

**The Study of an FPS Game “*Overwatch 2*”
and Its Impacts on Online Game Players**

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Abstract

There are many genres of video games in the present. The first-person shooter (FPS) is one popular genre. This game type often includes a violent content. Moreover, a community in FPS games is usually seen as toxic. This research, thus, intended to find out the impacts of an FPS game *Overwatch 2* on Thai players. The data were collected from 50 online questionnaires and eight *Overwatch 2* players whose game playing behaviors were observed. The results showed that the violent contents in the game did not always affect the players' behaviors in negative ways. There were several positive effects of the game on the players, especially when they were playing the game. Besides, it was found that the *Overwatch 2* game affected the players' in-game behaviors more than the behaviors in their real life, and the violent imitative behaviors from this video game, for example, killing or using weapons were not actually detected among the game players outside the game sphere. It can then be concluded that there are both positive and negative effects of such an FPS game as *Overwatch 2* on the players, and most players are not negatively influenced by the violence presented in the game; they can decide what should or should not be done in reality.

Keywords: an FPS game, *Overwatch 2*

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In the present, many programs and websites are generated to entertain humans, for example, social media, multiplayer games, music, etc. Since people all over the world are connected by the internet, they can gain access to these forms of entertainment and can easily communicate with each other. Among many entertaining platforms available online, people can freely decide which one they favor. Video games are usually preferred by most people. It is predicted that the number of gamers is increasing every year (Clement, 2022).

Video games now have many genres for players. The genres are dependent on the game characteristics, so they can be categorized into numerous genres. For example, the three most popular game genres are FPS (first-person shooter), MMORPG (massively multiplayer online role-playing games), and MOBA (multiplayer online battle arena). It has been found that about 50 percent of teenagers worldwide have opted for these three game categories. As for Thai players, the FPS game is the most popular one. According to Platform Newzoo Charts (2021), five FPS games out of 10 choices got the highest votes. Most FPS games are multiplayer games. Typically, the players will be separated into two teams, for example, a red team and a blue team. The main objective is to win the game by eliminating the opponents or having the highest scores, so this genre is considered to be highly competitive among players. Furthermore, the different game genres have different player communities. The communities of multiplayer games are always active because of the game feature. To clarify, there is an in-game text chat channel, which allows the game players to communicate all the time. In fact, video games can be a social bonding platform for players and it can also be a stress reliever tool. However, some online players show their bad side which leads to toxic communication when they chat with friends or teammates (Chantapom, 2017). There are two genres of games that are classified as the most toxic communities: MOBA and FPS games (ESB Staff, 2022). Moreover, many parents’ attitudes towards video games are negative because video games

can cause low-self esteem effects to their children (Steiner-Adair & Wick, 2022). At present, the FPS games are more developed and released than MOBA; therefore, the samples are more.

Therefore, in this research study, a sample FPS game *Overwatch 2*, with more than 200,000 Thai players in the Facebook game community, was focused on. The research intended to find out how this first-person shooter game impacted the players' behaviors both in the game and in their real life.

The research questions are as follows:

Main research question: How are the online game players affected by the FPS game *Overwatch 2*?

Sub-research questions:

1. What are the characteristics of the FPS game *Overwatch 2*?
2. How does the game affect the players' behaviors in the game?
3. How does the game affect the players' behaviors in their real life?

Literature Review

The First-Person Shooter (FPS) Game Design

The core of an FPS game is a first-person point of view. It is the view that the player sees that he/she is that playing character. The view is from the character's eyes, so the player cannot see the character's face. The player has to interact with objects by shooting them from his/her weapon. The objective of each FPS game can be different depending on the developer. The player of the most renowned game like '*Counter-strike*' has to eliminate an enemy player to get the highest score. On the other hand, '*Portal*' has a different objective. There is no killing, but the player needs to use his/her gun to solve the puzzle on the map. The FPS games can be both single-player and multiplayer games.

The Characteristics of Overwatch 2

To begin with, *Overwatch 2* is a free-to-play FPS game developed by *Blizzard Entertainment*. This game was released on 4 October 2022, and it is an upgraded version of the previous *Overwatch* (2016-2022). The game is designed to be a player versus player (PVP) combat style, and the player plays as a “hero.” There are 36 heroes and three roles, which are Tank, Damage, and Support, available in the game. Players can attack or assist the teammates by using their weapons and unique skills. The characters have different playing styles. Firstly, the Tank hero is considered the leader in the game. Whether the team can win or lose depends on the decision of the Tank hero (Rattanasangchod, 2022). This hero also has the high amount of health point (HP) and the average amount of damage. Secondly, the Damage hero can attack with a critical damage. This character is a main attacker of the game and also has high mobility. Lastly, the Support hero is an assistant and a healer. This character has a special skill that can save the ally’s life, and he can cause a very low amount of damage. In the main mode in the game (called the role selected quick play mode), ten players are separated into two teams, each of which has five players. The roles in the game are fixed as one Tank, two Damages, and two Supports. There are 22 different stations with different objectives. In the present, there are four objectives which are controlling a point, pushing a robot, escorting the payload, and the hybrid of controlling the point and escorting the payload. The player can win the game only by completing each objective, which means only eliminating an enemy cannot make the player win. The communications in the game are divided into five types which are team chat, match chat, whisper, voice chat, and quick communication. The three types of chats can be done by typing. The team chat which is blue can be seen only by teammates. The match chat which is orange can be seen by both sides of the players. The whisper which is purple can be seen by the sender and the receiver; only two players can see this chat. The players can use the voice chat by turning on the microphone

and speaking with their teammates. The last type is quick communication which can be used to locate an enemy or give a signal for the teammates through the shortcuts on the keyboard.

