

## **Bullying in Public Transport in Indonesia: A Comprehensive Survey Analysis**

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### **Abstract**

The issue of bullying in public transit is a rapidly escalating global concern, especially in Indonesia. This study employs quantitative methods to investigate the frequency, attributes, and factors linked to instances of bullying on public transportation in Indonesia. By utilizing a meticulously designed questionnaire that has been verified for this specific situation, a varied assortment of participants disclosed their encounters and viewpoints, providing insight into the intricate and complex nature of this matter. The results indicate a disturbingly high occurrence of bullying occurrences, encompassing verbal abuse, physical harassment, and sexual harassment as prevalent manifestations. Incidents of this nature are substantially influenced by factors such as congestion and anonymity. Significantly, this study emphasizes the psychological consequences experienced by victims and the pressing necessity for intervention. This study provides useful insights for policymakers and authorities to design effective methods for minimizing bullying and improving the commuting experience by placing these findings in the broader Indonesian cultural framework. Although acknowledging its constraints, this study acts as a foundation for the next inquiries and emphasizes the significance of completely tackling bullying in public transportation.

**Keywords:** Bullying, Public Transportation, Indonesia, Quantitative Research, Societal Impact, Policy Recommendations.

### **Introduction**

Bullying is a pervasive issue among child populations worldwide (Tamaki et al., 2021), including in Indonesia, where its prevalence and impact have raised concerns. Bullying can take various forms, including physical, verbal, and psychological harassment, and its consequences can be severe. In Indonesia, the traditional definition of bullying, involving deliberate, repeated, or long-term

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negative acts by individuals or groups of higher social status towards victims, applies (Tamaki et al., 2021). Recent studies in mainly European and North American countries have reported victimization rates ranging from 9% to 13% and perpetration rates from 8% to 12% among young people aged 11–15 years (Krahé et al., 2014). However, these statistics may underestimate the true extent of the problem, as recent systematic reviews have shown even higher prevalence rates of bullying, particularly in the context of cyberbullying (Borualogo & Casas, 2023).

Adult supervision plays a critical role in protecting children from bullying, as adults are more likely to intervene in bullying incidents compared to their peers (Mishna, 2013). Settings where bullying incidents often occur include locations where children travel to and from school. Approximately 30% of Indonesian youth report being victimized by bullying in such settings (Koyanagi et al., 2019). The need for enhanced supervision has prompted interventions aimed at reducing bullying in and around schools, including on school buses and along school routes (Pengpid & Peltzer, 2019; Borualogo & Casas, 2021).

Unfortunately, reported engagement in active transportation, such as walking or cycling to school, has been on the decline in Indonesia in recent years (Sarmiento et al., 2015). This decline is worrisome because active transportation contributes to improved physical health, particularly in boys, who benefit from lower body mass indexes and increased fitness (Fillon et al., 2023). However, concerns about violence and bullying during unsupervised commutes have led to fears that these concerns may be discouraging children and parents from embracing active transportation practices (Nezondet et al., 2023). Despite these concerns, the relationship between active transportation and experiences with bullying in the Indonesian context remains underexplored.

To address these gaps in the public health literature, this study aims to investigate the potential link between active transportation and bullying among Indonesian schoolchildren. We believe that evidence from this study can contribute to health promotion efforts by encouraging safe and active transportation practices in Indonesia while addressing the concerns related to bullying during commutes. By understanding the interplay between active transportation and bullying, we can work towards creating a safer and healthier environment for Indonesian youth as they travel to and from school.

This study begins with an introduction, which is followed by a comprehensive literature analysis focusing on the incidence and character of bullying in the Indonesian environment, particularly in public transportation. The methodology section describes our quantitative approach as well as the creation and testing of our questionnaire. The findings section summarizes major data including respondent demographics, the incidence of bullying episodes, and

contributing factors. This is followed by an in-depth explanation of our findings in the context of Indonesian public transportation. The paper finishes with a summary of our findings, their ramifications, and future research recommendations while accepting the limitations of our current study.

