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AI EPOCH INFORMATION TRUST IN INTERACTIVE COMMUNICATION UNRESOLVED: QUANTITATIVE PERCEPTION AND RESPONSES BESIDES CYBER SECURITY

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ABSTRACT

Artificial Intelligence methods in teaching learning second language communication strategies and its drive towards the known and the unknown have met both the animate and the inanimate. In organizational set up or interaction in public, all had taken a demanding step in leading towards knowledge driven land and further upon trust and mistrust. Failure and success have become part of Artificial Intelligence that entered inside of every life looking at connectivity and interrelationship in distant lands. Communication and trust, digital literacy, information security and its awareness altogether go under question as the research paper identifies gaps in trusted piece of information and language in the midst of disorder surrounding AI development. The title "AI Epoch Information Trust in Interactive Communication Unresolved: Quantitative Perception and Responses besides Cyber Security" poignantly looks at the peoples' style of life online and their emotions that goes unrewarded out of operational life lead virtually in person to person. The questionnaire circulated and 30 students from Thoothoor village, Kanyakumari district selected randomly for to evaluate themselves on to the present quantitative study opens up a possible secured door to the lost in advancement and technology. It not only alerts the mislaid but lifts one from the blind folded captivated digital world.

KEYWORDS: Artificial Intelligence, Interaction, Trust, Cyber Security, Digital Literacy

1 INTRODUCTION

Communication is always in fluctuation as people exchange information with all twists and turns by means of their own freedom of speech. AI and its impact in the midst of this fluctuation have levied a huge demand upon people to be aware of such a platform that could develop and destroy what is in demand. Humans thirst to reach the unreachable is the result of AI. George F Luger in the book "Artificial Intelligence: Structures and Strategies for Complex Problem Solving" defines 'Artificial Intelligence' in the chapter "Artificial Intelligence: Its Roots and Scope"; "as the branch of Computer Science that is concerned with the automation of intelligent behaviour" (1). Stuart Russell and Peter Norvig in the book named "Artificial Intelligence: A Modern Approach" have quoted eight definitions based on four decisions as systems that think like humans, systems that think rationally, systems that act like humans, and systems that act rationally. As defined by Bellman, 1978, Artificial Intelligence is the "automation of activities that we associate with human thinking, activities such as decision-making, problem-solving, learning . . ." In the words of Winston, 1992, It is "the study of the computations that make it possible to perceive, reason and act" (Russell and Norvig 30). Dan W. Patterson in his book "Artificial Intelligence and Expert Systems" documents AI as "a branch of computer science . . . that can reason and draw useful conclusions about the world around us, systems that can understand a natural language or perceive and comprehend a visual scene, and systems that perform other types of feats that require human types of Intelligence" (2).

As of Nils J Nilsson,

Artificial intelligence (AI), broadly (and somewhat circularly) defined, is concerned with intelligent behaviour in artifacts. Intelligent behaviour, in turn, involves perception, reasoning, learning, communicating, and acting in complex environments. AI has as one of its long-term goals the development of machines that can do these things as well as humans can, or possibly even better. (1)

This development of machines that can carry out the activities better than humans affect the day today life of people. Communication range does contribute to such a development. It is here the question arises of the communication trust.

Trust

Trust can be a more demanding one. Anyone in life may demand trust from someone whom they believe

the most. People trust others not for financial gain or to raise their economic stability but because they believe the other person will be of a strong support at times when such a person is forlorn or forsaken under unexpected burden. Not a human being lives in the universe as an individual never shouldering anyone. In family life or in business dealings too trust plays a prominent role. "Trust is a positive concept. It is the expectation of something positive from a trusted object" (Jøsang 1996; Wziątek-Staško and Pobiedzińska, Introduction). In bible too Hebrews Chapter 11:1 states, "faith is the assurance of things hoped for, the conviction of things not seen" (224). Life's vacant space is filled by nothing but trust. Trust drives one towards love, love leads then towards all the other arresting elements with which a person to be enhanced with. A star that stays in the sky left in the sky to shine as it does provide light. If the same star turns to burn the environment emitting lava, automatically scientists may scrutinize plenty steps to curtail its flow. In such a way, trusting everyone and everything, we move freely among our brethren. If the persons whom we meet daily casually denoted to be our slaughterers, we shall never mingle with such individuals. If the food we buy and consume turns to be poisonous that could never be consumed. The seller who sells such products is also not believed. Such products too will never be its worth, and the dealer at any other time may have to throw even the pearls in the dust pin for no cost. In such a state the world is moving. The time has come to look at whatsoever with an eye of suspicion. This distrustful eye never leaves anything unquestioned. The trust that once a mother laid upon a child, a father on a precious child, a brother to brother, a friend to friend, a sister to sister, a husband to wife, a wife to husband all had weirdly been questioned today. The reason for such a change when analyzed stands in vain. Vanity of vanity that could be the stand adopted now.

