"A STUDY OF AWARENESS ABOUT DIGITAL CITIZENSHIP AMONG HIGHER   SECONDARY STUDENTS"

PROJECT REPORT

Submitted to the University of Mumbai

In partial fulfillment of the requirement

For the degree of

Bachelor of Education

By

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Academic Year: 2019– 2021

CERTIFICATE

This is to certify that the project titled "A study of awareness about digital citizenship among higher secondary students " has been prepared by Snehal kulabkar in partial fulfillment of the requirements of the Bachelor Degree of Education of Mumbai University. It embodies materials collected and analyzed by the candidate Ms Snehal kulabkar under my guidance and it is hereby approved as indicating the proficiency of the candidate.

DECLARATION

I hereby declare that this project report written and submitted by me under the guidance of Mrs. Namrata Saxena is my original work.

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ACKNOWLEDGEMENT

It is God the Almighty who gives the power to accomplish successfully every challenging task. This action research was a demanding project for me but I feel great pleasure in submitting this now that it is complete. Thank you O Lord!

I am very much thankful to Mumbai University to include the research project in the B.Ed. curriculum.

I would also like to express my thanks to the school Principal and students of *Mahatma school of Academics and sports jr college*, New Panvel , for having given their full co-operation in Data collection.

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I am also thankful to the Librarian and all staff of Pillai College of Education & Research for providing the necessary assistance.

I would also like to thank my parents as without their blessings, encouragement and support this would have been impossible.

Place: New Panvel   (Snehal kulabkar)

Date:

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Introduction

Action research means a scientific search which is conducted for the solution of various problems which come across the day to day activities of the pupils, teachers, schools and educational officers.

It is a reflective process which helps teachers to explore and examine aspects of teaching and learning and to take action to change and improve.

Students are always very curious about the new things happening around and yes Internet is one of the most fascinating thing in today's world.the internet is by far one of the greatest invention of all time the internet allows for the spread of ideas and information at a phenomenal speed.

It made it possible for us to communicate with people from the other side of the world. Allowing us to meet new people and discover new places even though we are not there. The internet is easily accessible to everyone because it is inexpensive and can be afforded by most.

It's a whole new reality of learning for students, with so much of their communication and education now happening online. Our responsibility as educators now extends beyond the classroom to a world within keyboards and html codes, and teaching students to navigate these digital spaces responsibly is a major part of helping them develop a healthy relationship with the world around them. Integrating digital citizenship in classrooms is a vital part of this process.

Digital citizenship refers to responsible technology usage, and teaching digital citizenship is essential to helping students achieve and understand digital literacy, as well as ensuring cyber bullying prevention, online safety, digital responsibility, and digital health and wellness.

Statement of problem:

"A study of study of Awareness about digital citizenship among higher secondary students".

Need of the study :

New technology is being created daily, and online communication is becoming an increasingly common and important means of building and maintaining connections. Technology in education, job searching, and employment navigation, including meetings and conferences, are just a few of the countless ways technology usage and understanding will continue to be major tools of success for students.

Establishing guidelines and incorporating lessons for responsible online communication and etiquette early, and repeating and reinforcing them often, helps students learn to communicate respectfully with peers. Set clear boundaries. Modeling respectful and appropriate behavior for students and holding them accountable to adhering to these standards will help build a solid foundation for students to become responsible citizens navigating both real and digital worlds with kindness and empathy.

Awareness about good digital citizenship Practices among students is essential as it prepares them for the future field of work and also equips them with skills that will be required in life .

It also Prioritize safety of students and instills responsibilities,discipline and expected behaviour while working on digital platform.

Objectives of the Study :

- ✓ To find out digital citizenship among higher secondary students
- ✓ To find out awareness of students in the area of digital safety,digital communication,digital etiquette,digital law .
- ✓ To determine students awareness about digital access .
- ✓ To make the students digitally responsible.
- ✓ To create awareness about digital citizen among higher secondary students
- ✓ To suggest measures among students and to create awareness about digital citizenship .

Operational Definitions :

Digital Citizenship refers to the ability to engage positively, critically and competently in the **digital** environment, drawing on the skills of effective communication and creation, to practice forms of social participation that are respectful of human rights and dignity through the responsible use of technology.

A higher secondary school student means 11th and 12th standard.

Awareness means knowledge or perception of a situation or fact.

For this study we have contribute the Nine elements they are as follows

1.digital access 2.digital commerce 3. digital communication 4.digital literacy 5. digital etiquette 6. digital law 7.digital rights and responsibilities 9. digital health and awareness

Strategies means a plan or action designed to achieve a long term or overall aim.