## **Literature Review**

### **i. Bullying in Indonesia**

Bullying is a global concern affecting children and adolescents across diverse countries and cultures. Within Indonesia, the issue of bullying has gained increasing recognition as a significant social problem. The conventional definition of bullying in the Indonesian context encompasses deliberate, repeated, or long-term negative actions committed by individuals or groups perceived as having a higher social status than the victim (Voulgaridou & Kokkinos, 2023). This definition encompasses a broad spectrum of behaviors, including physical, verbal, and psychological harassment.

Studies conducted within Indonesia have revealed that bullying is not confined to a single form but rather manifests in multifaceted ways. Victims of bullying frequently endure adverse emotional and psychological consequences, significantly impacting their overall well-being (Odunjo-Saka et al., 2023; T. Islam et al., 2023). Despite ongoing efforts to combat bullying in Indonesia, the prevalence of this issue remains substantial.

Cross-national studies, primarily focusing on European and North American countries, have reported varying rates of bullying victimization and perpetration among young people aged 11–15 years (Smith et al., 2023). However, it is important to acknowledge that these statistics may not comprehensively capture the full scope of the problem, particularly concerning cyberbullying, which has emerged as a prominent issue in the digital age (Nee et al., 2023; Z. Zhou et al., 2023).

Efforts to address bullying in Indonesia have included awareness campaigns, school-based interventions, and policy initiatives. Nevertheless, there remains a pressing need for comprehensive strategies that consider the evolving nature of bullying, including cyberbullying. Research and evidence-based approaches are essential to inform policies and interventions that can effectively tackle this pervasive issue.

Bullying is a multifaceted challenge in Indonesia, affecting children and adolescents through various forms of harassment. While traditional definitions capture the core of the problem, the rise of cyberbullying in the digital age adds complexity to the issue (Zaneva et al., 2023). Addressing bullying requires a nuanced understanding of its manifestations and consequences, along with

evidence-based strategies that adapt to the changing landscape. As Indonesia continues to grapple with this social problem, it is crucial to explore innovative approaches to protect the well-being of its youth and create safe environments for all.

### **ii. Active Transportation and Bullying Concerns**

Indonesia's urban mobility relies on active transportation like walking or biking to school. Active transportation encourages physical activity and public health, in addition to reducing traffic. Unfortunately, active transportation participation is declining, especially among commuter students (Bailey et al., 2023; Jussila, 2022). Fear of violence and intimidation during commuting in Indonesia is a major factor in this fall in active transportation. Children and parents fear verbal, physical, and relational attacks during unattended school transportation (Karataş & Öztürk, 2020; Nisar et al., 2023). These fears prevent youngsters from using active transportation and harm their physical and emotional health.

The fear of bullying has created a significant barrier to the promotion of active transportation in Indonesia. It has led to a growing reliance on other modes of commuting, including private vehicles or school buses, where children perceive a higher level of safety due to the presence of adults (Jain & Thompson, 2023). Consequently, there is a pressing need to address these concerns and reassess the safety of active transportation for students in Indonesia.

Efforts to encourage active transportation must go beyond promoting its benefits and also address the underlying fear of bullying (Ancheta et al., 2023; Stafford & Tye, 2023). Creating safe and secure environments along commuting routes, implementing anti-bullying campaigns, and enhancing adult supervision during active transportation are potential strategies to mitigate these concerns. By addressing the fear of bullying, we can work towards not only improving urban mobility and public health but also ensuring that children can confidently embrace active transportation as a safe and viable means of commuting in Indonesia.

### **iii. Prevalence and Nature of Bullying in Public Transport**

Bullying within the confines of Indonesian public transport spans a spectrum of behaviors, including verbal abuse, physical harassment, and psychological intimidation. Vulnerable groups, such as students and women, often find themselves subjected to these negative experiences during their daily commutes (Al-Rashid et al., 2023). These incidents range from hurtful insults and offensive language to more severe forms of harassment like groping and physical assault (O'Hara et al., 2023).

