CyberSAFE
in Schools
Safer Internet For All

A National Survey Report 2013

Safety Net: Growing Awareness among Malaysian School Children on Staying Safe Online

KEMENTERIAN PENDIDIKAN MALAYSIA

CyberSecurity
MALAYSIA
An agency under MOSTI

DiGi

Content

About the Programme

The CyberSAFE In Schools programme was launched on 24th September 2010 by the Deputy Prime Minister Tan Sri Muhyiddin Yassin to strengthen the cyber security infrastructure, with a focus on the education sector.

In November 2011, DiGi joined the collaborative effort aimed at enhancing awareness for online child safety and advocating a safe, secure and family-friendly internet experience for children, teachers and communities across Malaysia. This programme is a strategic partnership between the Ministry of Education, CyberSecurity Malaysia, and DiGi Telecommunications.

The second phase of the programme aims to train 500 ICT and digital media teachers across schools in Malaysia as CyberSAFE Ambassadors to subsequently reach up to 15,000 students. Part of this year's engagement includes a survey with the students before and after the CyberSAFE in Schools workshop. The survey is meant to identify the level of awareness and understanding of school children on cyber issues (eg. cyberbullying) and their ability to safeguard themselves against online threats. The survey is also designed to study changes in behavior and attitudes of the students undergoing the workshops.

The programme aspires to empower Malaysian children with the right knowledge and skills to safeguard themselves for a positive internet experience.

Message by Partners

DiGi

DiGi is committed to driving Malaysia's growth by building an internet environment that enables seamless connectivity, creates socio-economic development, and helps businesses grow.

This is reflected through our continuous effort to accelerate access to mobile internet, and new digital and connected services by offering customers the right combination of devices, value pricing, and the best usage experience.

While we make it easy for more Malaysians to access the internet and enjoy the convenience and benefit it provides, we want to empower the community especially children with the knowledge and tools to stay safe online. We began this journey with the initiation of the DiGi's CyberSAFE in Schools programme two years ago in partnership with CyberSecurity Malaysia and the Ministry of Education. With the completion of the second phase of this programme and over 22,000 teachers and children trained, we remained steadfast in reaching out to even more students in the coming years in our joint quest to create a family-friendly internet environment for all.

Christian Thrane,
Chief Strategy and Corporate Affairs Officer

CyberSecurity Malaysia

Since the Deputy Prime Minister launched the 'CyberSAFE in Schools' program on September 24, 2010; various activities related to online safety awareness have been organised.

This year, the CyberSAFE in Schools programme was made possible due to close cooperation between CyberSecurity Malaysia, DiGi Telecommunications and the Educational Technology Division of the Ministry of Education, Malaysia. Through this smart partnership, a major event called the CyberSAFE in Schools programme national survey launch was successfully organised in conjunction with the Cyber Security Malaysia Awards, Conference and Exhibition (CSM-ACE) in November this year.

In addition, more than 500 teachers from all over Malaysia have been trained as CyberSAFE Ambassadors, which means they are equipped with sufficient know-how to raise cyber security awareness in schools. I would like to express my sincere gratitude and appreciation for the cooperation given by all parties, especially the teachers, students, and our strategic partners - DiGi Telecommunications and the Ministry of Education, Malaysia.

Dr. Amirudin Abdul Wahab,
CEO of CyberSecurity Malaysia

Survey Findings

About this survey

Survey conducted with primary and secondary students before and after attending the CyberSAFE in Schools workshop from 26 April to 12 October 2013 . This report contains only the findings from a student sample size of 9,651.

Statistical significant tests were conducted at 95% confidence level. Differences were compared between the total sample and the various demographic sub-groups.

① Computers in homes

Two thirds of the students have computers with internet access at home

Higher percentage of students from Negeri Sembilan and Penang have computers with internet access at home. The same trend is found among students from Chinese and Indian communities.

On the other hand, those in Kelantan, Sabah, Terengganu are more likely to not have computers or access to the internet at home.

12%
No computer

20%
Have computer but
no internet access

68%
Have computer with
internet access

HIGHER AMONG:

Kelantan 30%, Sabah 17%,
Terengganu 18%

(age <13 years) 17%

Other races 19%

HIGHER AMONG:

Negeri Sembilan 74%,
Penang 78%,

Chinese 82%, Indian 75%

HIGHER AMONG:

Kelantan 29%, Sabah 30%

Other races 29%

(2) First experience on the internet with...

