

The Impact of Social Media on Public Service Reform: Mediating Role of Netizen's Engagement in Cambodia

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Abstract

After social media has played the vital role in Cambodia, the voice of citizens has been being raised up to the public with what they are concerning in their daily lives especially the public service delivery. Thus, the paper is talked on the impact of social media on the public service reform in Cambodia. The main theme focuses on the mediating role of netizen's engagement. The research is going to explore how the social media is the key factor to improve the public service delivery. Based on the data analysis, the netizen's engagement is really plays the major role in public service reform through the social media. In contrast, the social media will be the two sharpened knife to the netizen when its' role is not independent and trustful. Furthermore, the paper will provide the recommendations and strategy to the government, researchers, and scholars to presumably understand how important social media is toward the public service reform.

Key Words: Social Media, Public Service, Impact, Netizen, Engagement, and Reform.

1. Introduction:

Social media is a tool to investigate and make the change in society. For instance, the Jasmine revolution in Egypt and some other Middle East countries showed us about how important and impact of social media is (P. Beaumont, 2011). In addition, taking a look to some Asia countries such as China, Singapore, South Korea, the social media and e-government bring the countries with a huge amount of corruption reduction with the clear goal from both private and public media (B. Arpit, 2012).

In Cambodia, Large amounts of social media have been practiced from many different sources or institutions (BBC Media Action, 2012). Lower educated persons are easily to receive and adopt the information without deepen and creative judgment. They normally against to what the media published without reason or rejection. The government institutions sometimes reject with what the civil society published by according to the different perspective and concept. Meanwhile, opposition parties, NGOs and civil societies rarely accept with what the government released sometimes. In addition, the ruling party and opposition party use the social media to persuade or convince their supporters in order to spread their party's policy and national concern. Based on these reasons, Cambodian people totally need the trust, efficiency, and effectiveness of social media.

To build the trust, efficiency, and effectiveness of social media in developing countries is a must. Living with the poverty line, the people did not pay much attention to the media. In contrast, the social media really could help them to improve the way of thinking, belief, behavior, and changing. Without media, they will never know the outside world or what the government have done. In addition, when the social media is weak in a society, the knowledge, idea, or belief will never be changed (R. Sawyer, 2011). Without social media from different institutions, how can we observe, judge, monitor, control, and evaluate the government's activity and practice of the national policy and development policy such as economy, human right, good governance, and other reform? Without the trust social media, how can the government department change their inactive behavior with the high responsibility? And how can the citizen know what the government has done, is doing, and will do to the whole nation? Meanwhile, the mediating role of netizen in

Cambodia is a crucial engagement to be a part of public service reform. How could the social media effect on the social change, government reform and anti-corruption in Cambodian society during the developed technology era? And how social media effect to the public service reform in term of netizen engagement?

Based on the reasons, the authors are really interesting in doing the research to explore the crucial engagement of the netizen in term of public service delivery reform in Cambodia. By the ways, the research could be the critical tool for the improving the public service delivery through the social media.

2. Literature Reviews:

2.1. The Relationship of Social Media and Public Service Reform

Social Media is a classification of Internet-based applications that build on the ideological and technological foundations of Web 2.0, which allows the creation and exchange of user-generated content (Kaplan & Haenlein, 2010, p. 60). As of June 2010, 22% of time spent online (or one in every four and a half minutes) is spent using social media and blog sites worldwide, Social Networks/Blogs Now Account for One in Every Four and a Half Minutes Online, 2010. The global average time spent per person on social media sites is now nearly five and a half hours per month (Jennifer Van Grove, 2010). Popular social media include Facebook, Twitter, LinkedIn, YouTube (S. Sheedy, 2011).

(Gladwell, M. & Shirky, C., 2011), do social media make protests possible? ICTs, in particular mobile phones, are seen as providing avenues for 'e-democracy'. They have been used by politicians to gain support and by politicians and civil society to provide information to the electorate for decision-making. In South Africa, political parties used SMS and social networking to communicate with their supporters ahead of the 2009 elections. E-Governance is government use of information and communication technologies with the aim of improving information and service delivery, encouraging citizen participation in the decision-making process and making government more accountable, transparent and effective (UNESCO, 2010). Recent research has shown that while ICTs are capable of reinforcing participation and democracy at the local level, they can under some circumstances be controlled by, and enhance the power of, local elites (Misuraca, G. C., 2007). However, to get citizens adopted with e-government services still requires great efforts from both stakeholders and beneficiaries. From government side, the quality of information, perceived ease of use with applications functions, trust building and high commitment are what to be regularly suggested. From citizen's side, the willing to adapt and routinize practice with the available e-government services might be required. Citizens are suggested to extend their intention toward e-service attempt (Virak, M. & Sotheara, H., Vol. 5, N.11, 2015).

