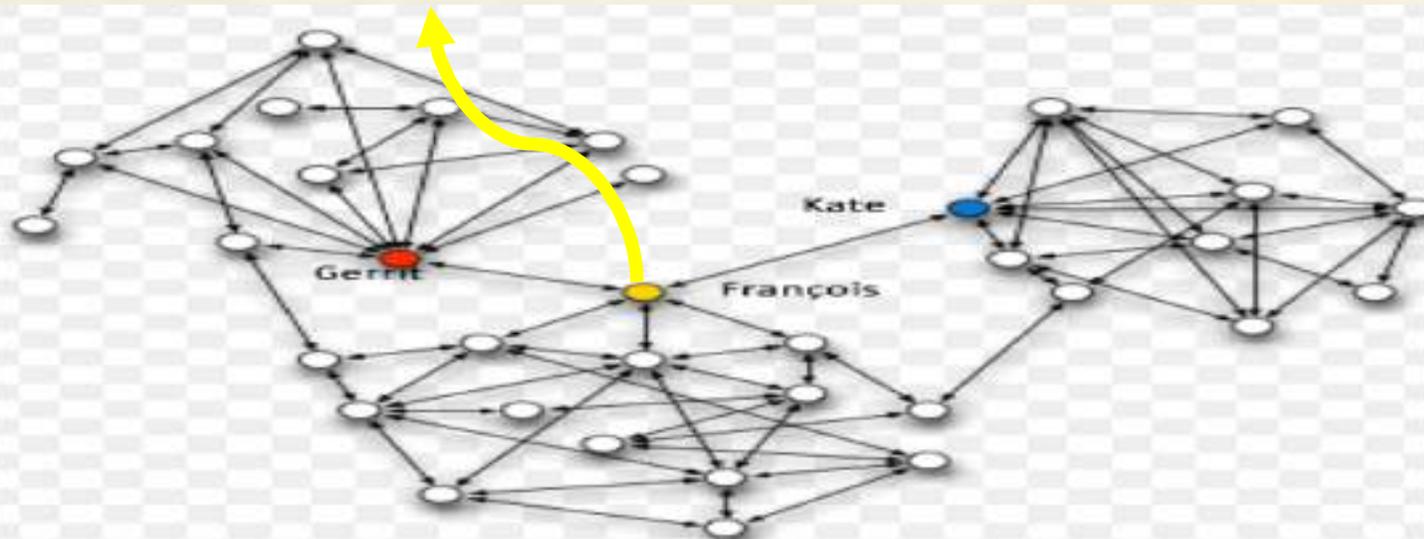
The Boundary Spanner

In social sciences research, boundary spanning is a term to describe individuals within a system who have, or adopt, the role of linking the community's internal networks with external sources of information. While the term was coined by Tushman, (1977), the concept was being developed by social scientists from the late 1950s onwards.

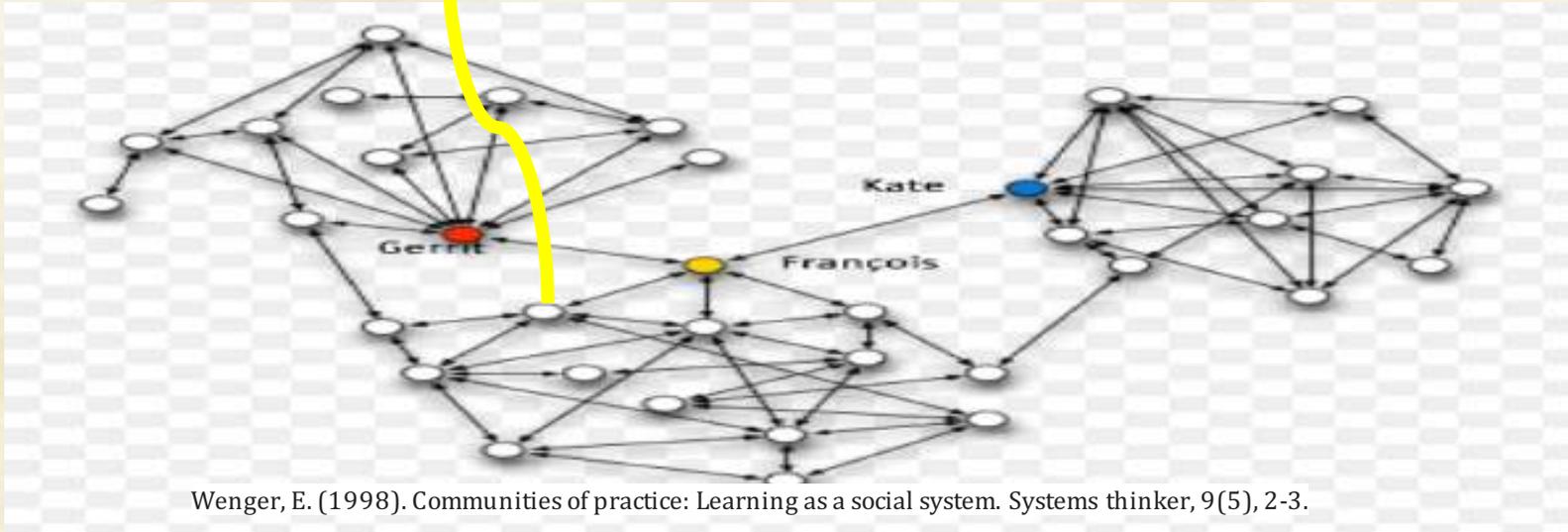Wenger, E. (1998). Communities of practice: Learning as a social system. Systems thinker, 9(5), 2-3.