More than half of the students had their first experience of using the internet with their family members or relatives

HIGHER AMONG

	HIGHER AMONG
32% Siblings / relatives	Pahang 42%
26% Parents	Negeri Sembilan 32%, Penang 30%, Labuan 35% Younger (age<13) 32% Chinese 31%, Indian 37%
17% Friends	Sabah 22% Age 16-18 years: 21%, Older (age >18) 27% Other races 24%
16% Alone	Chinese 22%
9% Teachers	Older (age >18) 14%

Significantly higher percentage of parents from Negeri Sembilan, Penang and Labuan introduced their children to the internet. The same trend is found among students from Chinese and Indian communities.

On the other hand, influence from friends is significantly higher in Sabah. The same trend is found among older age group students and students of other races.

Students from the Chinese community also more likely than other races to have had experienced the internet for the first time alone. Older students are more likely than younger students to have their first experience in schools under the supervision of their teachers.

3%
22- 28 hours

4%
15 - 22 hours

30%
Less than 4 hours

Kelantan 48%
Negeri Sembilan 38%
Selangor 38%
(age <13 years) 44%
Indian   40%

11%
8 -15 hours

14%
No particular hours

17%
4 - 8 hours

16%
28 hours and above

Sabah   33%
Selangor   25%
Other races 23%

(3) Hours spent on the internet per week

Almost half of the students spent 8 hours or less in the internet. Having said that, some 16% of students spend 28 hours or more online.

Students who spend relatively less time on the internet are those from Kelantan and Negeri Sembilan; The same trend is found among younger age group students and students from the Indian community. Students in Sabah spend the highest amount of time online.

Students in Selangor has more diverse usage patterns with some spending less time (38%) while others spend more time (25%) on the internet.

4 Places where students access the internet

There are multiple locations where students access the internet but home is the main location for a majority of them.

This trend is prevalent among students from Penang and students from the Chinese community.

   School is a more common place of access for students from Kelantan and Sabah. The same trend is found among younger age group students and students of other races. More students from Kelantan and Kuala Lumpur access the internet at internet centres.

- **All Places** (yellow)
- **Most Often** (blue)

Kelantan 22%, Sabah 11%
Younger (age <13 years) 11%
Other races 10%

7% / **27%** School

5% / **27%** Free WiFi hotspots

7% / **19%** Internet centre

75% / **80%** Home — Penang 83%, Chinese 86%

2% / **17%** Friends house — Kelantan 14%, Kuala Lumpur 13%

3% / **14%** Someone else's house

2% / **7%** Others

(5) Devices used to connect to the internet

Most students use multiple devices to connect to the internet, with desktops being the most common device used.

More students from Kelantan followed by Negeri Sembilan and Labuan use desktops to connect to the internet. This trend is prevalent among younger age group students.

Older age group students more commonly use notebooks, smartphones and mobile phones.
Use of smartphones are highest among the students from the Chinese community.

Desktop

Notebook

Smartphone

Tablet

Mobile phone

60%   34%   29%   25%   23%

Kelantan 82%,
Negeri Sembilan72%
Labuan 68%
Younger (age <13 years) 67%

Johor 38%, Pahang 38%,
Perak 45%, Penang 39%,
Sarawak 39%
Older (age 16-18 years) 41%
Older (age >18 years) 53%
Chinese 42%

Johor 35%,
Penang 34%,
Sarawak 34%
Older (age 16-18 years) 38%,
Older (age >18 years) 34%
Chinese 44%

Negeri Sembilan 31%,
Penang 29%,
Selangor 30%,
Labuan 34%

Sarawak 32%,
Older (age 16-18 years) 29%,
Older (age >18 years) 28%,
Other races 29%

(6) Online activities

Social networking sites like Facebook is the main online activity for students. Other popular online activities are playing online games, downloading music and videos.

Use of social networks are higher in Johor, Penang, Sarawak and Kuala Lumpur. The same trend is found among older age group students and students from the Chinese community.

Johor 74%, Penang 72%,
Sarawak 74%,
Kuala Lumpur 73%
Older (age 16-18 years) 78%,
Older (age >18 years) 79%,
Chinese 74%

Johor 63%,
Sarawak 60%
Older (age 16-18 years) 65%,
Older (age >18 years) 71%,
Chinese 60%,
Other races 59%

Penang 49%,
Sarawak 51%
Chinese 51%

68% Facebook, Bebo, etc

54% Surfing websites

51% Playing online games

44% Researching for school work

42% Downloading music, TV shows or movies

30% Watching programs, movies, YouTube, etc

28% Uploading photos or videos

24% E-mailing

21% Sending instant messages

20% Meeting new friends

19% Talking in chat rooms

7 How safe do you feel when you are on the internet?

Before attending the workshop, half of the students surveyed felt unsafe using the internet.

After the workshop, the level of awareness and confidence of using the internet has increased.

