CHAPTER IV

CONCLUSION

4.1 Conclusion

The study found that some sexual slurs were moderated in the CODM global chat. These slurs were against the game community guidelines because they contained elements of Reinforcement of Stereotypes, Gendered Insults, and Sexual Orientation slurs. This was intended to prevent harassment and ensure there was a respectful gaming atmosphere. However, there are still some words in the list that are not blocked for a few reasons, like how they're used, different ways of spelling them, or limits in the CODM moderation system. The study also determined that sexual slurs within Call of Duty Mobile (CODM) global chat were divided into three categories: Reinforcement of Stereotypes (69 words), Gendered Insults (27 words), and Sexual Orientation slurs (6 words).

The results showed that CODM's moderation system could catch many sexual slurs quite well. However, there were some words that still escaped the automatic filter, which means that this system has limitations in understanding the context of word usage. Thus, although moderation in CODM was quite successful, there were still gaps in filtering words that can be used for various forms of harassment.

4.2 Further Research Prospects

Based on the conclusions above, it is recommended that Call of Duty Mobile (CODM) improve its automatic moderation algorithm to be more sensitive to context, especially in detecting slurs that often escape moderation. Additionally, combining AI-driven moderation with human oversight and community involvement can enhance the enforcement of community standards. Educational campaigns about the harmful impact of sexual slurs are

also suggested to help promote a more inclusive gaming culture. Lastly, further research is needed to explore how moderation systems can be adapted to meet the diverse needs of a global gaming community.

Based on the findings, it seems that the moderation system in Call of Duty Mobile is operated by machines rather than humans. This is evident because the moderation happens immediately and relies on keyword detection without understanding the context. However, since there are still slurs that get through or neutral words that are moderated, a combined approach between machines and humans is considered more effective.