The Violence in Video Games and Its Effects on Players

Nowadays, many video games contain violent contents such as blood, killing, robbery, and nudity. This has become normal since an arcade game '*Death Race*' was released in 1976. Even though the contents are unacceptable for children, violent video games are still good-selling games. *Mortal Kombat 11*, a fighting game which has a horrible death scene, for example, a scene in which the slow tearing of a character's limbs is shown with a realistic graphic, was a best-selling game with 15 million copies sold worldwide in 2021 (Bankhurst, 2021). In real-life situations, violent video games have caused many school massacres. Many shooters have suspected that their motivation might come from video games (Benedetti, 2007). The killing motivation of many shooters is caused by FPS games. It might be because the FPS games give a sense of powerfulness when players can kill an enemy while the shooters lack power to control people. This is a common shared symptom of shooters (Strasburger & Donnerstein, 2014). It has also been found that violent games can impact children's behavior. The children who have been affected speak loudly or blast a loud noise. The violence in video games has also affected Thai players. One biggest news in Thailand is that a student killed a taxi driver by imitating the action in the famous video game named *GTA*. The student confessed that he planned to rob the driver because it looked easy in the game (Manager News, 2008). Moreover, a mission 'No Russian' in *Call of Duty: Modern Warfare II* caused a controversy between the developer team Infinity Ward and many countries because one of the missions included a Russian massacre at the airport (Welsh, 2009). This shows that the violence in video games can lead to many serious issues. Dowsett and Jackson (2019) claim that the game which has the competition mode results in the aggressive behavior of the players the most. The violence in games such as blood or nudity

does not cause the aggressiveness of the player as much as the competition between humans (Ferguson et al., 2015). The players feel challenged when they encounter human players more than AI. It is because the players in the human mode will receive more rewards than the ones in the AI mode, and the losers will lose their scores. The four conditions that trigger their aggressiveness are being killed, being frozen (when the player cannot move because of an enemy skill), time pressure, and losing the game. In medical research, when players become aggressive, their heart rate and breathing are not stable. This reflects stress and anger of the players. Finally, when they reach the highest aggression level, they show aggressive behavior, for example, blasting a loud noise (Hasan et al., 2012). Additionally, there were some reports revealing that teenagers who committed shooting crimes played some violent video games like ‘*Doom*’ and non-violent video games like ‘*Super Mario Bro.*’, so the linking of violent video games with the shooters is a myth (Ferguson et al., 2015). Video games do not always cause crime. There are other factors that cause it such as a murderer’s background and racism point of view (Parkin, 2019).

Related Studies

There are some previous studies that investigated the effects of FPS games on players. The first study is “The Effect of Violence and Competition within Video Games on Aggression” by Andre Dowsett and Mervyn Jackson (2019). They analyzed the aggressive behavior of the ‘*Unreal Tournament 3: Black Edition(TM)*’ players. The game they used as a sample was an FPS game. They said that the FPS game had high pressure and high competition, so they chose this game. The researchers aimed to see the factors that affected the aggressiveness of the players. They observed 60 participants who were Australian metropolitan university students playing the game. They found that the players had different aggressive behaviors after the experiment. The players became the most aggressive when they soloed the game and were defeated. The participants in the low-competition conditions

had no sign of aggressiveness. The conclusion was that the competition mode played an important role in forcing the players to become aggressive.

The last study is “Effect of Playing Violent Video Games Cooperatively or Competitively on Subsequent Cooperative Behavior” by David R. Ewoldsen, Cassie A. Eno, Bradley M. Okdie, John A. Velez, Rosanna E. Guadagno, and Jamie DeCoster (2012). They investigated the conditions that caused cooperativeness and competitiveness among the *Halo II* (a FPS game) players. They used two sessions to collect the information. Firstly, the 119 students needed to complete an online survey about the game history and the Buss-Perry 29-item measure of trait aggression. Then, the participants in pairs played the game followed by the researchers’ instructions which were separated into competitive condition and cooperative condition instructions. Finally, the results showed that the participants who played cooperatively decreased the violent effect. Moreover, they learned cooperative behavior from the game although the video game is violent. Additionally, violent video games did not always cause violent behavior.

According to the previous case studies and research studies, FPS games have a killing feature which is considered the violent content. The games then make players satisfied when they complete them. Sometimes, the games with this feature have an impact on sensitive or lack-of-judgment players who finally express their behavior in the wrong ways like committing a crime. However, video games can have different effects on players, such as violent behavior or cooperativeness. Therefore, this research aimed to study the impacts of *Overwatch 2*, a popular FPS game that had not been explored in any research on Thai players before.

Research Methods

The participants in this study were divided into two groups. They were all *Overwatch 2* players who were the members of the Facebook group named “Overwatch Thailand

Community.” The participants included both males and females with different age ranges. 50 questionnaires were distributed to this group of subjects. The second group of the participants were ten game players who were randomly selected and closely observed while they were playing the *Overwatch 2* game online. The participants in the game were both teammates and enemies.

The quantitative data and qualitative data were collected in two ways which were through the online questionnaires and the in-game observation. Each online questionnaire was in the *Google Form* to gather both quantitative and qualitative data. It was designed in Thai because the *Overwatch 2* players in the selected Facebook community were all Thai. The questionnaire was separated into three parts: the respondent personal information part, the *Overwatch 2* in-game and real-life effect part, and the open-ended question part. The first part contained the questions asking for the participants’ age, gender, and occupation. In the second part, the statements about the in-game and real-life impacts of *Overwatch 2* were given with a 5-point Likert scale for the respondents to rate based on their playing experiences and opinions. The Likert scale ranged from strongly agree to strongly disagree. The last part included the open-ended questions asking for the respondents’ comments or opinions concerning the additional in-game and real-life impacts of *Overwatch 2* on them, apart from the given ones in Part 2 of the questionnaire.

To collect more qualitative data, the *Overwatch 2* players’ in-game behavior was observed by the researcher. Those players in ten game matches were explored in this study to see how they used language for the in-game communication or how they behaved during the game. Then, the data were analyzed and classified into positive behaviors and negative ones.

After that, all the quantitative data from the questionnaires were presented in the form of descriptive statistics, including a pie chart, a table, and a report. The analyzed qualitative data from open-ended questions and observations were presented in the report format.