Before:
- 17%
- 37%
- 30%
- 3%
- 14%

After:
- 40%
- 34%
- 15%
- 6%
- 4%

Completely safe   Somewhat safe   Not very safe   Not safe at all   Don't know

⑧ Attitude towards internet safety

Most students are aware of the importance of internet safety but many don't really know how to protect themselves.

Most students felt that they have learnt from the workshop. 8 in 10 students are now able to protect themselves better.

IMPORTANCE OF LEARNING ABOUT INTERNET SAFETY

VERY IMPORTANT		SOMEWHAT IMPORTANT	DON'T KNOW
59%	29%	6%	4% 3%

IMPORTANT

NOT IMPORTANT

DO YOU KNOW HOW TO PROTECT YOURSELF

YES, DEFINITELY		NO, NOT REALLY		DON'T KNOW
26%	36%	20%	5%	13%

YES, TO SOME EXTENT

HARDLY OR NOT AT ALL

AFTER CyberSAFE in Schools ABILITY TO PROTECT YOURSELF

MUCH IMPROVED, LEARNT A LOT		ABOUT THE SAME, I KNEW ABOUT MOST OF IT	CANNOT SAY
48	36%	8%	2 5%

SLIGHTLY IMPROVED, LEARNT SOME THINGS

UNCHANGED, I KNEW ALL OF IT

⑨ Actions to protect themselves

After attending the workshop, more students said they will take safety measures to protect themselves. Common actions taken include applying privacy settings, not sharing personal information and logging out after using public computers.

BEFORE		AFTER
59%	**LOG OUT** after using public computer	60%
53%	**NOT SHARE** too much about myself	65%
53%	**SET** privacy settings	69%
52%	**NOT REVEAL** personal info	65%
46%	**USE** strong passwords	59%
43%	**NOT ADD** strangers as friends	55%
38%	**NOT OPEN** email from strangers	56%
36%	**SCAN ALL** downloaded files	52%
30%	**PRACTICE** good internet etiquette	45%
15%	**ONLY USE PUBLIC COMPUTERS** for general surfing	27%
- %	**LOG OUT** from my account after use	63%
- %	**LIMIT TO GENERAL SURFING** on public internet	35%
6%	**NOTHING**	3%

BEFORE   **AFTER**

CyberSAFE
in Schools

10 Shared password with anyone?

50% STUDENTS SAY NO

STUDENTS SAY NO TO SHARING PASSWORD WITH ANYONE
Most students from Penang (56%) have never shared their passwords. On the other hand, students in Terengganu (39%) and Labuan (40%) have the tendency to share their passwords.

MOST OF THOSE WHO SHARE THEIR PASSWORDS SHARE THEM WITH THEIR PARENTS, CLOSE FRIENDS OR FAMILY MEMBERS.
Younger age group students (age <13: 36%) have higher tendency of sharing their passwords with their parents.

25% SHARES WITH PARENTS

16% SHARES WITH FAMILY MEMBERS

21% SHARES WITH CLOSE FRIENDS

3% SHARES WITH OTHER PEOPLE

3% SHARES WITH TEACHERS

(11)   # Different passwords for different accounts?

One third of students use one password for all their accounts.

This trend is prevalent among younger age group
students and students from the Malay community.

32%

1 Password for All
Higher among: Younger (age <13 years) 39%
Malay 34%

33%

2-3 Passwords that I usually use
Higher among: Older (age 16-18) 37%
Chinese 38%

12%

**Some accounts have unique passwords,
others have common password**

18%

Different for all accounts

6%

Don't have any online accounts
Higher among: Kelantan, Younger (age <13 years) 13%

(12) # Frequency of changing password

Most students do not have the habit of changing passwords on a regular basis.

Students from Pahang and Perak typically use the same password. Most students from Sabah and Labuan only change their password when forgotten.

PASSWORD CHANGE

7% **Don't have any online accounts that require password**
Higher among Kelantan 25%
Younger (age<13) 14%

32% **Change only when forgotten the password**
Higher among Sabah 36%, Labuan 36%
Older (age>18 years) 41%

33% **Always been the same password**
Higher among Pahang 39%, Perak 38%

13% **Change every year**

15% **Change every few months**
Higher among Kuala Lumpur 21%, Penang 20%
Indian 25%, Chinese 18%

52

% of students have passwords of at least 8 characters long

****

18

% of students have passwords with mix uppercase and lowercase

D***C*b*rS*f*

31

% of students have passwords that include numbers

****1234

10

% of students have passwords that include symbols

******!@

PASSWORD SECURITY
HOW STRONG THEIR PASSWORDS ARE

19

% of students have passwords with only alphabets, numbers or symbols.

abcdefgh

14

% of students have passwords that depend on the online account requirement

6

% of students don't have any online accounts that require password

13 # Strength of password

Only half the students have passwords that are at least 8 characters long. 3 in 10 students use passwords that include numbers.
Most students don't use a combination of uppercase, lowercase and symbols.

