

DIGI
CyberSAFE™

The National Survey Report 2015

Growing Digital Resilience among Malaysian Schoolchildren on Staying Safe Online

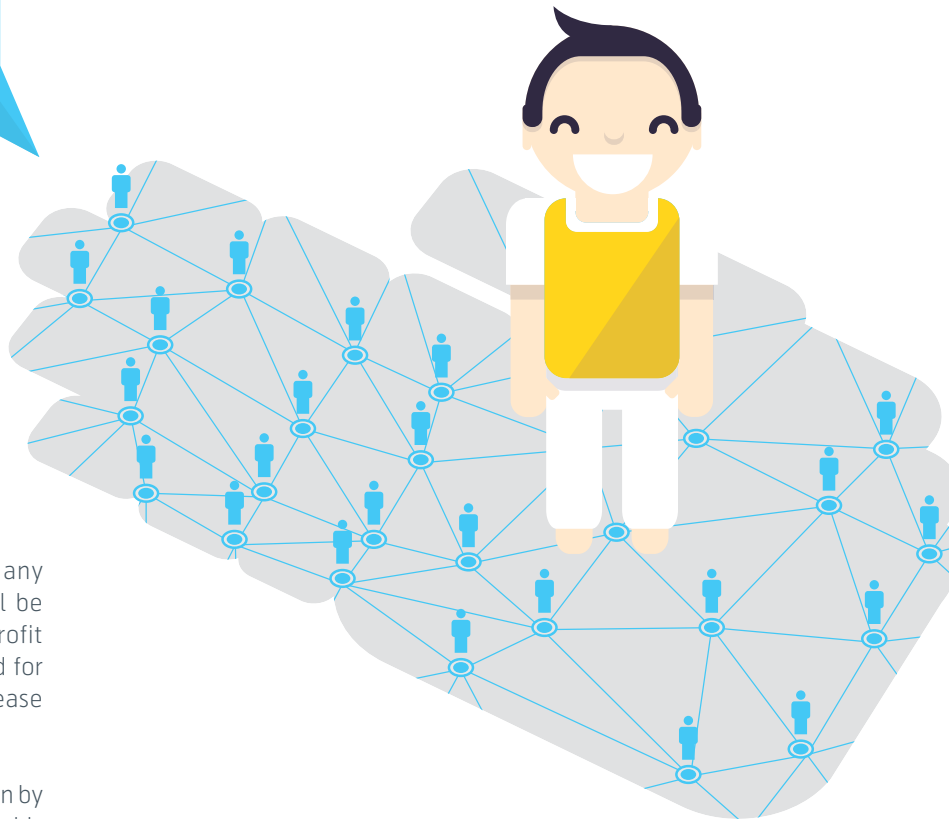


IN PARTNERSHIP WITH:

CyberSAFE™ IN SCHOOLS



CyberSecurity
MALAYSIA
An agency under MOSTI



© Digi Telecommunications

November 2015

Permission is required to reproduce any part of this publication. Permission will be freely granted to educational or non-profit organisations. To request permission and for other information on the publication, please contact: empower@digicom.my

All reasonable precautions have been taken by Digi to verify the information contained in this publication.

www.digicom.my

SAFE INTERNET

Contents

FOREWORD Page 04

ACKNOWLEDGEMENTS Page 05

SECTION 1
BACKGROUND Page 06

SECTION 2
FINDINGS Page 14

SECTION 3
CONCLUSION AND
RECOMMENDATIONS Page 28

APPENDICES Page 32

Sample Survey Questions

Distribution of Respondents

List of Schools



Empowering schoolchildren with a strong foundation on cyber safety fosters responsible digital citizenship and perpetuates a safe internet environment

We live in the age of hyperconnectivity. Our internet generation children will grow up accustomed to an environment where people and things are increasingly interconnected digitally, anytime, anywhere.

The National Education Blueprint 2013-2025 which has started equipping national schools with high-speed broadband will accelerate the exposure of five million schoolchildren in Malaysia to the internet, through its use as part of school syllabus in classrooms and to nurture self-learning. At home, the internet continues to increasingly form part of our children's everyday lives, with many using it as a tool for communication, a source of entertainment and education, as well as a platform for self-expression.

The pervasive presence of the internet with its profound social, political and economic significances compels us to better grasp and fully capitalize on the nature of its influence.

In engaging with educators and schoolchildren in our CyberSAFE™ in Schools programme through the years, we have encountered schoolchildren who face multiple types of cyber risks when they are online. These include cyber bullying, inappropriate and harmful contents, chatting and sharing details with strangers and many

other situations in which they unknowingly become victims. Our CyberSAFE™ workshops in schools aim to help schoolchildren develop their digital resilience in their formative years to ensure they are empowered to keep themselves safe and responsible on the Internet.

This year, 18,000 schoolchildren participated in our nationwide survey focusing on the types of online risk they face and their level of resilience towards such risks. We believe that children who are aware and practice proper cyber conduct will have stronger digital resilience, and are better able to cope and recover when exposed to negative online experience. Factors such as national cyber safety policies, level of awareness, personal online experiences and availability of support networks are crucial variables in building digital resilience.

We have a responsibility as parents and educators to shape good digital citizenship. It is, therefore, crucial for parents and educators to guide their schoolchildren throughout their online journey. Equally important is the responsibility of our children themselves in instilling prudent, lifelong cyber behaviors that will keep them safe online.

We thank our partners...

We'd like to extend our sincere gratitude to our partners, in particular the Ministry of Education, and CyberSecurity Malaysia, and participants who made the implementation and completion of this survey possible. A special thanks go out to our research

partners, Dr. Kuldip Kaur Karam Singh Head, Division of Education Development, LeapEd Services Sdn. Bhd. and Dr. Soon Seng Thah, Faculty of Education, Open University Malaysia for their tireless effort in analyzing results from this survey.

Section One Background

Overview of the study

In the last ten years, Malaysia has seen an unprecedented growth in communications and mobile technology. Much of this growth is witnessed in increased use of mobile devices such as smart phones, tablets and notebooks, most of which are connected to the internet. While such advances in technology have improved communication and access to information, they are not without risk to the well being of our children. As the internet becomes highly accessible, the issue of schoolchildren's exposure to risk surfaces. It is therefore important for us to understand the nature of these risks, and to determine how children view their interactions and experiences over the Internet.

This report is a result of a large-scale study of Malaysian schoolchildren's views of internet. The study employed survey methodology to reach schoolchildren in all parts of the country. The 55-item questionnaire was presented online, with statements in both English and Bahasa Malaysia. Demographic variables such as age, gender, location of school, and frequency of use of the internet were explored. Additionally, the study examined schoolchildren's responses to several independent variables: problematic situations and negative experience (PSNE), peer pressure (PP), parent-child gap (PCG), sexting (SXG), cyber-bullying (CYB), new risks (NR) as well as dealing with negative experience/mediational strategies (NEMS).

Constructs explored in this survey

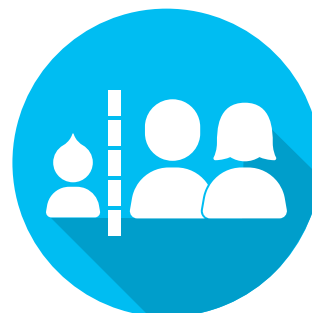
Figure 1:
Constructs



Construct 1:
Existence Of Problematic
Situations And Negative
Experiences (PSNE)



Construct 2:
Peer Pressure (PP)



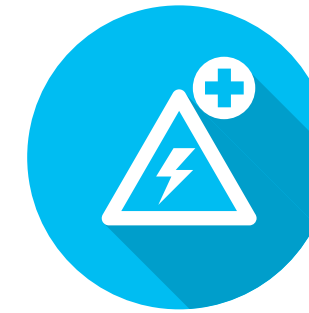
Construct 3:
Parent Children Gap (PCG)



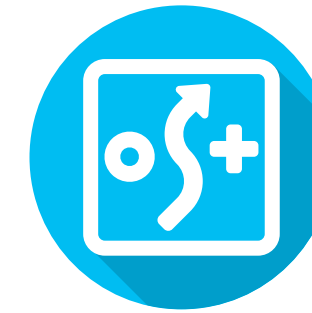
Construct 4:
Sexting (SXG)



Construct 5:
Cyber-bullying (CYB)



Construct 6:
New Risks (NR)



Construct 7:
Dealing With Negative
Experience / Meditational
Strategies (NEMS)

Mini Glossary:

- Sexting is when someone sends or receives a sexually explicit text, image or video on their mobile phone, usually in a text message.
- New Risk refers to new online trends or content that may have a pervasive or negative influence on children

DEMOGRAPHIC PROFILE OF SURVEY RESPONDENTS

This section presents a demographic profile of the school children who participated in this survey. The distribution of respondents is presented in terms of their location, gender, age and frequency of internet use.

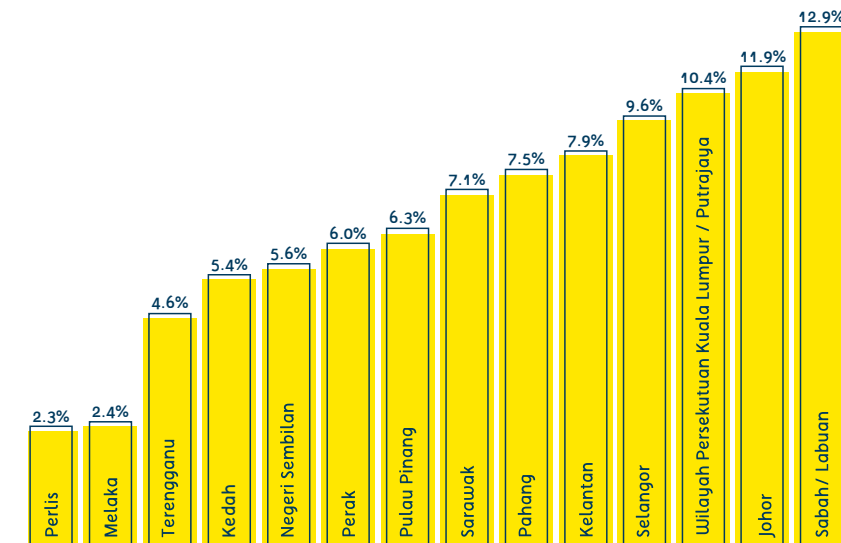
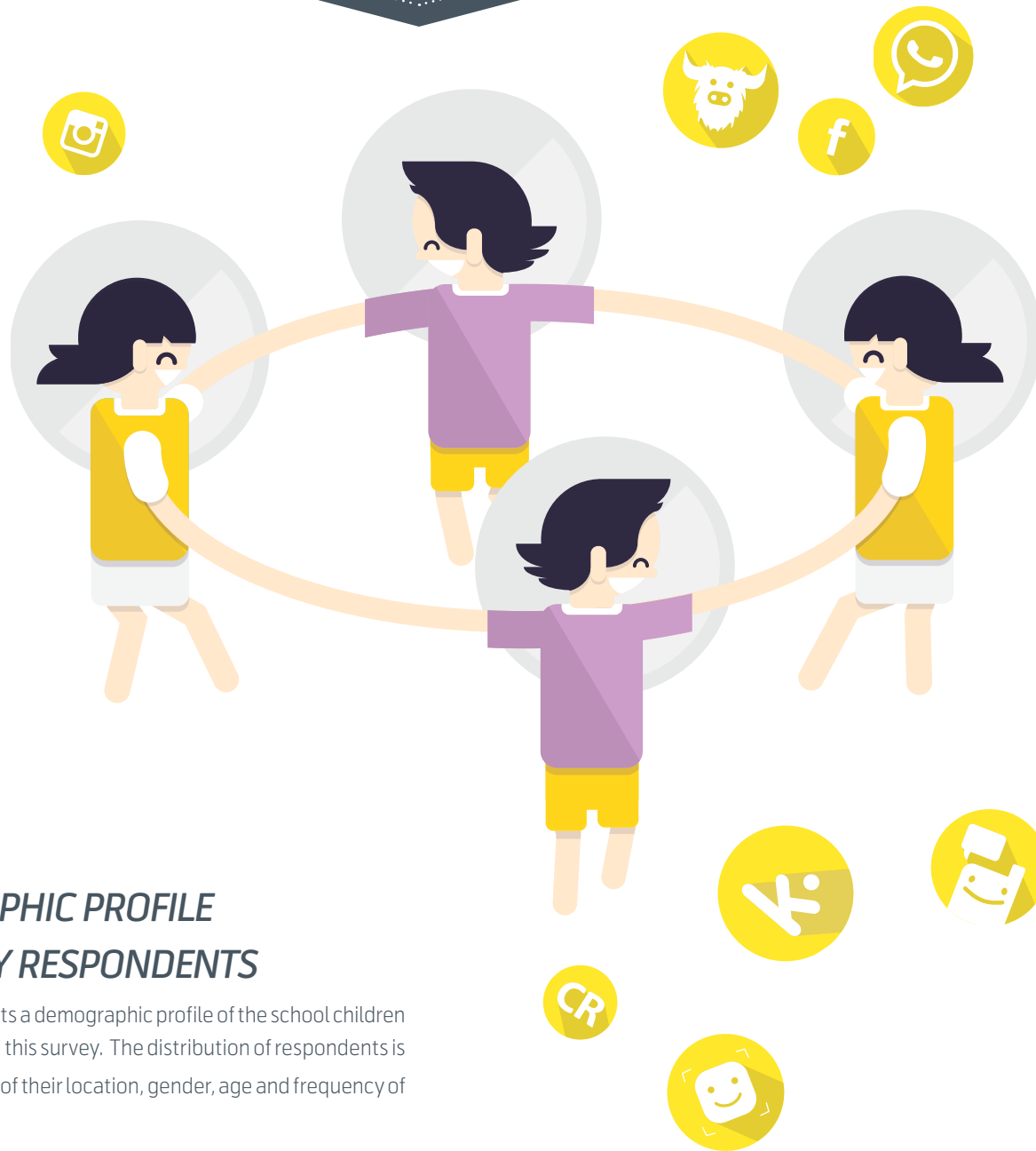


