

# What's IN-cubating?

July - September 2023



**Prof Edson C. Tandoc Jr.**  
Director, IN-cube

In this newsletter, we are sharing results from IN-cube's latest survey on online harms and the use of generative AI. The results come from the sixth edition of our ongoing IN-cube panel surveys that seek to track and understand internet use and outcomes in Singapore.

We have shared these findings in our in-person symposium in August and our webinar in September. These events are part of our efforts to make our research more accessible to our key stakeholders and the public.

In line with our public engagement efforts, we are also participating in this year's Digital For Life Festival 2023, which involves a series of roadshows and exhibits organised by the Infocomm Media Development Authority (IMDA). For three weekends, we will be showcasing our [fakenewsdetective.com](https://fakenewsdetective.com) game that seeks to increase public awareness of the problem of fake news and increase players' resilience against fake news. More details below.

## Singapore sees surge in ChatGPT use: IN-cube survey



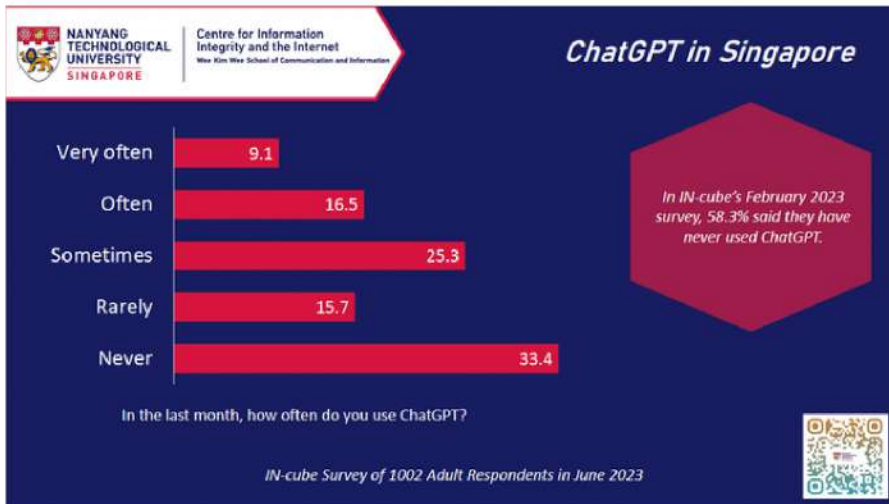
The number of Singapore residents using generative AI chatbot ChatGPT has increased in the last few months, a survey by IN-cube found.

In a webinar on Sept 29, IN-cube Director and WKWSCI Prof Edson Tandoc Jr. reported that the number of survey participants who said they have never used ChatGPT decreased from 58.3% in February to only 33.4% in June.

IN-cube conducts regular online surveys in Singapore to track and understand internet use.

The June survey, which involved about 1,000 adults, showed that 9.1% of the participants said they use ChatGPT very often while 16.5% said they use it often.





WKWSCI Assoc Prof Nuri Kim said this increase may be explained by word-of-mouth, as early adopters may have shared about their experience with the chatbot to their peers, who decided to try the technology as well.

Those who use ChatGPT have positive attitudes toward it, with 62.4% agreeing that ChatGPT is helpful and 63.9% agreeing that it helps to save time.

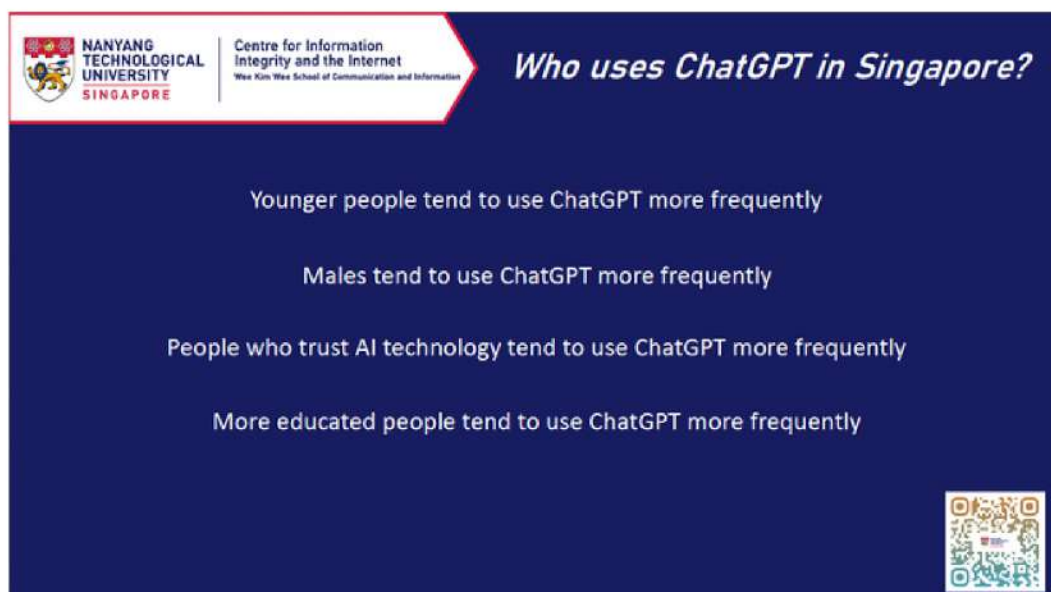
In contrast, only 28% agreed that using ChatGPT is “dishonest” and 38.2% agreed that ChatGPT is “dangerous.”

