



KRYSS Network's Research Methodology

Documenting OGBV Case Files

Background and Context

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KRYSS Network (Knowledge and Rights for Young People through Safer Spaces) is dedicated to empowering young people by ensuring their access to safe spaces where they can freely express their opinions and exercise their rights. The organization focuses on promoting gender equality, with a particular emphasis on the protection and advancement of freedoms related to expression and opinion, considering the unique challenges faced by young people in today's digital landscape.

One of the key areas of focus for KRYSS Network is the issue of Online Gender-Based Violence (OGBV). In recent years, the rapid rise of digital platforms has provided young people with new avenues for connection, expression, and activism. However, it has also introduced significant risks and challenges, particularly for marginalized groups, including women, LGBTQ+ individuals, and young people from diverse backgrounds. OGBV encompasses a range of harmful behaviors that disproportionately affect individuals based on their gender, gender identity, or sexual orientation. This includes but is not limited to cyberstalking, online harassment, and hate speech. These forms of violence not only violate individuals' rights to freedom of expression but also undermine their emotional well-being and, in some cases, threaten their physical safety.

The internet, as a powerful tool for social interaction and self-expression, also becomes a battleground where power dynamics, misogyny, and gendered discrimination manifest in increasingly harmful ways. While young people are at the forefront of digital innovation and advocacy, they are simultaneously vulnerable to these online harms. The impact of OGBV on young people can be far-reaching, affecting their mental health, self-esteem, and ability to participate freely in online spaces.

KRYSS Network's ongoing OGBV research, monitoring and documentation that began in March 2020 seeks to illuminate the experiences of individuals who have been subjected to these forms of violence. By conducting in-depth interviews and case studies, the research aims to gather critical insights into the various forms and manifestations of OGBV, the psychological and social effects it has on victims, and the challenges they face when seeking justice or support. Furthermore, this research provides a gender lens to understand the intersectionality of OGBV, recognizing the compounded vulnerabilities faced by women, LGBTQ+ individuals, and young people from marginalized communities in Malaysia.

The research will contribute to the broader understanding of OGBV's scope and impact, with the goal of influencing policy and advocacy efforts aimed at creating safer online environments for young people in Malaysia, the region and beyond. Through the findings, KRYSS Network hopes to amplify the voices of survivors, identify effective strategies for combating OGBV, and ultimately foster safer digital spaces where individuals can exercise their rights and freedoms without fear of violence or discrimination.

Definitions

According to the definition by the United Nations, Online Gender-Based Violence “is any form of violence that is enabled by or perpetrated by using technology or a digital interface – specifically the internet or smart devices. It can target one’s gender, sex, or sexual orientation.”

Gender-based violence (GBV) is violence committed against a person because of his or her sex or gender. It is forcing another person to do something against his or her will through violence, coercion, threats, deception, cultural expectations, or economic means. Although the majority of survivors of GBV are girls and women, LGBTIQ+, boys and men can also be targeted through GBV.

Research Objectives

The overarching aim of this research is to build a comprehensive repository of data on OGBV that will inform content creation and advocacy efforts, empowering KRYSS Network and its partners to raise public awareness and drive meaningful social change. The specific objectives of the research are:

- To investigate the types and frequency of OGBV experienced by young people, identifying the various forms of online violence and understanding how often these occur in the digital spaces young people occupy.
- To understand the psychological, emotional, and social impacts of OGBV on victims, providing insights into how these experiences affect their mental health, self-esteem, and their ability to navigate and express themselves online.
- To assess existing support mechanisms available to those affected by OGBV, highlighting the resources that exist, as well as the barriers victims face in accessing adequate support and justice.
- To empower young people by actively engaging them in discussions around digital safety, human rights, and the importance of creating safer online spaces, encouraging them to become advocates for their own protection and the protection of their peers.
- To inform advocacy efforts and drive institutional reforms, using the data collected to push for social change and policy development that will ensure safer digital environments and stronger protections for individuals facing OGBV.

Through these objectives, the research will not only build critical knowledge on OGBV but will also contribute to the development of stronger advocacy strategies, informed by the lived experiences of those affected.

Number of samples of interviewees (as of 10 March 2025)

2020: 38
2021: 22
2022: 47
2023: 53
2024: 17
2025: 1

Repeat interviewees by year (multiple reports of repeated experience and/or of different cases)

2020: 0
2021: 0
2022: 3
2023: 5
2024: 1

Profile of Interviewees ■

The individuals selected for this research are those who have experienced or believe they have experienced OGBV. This includes individuals who have been referred to KRYSS Network or have voluntarily reached out to the organization to participate in the research and documentation process. The profile of interviewees is inclusive of all ages, races, genders, sexes, languages, and sexual orientations, ensuring that the research encompasses a diverse range of experiences and perspectives. The objective is to capture a broad spectrum of voices to gain a deeper understanding of the varied ways in which OGBV affects individuals across different backgrounds.

Timeframe of the Research ■

The research commenced in March 2020 and remains ongoing. Since its initiation, the project has continuously gathered valuable insights and data, adapting to the evolving landscape of OGBV. This ongoing process ensures that the research remains relevant and responsive to the changing nature of online spaces and the experiences of those affected.