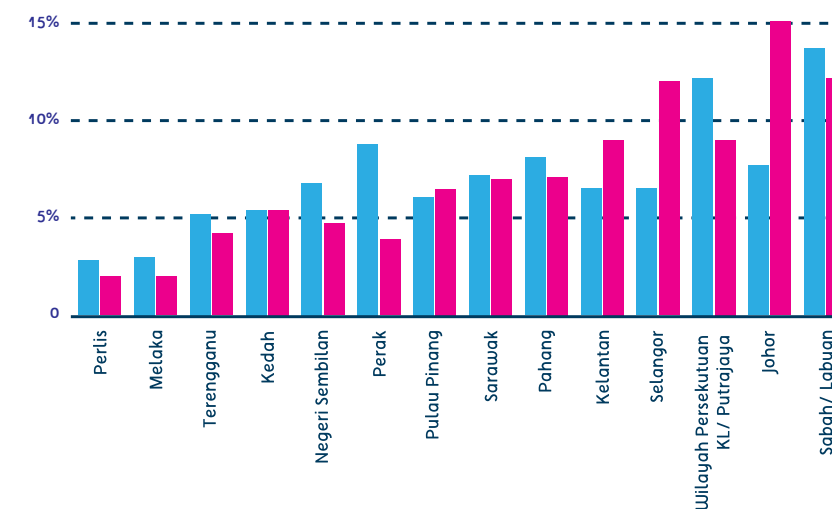
Figure 2: Distribution of respondents by states (n=18,279)

Location

A total of 18,279 students from 216 secondary schools from all 14 states in Malaysia participated in the survey. The distribution of respondents for each state is shown in Figure 2.

The largest number of respondents was from Sabah (2,354; 12.9%) and the smallest number of respondents was from Perlis (429; 2.3%).

Figure 3: Distribution of respondents by states and gender (n=18,279)



Gender

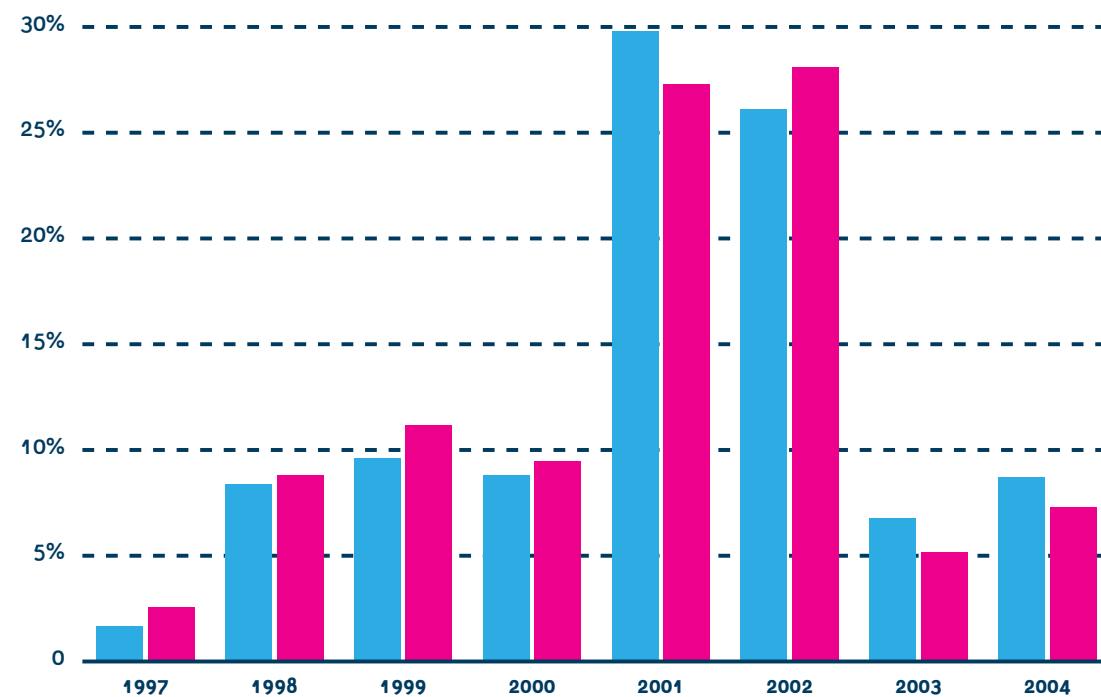
The distribution of respondents by state and gender is shown in Figure 3. The number of female respondents was slightly higher than male respondents as indicated by 57.2% (10,461) females compared to 42.8% (7,818) males. There were more female than male respondents in 9 of the 14 states, i.e. Kedah, Pulau Pinang, Selangor, Johor, Kelantan, Terengganu, Pahang, Sabah and Sarawak.

Age

The majority of respondents in this study were from the lower secondary level (Forms 1 to 3 or Grades 7 to 9), i.e. those born between 2000 and 2004. This group comprised 78.6% (14,363) of the total number of respondents. The distribution of respondents by year of birth and gender is shown in Figure 4.

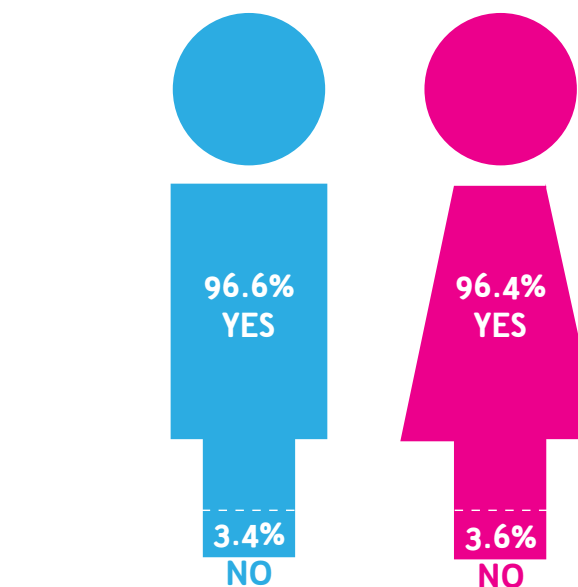
The largest groups of respondents were those born in 2001 and 2002, that is, students aged 13 (5,186; 28.4%) and 14 (4,983; 27.3%), respectively. On the other hand, upper secondary level students i.e. those born between 1997 and 1999, comprised 21.4% (3,916) of the total number of respondents.

Figure 4: Distribution of respondents by year of birth and gender (n=18,279)



Gender

Figure 5: Distribution of students using the internet by gender (n=18,729)



The survey revealed that 96.5% (17,640) of the respondents use the internet, with 58% of them indicating that they use the internet frequently.

A more detailed analysis of these results revealed that a majority of the respondents, i.e. 39% (7,084), use the internet everyday while 19.3% (3,523) of them use it 3 to 5 times a week. The rest of the respondents indicated that they seldom use the internet, i.e. less than 3 times a week.

The pattern of internet use was similar for males and females, as shown in Figure 5 and Figure 6.

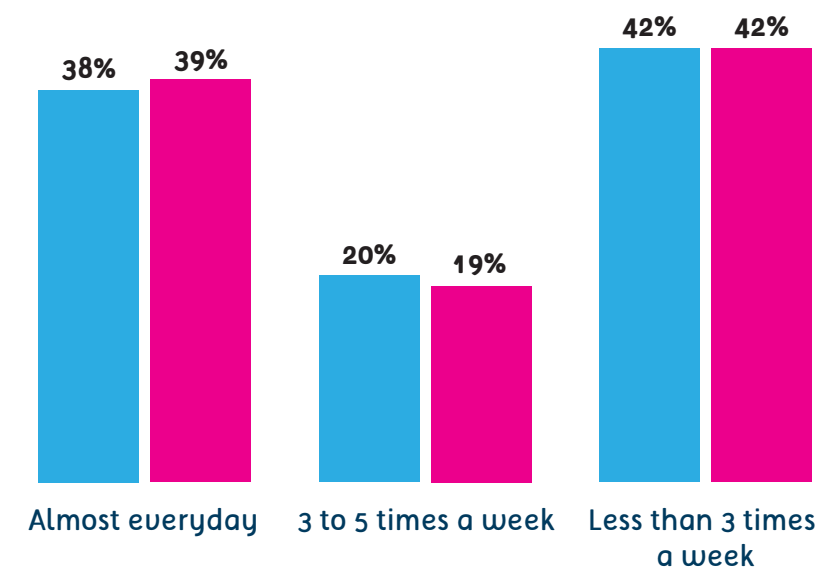


Figure 6: Frequency of internet use by gender (n=18,729)



The results of this survey also show that internet penetration in all states in Malaysia is high. The states with the highest percentage of students who use the internet are Perak (98.5%) followed by Johor (98.3%) and Kedah (98.3%). In the smallest state, Perlis, 96.7% of respondents said they use they internet. In other states,

the study found that almost 94% of all respondents from Sarawak and 95% of all respondents from Sabah and WP Kuala Lumpur/ Putrajaya use the internet. The distribution of percentage of internet use for each state is shown in Figure 7.

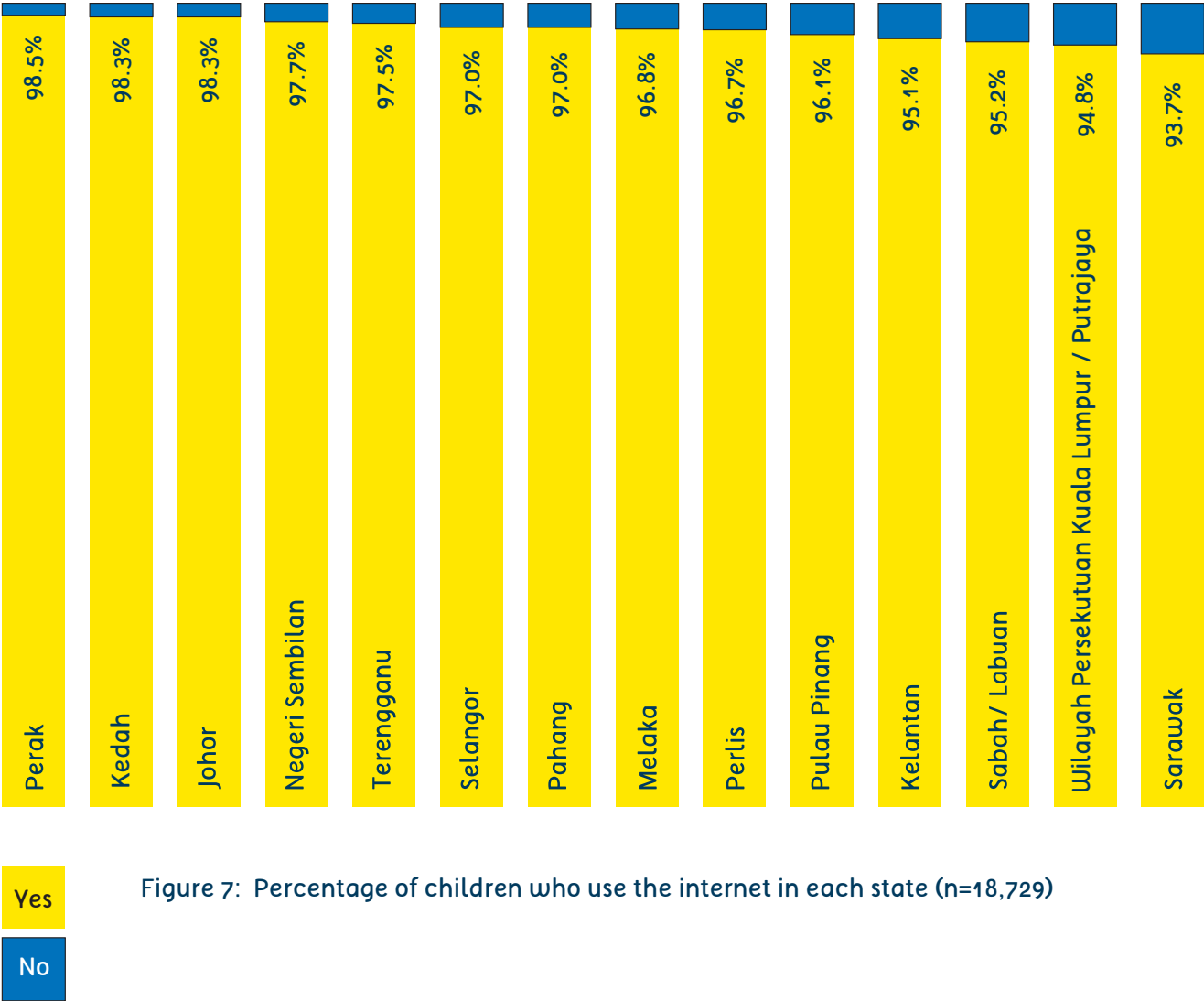


Figure 7: Percentage of children who use the internet in each state (n=18,729)

Section Two FINDINGS

The study examined a number of aspects of internet use and experience among school children in Malaysia. In this section, the findings of the survey are presented in terms of the various problematic situations or negative experiences that school

children encounter as they use the internet.

