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

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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.

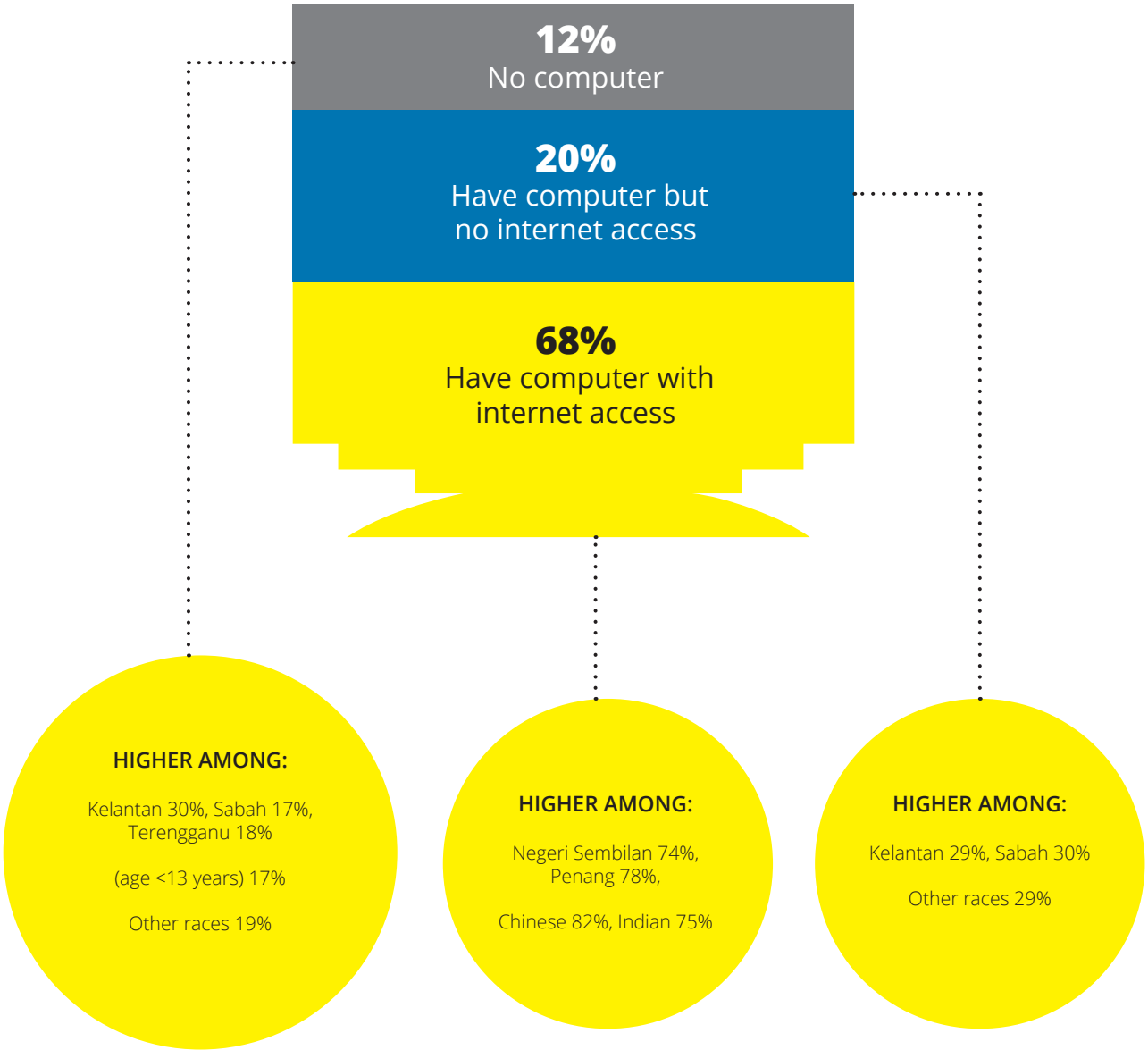
1

Computers in homes

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

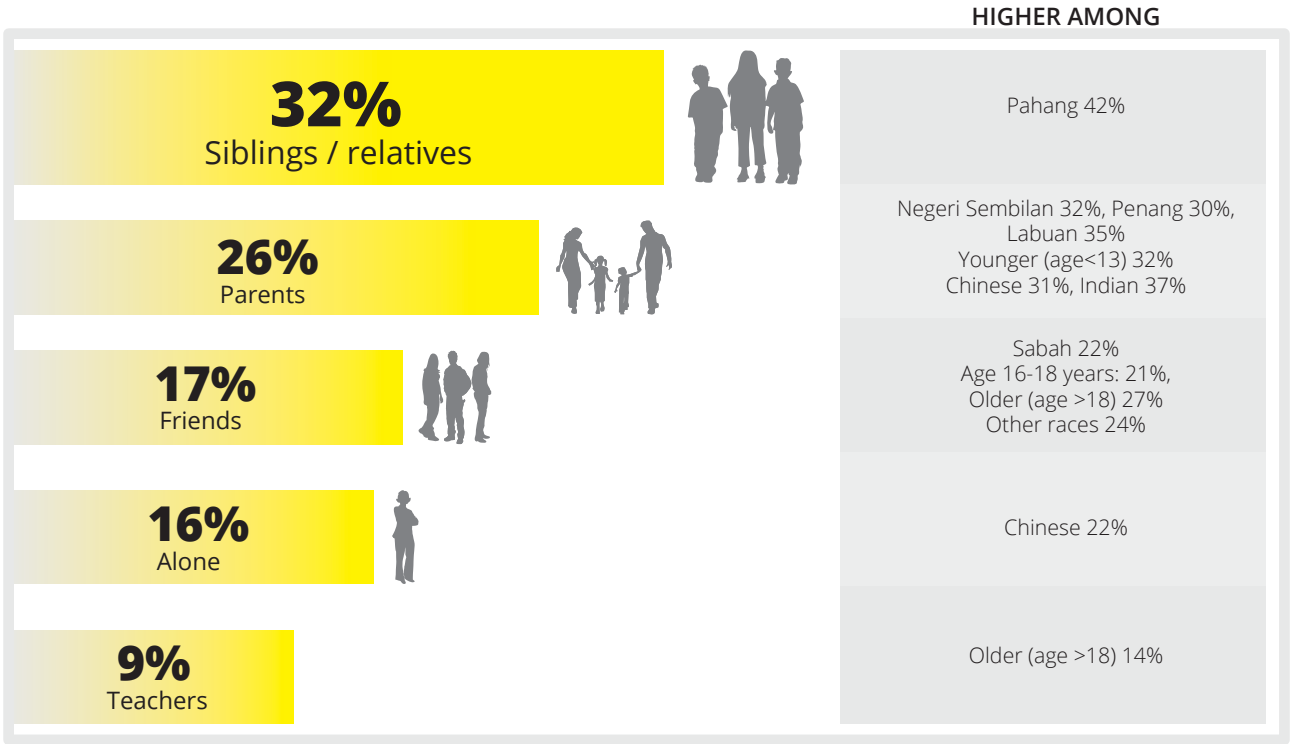
Higher percentage of students from Negeri Sembilan and Penang have computers with internet access at home. The same trend is found among students from Chinese and Indian communities.

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



2 First experience on the internet with...

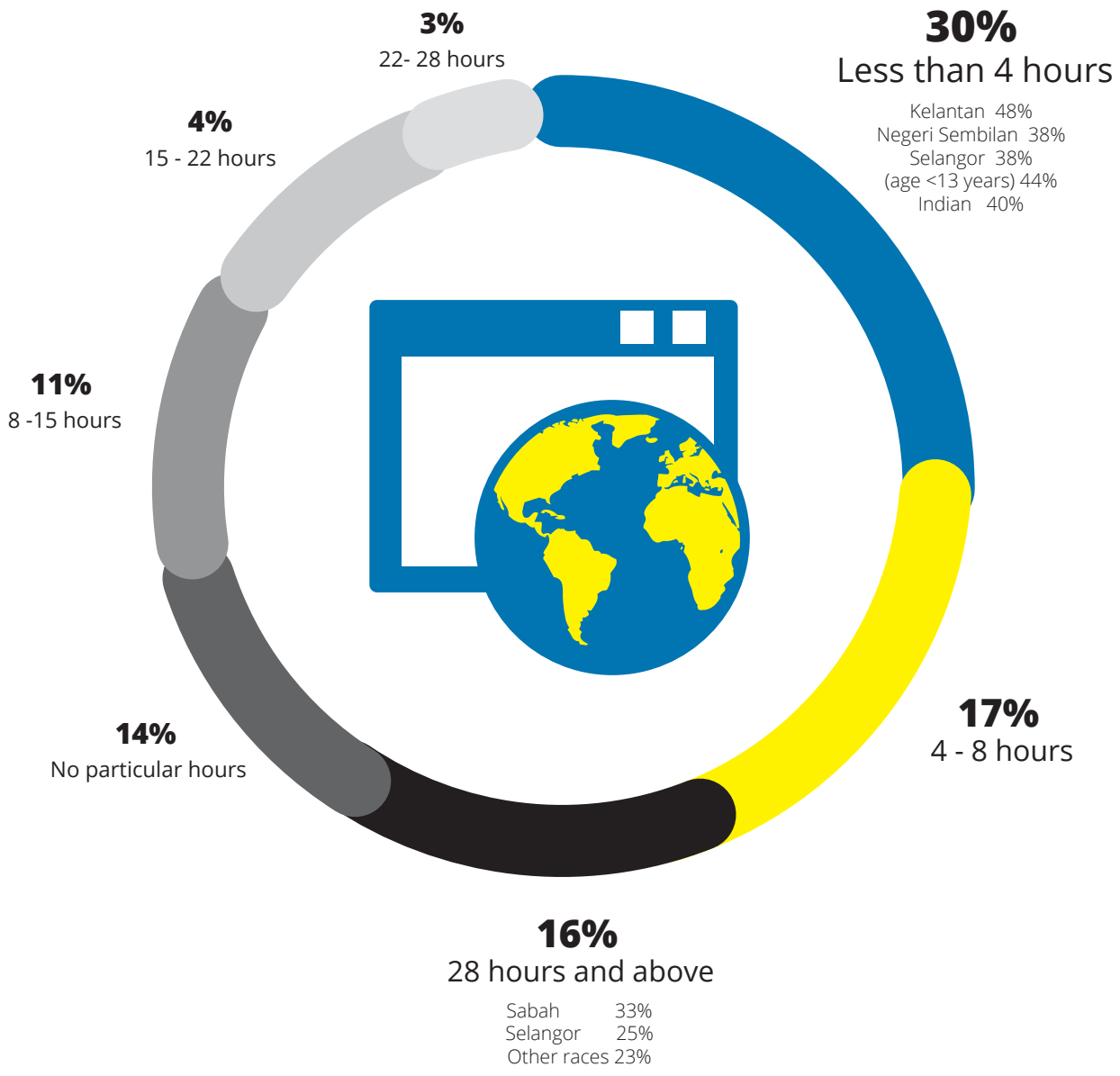
More than half of the students had their first experience of using the internet with their family members or relatives



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

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.