Categories of Online Gender Based Violence ■

- Sexual harassment
- Physical violence and death threats
- Sexual violence and rape threats
- Blackmailing and extortion
- Intimidation
- Surveillance and stalking
- Doxing and dissemination of private information
- Spamming
- Discriminatory Speech
- Impersonation/Identity Theft
- Non Consensual Dissemination of Intimate Images
- Gendered Disinformation
- Deep Fake
- Infringement of Privacy
- Cyber-Flashing

Mode of Interviews ■

The interviews for this research are conducted through three primary modes to ensure accessibility and comfort for participants:

- Face-to-Face Interviews – These interviews are conducted in person, providing a more direct and personal interaction between the interviewer and the participant.
- Online video interviews (via Zoom) – For participants who prefer or require remote communication, interviews are conducted through Zoom, offering a flexible and accessible platform for discussions.
- Sharing via email and/or chat – Some participants may choose to share their experiences and information through written communication via email, allowing them to respond at their own pace and comfort.

These varied modes aim to accommodate the diverse preferences and needs of participants while ensuring the integrity and depth of the data collected.

Pre-Interview Briefing ■

KRYSS Network informs survivors of their work to document OGBV experiences when it is safe for the survivors to share and in a manner and methodology where they feel comfortable sharing. The compiled case studies are shared as instances of incidents for our advocacy work and public engagements without reference to information that enable identification of the parties of the incident.

Interviewees are assured that their privacy is maintained even internally as access to documentation is limited within certain staff in the organisation itself. Interviewees are further informed that KRYSS Network OGBV work is solely focused on research and documentation and does not offer organisational psychosocial support for survivors/interviewees but can offer pathways to access counselling.

List of Questions ■

The following open-ended narrative style questions have been carefully crafted to gather insights into the experiences of individuals who have faced OGBV. Survivors are informed that we understand discussing these experiences can be difficult and emotional, and we want to assure all participants that their well-being is our top priority.

Each interviewee is given ample time with each question, and are also encouraged to share only what they are comfortable with. If at any point during the interview if they feel the need to

pause, skip a question, or stop, they are able to let us know. As such, these questions were planned to be sequential but may not necessarily be applied as such. Their safety, emotional comfort, and dignity are at the forefront of this research, and we are here to support them throughout the process.

Question 1

Can you briefly tell us about yourself?

Question 2

Please share your experience when you are ready

Question 3

Please do share any screenshots taken and if you have reported this to the police or complained to online platforms, if any

Question 4

Where did the attacks happen? On which platforms?

Question 5

Who are these aggressors or perpetrators? Are any of them known to you? Any repeated aggressors?

Question 6

What are some of the narratives used to attack you? In what language?

Question 7

How did you feel about the attack or when you noticed the post was getting traction?

Question 8

How did you respond to the aggressors?

- Mute and disengage
- Tried to reply and engage
- Report and block

Question 9

Is this the first attack that happened to you?

Question 10

Do you think this incident has changed you in any way? Especially when it comes to your freedom of expression?

Question 11

Do your friends and family know about the attack? How did they respond to it?

Question 12

Did you report to any authorities - police, MCMC, cybersecurity?

If yes, can you tell us how was it?

If no, can you tell us why you did not think of reporting to the authorities?

Question 13

What sort of support do you think would help in your situation? Is there any support or assistance we can offer to you?

Utilization of Interviews and Case Studies for Advocacy and Support ■

The interviews and case studies conducted as part of this research play a critical role in enriching a range of support and advocacy products developed by KRYSS Network. The **insights gained from survivors inform various resources that aim to raise awareness, promote action, and strengthen the support systems available for those affected.**

These narratives are integral to the **KRYSS Network's OGBV Annual Reporting**, where real-life experiences help highlight the prevalence and impact of online gender-based violence, supporting the development of accurate and representative statistics. Additionally, the data contributes to **KRYSS Network's OGBV Toolkit in both English and Malay**, offering practical resources for survivors, advocates, and practitioners to address OGBV effectively.

Case studies are discussed in **inter-CSOs collaborative training and awareness public engagements** to educate a broader audience on the severity of the issue. KRYSS Network also utilizes these insights to craft **research papers, policy briefs and other advocacy materials**, which are shared with policymakers, stakeholders, and advocacy groups to influence policy changes and promote stronger protections against OGBV.

The findings contribute to the development of **KRYSS Network's OGBV Microsite and the creation of infographics** that make the research accessible and impactful for the general public, shared through the organisation's social media channels/platforms, ensuring ongoing awareness and engagement with a diverse audience.

Through these various initiatives, KRYSS Network not only amplifies the voices of survivors but also drives a comprehensive, multi-faceted approach to combating OGBV, fostering change across communities, policies, and platforms.