Research Results

The Data Collected from the Questionnaires

The Respondents' Demographic Data

The results showed that the majority of the respondents were male (78%). 14% of the respondents were female, and those who did not specify their gender accounted for 8%.

Nearly all of the respondents were 19-22 years old. The respondents who were more than 26 years old accounted for 24%. 18% of the respondents were 15-18 years old, and another 18% of them were 23-26 years old. A minority of the respondents were lower than 15 years old.

Over half of the respondents (58%) were students. Some of the respondents were freelancers, office workers, and government officers. A minority of the respondents had more specific occupations such as veterinarian, VTUBER, and E-sport player.

The Impacts of *Overwatch 2* on the Players' In-Game and Real-Life Behaviors

Table 1

The Impacts of Overwatch 2 on the Players' In-Game Behavior

The Impacts of <i>Overwatch 2</i> on the Players' In-Game Behavior		Levels of Agreement				
		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
1.	You respect other players' decisions more.	<u>7</u> (14%)	<u>29</u> (58%)	<u>10</u> (20%)	<u>2</u> (4%)	<u>2</u> (4%)
2.	You acquire better responsive or coping skills when you play <i>Overwatch 2</i> ; for example, you can immediately eliminate an enemy in the game or spontaneously counter an enemy in the game who possesses a specific fighting skill.	<u>20</u> (40%)	<u>19</u> (38%)	<u>8</u> (16%)	<u>2</u> (4%)	<u>1</u> (2%)

3.	The 5v5 combat (team mode) in the game provides you with a teamwork skill.	<u>10</u> (20%)	<u>18</u> (36%)	<u>13</u> (26%)	<u>3</u> (6%)	<u>6</u> (12%)
4.	The objective system, such as escorting the payload and controlling the point in the unranked mode (quick play), distracts you from focusing only on eliminating your enemy in the game.	<u>19</u> (38%)	<u>19</u> (38%)	<u>7</u> (14%)	<u>1</u> (2%)	<u>4</u> (8%)
5.	Competition in the game puts you under pressure and stress while playing it.	<u>10</u> (20%)	<u>20</u> (40%)	<u>10</u> (20%)	<u>6</u> (12%)	<u>4</u> (8%)
6.	You are easily in a panic when playing <i>Overwatch 2</i> .	<u>1</u> (2%)	<u>7</u> (14%)	<u>8</u> (16%)	<u>16</u> (32%)	<u>18</u> (36%)
7.	Many players are self-centered when playing the game.	<u>27</u> (54%)	<u>9</u> (18%)	<u>9</u> (18%)	<u>4</u> (8%)	<u>1</u> (2%)
8.	Playing the <i>Overwatch 2</i> game makes you become more aggressive towards your teammates, for example, using more impolite or swear words to curse them.	<u>6</u> (12%)	<u>8</u> (16%)	<u>13</u> (26%)	<u>16</u> (32%)	<u>7</u> (14%)
9.	A defeat in the game causes you to become upset and irritated.	<u>4</u> (8%)	<u>19</u> (38%)	<u>10</u> (20%)	<u>11</u> (22%)	<u>6</u> (12%)
10.	Many sensitive contents such as blooding, killing, and dying cause you to become emotionless towards violence in this game and others.	<u>4</u> (8%)	<u>8</u> (16%)	<u>9</u> (18%)	<u>9</u> (18%)	<u>20</u> (40%)

As shown in Table 1, more than half of the respondents (58%) agreed that they respected others' decisions more. 40% of the respondents strongly agreed that they had better responsive or coping skills when they played *Overwatch 2*; for example, they could immediately eliminate an enemy in the game or spontaneously counter an enemy in the game who possesses a game could distract them from focusing solely on killing. 40% of the respondents agreed that they were stressed with the competition in the game and 38% of them

also agreed that a defeat caused them to feel upset and irritated. However, 36% strongly disagreed with the panic effect of the game. Over half of the respondents (54%) strongly agreed that most *Overwatch 2* players were self-centered. 32% of them disagreed that they became more aggressive when playing this game. Lastly, 40% of them strongly disagreed that many sensitive contents such as blooding, killing, and dying caused them to become emotionless towards violence in this game and others.

Table 2

The Impacts of Overwatch 2 on the Players' Real-Life Behavior

The Impacts of <i>Overwatch 2</i> on the Players' Real-Life Behavior		Levels of Agreement				
		Strongly agree	agree	Neither agree nor disagree	Disagree	Strongly disagree
1.	Playing <i>Overwatch 2</i> ; for example, playing the Tank role in which the leadership skill is required, improves your decisive skill in daily life.	<u>6</u> (12%)	<u>15</u> (30%)	<u>22</u> (44%)	<u>4</u> (8%)	<u>3</u> (6%)
2.	The efficiency of your daily-life conversation is improved by regularly communicating with your teammates in <i>Overwatch 2</i> .	<u>12</u> (24%)	<u>17</u> (34%)	<u>14</u> (28%)	<u>5</u> (10%)	<u>2</u> (4%)
3.	<i>Overwatch 2</i> can relieve stress in your daily life.	<u>9</u> (18%)	<u>19</u> (38%)	<u>11</u> (22%)	<u>5</u> (10%)	<u>6</u> (12%)
4.	The character and costume design in the game encourages you to get dressed in the same way, for example, cosplaying.	<u>5</u> (10%)	<u>11</u> (22%)	<u>18</u> (36%)	<u>7</u> (14%)	<u>9</u> (18%)
5.	The use of long-ranged weapons of the game characters influences you to use those weapons, for example, starting to practice archery.	<u>1</u> (2%)	<u>12</u> (24%)	<u>6</u> (12%)	<u>15</u> (30%)	<u>16</u> (32%)