The students from Johor, Penang, Kuala Lumpur and Selangor tend to have stronger passwords. This trend is prevalent among older age group students and students from the Chinese community.

Students with the most vulnerable passwords are mostly from Sabah and Labuan.

(14) Will I change my password?

33%	**38%**	**24%**	**5%**
Make No Changes	Consider Changing Some of my Current Password	Make Sure I Have Different Passwords for All Accounts	Don't Have any Online Account
Higher among Labuan 44% Sabah 36%	Higher among Older (age 16-18) 42%, Older (age >18) 43%	Higher among Perak 35% Older (age >18) 30% Indian 33%	

1 in 3 students say they will not make changes to their passwords.
More awareness on password security is needed.

(15) # Safety of current privacy setting on social network account

Before attending the workshop, two-thirds of students felt that their privacy settings were safe.

After the workshop, more students now feel that they have a safer privacy setting.

DON'T KNOW
ABOUT PRIVACY SETTING

NOT
SURE

AFTER

3%

50%

BEFORE

2

4%

36%

10%

7%

23%

YES,
COMPLETELY SAFE

CyberSAFE
in Schools

7%

29%

28%

NO

DON'T HAVE
SOCIAL NETWORK
ACCOUNT

YES,
TO SOME EXTENT

(16) Is my device secure?

Before attending the workshop, more than half of the students felt that their devices were secure.

After the workshop, most students feel confident that their devices are secure.

| 24% | YES, COMPLETELY SAFE | 37% |

Cyber**SAFE**
in Schools

| 33% | YES, TO SOME EXTENT | 35% |

BEFORE ◄

IS MY DEVICE SECURE?

| 8% | NO |

► **AFTER**

| NO | 11% |

| 30% | NOT SURE | 13% |

2% DON'T KNOW WHAT SECURE MEANS
3% DON'T USE ANY DEVICES

| DON'T USE ANY DEVICES | 3% |

(17) Switch off Bluetooth or WiFi when not in use?

53% ➤ 59%
YES, ALL THE TIME

Before attending the workshop, about half of the students switch off their Bluetooth or WiFi signal when not in use all the time.

After the workshop, 6% of students who occasionally switch off their Bluetooth or WiFi signal said they will now turn them off when not in use.

25% ➤ 19%
YES, SOMETIMES

Before attending the workshop, a quarter of them occasionally switch off their Bluetooth or WiFi signal.

After the workshop, those who don't switch off their Bluetooth or WiFi signal have said they will continue to keep them on.

9% ➤ 9%
NO, NOT REALLY

6% ➤ 5%
NO, NEVER

6% ➤ 7%
I DON'T KNOW

(18) Concerns about using the internet

**The main concern is spending too much time on the internet.
Other concerns for concern include worries on anonymity, invasion of
privacy and risk of becoming addicted to the internet.**

Younger age group students are more concerns about
not knowing who is on the other end while older age
group students are more concerned about invasion of
privacy.

23% Work not done because spending too much time on the internet

Higher among
Perak 28%

18% Anonymity, not knowing who is on the other end

Higher among
Kelantan 30%, Negeri Sembilan 24%
Selangor 26%, Younger (age <13) 26%

17% Invasion of Privacy

Higher among
Sabah 22%, Labuan 22%
Older (age >18) 26%

16% Becoming addicted/ hooked

Higher among
Kelantan 14%, Younger (age <13) 10%
Lower among Older (age >18) 26%

8% Bullying

4% Not living in the "real" world

3% Others not listed here

3% Not interacting face-to-face

8% Have no worries or concern
Higher among
Penang 14%, Chinese 13%, Indian 15%

(19) Parental control

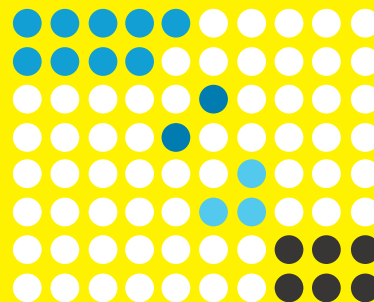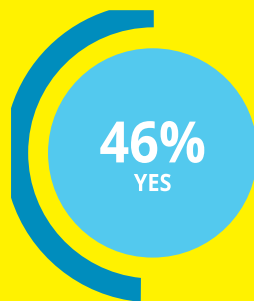## Computer located in common area?