The findings pertaining to school children's capacity to overcome such situations and experiences are also presented.



Parent-Child Relations

The study found that Malaysian school children express positive family values in relation to the use of the internet (Figure 8). On a scale of 1 to 5, there is a high likelihood that these children:

- A. Follow the rules about internet use which are set by their parents;
- B. Help their siblings when they are bullied through the internet; and
- C. Have parents who will help them if they are bullied through the internet.

It was also revealed on a scale of 1 to 5, it is unlikely that children:

- A. Lie to their parents about what they do on the internet;
- B. Visit online chat rooms if their parents disallow it;
- C. Hide their mobile devices from their parents; and
- D. Prevent their parents from seeing what they are doing online.

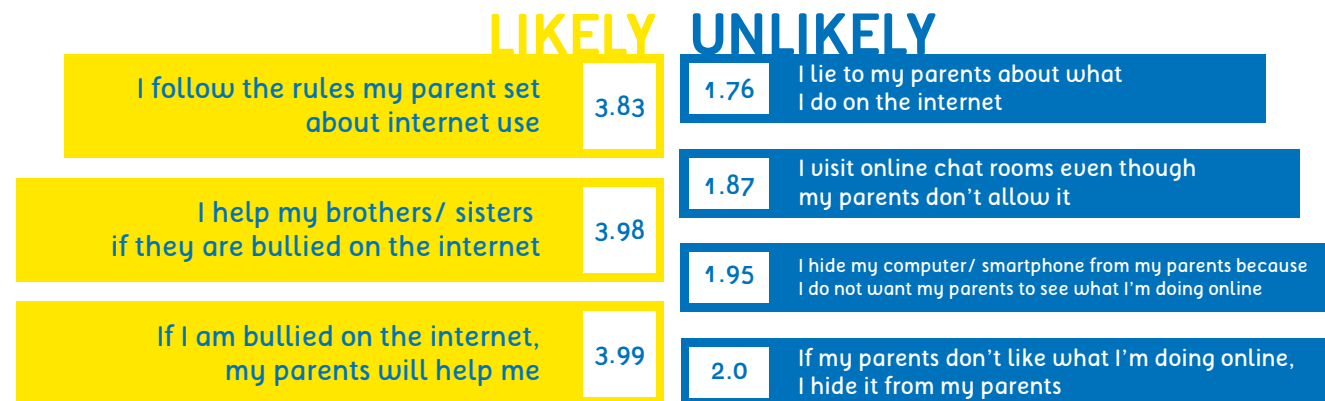


Figure 8: Parent-child relations



Influence And Perception Of Friends

There appears to be a perception among Malaysian school children that their peers are addicted to the internet, and that a number of them use inappropriate language on the internet (Figure 9). However, on a scale of 1 to 5, it is unlikely that these

children have friends who encourage peers to:

- A. Use bad language;
- B. Do negative things; and
- C. Look at sexual images on the internet.

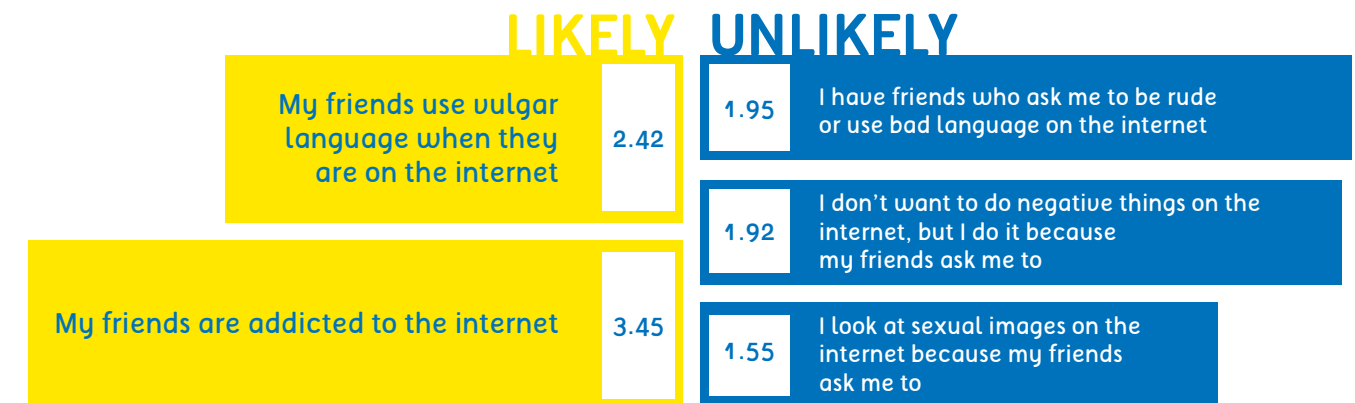
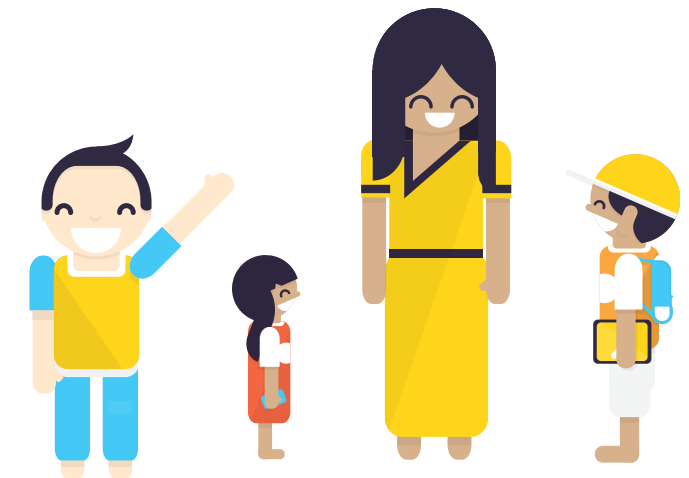


Figure 9: Influence and perception of friends





Cyber-Bullying

The study revealed that it is highly likely that Malaysian school children are uncomfortable about cyber-bullying (Figure 10). It is also likely that they have received hate mail or nasty messages. The results indicate too that if children are bullied on the internet, there is a likelihood that they will keep quiet and hope bullying will stop.

However, on a scale of 1 to 5, there is a high likelihood that children know they can get help for cyber-bullying from their school counsellors or a help centre.

On the other hand, it was found that there is a low likelihood that children have actually :

- A. Experienced some form of cyber-bullying;
- B. Had their personal information posted without permission
- C. Experienced online and offline bullying by the same person; and
- D. Felt that they can bully others because of online anonymity.



LIKELY UNLIKELY

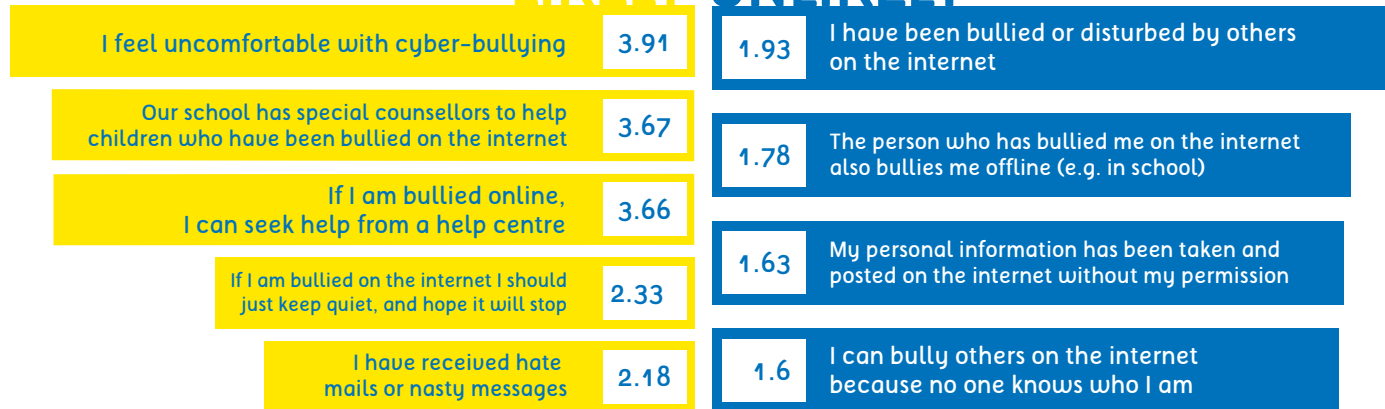


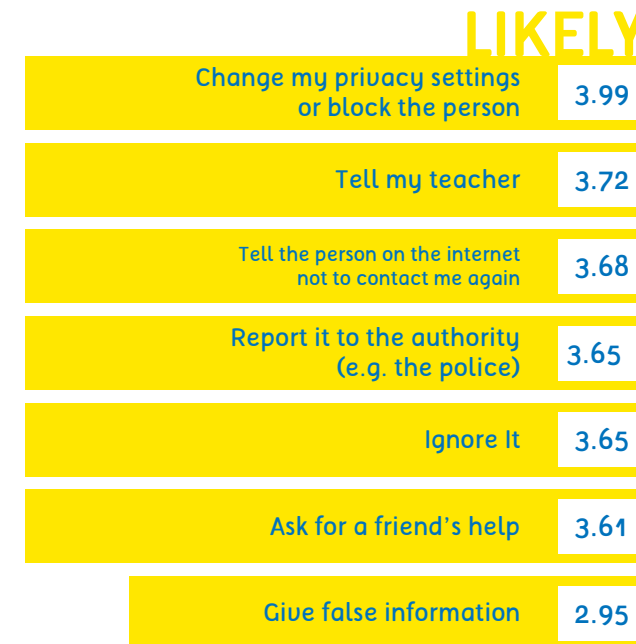
Figure 10: Cyber-bullying



Reaction To Negative Experience

The survey results demonstrate that when it comes to problematic online situations, children are generally equipped with the right mediational strategies, and are likely to address online problems

with a range of solutions. However, on a scale of 1 to 5, it is highly unlikely that children would forward a negative experience to a peer for fun or humour (Figure 11).



UNLIKELY

1.59 Forward it to a friend for fun

Figure 11: Reaction to negative experience



Sexual Experience

Most children appear to be uncomfortable about seeing sexual images on the internet (Figure 12). On a scale of 1 to 5, it is highly unlikely that children have been:

- A. Subjected to sexual harassment on the internet;
- B. Asked for intimate photographs or videos of themselves; or
- C. Sent such photographs or videos to someone over the internet.

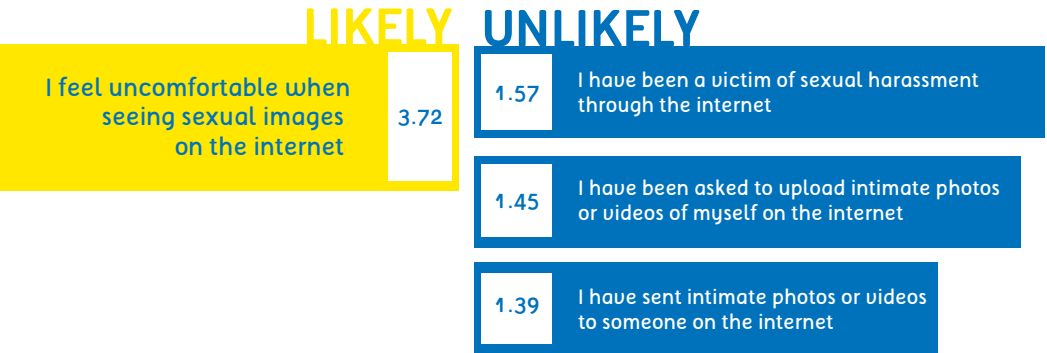


Figure 12: Sexual experience



New Risks

This study also examined how Malaysian school children are exposed to new risks over the internet, namely, accessing undesirable sites or engaging in undesirable behaviour (Figure 13).

On a scale of 1 to 5, it was found that it is highly unlikely that children have been exposed to such risks, or that they have responded poorly to such problematic situations.