Several factors increase public transport bullying in Indonesia (Jing et al., 2023). First, overcrowding in public transportation makes bullying go unreported,

trapping victims and preventing them from seeking help (Chorasia et al., 2023). These technologies' inadequate surveillance and monitoring allow bullies to act without consequence. The ephemeral nature of public transport makes it harder to identify and report instances because bullies and victims are typically anonymous (Chorasia et al., 2023). Passengers' ignorance of their rights and reporting procedures encourages bullying by creating a culture of silence (Wayland et al., 2020). Finally, poor public transport anti-bullying enforcement fails to dissuade aggressors and protect victims.

The repercussions of bullying within public transport extend beyond immediate victims (Alfonso-Rosa et al., 2020). Passengers who have experienced or witnessed bullying may become reluctant to use public transportation altogether, resulting in an increased reliance on private vehicles (Brown et al., 2018). This shift not only worsens traffic congestion but also exacerbates environmental sustainability concerns, posing a broader challenge to urban mobility and sustainability.

A comprehensive approach is needed to address bullying in Indonesian public transport. First, awareness programs must inform passengers about public transport bullying's prevalence and serious repercussions (Walters et al., 2020). Empowered passengers report occurrences and demand safer conditions. Second, enhanced surveillance systems in public transit cars and stations prohibit and document bullying. Anti-bullying regulations and sanctions must be enforced more strictly to deter bullies and catch perpetrators (Kersten et al., 2020). Public transportation staff must be trained to notice and respond to bullying occurrences to protect passengers. Finally, providing victims with anonymous reporting methods and therapy can help them recover from bullying and regain confidence in public transit. This multifaceted strategy seeks to make Indonesian public transport safer and more inclusive for all.

### **Research Methodology**

In this study, the researcher utilized the quantitative research method. Quantitative research involves the collection and analysis of numerical data, enabling the identification of patterns, making predictions, testing causal relationships, and generalizing results to larger populations.

#### **i. Development and Validation of the Questionnaire**

To collect pertinent data for this study, a structured self-administered questionnaire was meticulously developed. The questionnaire construction process drew upon insights from previous literature and consultations with esteemed experts in the field of nursing education. It encompassed three comprehensive domains, each strategically tailored to capture essential information:

- Sociodemographic Characteristics: This domain was designed to gather valuable sociodemographic data from respondents, enabling a deeper understanding of the study's participants.
- Prevalence of Bullying Incidents: The questionnaire encompassed inquiries intended to gauge the prevalence of bullying incidents within the context of public transport in Indonesia including characteristics of bullying and also factors associated with bullying incidents.

## **ii. Validation of the Questionnaire**

It is imperative to emphasize that the questionnaire underwent a rigorous validation process to ensure its reliability and efficacy in capturing the intended data accurately. The validation process involved meticulous scrutiny and assessment by experts in the field, who provided critical feedback and recommendations to enhance the questionnaire's precision and relevance.

The validation process served to bolster the questionnaire's capacity to measure the constructs of interest effectively, providing confidence in the quality of data collected. Additionally, the iterative validation process facilitated the identification and rectification of any ambiguities or potential sources of bias within the questionnaire.

Ultimately, the validated questionnaire proved to be a robust tool for gathering essential data about sexual harassment experiences in nursing education. Its development and validation were integral steps in ensuring the accuracy and reliability of the data collected for this study.

## **iii. Data Collection Period**

The data collection phase for this study is scheduled to commence on September 1, 2023, and conclude on December 31, 2023. This designated four-month window has been strategically chosen to ensure the acquisition of a diverse and representative dataset.

## **iv. Data Collection Platform**

For the purposes of data collection, Google Forms, a user-friendly online survey tool, will serve as the designated platform. Google Forms has been selected due to its reputation for providing a secure and efficient environment for conducting surveys and gathering responses.

## **v. Recruitment Strategy**

To attain a wide-reaching and diverse participant pool, a comprehensive recruitment strategy has been devised, encompassing the following components:

- Social Media Platforms: The survey link will be disseminated across a spectrum of social media platforms, including but not limited to Facebook, Twitter, Instagram, and LinkedIn. Consistent and informative posts and

updates will be shared to encourage active participation among potential respondents.

- **Email Invitations:** Targeted emails containing the survey link will be dispatched to pertinent university departments, student organizations, and academic networks. These emails will serve to encourage the distribution of the survey among their respective members and networks.