Importance of the study

 Today, billions of people all over the planet interact using various technologies. This interaction has created a digital society that affords its members opportunities for education, employment, entertainment, and social interaction. In any society, it is expected that citizens act in a certain way according to accepted norms, rules, and laws. Citizenship is defined as the state of being a citizen of a particular social, political or national community. Citizenship

requires balancing personal empowerment and responsibility with community well-being. The good of the individual and the good of the community must reside in a state of equilibrium. Similarly we live in digital society, so we need to follow certain behavior which is expected for the smooth functioning of digital community. It is termed as digital citizenship. Most of today's students are using technology. but are they using it appropriately? Do they understand their roles and responsibilities in digital society? How can teachers help students become responsible digital citizens? These issues are discussed in this paper The challenge within digital communities is ensuring an effective balance. Digital communities require participation and society has a role to play in preparing youth to participate in these communities in meaningful, responsible and caring ways. So education in digital citizenship has greater need and often is even more challenging to guide.

The aim of this research is to benefit the students to be digitally responsible ,safe and know student awareness about the digital citizenship also understand their different perspective about it in order to bring about awareness different strategies could be applied It is important to have a clear understanding on what hinders and improves one's educational achievement when learning through digital medium .This research can inform policy makers ,parents and school management on the status of digital citizenship among students to be able to provide the required education and training in this area . this assimilation will provide awareness of different perspective of students and hence right path can be created to guide them in being good digital citizen. This will help teachers to know which areas of digital citizenship students can be taught about. students results concluded in this research can aid the school curriculum and strategies towards a more effective use of digital platform and making the students digitally responsible and at the same time students will know their digital rights

Scope of the study:-

The study limits its coverage only to the Mahatma School of academics and sports year 2020-2021. The study will focus on the study of awareness among the students .The study is conducted with the help of questionnaire. The respondents will be of class 11th and 12th of Maharashtra state board.

Sample Size:-

The questionnaire was distributed to 40 students of 11th and 12th

Tools employed for the study :-

For this study the researcher made 20 questions:

The responses were recorded in the form of:

Multiple choices

Checklists

Methodology used:

In this study the researcher used the survey method to find the awareness about digital citizenship among the students.

Analysis and interpretation of data

Q1) During school events or in hospitals etc. the correct cell phone ringer setting is

Table No 1.

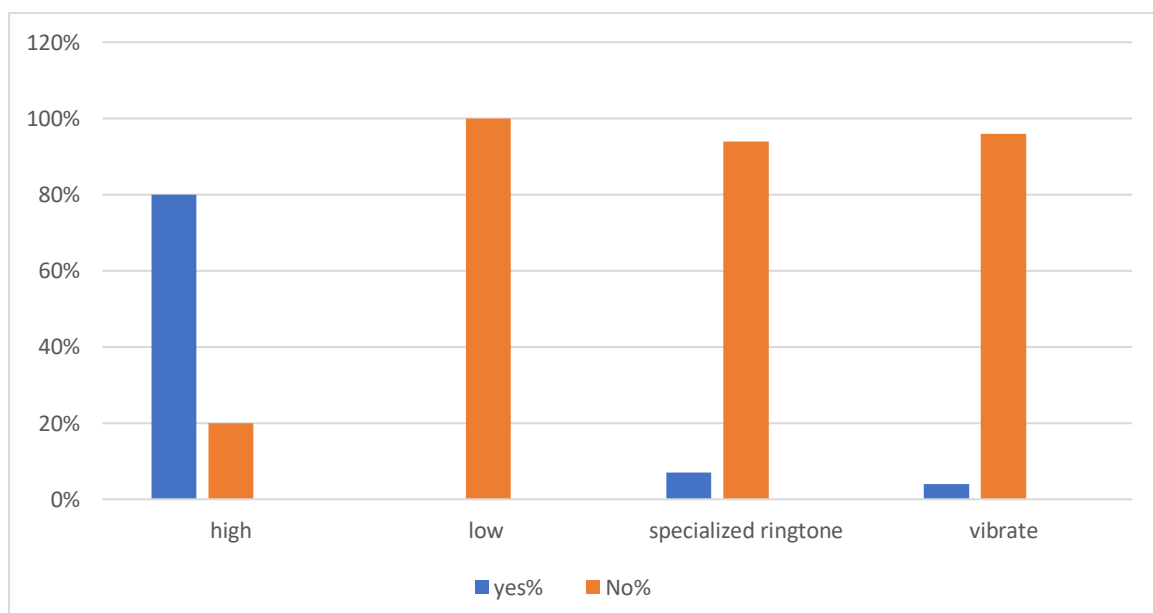| Sr No.	During school events or in hospital etc. The correct cell phone ringer setting is	yes	yes%	No	NO%
1.	Low	32	80	8	20
2.	High	0	0	40	100
3.	Specialized ringtone	3	7	37	93
4.	Vibrate	10	4	30	96

Interpretation : From the above graph we have observed that 80% of the students feels the correct phone ringing setting is low during the school events and 7% feels its should be specialized ringtone and 4% feels the correct ringing setting should be vibrate

Q.2 The most appropriate use of technology in schools is to

Table no 2.

