

**SAFER INTERNET
FOR CHILDREN
QUALITATIVE STUDY
IN 29 EUROPEAN COUNTRIES
NATIONAL ANALYSIS : CYPRUS**

EUROPEAN COMMISSION

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INTRODUCTION

- ❖ **The European Commission – Directorate-General Information Society and Media - has commissioned OPTEM and its European partners to carry out a qualitative study on the subject “Safer Internet for Children”⁽¹⁾.**
- ❖ **This study covers 29 countries** (the 27 Member States, as well as Iceland and Norway) and **it involves children :**
 - ❖ Boys aged 9 to 10 years
 - ❖ Girls aged 9 to 10 years
 - ❖ Boys aged 12 to 14 years
 - ❖ Girls aged 12 to 14 years
 - all of whom have the possibility to access the Internet (although not necessarily at their home place) and use it at least once per month.
- ❖ **It aims at improving knowledge about :**
- ❖ **Internet usage by children, as well as mobile phone usage** (by those who own a mobile phone)
- ❖ **Their on-line behaviour**
- ❖ **Their perceptions of risk and safety related questions**
 - The results of the study are to be used to contribute to designing the Safer Internet Programme, and to increase the impact of awareness building actions.
- ❖ The **methodology used is that of group discussions** – with, in each country, four groups of children (one in each of the above categories).
- ❖ **This report constitutes the national analysis of results of the section of the study conducted in Cyprus by Synovate Ltd, the Greek-Cypriot permanent member of the above-mentioned network of partners.**
- ❖ It includes, in the Annexes
 - The composition of the groups
 - The discussion guide used by the moderators

Study conducted under the aegis of the Framework Contract Eurobarometer “Qualitative Studies”, set up and managed by Directorate-General Communication A/4.

CHAPTER I
THE INTERNET AND INTERNET APPLICATIONS

I.1 LEARNING TO USE THE INTERNET

- ❖ **Boys and Girls groups were asked to state how they learned to use the internet. They mentioned the following:**
 - **Boys group, 9-10 years:**
 - **Through a relative – watching their father, an uncle showed them**
 - **By themselves**
 - **Private lessons**
 - **Girls group, 9-10 years:**
 - **Through a relative – sibling (older brother or sister) or parents (mother)**
 - **Private lessons**
 - **By themselves**
 - **Boys group, 12-14 years:**
 - **Private lessons**
 - **Through relative (aunt). Most mentioned that older siblings cannot be bothered showing them how to use the internet.**
 - **By themselves – some of the boys mentioned that they had to log on the internet due to assignments they had to prepare for school. One boy mentioned that the first time he used the internet, he just clicked on the icon , and started using the internet.**
 - **Girls group, 12-14 years:**
 - **At school**
 - **By themselves**
- ❖ **It is obvious that children have either learned using the internet from their relatives (parents, siblings ...), private lessons or on their own.**

I.2 INTENSITY OF USAGE

- ❖ Respondents were asked to state how and how often they use the internet and how much time, roughly, they spend on it.
 - Answers from the boys group, 9-10 years varied. They mentioned the following:
 - *“When I feel like it”* (Boys group, 9-10 years)
 - When they have some assignment from school
 - At least once a day
 - Once a week
 - When they finish their homework
 - Sometimes (almost everyday)
 - They also mentioned that they use the internet more during the week-end than during weekdays.
 - Time of internet usage might vary from 1 to 5 minutes, up to 1 hour.
 - They mentioned that they usually connect to the internet searching for specific information. Once they find it they exit.
 - One of the respondents mentioned that he has a limitation of 1 hour usage per time imposed by his father.
 - More frequent usage habits could be detected from girls group, 9-10 years.
 - As soon as she finishes school, two hours per day, once a day, ½ an hour every day, one hour every day, one hour every two days, rarely, were the answers the girls group, 9-10 years mentioned.
 - As with the boys group, 9-10 years, girls group also mentioned increased internet usage during the weekend. The reason behind this that they have no school the next day and they can stay up late. Also they can play games during the morning, afternoon and night.
 - Boys group, 12-14 years’ internet usage is also frequent; most boys use the internet daily or at least 3-4 times a week. Frequency of usage also changes in this group during the summertime, which becomes more frequent.
 - Depending on the reason boys group, 12-14 years connect to the internet, time spent on it varies. This can vary from one hour to 2-3 hours each time.
 - On a typical week boys spend between 1 to more than 3 hours on the internet per day playing games. On the week-ends this usage may as much as double.
 - Girls group, 12-14 years do not use the internet as often as boys of the same age.
 - They mentioned that they do not use it everyday; they use it sometimes, whenever they have time. One of the respondents mentioned that she uses it one hour per day. One mentioned that she uses it at school
 - Usage depends on homework load, on private lessons and on MSN usage. Internet usage varies between 2 hours per week up to 14 hours per week with increased usage – once more- during the week-end.
 - Girls mentioned that internet usage is increased when they have an assignment to complete or during summertime.

I.3 DEGREE OF FREEDOM IN USING THE INTERNET

- ❖ Respondents were asked whether they can use the internet as they wish and as often as they wish, or whether they have limits, rules and recommendations given by their parents – or even whether there is anything that they think that their parents would like them to do or not to do although they may not really have told them.
 - Boys group, 9-10 years mentioned the following:
 - One boy mentioned that his parents have rules laid down for him.
 - Others mentioned that they can use the internet as much as they want, even though ALL parents tell their to be careful as to the sites they log onto, not to go in sites with pornographic material.
 - A few of the boys group, 9-10 mentioned that their siblings might sit with them when while on the internet.
 - Some of the boys group, 9-10 years believe that their parents are justified in imposing rules for internet usage. One of the rules boys think their parents could impose is to block their internet usage if they use it more than their pre-assigned allowed time. Boys mentioned that they could even sell the computer if they do not comply with their recommendations/rules.
 - Girls group, 9-10 years mentioned that they following rules and recommendations are given to them by their parents:
 - Stop using the internet for about ½ to 1 hour between ‘sessions’
 - Not to overuse the internet/computer as this might create problems in their eyes, cause them uneasiness in sleep.
 - Time limitations. Parents tell them to use the internet prudently *“I can use it as much as I want during the day but I have to turn the computer off at 20:00”* (Girls group, 9-10 years)
 - Not to use it during the night.
 - Not to give away their personal information
 - Not to enter to unknown web-sites
 - Not to mess with their emails.
 - Most of the girls believe that their parents are overreacting in rules and recommendations imposed on them.
 - One of the girls on the other hand strongly believes that what their parents tell them and whatever rules they impose are strictly for their own good, hence justified.
 - Boys group, 12-14 years:
 - *“When I finish my homework I can sit for as long as I want on the computer”* (Boys group, 12-14 years)
 - *“I have a time constraint on week-days- until 22:00 which does not apply during the week-ends”* (Boys group, 12-14 years)
 - Boys group, 12-14 years have more or less the same rules and recommendations imposed by their parents as regards to internet usage. These rules and recommendations do not apply during summer months, where respondents have no school.
 - Some of the respondents mentioned that although they have no school during the summertime and they could play on the internet for as much as they please, they prefer to play outdoors.
 - Other recommendations that parents of boys group, 12-14 say are the following: not to use the internet/ computer for too long as they might hurt their eyes.
 - One of the boys actually admitted that parents are justified in telling them to be careful not to overuse the internet/computer as they indeed might get dizzy and hurt their eyes.

- As parents of the 12-14 year olds also warn their boys to watch out in what sites they connect (boys actually mentioned gambling sites and not pornographic material) , as also to be careful not to download any viruses on the computer.
 - Boys stated that their parents do not usually sit with them while they are on the internet; one of the respondents mentioned that once he comes across information that might interest his parents he calls them to sit with him. One other respondent mentioned that his parents sit sometimes with him just to see what he looks for on the internet, what he downloads.
 - All respondents mentioned that their older siblings could not be bothered with them.
 - Boys group, 12-14 mentioned that on one hand they sometimes find that their parents are overreacting in the things they say, as they almost always argue with them about the internet whilst on the other hand see how their parents might be right as overuse might hurt their eyes.
- Girls group, 12-14 years mentioned that the only rule their parent have as regards to internet usage is that they first have to finish their homework. They agree with their parents in imposing this rule. After finishing their studies, those who have a computer at home can connect to the internet for as long as they want.
- ❖ It is obvious that parents impose certain rules to their children as regards to their internet usage. These rules usually have to do with the time children spend on the internet.