2.2. The impact of social media on public service reform

Innovation in the public sector is a critical enabler of national growth and citizen welfare (Windrum, 2008). As stated by the Norwegian minister of government administration, a strong public sector is the result of continuous improvement (Aasrud 2010). Public sector innovation include, among others, service innovation as well as administrative and organizational innovation (Windrum, 2008). Public sector innovation is a wide spread phenomenon. In a pilot study of the Norwegian public sector, conducted by Statistics Norway, more than 80% of the 626 participating public sector bodies reported some kind of innovation over the last two years (Foyen, 2011). The role of the media, including the social media, in promoting good governance is being recognized by the governments and policy-makers in various countries. The most recent transformation of Egypt's secular government was viewed in front of the world through traditional media and computer social networks such as Facebook and Twitter. The youth successfully used these modern tools to plan protests and create social and political change in Egypt In this new world, peoples' sins can be broadcast from the rooftops quickly, and political leaders can be forced to follow higher standards in their personal and career actions or be forced to resign by the people. Thanks to revolution of social media or as Egyptian say-twitter revolution [R. Dwivedi et al.2011, p.163-167]. On the other hands, the media can be a powerful force for change in both developed and developing countries. In developing countries, it can have an important role in advancing a pro-poor development agenda, as well as supporting economic growth by stimulating consumer markets. Where it is able to effectively fulfill the roles of watchdog, gatekeeper and

agenda-setter, it can improve governance by raising citizen awareness of social issues, enabling citizens to hold their governments to account, curbing corruption, and creating a civic forum for debate. It can also amplify the voice of marginalized and excluded groups. Recent research has shown that the media (particularly radio) is serving a growing population of young, rural, and non-literate demographic groups in Africa (BBC, 2006).

Although Public Sector Information systems do not only base on computers, an ever-increasing amount of information of every kind is stored, processed and accessible in the Internet [Bargmann et al. 2004, p. 255]. The Internet, especially the latest trends Web 2.0 and Social Web have changed the way how citizens and businesses want to interact with the administration. These online communities hold a significant value creation potential for businesses, public sector administration but also the economy and the society as a whole [Serrat 2010, p.2]. The Internet has an almost infinite memory capacity and the costs for storage space are negligible. Where antecedent administrations had to deal prudently with their archive facilities and 13 resources, all information can be placed inexpensively on the Internet today [Haskins 2007, pp. 406-407]. To have the information in the Internet is good, but it is not sufficient by itself. Asit the first Law of Open Government Data by David Eaves says: "If it can't be spidered or indexed, it doesn't exist" [Eaves 2009]. In the future, more sophisticated search engine that are embedded in the governments website will help citizens to better find information [GOV 2009, pp. 3-4 and Serrat 2010, pp. 1-2]. Public sector agencies must meet people where they are. Increasingly, that is online. Citizens know the advantages of Web 2.0 and use them on a regular basis. In addition, E-government possibly enhances working effectiveness and efficiency in delivering services to citizens. Unnecessary administrative cost and affairs may be eliminated since citizens could access to e-government systems on their own. This is likely to imply that corruptions which happen at the official desks are reduced at certain levels contributing to poverty deduction intentions made by government which ultimately improve transparency and accountability. (Virak, M. & Sotheara, H. 2015).

2.3. Social Media's Understanding between Government (Ruling Party) and Opposition Parties, and NGOs regarding to Public Service Delivery

Minister of Information of Cambodia raised that he has motivated all capital, provincial and city information departments to set up and maintain their own homepages, websites and profiles on the internet, including popular social networking sites such as Facebook (Khieu Kanarith, 2012). Afterward, the Prime Minister of Cambodia also urged all the national and sub-national Administrative Institutions need to use social media especially the digital media to observe and know about the need of the citizen and to deal with any other problems happening at their areas. Meanwhile he confessed that he sometimes was cheated by his officials, and the social media sometimes is his best friends (Samdach Hun Sen, 2015).