2 LITERATURE REVIEW

Development

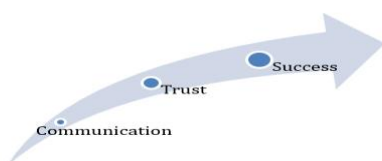
The transformative power of communication can be taken as one factor. Those people who sat inside the home and those who worked for one hour or half an hour years back; now walk out never leaving any stone unturned. The same people who had worked for their livelihood do not sit long hours for the same of the term called development. This development is the stage that needs its plenty stride. Development in all fields whether it is Arts, Science, Engineering, Commerce, Space studies all look high above the sky to climb. The person's nearby seat is forgotten at

times. This seat sometimes turns to be the trustee of such persons. And never worried of anybody, this trustee and their power are looked upon at times than even the other person who is immersed in development. In such a lifeless stage develop the term called 'development'.

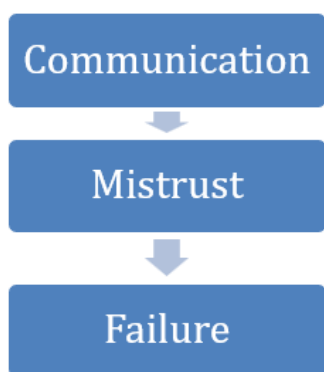
One such development to be noted down is communication development. A vast majority of people at present shed tears out of mistrust. Sometimes people trust someone who knows the language and who can communicate well and stand boldly and speak. The person who is not efficient in speaking is mistrusted. His efficiency, his qualification, his popularity all comes into question in such a stage.

Trust in communication

Communicative trust pace forth worldwide as it has challenged all the sectors. The people whose way of communication materialized in correspondence with their surrounding today takes place virtually. Virtual communication happens in regional languages as well as one's imbibed foreign language or second language. The second language communication boosts the process and the levels of communication worldwide. Nothing can be reachable to the mass if there is not faith in communicative patterns. A block in communication may happen at each channel if disbelief and doubt interfere. This 'interference as hindrance' is specifically remarked as 'trust' in this paper. Lack of trust can happen anywhere.



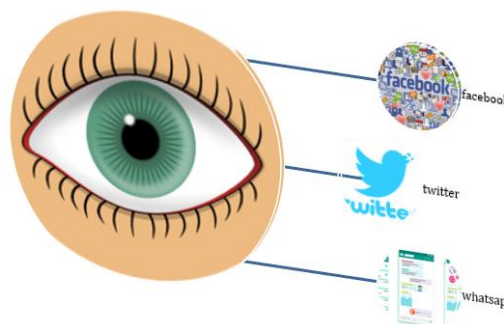
"The more complex the network, the more mental effort must the individual exert to comprehend the number of connections" (Kunnel 22).



3 DIGITAL WORLD AND COMMUNICATION

The world of 2025 busy with digital communication trends literally spoils the soup if the information conveyed demands trust. The tendency to please anyone through mass media has become a trend. The information passed is right or incorrect, without having second thought the world is challenged with the process of digital transmission of communication. 'Beat the heat' is the logo adopted by all.

Everyone uses language to communicate his needs, feelings etc. to others -- in the spoken or written form. Every language is enriched by the members of a society using it. According to the needs and inventions of the society, new words are coined and put to use. . . . English is called a living language because it is growing like a living organism. (Rao 3) Creating contents and influencing people through communication, becoming influencers all been the mark of the digi world. Walking, talking, dancing, lipsing, miming, singing, speaking, fighting, celebrating, murdering, cheering, entertaining, pubbing all at once reaches social media if not in person to be witnessed face to face. The people who would be really acknowledging anything spoken in person previously, now does not give regard to anything brought before them. Even when present before a colourful party, the hand searches for a virtual stage where naturally everything looked upon with acceptance. These 24 hours curious internet users are the ones who question the ups and downs in communication. The impact of AI and its effect could be witnessed in every sector and every person. Instant notifications out of speedy recovery of information based on the search results and chat had been the mark of AI that leads one after the other towards unseen. AI power of reasoning, thinking, acting and behaving had taken its share in every mind. Instant responding plays a crucial role in the sender and the receiver never diagnosing what is ahead.