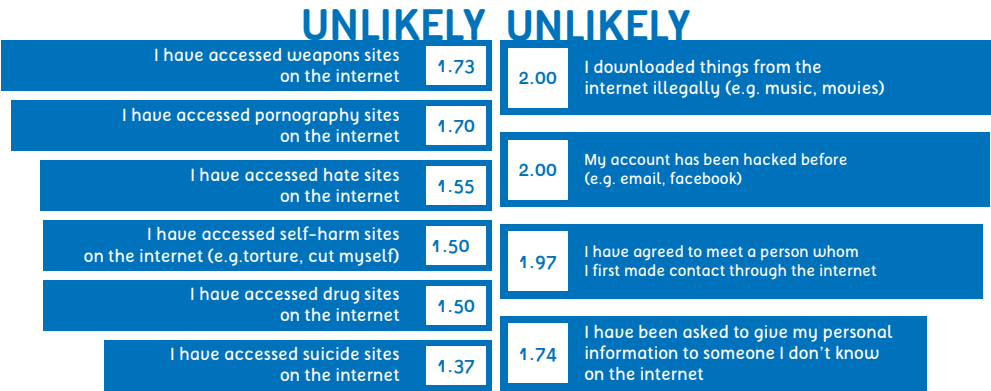


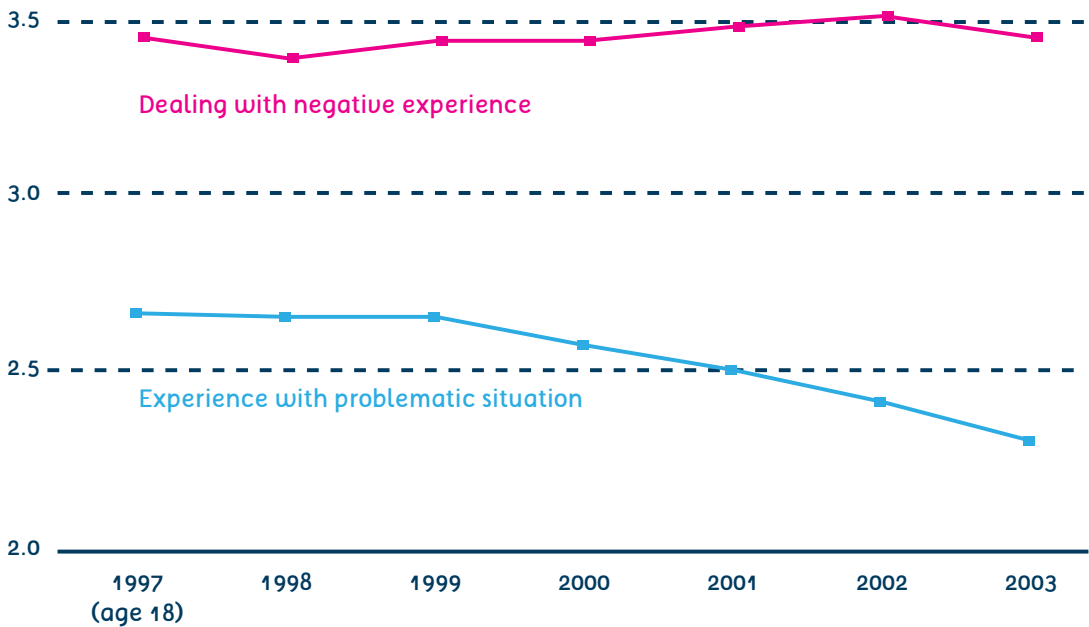
Figure 13: New risks



Experience and Resilience

Another area explored in this study was the level of negative experience against the level of mediational strategies exercised Malaysian school children. It was found that there was generally high likelihood of children being able to address negative experiences on the internet (Figure 14). On a scale of 1 to 5, it was found that children's ability to mediate problematic situations was rated much higher than the occurrence of such situations.

Figure 14: Comparison between experience with and capacity to address problematic situations based on age



Comparisons of responses to various problematic situations revealed that children rated sexting the lowest and parent-child gap as the highest (Figure 15).

The analysis also showed that age has a significant bearing on children's perceptions of the various constructs explored in this

study. The findings show that younger children, especially 12 and 13 year-olds, tended to take a more cautious approach towards problematic situations and negative experiences in comparison to those aged 14 to 18.

Figure 15: Experience with different problematic areas based on age

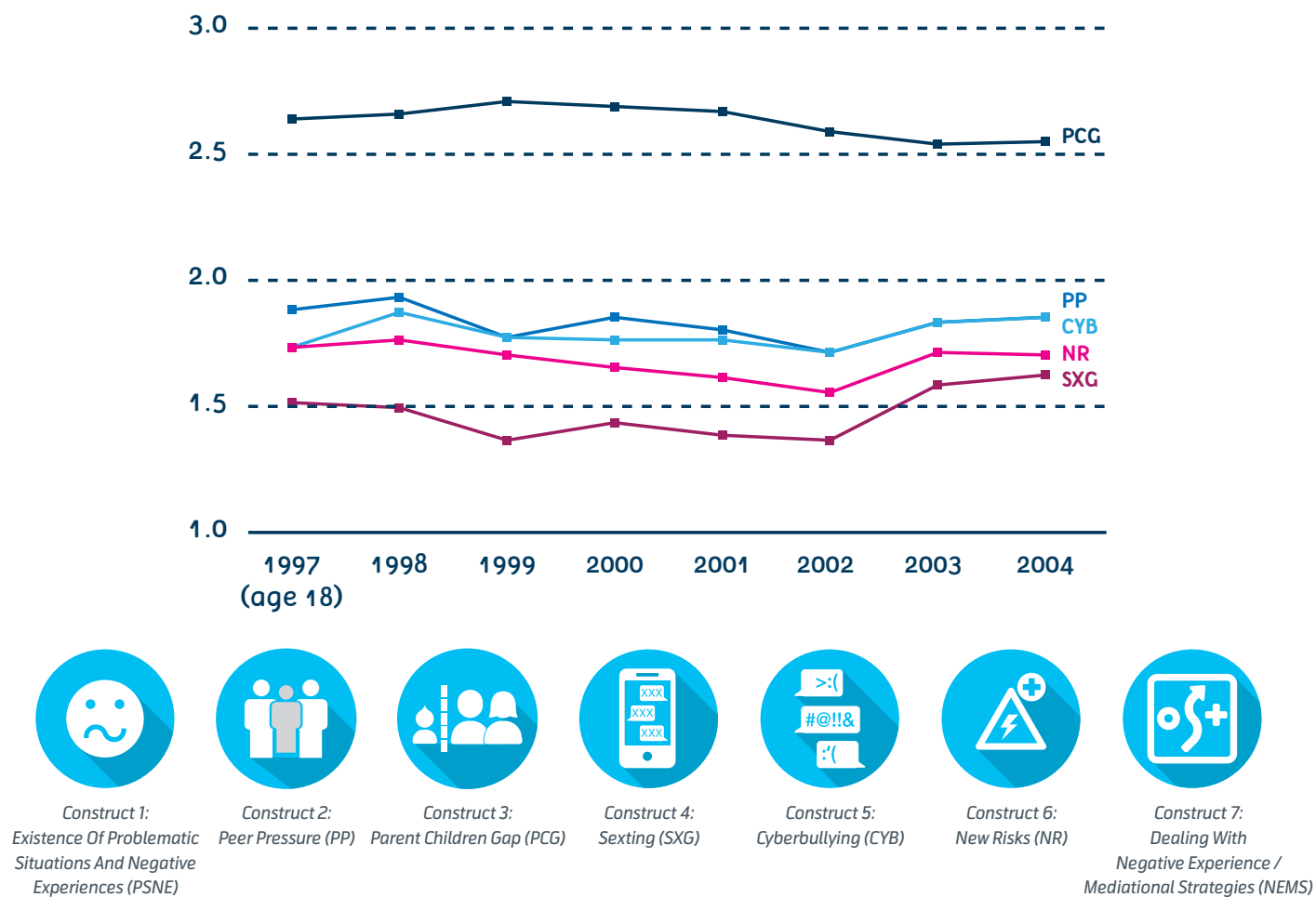
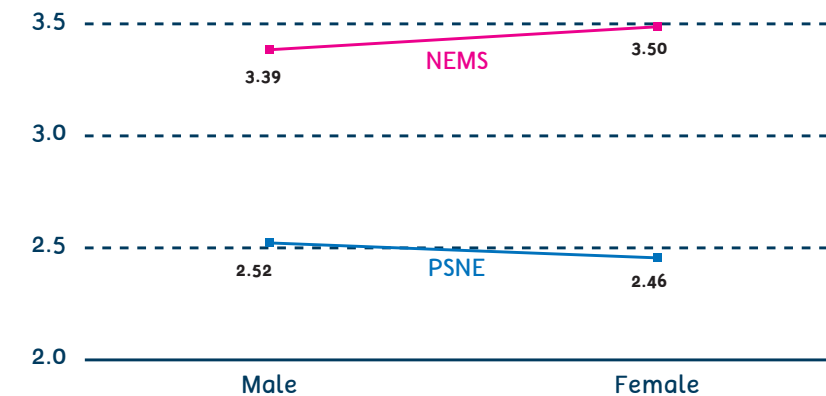


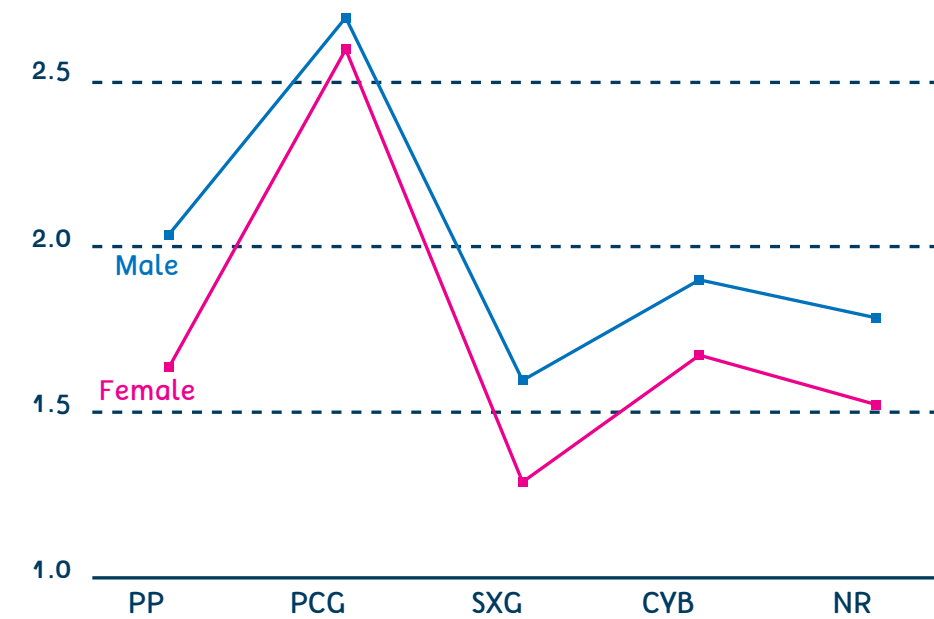
Figure 16: Comparison between experience with and capacity to address problematic situations based on gender



Comparison between experience with and capacity to address problematic situations based on gender demonstrated that females rated experience and redress higher than their male counterparts.

In terms of gender, the rating patterns for most constructs were found to be similar for boys and girls, with male schoolchildren's responses being much higher than those of female students.

Figure 17: Experience with different problematic situations based on gender



The schoolchildren's responses also demonstrate an inverse relationship between experience and redress. It was found that the higher their capacity to mediate negative or problematic

situations, the lower the number of experiences with problematic situations that are reported.