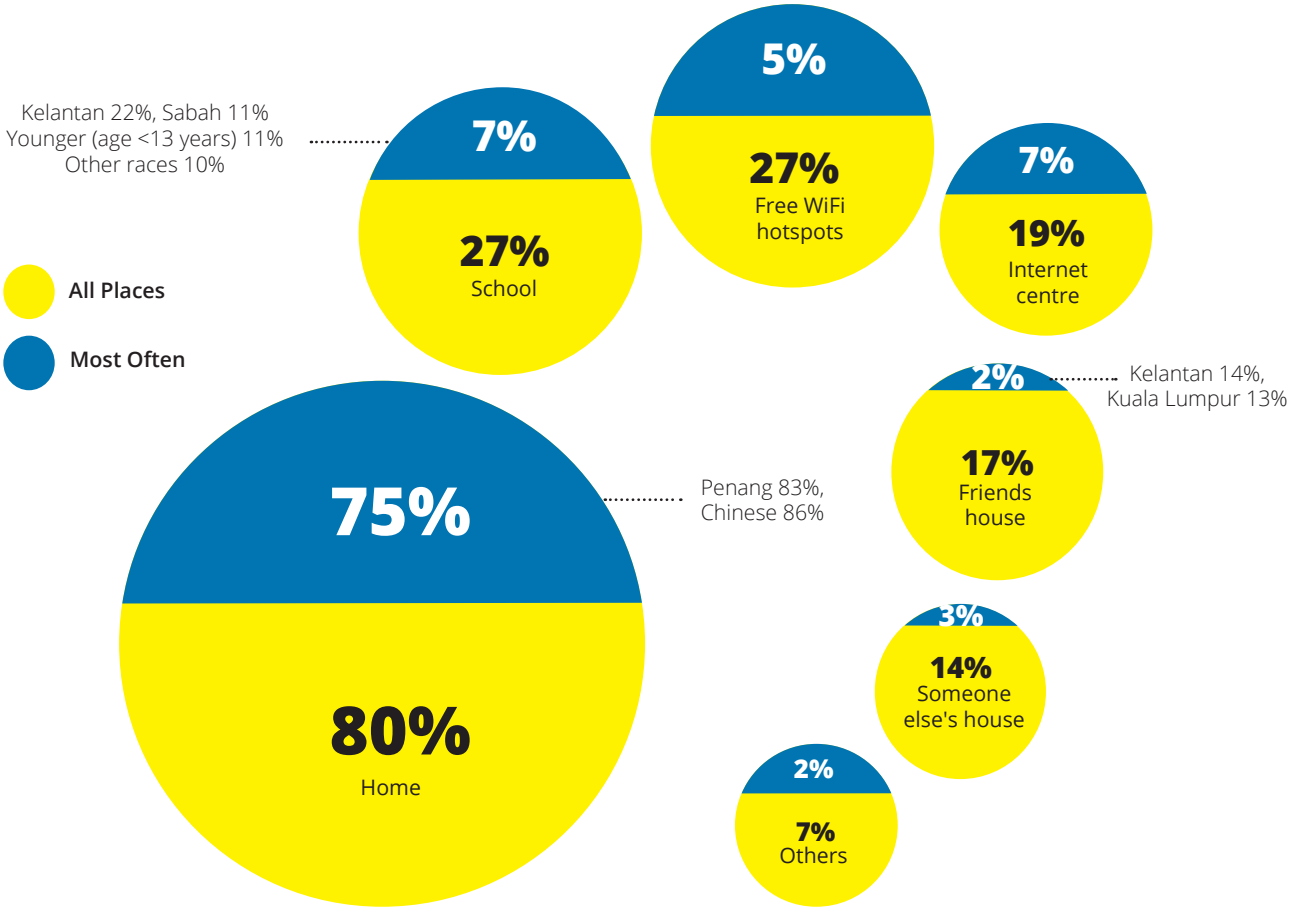
Students in Selangor has more diverse usage patterns with some spending less time (38%) while others spend more time (25%) on the internet.

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.



5 Devices used to connect to the internet

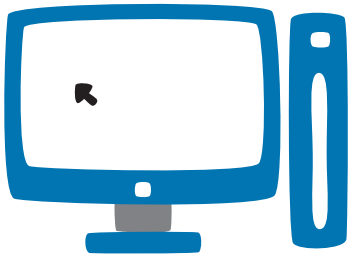
Most students use multiple devices to connect to the internet, with desktops being the most common device used.