Assoc Prof Kim, who leads the Communication and Democracy (CODE) Lab at IN-cube, said this may be explained by how users have been discovering the different practical uses of generative AI while still being unclear on the risks it poses.

Some 150 students from WKWSCI attended the webinar and raised questions on ChatGPT’s implications for universities.

Assoc Prof Kim and Prof Tandoc also underscored the risk of widening digital inequalities, where users who have the training or expertise to use the technology responsibly may benefit from it, while those who may be misusing it may be doing so at the expense of their personal development.

To watch the webinar and learn more about the survey findings, please visit the IN-cube website [here](#).



# IN-cube survey finds 1 in 3 Singaporeans doesn't do anything when faced with online harms

What do you do when you encounter an online scam or come across fake news?

An IN-cube survey involving more than 1,000 adults in Singapore found that 27.1% of them “did not do anything at all” when they encountered online harms.

IN-cube research fellow Dr. Goh Zhang Hao reported the results of the survey during a symposium on Aug 23.



The survey examined how Singapore residents witness and encounter various types of online harms, such as fake news, scams, doxxing, hate speech, hacking, cyberstalking, among others.

Participants shared they encountered these harms on popular and publicly accessible platforms such as Facebook, Telegram, and Instagram.

The survey found that some 20.6% of the respondents have experienced online scams while 15.9% have experienced being the subjects of fake news. Some 14.8% said they have experienced online impersonation while 14.7% encountered online trolling.

At least 14.1% said they have directly experienced sexual harassment online.

While 40.3% of those who experienced online harms reported them to the platform, only 19.4% shared their negative experience with others. Only 14.5% reported it to the police.

You may download the full presentation slides from the IN-cube website [here](#).



Centre for Information  
Integrity and the Internet  
Wee Kim Wee School of Communication and Information

By: Edson Tandoc & Goh Zhang Hao

## Personal Experience of Online Harms – Wave 6 (Jun'23)

*Now, let's talk about your own experience. How often do you personally experience each of the following online? Percentage selected "Often" or "Very often" (1 = Never to 5 = Very often)*



# Screen Smart: Comic Book Launch



During the mitigating online harms symposium on Aug 23, which brought together experts, researchers, policymakers, and educators to delve into the critical issue of online harms in Singapore, IN-cube also launched a comic book that seeks to teach digital media literacy among children.

WKWSCl Chair Prof May Lwin, one of the authors of *Screen Smart: Growing Up in the Digital Age*, shared about how they came up with the idea of creating a comic book for children that builds on the academic research her team has been working on.

The other authors are Assoc Prof Wonsun Shin from University of Melbourne and illustrator and comic artist Mr. Alan Bay.

The groundbreaking book provides invaluable insights into fostering responsible online behaviour and creating a safer and more informed digital landscape for Singapore. The comic book is consistent with IN-cube's goal of making research more accessible to our public stakeholders.



# Recent Journal Publications

## What You See and What You Think: Exploring News-ness Perceptions and Media Repertoires in Singapore

Jingwei Zheng, Edson C. Tandoc, and Rich Ling

We are from the School of Communication and Information, Nanyang Technological University, Singapore.

**ABSTRACT**  
This research explores the concept of "news-ness," namely, the audience definition of news characteristics that constitute news. We assess how Singapore audiences define news (i.e., news-ness) and examine how such definitions are shaped by how audiences access news (i.e., news media repertoires). Using focus group discussions and surveys, we identified five repertoires (news omnivores, news avoiders, computer and smartphone users, traditional media users, and smartphone-only users) and four news-ness values (impact, prominence, novelty, and social involvement). We found that respondents related impact and novelty more than prominence and social involvement. News omnivores and computer and smartphone users endorsed four dimensions of news-ness values more than people with other media repertoires. The study, therefore, suggests that news audiences define news differently from journalists. It also shows complex patterns in the relationship between news-ness perceptions and media repertoires.