Figure 18

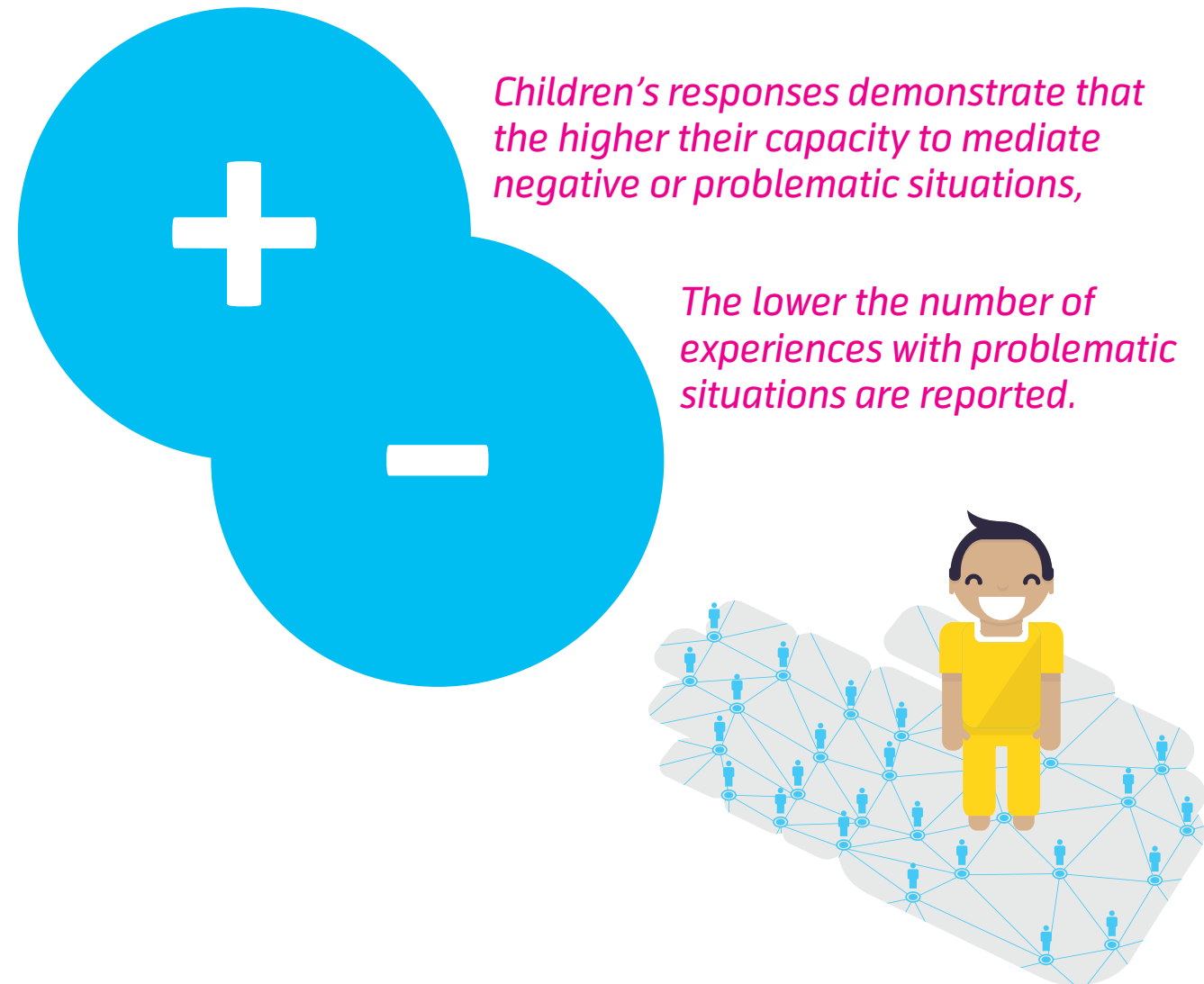
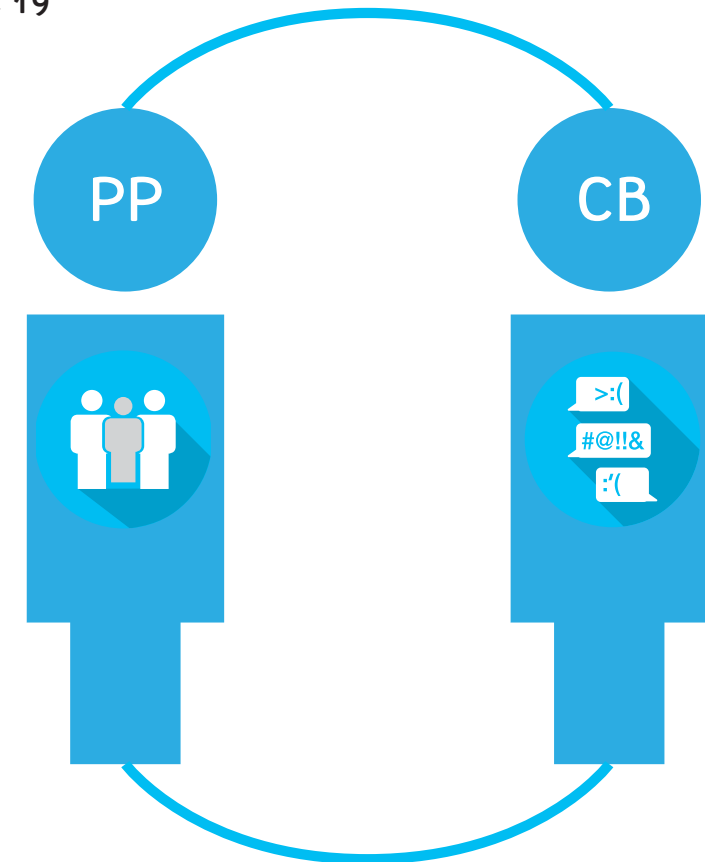


Figure 19



There also appears to be a strong correlation between peer pressure and cyber-bullying. Respondents who gave a high rating to experience with peer pressure did the same to cyber-bullying.

Factors

Factor 1 : Help From Significant Others When Problems Arise

Relationships among the different factors contributing to internet experience among schoolchildren were explored through factor analysis. This type of analysis gives us an understanding of the general pattern of responses from participants. This study found three patterns or factors underlying schoolchildren's responses. These are:

- A. Seeking help from significant others when problems arise;
- B. Avoiding negative events when using the internet; and
- C. Exercising self-control when accessing online websites.

Figure 20
FACTOR 1: Help from significant others when problems arise

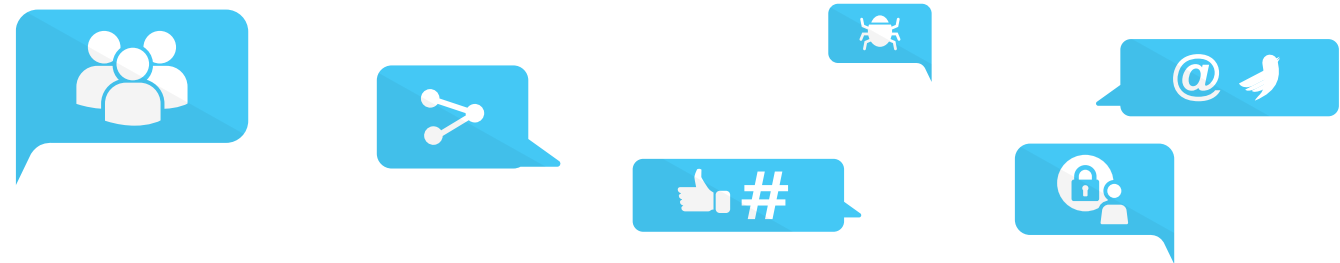
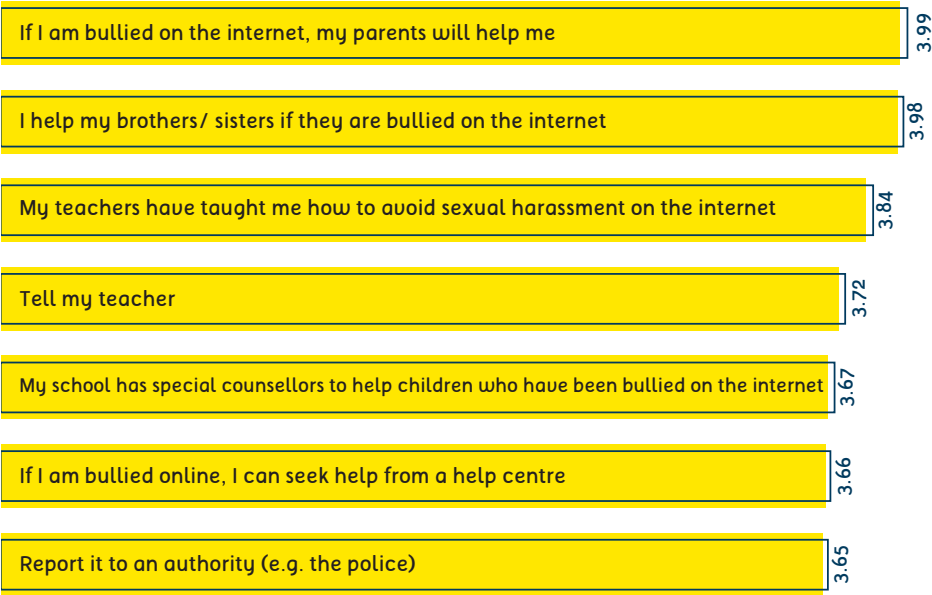
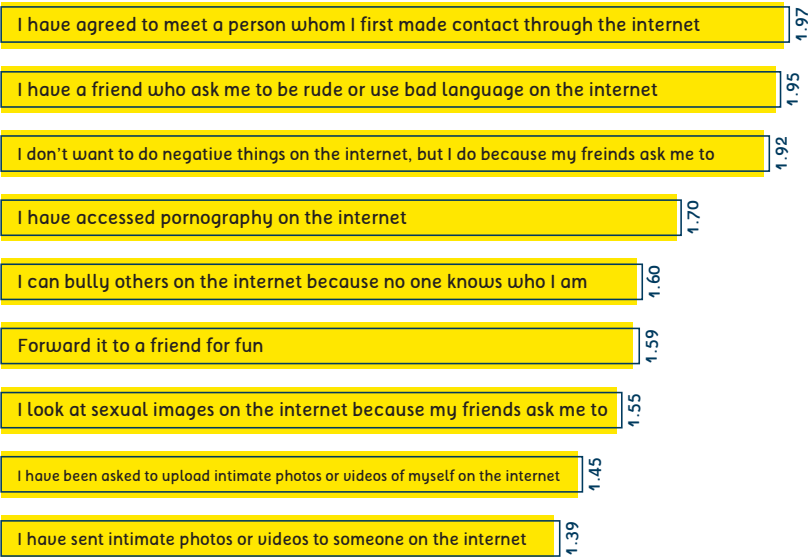
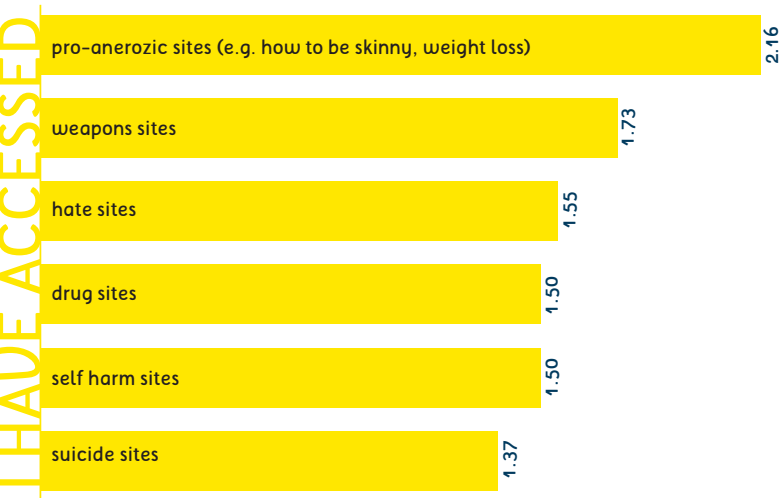


Figure 21
FACTOR 2: Avoidance of negative things while using the Internet



Factor 2 : Avoidance Of Negative Things While Using The Internet

Figure 22
FACTOR 3: Self control is necessary to access potentially risky sites



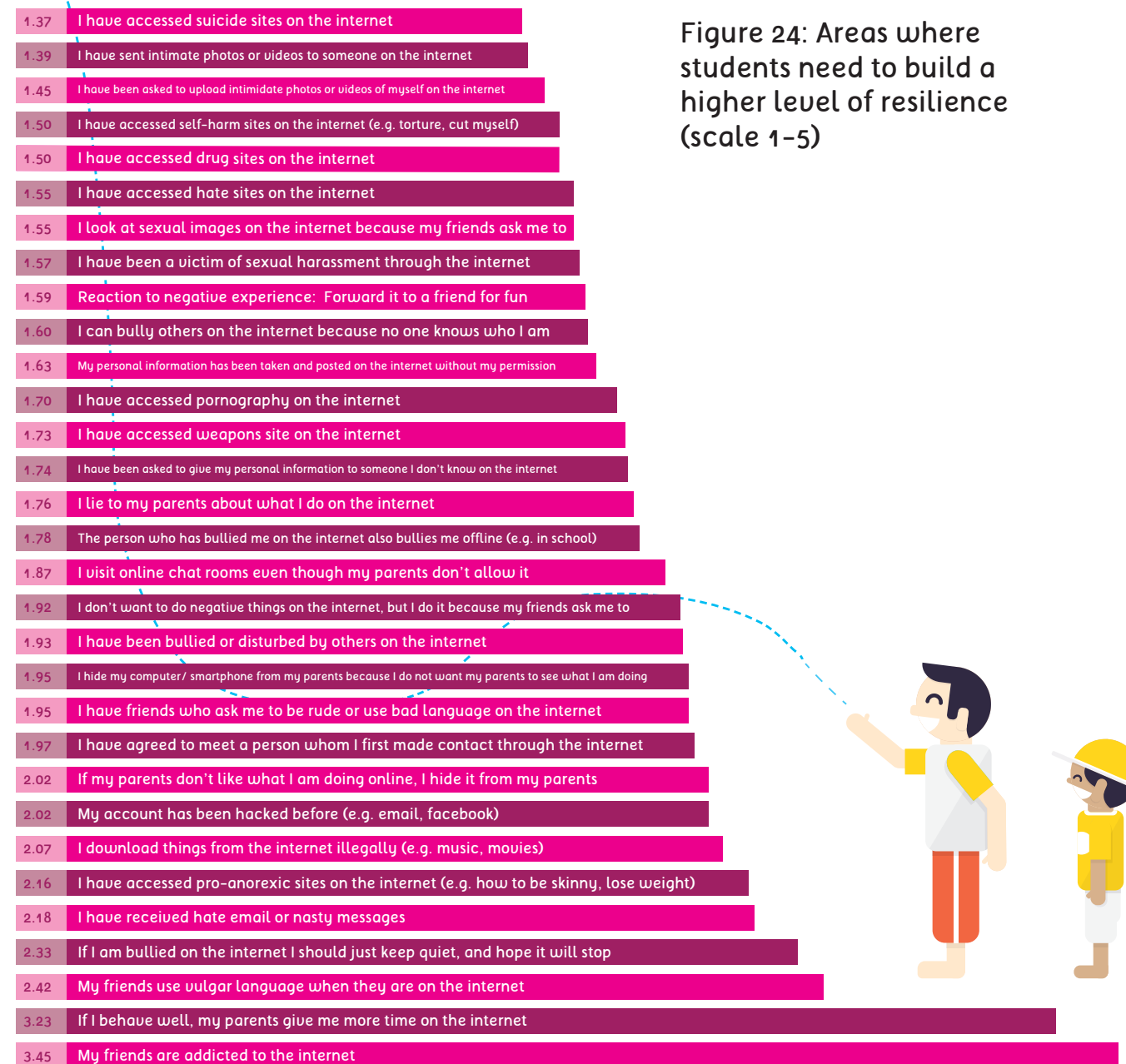
Factor 3 : Self Control Is Necessary To Access Potentially Risky Sites

The study revealed that there are a number of areas that reflect a strong sense of digital resilience among Malaysian schoolchildren (Figure 23). Additionally, there are number of areas where parents and schools need to collaborate to build a greater sense of responsibility and awareness among schoolchildren (Figure 24).