I.4 SPECIFIC INTERNET APPLICATIONS

INTERNET APPLICATIONS USED

| | Girls 9-10 */** | Boys 9-10 */** | Girls 12-14 */** | Boys 12-14 */** | Total */** |
|---------------------------------------------------------------------------------------|--------------------------------|-------------------------------|---------------------------------|--------------------------------|-----------------------|
| Searching for information as a part of my school work | 8/0 | 7/0 | 8/4 | 8/0 | 31/4 |
| Searching for information on subjects which interest me/surfing for fun | 8/0 | 4/0 | 8/2 | 7/0 | 27/2 |
| Sending and receiving emails | 4 / 1 | 2/0 | 5/0 | 6/0 | 17/1 |
| Using instant messaging (MSN)/chatting with friends | | 2/0 | 5/1 | 8/2 | 15/3 |
| Engage in open chatrooms | 1/0 | 2/0 | 2/0 | 2/0 | 7/0 |
| Creating my own blog/homepage and posting my own texts, photos, music on the Internet | 5/0 | 1/0 | 3/0 | 2/0 | 11/0 |
| Reading and responding to friends'blogs/homepages | | 1/0 | 4/0 | 2/0 | 7/0 |
| Reading and responding to blogs/homepages of someone I have never met | | 1/0 | | 2/1 | 3/1 |
| Playing on-line games | 8 / 5 | 5/0 | 8/1 | 7/1 | 28/7 |
| Downloading music, films, videos, games or other files | 7 / 3 | 5/0 | 8/1 | 6/2 | 26/6 |
| Sharing files (music, films, videos, games or others) | 3/0 | | 3/0 | 5/1 | 11/1 |
| Sharing photos | 2/0 | 2/0 | 2/0 | 2/0 | 8/0 |
| Downloading ring tones/images for my mobile phone | 2 / 1 | 1/0 | 6/0 | 7/1 | 16/2 |
| Taking part in competitions | | 1/0 | | 4/0 | 5/0 |
| Making phone calls through the Internet | | 1/0 | | | 1/0 |
| Total | 48/10 | 35/0 | 62/9 | 68/8 | 213/27 |
| * Applications used ** Applications mostly used | | | | | |

❖ **Boys group, 9-10 years mentioned that:**

- **As regards to the internet applications used they like playing games on the internet because they can find games that they do not already have, they like spending their free time playing games and these games are cheaper to play on the internet than buying them for their play station console.**

❖ **Girls group, 9-10 years:**

- Most play games – as do boys of 9-10 years - on the internet because they are fun and it is a pleasant way to spend their time. Girls mentioned that although there are games installed on their computers those are limited and not as amusing as the ones they find on the internet.
 - The games they like are sponge-bob, jungle trouble, balloons, and many others.
- One of the girls mentioned that she mostly uses the internet to check her emails. Another girl mentioned that she tries to create her own blog; her father already has one and she tries to do the same.
- ALL girls group, 9-10 years mentioned that they download music and films.
- They also look things up for any school assignments they might have.
- It seems that girls group, 9-10 years, confuse being connected, having an account with MSN messenger with having their own webpage.

❖ **Boys group, 12-14 years:**

- **They mostly download music, videos and games.**
 - **They like it; they find it amusing and they do it everyday. Furthermore it is free of charge, hence they do not need to pay in order to get a music CD.**
 - **As boys mentioned there are sites that require payment in order to be able to download but they do not use those sites, even though they admit that those have a much faster downloading speed.**
- **They also use the msn messenger and play games on the internet (backgammon, world-cup, etc)**
 - **They like playing group games on the internet as they interact with other people from Cyprus but also other countries.**
 - **They use the msn to talk to their friends at night. It is faster as they say to write a message on the msn rather than on their mobile phone not to mention that it is cheaper.**
- **Most of them do not use blogs.**

❖ **Girls group, 12-14 years: they use**

- emails,
- msn messenger - they can talk to their friends
 - it is cheaper than sending an SMS text message
 - One can also send videos.
 - Downloading music and films
 - Downloading games – different and more pleasant than the ones installed on their computer.

- Download ringtones
 - Looking for information for their school assignments. – it is easier to search for information on the internet.
- ❖ It is obvious that almost all respondents download for free from the internet, regardless of their usage of it.

CHAPTER II
MOBILE PHONE AND MOBILE PHONE USAGE

II.1 MOBILE PHONE USAGE

❖ Boys group, 9-10 years:

- **As regards to the mobile phone applications used that they mostly use text messages and sometimes calls, in order to call their parents and friends. They also mentioned that they also play games on their mobile phones. Although boys are aware that one can connect to the internet via their mobile phones, they mentioned that they do not use this option. Youngsters also mentioned that they are also aware of Bluetooth and infrared capabilities their mobiles provide. Some of the boys mentioned that they use Bluetooth, but the recipient has to be close by in order to be able to use this feature. MMS is not a service, respondents use, because as respondents mentioned, it costs a lot of money.**
- **Two respondents of the boy group, 9-10 years mentioned that they do not own a mobile phone, because their parents disagree with the idea of such a young child owning a mobile phone due to health reasons.**
- **Parents warn their children that talking on the mobile phone for extended period of time might create problem in their ears.**

❖ Girls group, 9-10 years:

- **Only two of the girls group, 9-10 years own a mobile phone. They use it to send text messages (SMS) to their parents and friends and to play games.**
 - **They mostly use it for text messages though, as it is cheaper than calling someone, and the telephone service provided offers them a number of free text messages.**
- **They are not aware of MMS and confuse it with MSN.**
- **Girls are also aware of Bluetooth and actually use it quite a lot with their friends in order to exchange images, since it is free of charge.**
- **The girls who do not own a mobile phone is because their parents think that they are too young to own one. Their parents also state that mobile phones are bad for the ears and the eyes, not to mention the brain can cause problems or even cause death.**
 - **One of the girls who does not own a mobile phone, mentioned that she does not want one, since all her friends do not own one either.**
 - **Most parents tell their children that they will buy them a mobile phone when they are older.**

❖ Boys group, 12-14 years:

- **They use their mobile phones for writing text messages, making phone calls and listening to music. They also use Bluetooth although that option requires that sender and receiver to be in close distance in order to work. This option is free of charge. Making a call costs 1 cent per second as the respondents stated which is very expensive**
- **They own their mobile phones for more than a year.**
- **Most of the respondents of the boys group, 12-14 do not use their mobile for sending MMS. Only one of the respondents mentioned that he rarely sends MMS.**

❖ Girls group, 12-14 years:

- All own a mobile phone for more than a year; in some cases even 2 years. They mostly use it for writing text messages (the cheapest way), making calls and using the Bluetooth sending and receiving ringtones and images. They also sometimes use MMS if their friend is far and the Bluetooth cannot be used.

II.2 DEGREE OF FREEDOM IN USING MOBILE PHONES

- ❖ **Boys group, 9-10 years when asked whether they use their mobile phone freely, as much as they wish, or whether they have limits, rules or recommendations given by their parents, or even anything that they think their parents would like them to do or not to do although they may not really have told them, they mentioned the following:**
 - Although some of the parents give guidelines of ‘sensible usage’ of the mobile phone, boys do not always comply with these guidelines and recommendations. Parents state to them that they should not use their mobile phone extensively but boys do it anyway.
 - Other parents as boys state do not give rules and guidelines as to the use of mobile phones to their children.
 - With the exception of one of the boy respondents who owns a post paid subscription connection the rest of the respondents have a pre-paid subscription. In all cases, parents pay the telephone bills/prepaid cards.

- ❖ **Girls group, 9-10 years:**
 - They do not use their mobile phones extensively. They believe that up to a point their parents are right to be concerned but they should also practice what they teach.
 - *“Why should I listen to my mother? She tells me that she will not buy me a mobile phone, so that I won’t talk on it all the time and all she does is talk on the mobile phone.”* (Girls group, 9-10 years)
 - Girls who own a mobile phone believe that owning one is essential as they can communicate with their parents at any given time e.g. to pick them up.
 - Some of the girls think that although their parents indeed have a point in what they are telling them, they over exaggerate. *“it’s not like with the internet...where they absolutely have a point”* (Girls group, 9-10 years)
 - Although students are not allowed to take mobile phones to school, they simply disregard, this rule and just take it to school.
 - It is clear that girls’ group, 9-10 parents try to postpone buying them a mobile phone until they are older.

- ❖ **Boys group, 12-14 years:**
 - parents ask them not to use their mobile for too long, other than that they do not lay down any other specific rules
 - boys mention that even when they run out of ‘talk minutes’ on their mobile phone, they can always use the land line at their home, so they do not consider monetary restrictions laid down for them as a serious limitation. They even mentioned that they consider it as logical that their parents lay down this rule.
 - Boys mentioned that even though they are not allowed to take their mobile phones to school, they still do so, but have it on a silent or vibrating mode. They also mentioned that they would feel bad if there were any rules imposed on them regarding their mobile usage
 - One of the respondents stated that his mother does not allow him to use the mobile phone at home, so he complies with the rule imposed.

❖ Girls group, 12-14 years:

- Parents give advise to their children but do not as they state do not give them recommendations about the internet. Girls can use it easily and freely.
- As regards to mobile phones, girls have a limitation as to the amount spent each month.
 - They mentioned that once they use the pre-determined amount for the month, sooner than expected, they sometimes ask their sibling, mother to buy them more units. One of the respondents also mentioned that they at times others credit talk minutes to her account.
- Had they had any limitations in using the internet, they believe that they would feel the pressure and would not comply with these rules. They continued by saying that they would not accept any limitations in mobile phone usage. Even currently when teachers tell them not to bring their mobile phones to school they do not comply with the rule. (Parents never asked them not to take the mobile phone to school).
- When asked as to whether their parents ask them to turn their mobile off during the night, the said that this has never happened.