6.	Regularly playing <i>Overwatch 2</i> causes you to become more furious in your daily life.	<u>4</u> (8%)	<u>8</u> (16%)	<u>8</u> (16%)	<u>14</u> (28%)	<u>16</u> (32%)
7.	Playing <i>Overwatch 2</i> causes you to blast a loud noise.	<u>3</u> (6%)	<u>12</u> (24%)	<u>7</u> (14%)	<u>10</u> (20%)	<u>18</u> (36%)
8.	Playing <i>Overwatch 2</i> causes you to have ADHD (Attention Deficit Hyperactivity Disorder).	<u>1</u> (2%)	<u>3</u> (6%)	<u>15</u> (30%)	<u>17</u> (34%)	<u>14</u> (28%)
9.	Frequently eliminating an enemy in the game for victory causes you to have such the imitative behavior in your daily life, for example, eliminating an animal that you hate.	<u>1</u> (2%)	<u>2</u> (4%)	<u>10</u> (20%)	<u>9</u> (18%)	<u>28</u> (56%)
10.	Many sensitive contents in the game such as blooding, killing, and dying cause you to become emotionless towards violence in your daily life.	<u>2</u> (4%)	<u>4</u> (8%)	<u>6</u> (12%)	<u>10</u> (20%)	<u>28</u> (56%)

As seen in Table 2, 44% of the respondents neither agreed nor disagreed that playing *Overwatch 2*; for example, playing the Tank role in which the leadership skill was required, improved their decisive skill in daily life, and more than half of them (58%) agreed that the efficiency of their daily-life conversation was improved by regularly communicating with their teammates in *Overwatch 2*. 56% of them also agreed that their stress was relieved when playing this game. However, many respondents (36%) neither agreed or disagreed that the character and costume design in the game encouraged them to get dressed in the same way, for example, cosplaying. It was also found that 32% of the respondents strongly disagreed with the influence of the characters' use of weapons on them, and another 32% of them strongly disagreed that regularly playing *Overwatch 2* caused them to become more furious in their daily life. Moreover, 36% strongly disagreed that playing *Overwatch 2* caused them to speak loudly. 34% of the respondents disagreed that this game caused ADHD among them. More than half of the respondents (56%) strongly disagreed that frequently eliminating an

enemy in the game for victory caused them to have such the imitative behavior in their daily life, and another 56% of them strongly disagreed that many sensitive contents in the game such as blooding, killing, and dying caused them to become emotionless towards violence in their daily life.

The Data Collected from the Open-ended Question Part in the Questionnaires

40% of the respondents' opinions were in the same way that *Overwatch 2* was a toxic community. 13% of the respondents thought the mood after each match in the game could affect themselves and their intimates' life. Additionally, playing *Overwatch 2* could help them learn a new set of vocabulary, but it could cause the dry eye symptom. Besides, the players could waste their money with the in-game character decoration.

The Data Collected from Observations

The observations were administered through the ten *Overwatch 2* game matches in the unranked mode and the competitive mode. The players were picked on the basis of their outstanding behavior.

The First Match

The Behavior of the First Participant

In the beginning of the game, the player with the Damage role concentrated on eliminating an enemy in front of him, so he didn't notice the enemy behind him. From the middle to the end of the game, he was good at playing his role. He used only the in-game quick communication system.

The Behavior of the Second Participant

This player played the Support role. An enemy killed him from behind. After that, this player used the Ping system, or the system for locating an enemy, but his teammates in the same match did not notice. Finally, this Support player changed to play another character, Moira, that had mobility to survive until the game ended.

The Second Match

The Behavior of the Third Participant

Before the end of the match, this player looked down upon another Damage role player in the team chat.

The Third Match

The Behavior of the Fourth Participant

After being defeated, the Tank role player blamed the Damage role player who was in the same team in the match chat by using the words “DPS gap” which could be seen by the teammates and the enemies.

The Fourth and Fifth Matches

The Behavior of the Fifth Participant

In the beginning of the match, this Tank role player blamed the Damage role player or the sixth participant who was in the same team using the words “noob dps.” Afterwards, at the end of the game, he blamed the same Damage role player by typing “Torb (an abbreviation for the Damage role character named Torbjorn), you’re so bad!” “Delete this greatest game of all time!” “Everyone, report him, so he couldn’t play this game!”

The Behavior of the Sixth Participant

This Damage player could not reach the full potential of his role. After he was blamed by the fifth participant, he did not respond with aggressive words. He replied, “OK T-T” and “Why u so mean.”

The Behavior of the Seventh Participant

In the same situation, the seventh participant asked the sixth participant, “u new? Lol.” In the end with their victory, this player admired the teammates and thanked everyone for doing their best.

The Behavior of the Eighth Participant

In the beginning, this player was always killed. So, he requested for protection, but it was not effective. However, this player did not complain about anything. While the fifth participant was blaming the sixth participant, this player always kept encouraging the sixth participant. In the end, he thanked and appreciated his teammates.

The Sixth to Tenth Matches

The in-game communications could not be found, except for the quick communication system.

Conclusion

Discussion of the Main Findings

The Impacts of *Overwatch 2* on the Online Game Players

The results reflect the three different factors that can determine the impacts of *Overwatch 2* on the players. These are the game players' consciousness, the game circumstances, and the game design. In this research study, most of the respondents (80%) were over 19 years old which means they were not considered children. People at this age have a certain level of consciousness to consider which game impact they should or should not follow. According to the questionnaire results, the respondents strongly disagreed that the sensitive contents or violent contents could affect their in-game and real-life behaviors. In other words, most expected negative impacts of this FPS game were not actually detected among the majority of the *Overwatch 2* players in this study.

However, it was found that some players showed aggressive behaviors in the game, according to the observations of the researcher, but these behaviors depended on the game circumstances. The circumstances in which the players usually behave aggressively is when the teammates cannot play their roles well. During the 6th-10th matches of the observation in this research, the aggressive behavior could not be found because the players did their best in

their roles. In addition, it can be seen that a good match helps the players to relieve their stress.

The positive impacts of *Overwatch 2* can be more clearly observed through the in-game behaviors of the players than in their real life, such as the ones resulting from the game objectives which decrease the players' desire to kill their enemies. It can then be concluded that another factor that can determine the positive impacts of the *Overwatch 2* game on the players is the game design that reduces violence among them. *Overwatch 2* also has the team combat. This game design encourages the players to play in a team, and they have to follow a suggestion or a decision of their teammates if they want to win the game.