**KEYWORDS**  
news-ness; news omnivores; news avoiders; computer and smartphone users; traditional media users; smartphone-only users

### Introduction

News has long been considered a unique media genre for keeping citizens informed about important issues and events (Gale 1976). However, the answer to the question "What is news?" has changed in recent years. The development of media technologies, including portable devices and broadband access, has profoundly reshaped the landscape of news production and consumption. News can now be consumed in multiple formats (text, photos, video) and through multiple devices (e.g., television, newspaper, smart devices, Web browser and tablet) (Liu 2016). As more people read news from mobile and smart devices, audience metrics are used by journalists to estimate the popularity of news in production, primarily for "sell" and positively framed news (Hollan and Tandoc 2016). These changes provide audiences with increasing leverage with which to influence news production. Hence, understanding how audiences perceive news values is crucial for journalism research. We report in this challenge by re-examining what makes one piece of information considered news (i.e., news) valued from the audience's perspective.

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© 2023, Taylor & Francis Ltd. All rights reserved. This article is distributed under the terms of the Creative Commons Attribution License (<http://creativecommons.org/licenses/by/4.0/>).

Zheng, J., Tandoc, E. C., & Ling, R. What You See and What You Think: Exploring News-ness Perceptions and Media Repertoires in Singapore. *Journalism Practice*, 1-17. doi: 10.1080/17512786.2023.2239200

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Seet, S., & Tandoc, E. C. (2023). Re-meme-bering Tiananmen? From collective memory to meta-memory on TikTok. *Media, Culture & Society*, doi: 10.1177/01634437231191413

## Re-meme-bering Tiananmen? From collective memory to meta-memory on TikTok

Seth Seet and Edson C. Tandoc Jr

We are from the School of Communication and Information, Nanyang Technological University, Singapore.

### Abstract

The 1989 Tiananmen Square Massacre has been archived in the collective memory of different social groups globally in various ways, while the Chinese government suppresses its own memory of Tiananmen through censorship and revisionism. These result in numerous memories of Tiananmen. Through a qualitative analysis of 27 TikTok posts posted on 3-5 June 2022, this study explores how Tiananmen is commemorated on TikTok on Tiananmen's anniversary and what is remembered about Tiananmen. This study found that commemoration posts on TikTok remember the protests, casualties, the Chinese Communist Party leaders' role, and the historical contexts, oft using the Tank Man image. The posts also remember the remembrance and memory formation of Tiananmen. Through commemorations, memes, and humor, some posts remember the Chinese government's attempts to maximize the collective memory and other commemoration events. This is best described as meta-memory, where people remember the remembering and possess memory of the memory of events.

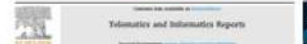
### Keywords

collective memory; commemoration; memes; memory; Tiananmen Square Massacre; TikTok

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## Filters uncovered: Investigating the impact of AR face filters and self-view on videoconference fatigue and affect

Wenbin Li, Hyeon Lee

We are from the School of Information Systems, Nanyang Technological University, Singapore.

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Li, B. J., & Lee, H. M. (2023). Filters uncovered: Investigating the impact of AR face filters and self-view on videoconference fatigue and affect. *Telematics and Informatics Reports*, 11, 100088. doi: 10.1016/j.teler.2023.100088

Drawing from the theory of objective self-awareness, this study assesses the influence of AR face filters and self-view on users' affect and perceived VF, through a 2 x 2 dyadic between-subjects experiment (N = 154). Our findings do not support the theory of objective self-awareness. Using AR face filters led to higher VF, but neither AR face filters nor self-view was significantly associated with affect.

# Upcoming Event

We are excited to share that IN-cube will be having its first public roadshow at the IMDA Digital for Life Festival 2023 on the below dates and venues.

In collaboration with KidsPlaySafer (<https://kidsplaysafer.sg/>), we will be showcasing our very own computer game, [fakenewsdetective.com](https://fakenewsdetective.com), designed to enhance your awareness about fake news.

Please join us for a session of fun and games at our booth to win attractive prizes!

**DIGITAL FOR LIFE**  
PLAY IT FORWARD

## Digital for Life Festival 2023

Digital for Life. Digital for all.

Join us

|             |                                   |                   |
|-------------|-----------------------------------|-------------------|
| 28 & 29 Oct | Kampung Admiralty Community Plaza | 9:30 am – 6:30 pm |
| 4 & 5 Nov   | Heartbeat@Bedok                   |                   |
| 11 & 12 Nov | Toa Payoh Hub                     |                   |

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