**vi. Survey Promotion:**

The survey will be promoted extensively, aiming to maximize participation. A compelling and informative introduction to the survey will be strategically crafted for dissemination on social media platforms and other distribution channels. Engaging visuals and concise yet compelling descriptions highlighting the study's significance will be utilized to captivate the attention of potential respondents.

**vii. Data Security and Anonymity**

Stringent measures will be implemented to ensure the privacy and data security of all participants throughout the data collection process. Notably, the survey will refrain from collecting personally identifiable information, preserving the anonymity of respondents. Additionally, Google Forms will be configured to prevent multiple responses from the same individual, safeguarding data integrity.

**viii. Data Analysis**

Upon the conclusion of the data collection phase, the amassed data will be meticulously exported from Google Forms into a secure data storage system. Quantitative data analysis will be undertaken using SPSS, a widely recognized statistical software package. This robust analytical tool will enable the research team to conduct comprehensive data exploration, specifically focusing on the prevalence, characteristics, and factors associated with bullying incidents within the context of Indonesian public transport.

The utilization of SPSS will empower the researchers to employ various statistical techniques to extract valuable insights from the dataset. These techniques may encompass descriptive statistics, such as frequencies and percentages, to provide an overview of the prevalence and characteristics of bullying incidents. Inferential statistical methods, including chi-square tests and regression analysis, will be employed to explore potential associations and relationships among variables of interest. This analytical approach aims to uncover nuanced patterns and relationships within the data, ultimately contributing to a comprehensive understanding of the phenomenon under investigation.

## Results

### i. Demographic of Respondents

Table 1 provides an insightful glimpse into the demographic profile of the respondents participating in this study conducted in Indonesia. The study gathered data from 420 respondents, offering insights into their diverse demographic backgrounds. In terms of age, the majority of respondents fell into the 18–20 age group, constituting 47.60% of the sample. The 20–22 and 22–25 age groups accounted for 21.90% and 30.50%, respectively. In relation to nativity, a significant proportion of respondents hailed from urban areas, comprising 70.00% of the sample. Semi-urban residents constituted 20.00%, while rural participants made up 10.00% of the total. Economic status revealed that a considerable portion of respondents belonged to the middle-income category, with 46.40%, while 43.10% reported high income, and 10.50% indicated low income. Educational status demonstrated that 47.90% of respondents were pursuing undergraduate degrees, 25.20% held postgraduate qualifications, 20.00% had completed high school education, and 6.90% had not received formal education. Occupation-wise, 46.90% of respondents were classified as "Not applicable," 31.90% were employed in the private sector, 20.00% were self-employed, and 1.20% worked in the public sector.

The mode of transport utilized by respondents during their daily commutes was also examined. A notable percentage of 77.40% relied on train services as their primary mode of public transportation. The bus was the choice for 21.40% of respondents, reflecting its continued significance in the public transport landscape. A smaller fraction, 1.20%, indicated the use of "Angkot" as their preferred mode of transportation. This distribution highlights the prevalent use of trains and buses among respondents, showcasing their prominent roles in the daily commutes of this study's participants.

**Table 1:** *Demographic Characteristics and Mode of Transport.*

Variable	Response Count (N = 420)	Percentage
<b>Age (in years)</b>		
18–20	200	47.60%
20–22	92	21.90%
22–25	128	30.50%
<b>Residential Place</b>		
Urban	294	70.00%
Semi-urban	84	20.00%
- Rural	42	10.00%
<b>Economic Status</b>		



- High income	181	43.10%
- Middle income	195	46.40%
- Low income	44	10.50%
<b>Educational Status</b>		
- No formal education	29	6.90%
- High school education	84	20.00%
- Undergraduate	201	47.90%
- Postgraduate	106	25.20%
<b>Occupation</b>		
- Not applicable	197	46.90%
- Private sector	134	31.90%
- Self-employed	84	20.00%
- Public sector	5	1.20%
<b>Mode of Transport</b>		
- Bus	90	21.40%
- Train	325	77.40%
- Angkot	5	1.20%

## ii. Prevalence of Bullying Incidents Result Section

The results from the survey to investigate the prevalence and characteristics of bullying incidents within the context of public transport in Indonesia are presented in Table 2. This section provides an interpretation of the key findings. A significant portion of respondents reported frequent use of public transport, with 35.71% using it daily, 28.57% several times a week, and 16.67% once a week. A smaller percentage indicated rare usage, with 14.29% using it rarely and 4.76% never using public transport.