However, *Overwatch 2* is not a perfect game that only has the positive side. Some respondents said that *Overwatch 2* was seen as a toxic game community. 54% of the respondents thought many players were self-centered. A pressure from the competition in the game also caused the players to become anxious. These are the common negative results from playing *Overwatch 2* that are caused by the competitiveness feature of the game. However, such the undesirable effects can be avoided if the players themselves can control their emotions. Players should play the game for fun, not only for victory.

Lastly, this shooting game, *Overwatch 2*, has least impact on the players' real life. It could be noted that any online game players gain an ability to properly adapt an in-game impact to their daily life. The imitative behaviors from a violent video game, for example, killing, are hardly seen among online game players in the present.

Limitations and Recommendations

This study has one obvious limitation concerning the limited number of the participants. Because this research is only a small-scaled project, the number of the selected subjects is only 50 which may not accurately indicate the game impact results for all the *Overwatch 2* players. In order to receive the most accurate findings, the number of the

participants should be more than 1,000 because there are around 1 million active players of this game.

Another limitation is the data collection through the observations in this research. Only 10 games were observed, and these are fewer than the average number for *Overwatch 2* players according to the *Overwatch 2* streamer video. Moreover, the observer only played the game and observed all the participants without any interactions with them in the game. Besides, the observer played only the Support role in every observation. If there are some additional data collection techniques, such as responding to the participants, playing different roles during the observations, or observing only an enemy team, the results can be different from those presented in this research. Therefore, further research on these particular ways of observing the game players is highly recommended to gain more insights into the impacts of *Overwatch 2* or any other FPS games on the players.

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Appendix A

แบบสอบถาม

เรื่อง ผลกระทบของเกม “Overwatch 2” ที่มีต่อผู้เล่นเกมออนไลน์

คำชี้แจง

แบบสอบถามนี้เป็นส่วนหนึ่งของกระบวนวิชา 001489 การศึกษาค้นคว้าอิสระ (Independent Study) ของหลักสูตรศิลปศาสตรบัณฑิตศึกษา ภาควิชาภาษาอังกฤษ คณะมนุษยศาสตร์ มหาวิทยาลัยเชียงใหม่ โดยมีวัตถุประสงค์เพื่อศึกษาผลกระทบของเกม “Overwatch 2” ที่มีต่อผู้เล่นเกมออนไลน์ ข้อมูลและความคิดเห็นของท่านจะถูกนำไปใช้ประโยชน์ทางการศึกษาเท่านั้น จึงขอความอนุเคราะห์ในการตอบแบบสอบถามตามความเป็นจริงมากที่สุด

แบบสอบถามแบ่งออกเป็น 3 ส่วน ประกอบด้วย

ส่วนที่ 1 ข้อมูลทั่วไปของผู้ตอบแบบสอบถาม

ส่วนที่ 2 ความคิดเห็นต่อผลกระทบที่เกิดขึ้นกับผู้เล่นเกม *Overwatch 2* ทั้งภายในเกมและในชีวิตจริง

ส่วนที่ 3 ข้อคิดเห็นหรือข้อเสนอแนะเพิ่มเติมเกี่ยวกับผลกระทบของเกม “Overwatch 2” ที่มีต่อผู้เล่นเกมออนไลน์

ส่วนที่ 1 ข้อมูลทั่วไปของผู้ตอบแบบสอบถาม

1. เพศ

☐ ชาย ☐ หญิง ☐ อื่นๆ (ไม่ระบุ)

2. อายุ

☐ ต่ำกว่า 15 ปี ☐ 15-18 ปี ☐ 19-22 ปี ☐ 23-26 ปี ☐ มากกว่า 26 ปี

3. อาชีพ

- ☐ นักเรียน/นักศึกษา
- ☐ ข้าราชการ
- ☐ แพทย์
- ☐ พยาบาล
- ☐ แม่บ้าน/พ่อบ้าน
- ☐ อาชีพอิสระ
- ☐ อื่นๆ (โปรดระบุ.....)

ส่วนที่ 2 ผลกระทบที่เกิดขึ้นกับผู้เล่นเกม *Overwatch 2* ทั้งภายในเกมและในชีวิตจริง

1. คำชี้แจง ข้อมูลต่อไปนี้ เป็นผลกระทบจากการเล่นเกม *Overwatch 2* ที่มีต่อผู้เล่นในเกม
โปรดทำเครื่องหมาย ✓ ในช่องที่ตรงกับความคิดเห็นของท่านมากที่สุด

1.ผลกระทบจากเกม <i>Overwatch 2</i> ต่อพฤติกรรมภายในเกม ของผู้ตอบแบบสอบถาม		ระดับความคิดเห็น				
		เห็นด้วย อย่างยิ่ง	เห็นด้วย	ไม่แน่ใจ	ไม่เห็น ด้วย	ไม่เห็น ด้วย อย่างยิ่ง
1.1	ท่านเคารพการตัดสินใจของเพื่อนร่วมทีมมากขึ้น					
1.2	การเล่นเกม <i>Overwatch 2</i> เป็นประจำทำให้ท่านมี ปฏิกิริยาตอบสนองที่ดีขึ้น เช่น สามารถกำจัดการรู้ได้ ทันทีที่เห็น สามารถรับมือกับความสามารถของตัว ละคร (skill) ฝ่ายตรงข้ามได้ทันเวลาที่					
1.3	ระบบการเล่นเป็นทีมของเกมช่วยให้ท่านมีความ สามัคคีกับผู้เล่นคนอื่น ๆ ในทีม					