Slightly less than half of the students have computers that are located in a common area.
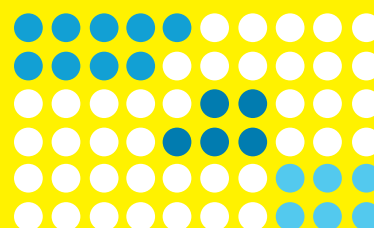
46%
YES

46% Yes

11% Not sure

16% Can be moved around

27% No

Computer has parental controls?

Less than half of them have computers with parental control.

44%
YES

44% Yes

23% Don't know

33% No

(20) Parental supervision

Parents who impose rules for using the internet

Two thirds of the students have parents who impose rules for using the internet. Significantly higher number of parents in Sabah and Selangor have rules for using the internet. This is also prevalent among parents of younger age students and among the Indian community.

19%
YES, A LOT

19% Yes, a lot
Higher among Sabah 25%, Selangor 28%
Younger (age <13) 28%, Indian 29%

46% Yes, little bit

20% Not really

15% Not at all
Higher among Kelantan 31%,
Older (age >18) 22%, Chinese 21%

Parents engage students in talks on internet safety

Four in ten students have parents who talked to them many times about internet safety.

38%
YES, MANY TIMES

38% Yes, many times

22% Yes, only once

**20% Not sure
/Don't remember**

21% Never

There is no significant difference between all the states, age groups and races

(21) Types of rules imposed by parents

Less than half of the students surveyed could recall specific rules imposed on them when using the internet. Topping the list are time spent on the internet, and personal and general safety.

% TYPES OF RULES IMPOSED BY PARENTS

%	Rule
46	Limit amount of time on internet
42	Careful of what to say or post
39	Only after finishing homework
38	Keep password confidential
36	Don't share too much daily life/activities
34	Can only use at particular time
34	Don't chat with strangers
33	Don't share personal info
32	Must get parent's permission first
32	Behave and be polite
27	Tell parents about anything that bothers them
26	Don't download or open unfamiliar files
25	Only for school work/educational purposes
23	Don't register/beware when registering on websites
18	Only allowed on selected websites
11	Only when parents are around
13	No rules

(22) # What is cyber bullying?

Two thirds of the students have heard of it.

More students in Sabah have heard of it compared to students from the other states. Older age group students are also more aware about cyber bullying.

13% admitted that they are current victims of cyber bullying while 18% are unsure.

CyberSAFE
in Schools

BEFORE

AFTER

64%

HAVE HEARD ABOUT CYBER BULLYING

Higher among
Sabah 69%
Older (age 16-18) 70%
Older (age >18) 69%
Other races 69%

13%

ARE CURRENTLY BEING BULLIED ONLINE

Higher among
Kelantan 21%
Perak 31%
Terengganu 19%
Malays 15%

18%

ARE NOT SURE IF THEY ARE BEING BULLIED ONLINE

Higher among
Johor 22%
Labuan 25%
Older (age >18) 23%

36%

HAVE NOT HEARD ABOUT CYBER BULLYING

Higher among
Kelantan 58%
Younger (age <13) 47%
Chinese 45%
Indian 43%

69%

ARE NOT CURRENTLY BEING BULLIED ONLINE

Higher among
Penang 75%
Sarawak 73%
Indian 79%

(23) Types of cyber bullying

Before the workshop, awareness on specific actions that constitute as cyber bullying was poor.

After the workshop, awareness has increased significantly.

Older age group students are generally more aware of cyber bullying compared to younger age group students.

%		%
50	Bullies another person on the internet	64
53	Threatens another on the internet	67
38	Sends a mean SMS or picture to another person	56
33	Pretends to be another person online	48
27	Looks at another person's SMS or information without permission	43
36	When someone hacks into another person's online account	54
22	Posts mean/nasty or untruthful things about others	50
8	Doing something online as a joke but is not funny to the intended person	33
16	Cyber bullying is just a big fancy word and not a big deal as it only happens online and not in the real world	15
3	None of the above	3
19	I don't know	8

(24) Ever been bullied online?

ONE QUARTER (26%) of the students surveyed have been bullied online.

Relatively higher among those from Perak (17%).

11% Bullied Once
12% Bullied Few Times
3% Bullied Many Times

EVER BEEN BULLIED ONLINE?

HALF (52%)
of the students surveyed
have never been bullied online.

QUARTER (24%)
of the students surveyed
are not sure or do not know
if they have been bullied
online.