The Roamer

In social sciences research, Roamers is a term to describe individuals within a system who have, or adopt, the role of go from place to place , creating or reinforcing an informal web of connections. Mainly the roamers play a fundamental role in the community's internal networks , but they can even interact with subjects outside its community.

Wenger, E. (1998). Communities of practice: Learning as a social system. Systems thinker, 9(5), 2-3.

The Out-Posts

In social sciences research, Out-Posts is a term to describe individuals within a system who have, or adopt, the role of bring back news from the front and explore new territories, creating or reinforcing connections mainly toward the external networks.
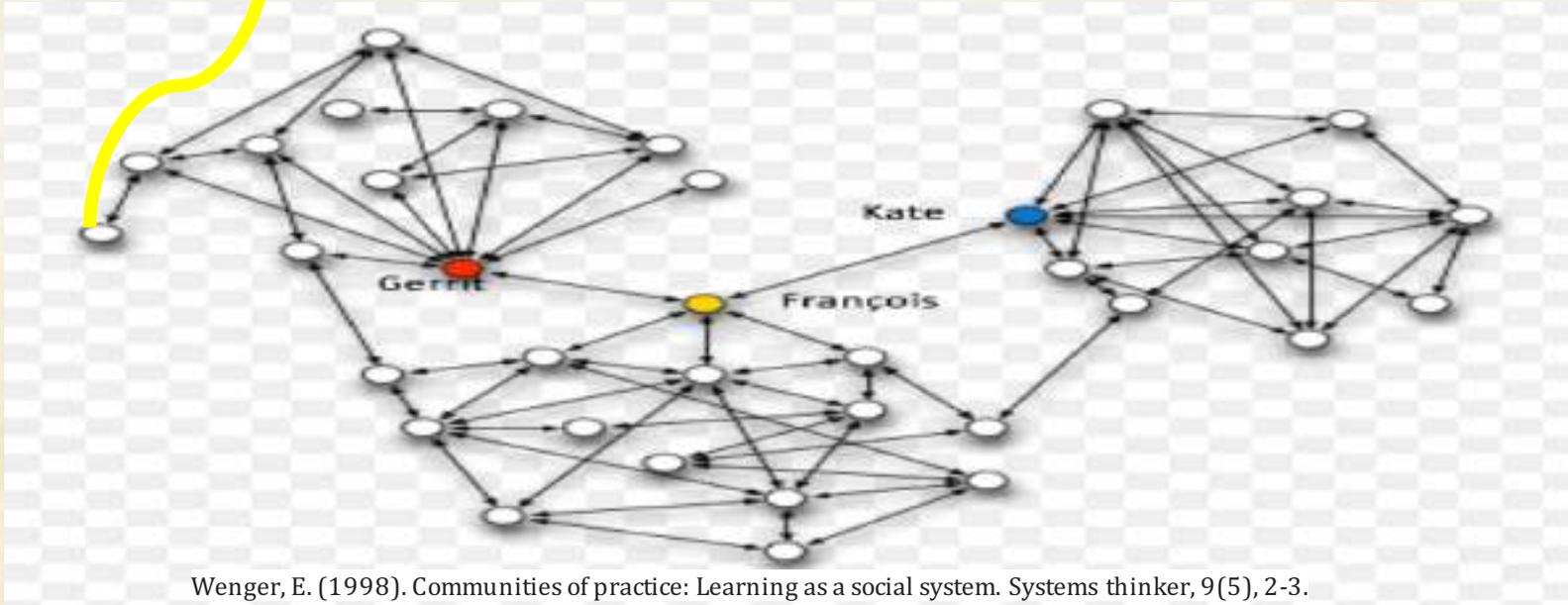
Wenger, E. (1998). Communities of practice: Learning as a social system. Systems thinker, 9(5), 2-3.