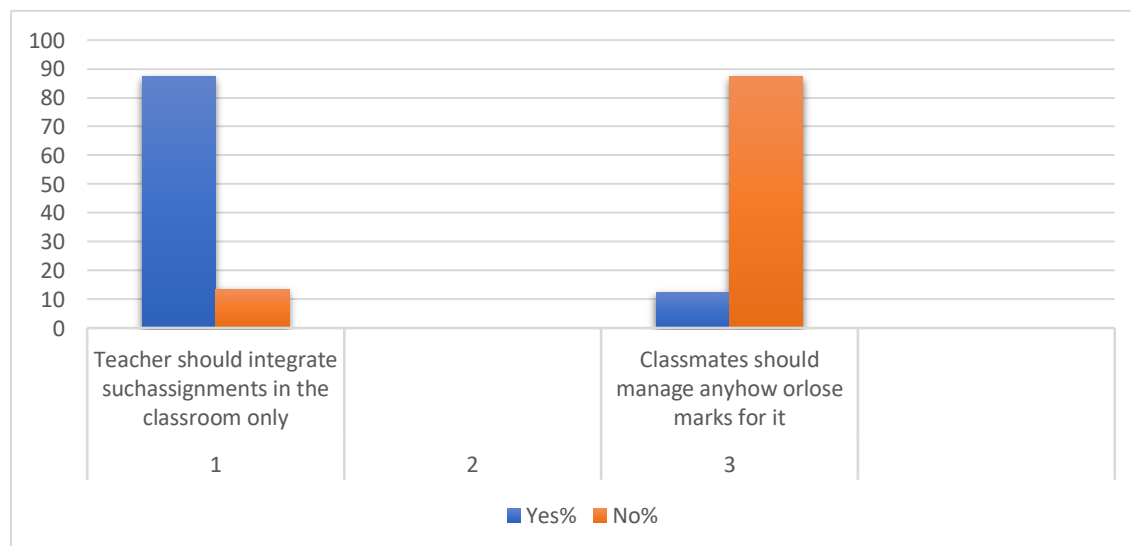| Sr no	The most appropriate use of technology in schools is to	Yes	Yes%	No	No%
1	Electrify what we have done in past	3	7.5	37	93.5
2	Help students in learning	34	85	6	15
3	**Playing games during class**	3	7.5	37	93.5
4	**Only writes papers**	0	0	40	100

Figure no 2.

Interpretation : from the above graph we can observed that 85% students feels that the most appropriate use of technology in school is to help in learning and each 7.5 % students feels that it should be for playing games during class and electrify what we have learn in past respectively

Q .3) If your classmates do not have access to technology at their homes for technology based assignments

Table no.3

| Sr no	If your classmates do not have access to technology at their homes for technology based assignments	Yes	Yes%	No	No %
1	Teacher should integrate such assignments in the classroom only	35	87.5	5	12.5
2	Classmates should manage anyhow or lose marks for it	5	12.5	35	87.5
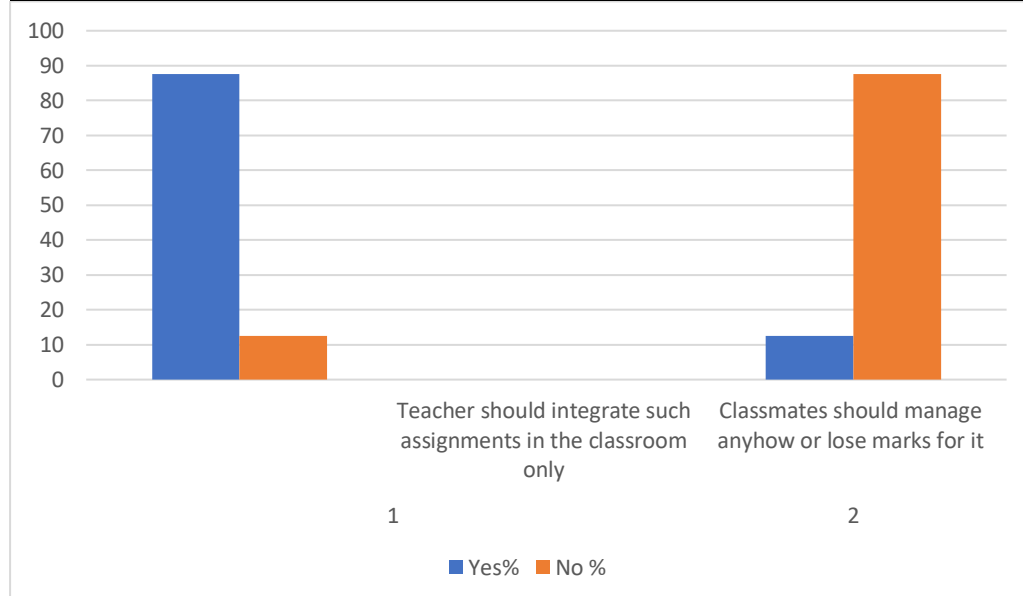
Figure no 3