MOBILE PHONE APPLICATIONS USED

| | Girls 9-10 | Boys 9-10 | Girls 12-14 | Boys 12-14 | Total */** |
|----------------------------------------------------|-----------------------|----------------------|------------------------|-----------------------|-----------------------|
| Making and receiving phone calls | 2/0 | 5/4 | 8/2 | 8/2 | 23/8 |
| Sending/receiving SMSs | 1/1 | 4/2 | 8/7 | 8/4 | 21/14 |
| Taking photos/images | | 4/1 | 7/0 | 8/0 | 19/1 |
| Sending/receiving/sharing images | 1/0 | 3/1 | 6/0 | 7/2 | 17/3 |
| Connecting to the Internet through my mobile phone | | 5/4 | | 1/0 | 6/1 |
| * Applications used ** Applications mostly used | | | | | |

CHAPTER III
PERCEPTIONS OF INTERNET AND MOBILE PHONE
RELATED PROBLEMS AND RISKS

III.1 SPONTANEOUS MENTIONS OF PROBLEMS AND RISKS

- ❖ Respondents were asked apart from being something useful and pleasant, whether there are also problems or risks in using the Internet or mobile phones – things they do not like or find scary.
- ❖ Boys group – 9-10 years mentioned that the problems that in their opinion one can face in using the internet are viruses that might affect their computers resulting in losing data and information.
 - One of the respondents mentioned that at one point his parents discovered a virus on their computer and deleted it.
 - When respondents were asked as to whether these ‘virus’ problems changed the way they use the internet it was evident that boys do not realise the seriousness of such a problem.
 - When respondents were asked to state whether problems changed the way they use their mobile phones (for those who own mobile phones), boys group, 9-10 years mentioned that they do not know... (note that they have not mentioned any problems with mobile phone usage to start with)
- ❖ Girls group, 9-10 years:
 - They are afraid that they might without their knowledge give away their personal information resulting in a stranger coming to their home to rob them or even hurt them.
 - Girls are more cautious in their using the internet and mobile phones as extensive usage might cause them problems (brain, eyes...).
 - Only one girl has stated that parents’ warnings had made her use the internet more.
- ❖ Boys group, 12-14 years:
 - When you transfer data from your computer to your mobile phone you might also transfer a virus to your computer.
 - Someone might give you a false personal information – being not who they say they are ; wanting to harm you
 - They consider incidents related to drugs (seen on the internet) as very serious compared to other risks.
 - Boys appear to be very cautious in giving away their personal information on the internet. They also mentioned that one should be very careful in the way they spell words on the internet as misspelling a word might redirect to other irrelevant sites. They also mentioned that with antivirus programmes installed on their computers, they feel more protected although they mentioned the downside of these antivirus systems is that they have a license that expires very often/too soon.
 - As regards to mobile usage, they mentioned that risks faces are controllable, although one should be more careful in using Bluetooth. They consider using the mobile phone is much safer than using the internet.
 - They mentioned that they have not changed the way they use the internet or their mobile phones but stressed out the fact that they are indeed more careful in using them.

❖ Girls group, 12-14 years:

- Girls are influenced by their friends – telling them in what sites they should enter which ones not to, as there are risks of downloading a virus.
- When asked whether the virus problems they mentioned, changed the way they use the internet, they only stated that they (parents) install anti-virus programmes on their computers in order to protect it from any malicious virus.
- As regards mobiles, it was mentioned that one might receive messages from strangers, some of these messages are accidentally sent to them whilst the rest are sent purposely. Girls group, 12-14 mentioned that they do not consider this to be a risk.

III.2 PROBLEMS AND RISKS RELATED TO SPECIFIC APPLICATIONS

PROBLEMS/RISKS RELATED TO INTERNET USAGE

| | Girls 9-10 */** | Boys 9-10 ¹ */** | Girls 12-14 */** | Boys 12-14 */** | Total */** |
|---------------------------------------------------------------------------------------|--------------------|--------------------------------|---------------------|--------------------|---------------|
| Searching for information as a part of my school work | 1 | | 3 | 2/0 | 6 |
| Searching for information on subjects which interest me/surfing for fun | 5 | | 4 | 3/0 | 12 |
| Sending and receiving emails | 5 | | 4 | 5/0 | 14 |
| Using instant messaging (MSN)/chatting with friends | 5 | | 3 | 2/0 | 10 |
| Engage in open chatrooms | 3 | | 2 | 6/1 | 11 |
| Creating my own blog/homepage and posting my own texts, photos, music on the Internet | 4 | | 1 | 3/0 | 8 |
| Reading and responding to friends' blogs/homepages | 3 | | 0 | 3/0 | 6 |
| Reading and responding to blogs/homepages of someone I have never met | 4 | | 0 | 5/5 | 9 |
| Playing on-line games | 1 | | 4/2 | 1/0 | 6 |
| Downloading music, films, videos, games or other files | 1 | | 2 | 7/0 | 10 |
| Sharing files (music, films, videos, games or others) | 3 | | 1 | 4/0 | 8 |
| Sharing photos | 2 | | 0 | 1/0 | 3 |
| Downloading ring tones/images for my mobile phone | 1 | | 1 | 6/0 | 8 |
| Taking part in competitions | 3 | | 0 | 6/2 | 9 |
| * Risks ** Major risks | | | | | |

¹ Boys group, 9-10 years, were not given table to fill as it was obvious that they were not aware of applications. They were only aware of applications used by them which they mentioned.

| ...continued | Girls 9-10 */** | Boys 9-10 ² */** | Girls 12-14 */** | Boys 12-14 */** | Total */** |
|-----------------------------------------|--------------------|--------------------------------|---------------------|--------------------|---------------|
| Making phone calls through the Internet | 4 | | 0 | 2/0 | 6 |
| Total | | | | | |

PROBLEMS/RISKS RELATED TO MOBILE PHONE USAGE

| | Girls 9-10 */** | Boys 9-10 */** | Girls 12-14 | Boys 12-14 | Total */** |
|----------------------------------------------------|--------------------|-------------------|-------------|------------|---------------|
| Making and receiving phone calls | 5 | | 4 | 1/0 | 10 |
| Sending/receiving SMSs | 3 | | 3 | 2/0 | 8 |
| Taking photos/images | 0 | | 0 | 2/0 | 2 |
| Sending/receiving/sharing images | 0 | | 1 | 3/2- | 4 |
| Connecting to the Internet through my mobile phone | 3 | | 3 | 5/4- | 11 |

❖ Boys group, 9-10 years

- Respondents did not mention much when asked to illustrate. They stated that while on the internet looking for information about their assignments one might come across certain web-sites/pages that they are not supposed to.
- In regards to any problems related to mobile phone usage the only concern came from on of the respondents from the boys group 9-10 years, which was that they when buying a mobile phone this might be wired incorrectly causing problems.

❖ Girls group, 9-10 years:

- One of the girls mentioned that all attributes on the list are problems apart from the 1st one (Searching for information as a part of my school work)
- Others consider reading and responding to blogs is dangerous because as they stated they might log on to 'unsuitable' web-pages.
- Taking part in competitions is also considered as dangerous as they can easily be tricked.
- Making and receiving phone calls as one might use their account/number without their knowledge.
- Girls were not aware that one could connect to the internet via a mobile phone.

² Boys group, 9-10 years, were not given table to fill as it was obvious that they were not aware of applications. They were only aware of applications used by them which they mentioned.

❖ **Boys group, 12-14 years:**

- **One of the most scary problems/risks perceived by boys group, 12-14, is responding to blogs to someone that they do not know, and taking part in competitions.**

❖ Girls group, 12-14 years:

- As regards Internet applications the girls group, 12-14 years are most afraid of being sent/catching/ downloading a virus via MSN or email, or while downloading music, games or internet searching. Also they might see inappropriate material on the internet.
- The only problem they face as regards to mobiles is that someone might call them at inappropriate hours.

CHAPTER IV

**REACTIONS TO THE PRESENTATION OF SIX
CATEGORIES OF PROBLEMS AND RISKS**

IV.1 TRUTHFULNESS OF INFORMATION FOUND ON THE INTERNET

- ❖ Respondents were asked to comment and express their feelings about the information one can find on the internet that might not necessarily be true.
 - Boys group, 9-10 years mentioned the following:
 - *If you misspell a word while internet searching then the wrong results may come out in the search* (Boys group- 9-10 years)
 - Sometimes one might not be able to find the information required
 - And they continue by stating that they have been warned about such cases; they had been told that should this occur they should immediately close that particular page.
 - Respondents of the boys group, 9-10 years continued by stating that *“You cannot trust anything you find on the internet...all are lies”* (Boys group- 9-10 years). *“One can only trust their parents , teachers and siblings”* (Boys group- 9-10 years)
 - Girls group, 9-10 years:
 - Most of the respondent consider that : *“This could happen but not very often”* (Girls group, 9-10 years)
 - One of the respondents mentioned that this may occur when one misspells a word during the internet search; in that case misleading information may appear as results to that search.
 - One of the girls mentioned that while internet searching for a school projects, irrelevant information appeared as search results, so one cannot really trust all internet search results.
 - Others disagree and state that they actually trust the internet and use google and yahoo search engines (herself along with her sister and mother respectively) for their internet searches.
 - One of the more sceptic respondents mentioned that her parents are the ones she trust the most, as they have no reason in lying to her whilst that might not be the case when it comes to the internet. Other respondents mentioned that they trust their parents, grandparents.
 - Respondents do not consider that this problem/risk as a very important one.
 - Boys group, 12-14 years:
 - They wondered how they can know whether the information they find is true or false. They believe that they can trust the information found about 80% of the time. In order to confirm though, whether the information is correct, one should look it up in other sources as well. They believe that although an encyclopaedia would be the most reliable means of information, looking up for information on the internet is much wider and faster.
 - The draw back of using the internet is that much irrelevant information might come out of the search. *“For example you might look for information about a person, and the search engine to present you with many hits for people who simply have the same name as the one you are looking for. ... it takes a lot of time to look over everything”* (Boys group, 12-14 years)
 - They believe that it is not such a serious problem, but one can still be tricked. Seriousness of course depends on the subject one is looking into.