1.4	การมี Objective เช่น การดัน Payload การยึดพื้นที่เป็นต้น ใน Unranked mode (Quick Play) ช่วยให้ท่านไม่จืดจางอยู่กับการกำจัดศัตรูเพียงอย่างเดียว					
1.5	ระบบการแข่งขันของเกมทำให้ท่านรู้สึกกดดันและมีความเครียดเมื่อเล่นเกม					
1.6	การเล่นเกม <i>Overwatch 2</i> ทำให้ท่านตกใจง่ายขึ้น					
1.7	ท่านคิดว่าผู้เล่นส่วนมากยึดตนเป็นใหญ่เสมอเมื่อเล่นเกม					
1.8	การเล่นเกม <i>Overwatch 2</i> ทำให้ท่านก้าวร้าวมากขึ้นกับเพื่อนร่วมทีม เช่น พูดคำหยาบและด่าทอเพื่อนร่วมทีมบ่อยขึ้น					
1.9	เมื่อเกิดการพ่ายแพ้ในเกมท่านรู้สึกหงุดหงิด ไม่สบายใจ					
1.10	การเห็นเนื้อหาล่อแหลมในเกม เช่น เลือด การฆ่าและการตายบ่อยครั้งส่งผลให้ท่านได้ความรู้สึกต่อความรุนแรงในเกมนี้และเกมอื่นๆ					

2. คำชี้แจง ข้อมูลต่อไปนี้เป็นผลกระทบจากการเล่นเกม *Overwatch 2* ที่มีต่อผู้เล่นในชีวิตจริง โปรดทำเครื่องหมาย ✓ ในช่องที่ตรงกับความคิดเห็นของท่านมากที่สุด

2. ผลกระทบจากเกม <i>Overwatch 2</i> ต่อพฤติกรรมในชีวิตจริงของผู้ตอบแบบสอบถาม		ระดับความคิดเห็น				
		เห็นด้วยอย่างยิ่ง	เห็นด้วย	ไม่แน่ใจ	ไม่เห็นด้วย	ไม่เห็นด้วยอย่างยิ่ง
2.1	การเล่นเกม <i>Overwatch 2</i> (เช่น การเล่นตำแหน่ง Tank ซึ่งเน้นความเป็นผู้นำ) ทำให้ท่านมีความสามารถในการตัดสินใจเรื่องต่างๆ ในชีวิตประจำวันที่ได้ขาดมากขึ้น					
2.2	หลังจากสื่อสารในเกม <i>Overwatch 2</i> กับเพื่อนร่วมทีมเป็นประจำช่วยให้การสนทนาในชีวิตประจำวันของท่านมีประสิทธิภาพมากขึ้น					
2.3	การเล่นเกม <i>Overwatch 2</i> ช่วยทำให้ท่านรู้สึกผ่อนคลายจากความเครียดในชีวิตประจำวันของท่านได้					
2.4	การออกแบบตัวละครและเครื่องแต่งกายส่งผลให้ท่านอยากแต่งกายตามตัวละคร เช่น การคอสเพลย์					
2.5	การใช้อาวุธระยะไกลของตัวละครในเกมส่งผลให้ท่านอยากทดลองใช้อาวุธดังกล่าวในชีวิตจริง เช่น เริ่มฝึกเล่นกีฬายิงธนู					
2.6	การเล่นเกม <i>Overwatch 2</i> เป็นประจำทำให้ท่านมีอาการเหนื่อยมากขึ้นในชีวิตประจำวัน					
2.7	การเล่นเกม <i>Overwatch 2</i> ทำให้ท่านติดพูดตะโกนเสียงดัง					
2.8	การเล่นเกม <i>Overwatch 2</i> ทำให้ท่านสมาธิสั้นลง					

2.9	การกำจัดตัวละครของฝ่ายตรงข้ามเพื่อเอาชนะ บ่อยครั้งส่งผลให้ท่านอยากเลียนแบบพฤติกรรม ดังกล่าวในชีวิตจริง เช่น การกำจัดสิ่งมีชีวิตที่ท่าน เกลียด					
2.10	การเห็นเนื้อหาล่อแหลมในเกม เช่น เลือด การฆ่าและ การตายบ่อยครั้งส่งผลให้ท่านรับรู้สื่อกต่อความ รุนแรงในชีวิต					

ส่วนที่ 3 ข้อคิดเห็นหรือข้อเสนอแนะเพิ่มเติม

โปรดระบุผลกระทบจากเกม *Overwatch 2* ทั้งภายในเกมและในชีวิตจริงอื่น ๆ ตามความคิดเห็น
ของท่าน (นอกเหนือจากผลกระทบที่นำเสนอในส่วนของ ส่วนที่ 2 ของแบบสอบถามนี้)

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ขอขอบคุณที่สละเวลาของท่านในการตอบแบบสอบถามครั้งนี้