Interpretation : From the above graph we can observed that when the technology is not available at student end the teacher 87.5% students feels that teacher should integrate such assignments in classroom only and only 12.5% students feels that classmates should manage it anyhow or lose marks for that particular assignment

Q 4) If someone puts copyrighted material on the internet and another person wants to use it, that person should

Table no 4 :

Sr no	If someone puts copyrighted material on the internet and another person wants to use it, that person should	yes	Yes%	No	No%
1	Use it, if it is for Educational use	4	10%	36	90%
2	Take it and use it as they want to use	2	05%	38	95%

| 3	Not use the information because it is too much trouble	4	10%	36	90%
4	Ask permission from the author or at least cite the source	30	75%	10	25%
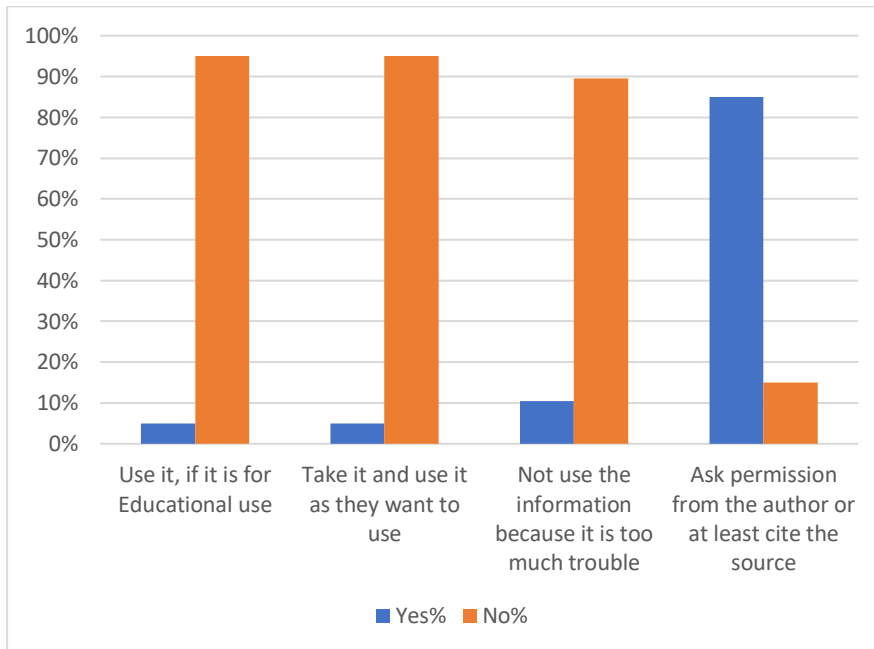
Figure no 4.

Interpretation : From the above graph we can observed that 75% students feel that If someone puts copyrighted material on the internet and another person wants to use it, that person should Ask permission from the author or at least cite the source .10% each in both the cases i.e Not use the information because it is too much trouble and Use it, if it is for educational use respectively and only 5% students feel that take it and use it if they want to.

Q.5) When dealing with strangers, online users should

Table no 5 :