Figure 23: Areas where students exercise a high level of resilience (scale 1–5)



Figure 24: Areas where students need to build a higher level of resilience (scale 1–5)



Section Three

CONCLUSION AND RECOMMENDATIONS

This national study on Malaysian schoolchildren's experiences on the internet has revealed that while there is a high degree of digital resilience, pockets of risk may be prevalent in their online interactions with others. The study has confirmed that large numbers of schoolchildren have access to the internet, most of whom make frequent use of the internet. The study has also revealed awareness of socially acceptable behaviour and the positive influence of family values on schoolchildren's use of the internet. Schoolchildren are likely to receive parental support in the face of negative experience and would help siblings address

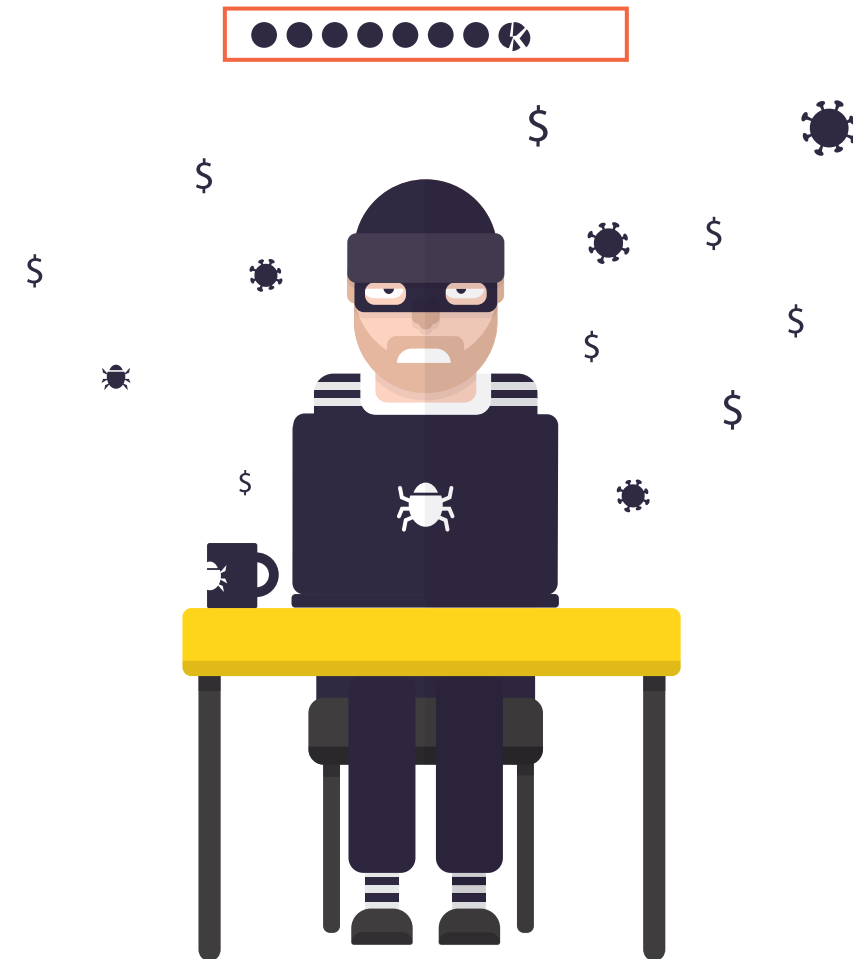
problematic situations. These children are also likely to draw on a number of mediational strategies to address problematic situations they may face over the internet.

The study has also revealed that children's capacity to use mediational strategies often helps to mitigate problematic situations and negative experience. This shows that the more children are exposed to the right strategies to address online problems, the resilient they will become. Mediational strategies would arguably be significant to the experiences of males and young children, as revealed in this study.

The factor analysis of the data also revealed that generally there is a positive pattern in children's online behaviour. Malaysian schoolchildren seek help from significant others when problems arise, avoid negative sites on the Internet and exercise self-control in relation to harmful websites. This is corroborated in the finding that schoolchildren are unlikely to engage in new risks such as accessing suicide or self-harm sites.

However, it appears there is reason to be concerned about some Malaysian schoolchildren's internet experiences. Reportedly,

cyber-bullying and addiction exists, and there is likelihood of inappropriate language use during online interactions. More importantly, there is avoidance of negative experience by either wishing it away or by not reporting an incident. There also appears to be a likelihood of parents giving more access to the internet as a reward for good behaviour. Children's online safety is also a matter of concern as there appears to be a group of children who interact with individuals who they have only met online, as well as some degree of sexual harassment.



These insights into schoolchildren's online experiences highlight the need for quick action on a number of areas of concern. The following recommendations are therefore forwarded to address these concerns.

1

Dedicated policy and a structured curriculum on child online protection in schools

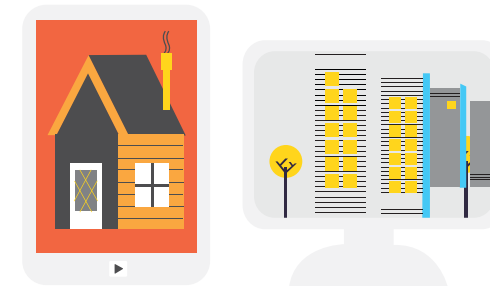
1. It is essential to create and incorporate a dedicated policy on child online protection to safeguard and build resilience among children.
2. Internet safety and digital education has to be part of a structured curriculum aimed at instilling fundamental principles of good online conduct and digital citizenship.
3. Key enablers such as policy makers, educators and support networks should be consistently equipped with best practice standards, and know-how in engaging children positively on the subject.



2

Role of parents and educators as advocates of good digital citizenship

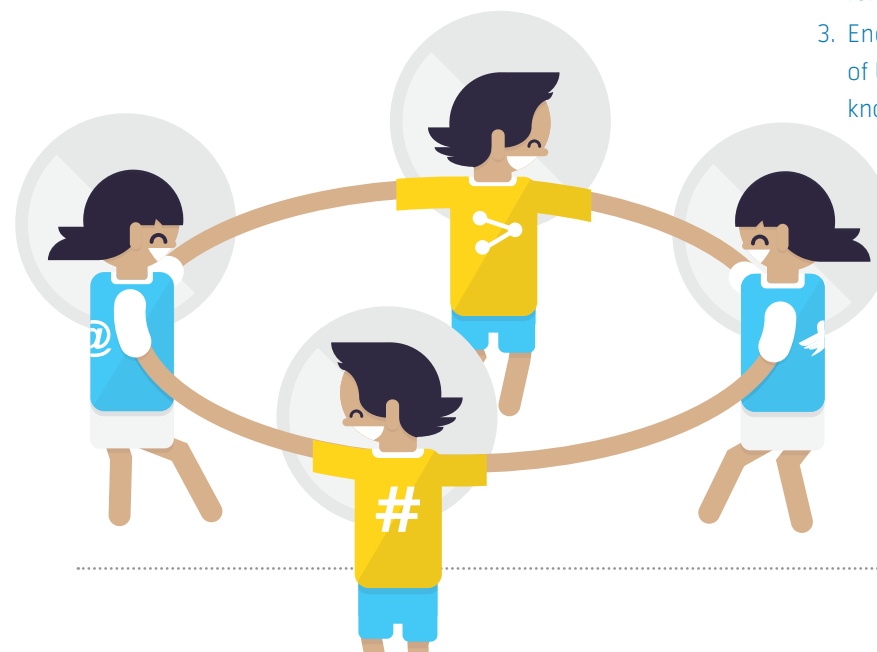
1. It is recommended that proper guidance on good cyber behavior is imparted by parents and educators as children are introduced to the internet.
2. The advice and education about online risks should go hand-in-hand with advice and education about offline risks.
3. Use of real-life examples create relevance and provides authentic contexts in convincing children on the need to keep themselves safe online.



3

Responsibility of children to nurture their digital resilience

1. Open to acquire knowledge on the rapid development of online technology, and social media platforms, and their embedded safety features.
2. Develop the necessary skills to evaluate and minimize risks, and to reach out to appropriate reporting channels for mediation and mitigation.
3. Encourage children to maximize the full potential of being connected by actively contributing towards knowledge sharing, innovation and social progress.



Student Questionnaire

Please answer all the questions.

1 School & address Nama & alamat sekolah

2 Gender Jantina

☐ Male Lelaki ☐ Female Perempuan

3 Date of birth Tarikh lahir

1997 2001
 1998 2002
 1999 2003
 2000 2004

4 School location Tempat sekolah

☐ Urban Bandar ☐ Rural Luar Bandar

5 School State / District Negeri / Daerah Sekolah

☐ Perlis ☐ Kedah ☐ Pulau Pinang ☐ Perak
☐ Selangor ☐ W.P. Kuala Lumpur ☐ W.P. Putrajaya ☐ Negeri Sembilan
☐ Melaka ☐ Johor ☐ Pahang ☐ Terengganu
☐ Kelantan ☐ Sarawak ☐ Sabah ☐ W.P. Labuan

6 Do you use the internet? Adakah anda menggunakan internet?

☐ Yes Ya ☐ No Tidak

7 How often do you use the internet? Berapa kerapkah anda menggunakan internet?

☐ Almost every day Hampir tiap-tiap hari ☐ 1-2 times a week 1-2 kali seminggu
☐ 3-5 times a week 3-5 kali seminggu ☐ Seldom Jarang

8 My friends are addicted to the internet. Ada diantara kawan-kawan saya yang ketagih internet.

1

Strongly disagree
Sangat tidak setuju

2

Disagree
Tidak setuju

3

Somewhat disagree
Agak setuju

4

Agree
Setuju

5

Strongly agree
Sangat setuju

9 I download things from the internet illegally (e.g. music, movies).
Saya memuat turun bahan daripada internet secara haram (contoh: muzik, filem).

1

Strongly disagree
Sangat tidak setuju

2

Disagree
Tidak setuju

3

Somewhat disagree
Agak setuju

4

Agree
Setuju

5

Strongly agree
Sangat setuju

10 My friends use vulgar language when they are on the internet.
Kawan-kawan saya menggunakan bahasa kesat semasa melayari internet.

1

Strongly disagree
Sangat tidak setuju

2

Disagree
Tidak setuju

3

Somewhat disagree
Agak setuju

4

Agree
Setuju

5

Strongly agree
Sangat setuju

11 I have been asked to give my personal information to someone I don't know on the internet.
Saya pernah diminta untuk memberi butir-butir peribadi melalui internet kepada orang yang saya tidak kenali.

1

Strongly disagree
Sangat tidak setuju

2

Disagree
Tidak setuju

3

Somewhat disagree
Agak setuju

4

Agree
Setuju

5

Strongly agree
Sangat setuju

- 12 My account has been hacked before (e.g. email, facebook).
Akaun saya pernah digodam (contoh: emel, facebook).

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

- 13 I have agreed to meet a person whom I first made contact through the internet.
Saya telah bersetuju untuk bertemu dengan seseorang yang saya kenali melalui internet.

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

- 14 I have received hate mail or nasty messages.
Saya pernah menerima mel/mesej yang mengandungi unsur-unsur kebencian.

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

- 15 I have accessed pornography on the internet.
Saya pernah mengakses laman-laman pornografi di internet.