From 2008 to 2015, the number of social media users is overwhelming increased accordance with the negative and positive impact to the effectiveness of the government's activities particularly the public service delivery is criticized from huge among of Facebook users. To cope the problem, the government tried to reform its inactive toward the citizen. In 2014, 92 percent of Cambodia's youth have access to TV or radio. Mobile phone access is near universal for young people, at 96 percent. And the internet is used by 65 percent of the urban youth (UNDP, 2014).

(Borderless News, 2015), the youth who have actively tuned to social media as their means of communication, socialization and their independent source of information have continued with their social and political activism. Some very prominent Facebook pages, blogs and radio talk shows no matter to politicians. Youth hold their own weekly debates with hot-button issues such as the impact on youth with ASEAN open-border policy in 2015, judiciary reforms or term limits for the prime minister. Through social media, Cambodia's youth have given a new definition to governance. She added Social media speaks truth to power. Keeping it open will further enhance the democratization process and is necessary as Cambodia is preparing for the next local and parliamentary elections in 2017 and 2018 (Mu Sokhua, 2013). In addition, Yem Punharith, a spokesperson for the opposition Cambodia National Rescue Party (CNRP) told RFA (Radio Free Asia) that an increasing number of Cambodian internet used is calling on the government to broaden online freedoms. Netizens also hit out against the government threat of legal action against social media users. In 2014, a coalition of NGOs said in a statement that the proposed cybercrime law would prevent ill-willed groups or individuals from spreading false information and could criminalize individual input as well, while

the telecommunications bill would make carriers bear for censoring content. Freedom of speech is crucial for democracy, but these telecom and cyber bills would be used to jail and bankrupt citizens whose comments on social media are critical of the government (Consuelo Katrina A. Lopa, 2014)

Government spokesman sent a formal letters to the Ministry of Interior and the Ministry of Post and Telecommunication calling on them to pursue court action against internet users who are deemed to “insult” or “defame” civil servants and high-ranking government officials in term of political interests. He has raised the measure would be aimed at “immoral” users of social media and those who spread rumors to attack officials (Phay Siphon, 2015). Responded to criticism of his appeal to the two ministries by saying the government has no intention of targeting any specific group, and that the move was meant to protect the reputation and dignity of individuals who have been unfairly targeted on Facebook and other social media networks (Joshua Lipes, 2015). Opposed to what the government spokesman have said, Ny Chariya, director of the human rights investigation unit for local rights group ADHOC, said the threat of legal action was politically motivated and meant to eliminate online criticism of the government. When freedom of speech is restricted in a country, that country is no longer democratic, and I believe that constructive comments and criticism should be considered highly valued by officials for the improvement of society (The Cambodia Daily, 2015).

3. Methodology

The qualitative and quantitative approach will be adopted since the time of the research conducted. It is suitable to use both methods because the research is the social science items. The success of this research is significantly based on the in depth understanding of social media users (netizen) toward the public service reform. The overall nature of the study will be the exploration and description.

This part also aims to explain the reasoning behind the research design of the present study. The research design of any study is affected by different factors. First, the ontological assumptions of the researcher and, thus, his/her epistemological stand intervene in the research design, since they shape the way of seeing reality and the way of trying to extract knowledge about it. Second, whether the goal of the research is to explore a new issue, to describe it or to investigate the causality of a known phenomenon and will determine what research technique suits better in the research. Finally, the researcher's personal approach to reasoning will forge the research design. All these issues will be discussed in the present part and the choices made in this research will be discussed.

4. Empirical Study

4.1. Characteristics of Respondents

The main objective of the research is to propose the social media into the public service reform on behalf the mediating role of netizen, which can change the public service delivery system, government institutions, staff, and the political view for the society and good governance.

The respondents were netizen to be involved in public services through social media. The result shows that fifty two point four percent (52.4%) out of 375 respondents were males while forty six point eight percent (46.8%) were females. There were 15.1% people in age between 18-25 category, 41% people in age between 26-35 category, 32.5% people in 36-45 category, and only 10.6% people in age 46 up category. Referring such categorization, the most respondents were in the age of 26-35 years old.