Appendix B

The Data Collected from the In-Game Observations

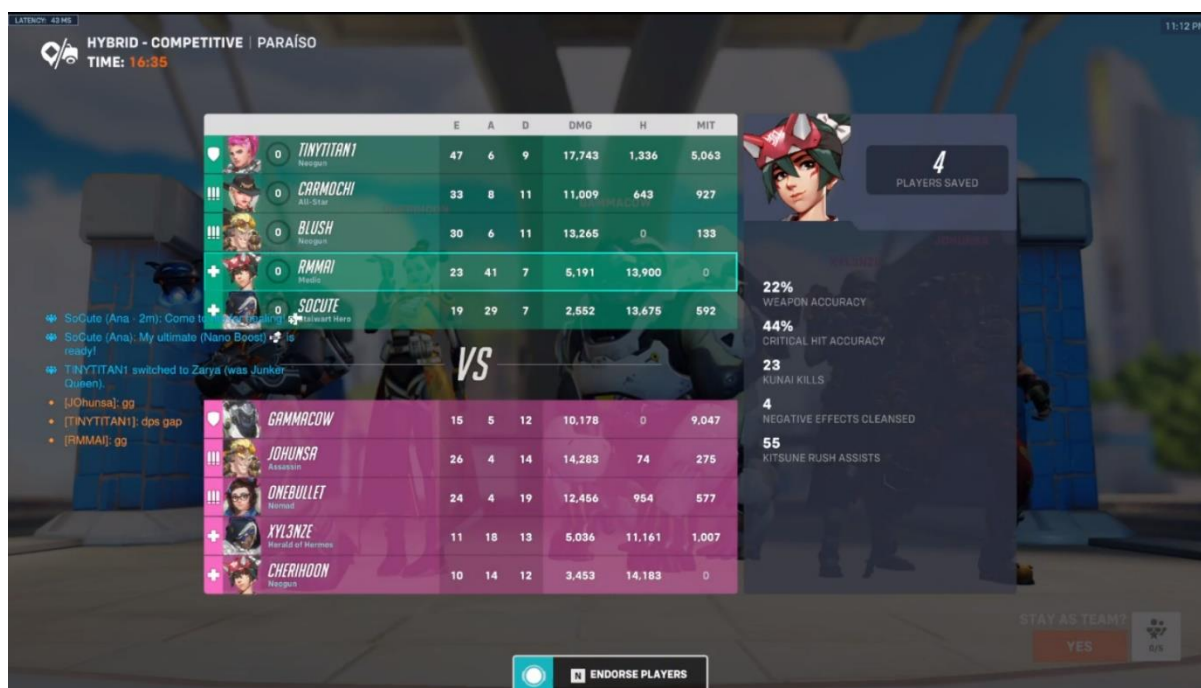


Figure 1B: Tank Player's Complaint (DPS gap)



Figure 2B: Tank Player's Complaint (noob DPS)



Figure 3B & 4B: The Complaints in 4th-5th Games

ผลการสังเกตการณ์การเล่นเกม *Overwatch 2*

เรื่อง ผลกระทบของเกม “*Overwatch 2*” ที่มีต่อผู้เล่นเกมออนไลน์

แบ่งตามจำนวนเกมทั้งหมดจำนวน 10 รอบ โดยคัดเลือกเพียงผู้เล่นที่มีพฤติกรรมโดดเด่นจำนวน 8 คน

เกมที่ 1

พฤติกรรมของผู้เล่นอันดับที่ 1 : ผู้เล่นตำแหน่ง Damage ในช่วงต้นเกมจดจ่ออยู่กับการกำจัดศัตรูที่อยู่ด้านหน้า ทำให้ไม่ได้สนใจศัตรูที่อ้อมมาข้างหลัง ตั้งแต่กลางเกมจนจบเกมทำหน้าที่ตามตำแหน่งได้ดี ผู้เล่นใช้ระบบการสื่อสาร Quick communication ของเกมเพียงอย่างเดียว

พฤติกรรมของผู้เล่นอันดับที่ 2 : ผู้เล่นตำแหน่ง Support ถูกศัตรูที่อ้อมมาข้างหลังฆ่า หลังจากนั้นผู้เล่นได้ทำการใช้ระบบของเกม Ping หรือระบุตำแหน่งของศัตรู แต่เพื่อนร่วมทีมตำแหน่งอื่น ๆ ในเกมเดียวกันไม่ได้สนใจ ทำให้ผู้เล่น Support ท่านนี้ต้องเปลี่ยนตัวละครไปเป็นตัวละครที่ไม่ต้องพึ่งพาเพื่อนร่วมทีมจนจบเกม

เกมที่ 2

พฤติกรรมของผู้เล่นอันดับที่ 3 : ในช่วงครึ่งสุดท้ายของเกมได้พิมพ์ลงในช่อง Chat ต่อว่าผู้เล่น Damage อีกคนว่าด้อยความสามารถกว่าตน

เกมที่ 3

พฤติกรรมของผู้เล่นอันดับที่ 4 : หลังพ่ายแพ้ผู้เล่นตำแหน่ง Tank พิมพ์ต่อว่าผู้เล่นตำแหน่ง Damage ในทีมเดียวกันลงในช่อง Match chat ซึ่งสามารถเห็นได้ทั้งทีมศัตรูและทีมเดียวกันว่า “DPS gap”

เกมที่ 4-5

พฤติกรรมของผู้เล่นอันดับที่ 5 : ผู้เล่นตำแหน่ง Tank พิมพ์ต่อว่าผู้เล่นตำแหน่ง Damage หรือผู้เล่นอันดับที่ 6 ในทีมลงในช่อง Chat ช่วงครึ่งแรกของเกมว่า “noob dps” ต่อมาในช่วงครึ่งหลังได้มีการต่อว่าผู้เล่น Damage คนเดิมอีกว่า “torb (ตัวละครของผู้เล่น Damage ชื่อ Torbjorn) ure so bad” “delete this greatest game of all time” “everyone report him so he couldnt play this game”

พฤติกรรมของผู้เล่นอันดับที่ 6 : ผู้เล่นตำแหน่ง Damage ไม่สามารถทำตามหน้าที่ของตนได้ ในครึ่งเกมหลัง หลังจากถูกผู้เล่น Tank ทีมเดียวกันต่อว่า ผู้เล่นไม่ได้โต้ตอบด้วยคำพูดรุนแรง โดยตอบเพียง “ok T-T” “why u so mean”

พฤติกรรมของผู้เล่นอันดับที่ 7 : หลังจากผู้เล่นอันดับที่ 5 ต่อว่า ผู้เล่นอันดับที่ 6 ผู้เล่นอันดับที่ 7 ได้พิมพ์ถามผู้เล่นอันดับที่ 6 ว่า “u new? lol” หลังจบเกมได้พิมพ์ชื่นชมและขอบคุณเพื่อนร่วมทีมตามมารยาท

พฤติกรรมของผู้เล่นอันดับที่ 8 : ในช่วงแรกของเกม ผู้เล่นอันดับที่ 8 ถูกศัตรูตามกำจัดตลอดเวลา จึงพิมพ์บอกเพื่อนร่วมทีมเพื่อให้มาช่วยปกป้องแต่ไม่เป็นผล อย่างไรก็ตามผู้เล่นท่านนี้ไม่ได้ต่อว่าหรือโทษผู้เล่นตำแหน่งไหนต่อ และในครึ่งหลังผู้เล่นอันดับที่ 5 ต่อว่า ผู้เล่นอันดับที่ 6 ผู้เล่นอันดับที่ 8 ได้ให้กำลังใจผู้เล่นอันดับ 6 จนจบเกมได้พิมพ์ชื่นชมและขอบคุณเพื่อนร่วมทีมตามมารยาท