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



60%

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

Notebook

34%

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

Smartphone

29%

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

Tablet

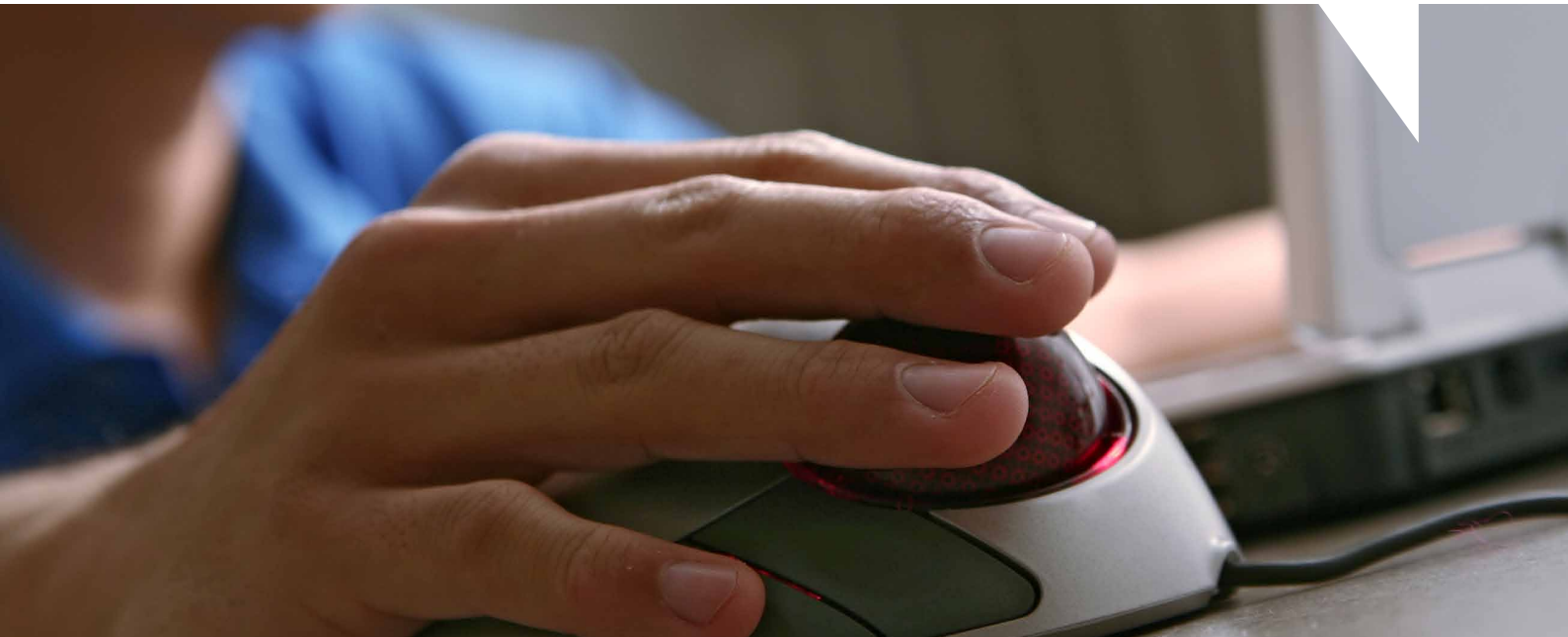
25%

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

Mobile phone

23%

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

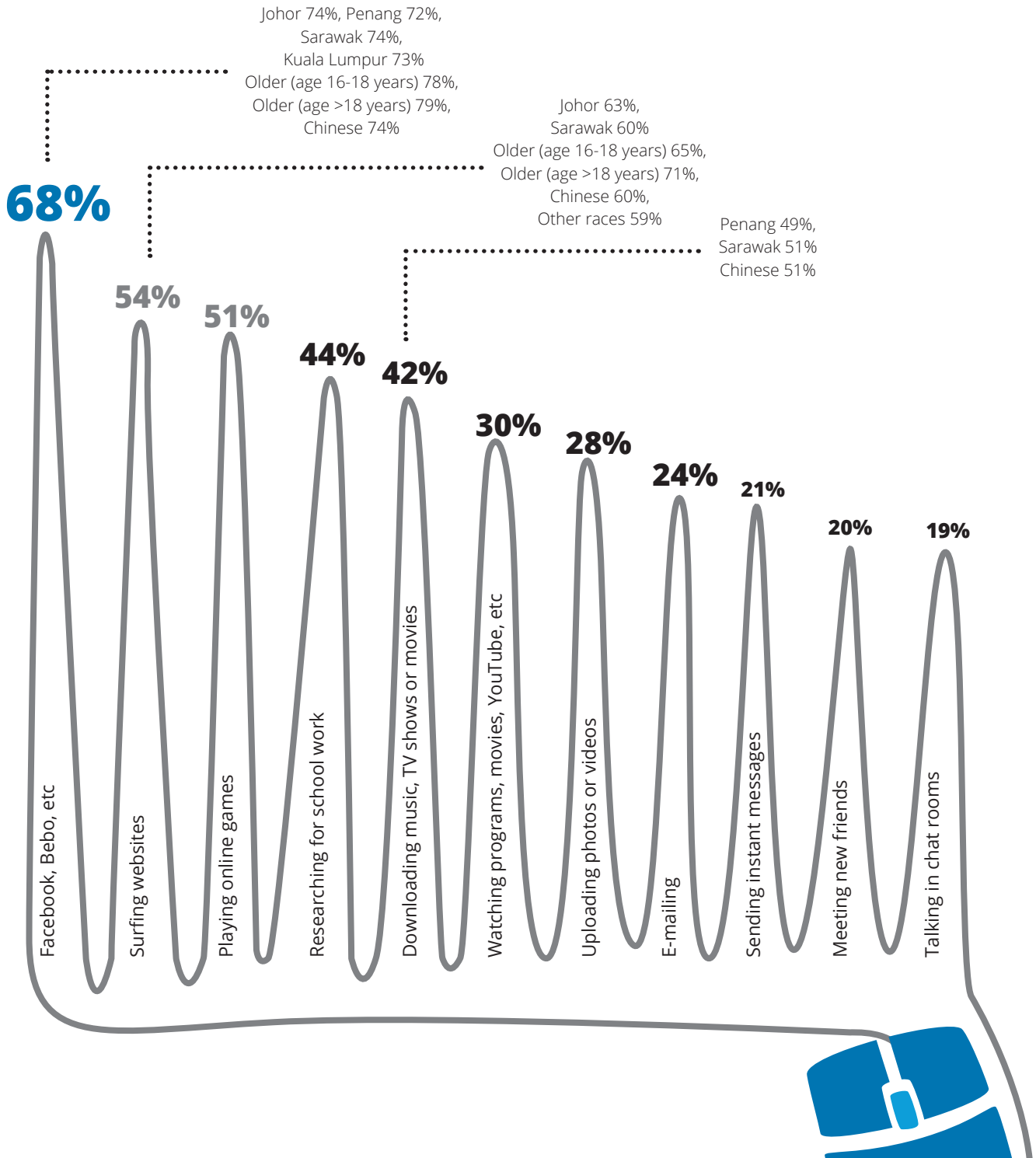


6

Online activities

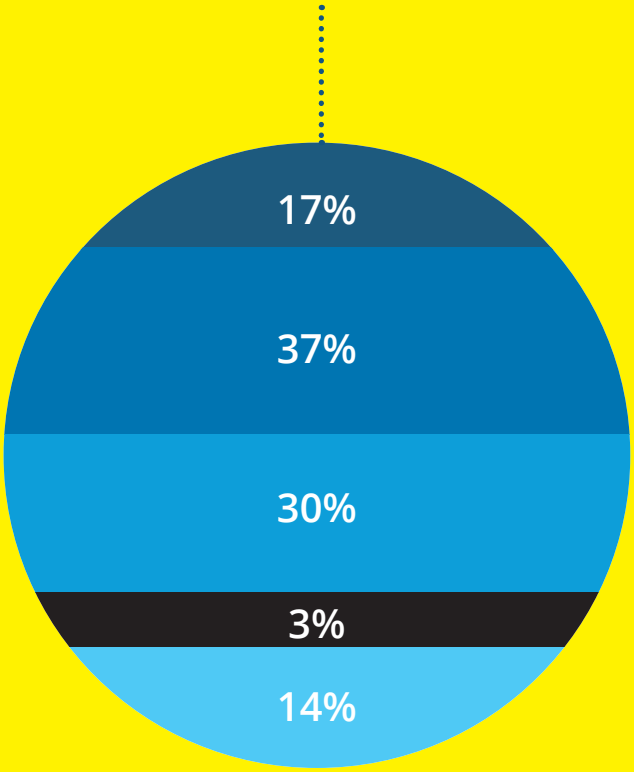
Social networking sites like Facebook is the main online activity for students. Other popular online activities are playing online games, downloading music and videos.

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.

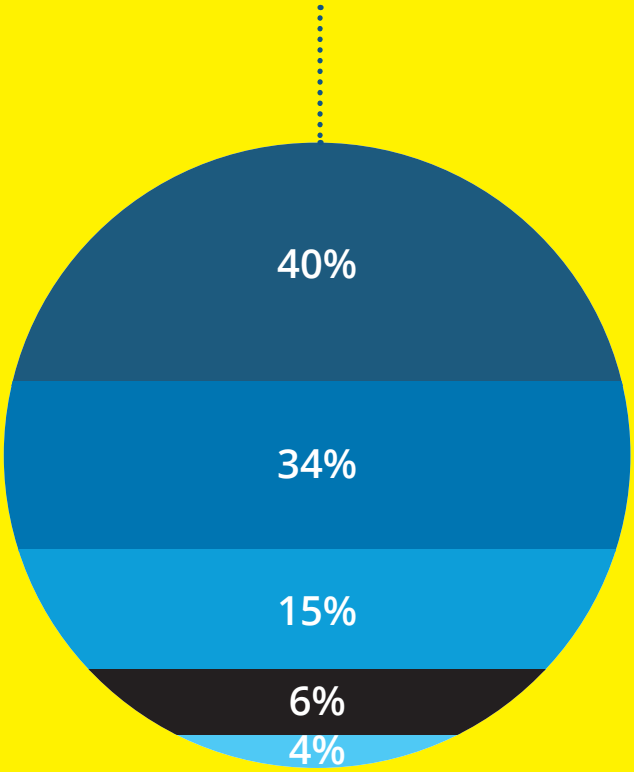


7 How safe do you feel when you are on the internet?

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.



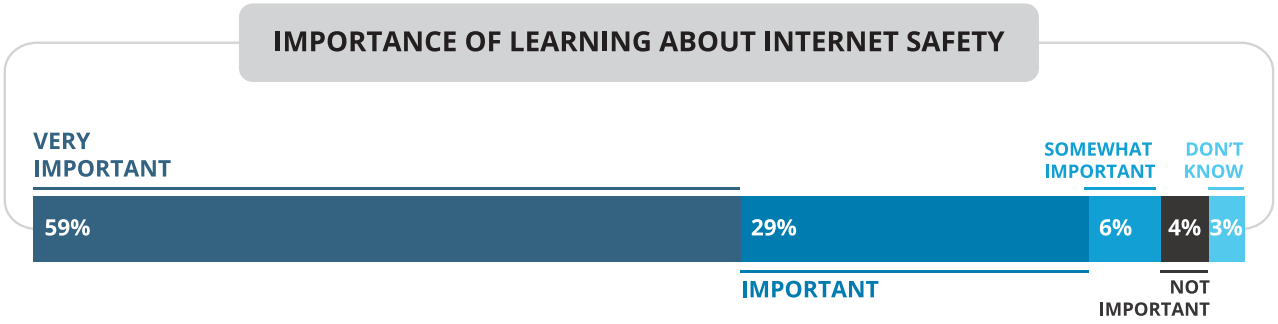
Completely safe | Somewhat safe | Not very safe | Not safe at all | Don't know

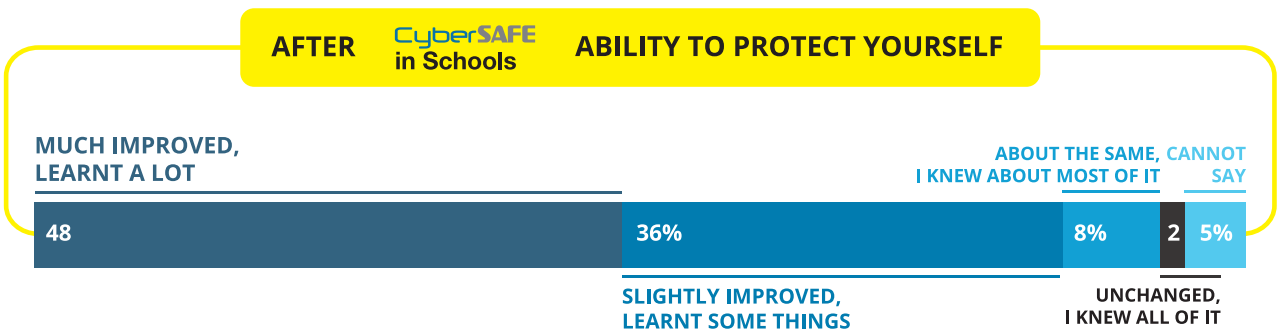
Backspace
Enter
Ctrl
Shift
Alt Gr
Alt

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.