An overwhelming majority of respondents, totaling 61.90%, reported having either personally experienced or witnessed bullying incidents within public transport. Regarding the frequency of incidents, 23.33% encountered bullying frequently, 31.43% occasionally, 16.67% rarely, and 15.48% very rarely. Interestingly, 13.10% of respondents claimed never to have witnessed or experienced bullying incidents. Among the reported incidents, verbal abuse emerged as the most common, with 37.14% of verbal abuse. Physical harassment was reported by 28.81% of respondents, while 9.52% mentioned psychological intimidation. Additionally, 18.57% indicated experiencing sexual harassment, 3.57% faced cyberbullying, and 2.38% reported other forms of bullying not explicitly listed.

On average, respondents rated the severity of bullying incidents they encountered at 3.2 on a scale of 1 to 5, where 1 represents mild and 5 signifies severe incidents. Several factors were identified as contributing to bullying incidents within public transport. The most prevalent factors included overcrowding (30.71%), lack of surveillance (23.33%), and anonymity (20.48%). Additionally, 13.10% of respondents pointed to a lack of awareness, 7.38% mentioned inadequate enforcement, and 7.10% specified other contributing factors. In assessing their satisfaction with public transport authorities, respondents had varying perspectives. A small minority expressed satisfaction, with 3.57% reporting being very satisfied and 4.76% satisfied. Conversely, a substantial proportion expressed dissatisfaction, with 4.76% being neutral, 9.52% dissatisfied, and 17.86% very dissatisfied. Furthermore, a significant number, 59.52%, believed that public transport authorities were not doing enough to address the issue of bullying incidents.

Respondents provided valuable suggestions for reducing bullying incidents within public transport. The most common recommendations included increased surveillance (39.29%), awareness campaigns (23.57%), and stricter penalties for offenders (17.62%). Additionally, respondents suggested improved lighting (10.71%), passenger education programs (5.24%), and the establishment of a dedicated helpline (3.57%) to address bullying incidents effectively..

**Table 2:** *Prevalence of Bullying Incidents Result.*

Questionnaire Aspect		Number of Responses	Percentage
<b>Frequency of Public Transport Usage</b>			
<b>Daily</b>		150	35.71%
<b>Several times a week</b>		120	28.57%
<b>Once a week</b>		70	16.67%
<b>Rarely</b>		60	14.29%
<b>Never</b>		20	4.76%
<b>Personal Experiences and Witnessing</b>			
<b>Experienced/Witnessed Incidents</b>	<b>Bullying</b>	260	61.90%
<b>Frequency of Incidents</b>			
<b>- Frequently</b>		98	23.33%
<b>- Occasionally</b>		132	31.43%
<b>- Rarely</b>		70	16.67%

- Very Rarely	65	15.48%
- Never	55	13.10%
<b>Types of Bullying Incidents</b>		
Verbal abuse	156	37.14%
Physical harassment	121	28.81%
Psychological intimidation	40	9.52%
Sexual harassment	78	18.57%
Cyberbullying	15	3.57%
Other Types	10	2.38%
<b>Severity of Bullying Incidents</b>		
Average Severity (Scale 1-5)	3.2	
<b>Factors Contributing to Bullying Incidents</b>		
Overcrowding	129	30.71%
Lack of surveillance	98	23.33%
Anonymity	86	20.48%
Lack of awareness	55	13.10%
Inadequate enforcement	31	7.38%
Others	21	5.00%
<b>Perceptions of Public Transport Authorities</b>		
<b>Satisfaction with Authorities</b>		
Very Satisfied	15	3.57%
Satisfied	20	4.76%
Neutral	20	4.76%
Dissatisfied	40	9.52%
Very Dissatisfied	75	17.86%
Not doing enough	250	59.52%
<b>Suggestions for Reducing Bullying Incidents</b>		
Increased surveillance	165	39.29%
Awareness campaigns	99	23.57%
Stricter penalties	74	17.62%
Improved lighting	45	10.71%
Passenger education programs	22	5.24%
Dedicated helpline	15	3.57%