The Hater

A person who often spreads
their hate for a person,
place, thing, movie, book, tv
show, etc. on the internet.
The are usually bored or just
very negative.

The Influencer

Influencer marketing (also influence marketing) is a form of marketing in which focus is placed on influential people rather than the target market as a whole. It identifies the individuals that have influence over potential customers, and orients marketing activities around these influencers.[1]Influencer content may be framed as testimonial advertising where they play the role of a potential buyer themselves, or they may be third parties. These third parties exist either in the supply chain (retailers, manufacturers, etc.) or may be so-called value-added influencers (such as journalists, academics, industry analysts, professional advisers, and so on).

Additional Bibliography

- Wikipedia ®

Topic 016 – The Web "Monster Manual"

Module 1 – The New Roles on the Web: work in progress

Main Questions from the Module 016.1

Id	Question
016.1.1	What's the definition of Flamer?
016.1.2	What the definition fo Cyberbully?
016.1.3	What's the definition of Troll?
016.1.4	What's the definition of Griefer?
016.1.5	What's the definition of Lurker?
016.1.6	What's the definition of Cheater?
016.1.7	What's the definition of Phisher?
016.1.8	What's the definition of Cyberstalker?
016.1.9	What's the definition of Boundary Spanner?
016.1.10	What's the definition of Roamer?
016.1.11	What's the definition of Out-Post?
016.1.12	What's the definition of Hater?

Topic 015 – Virtual Settings as Clinical Settings

Module 3 – The Affinity System

Main Questions from the Module 015.3

Id	Answers
016.1.1	Flaming is a hostile and insulting interaction between persons over the Internet, often involving the use of profanity. It can also be the swapping of insults back and forth or with many people teaming up on a single victim. Flaming usually occurs in the social context of Internet forums, Internet Relay Chats (IRC), Usenet, e-mail, game servers such as Xbox Live or PlayStation Network, social media services, and video-sharing websites such as YouTube. It is frequently the result of the discussion of heated real-world issues such as politics, religion, and philosophy, or of issues that polarize sub-populations, but can also be provoked by seemingly trivial differences.Deliberate flaming, as opposed to flaming as a result of emotional discussions, is carried out by individuals known as flamers, who are specifically motivated to incite flaming. These users specialize in flaming and target specific aspects of a controversial conversation. In modern Internet parlance, this term has been almost entirely superseded by the term "trolling."
016.1.2	The Cyberbully - Cyberbullying or cyberharassment is a form of bullying or harassment using electronic means. Cyberbullying and Cyberharassment are also known as online bullying. It has become increasingly common, especially among teenagers. Cyberbullying is when someone, typically teens, bully or harass others on social media sites. Harmful bullying behavior can include posting rumors, threats, sexual remarks, a victims' personal information, or pejorative labels (i.e., hate speech). Bullying or harassment can be identified by repeated behavior and an intent to harm. Victims may have lower self-esteem, increased suicidal ideation, and a variety of emotional responses, including being scared, frustrated, angry, and depressed. Awareness in the United States has risen in the 2010s, due in part to high-profile cases. Several US states and other countries have laws specific to cyberbullying. Some are designed to specifically target teen cyberbullying, while others use laws extending from the scope of physical harassment. In cases of adult cyberharassment, these reports are usually filed beginning with local police. Research has demonstrated a number of serious consequences of cyberbullying victimization.