| Sr no	When dealing with strangers, online users should	Yes	Yes%	No	No%
1	Give personal information freely	1	2.5%	39	97.5%
2	Be cautions about giving personal information	28	70%	14	30%
3	Provide password and credit information if asked	0	0%	40	100%
4	Not to tell anyone about the people they meet online	11	27.5%	29	72.5%
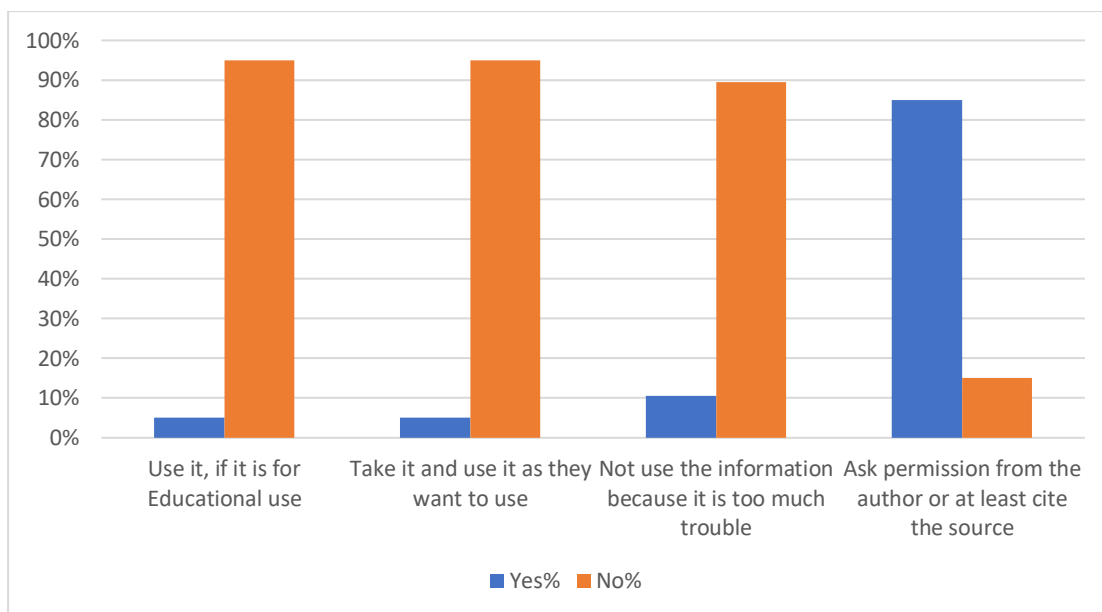
Figure no 5

Interpretation : From the above graph it is observed that when dealing with strangers 70% students feels that we should be cautious about giving personal information and 27.5 % students feels that they should not tell about anyone about the people they meet online and 2.5% students feels that it is ok to share information freely

Q 6) What should you do if you receive a suspicious-looking e-mail with an attachment?

Table no 6:

| Sr no	What should you do if you receive a suspicious-looking e-mail with an attachment?	Yes	Yes%	no	No%
1	Open the attachment and see if it is from a friend.	2	5%	38	95%
2	Send a message back to the sender asking him or her to remove your from their e-mail list	2	5%	38	95%
3	Forward the attachment to a friend who knows a lot about computers	5	10.5%	35	89.5%
4	Delete it Immediately	36	85%	4	15%
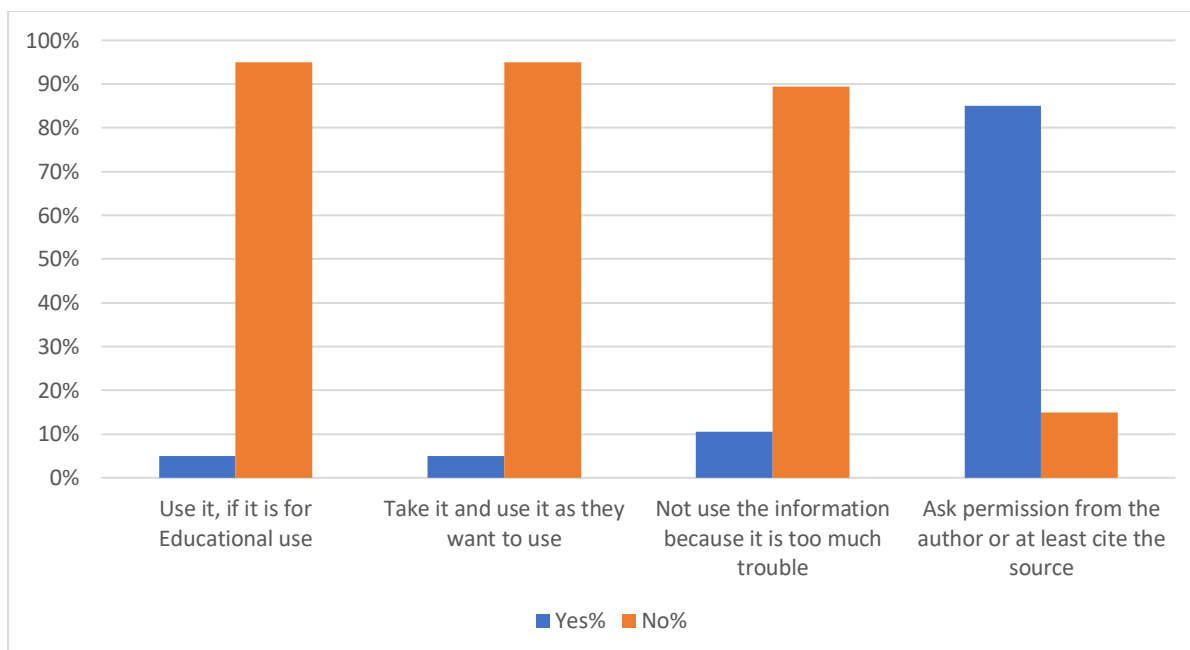
Figure no 6

Intepretation : From the graph we can observed that 85% of the students feel that if they receive a suspicious-looking e-mail with an attachment they should delete it immediately and 5% each feel that Open the attachment and see if it is from a friend.and Send a message back to the sender asking him or her to remove your from their e-mail list respectively and 10.5% of the students feels that Forward the attachment to a friend who knows a lot about computers

Q.7) Which is true about citing a source?