4.2. Descriptive Analysis

The descriptive analysis is divided in two main parts. First, the general characteristic of the general personal information is described, followed by a second section about the analysis of the significant agree or disagree on netizen influent government to reform public service through social media indicators. The chapter ends by summarizing the most significant results. When studying the bivariate relationship among variables, there are several measures of association that can be used depending on the nature of the data (Cramer's V for nominal data, Spearman's Rho for ordinal data, and Pearson's correlation for continuous data). Given the assumption of viewing Likert scales as interval data, Pearson's correlation is performed in most of the cases. However, this correlation coefficient is based on the

premise that the variables subject to analysis are linearly interrelated. The most common method to test linearity is by plotting the variables and check for linear relationships. Plots were examined and no signs of non-linearity were found. In consequence, Pearson's correlation is used to analyses the strength and direction of such relationships. In the few cases where one of the variables are categorical or nominal, Spearman's Rho and Cramer's V are used. Another point to be commented is that missing data were not replaced by any value, since they were not many in amount and the action could mislead the results. The option of excluding the missing variables given by SPSS has been chosen.

Table 6.6 Descriptive Statistic

Categories	Mean	Std. Dev.	N
The independent social media is the success of public service reform	6.456	.5093	375
Social media is a crucial tool to help people getting the informations from the government and local authorities	6.264	.5638	375
Social media is a tool to make reform in public service delivery	6.187	.4876	375
What kind of social media you often used for your daily life	1.55	1.127	375
How often do you use social media per week	1.69	.547	375
You are always allowed to express your idea on social media to make comment to the public service provider	6.024	.4590	375
Without social media, the public service providers is like a boss, not manager	6.267	.5154	375
Public service providers is nowadays afraid of social media	6.259	.5615	375
Social media could help the government or local authorities to know about its official's activities in term of public service delivery	6.357	.5122	375
Social media could impact on both positive and negative of the public service delivery	6.424	.4949	375
The quality of social media is, the quality of public service delivery are	6.363	.5188	375
Corruption on social media institution is the key factor of public service delivery reform failure	6.040	.5129	375
Social media is the mirror for Citizen to observe the public service delivery of the government officials	6.363	.4814	375
Netizen (Digital Citizen) is very familiar with the social media because they could use internet	6.731	.4442	375
Without netizen's complaint or comment on social media, the public service providers will never be afraid of punishment	6.517	.5057	375
The netizen who have no enough capacity to analyses the news from social media is the harmful to the public service providers	6.379	.4857	375
Without social media, the government officials or public service providers will be afraid nothing	6.405	.4916	375
Without social media, the government will never reform its public service	6.507	.5006	375
Government and social media institutions need to work closely to each other for providing the information of public service delivery to the citizen	6.435	.4964	375
How often do you use social media per week	1.69	.547	375
You are always allowed to express your idea on social media to make comment to the public service provider	6.024	.4590	375
Without social media, the public service providers is like a boss, not manager	6.267	.5154	375
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Table 6.7 Variable Entered/Removed^a

Model	Variable Entered	Variable Removed	Method
1	Government and social media institutions need to work closely to each other for providing the information of public service delivery to the citizen , Social media is the mirror for Citizen to observe the public service delivery of the government officials, Netizen (Digital Citizen) is very familiar with the social media because they could use internet, Without netizen's complaint or comment on social media, the public service providers will never be afraid of punishment, Without social media, the government officials or public service providers will be afraid nothing, How often do you use social media per week, Without social media, the government will never reform its public service, The netizen who have no enough capacity to analyses the news from social media is the harmful to the public service providers, Social media could impact on both positive and negative of the public service delivery , You are always allowed to express your idea on social media to make comment to the public service provider, What kind of social media you often used for your daily life, Corruption on social media institution is the key factor of public service delivery reform failure, Social media is a tool to make reform in public service delivery , Without social media, the public service providers is like a boss, not manager, Social media is a crucial tool to help people getting the informations from the government and local authorities, The quality of social media is, the quality of public service delivery are , Public service providers is nowadays afraid of social media, Social media could help the government or local authorities to know about its official's activities in term of public service delivery		Enter

a. All requested variables entered.

b. Dependent Variable: The independent social media is the success of public service reform

Table 6.8 Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.191 ^a	.036	-.012	.5125	1.410

a. Predictors: Constant

b. Dependent Variable: The independent social media is the success of public service reform

Table 6.9 ANOVA^b

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	3.527	18	.196	.746	.762 ^a
	Residual	93.497	356	.263		
	Total	97.024	374			

a. Predictors: Constant

b. Dependent Variable: The independent social media is the success of public service reform

Table 6.10 Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	6.162	6.712	6.456	.0971	375
Residual	-1.3211	.7854	.0000	.5000	375
Std. Predicted Value	-3.028	2.632	.000	1.000	375
Std. Residual	-2.578	1.532	.000	.976	375

a. Dependent Variable: The independent social media is the success of public service reform