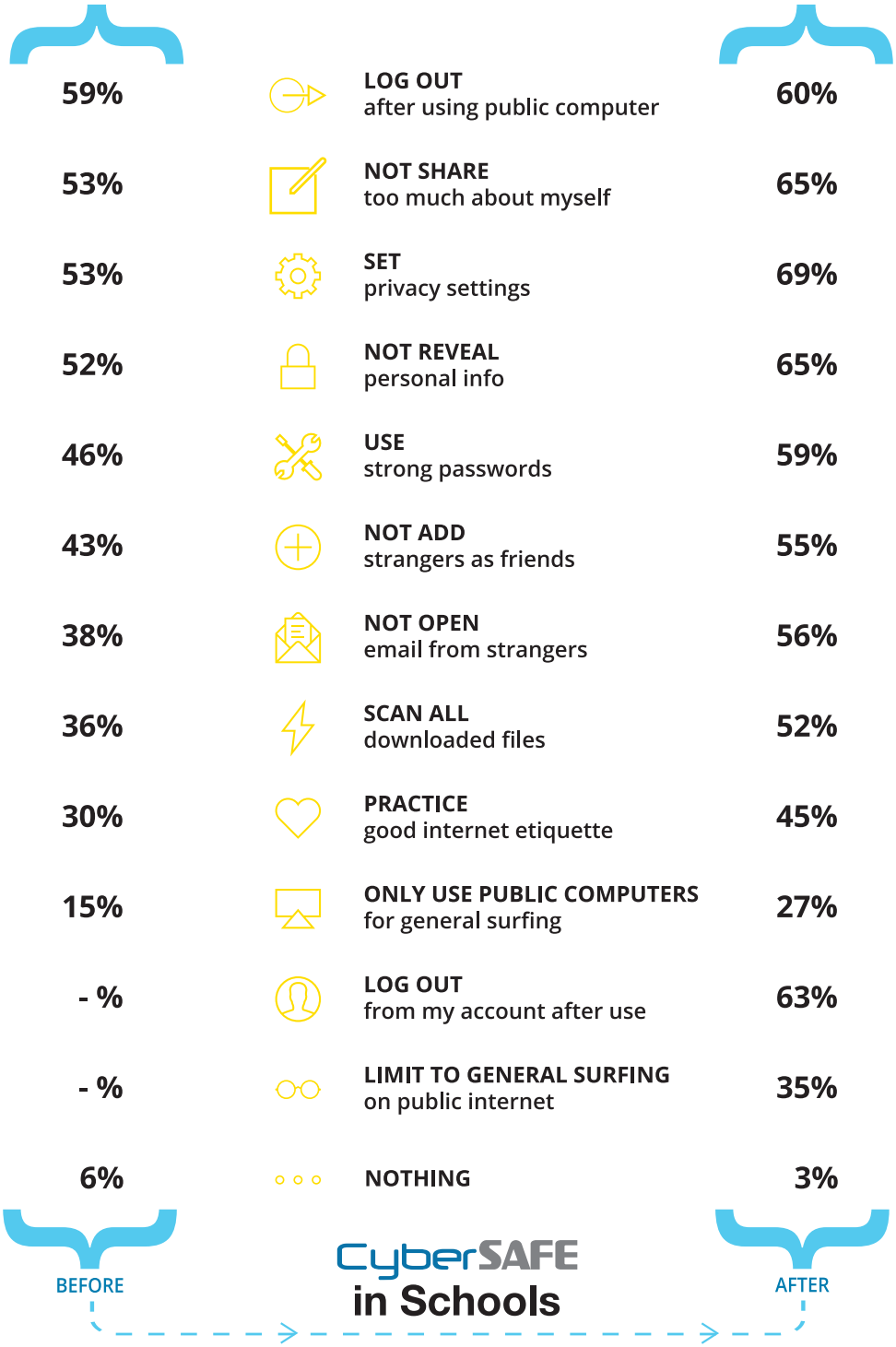




9

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.



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 TEACHERS

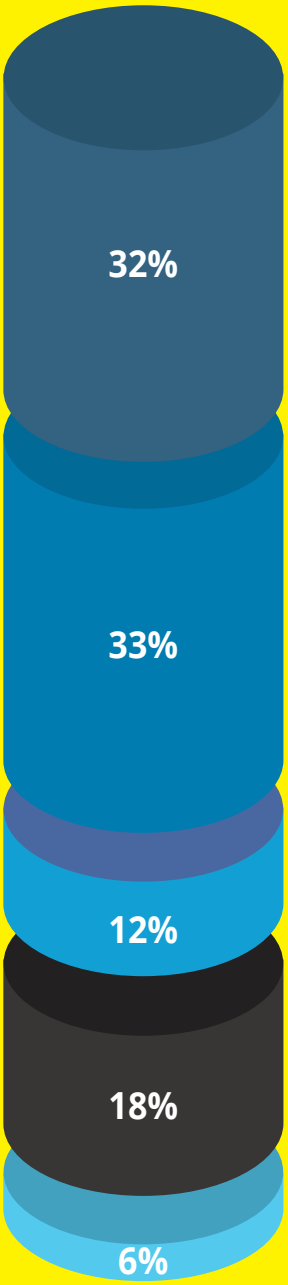
3% SHARES WITH OTHER PEOPLE

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.



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

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

Some accounts have unique passwords, others have common password

Different for all accounts

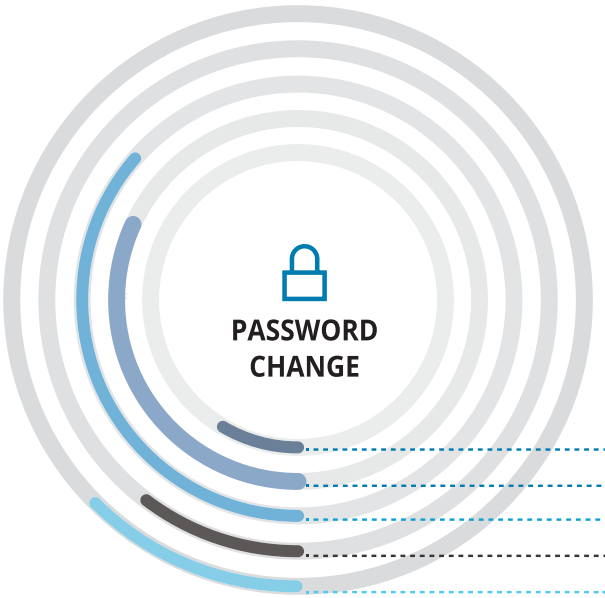
Don't have any online accounts
Higher among: Kelantan, Younger (age <13 years) 13%

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.



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

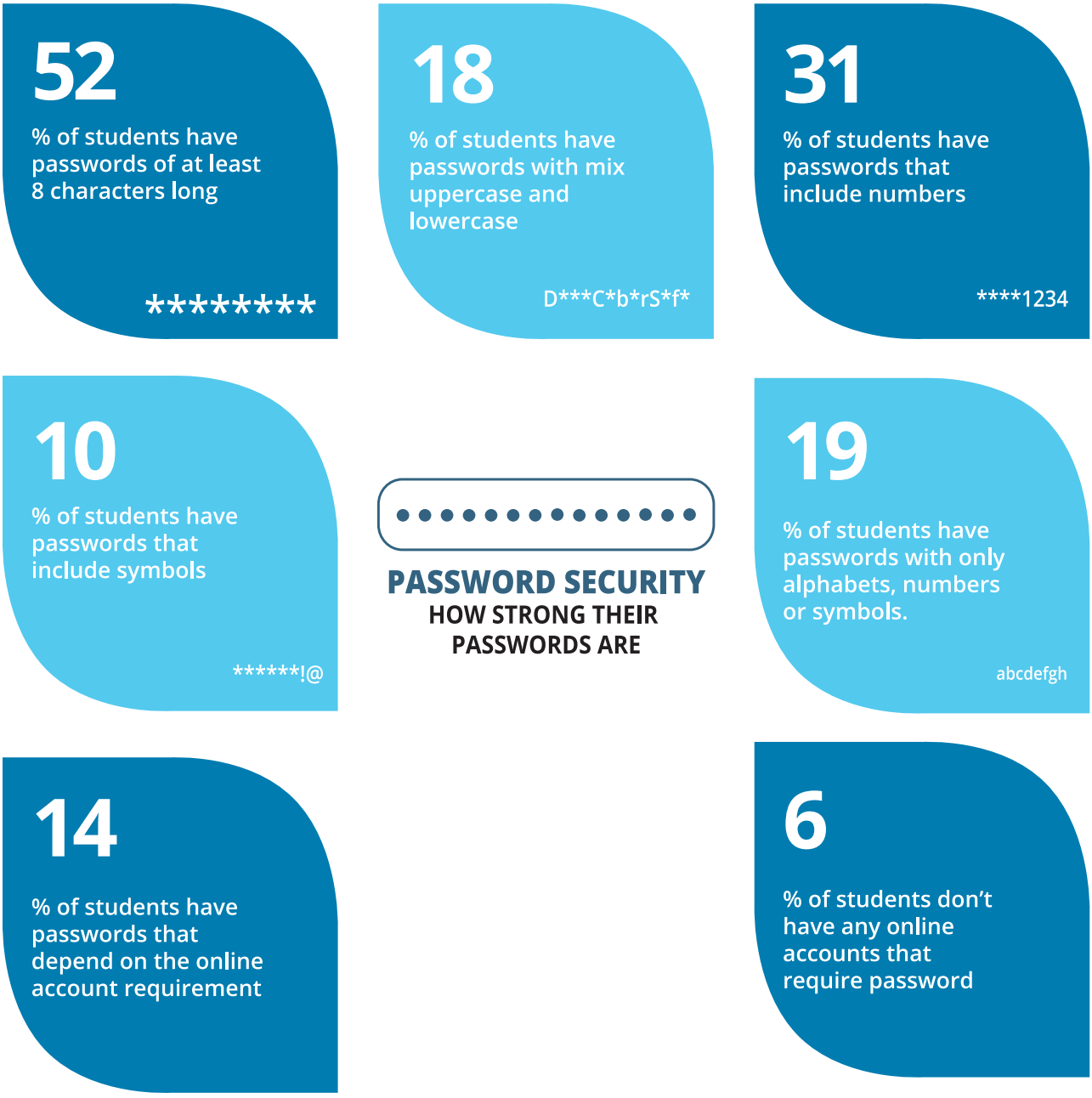
32% Change only when forgotten the password
Higher among Sabah 36%, Labuan 36%
Older (age>18 years) 41%

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%

*****
PASSWORD
PROTECTED



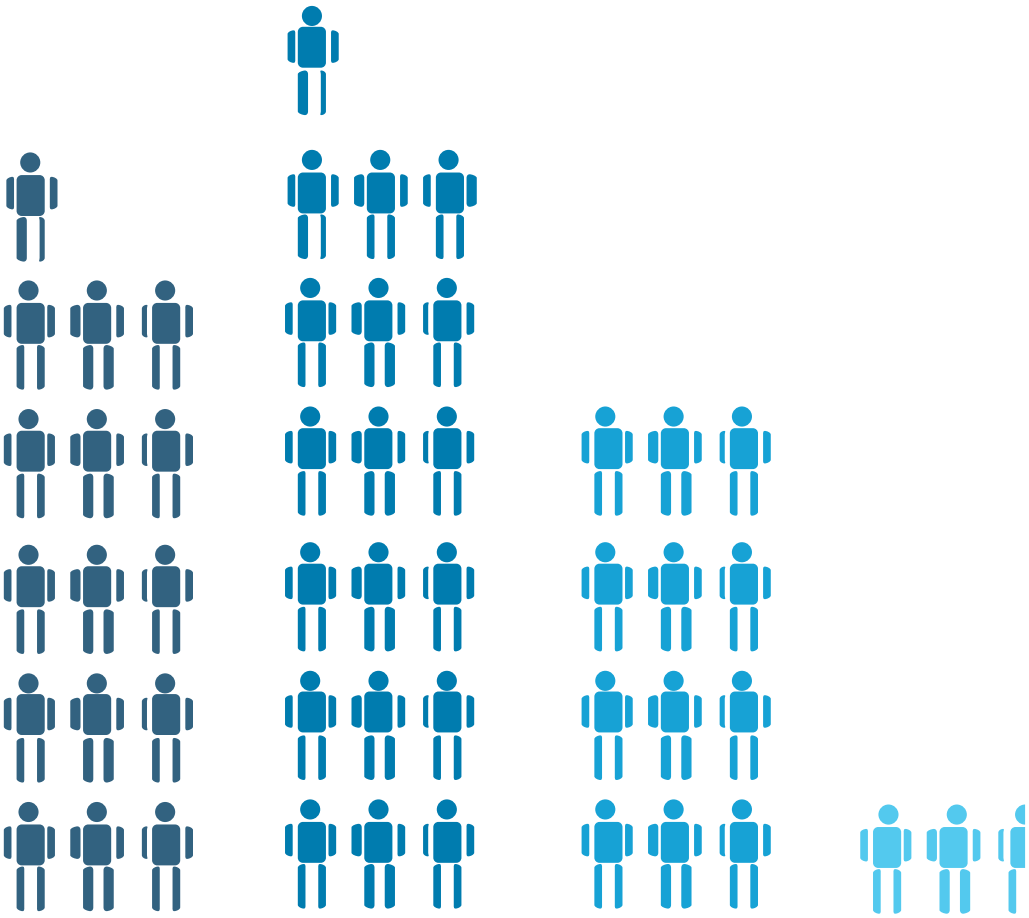
13 Strength of password

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%
Make No Changes
Higher among
Labuan 44%
Sabah 36%