14% Not Sure
8% Don't Know

58% Negeri Sembilan
59% Sabah
55% Sarawak
61% Selangor
56% Younger (age <13)
63% Indian

(25) # Personal experience of being bullied online

20% of the students has been called names or teased in a hurtful manner at least once a week.
Other common forms of cyber bullying include being rude or sending nasty messages, and being left out or ignored
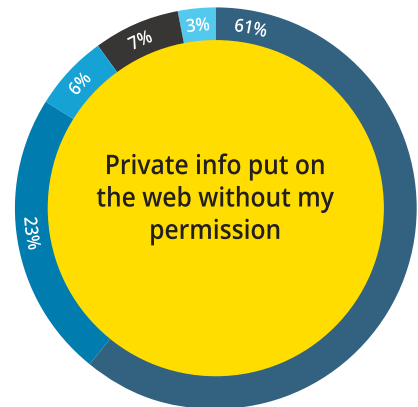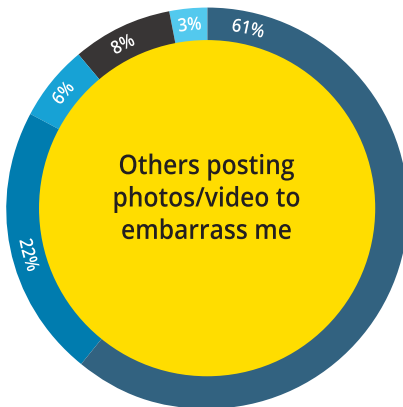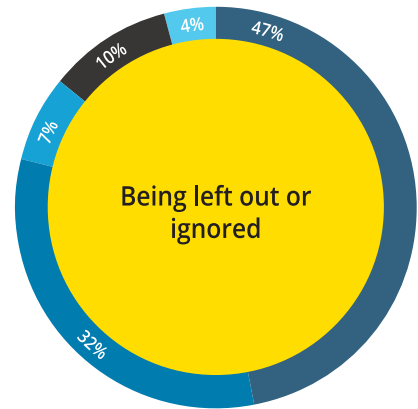
Some common forms of cyber bullying

Being called mean names or teased in a hurtful manner
- 38%
- 7%
- 13%
- 7%
- 35%

Rude or nasty messages sent to me
- 44%
- 4%
- 11%
- 6%
- 34%

Being left out or ignored
- 47%
- 4%
- 10%
- 7%
- 32%

Others posting photos/video to embarrass me
- 61%
- 3%
- 8%
- 6%
- 22%

Private info put on the web without my permission
- 61%
- 3%
- 7%
- 6%
- 23%

Being threatened or forced to do things
- 68%
- 3%
- 7%
- 5%
- 18%

Lies and rumours spread about me
- 51%
- 4%
- 8%
- 8%
- 30%

Someone hacks (or enters without permission) into my online accounts
- 59%
- 3%
- 6%
- 5%
- 27%

Legend:
- Never
- Rarely/ Only once
- 2x/mth to once every 3 mths
- Once or few times a week
- Daily/ Almost daily

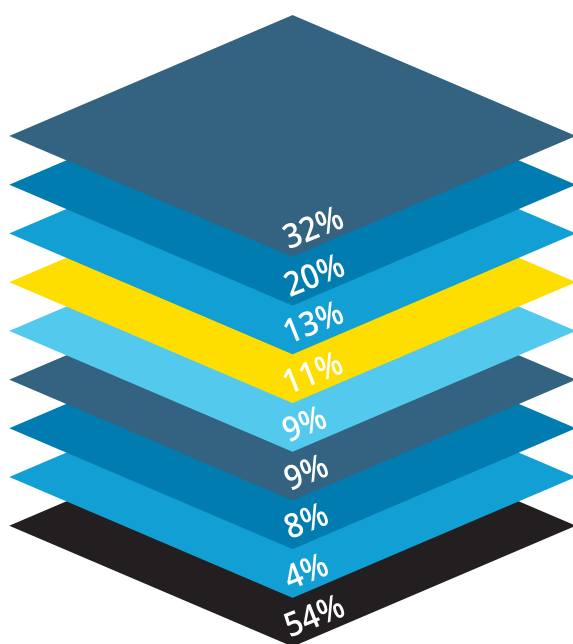(26) Common channels for online bullying

Cyber bullying using Facebook and blogs are the most common followed by SMS.

This trend is relatively higher among students in Johor, Kelantan, and Perak. Cyber bullying among students from the Malay community take place mostly on Facebook while older age group students are reported to use SMS for this purpose.