Table 6.29 Case Processing Summary

		N	%
Cases	Valid	375	99.2
	Excluded ^a	3	.8
	Total	378	100.0

a. Listwise deletion based on all variables in the procedure

Table 6.31 Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.472	.590	19

Table 6.32 Summary Item Statistics

	Mean	Min.	Max.	Range	Max/Min	Variance	N of Items
Item Means	5.853	1.547	6.731	5.184	4.352	2.253	19
Inter-Item Correlations	.070	-.752	.856	1.608	-1.139	.059	19

In short, independent social media is the success of public service reform according to the analysis result show 100% that reflects the strongest positive statistic to recommend Cambodian government must reform its public service as Cambodian people and foreigner (Netizen) want to receive information about government performance, investment (local and joint venture) activity, law and regulation, ministries' activities and reports and so on. Independent social media plays important role to make report on government process and find active and inactive process, especially independent social media is the most effective democracy active in political issue.

5. Conclusion and Recommendations

5.1. Conclusion

Information and Communications Technology will bring the world more transparency and accountability based on netizen. To build the quality of public service, the netizen of Cambodia is really playing the crucial role in pushing and alerting the government and local authorities to rethink about their public service reform. The government of Cambodia will no longer neglect about the social media while the netizen is regarding the social media, particularly the digital social media is the only trustful and judgmental sources for their daily lives.

Based on the research, netizen need the government to improve the public service in all level because the citizen is really need the transparency and accountability service provided by the government. If the government official still neglect and make bribe during their public service processing, the government itself will face many problems in the future. And the digital social media will no longer save those officials' face. In result, they could face to the administrative or legislative punishment.

5.2. Recommendations

5.2.1. Government Institutions Management Innovation

a) Human Resource and Human Capital Development

The government need to explore its commitment to make a reform in public institutions by using the real human resources and human capital. Public service reform need the useful and common sense of government officials to deliver the service. Based on the research, the knowledge and qualification of the public service providers is still low in understanding of its duties and obligation. They will make bribe as possible as they can because their thinking is limited with low commitment. They never hesitant to make the corruption if they think they could do. That is the result of the low educational background. And government or other institutions is hard to accused or criticized because their salary is not enough. Thus, the administrative bribe is normally regards as the normal case in Cambodian public service process. To some extent, the barrier between technology or internet with the some urban local authorities or most of rural area local authorities is still the problem. They have low capacity to use the technology and internet. All the reaction or comment from the web or digital social media is useless. Then, the quality of public service will be concerned. They can watch and listen only from TV or radio to the problems or the poor quality of its own. But it is little bit in progress of public service reform from their own heart. If the central government or national level do not warn or blame, they would change their habit a little bit. The rural area public service providers have low educational background, and they do thing based on habit or follow and practice the policy which set up from the national level. Because of the Cambodia is lacking of human resource or human capital with commitment and common sense, the government is sometimes hard to recruit the best one for its sectors. Then, the problem always happened to the public service delivery. To cope with these problem, the government of Cambodia should have any other incentive added to the basic salary such as additional training and bonus. etc.

b) Facilities and Equipment should be equipped

The public institutions still not yet meet the need and requirement. Some public institutions particularly at the countryside do not have enough facilities and equipment such as building, soft and hard skills, office equipment or transportation. When office condition is not satisfy to the public service providers, how could they provide the quality of public service to the citizen? It is the simple case, that is why the Cambodian people sometimes is hard to criticized the public service provider because they know about the condition of living of the government's official at their local area. Thus, the government need to work harder to equip the facilities or other office equipment.

c) Government's Official Monthly wage should be increased

Not only Cambodia, the government's official salary is still the hot topic. But those government have the clear strategy to increase its GDP based on fiscal and monetary policy. However, Cambodia is the developing countries, and it needs to strengthen and improve all of the public sectors case by case. Every year, government

of Cambodia was lost more than 500 million USD in bribe or corruption, and data showed that the lost is from the public service providers. Nevertheless, it is easy to increase the salary to all level of government's official if the government and other relevant institutions could prevent and eliminate the bribe or corruption. If the government could do, all level of official will no longer be jealous and accuse each other. Then, the social welfare will be occurred. And public service also no longer be blamed or criticized.