24 hours Information Transmission

Communication among friends and peers does center around trust. A company to excel in business,

within partners and coworkers the communication should be smooth and trustworthy. Any organization while appointing the members to run its institution focuses on the persons' integrity to the organization. It at once makes the person to pledge by one's word, deed and action. This person appointed thus lays an emphasis by providing an affidavit stating that they will be true to the institution. Having an agreement written in words, the person takes up his job. This enormously makes the person one with the organization. The organization too trusting the person entrusts with the tasks to be carried out. These tasks often take place through inherent communication between the employer and the employee. Thus the calculative time spent in proves beneficial when both of them transparently communicate the merits and demerits of the organization. Trust is to some degree develops out of the interpersonal communication developed between each other. If the communication of one person leads to the misrepresentation of ideas, the whole organization gets affected. And thus the employer coming into the conclusion of the person's dishonesty may dispense with subordinate positions. This brings a kind of void between both of them. At certain stage the trust in the person being gone, no further communication is made to the one who dissolves the organization's wellbeing.

The information passed one at a time should be checked whether it reaches correctly others, whether it motivates one to take up the task, from which source such information reaches. Through such communication the entire members should single handedly take up the task. That should be the aim of communication when it is provided through a trusted person. Mismanagement of information may happen when the communication from the source not believed to be fruitful. Thus, it should be noted from whom the information is passed and for what purpose the communication made and for whom it is written.

The words that are used in conveying such messages should be rechecked until it is productive and acceptable. If any a word affects any individual it may misfire. Such a thing would not happen when the source approves after several reviews received from the persons who are experts. There is also a chance of an opposition arising out of such miscommunication.

Second language communication for official usage at times may turn to be misunderstandable and looked with regret for a single word may convey different meanings. These meanings when unchecked distorts

the conveyed message. There has also arisen an age that accepts each word in its wholeness. Those words used in the right sense too may be looked with suspicion. Having no space to escape from such cruel eyes, one may look in for another meaning to convey to the word that was used unknowingly.

Information passed today between one another not ever up to the mark of the days that had gone. The messages that were conveyed earlier had its warmth. It touched the heart and soul of all. It did leave an impact never ever questioning its certainty. Instead of looking deep into what is in each word, the communication as like transaction was successful. Today the situation is different. Even the letters in a single word are checked so as to trust it's meanings. Face Masking, generating voices, videos of persons, audios, images and written contents out of AI technology are common. Never the children as earlier. The tone used, lack of proper eye contact, the posture maintained, the methodical answers given, the secrecy maintained from parents, all leaves even the parents torn after their lap given to lay the children's head from their birth. The love and trust between parents and children are yet another thing to be looked into at several homes. Parents' fear of children is the 21st century. The freedom given earlier was approved with effect but now the freedom is mistrusted. The free time spent sharing messages and content with friends and peers' online ties all with everybody. There could be seen people hunting for a person who would be trustworthy and who would meet their expectations. The happiness of such people centres around such people online than the people met daily. The persons met face to face too stands in a dilemma as to talk to and to whom to talk and whom to not.

In everyday language, trust is associated with attributes such as safety, intimacy, stability, and reliability, while a lack of trust is linked to insecurity, instability, and risk. Every time there is a public crisis, every time a public persona is accused of something, the newspapers and media express their lack of trust. The presence or absence of trust has become a recurring part of the public debate and has found even greater attention in the digital age and through the emergence of new types of communication networks. It is regularly used to demonstrate power, dependence, influence, or rejection toward another actor (cf. Bou Zeineddine & Pratto, 2014). For this reason, the notion of trust has become an essential foundation for building (and expressing) either confidence in or skepticism toward other social actors. (Kunel 37)

4 CYBER ATTACKS AND SECURITY

Drug addicts, gamblers, sex workers all active in social media. The information seekers online are to be very aware of the source of information received. The message conveyed should be cross checked as to take it to home. Unknown intruders of information sharers are kept in control by cyber security. Although such care is taken by government and cyber security apps, the person in internet should be completely aware of such malpractices exercised inside the online platform. Spam and phishing are all most common.