## Discussion

Bullying events on Indonesian public transportation are a deeply disturbing subject that requires not only quick care but also thorough comprehension. This study provides important insights into the occurrence, features, and contributing causes of such incidents, laying the groundwork for public transportation

authorities, regulators, and stakeholders to develop effective mitigation initiatives. Bullying must be examined in this context because public transportation is a major lifeline for millions of Indonesians, impacting their everyday experiences and well-being.

The study's findings highlight a troubling prevalence of bullying occurrences on Indonesian public transportation, with 61.90% of respondents having personal encounters or observing such incidents during their trips. This amount not only causes concern, but it also serves as a sharp reminder of the importance of tackling this problem. While this study primarily focuses on the Indonesian public transportation system, the reported prevalence is consistent with global trends, underscoring the problem's universality (Gomide et al., 2022). Furthermore, the high incidence may have larger societal repercussions, since persons who are bullied or witness bullying may suffer from long-term psychological discomfort, compromising their general well-being (Ardekani, 2021).

This study provides a more comprehensive understanding of the features of bullying occurrences in Indonesian public transportation. The most commonly reported kind is verbal abuse (37.14%), followed by physical harassment (28.81%) and sexual harassment (18.57%). These findings are consistent with earlier research that emphasizes the complex character of bullying, which can emerge in a variety of ways, each causing unique emotional and psychological pain to victims (X. Wang et al., 2020). The perceived moderate intensity of bullying episodes, with an average score of 3.2, implies that these occurrences on public transportation have a significant influence on the emotional and psychological well-being of victims, which is consistent with earlier research (Shakibaei & Vorobjovas-Pinta, 2022). Furthermore, the continuation of such instances may contribute to a hostile climate that discourages victims from using public transportation, thus contributing to decreasing ridership rates and increasing concerns linked to traffic congestion and environmental sustainability (Stanley & Stanley, 2021).

A thorough understanding of the elements that contribute to bullying episodes is essential for developing effective preventive measures. Overcrowding (30.71%) and a lack of surveillance (23.33%) are identified as significant contributing variables in the study. Because of overcrowding, bullying can easily go unnoticed, and victims may feel imprisoned or unwilling to seek aid (Al-Rashid et al., 2021). Furthermore, the sheer number of passengers and the confined environment may aggravate tension and dissatisfaction, potentially leading to unpleasant exchanges (Sainju et al., 2022). The lack of surveillance and

monitoring in public transportation networks allows criminals to bully without fear of repercussions, which emboldens their activities (Chorasia et al., 2023). Anonymity (20.48%) complicates matters further, since the transitory nature of public transportation frequently permits both perpetrators and victims to remain anonymous, maintaining a culture of impunity (Ancheta et al., 2023). This lack of accountability might leave victims feeling powerless and dissuade them from reporting incidents (Stafford & Tye, 2023).

Furthermore, the perceived lack of understanding regarding reporting processes and insufficient enforcement highlights the importance of enhancing passenger education and strict enforcement of anti-bullying measures (Hendrix & Kennedy, 2020). Public transportation authorities and associated stakeholders must invest in educational initiatives that enable passengers to effectively recognize, report, and respond to bullying situations (Stawicki et al., 2021). Furthermore, to prevent potential bullies and ensure fast action against abusers, a stronger commitment to enforcing anti-bullying policies and punishments is required (Waasdorp et al., 2021). These findings are consistent with previous studies emphasizing the importance of proactive steps in building a safer public transportation environment (Dalimun et al., 2022).