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

- 16 I have been a victim of sexual harassment through the internet.
Saya pernah menjadi mangsa gangguan seksual melalui internet.

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

- 17 My personal information has been taken and posted on the internet without my permission.
Maklumat peribadi saya telah diambil dan disebar di alam siber, tanpa keizinan saya.

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

- 18 I feel uncomfortable when seeing sexual images on the internet.
Saya berasa tidak selesa apabila melihat imej-imej berunsur seks di internet.

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

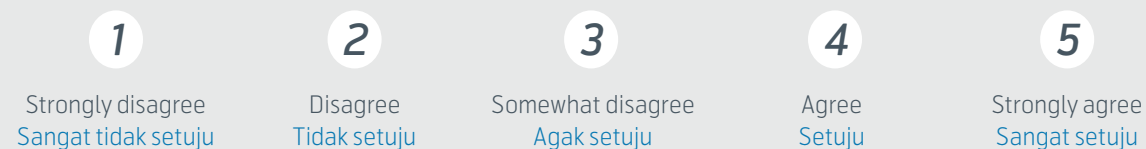
- 19 I feel uncomfortable with cyberbullying.
Saya berasa tidak selesa dengan perbuatan membuli di internet.

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

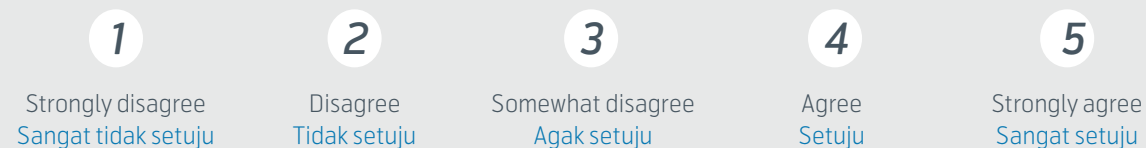
- 20 I feel uncomfortable when I see real humans beings hurt or killed on the internet.
Saya berasa tidak selesa apabila melihat adegan manusia diceredakan atau dibunuh di internet.

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

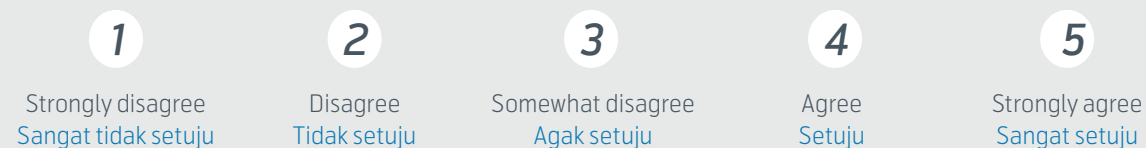
- 21 I have friends who ask me to be rude or use bad language on the internet.
Saya ada kawan-kawan yang menggalakkan saya berkelakuan biadab atau menggunakan bahasa kesat semasa atas talian.



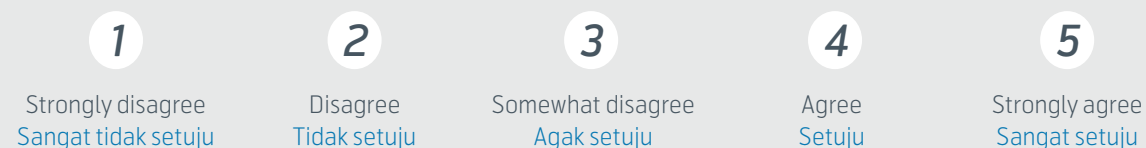
- 22 I don't want to do negative things on the internet, but I do it because my friends ask me to.
Saya tidak mahu melakukan sesuatu yang negatif semasa melayari internet, namun saya melakukan perkara tersebut atas desakan kawan.



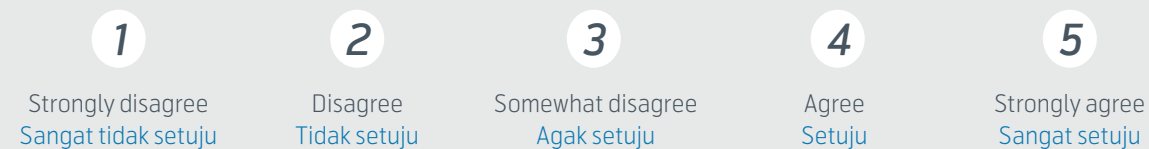
- 23 I look at sexual images on the internet because my friends ask me to.
Saya menonton imej-imej berunsur seks di internet atas desakan kawan-kawan saya.



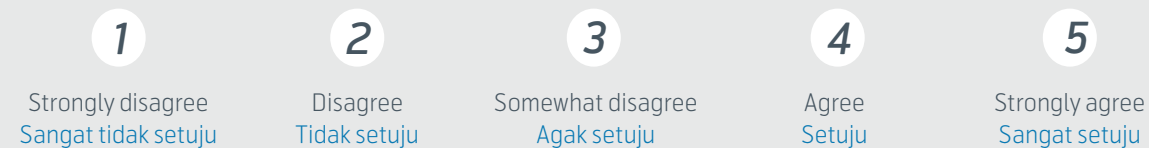
- 24 I lie to my parents about what I do on the internet.
Saya membohongi ibubapa saya tentang apa yang saya lakukan di internet.



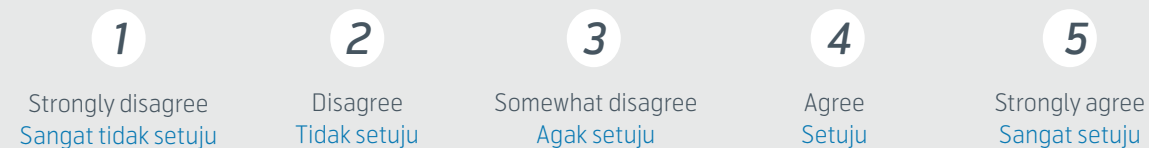
- 25 I follow the rules my parents set about internet use.
Saya mengikut peraturan-peraturan yang telah ditetapkan oleh ibubapa saya berkaitan penggunaan internet.



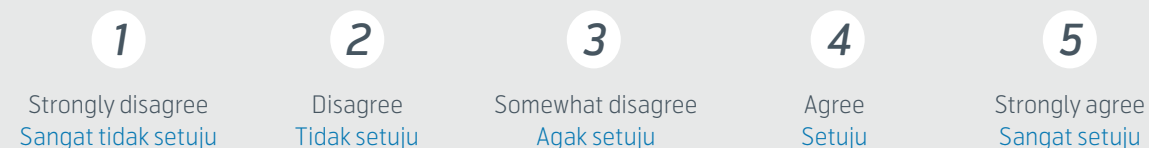
- 26 My parents will take away my internet access if they know my friends do bad things on the internet.
Ibubapa saya akan menghalang akses kepada internet jika mereka tahu bahawa kawan-kawan saya melakukan perkara negatif di internet.



- 27 I hide my computer/smartphone from my parents because I do not want my parents to see what I am doing online.
Saya menyembunyikan komputer/telefon pintar supaya ibubapa tidak mengetahui apa yang saya buat secara online.



- 28 I visit online chat rooms even though my parents don't allow it.
Saya mengunjungi ruang sembang secara online walaupun ibubapa tidak membenarkannya.



- 29 If my parents don't like what I am doing online, I hide it from my parents.
Jika ibubapa saya tidak suka apa yang saya lakukan atas talian, saya akan selindungi aktiviti itu daripada mereka.

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

- 30 If I behave well, my parents give me more time on the internet.
Jika saya berkelakuan baik ibubapa akan menambahkan masa penggunaan internet.

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

- 31 I have been asked to upload intimate photos or videos of myself on the internet.
Saya pernah diminta memuat naik foto atau video babak intim saya di internet.

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

- 32 I have sent intimate photos or videos to someone on the internet.
Saya pernah menghantar foto atau video babak intim saya kepada seseorang di internet.

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

- 33 I have been bullied or disturbed by others on the internet.
Saya pernah diganggu atau dibuli semasa melayari internet.

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

- 34 The person who has bullied me on the internet also bullies me offline (e.g. in school).
Orang yang buli saya di internet juga merupakan orang yang membuli saya di alam nyata (contoh: di sekolah)

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

- 35 I can bully others on the internet because no one knows who I am.
Saya boleh membuli orang lain di internet kerana identiti saya tidak dikenali.

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

If something bad happens to you on the internet, or if someone asks you to do something bad, WHAT SHOULD YOU DO?
Sekiranya sesuatu yang buruk menimpa awak semasa melayari internet, atau awak diajak melakukan sesuatu yang negatif, APAKAH TINDAKAN YANG SEPATUTNYA AWAK LAKUKAN?

- 36 Forward it to a friend for fun.
Panjangkan kepada kawan demi keseronokan

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

37 Ignore it.
Abaikan perkara tersebut

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

38 Tell my teacher.
Maklumkan kepada cikgu

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

38 Report it to an authority (e.g. the police).
Laporkan perkara itu kepada pihak berkuasa (seperti polis)

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

40 Change my privacy settings or block the person.
Tukarkan tetapan peribadi atau sekat individu itu

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

41 Give false information.
Berikan maklumat palsu

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

42 Ask for a friend's help.
Dapatkan bantuan seorang kawan

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

43 Tell the person on the internet not to contact me again.
Beritahu individu dari internet itu supaya tidak menghubungi saya lagi

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

44 If I am bullied on the internet I should just keep quiet, and hope it will stop.
Jika saya dibuli melalui internet, saya sepatutnya berdiam diri, dan harap gangguan tersebut akan berhenti.

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

- 45 If I am bullied online, I can seek help from a help centre.
Jika saya dibuli melalui internet, saya boleh meminta pertolongan daripada pusat bantuan.

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

- 46 Our school has special counsellors to help children who have been bullied on the internet.
Sekolah kami ada kaunselor khas untuk menolong pelajar yang pernah dibuli melalui internet.

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

- 47 I help my brothers/sisters if they are bullied on the internet.
Saya membantu adik-beradik saya jika mereka dibuli di internet.

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

- 48 My teachers have advised me on how to avoid sexual harassment on the internet.
Ada guru yang menasihati saya tentang cara-cara mengelak gangguan seksual di internet.

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

- 49 If I am bullied on the internet, my parents will help me.
Sekiranya saya dibuli melalui internet, ibubapa akan membantu saya.

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

- 50 I have accessed drug sites on the internet.
Saya pernah mengakses laman-laman di internet yang menggalakkan penggunaan dadah.

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

- 51 I have accessed pro-anorexic sites on the internet (e.g. how to be skinny, lose weight)
Saya pernah mengakses laman-laman di internet yang pro-anoreksia (contoh: bagaimana amalan menahan kelaparan boleh menjadikan seseorang itu kurus)

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

- 52 I have accessed self-harm sites on the internet (e.g. torture, cut myself)
Saya pernah mengakses laman-laman di internet yang menggalakkan penderaan diri (contoh: cara-cara seksa diri, kelar diri)

1	2	3	4	5
Strongly disagree Sangat tidak setuju	Disagree Tidak setuju	Somewhat disagree Agak setuju	Agree Setuju	Strongly agree Sangat setuju

53

I have accessed weapons sites on the internet.
Saya pernah mengakses laman-laman di internet yang berkaitan dengan persenjataan.

1

Strongly disagree
Sangat tidak setuju

2

Disagree
Tidak setuju

3

Somewhat disagree
Agak setuju

4

Agree
Setuju

5

Strongly agree
Sangat setuju

54

I have accessed suicide sites on the internet.
Saya pernah mengakses laman-laman di internet yang menunjukkan cara-cara membunuh diri.

1

Strongly disagree
Sangat tidak setuju

2

Disagree
Tidak setuju

3

Somewhat disagree
Agak setuju

4

Agree
Setuju

5

Strongly agree
Sangat setuju

55

I have accessed hate sites on the internet.
Saya pernah mengakses laman-laman di internet yang menggalakkan sifat kebencian.