Email scams, social media fraud, banking fraud, e-commerce fraud, malware, ransomware attacks, cyber espionage, data breaches, computer viruses, DDos attacks, Software Piracy, Phishing scams, identity theft, online harassment, and cyber terrorism are life threatening issues today perceived online. The trusted sources are very less. The person and the identity mapping done only after a person falls unaware of a world inside a blissful internet life tasted. This paper critically examines interpreting the impact of technology called AI that speeds up

information sources but despoils the person sitting lost hours and hours trusting its content and the person who shared it. Online harassment, identity theft, cyber terrorism enters unaware of the manipulating messages that overflow with lovely emoji's, unauthorized photos and videos.

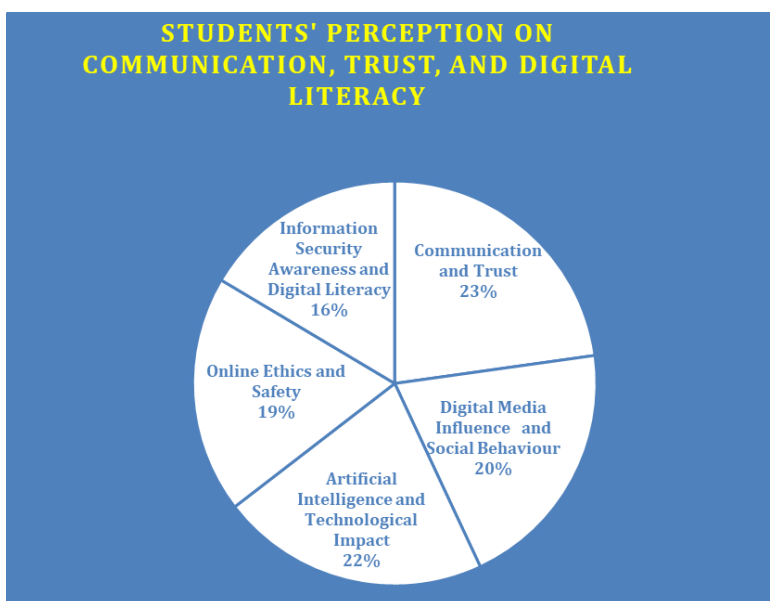
In such a crucial stage Information security given through passwords, antivirus software, firewalls, encryption software, legal liability, and security awareness help to ensure information protection.

Information Security is not only about securing information from unauthorized access. Information Security is basically the practice of preventing unauthorized access, use, disclosure, disruption, modification, inspection, recording, or destruction of information. Information can be a physical or electronic one. Information can be anything like Your details or we can say your profile on social media, your data on your mobile phone, your biometrics, etc. Thus Information Security spans so many research areas like Cryptography, Mobile Computing, Cyber Forensics, Online Social Media, etc. (What is Information 2025)

5 RESEARCH METHOD: QUANTITATIVE STUDY

Sample size: 30 First-Year Students (Government Aided College, Thoothoor Village)

Category	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Communication and Trust	18	7	3	1	1
Digital Media Influence and Social Behaviour	16	8	3	2	1
Artificial Intelligence and Technological Impact	17	7	3	2	1
Online Ethics and Safety	15	9	3	2	1
Information Security Awareness and Digital Literacy	13	9	5	2	1



6 FINDINGS

A quantitative study report very pertinently elaborates and leads to critical solution to the

problem discussed in this paper. Students' perception on Communication, Trust and Digital Literacy is very poignantly brought out

through the table. The questionnaire circulated among Arts and Science students in Thoothoor St Jude's Government aided college, Kanyakumari district leads one to arrive at a systematic account of the information security features about which the students are aware of and their level of communication among friends and peers. Their suspicion on the ways in which they share information online, the unconscious reply to all messages circulated, their mental torment out of mismanagement of information all are categorized under five sub headings. This paper awakens one to be aware of the plenty information available at no cost online. AI impact is made known to the students prior to the questionnaire circulated so that the students may keep pace with the questionnaire and make a valid reply.

The questionnaire at first was circulated among Arts and Science students. Finally, out of 100 students, 30 students' response were selected randomly for study to make an analysis on the impact of AI in their day to day lives. The topics categorized under five headings; Communication and trust, digital media influence and social behaviour, Artificial Intelligence and technological impact, online ethics and safety, information security awareness and digital literacy were the analysis made. The students' response indeed contributes to provide a valid quantitative survey to the topic discussed. The students' enthusiasm in answering the questions are appreciable. The present study's aim at modern disorientation captured the heart and soul of the students. They felt that the study centered around their emotions and well-being. Having identified such a concern of themselves did make a valuable impact in the study. Through the interpretation one could understand that many support the arguments like trust, interrelationship conflict online, AI impact, social behaviour due to it, online hazards, information security etc. But had not alerted themselves when they fell prey as victims. Because the happiness they receive when sharing their ideas and collecting enormous share of information is inexplicable. Only after having fallen prey to people and AI effect does they recognize their fall. Finding no one to share, and shedding tears out of a great fall are observed in the questionnaire session carried out.