- ◆ **One of the respondents mentioned that he found untrue information on the internet but he does not remember what it was about.**

➤ Girls group, 12-14 years:

- They mentioned that one should be experienced in order to be able to use the internet correctly; otherwise a lot of irrelevant information may come out of the internet search.
- Respondents mentioned, that if a person knows a little about the subject he/she is searching he/she will be able to tell whether the information found is true or not. They stated that the best way to get true and accurate information is through a person that actually lived during the time that incident took place (that of course being possible); for example one of the respondents mentioned that if she wanted to learn information about the war, she would ask her grandmother.

IV.2 POTENTIALLY SHOCKING CONTENTS

- ❖ A second problem that worries adults is the risk of being sent or coming across images or other contents that can be deeply shocking – that they include scenes of violence, brutal scenes, racism or pornography.
- Respondents of the boys group, 9-10 years mentioned the following:
 - One respondent mentioned that someone sent his father once something on the internet but was not aware of further details.
 - They also mentioned that they never came across anything of potentially shocking contents personally, but some mentioned that such an incident happened to friends; others on the other hand mentioned that they are not aware if such an incident happened to their friends.
 - Others mentioned that they came across pornographic material on the internet but once that happened they closed the page. When asked as to whether they mentioned the incident to anyone, all they did is mention it to their siblings instead of informing their parents, as they were afraid to tell their parents.
- Girls group, 9-10 years:
 - One of the respondents mentioned that once she accidentally entered a site where bad language was used; once her mother found out about it she inserted a password to the computer so that the respondent could not use it, even though eventually the respondent started using the internet once again.
 - One other respondent mentioned that while she was trying to enter Elena Paparizou web-site she accidentally entered a webpage of pornographic content. Once her mother found out about it she ground her for 3 days.
 - Another respondent mentioned that she accidentally entered inappropriate web-pages which she immediately closed. Even though it was accidental she chose not to tell her parents as they might get angry with her.
 - Very few of the girls stated that they never came across shocking comments web-pages, but should that occur, they would immediately close the web-page.
 - The advise these girls would give to others is to immediately close the specific web-page try to forget all about it, never to enter that web-page again, and to be more careful in which web-pages you chose to enter.
 - Some of the respondents mentioned that once this happened to them, they would tell no-one, whilst others stated that they would most probably tell their siblings and/or friends. Only one of the respondents mentioned that she would mention this incident to her parents.
- Boys group, 12-14 years:
 - They pay extra attention so that they do not come across images or other contents that are shocking. They even get stressed about it.
 - One of the respondents mentioned the following: *“what if you are with friends and scenes of violence or pornographic material appear? I would be very stressed about being embarrassed in front of my friends...not to mention that my parents would be upset/angry”*(Boys group, 12-14 years)

- Respondents mentioned that it this happened in the past and will happen in the future, hopefully not too often. When it happens all they have to do is close the page, even though there are incidences where the page does not close. If that happens boys turn off the computer from the plug.
 - Boys mentioned that it is more probable to come across pornographic material than scenes of violence. They are afraid to talk to someone about it in case they think that they have entered those web-pages on purpose.
 - One of the respondents mentioned that parents can check which sites they visited, and in the case where they see that they visited inappropriate sites they could restrict them in using the internet for X days, in case of course, they think that this was done on purpose. Another respondent disagrees and states that he believes that parents know when they have accidentally entered such a web-page.
 - Boys group, 12-14 years believe that they are old enough now, to be able to distinguish when they have made a mistake and to be able to correct it. They already had unpleasant experiences, but have also talked to their parents, teachers friends about it. They now have more experience than when they were younger and can even manage to have broader searches on the internet with not much problem. They are worried about their younger siblings who would advise to be careful.
- Girls group, 12-14 years:
- One of the respondents mentioned that at once she was internet searching for information about the sun (Helios in Greek) there were hits about last year's Helios plane crash where 121 people tragically died. Very scary and gruesome pictures were shown. Once her father realised what the daughter was looking at, he closed the page.
 - All the respondents in the girl group, 12-14 years have seen nudity on the internet, but were very shy to give more information about what they saw, due to the cameras. Most of them never told anyone, whilst others mentioned this to a friend. They did not tell their parents as they think they would be angry and tell them to watch out, be more careful.

IV.3 POTENTIALLY DANGEROUS CONTACTS

- ❖ **The third risk that worries adults is that children engage in relations with a stranger with whom they have talked online- someone they have never in-fact met face to face.**
 - **Reactions of the boys group, 9-10 years were the following:**
 - **Although children mostly chat on the msn with their friends; they never added an unknown address to their list of contacts. They only have a list of the people they want to chat. In the case where a stranger tries to contact them, they just ignore him/her. One respondent mentioned that although he might chat with a stranger he never tells him/her the truth (give truthful information); another respondent mentioned that once this happens he turns off the computer.**
 - **Boys group, 9-10 years mentioned that they heard of incidences like the one mentioned above. One of the respondents mentioned that a stranger started chatting with his cousin and finally became friends.**
 - **Others mentioned that they have already heard of this example as some people from the Cyprus Telecommunications Authority (CYTA) came to their school and talked to them about the internet.**
 - **They consider this as a serious problem but not a very serious one.**
 - **Girls group, 9-10 years:**
 - **This is the most dangerous ‘side’ of the internet.**
 - **It has never happened to them, nor do they know anyone who has had such an unpleasant experience, with the exception of two respondents who mentioned the following:**
 - ***“This happened to my cousin. She was talking on the internet with someone she thought was 8 years old, but he was old. One day he came to her house and rang the bell. My cousin was alone in the house so she did not open the door.”*** (Girls group, 9-10 years)
 - ***“This also happened to my cousin. She logged on the internet; at the time she was 18 years old and I was 5 years old. She met a boy who said he was 20 years old. They wrote to each other and one day he came outside her house and told her ‘hi, it’s me’ my cousin immediately closed the door because she immediately understood that he was an evil man. She had given him information- where her house was”*** (Girls group, 9-10 years)
 - **Girls do not believe that something similar might happen to them as they are not as trusty and would not give their personal information on the internet.**
 - **They consider this to be a very serious problem, more serious than the previous one as whilst in the example mentioned previously you only see bad things, in the current example, someone might actually come to one’s home to hurt them.**
 - **Boys group, 12-14 years:**
 - **Boys immediately mentioned that this could happen to anyone, even though it does not happen often. They gave an example where an old person or a “crazy 35 year old” might pretend to be 12 and even present himself with his daughter’s picture asking them to meet.**
 - **One of the boys mentioned that he only chats and gives away his email to people he knows or his friends know. Respondents might also give away their email address while registering to downloading for free sites; if they don’t they would not be able to register and download music.**

- **Another respondent mentioned that there are sites where a minimum age of 14 is required in order to be able to log in and use them, even though a few of his 12 year old friends falsely log in the site.**
 - **Respondents believe that these things happen more frequently in larger countries and not as often in Cyprus. They believe that being careful is enough to protect themselves.**
 - **They mentioned that they use the MSN, LimeWire and Fileshare where one can meet/chat with people from different countries. One can read the other person's profile and try to contact him. *"I usually block them"* (Boys group, 12-14 years)**
 - **Fileshare: one can download stuff , whilst be part of the chatroom available**
 - **MSN: only use it for chatting with people, but as they stated they have to have the other person's hotmail address in advance.**
 - ◆ **One of the respondents mentioned that once a stranger added his hotmail address on his contacts and requested that he did the same. He immediately contacted a friend asking her whether she knew this person, and when his friend said no, he blocked him from contacting him.**
 - **They consider that this is a very serious risk/problem. Should this occur, respondents stated that they would immediately mention it to their parents, to specialists and would definitely change their 'address' (email) and computer passwords.**
 - **They consider that this problem/risk is more serious than the ones mentioned previously, although they do not believe that this would actually such a great risk in Cyprus.**
- **Girls group, 12-14 years:**
- **They heard about it from TV, their class mates and friends. Their teachers never mentioned anything to them.**
 - **This did not occur to someone they know even though it is possible to happen to anyone. They mentioned that it could even happen to them without their knowledge, but in order for that to occur they would have to give personal information to the other person. They believe that if they are careful in what they reveal and to whom, things are controllable.**
 - **When they communicate with msn they are very careful to whom they give away their email address in order to protect themselves.**
 - **Should such an unfortunate incident occur, respondents believe that it would be easier for them to reveal it to a friend but not to their parents. They consider it as a serious problem; once they detect such strange behaviour from a person they would immediately delete him from their contact list.**

IV.4 BULLYING

- ❖ **A fourth worry of adults has to do with some children using online communication to behave badly with another child because they do not like him/her; for example by talking about him/her on MSN without including him/her, or sending him/her anonymous nasty messages.**
 - **Boys group, 9-10 years mentioned that nothing like that ever happened to them or to any of their friends.**
 - **Girls group, 9-10 years:**
 - Never happened to them or anyone they know. Only one respondent mentioned that this happened to her friend, other kids were talking bad to her.
 - Their advise would be not to enter that website/ MSN again and not to take what is being said into account.
 - **Boys group, 12-14 years:**
 - **Some of the boys group never heard of such a risk.**
 - **As far as they know most people gossip behind their backs but they consider this as harmless.**
 - **One of the respondents mentioned that one time while he was playing online backgammon with a another person – Greek- the Greek started casting so he stopped playing with him. One other time a Cypriot asked for his email address which he did not give away.**
 - **Respondents mentioned that when they play an online game and another person does not behave properly, they block him and never play with him again.**
 - **They do not consider this risk/problem as very serious.**
 - **Girls group, 12-14 years:**
 - Has never happened to them. They know that a lot is being discussed in blogs, mostly gossip, talking badly about their teachers, best friends gossiping one another.
 - They do not consider this as a problem/risk.