Topic 015 – Virtual Settings as Clinical Settings

Module 3 – The Affinity System

Main Questions from the Module 015.3

Id	Answers
016.1.3	In Internet slang, a troll, is a person who starts quarrels or upsets people on the Internet to distract and sow discord by posting inflammatory and digressive, extraneous, or off-topic messages in an online community (such as a newsgroup, forum, chat room, or blog) with the intent of provoking readers into displaying emotional responses and normalizing tangential discussion, whether for the troll's amusement or a specific gain.This sense of both the noun and the verb "troll" is associated with Internet discourse, but also has been used more widely. Media attention in recent years has equated trolling with online harassment. For example, the mass media have used "troll" to mean "a person who defaces Internet tribute sites with the aim of causing grief to families". In addition, depictions of trolling have been included in popular fictional works, such as the HBO television program The Newsroom, in which a main character encounters harassing persons online and tries to infiltrate their circles by posting negative sexual comments.
016.1.4	A griefer or bad faith player is a player in a multiplayer video game who deliberately irritates and harasses other players within the game. A griefer derives pleasure primarily or exclusively from the act of annoying other users, and as such is a particular nuisance in online gaming communities, since griefers often cannot be deterred by penalties related to in-game goals.This creates a strong division between griefing and cheating, since cheating is done with intent of winning the game and thus is discouraged by in-game penalties.
016.1.5	In Internet culture, a lurker is typically a member of an online community or PLN who observes, but does not participate. The exact definition depends on context. Lurkers make up a large proportion of all users in online communities. Lurking allows users to learn the conventions of an online community before they participate, improving their socialization when they eventually de-lurk. However, a lack of social contact while lurking sometimes causes loneliness or apathy among lurkers. Lurkers are referred to using many names, including browsers, read-only participants, non-public participants, legitimate peripheral participants, or vicarious learners.

Main Questions from the Module 015.3

Id	Answers
016.1.6	Cheating is the receiving of a reward for ability or finding an easy way out of an unpleasant situation by dishonest means. It is generally used for the breaking of rules to gain unfair advantage in a competitive situation. This broad definition will necessarily include acts of bribery, cronyism, nepotism, sleaze and any situation where individuals are given preference using inappropriate criteria. The rules infringed may be explicit, or they may be from an unwritten code of conduct based on morality, ethics or custom, making the identification of cheating conduct a potentially subjective process. Cheating can refer specifically to infidelity. Someone who is known for cheating is referred to as a cheat in British English, and a cheater in American English. A person described as a "cheat" doesn't necessarily cheat all the time, but rather, relies on deceiving tactics to the point of acquiring a reputation for it.
016.1.7	Phishing is the fraudulent attempt to obtain sensitive information such as usernames, password and credit card details (and money), often for malicious reasons, by disguising as a trustworthy entity in an electronic communication. The word is a neologism created as a homophone of fishing due to the similarity of using a bait in an attempt to catch a victim. The annual worldwide impact of phishing could be as high as US$5 billion. Phishing is typically carried out by email spoofing or instant messaging, and it often directs users to enter personal information at a fake website, the look and feel of which are identical to the legitimate site, the only difference being the URL of the website in concern. Communications purporting to be from social web sites, auction sites, banks, online payment processors or IT administrators are often used to lure victims. Phishing emails may contain links to websites that distribute malware. Phishing is an example of social engineering techniques used to deceive users, and exploits weaknesses in current web security. Attempts to deal with the growing number of reported phishing incidents include legislation, user training, public awareness, and technical security measures.

Topic 015 – Virtual Settings as Clinical Settings

Module 3 – The Affinity System

Main Questions from the Module 015.3

Id	Answers
016.1.8	Cyberstalking is the use of the Internet or other electronic means to stalk or harass an individual, group, or organization. It may include false accusations, defamation, slander and libel. It may also include monitoring, identity theft, threats, vandalism, solicitation for sex, or gathering information that may be used to threaten, embarrass or harass.Cyberstalking is often accompanied by realtime or offline stalking. In many jurisdictions, such as California, both are criminal offenses. Both are motivated by a desire to control, intimidate or influence a victim. A stalker may be an online stranger or a person whom the target knows. He may be anonymous and solicit involvement of other people online who do not even know the target.Cyberstalking is a criminal offense under various state anti-stalking, slander and harassment laws. A conviction can result in a restraining order, probation, or criminal penalties against the assailant, including jail.
016.1.9	In social sciences research, boundary spanning is a term to describe individuals within a system who have, or adopt, the role of linking the community's internal networks with external sources of information. While the term was coined by Tushman, (1977), the concept was being developed by social scientists from the late 1950s onwards.
016.1.10	In social sciences research, Roamers is a term to describe individuals within a system who have, or adopt, the role of go from place to place , creating or reinforcing an informal web of connections. Mainly the roamers play a fundamental role in the community's internal networks , but they can even interact with subjects outside its community.
016.1.11	In social sciences research, Out-Posts is a term to describe individuals within a system who have, or adopt, the role of bring back news from the front and explore new territories, creating or reinforcing connections mainly toward the external networks.
016.1.12	A person who often spreads their hate for a person, place, thing, movie, book, tv show, etc. on the internet. The are usually bored or just very negative.