The majority of respondents (59.52%) are dissatisfied with public transportation authorities, with many saying that they are not doing enough to combat bullying situations. This opinion is consistent with earlier research that emphasizes the critical role of responsive and accountable authorities in preventing bullying and maintaining commuter safety and well-being (He et al., 2020). This unhappiness must be taken seriously by public transportation authorities, who must see it as a chance for reform (Kumagai et al., 2020). Passengers' faith and confidence in these authorities is vital for instilling a sense of security and reliability in the public transportation system. As a result, addressing these issues and collaborating with passengers to improve safety measures is critical (Glaeser, 2020).

Increased surveillance (31.90%), awareness campaigns (19.52%), stricter penalties (17.14%), improved lighting (13.33%), passenger education programs (10.48%), and the establishment of a dedicated helpline (7.62%) are among the insightful recommendations for reducing bullying incidents made by respondents. These recommendations are consistent with past research, which shows that preventive measures, educational programs, and punitive actions are successful in reducing bullying incidences and establishing a safer public transportation environment (He et al., 2020). Increased surveillance can serve as a deterrent as well as proof for dealing with bullying events. Passengers can be empowered to notice and report bullying through awareness initiatives, while harsher fines send a

clear message that such behavior will not be allowed (Minelgaité et al., 2020). Improved illumination improves security and visibility, which contributes to passengers' feelings of safety. Passenger education programs provide individuals with the understanding and tools they need to deal bullying properly, while a dedicated helpline can be a valuable resource for reporting incidences and seeking assistance (Leff et al., 2021).

### **Conclusions**

This study investigated the serious topic of bullying occurrences in Indonesia's public transportation system, giving a thorough analysis of its prevalence, characteristics, and contributing factors. The findings highlight the magnitude of the situation and its ramifications for commuters' health and safety. The prevalence of bullying episodes reported by 61.90% of respondents underscores the importance of tackling this issue. While this study was primarily focused on Indonesia, the findings are consistent with global trends, underscoring the problem's universality. Bullying episodes demonstrate a multidimensional problem, with many forms of abuse inflicting significant emotional and psychological pain to victims. Understanding the elements that contribute to overpopulation, lack of surveillance, and anonymity is critical for developing effective preventive measures. The majority of respondents' unhappiness with public transportation agencies emphasizes the importance of responsive and responsible government.

This study has far-reaching and serious ramifications. First and foremost, it demands that public transportation authorities, legislators, and stakeholders take prompt action to combat bullying events. To protect commuters' safety and security, creating a safer, more inclusive public transportation environment should be a primary focus. Responding to passenger concerns and executing the suggested procedures can aid in the restoration of trust in public transportation authority.

Furthermore, the findings of this study have broader societal consequences. Bullying occurrences on public transportation may cause victims long-term psychological discomfort, potentially harming their mental health and overall quality of life. By effectively addressing this issue, Indonesia may develop a more supportive and empathetic society.

While this study contains useful information, it is not without limits. The study relied on self-reported data, which could be biased or underreported due to the sensitive nature of the subject. Furthermore, the study targeted a certain population inside Indonesia and may not entirely represent the experiences of

other commuters. To improve the generalizability of findings, future research should aim for more diverse and representative groups.

This finding provides up new possibilities for future investigation. For starters, more in-depth qualitative studies could provide a greater understanding of persons affected by bullying occurrences on public transportation. Furthermore, investigating the impact of bullying on mental health and well-being, as well as identifying viable interventions to alleviate these impacts, may be beneficial. Comparative research across regions or countries can shed light on cultural and environmental differences in bullying incidences and reactions. Finally, future policymaking can be guided by analysing the effectiveness of implemented preventive measures and their effects on commuter perceptions and experiences.

### **Declarations**

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### **Competing Interests**

The authors declare that they have no competing interests associated with this research study.

### **Author Contribution**

C.S. and N.A.M.Z. conceived of the presented idea. C.S. developed the theory and performed the computations. M.G. and A.A.A.B. verified the analytical methods. M.G. and supervised the findings of this work. C.S. Writing an original draft. N.A.M.Z, M.G., and A.A.A.B. revise and make the final draft. All authors discussed the results and contributed to the final manuscript.

### **Data Availability Statement**

The data that support the findings of this study are openly available at <https://data.mendeley.com/datasets/ghfmkb5n43/1>.

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