Table no 7:

Sr no	Which is true about citing a source?	yes	Yes%	No	No%
1	Citing a source is writing down where information comes from	5	12.5%	35	27.5%
2	Citing a source is something students should always do when researching	10	6%	30	94%
3	Citing a source shows others where you found the information	5	12.5%	35	90%
4	All of the above	29	72.5%	11	27.5%
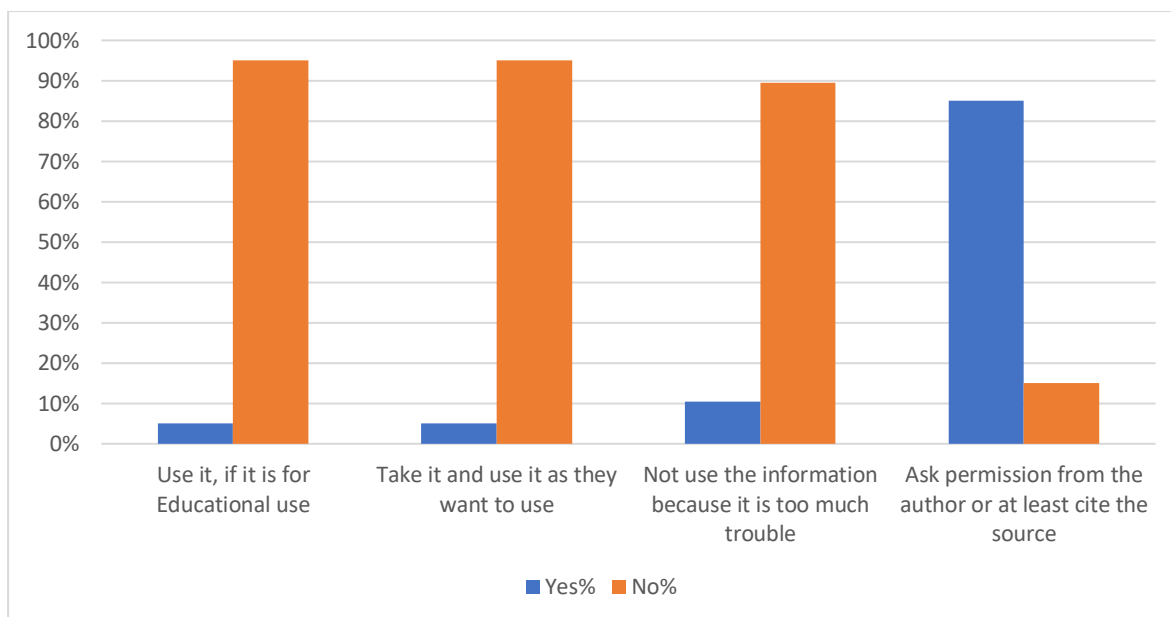
Figure no 7

Interpretation

From the above graph it is observed that 72.5% students feels that the mention all option for the citing source are correct and 12.5 % each feels that Citing a source is writing down where information comes from and Citing a source shows others where you found the information respectively and 6% feels that Citing a source is something students should always do when researching

Q8) It is alright to share your address online with someone you have never met

Table no 8 :

| Sr no	It is alright to share your address online with someone you have never met	True	True %	False	False %
1.		05	12.5	35	87.5
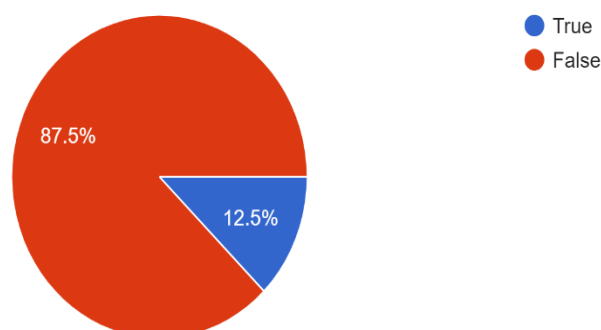
Figure no 8

Interpretation : **From the above graph we can observed that 87.5% students feels that it is not alright to share address online with person whom they have never meet and 12.5 % students feels it nis alright to do so**

Q.9) Anything you do online can leave a permanent record

Table no 9:

Sr no	Anything you do online leaves a permanent record	Yes	Yes%	No	No%
1.		28	70	12	30
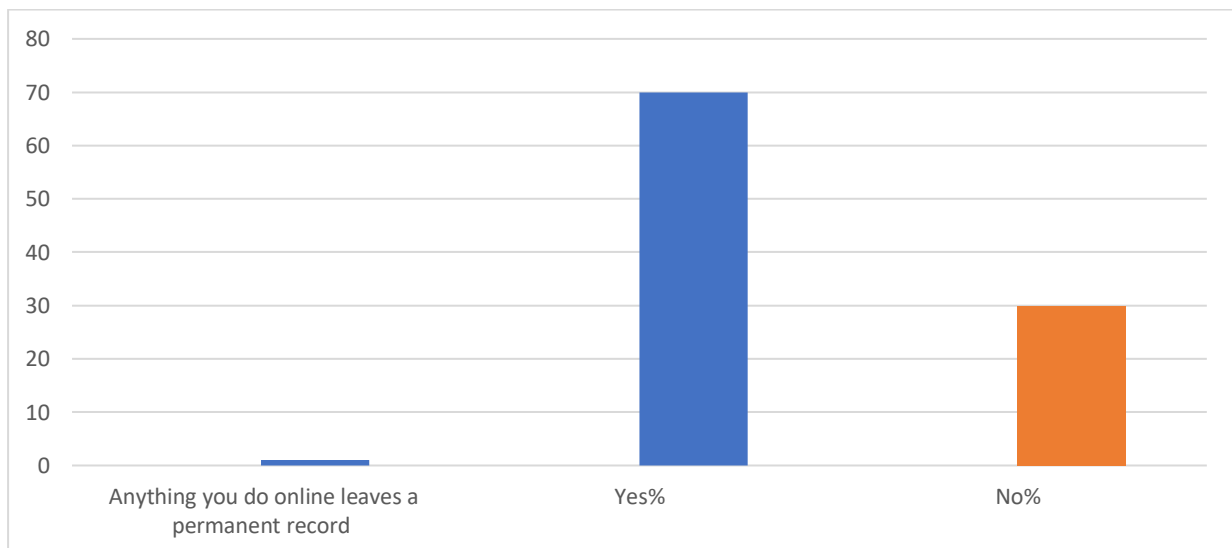
Figure no 9

Interpretation : **from the above graph it can be observed that 70% students feels that whatever we do online leaves a permanent record and 30% students feels its not the case**

Q 10) **Being mindful about your screen time is important for the health**

Table no 10 :

Sr no	Being mindful about your screen time is important for the health	Yes	Yes %	No	No%
		31	77.5	09	22.5
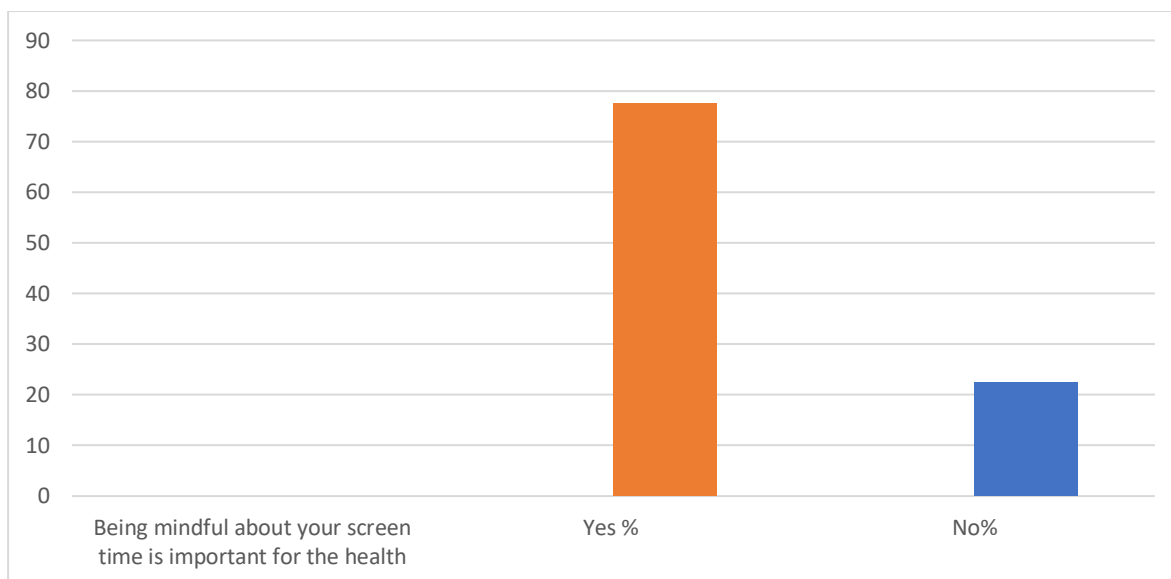
Figure no 10

Interpretation : From the above graph it is clear that 77% students feels that we should be mindful about the screen time and 23% feels that it is not mandatory

11) Searching for information about products online before buying is

Table no 11 :