38%
Consider Changing Some of my Current Password
Higher among
Older (age 16-18) 42%,
Older (age >18) 43%

24%
Make Sure I Have Different Passwords for All Accounts
Higher among
Perak 35%
Older (age >18) 30%
Indian 33%

5%
Don't Have any Online Account

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

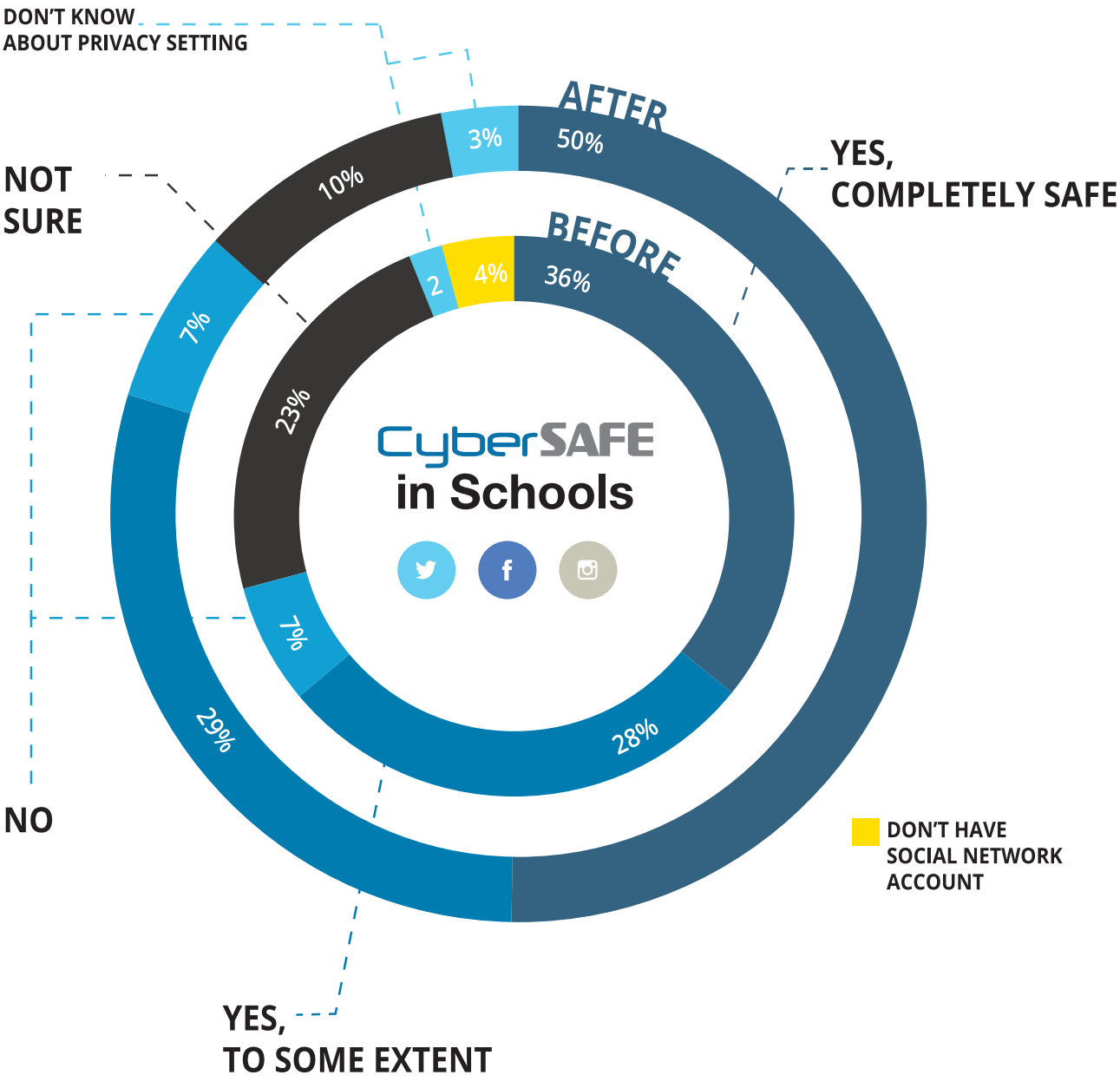
PASSWORD

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.

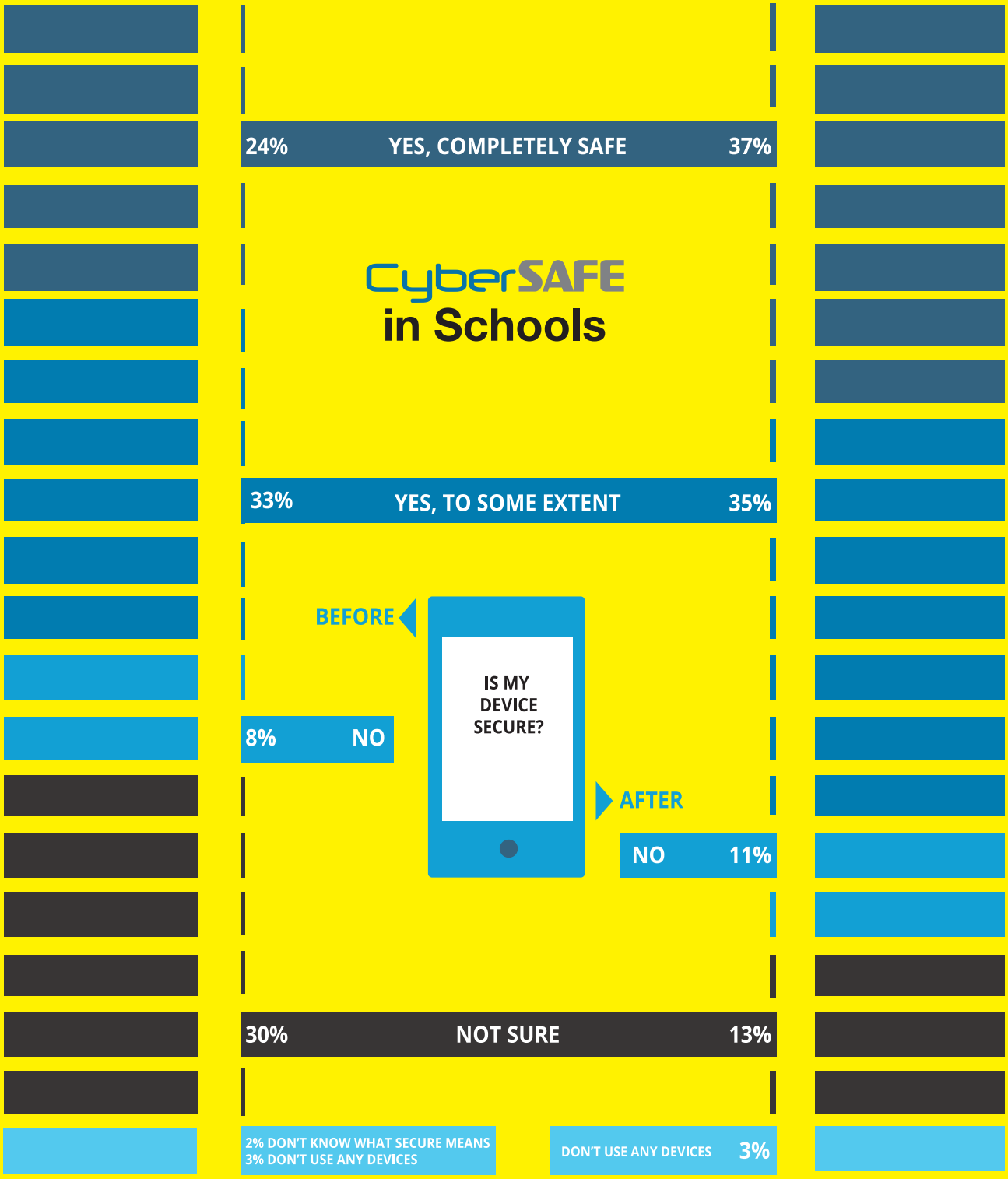
After the workshop, more students now feel that they have a safer privacy setting.



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.