Disaggregated Data

Disaggregated data is crucial in KRYSS Network's OGBV Research as it allows for a deeper understanding of the diverse experiences and vulnerabilities faced by different groups. By breaking down data based on factors such as age, gender, sexual orientation, race, and other intersecting identities, we can identify patterns, disparities, and unique challenges that might otherwise be overlooked.

This nuanced approach ensures that the voices of marginalized and underrepresented communities are heard, and it helps shape targeted interventions, policies, and support systems that address the specific needs of all individuals affected by OGBV. Disaggregated data is, therefore, essential for creating inclusive, effective solutions and fostering a comprehensive understanding of the scope and impact of online violence.

The disaggregated data available under KRYSS Network's OGBV Research

Age	<ul style="list-style-type: none">● 17 or under● 18-21● 22-24● 25-30● 31-39● 40-49● 50-59● 60 or older● Prefer not to say
Sex and gender	<ul style="list-style-type: none">● Woman● Man● Transwoman● Transman● Non-binary● Prefer Not to Say
Ethnicity	<ul style="list-style-type: none">● Malay● Chinese● Indian● Orang Asli● Mixed Ethnicities● Kadazan● Dusun● Iban● Prefer not to say
Citizenship Status (in Malaysia)	<ul style="list-style-type: none">● Malaysian● Non-Malaysian● Permanent Resident● Migrant● Refugee

Additional Methods of Data Gathering and Collection ■

In addition to traditional methods such as interviews, surveys, and questionnaires, this research also incorporates several supplementary approaches to ensure a comprehensive understanding of OGBV in Malaysia across various contexts. These methods include:

Data Collection & Categorisation via Compiled Online Content from Malaysian and Regional Media Websites

By analyzing articles, reports, and stories from Malaysian and regional media websites, the research gathers valuable insights into the prevalence and reporting of OGBV. This content is categorized based on specific themes, trends, and incidents, offering a broader understanding of how OGBV is portrayed in the media and its impact on public awareness.

Data Collection & Categorisation via Compiled Online Content from Social Media Platforms

Social media is a major platform where OGBV is perpetrated, and it also serves as a space for advocacy and resistance. By systematically collecting and categorizing relevant posts, hashtags, and discussions from social media platforms, the research captures real-time data on how OGBV manifests, how it is discussed, and how individuals are responding to or reporting these incidents.

Data Collection or Narratives at Public Facing Events

Public-facing events, such as conferences, workshops, and community outreach activities, also provide an opportunity to gather narratives and data from attendees. These events often feature survivors, advocates, and experts, offering rich qualitative data that can be used to further understand the public's perspective on OGBV and the support structures needed to address it.

These additional methods of data collection enrich the research, providing a multi-dimensional view of OGBV while ensuring that diverse voices and sources are incorporated into the overall analysis.

Usage of External Sources to Complement the Research ■

To ensure a comprehensive and well-rounded approach, this research methodology also incorporates external sources that complement the primary data collected through interviews, surveys, and questionnaires. These external sources—ranging from academic literature and government reports to media articles and social media content—offer valuable context, background, and additional perspectives on OGBV.

By integrating these sources, the research can draw on existing knowledge, identify emerging trends, and validate findings through a broader lens. This approach not only strengthens the

reliability and depth of the research but also ensures that it reflects the multifaceted nature of OGBV, providing a more holistic understanding of the issue. The use of external sources helps bridge gaps in the data, supports the triangulation of information, and further enriches the analysis of OGBV's scope and impact.

Key external sources that inform this research:

- [UN Women's Youth Guide to End Online Gender-Based Violence](#), which offers a global perspective on strategies to combat OGBV and the importance of youth involvement.
- [A Study on Malaysian Public Attitudes and Perceptions towards Violence Against Women \(VAW\)](#) by Women's Aid Organisation, which provides a local understanding of societal attitudes towards gender-based violence.
- [A Scoping Review of Technology-Facilitated Gender-Based Violence in Low- and Middle-Income Countries Across Asia](#), which highlights the regional challenges and nuances of OGBV.
- [Gender Security and Safety in the ASEAN Digital Economy](#), which explores the intersection of gender, technology, and security within the ASEAN region.
- [Online Violence Against Women in Asia - A Multi-Country Study](#), which presents comparative findings from across Asia on the scope and impact of OGBV.
- [Access Denied: Gender Digital Divide as a Form of Violence in South and Southeast Asia](#), which examines the digital divide and its role in exacerbating gender-based violence in online spaces.
- [Voice, Visibility, and a Variety of Viciousness: A Malaysian Study of Women's Lives and Realities on Social Media](#), which provides specific insights into how Malaysian women experience and navigate online violence.

These external sources not only enhance the validity of the research but also help contextualize the findings within broader regional and global discussions. By integrating these studies, the research benefits from a comprehensive understanding of OGBV, grounded in existing literature and real-world examples.

Contact Us ■

If you or someone you know is experiencing OGBV or would like to learn more about KRYSS Network's OGBV research, we encourage you to reach out. Our team is available to provide support, guidance, and further information on our ongoing research.

Please contact us at info@kryss.network for any inquiries or assistance. Your privacy and well-being are important to us, and we are committed to helping foster safer digital spaces.