This study is an eye opener for them as it makes atleast a student to carry home the security features that they have forgotten in such a magical world and the limit in imparting emotions to an unknown person in a distant world.

The pie chart best describes the students' conviction of communication that leads to multi relationships and trust and social development. While some remained neutral out of fear of disposing themselves, seven of them agreed. Only a few in every other point made known that they were unaware of the ethics, security and safety measures, AI impact and limited digital literacy through the answers neutral, disagree and strongly disagree. But majority agreed upon the virtual reality that leads them to an unknown universe when if fallen never finding ways to escape. Cybercrimes through Newspapers, Videos online are known to them, but the time spend is precious as it leads to knowledge enhanced society. Striving for such a world is what makes them betray themselves out of trust in relationships. But such interaction sometimes proves to be trustworthy and at other times to a questionable person on the other side as the person on the other side uses one for financial gain, online harassment and so on and so forth. Students also exposed that social media affects their emotions besides AI and virtual language usage are transforming digital communication. 19% strongly agreed that they are aware of online dangers. They stressed the need for behaving well in the digital world as it may lead to witness cyber threats. The security provided online though helpful, 16 % said that they are digitally aware of the safety features provided by apps even then they fall prey as the world in which they are left is a glorious world that give them a green card to find freshness and newness. Home where they are placed is a narrow world but the virtual world is a free open spot that welcomes anyone and everybody without ever looking at one's weaknesses and strengths. It is here the question arises of trust and mistrust or success and failure.

A confident communicator

A confident communicator as portrayed in the book "Communicating Confidently" by Pauline Rowson:

- knows his strengths and weaknesses
- has high self-esteem
- knows his subject matter
- has lots of energy, passion and enthusiasm (this doesn't mean to say he is hyperactive but communicates enthusiasm for his subject)
- has a clear voice
- is firm and persuasive
- uses words that his listener can relate to
- tailors his message to his audience
- has good body language
- has good listening skills

- has good questioning and summarising skills
- makes you feel valued, appreciated and comfortable
- has a sense of empathy with his listener
- has an open mind and is able to encourage a free flow of ideas
- gives a considered response when needed
- is able to build rapport and adapt his approach depending on who he is talking to. (Rowson 6-7)

This confidence in communication lays emphasis on trust in communication which leads to “fewer misunderstandings and therefore fewer rows, greater cooperation, more friends and an enhanced social life, (and) improved relationships” (Rowson 8). Maslow’s hierarchy theory best describes the needs of the human beings that seeks to satisfy oneself with the more basic needs, when one after the other, the other needs keep floating. Physiological needs, Safety and Security Needs, Social needs (Belongingness and Love), Esteem needs, Cognitive needs, Aesthetic needs and finally self-actualization is the hierarchy posed by Abraham Maslow. Maslow regards self-actualization as the highest need in the hierarchy. According to Maslow, “Self-actualization is the need to fulfill one's own potential. It is the drive to become what one is capable of becoming, it includes growth, achieving one's potential and self-fulfillment. It is to maximize one's potential and to accomplish something” (Bhardwaj 369).

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Man’s drive for these needs as described by Maslow keeps floating driving him to achieve more and more in the long run. This tendency is what leads him to a room never allowing him to understand oneself in the vast share of knowledge.

7 CONCLUSION

Knowledge sharing turns to be inter relationship conflict when communication completely suffers. Restoring back its normal status is unimaginable and beyond human power as AI has ever taken hold its stand in speedy recovery of information than the speedy recovery of lost man in horizon. Lost in Trust groping in darkness is man.

This paper entrusts one with AI technology and its impact in the communication flow and its effect upon human relationships. The paper attempts to awaken the young and the aged of the impending issues that could drive man mad and spoil the life expected out of online interaction. Humans’ greed of needs, love and affection and the thirst for knowledge should never leave him incomplete in the process of AI technology. Consultation and vomiting of information are the needs but its limit should be kept in advance to escape from the message surrounding humans due to information overload. The conclusion arrived at of a message shared should be questioned and valued before a drop. The proverb “Look before you leap” best suits an AI World and the present study.

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