IV.5 DECEPTION ON FREE OF CHARGE CHARACTER

- ❖ A fifth risk is being cheated, for example when downloading a file which seems to be free of charge, but has to be paid for, or when taking part in a competition. Respondents were asked to state how they feel about it. They mentioned the following:
 - Boys group, 9-10 years mentioned that it is possible that something like that to occur.
 - One of the respondents mentioned that once he was informed about winning a car but he did not believe it to be true, so he deleted the message, even though no one ever talked to him about incidents like that.
 - Girls group, 9-10 years:
 - Respondents actually mentioned taking part in competitions, where misleading information is offered. One of the respondents mentioned that once her sister and herself took part in a competition where they could supposedly win 0,5 million. They played and won. Once they won they had to call to a specific phone number which they did. The person who answered the phone stated that they she did not know what they were talking about. They had been had.
 - How serious this risk is, depends on the type of deception as the girls group, 9-10 years mentioned. If some false information is provided about one's family, then this type of deception is considered to be serious. Other types of deception are not considered to be too serious (e.g. taking part in a competition to win) as they have nothing to lose in doing so.
 - It is obvious that girls might not completely understand the seriousness of this risk.
 - Boys group, 12-14 years:
 - ALL respondents seem to have come across sites that although mentioned that downloading was free of charge in the end they were requested to provide their visa number.
 - They also mentioned that they all came across advertisements stating that they would give away something for free while in the end payment was required.
 - Respondents mention that one should be very careful about not giving away his/her personal information or passwords.
 - They even quoted on "Never give out your password or credit card number in an instant message conversation." that can be seen on MSN.
 - They consider this risk not so much as a problem but rather as something annoying and irritating.
 - Respondents did not fail to mention that a solution to the pop-ups that appear all the time while on the internet is a pop-up blocker.

- Girls group, 12-14 years:
 - Has never happened to them.
 - Most of the things they download are for free.
 - One respondent of the girls group, 12-14 years mentioned that once she was asked to pay for a CD she was buying whilst it was supposed to be free of charge. At first the respondent started giving away her personal details, but afterwards changed her mind and cancelled it; later on she told her mother who said nothing.
 - One other respondent mentioned that she downloads quite extensively, but downloads one song at a time.

IV.6 ILLEGAL DOWNLOADING

- ❖ **The sixth problem may be that many children download music, films, games or other contents without paying.**
 - **All respondents of the boys group, 9-10 years, have at some point or another downloaded something for free from the internet but were not aware that this was illegal.**
 - **They asked whether one is in risk of going to prison for this and also whether they might be blocked from logging on the internet.**
 - **Girls group, 9-10 years:**
 - Some of the girls have done it whilst others have not. They usually download stuff for free.
 - One of the respondents mentioned that she once downloaded something that was supposed to be free, but when the phone bill came, it was charged indirectly as another service offered. The respondent's parents reported this incident to the police.
 - Girls were not aware that downloading music, films games or other contents without paying is illegal.
 - Girls consider this to be a serious problem. One girl mentioned that she will never download for free as she does not want her or her parents to pay a fine as she put it as a consequence of her actions.
 - **Boys group, 12-14 years:**
 - **ALL respondents download for free. Even though they are aware that paying websites usually have a better quality and faster download capabilities, they prefer to download for free, as they have no money to spend.**
 - **They were not aware that it was illegal to download music, films and games for free.**
 - **They do not consider this as a very serious problem.**
 - **Girls group, 12-14 years:**
 - Only one of the respondents 'mumbled' positively.
 - They were not aware that it was illegal to download music, films and games or other content without paying.
 - They are not aware of the consequences of such an action, and they do not consider it to be a problem/risk.
 - When asked which of the six problems mentioned they consider to be the most serious, girls group, 12-14 years mentioned that they consider talking online with a stranger is the most dangerous of all 6 potential risks/problems.
 - They consider nudity as 'passé'.
 - One of the girls mentioned that all risks/problems are equally serious.

CHAPTER V
RISK RELATED INFORMATION AND REPORTING

V.1 PRECAUTIONS ENVISAGED BY CHILDREN

- ❖ Respondents were asked whether there are any precautions which would now feel would be useful to take in using the internet and mobile phones- or something they would advise a younger brother or sister to do.
 - **Boys group- 9-10 years:**
 - *“Be careful where to log on”* (Boys group- 9-10 years)
 - *“Not to spend too much time on the internet”* (Boys group- 9-10 years)
 - *“To buy programmes that can help our parent check what sites we use and to buy programmes that are like hospitals and dispense of viruses”* (Boys group- 9-10 years)
 - **Girls group, 9-10 years:**
 - *“not to enter to web-pages... and never to give away their personal information”* (Girls group, 9-10 years)
 - They mentioned that they would not follow what they advise others to do
 - **Boys group, 12-14 years:**
 - **As regards to the internet: Not to enter in web-pages they do not recognise.**
 - **As regards to mobile phones: they do not consider that there is any real danger in using them.**
 - **Girls group, 12-14 years:**
 - They would advise their younger siblings not to enter in web-pages they do not recognise; to search only for what interests them and not search generally and vaguely about information. Furthermore, not to talk/chat with strangers and never to reveal personal information (address)
 - They on the other hand would not follow what they ‘preach’.

V.2 WAYS OF REPORTING ENVISAGED

- ❖ Respondents were asked in case they saw or experienced something they find uncomfortable or scary, and they wanted to inform someone about it, what would be the easiest way for them to do so.
 - Respondents of the boys group, 9-10 years mentioned that they would tell
 - Their best friend ; *“We trust him the most”* (Boys group- 9-10 years)
 - *“I would not tell my friend, because he always tells on me”* (Boys group- 9-10 years)
 - Their siblings
 - Their father
 - Their grandfather
 - They also mentioned that they would not tell their teachers as they would inform their parents. Boys believe that once their parents find out about such an incident they would be very angry and so would be their teachers.
 - The boys consider telling the police as easy/ an easy and feasible solution.
 - They would not call a specialist organisation because they would be too embarrassed, but some mentioned that it would be easier for them to send an email. They would only use the report button that would automatically inform the relevant authorities if many people had access to such a button, so that authorities would not be able to know who in actuality pushed the button.
 - Girls group, 9-10 years:
 - Would tell their friends, siblings and parents in some cases.
 - Would not report it as she might misunderstand what she saw and might create problems for another person.
 - Would not contact a specialist organisation.
 - Some would use a report button whilst others would not.
 - Those who would use the report button, mentioned that would do so if it would help the police and decrease *“all bad things that can be found on the internet”* (Girls group, 9-10 years)
 - Boys group, 12-14 years:
 - Would tell their parents; some would talk to their teachers, whilst others would not. They would not call the police; they would only call the police for something very serious not just because one entered a web-page with pornographic content.
 - They would use a special number, depending on the seriousness of the incident. If it is very serious they would first of all tell their parents. The most serious problem is as they consider drugs.
 - Use of a button: it depends. They are sceptic about pushing the button and having to give away personal information.
 - As with boys group, 9-10 years, boys group, 12-14 years, would also prefer to be able to ‘press the button’ but still remain anonymous/ not recognised.
 - They believe that the easier way to inform someone is by making a phone call, telling their parents and anonymously informing the police. Telling their parents would be their first choice.

- Girls group, 12-14 years:
 - Would tell their friends but not their parents or teachers. Others mentioned that they would also mention it to their parents even though they do not actually believe that they can do much about it.
 - They would tell the police only if they believed that it was serious enough to do so, as before telling the police they would have to tell their parents. They consider murder, crime as serious; nothing else.
 - One girl would report to a specialist organisation, whilst the rest would not.
 - They would once again use the report button only in serious situations such as murder.
 - One of the respondents mentioned that she would also report it if she inserted the word Cyprus for example on the internet search box and results of pornographic material would come up.
 - ◆ Others disagree mentioning that this is not too serious to report.

V.3 ATTITUDES TOWARDS INFORMATION ON PROBLEMS AND RISKS

❖ When respondents were asked to state how they would like to learn more about the problems and risks related to internet and mobile phone usage:

➤ Boys group, 9-10 years mentioned from their siblings, but mostly from their parents as also from the current discussion.

➤ Girls group, 9-10 years:

- *“not too much, I am taking private lessons”* (Girls group, 9-10 years)
- *“How to send an email to someone”* (Girls group, 9-10 years)
- *“Understand how web-pages work”* (Girls group, 9-10 years)
- *“How to use the internet, how to protect ourselves...”* (Girls group, 9-10 years)

An encyclopaedia, their mother, their grandmother – family – or a specialist in internet use and/or someone who works at CYTA (Cyprus Telecommunication Authority) are the people considered to be most appropriate to provide the girls with necessary information.