Facebook, Blog, Etc.
Higher among
Johor 38%
Kelantan 62%
Perak 42%
Malay 35%

SMS **Higher among** Johor 28%, Perak 31%, Older (age >16) 25%

Phone Calls **Higher among** Johor 18%, Kelantan 25%

Online Accounts Being Hacked

Instant Messaging

Email

Videos, YouTube

Others **Higher among** Sabah 59%, Sarawak 63%, Indian 64%, Other races 61%

Never Been Cyberbullied

32%
20%
13%
11%
9%
9%
8%
4%
54%

27 Do you know anyone being bullied online?

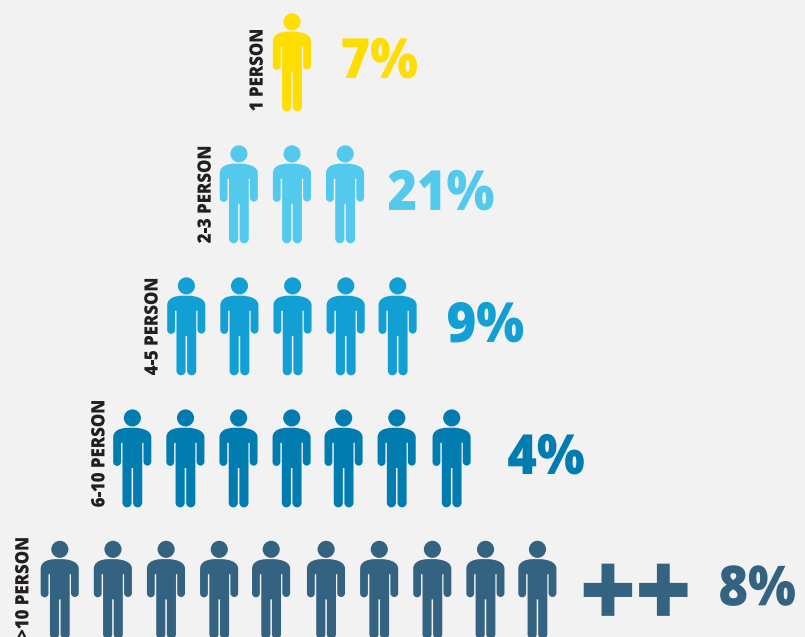**Half of the students knew at least one person being bullied online.**

This trend is relatively higher among students in Johor and Perak. The results also shows a tendency for online bullying amongst older age group students.

28%
Don't Know of Anyone
Being Bullied Online Before

24%
Don't Know/ Heard of
Anyone Being Bullied Online Before

1 PERSON 7%

2-3 PERSON 21%

4-5 PERSON 9%

6-10 PERSON 4%

>10 PERSON 8%

28 Frequency of cyber bullying in schools

19%
Hardly Happens

Higher among
Negeri Sembilan 24%,
Selangor 27%,
Terengganu 28%
Younger (age <13) 23%

Almost half of the students said it happens sometimes or all the time.

This trend is higher among students from Johor and Perak. The results also show a tendency for higher number of incidences among older age group students.

13%
Happens All The Time

10%
It Never Happens

33%
Happens Sometimes

Higher among
Johor 40%, Perak 41%
Older (age 16 & above) 38%

24%
Don't Know

Higher among
Kelantan 37%, Sarawak 34%
Older (age >18) 29%
Chinese 32%

29 Who will students turn to when bullied online?

6% said they would keep quiet about it.

More students in Kuala Lumpur (9%), and students from the Chinese community (10%) admitted to this.

TWO THIRDS say they will report it to their parents. Students will also likely turn to their siblings and friends if bullied online.

WHO WILL I TELL WHEN BULLIED ONLINE?

SSHH
TELL NO ONE 6%

PARENTS 65%

SIBLINGS 46%

FRIENDS 45%

RELATIVE/ OTHER FAMILY MEMBER 30%

ICT/ COMPUTER TEACHER 16%

TEACHERS 13%

REPORT TO GOVT ORGANISATION 7%

SCHOOL COUNSELOR 6%

SOMEONE ELSE 5%

PUBLIC HOTLINE NUMBER 3%

(30) Awareness of Childline

Four in ten students are aware of Childline 15999 for help when bullied online.