d) Punishment to the Administrative Mistaken

All of administrative mistaken need to be punished. No one could escaped from the bribe or corruption involvement. Perusing without public service policy, the administrative mistaken will be practiced forever lasting. And the public service providers will never be afraid of punishment. Normally, the citizen and government officials always regards the administrative mistaken is the simple case. Living with poverty and powerless, the citizen mostly never complain about the public service. After the corruption regulations amended with social media improvement, the citizen start to understand about the public service policy and public service delivery of the government officials. The Anti-Corruption Unit (ACU) starts its duties and anti-corruption law enforcement to the government officials who dare to make bribe or corruption through the public service. For instance, many government official was highly complained, warned, and arrested after getting the complaint from the citizen or the court. So far, the government officials start to understand and be afraid of ACU in term of public service's bribe or corruption. Only ACU is not enough to put pressure on the bribery government official, it is meant that all the government institutions and relevant bodies need to commit themselves in avoiding from bribe or corruption.

5.2.2. The Negative Impact of Netizen's Participation in Social Media

Not all the sharing information on social media is neutral or correct but some of the sharing behavior is the harmful to the social stability, racism, and crime. They sometimes do not care about the reality perspective of information, they only focus on what they want to share, then share those information without critical thinking and judgment. For example, for those whom do not like the government, they normally post or share what the bad aspect of the government and local government. Even though they know that the information is not make scenes, they still persist to share it to others because that activities could really make them be happy and realized when they could not commend to the government institutions. And for some whom strongly support to the opposition parties, they always put the social media as their priority to share the bullied information against the government official or ruling party official by showing nothing reliable information to the citizen. And when the citizen have no critical judgment, the citizen is more easily to believe what those peoples have shared. Then the government will be the victim of the social media.

On the other hands, some supporting government side netizen are always make comment or post what they want to post without caring others. They react what the real news is by trying to persuade the citizen what the government and local government do is right. Meanwhile, they try to find all kind of solution to declare to the citizen by avoiding from the mistaken activities. When the netizen know nothing about the social media ethics, they could let themselves falling into the unethical behavior with the cruel idea to defeat other side. They will use the social media to crackdown others to get the political, financial, or business benefit. Then, it will be led the unfair public service to the citizen. Without the social media ethical behavior, the social media will become the non-ending war battle field of idea and comments.

5.2.3. Democracy and Transparency Development

In the last 10 years, social media play the major role in democracy development and human right enhancement. The Royal Government of Cambodia allow more social media institutions launched its service under the information law. All kind of social media appeared in the Cambodian society both government or ruling party, opposition party, NGOs, and businessmen's belong. The citizen get more information related to the political situation, local and international news, social problem, public service delivery, business concept, and entertainment. Without social media, the Cambodia society is really hard to strengthen its democracy, business,

human right, public service delivery, and anti-corruption. However, due to the limitation of education of the people, the informations or news provided sometime is not reliable or trustful. If all the bodies have not willing to cope the social media problem, the people will become to the victim of the fictional social media. On the other hand, the today social media is providing a lot of improvement in citizen's mindset, behavioral change, logical thought, and creative judgment. The government official, opposition party members, or NGOs employees is more working hard and more transparency because they are afraid of social media. When all bodies believe in social media, the transparency, responsibly, accountability, and democracy is automatically developed.

5.2.4. Cybercrime Regulations

Without cybercrime regulations, the social media is like the boxing ring without arbiters. The netizen use the social media to showing their voice, idea, support, disagree, and comment. If using social media is based on ethic and reality, the peaceful comments and sharing will be adopted. In contrast, a small handful group use social media as the political and business profit. Cambodian government is drafting the cybercrime law in term of keeping the social stability, ethical behavior, and anti-online criminal. However, the drafting law is also getting complaint from the civil societies and opposition party because they believe that the cybercrime law is amended just only crackdown or against to the civil societies and opposition party. Thus, they try to persuade the government and the constitutional institution to rethink about the new law.

To cope the case, the government has to show the clear policy of the cybercrime law by joining discussion of many other bodies such as civil societies, NGOs, or law firms in order to make sure that the law is full of supporting from others. On the contrary, if those bodies reject to join the discussion with the government, it is clear that what the government have done or doing is accepted. When all parties accept the cybercrime law, the online or social media will never be getting confused. And the social media will be a crucial tool to bring a trust and transparency news to the citizen. Otherwise, a small handful power will use social media as the private interest or dangerously social reform.

In brief, a cybercrime law has to be amended as soon as possible. If the government still postpone, the disorder concept of the netizen will be spread. And when the disorder concept is spread, it is hard for the government or civil society discuss about the case. Thus, prevention is better than treatment.

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