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

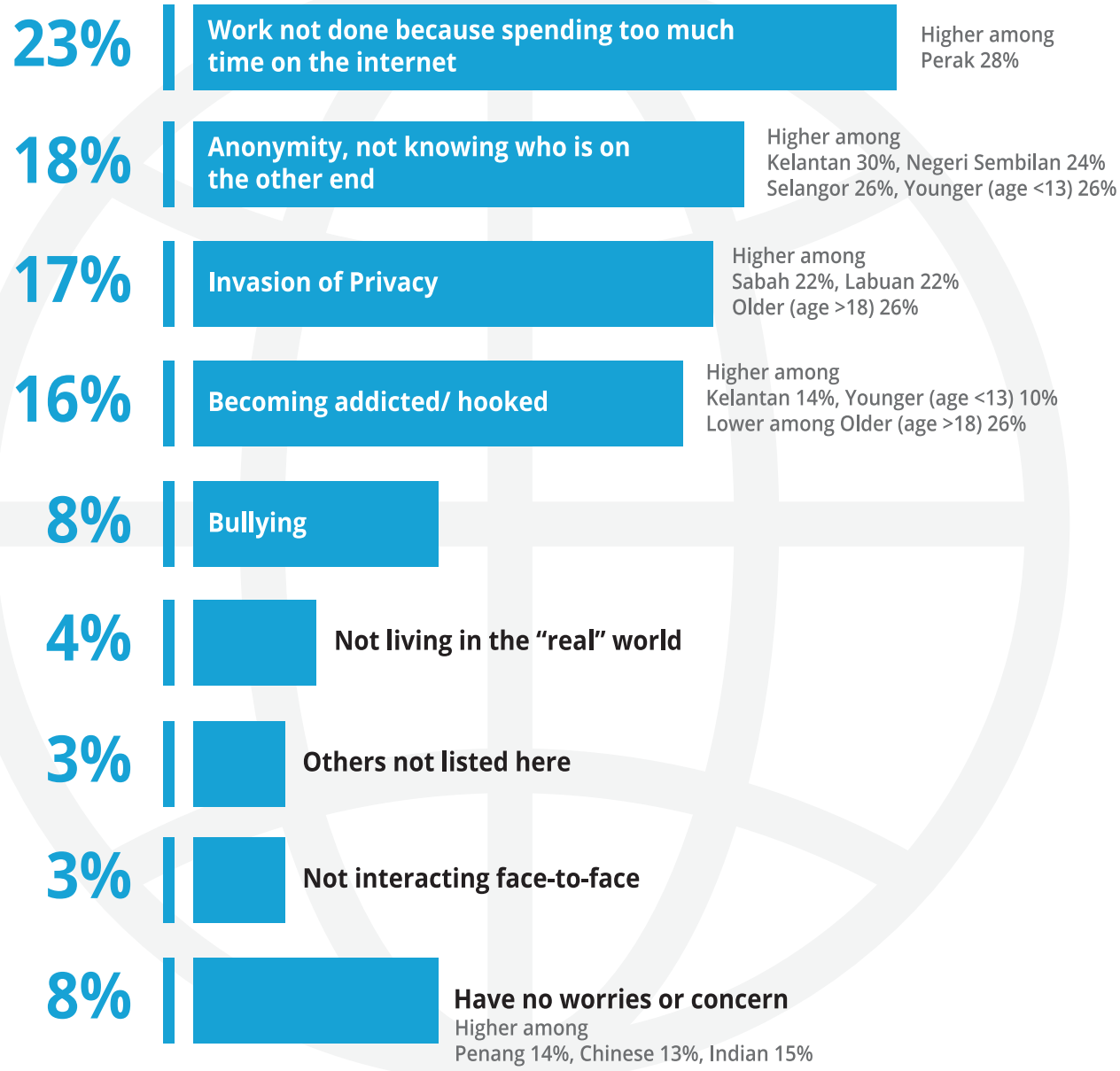
Wi-Fi
HOTSPOT

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.

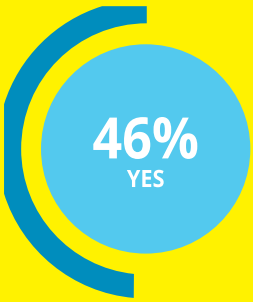
Younger age group students are more concerns about not knowing who is on the other end while older age group students are more concerned about invasion of privacy.

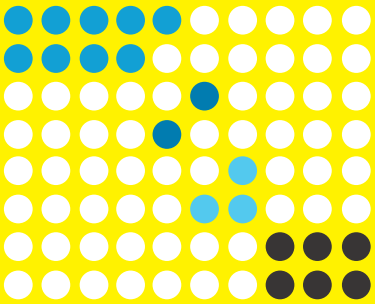


19 Parental control

Computer located in common area?

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





46% Yes

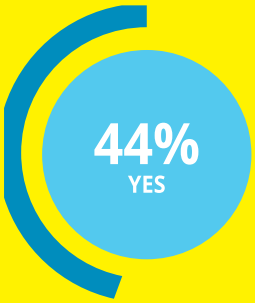
11% Not sure

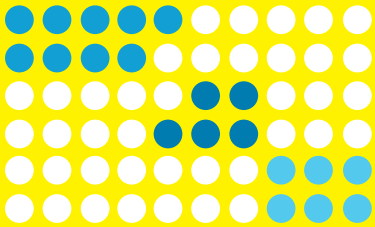
16% Can be moved around

27% No

Computer has parental controls?

Less than half of them have computers with parental control.





44% Yes

23% Don't know

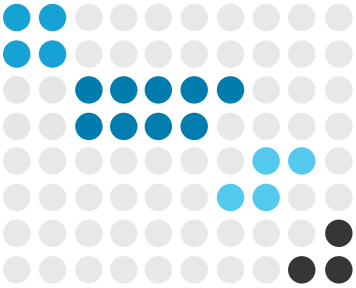
33% No

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

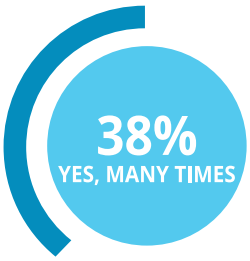
46% Yes, little bit

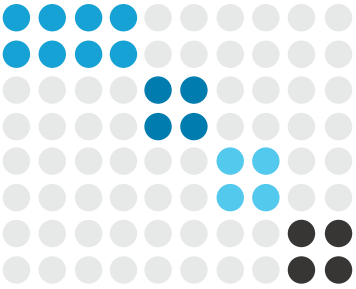
20% Not really

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

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
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

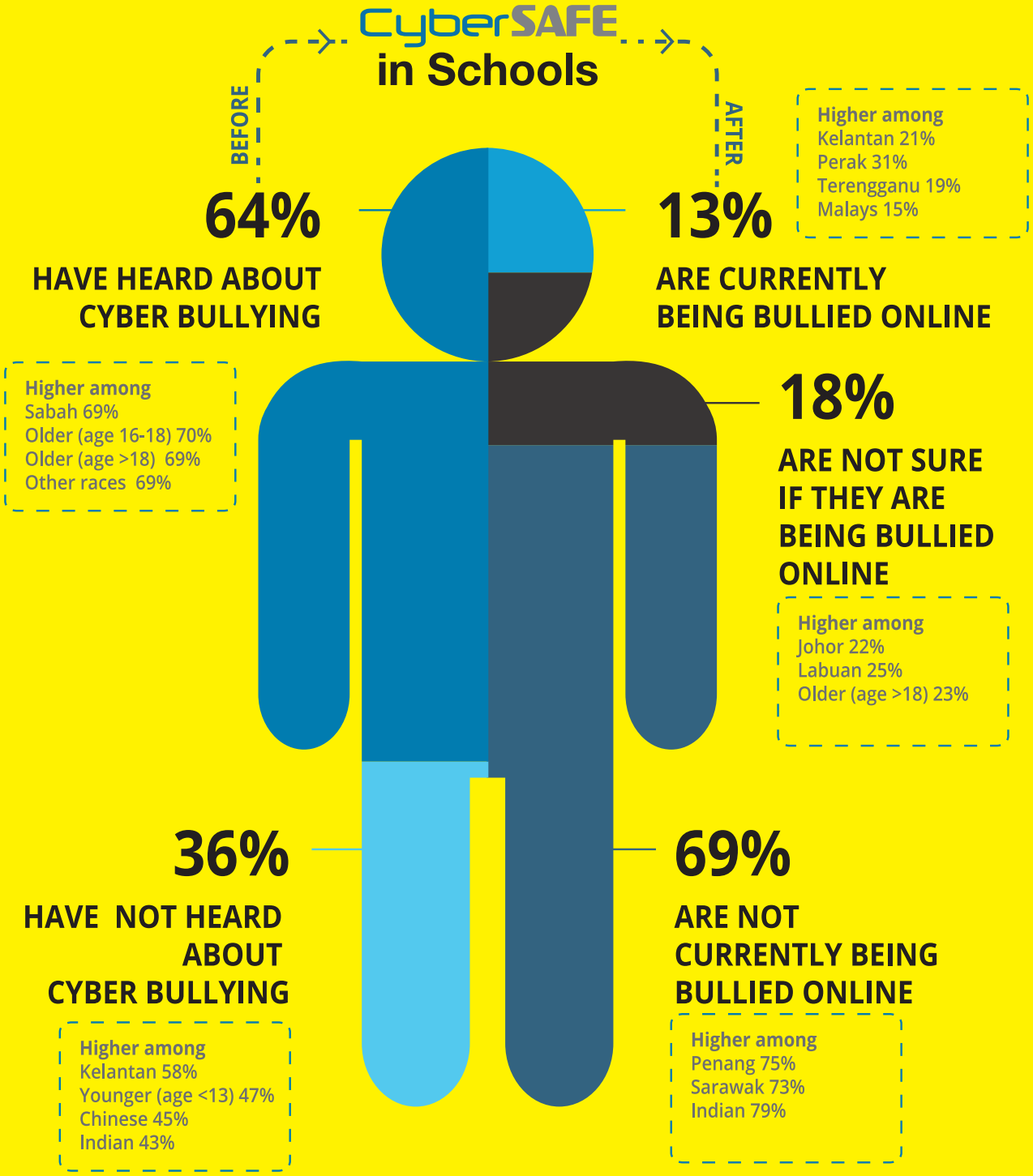
22

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.