➤ Boys group, 12-14 years:

- From word of mouth : *“If someone were to inform me about something that happened to him/her, but they tricked him/her because he/she was naïve, then he/she only has himself/herself to blame.*
- They would like to learn more about the problems and risks related to the internet and mobile phone usage from the police, specialists, and older family members. Not all teachers are able to explain these issues to them.

➤ Girls group, 12-14 years:

- They stated that they do not know much about the internet and they would like to learn more, from their parents, specialists but not their teachers excluding the teacher of information science.

SUMMARY OF RESULTS

- ❖ Internet usage is frequent by all respondents (by most on a daily basis). Most of the parents ask their children – unless it be for a school assignment- to finish their homework before they start using the computer/internet.
- ❖ Most respondents use the internet:
 - Searching information on the internet
 - Searching for information on subjects which interest them/surfing for fun (boys group, 9-10 years not as much as the other children's group)
 - Playing online games (once again boys group, 9-10, not as much as other children's groups)
 - Downloading music, films, videos, games or other... (boys group, 9-10 years, once again do not use this application as much as other children's groups)
- ❖ Many of the boys and girls of the 9-10 years group do not own a mobile phone. Their parents believe that they are still very young to own one, and will offer them one once they are older.
 - All mobile phone applications with the exception of connecting to the internet are used by boys and girls groups, 12-14 years.
- ❖ Youngsters are conscious about giving away their personal information as also interacting with strangers on-line. They consider this as a very serious problem/risk.
 - Computer viruses are another concern that was mentioned by respondents although this is controllable by anti-virus programmes.
- ❖ Although respondents are aware that certain information they find on the internet is not truthful, they do not consider this as a very serious problem.
- ❖ Most respondents came across web-sites/ web-pages with potentially shocking contents. Although they think that such incidents are mostly embarrassing for them rather than dangerous (pornographic material), they immediately close the web-page.
- ❖ Potentially dangerous contacts is considered by-far the most dangerous risk/problem children can come across, by most of the respondents. They believe that anyone can come across such a problem and one cannot be too careful. The best way to protect one's self is not to reveal personal information to strangers.
- ❖ Bullying is not really considered as a problem as many respondents mentioned that they have actually come across online gossiping rather than bullying.
- ❖ Most respondents on time or another came across material advertised to be free of charge but required payment.
- ❖ None of the respondents downloading music, films, games or other material from the internet for free, were aware that this action was illegal. Even after they were informed most did not seem to mind, and gave the impression that they would continue, their free downloading.
- ❖ Respondents would advise their younger siblings to be very careful in their use of the internet.
- ❖ They mentioned that they would report unpleasant incidents to a family member (usually older sibling, grandmother, in some cases parent), only if serious. Anonymous reporting to other organisations or institutions would be preferred.
- ❖ Most respondents would like to be informed about problems and risks of the internet and mobile phones usage mostly by their parents and/or specialists (for example specialist from the Cyprus Telecommunications Agency)

ANNEX I

COMPOSITION OF THE GROUPS

COMPOSITION OF THE GROUPS

| | Boys group 9-10 years | Girls group 9-10 years | Boys group 12-14 years | Girls group 12-14 years |
|-----------------------------------------------------------------------------------------|--------------------------|---------------------------|---------------------------|----------------------------|
| | (Nicosia) (24/4/07) | (Nicosia) (25/4/07) | (Nicosia) (23/4/07) | (Nicosia) (23/4/07) |
| Household social level (Socio-professional category of the head of household) | | | | |
| Business owners, liberal professions, high-level managers | 2 | 2 | 2 | 2 |
| Mid-level managers | 2 | 2 | 2 | 2 |
| Office employees (non-managerial) | 2 | 2 | 2 | 2 |
| Manual workers | 1 | 1 | 1 | 1 |
| Others | 1 | 1 | 1 | 1 |
| Places and means of access to the Internet | | | | |
| Home (broadband)) | 5 | 7 | 8 | 6 |
| Home (non broadband) | | 1 | | 1 |
| School | 1 | | | 1 |
| Internet cafes | | | | |
| Others | 2 | | | 1 |
| Personal ownership of computer (at home) | | | | |
| Yes | 6 | 8 | 8 | 8 |
| No | 1 | | | |
| Ownership of mobile phone | | | | |
| Yes | 5 | 2 | 8 | 7 |
| No | 2 | 6 | | 1 |

ANNEX II
DISCUSSION GUIDE

SAFER INTERNET

ΕΙΣΑΓΩΓΗ

Γεια σας, το όνομά μου είναι και δουλεύω στη FOCUS, την εταιρεία έρευνας αγοράς που μας έφερε όλους εδώ σήμερα.

Το θέμα της έρευνας αυτής αφορά στον τρόπο με τον οποίο τα παιδιά / οι νεαροί χρησιμοποιούν το Internet και τα κινητά τηλέφωνα.

Έχετε πάρει μια ιδέα για το ποιο είμαστε και τι προσπαθούμε να κάνουμε;

- Ρώτησε τα παιδιά αν γνωρίζουν τους όρους έρευνα / δημοσκόπηση και με τι τους συσχετίζουν.
- Εξήγησε τους ότι σκοπός είναι να καταλάβουμε τι κάνουν / τις συνήθειές τους και τι σκέφτονται – και ότι μπορούν να εκφράζονται ελεύθερα.
- Επιβεβαιώστε ότι οτιδήποτε και να ειπωθεί είναι εμπιστευτικό – π.χ. ότι οι λέξεις τους μπορεί να χρησιμοποιηθούν σαν παραδείγματα αλλά σε καμία περίπτωση δε θα συσχετιστούν με τα ονόματά τους. Συγκεκριμένα, ό,τι ειπωθεί από το κάθε παιδί δε θα μεταφερθεί στους γονείς του.

Για να αρχίσουμε, θα ήθελα καθένας από εσάς να συστηθεί και να πει λίγα πράγματα για τον εαυτό του: το όνομα σας, αν έχετε αδέρφια, αν έχετε πρόσβαση στο Internet και με ποιο τρόπο – δικά σας κομπιούτερ, των γονιών σας, στο σχολείο, σε φίλους, σε Internet καφέ – και επίσης αν έχετε κινητό τηλέφωνο.

ΘΕΜΑ Ι. ΤΟ INTERNET ΚΑΙ ΟΙ ΕΦΑΡΜΟΓΕΣ INTERNET

Ας μιλήσουμε για το Internet.

I.1 Πριν αρχίσουμε να μιλάμε για το πώς χρησιμοποιείτε το Internet, θα ήθελα να μάθω πως μάθατε να το χρησιμοποιείτε.

- Αυθόρμητες αναφορές
- Διερεύνησε :
 - Εκμάθηση από μόνοι τους ή με τη βοήθεια άλλων / από άλλους
 - Από ποιόν; Άλλα παιδιά (Ποια; φίλους, αδέρφια;), ενήλικες ; (γονείς, δάσκαλοι, άλλοι ενήλικες;)

I.2 Μπορείτε να μου πείτε πως / με ποιον τρόπο και πόσο συχνά χρησιμοποιείτε το Internet και πόσο χρόνο χονδρικά περνάτε με αυτό;

- Αυθόρμητες αναφορές
- Διερεύνησε :
 - Συστηματική / σταθερή ή μεταβλητή χρήση Internet; Από τι εξαρτάται;
 - Πόση ώρα υπολογίζουν τα παιδιά ότι το χρησιμοποιούν ; (χρόνος που περνούν κατά μέσο όρο, την ημέρα ή την εβδομάδα)

I.3 Μπορείτε να χρησιμοποιήσετε το Internet όπως θέλετε και όσο συχνά θέλετε, ή έχετε περιορισμούς, κανόνες ή συστάσεις από τους γονείς σας – ή οτιδήποτε νομίζετε ότι θα ήθελαν ή δε θα ήθελαν οι γονείς σας να κάνετε, ακόμα και να μη σας το έχουν πει.

- Αυθόρμητες αναφορές
- Διερεύνησε :
 - Αν έχουν περιορισμούς / κανόνες / συστάσεις : τι ακριβώς;
 - Για καθένα περιορισμό / κανόνα / σύσταση : αντιλαμβανόμενη δικαιολόγηση και βαθμός συμφωνίας
 - Αν δεν έχουν περιορισμούς / κανόνες / συστάσεις : πως θα ένιωθαν αν τους επιβάλλονταν / δίνονταν;
 - Ποιους θα δέχονταν ή όχι ; : αντιλαμβανόμενη δικαιολόγηση και βαθμός συμφωνίας

I.4 Έχουμε ετοιμάσει μια λίστα με διάφορες χρήσεις του Internet.
Να ρωτήσω καθέναν από εσάς :

- Να βάλετε **ένα πράσινο sticker** σε καθεμιά από τις εφαρμογές που χρησιμοποιείτε
 - Να βάλετε **ένα ακόμα πράσινο sticker** στις εφαρμογές που χρησιμοποιείτε περισσότερο
- Μοιράστε τη λίστα
 - Αφήστε τους συμμετέχοντες να την συμπληρώσουν
- Βεβαιωθείτε ότι το σύστημα με το ένα / δυο stickers έχει γίνει κατανοητό.
- Βεβαιωθείτε ότι καθένας τους έχει γράψει το μικρό του όνομα.
- Συλλέξτε τις λίστες , και γρήγορα εντοπίστε τις πιο συνήθεις εφαρμογές.

I.5 Βλέπω ότι κάποιες εφαρμογές χρησιμοποιούνται περισσότερο από άλλες.