1

Strongly disagree
Sangat tidak setuju

2

Disagree
Tidak setuju

3

Somewhat disagree
Agak setuju

4

Agree
Setuju

5

Strongly agree
Sangat setuju

LIST OF PARTICIPATING SCHOOLS

JOHOR

JBA0071	SK MUTIARA
JFT6002	SEKOLAH MAAHAD PONTIAN
JFT5001	SM AGAMA AD-DINIAH
JFT7001	SM AGAMA AL-KHAIRIAH SEGAMAT
JEA2047	SMK SERI PERDANA
JEA1095	SMK TAMAN DAMANSARA ALIFF
JEA0024	SM SAINS BATU PAHAT
JRA4001	SM SAINS SULTAN ISKANDAR
JEA1091	SEKOLAH SENI JOHOR BAHRU
JEB1009	SEKOLAH TUN FATIMAH
JBC1012	SIK(C) ST JOSEPH
JBA0005	SK BAGAN
JBA3032	SK MUZAFFAR SYAH
JBB0024	SK SERI PUTERI
JBA1056	SK SRI AMAR
JBA0024	SK TEMENGGONG IBRAHIM PENGGARAM
JEE2043	SM (SAINS) JOHOR
JEA3050	SM SAINS KOTA TINGGI
JEA5027	SM SAINS MUAR
JEA3045	SMK ADELA
JEA6008	SMK AYER BALOI
JEB0016	SMK (P) TEMENGGONG IBRAHIM
JEB1003	SMK AMINUDDIN BAKI

JEA0019	SMK DATIN ONN JAFFAR
JEE2045	SMK DATO' ABD RAHMAN ANDAK
JEA0016	SMK DATO ONN
JEA6006	SMK DATO PENGGAWA BARAT
JEA5022	SMK DATO' SRI AMAR DI RAJA (INTEG)
JEA7036	SMK LKTP PEMANIS
JEE6009	SMK TELOK KERANG
JEA5035	SMK TUN DR ISMAIL (STUDI)
JEA3037	SMK TUN HABAB
JEB5025	SMK(P) SULTAN ABU BAKAR

KEDAH

KBA3055	SK BUKIT KIARA
KBA5032	SK TAMAN MUTIARA
KBA4009	SK JITRA
KBAA060	SK. KAMPONG BARU
KEAB002	SM (SAINS) POKOK SENA
KEE3105	SM SAINS SULTAN MOHAMAD JIWA
KEA4036	SM SULTAN ABDUL HALIM (SMBP)
KRA0001	SMK AGAMA BALING
KRA8001	SMK AGAMA SIK
KEE8018	SMK SIK
KEB5027	SMK SULTAN BADLISHAH
KEA3113	SMK SUNGAI LAYAR

KELANTAN

DBB2183	SK HAMZAH (1)
DBA2167	SK JAMBU LAWAR
DEA2191	SM (SAINS) MACHANG
DEE1415	SM (S) TENGKU MUHAMMAD FARIS PETRA
DEA4296	SM SAINS PASIR PUTEH
DEE4289	SMK KAMIL
DEA6360	SMK MAHMUD MAHYIDIN
DEA4297	SMK SERI AMAN
DRA6001	SMK(A) FALAHIAH
DRA1010	SMKA NAIM LIL-BANAT

LABUAN

WEA1001	SM SAINS LABUAN (SMSL)
WEE1011	SMK LABUAN
WEA1002	SMK. LAJAU

KUALA LUMPUR

WEA0258	SEKOLAH SENI MALAYSIA KUALA LUMPUR
WEA0230	SEKOLAH SUKAN BUKIT JALIL
WBB0047	SK SERI BINTANG SELATAN
WBB0046	SK SERI BINTANG UTARA
WBA0054	SK SERI PERAK
WEA0247	SM SAINS ALAM SHAH
WEA0206	SM SAINS SELANGOR
WEA0248	SM SAINS SERI PUTERI
WEB0219	SMK (L) METHODIST
WEA0196	SMK AMINUDDIN BAKI
WEA0218	SMK BANDAR BARU SERI PETALING
WEB0231	SMK DATO' ONN
WEA0241	SMK SERI BINTANG SELATAN
WEB0209	SMK SERI BINTANG UTARA
WEB0224	SMK ST. MARY (M)

WEA0210	SMK TAMAN TUN DR. ISMAIL
WEB0226	SMK VICTORIA

MELAKA

MRA1001	SBPI SELANDAR
MBA1079	SEKOLAH KEBANGSAAN AYER MERBAU
MEA2103	SMK PAYA RUMPUT
MBA0023	SK PULAU SEBANG
MBA1029	SK SERKAM DARAT
MEE2141	SM SAINS MUZAFFAR SHAH
MEE0075	SMK DATO' DOL SAID

NEGERI SEMBILAN

NEE1098	SEK (SAINS) TUANKU JAAFAR
NEA4119	SMK CHAN WA II
NBA6027	SK PALONG 14 (F)
NBA1008	SK YAMTUAN ANTAH,GUNUNG PASIR
NEB4137	SM DATUK ABDUL RAZAK (SMBP)
NEA6008	SMK (FELDA) BANDAR BARU SERTING
NEA3035	SMK DATO' SEDIA RAJA
NEE1086	SMK TUNKU BESAR BURHANUDDIN

PAHANG

CRA5001	SBP INTEGRASI TUN ABDUL RAZAK
CEA4086	SMK SULTANAH HAJJAH KALSOM
CBC4047	SJK (C) LEMBING
CBAA009	SK (LKTP) TEMBANGAU 1
CBA5088	SK PEKAN JAYA
CEE4070	SM (SAINS) SULTAN HJ AHMAD SHAH
CEA6021	SM (SAINS) TENGKU ABDULLAH
CEA4022	SMK ABDUL RAHMAN TALIB KUANTAN PAHANG
CEE5062	SMK AHMAD
CEA5076	SMK PEKAN
CEA5074	SMK SERI PEKAN

PERLIS

RFT0001	SEKOLAH AGAMA AL-ISLAHIYAH
REA0085	SMK BESERI
REA0086	SMK MATA AYER
RBA0082	SK ARAU
RBA0003	SK BESERI
REE0072	SM (SAINS) TUANKU SYED PUTRA
REE0059	SMK DERMA

PERAK

AEA6159	SMK KAMPONG PERAK
AEA8009	SMK SERI LONDANG
AEB2050	SEKOLAH TUANKU ABDUL RAHMAN
ABA8242	SK SUNGAI BESAR
AEA5077	SM (SAINS) TELOK INTAN
AFT3004	SM AGAMA AL FALAH
AEE6050	SM KING EDWARD VII
AEA6050	SM SAINS RAJA TUN AZLAN SHAH
AEE4401	SM SAINS TELUK INTAN
AEA0037	SMK (FELDA) BESOUT
AEE2071	SMK AMINUDDIN BAKI
AEB1027	SMK CONVENT (IPOH)
AEA3090	SMK PEKAN BARU
AEB2047	SMK PEREMPUAN METHODIST (IPOH)
AEA5073	SMK SERI PERAK
AEB2057	SMK SRI PUTERI
AEB6051	SMK ST. GEORGE
AEA4083	SMK TEMENGGONG

PULAU PINANG

PFT4001	SMA AL MAAHADUL ISLAMI TASEK JU
PEA3039	SMK BAYAN LEPAS
PBC2045	SJK(C) MAH HUA

PEE0051	SM (SAINS) TUN SYED SHEH SHAHABUDDIN
PEA1090	SMK ABDULLAH MUNSHI
PEA2053	SMK DATUK ONN
PEA2057	SMK TELOK AIR TAWAR
PEA3036	SMK TELUK BAHANG
PRA2003	SMKA AL-IRSHAD

SABAH

XEA4039	SEK MEN SAINS SABAH (SMESH)
XBA2160	SK MATANGGAL BELURAN
XRA1001	SMK AGAMA KENINGAU
XEA6067	SMK BEAUFORT III
XEA5356	SMK TAUN GUSI II
XCC4251	SJK(C) ST JOSEPH (M)
XBA1002	SK APIN-APIN
XBA3019	SK KALABAKAN
XBA3108	SK LAHAD DATU II
XBA5024	SK LIMAU-LIMAUAN
XBA5471	SK MESILOU
XBA5211	SK ROSOB
XBA5061	SK SIKUATI
XBA2105	SK WONOD
XEA3102	SM SAINS LAHAD DATU
XFE3045	SM ST URSULA (M)
XEA5026	SMK ABD. RAHIM II
XEA2072	SMK BATU SAPI
XEA6065	SMK BEAUFORT
XEA6066	SMK BEAUFORT II
XEA2071	SMK ELOPURA
XEA2083	SMK ELOPURA DUA
XEA5218	SMK KANIBUNGAN
XFE5036	SMK LOK YUK, KUDAT
XEA2079	SMK PARIS
XEE6221	SMK PENGIRAN OMAR

XEA2084	SMK SANDAKAN DUA
XEA4302	SMK SRI NANGKA
XFE4255	SMK ST MARY PAPAR (M)
XEA4401	SMK TENGHILAN
XEE4322	SMK TUN FUAD STEPHENS
XRA5401	SMKA MOHAMAD ALI RANAU

SELANGOR

BRA0001	KOLEJ ISLAM SULTAN ALAM SHAH (SMBP)
BFT5001	SAM SUNGAI SELISEK
BRA7001	SBPI RAWANG
BEA3088	SMK PUNCAK ALAM 3
BEA1074	SM SAINS BANTING
BBB8305	SK KAMPUNG TUNKU
BBA9221	SK TAMAN PANTAI SEPANG PUTRA
BBA1009	SK TELOK PANGLIMA GARANG
BEA3083	SM SAINS KUALA SELANGOR
BEB8655	SMK (P) SRI AMAN
BEA4606	SMK ABDUL JALIL
BEA5068	SMK AMPANG PECAH
BEA4603	SMK BANDAR BARU BANGI
BEA5061	SMK KUALA KUBU BHARU
BEA4616	SMK PANDAN INDAH
BEA9607	SMK SERI PUTERI (SMBP)
BEA8602	SMK SRI PERMATA
BEA6043	SMK SUNGAI BESAR
BEA7616	SMK SUNGAI PUSU
BEA1066	SMK TELOK DATOK

PUTRAJAYA

WEA2006	SEKOLAH SULTAN ALAM SHAH (SMBP)
WBA2002	SK PUTRAJAYA PRESINT 8(1)
WEA2001	SMK PUTRAJAYA PRESINT 8(1)

SARAWAK

YEB4101	KOLEJ TUN DATU TUANKU HJ BUJANG
YEA1211	SEKOLAH MENENGAH SAINS KUCHING UTARA
YEA1210	SEKOLAH SENI KUCHING
YBA5123	SK BANDAR LIMBANG
YBA9204	SK KELAWIT
YBA5209	SK KG SEBERANG
YBE3409	SK KG SEBERANG
YBA3205	SK SIBU JAYA
YBB1315	SK SIBU LAUT
YEA4104	SM SAINS
YEE4402	SM SAINS MIRI
YEA2201	SMK (BM) SARATOK
YEA3106	SMK BANDAR SIBU
YEA3101	SMK BUKIT LIMA
YEE2402	SMK DATUK PATINGGI KEDIT
YEE4401	SMK LUAR BANDAR MIRI
YEB4301	SMK MARUDI
YEA2101	SMK SRI AMAN
YEA1204	SMK TABUAN JAYA

TERENGGANU

TBA5054	SEKOLAH KEBANGSAAN PADANG SETENGGE
TBA2056	SEKOLAH KEBANGSAAN SERI JAYA
TBA1011	SK KUALA ABANG
TBA5001	SK KUALA BERANG
TBA3052	SK PAGAR BESI
TBA6068	SK SUNGAI TONG
TBA5050	SK TOK RANDOK
TEA1038	SM (SAINS) DUNGUN
TKE3111	SM TEKNIK KUALA TERENGGANU
TEA5035	SMK MATANG TERENGGANU
TRA3002	SMKA SHEIKH ABDUL MALEK

Useful contacts

Cyber999

Computer security incidents may be reported to Cyber999 via the following ways:

1. Online Form at https://www.mycert.org.my/online_form/index.html
2. Email to cyber999@cybersecurity.my
3. SMS to 15888 using the following format: CYBER999 REPORT (email)(complaint) to 15888. Each SMS will be charged at RM0.15 per message.
4. Phone Call – Office Hours: 1-300-88-2999 / 24x7 (Emergency): +6019 – 266 5850. Calls to MyCERT and the Cyber999 Hotline are monitored during business hours (9:00 AM – 6:00 PM).
5. Cyber999 Mobile Apps on App Store or Google Play

Communications & Multimedia Consumer Forum of Malaysia www.cfm.org.my

Report consumer-related issues or problems relating to Internet service providers via:

1. Hotline: 1800-182-222
2. Email to aduan@cfm.org.my
3. Online Complaints Portal (CoP) at www.complaint.cfm.org.my

Communications & Multimedia Content Forum of Malaysia (www.cmcf.my)

Report offensive content such as pornography, violence and inappropriate SMS (containing lies, scams or obscenities) via:

1. Hotline : 1800-882-623
2. Email to secretariat@cmcf.org.my
3. Online Complaints Portal (CoP) at <http://www.cmcf.my/online-form-online-content>

Malaysian Communication and Multimedia Commission (aduan.skmm.gov.my)

You can lodge a report with MCMC as a last resort.

1. Hotline: 1800-188-030
2. Email to aduanskmm@cmc.gov.my

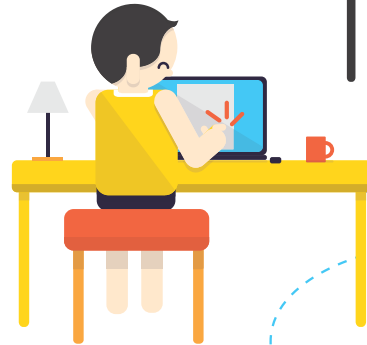
Childline Malaysia

A national 24-hour hotline for children and adults to call to report abuse, bullying, neglect, etc.

1. Hotline: 15999 (Calls via Digi are free.)
2. Website: http://stopchildabuse.unicef.my/protect_reportAbuse.html

www.unicef.org/malaysia

[illegible]



safe
internet