Most students in Pahang, Perak, Sabah and Terengganu are aware of Childline 15999. This trend is also more prevalently among students from the Malay community.
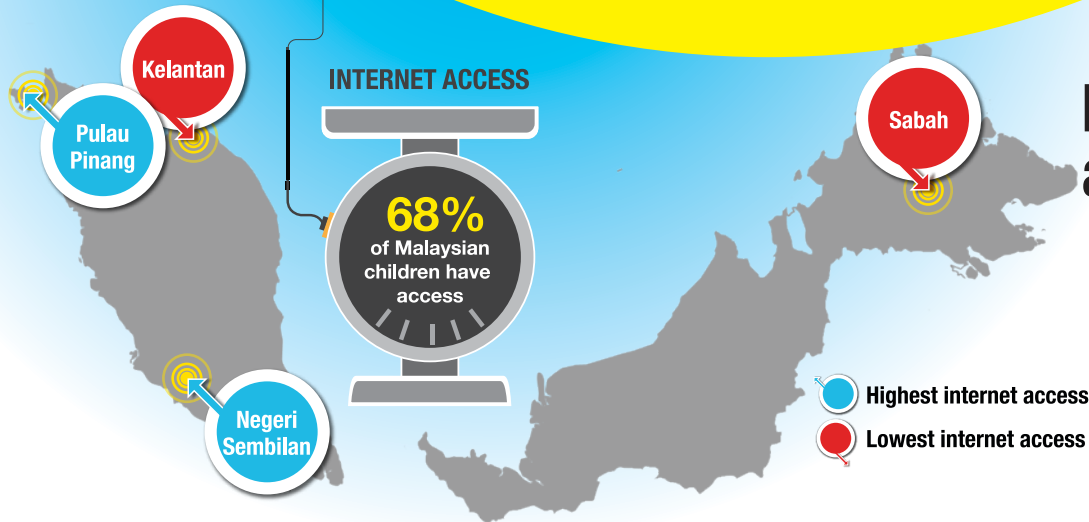
Students in Johor, Kuala Lumpur and Labuan are least aware of the existence of Childline 15999.

42%
YES

Higher among:
Pahang 48%, Perak 53%,
Sabah 48%, Terengganu 50%
Malay 48%, Other races 46%

58%
NO

Higher among:
Johor 63%, Kuala Lumpur 64%,
Labuan 71%
Chinese 77%

CyberSAFE in Schools
Safer Internet For All

INTERNET ACCESS

68% of Malaysian children have access

Kelantan

Pulau Pinang

Sabah

Negeri Sembilan

- 🔵 Highest internet access
- 🔴 Lowest internet access

How connected are our children?

Hours spent on the internet

KELANTAN, SELANGOR	ALL OTHER STATES	SABAH, SELANGOR
<8 hours		>28 hours

INTERNET EXPERIENCE

MORE THAN HALF THE CHILDREN HAD THEIR FIRST EXPERIENCE OF USING INTERNET WITH THEIR FAMILY MEMBERS OR RELATIVES

How safe are our children?

49% know of a friend who has been bullied online
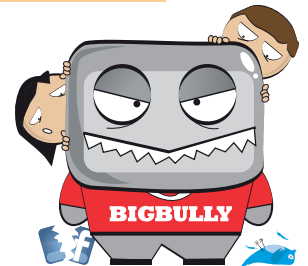
27% of children have been bullied online

13% are still being bullied online today

6% of children keep quiet when bullied

BIGBULLY

Are we keeping our children safe?

TOP 3 people to turn to for help when bullied online

1. Parents
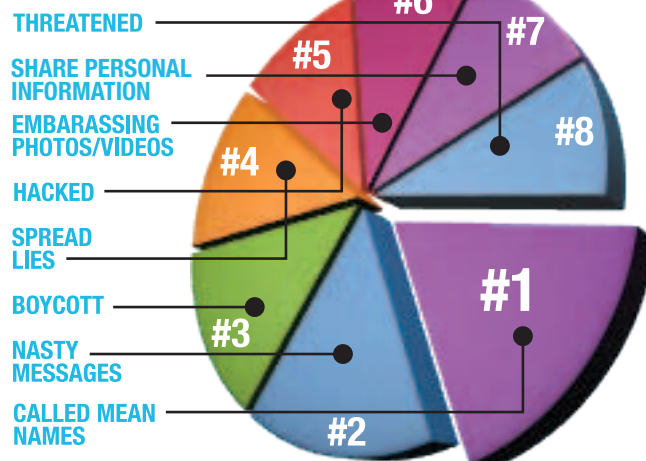2. Siblings
3. Friends

4/10 parents never talked to their children on the need to protect themselves online

88% of the children says its important to learn about internet safety

But **38%** don't know how to protect themselves online

Parents who impose rules on internet usage

PERAK, KELANTAN	ALL OTHER STATES	SABAH, SELANGOR
LOWEST		HIGHEST

Most common types of online bullying

- THREATENED
- SHARE PERSONAL INFORMATION
- EMBARASSING PHOTOS/VIDEOS
- HACKED
- SPREAD LIES
- BOYCOTT
- NASTY MESSAGES
- CALLED MEAN NAMES

#1 #2 #3 #4 #5 #6 #7 #8

32% **Passwords** Uses the same password for all their accounts making them an easy target for abuse

1/3 children said they won't make changes even though they are aware that their password is weak

National survey based on questions asked to children before and after the CyberSAFE in Schools Programme (2013) conducted in 459 primary and secondary schools. Statistical significant tests were conducted at 95% confidence level with a base of n=9651

KEMENTERIAN PENDIDIKAN MALAYSIA

CyberSecurity MALAYSIA — An agency under MOSTI

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