Τι είναι αυτό που σας ενδιαφέρει ή τι είναι αυτό που σας αρέσει ιδιαίτερω σε αυτές τις εφαρμογές του Internet;

- Αυθόρμητες αναφορές
- Διερεύνηση : συχνές εφαρμογές που δεν αναφέρθηκαν στις αυθόρμητες αναφορές.

ΘΕΜΑ ι: κινητα τηλέφωνα και η χρήση τους

II.1 Κάποιοι από εσάς έχουν κινητό τηλέφωνο.

Για αυτούς που έχουν, πως το χρησιμοποιείτε;

- Ρώτησε τον ένα μετά τον άλλον (μεταξύ αυτών που έχουν κινητό)

Άσε καθέναν τους να εκφραστεί ελεύθερα και μετά διερεύνησε:

- Με ποιον (φίλους, γονείς, σε ποιες περιστάσεις;)
- Ποια είναι η πιο συχνή χρήση (ομιλία, SMS, άλλες χρήσεις)

Οι υπόλοιποι δεν έχετε κινητό τηλέφωνο. Μπορείτε να μου πείτε γιατί;

- Διερευνήστε τους λόγους (κόστος; οι γονείς δε θέλουν να έχουν τα παιδιά τους κινητό; άλλα)

II.2 Τα κινητά τηλέφωνα μπορούν επίσης να χρησιμοποιηθούν για να στείλει κανείς ή να λάβει φωτογραφίες (MMS), να λάβει μέρος σε συζητήσεις / chats , ή να συνδεθεί στο Internet. Αυτά τα κάνετε εσείς;

- Ρώτησε ξανά καθένα ξεχωριστά (αυτοί που έχουν κινητά)

- Αν έχει ήδη χρησιμοποιήσει αυτές τις εφαρμογές (ποιες), τι είναι αυτό που αρέσει / τι παίρνει από αυτό – αν δεν τις έχει χρησιμοποιήσει – γιατί;

II.3 Χρησιμοποιείτε το κινητό σας ελεύθερα, όπως και όσο θέλετε, ή έχετε περιορισμούς, κανόνες, ή συστάσεις από τους γονείς σας; – ή οτιδήποτε νομίζετε ότι θα ήθελαν ή δε θα ήθελαν οι γονείς σας να κάνουνε, ακόμα και να μη σας το έχουν πει.

- Αυθόρμητες αναφορές

- Διερεύνησε :

- Αν έχουν περιορισμούς / κανόνες / συστάσεις: τι ακριβώς;
- Για καθένα περιορισμό / κανόνα / σύσταση: αντιλαμβανόμενη δικαιολόγηση και βαθμός συμφωνίας
- Αν δεν έχουν περιορισμούς / κανόνες / συστάσεις: πως θα ένιωθαν αν τους επιβάλλονταν / δίνονταν;
- Ποιους θα δέχονταν ή όχι: αντιλαμβανόμενη δικαιολόγηση και βαθμός συμφωνίας

I.4 Έχουμε ετοιμάσει μια λίστα με διάφορες χρήσεις των κινητών τηλεφώνων.

Να ρωτήσω καθέναν από εσάς :

- Να βάλετε **ένα πράσινο sticker** σε καθεμιά από τις εφαρμογές που χρησιμοποιείτε
- Να βάλετε **ένα ακόμα πράσινο sticker** στις εφαρμογές που χρησιμοποιείτε περισσότερο

- Μοιράστε τη λίστα

- Αφήστε τους συμμετέχοντες να την συμπληρώσουν

Βεβαιωθείτε ότι το σύστημα με το ένα / δυο stickers έχει γίνει κατανοητό.

Βεβαιωθείτε ότι καθένας τους έχει γράψει το μικρό του όνομα.

- Συλλέξτε τις λίστες , και γρήγορα εντοπίστε τις πιο συνήθεις εφαρμογές.

ΘΕΜΑ ΙΙΙ. ΠΡΟΒΛΗΜΑΤΑ ΚΑΙ ΚΙΝΔΥΝΟΙ ΣΧΕΤΙΚΑ ΜΕ ΤΟ INTERNET ΚΑΙ ΤΑ ΚΙΝΗΤΑ ΤΗΛΕΦΩΝΑ

ΙΙΙ.1 Πέρα από το ότι είναι κάτι ευχάριστο και χρήσιμο, υπάρχουν προβλήματα ή κίνδυνοι στη χρήση του Internet ή των κινητών τηλεφώνων; – Δηλαδή πράγματα που δε σας αρέσουν ή σας φοβίζουν;

- Αυθόρμητες αναφορές
- Διερεύνηση :
 - Είδη προβλημάτων / κινδύνων που αναφέρθηκαν
 - Προβλήματα / κίνδυνοι που αναφέρθηκαν σε σχέση με το Internet ή τα κινητά τηλέφωνα
 - Πως έχουν μάθει τα παιδιά για αυτά τα προβλήματα / κινδύνους; (Προσωπική εμπειρία ? Τους έχουν προειδοποιήσει ? Από ποιον ? άλλο παιδί ? Ενήλικες – ποιοι ενήλικες ? Κάποια αρχή / ίδρυμα ?)
 - Πόσο σοβαρά νιώθουν ότι είναι αυτά τα προβλήματα ?

ΙΙΙ.2Α Αυτά τα προβλήματα έχουν αλλάξει τον τρόπο που χρησιμοποιείτε το Internet ?

- Αυθόρμητες αναφορές
- Διερεύνηση :
 - Περιορισμός στην ποσότητα (όγκο) χρήσης
 - Λήψη μέτρων ; με δική τους πρωτοβουλία/με την επιρροή των γονιών

ΙΙΙ.2.Β Αυτά τα προβλήματα έχουν αλλάξει τον τρόπο που χρησιμοποιείτε το κινητό σας τηλέφωνο;

- Αυθόρμητες αναφορές
- Διερεύνηση :
 - Περιορισμός στην ποσότητα (όγκο) χρήσης
 - Λήψη μέτρων ; με δική τους πρωτοβουλία/με την επιρροή των γονιών

ΙΙΙ.3 Εδώ έχουμε μια λίστα με τις εφαρμογές Internet και του κινητού τηλεφώνου που βάλατε νωρίτερα τα πράσινα sticker.

Παρακαλώ κολλήστε ένα **κόκκινο sticker** δίπλα στις εφαρμογές που νιώθετε ότι μπορεί να δημιουργούν κάποιο πρόβλημα οποιουδήποτε είδους, και ένα **δεύτερο κόκκινο sticker** σε αυτές που θεωρείτε ότι είναι οι πιο ενοχλητικές ή τρομακτικές.

- Μοιράστε τις λίστες.
- Αφήστε τους συμμετέχοντες να την συμπληρώσουν
Βεβαιωθείτε ότι το σύστημα με το ένα / δυο stickers έχει γίνει κατανοητό.
Βεβαιωθείτε ότι καθένας τους έχει γράψει το μικρό του όνομα.
- Συλλέξτε τις λίστες, και γρήγορα εντοπίστε τις εφαρμογές που έχουν τα περισσότερα sticker με προβλήματα / κινδύνους.

ΙΙΙ.4 Ας συζητήσουμε τώρα αυτά τα προβλήματα με λεπτομέρεια, διαλέγοντας αυτά που αναφέρατε συχνότερα.

Γιατί νομίζετε ότι αυτή η εφαρμογή μπορεί να σχετίζεται με κάποιο πρόβλημα;

- Πάρτε μια μια τις εφαρμογές που αναφέρονται συχνότερα ότι μπορεί να δημιουργούν προβλήματα ή κινδύνους, και εκμαιεύστε τη φύση και το βαθμό του προβλήματος/κινδύνου.

ΘΕΜΑ IV ΑΝΤΙΔΡΑΣΕΙΣ ΣΤΗΝ ΠΑΡΟΥΣΙΑΣΗ ΣΥΓΚΕΚΡΙΜΕΝΩΝ ΠΡΟΒΛΗΜΑΤΩΝ Η/ΚΑΙ ΚΙΝΔΥΝΩΝ

Θα σας αναφέρω μερικά προβλήματα, όπως τα βλέπουν οι «μεγάλοι» που ανησυχούν για αυτά – και θα μου πείτε πως νιώθετε **εσείς** για αυτά.

IV.1 Ένα από τα προβλήματα μπορεί να είναι ότι οι πληροφορίες που βρίσκετε μπορεί να μην είναι απαραίτητα αληθείς.

Τι νομίζετε για αυτό; Γενικά, νομίζετε ότι μπορούμε να εμπιστευόμαστε ότι βρίσκουμε στο Internet?

- Αυθόρμητες αντιδράσεις
- Διερεύνηση :
 - Ποιος είναι ο συνολικός βαθμός αξιοπιστίας του Internet ?
 - Πως συγκρίνεται με άλλες πηγές (γονείς, δάσκαλοι, φίλοι, τηλεόραση, βιβλία...)
 - Γιατί το Internet είναι περισσότερο ή λιγότερο αξιόπιστο;
 - Παραδείγματα ανακρίβειών στο Internet. Για τι επρόκειτο; Πως καταλάβατε ότι δεν ήταν αληθές;
 - Πόσο σοβαρό νομίζετε ότι είναι τελικά αυτό το πρόβλημα / κίνδυνος;

IV.2 Άλλο ένα πρόβλημα που ανησυχεί τους μεγάλους είναι ο κίνδυνος του να έρθει κανείς σε επαφή με εικόνες ή περιεχόμενα άλλου είδους που είναι πολύ σοκαριστικά – που μπορεί να περιλαμβάνουν σκληρές βίας, βάνασες σκληρές, ρατσισμό ή πορνογραφία.