เกมที่ 6-10

ผู้เล่นในเกมไม่มีการพูดคุยสื่อสารใด ๆ นอกจากการใช้ระบบ Quick communication ของเกม

Appendix C

Questionnaire Results

The Questionnaire Respondents' Demographic Information

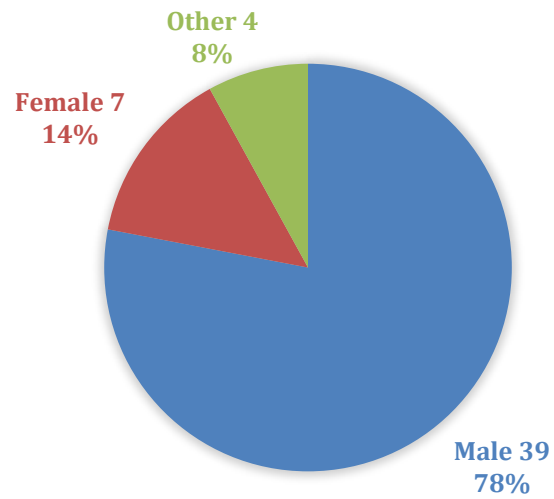


Figure 1C: *Genders of the Respondents*

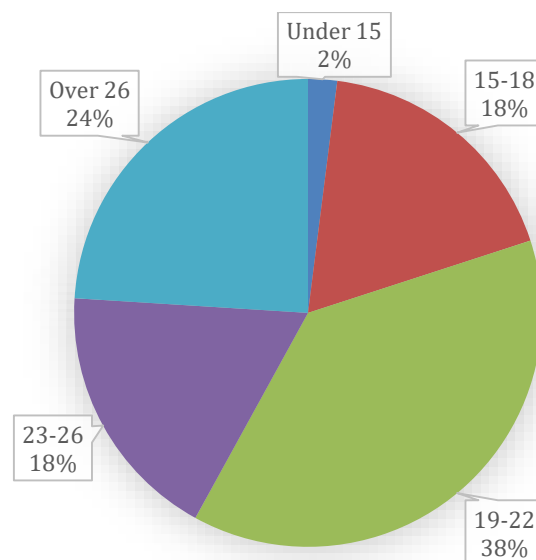


Figure 2C: *Ages of the Respondents*

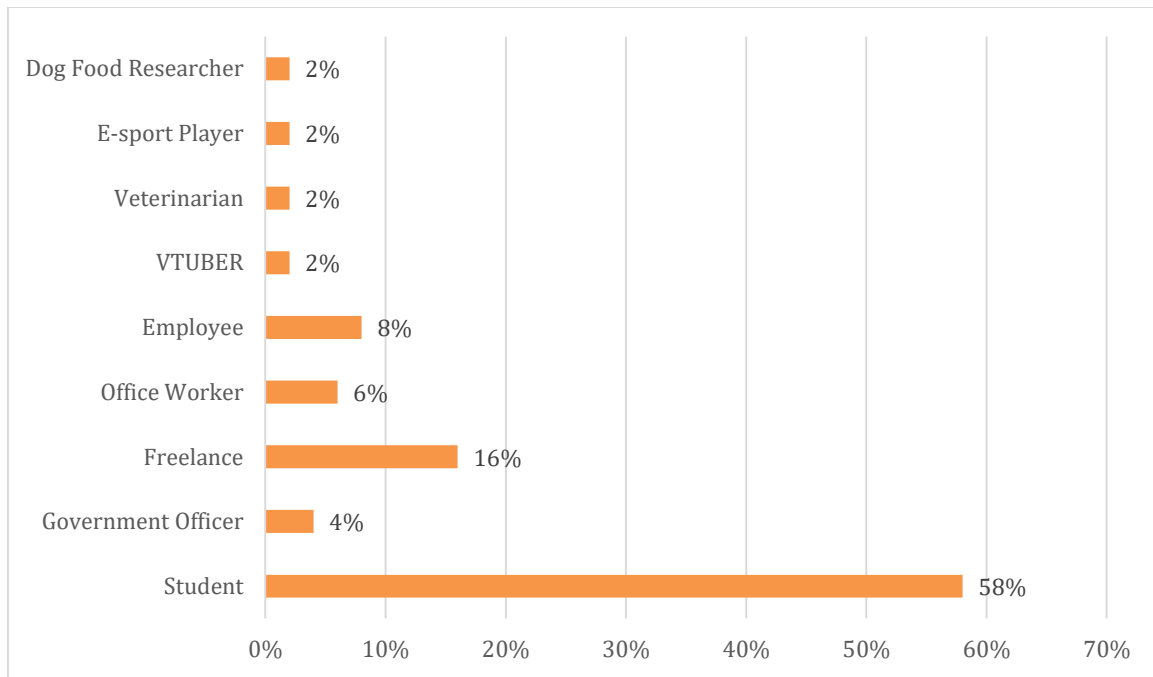


Figure 3C: Occupations of the Respondents

Table 1C

The Results from the Open-Ended Questions

Opinions of the Respondents	Number	Percentage
The society of <i>Overwatch 2</i> is toxic.	6	40%
The mood after a game match can affect the mind and life of the players and their intimates.	2	13.38%
<i>Overwatch 2</i> is a game for learning new vocabulary in several languages.	1	6.66%
The players expect for success, but the players lose their emotional self-regulation and a game defeat or failure affects their daily life.	1	6.66%
Wasting money with the decorations (skin) in the game	1	6.66%
Playing the game for too long affects the players' health, for example, having dry eyes.	1	6.66%

Playing <i>Overwatch 2</i> makes the players understand the real-life society.	1	6.66%
Playing <i>Overwatch 2</i> encourages the players to support people.	1	6.66%
Playing <i>Overwatch 2</i> improves the players' skill in other games.	1	6.66%