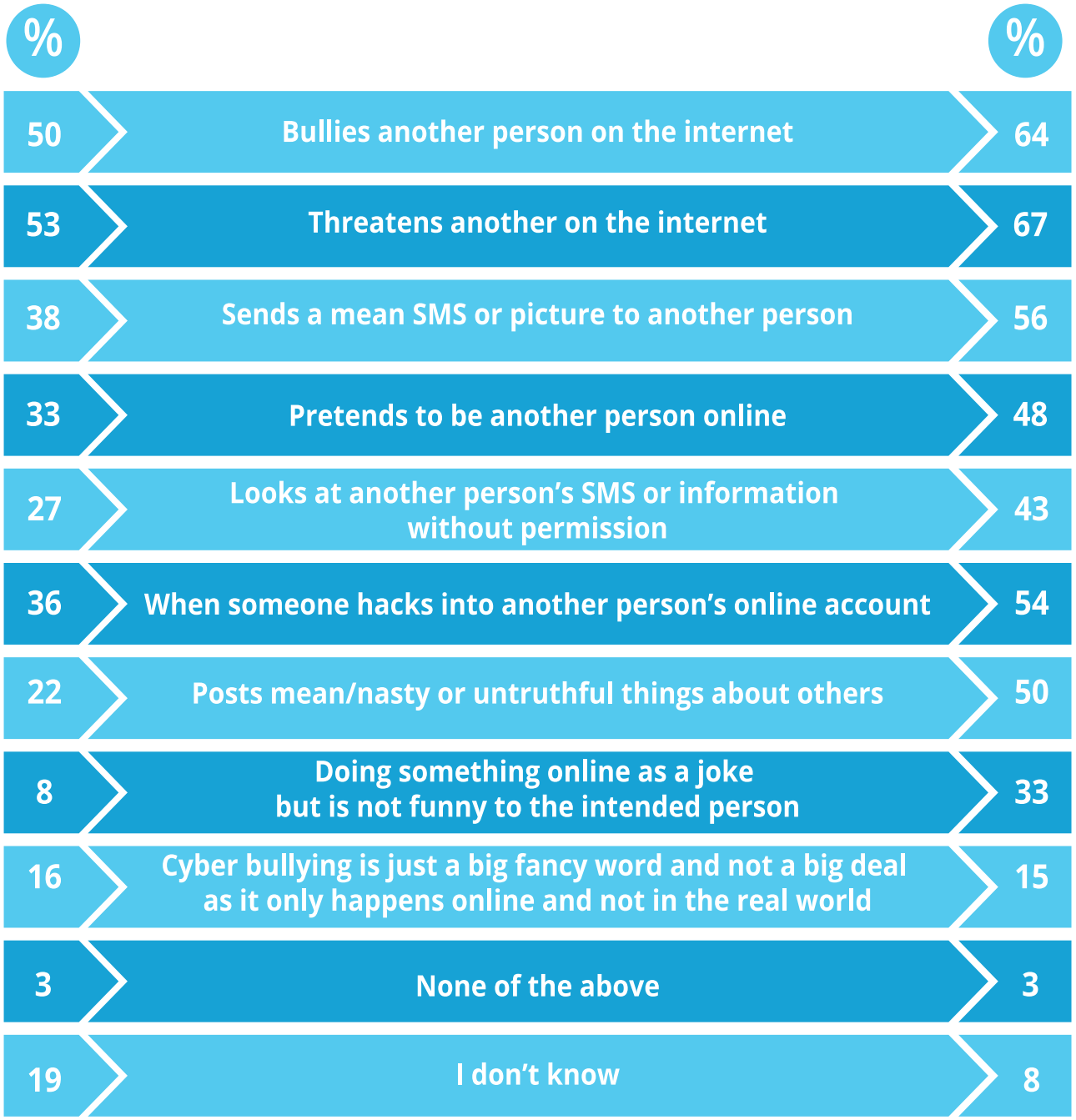
BULLY
FREE
ZONE

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.



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

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

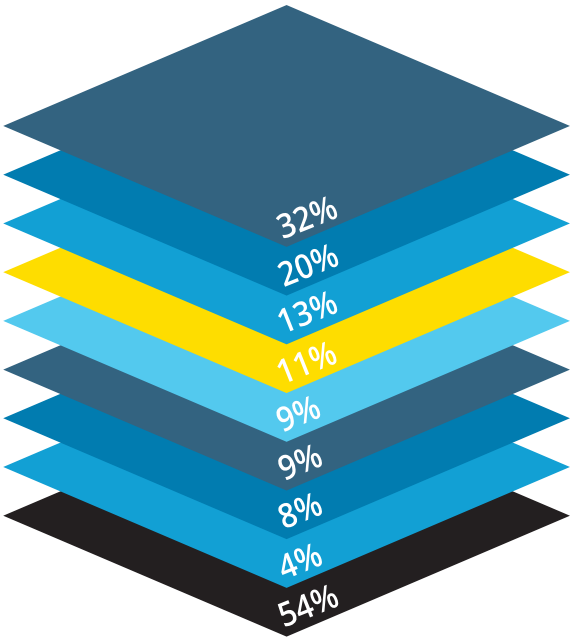
20% of the students has been called names or teased in a hurtful manner at least once a week.
Other common forms of cyber bullying include being rude or sending nasty messages, and being left out or ignored

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%
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

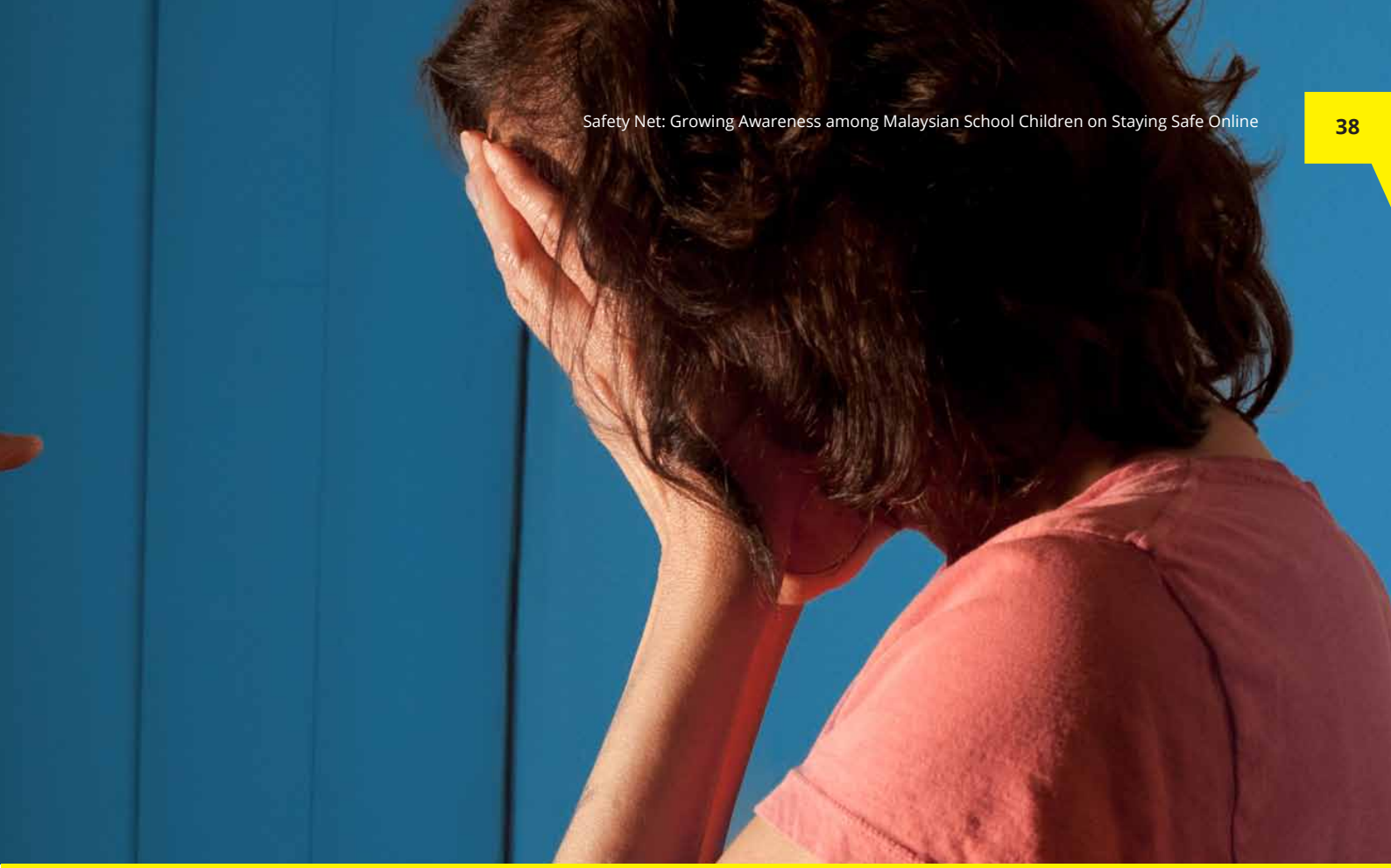
Instant Messaging

Email

Videos, YouTube

Others

Never Been Cyberbullied — **Higher among** Sabah 59%, Sarawak 63%, Indian 64%, Other races 61%

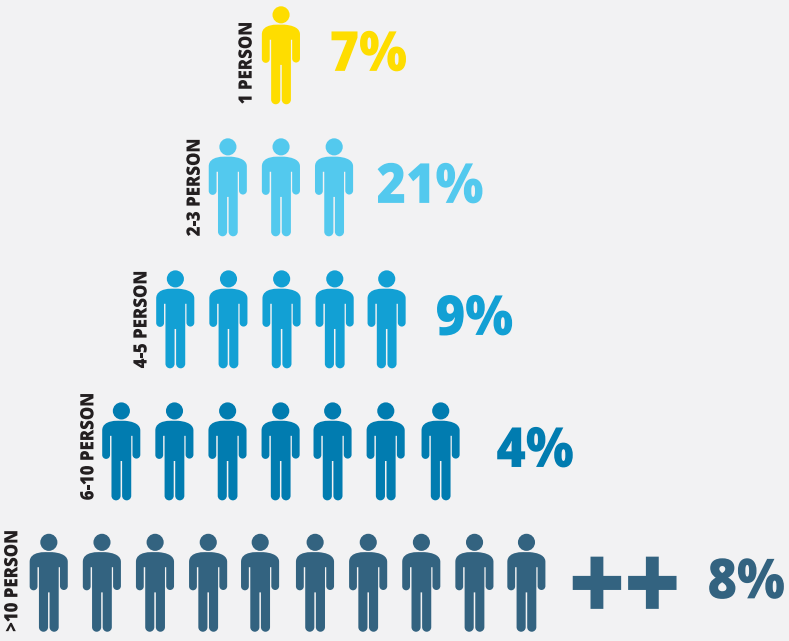


27

Do you know anyone being bullied online?