Τι νομίζετε για αυτό;

- Αυθόρμητες αντιδράσεις
- Διερεύνηση :
 - Έχει συμβεί σε εσάς; Με τι είχε να κάνει;
 - Τι κάνατε; Μιλήσατε σε κάποιον για αυτό; Ποιόν;
 - Τι θα κάνατε αν συνέβαινε σε εσάς, ή τι θα συμβουλευάτε ένα φίλο να κάνει αν συνέβαινε σε εκείνον; Να μιλήσει σε κάποιον; Σε ποιόν; Τι πρακτικές συμβουλές θα του δίνετε;
 - Συντονιστή : επίσης διερεύνησε πόσο σοβαρό γίνεται αντιληπτό αυτό το πρόβλημα.

IV.3 Ένα ακόμα κίνδυνος που ανησυχεί τους μεγάλους είναι ότι τα παιδιά αναπτύσσουν σχέσεις με αγνώστους με τους οποίους έχουν μιλήσει στο Ιντερνετ – κάποιον που δεν έχουν γνωρίσει ποτέ πρόσωπο με πρόσωπο.

Ας πάρουμε ένα παράδειγμα..

Ο τάδε είναι ένα παιδί της ηλικίας σας.

Του αρέσει να παίζει παιχνίδια ή να βάζει το προφίλ του στο Internet, και αρχίζει να μιλά online με κάποιον στον οποίο σταδιακά δίνει κάποιες προσωπικές πληροφορίες όπως τη διεύθυνση MSN, το κινητό του τηλέφωνο, το όνομα του, που μένει, ή αρχίζει να στέλνει φωτογραφίες του.

Νομίζει ότι αυτός ο άγνωστος άνθρωπος είναι πολύ καλό παιδί της ίδιας ηλικίας, αλλά μπορεί να αποδειχτεί ότι είναι κάποιος άλλος, που μπορεί να τον ενθαρρύνει να κάνει πράγματα που δε θα έπρεπε να κάνει, ή ακόμα και ένα «μεγάλος» με κακές προθέσεις.

(Συντονιστή : Για τις ομάδες των αγοριών χρησιμοποίησε ένα τυπικό αντρικό όνομα και για τις ομάδες των κοριτσιών ένα τυπικό γυναικείο όνομα της χώρας)

Τι νομίζετε για αυτό;

➤ Αυθόρμητες αντιδράσεις

➤ Διερεύνησε :

- Έχει συμβεί σε κάποιον που γνωρίζετε; Πως, σε ποια κατάσταση;
- Νομίζετε ότι θα μπορούσε να συμβεί και σε σας; Πως επικοινωνείτε και κάνετε φίλους στο Internet;
- (Αν έχει συμβεί) Τι κάνατε; Μιλήσατε σε κάποιον για αυτό; Ποιον;
- Τι θα κάνατε αν συνέβαινε σε σας ή τι θα λέγατε σε έναν φίλο σας που του είχε συμβεί;
- Συντονιστή : επίσης διερεύνησε πόσο σοβαρό γίνεται αντιληπτό αυτό το πρόβλημα.

IV.4 Άλλη μία ανησυχία των μεγάλων είναι ότι μερικά παιδιά χρησιμοποιούν την επικοινωνία μέσω Internet για να συμπεριφερθούν άσχημα σε ένα άλλο παιδί που δε συμπαθούν. Αυτό μπορεί να γίνει για παράδειγμα μιλώντας στο MSN για αυτό το παιδί χωρίς να το συμπεριλαμβάνουν στη συζήτηση, ή στέλνοντάς του ανώνυμα κακά μηνύματα.

Τι νομίζετε για αυτό;

➤ Αυθόρμητες αντιδράσεις

➤ Διερεύνηση :

- Πως, σε ποια περίπτωση ? έχετε λάβει κακά μηνύματα; Έχετε στείλει κακά μηνύματα ποτέ σε άλλους;
- Νομίζετε ότι μπορεί να συμβεί σε εσάς;
- (Αν έχει συμβεί) Τι κάνατε; Μιλήσατε σε κάποιον για αυτό; Σε ποιον;
- Τι θα κάνατε αν συνέβαινε σε εσάς ή τι θα συμβουλευάτε ένα φίλο σας να κάνει αν του συνέβαινε;
- Συντονιστή : επίσης διερεύνησε πόσο σοβαρό γίνεται αντιληπτό αυτό το πρόβλημα.

IV.5 Άλλος ένας κίνδυνος που έχουμε ακούσει είναι να μας κοροϊδέψει κάποιος, για παράδειγμα όταν κατεβάζουμε ένα αρχείο που φαίνεται να είναι δωρεάν αλλά στην πραγματικότητα δε είναι, ή όταν λαμβάνουμε μέρος σε ένα διαγωνισμό.

Τι νομίζετε για αυτό;

➤ Αυθόρμητες αντιδράσεις

➤ Διερεύνηση:

- Έχει συμβεί σε εσάς; Σε ποια περίπτωση;

- Τι κάνατε; Μιλήσατε σε κάποιον για αυτό; Ποιον;
- Τι θα κάνατε αν συνέβαινε σε σας ή τι θα συμβουλευάτε έναν φίλο σας να κάνει αν συνέβαινε σε αυτόν; Να μιλήσει σε κάποιον; Ποιον;
- Συντονιστή : επίσης διερεύνησε πόσο σοβαρό γίνεται αντιληπτό αυτό το πρόβλημα.

IV.6 Άλλο ένα πρόβλημα μπορεί να είναι ότι τα παιδιά κατεβάζουν μουσική, ταινίες, παιχνίδια, ή άλλα πράγματα χωρίς να πληρώνουν.

Ίσως αυτό να έχει συμβεί και σε σας : έχετε κατεβάσει κάτι χωρίς να πληρώσετε;

➤ Καταγραψτε τις απαντήσεις, και συνεχίστε :

Σε πολλές περιπτώσεις, αυτό το περιεχόμενο είναι υλικό από το οποίο οι δημιουργοί (π.χ. μουσικοί) χρειάζεται να βγάλουν χρήματα για να ζήσουν και συνεπώς πρέπει να πληρώνεται.

Το γνωρίζετε αυτό; Ποιος μπορεί να είναι οι συνέπειες; Αυτά τα παιδιά νομίζετε ότι γνωρίζουν ότι είναι παράνομο / δεν επιτρέπεται; Και πως το χειρίζονται / τι κάνουν για αυτό;

➤ Διερεύνηση :

- Γνώση ότι είναι παράνομο / δεν επιτρέπεται και οι συνέπειες
- Τι θα έκαναν τα παιδιά της ομάδας σε αυτή την περίπτωση;
- Πόσο σοβαρό θεωρούν ότι είναι αυτό το πρόβλημα;

ΘΕΜΑ V. ΠΛΗΡΟΦΟΡΗΣΗ ΣΧΕΤΙΚΑ ΜΕ ΤΟΥΣ ΚΙΝΔΥΝΟΥΣ ΚΑΙ ΑΝΑΦΟΡΑ ΠΡΟΒΛΗΜΑΤΩΝ / ΚΙΝΔΥΝΩΝ

- V.1** Όταν το ξανασκέφτεστε, μετά από τη συζήτησή μας, υπάρχουν κάποιες προφυλάξεις που νομίζετε ότι θα ήταν χρήσιμες να παρθούν για τη χρήση του Internet και των κινητών τηλεφώνων – ή κάτι που θα συμβουλευάτε τον μικρότερο αδερφό ή αδερφή σας να κάνει;
- Αυθόρμητες αντιδράσεις
 - Διερεύνηση :
 - Προφυλάξεις (και σχετικοί κίνδυνοι) που αντιλαμβάνονται (περισσότερο) τα παιδιά μετά στη συζήτηση
 - Τάση να πραγματοποιήσουν αυτές τις προφυλάξεις
- V.2** Αν βλέπατε ή γινόταν κάτι άβολο και φοβιστικό, και θέλατε να το πείτε σε κάποιον, ποιος θα ήταν ο πιο εύκολος τρόπος για εσάς να το κάνετε;
- Αυθόρμητες αντιδράσεις
 - Διερεύνηση :
 - Να μιλήσετε στους γονείς σας για αυτό
 - Να μιλήσετε στο δάσκαλό σας
 - Να το πείτε στην αστυνομία
 - Να επικοινωνήσετε με μια οργάνωση που να ειδικεύεται σε αυτό τηλεφωνώντας σε έναν δωρεάν αριθμό τηλεφώνου
 - Να επικοινωνήσετε με τον οργανισμό μέσω e-mail .
 - Να υπάρχει ένα κουμπί που αυτόματα πληροφορεί τις αρμόδιες αρχές απλά κλικάροντάς το.
- V.3** Πως θα θέλατε να πληροφορηθείτε περισσότερο για τα προβλήματα και τους κινδύνους που σχετίζονται με το Internet και τα κινητά τηλέφωνα;
- Αυθόρμητες αντιδράσεις
 - Διερεύνηση :
 - Τάση στο να μάθουν περισσότερα για τα προβλήματα και τους κινδύνους
 - Φύση των πληροφοριών που θα έψαχναν
 - Από ποιες πηγές/από ποια κανάλια