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

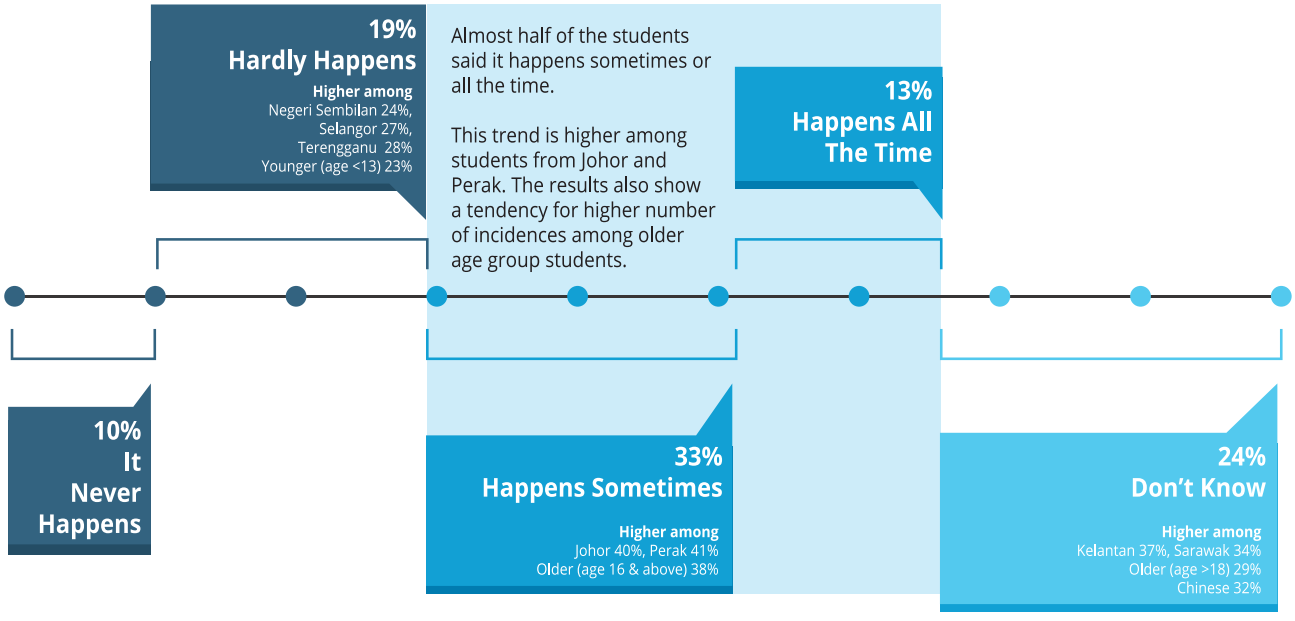
This trend is relatively higher among students in Johor and Perak. The results also shows a tendency for online bullying amongst older age group students.



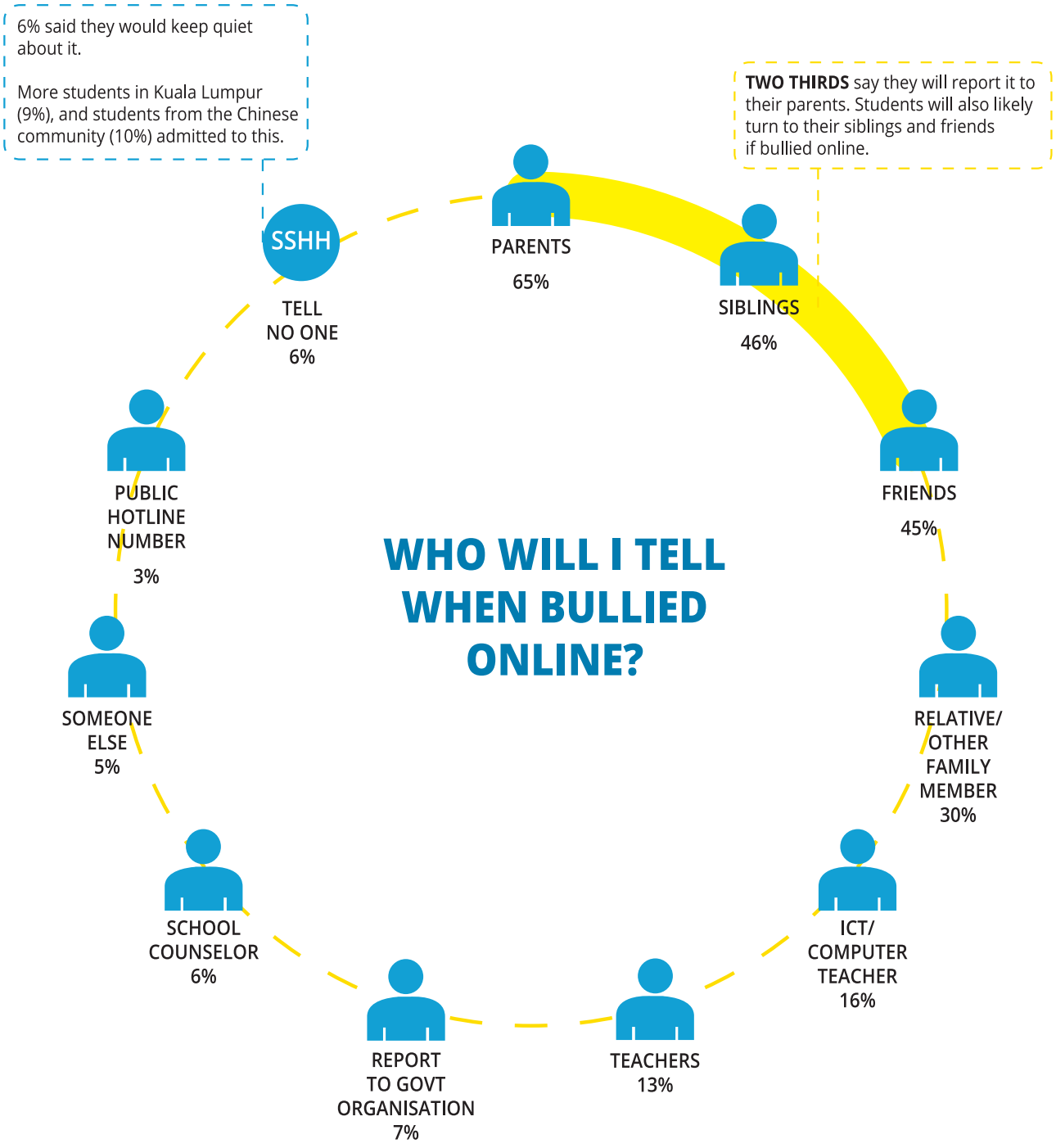
28%
Don't Know of Anyone Being Bullied Online Before

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

28 Frequency of cyber bullying in schools



29 Who will students turn to when bullied online?



30 Awareness of Childline

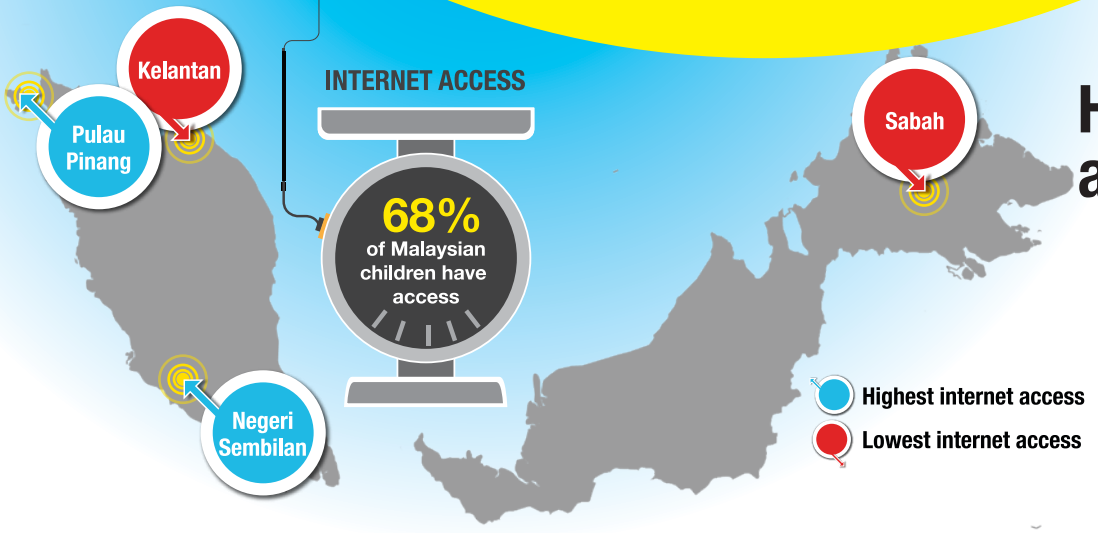
Four in ten students are aware of Childline 15999 for help when bullied online.

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.

CyberSAFE in Schools

Safer Internet For All



How connected are our children?

Hours spent on the internet

INTERNET EXPERIENCE

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

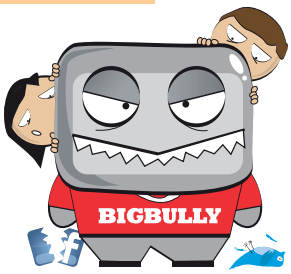
How safe are our children?

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



Are we keeping our children safe?

TOP 3 people to turn to for help when bullied online

1. Parents
2. Siblings
3. Friends

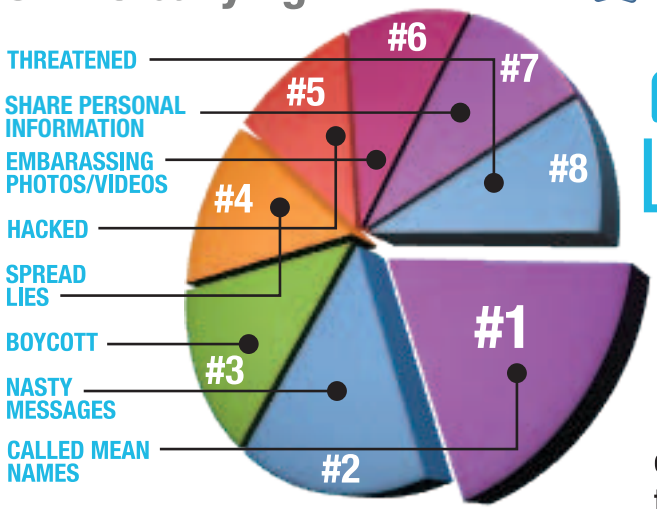
4/10 parents never talked to their children on the need to protect themselves online

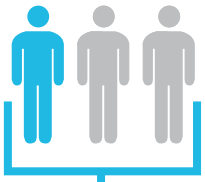
88% of the children says its important to learn about internet safety

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

Parents who impose rules on internet usage

Most common types of online bullying





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

32%

Passwords

Uses the same password for all their accounts making them an easy target for abuse

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

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