Sr no	Searching for information about products online before buying is	Yes	Yes%	No	No%
1.	Not to be ignored when looking for the best price	36	90	04	10
2.	Too time consuming	04	10	36	90
3.	A lot of work and not very informative	04	10	36	90
4.	Not helpful, because it is difficult to find products online	0	0	100	100
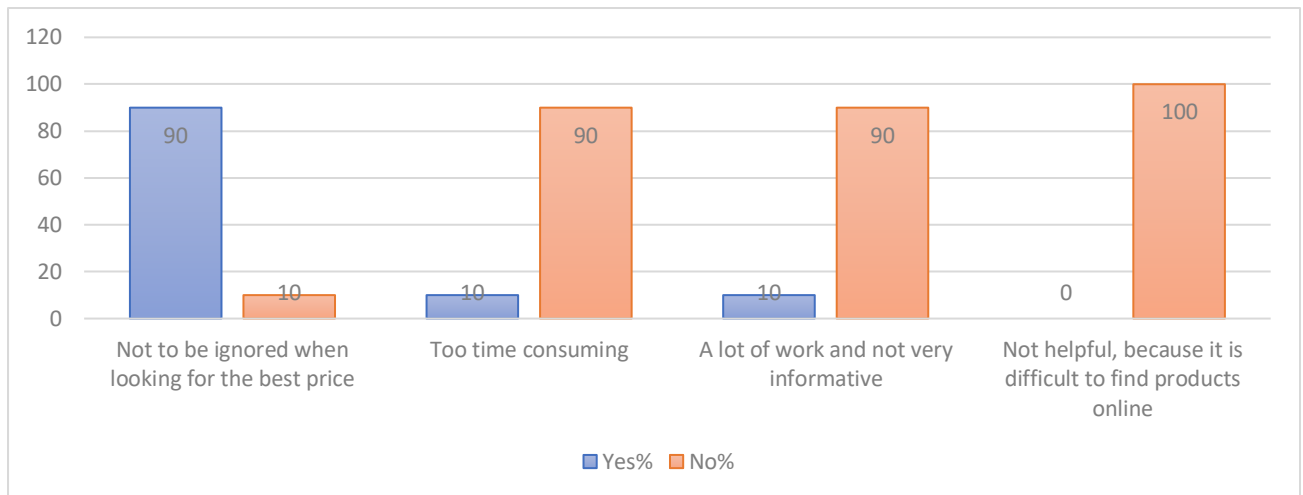
Figure no 11

Interpretation : from the above graph we can observed that 90 % of the student feels that searching for the product before buying it online is important thing to be done and 10% of them feels its too time consuming and not very informative

12) E- mail message should be

Table no 12 :

Sr no	E- mail message should be	Yes	Yes%	No	No %
1.	long and full of details	02	05	38	75
2.	Made up of many ideas	02	05	38	75
3.	Short and to the point	36	90	04	10
4.	Sent without a subject line	0	0	40	100

Figure no 12

14
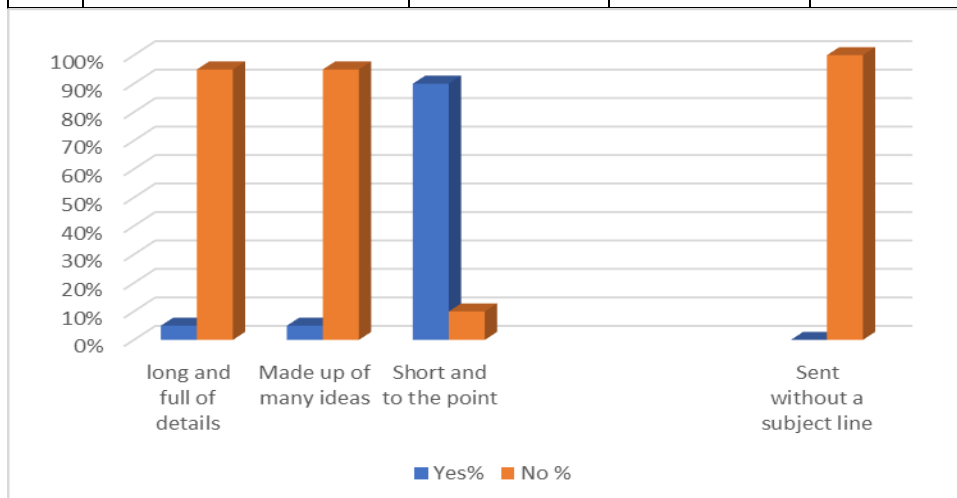
Interpretation :From the above graph we can observed that majority of the student about 90% feels that e-mail should be short and to the point and 5% each feels it should   long and full of details and made up of many ideas respectively

Q13) Being allowed to download or buy things online Such as application, should be done after reading terms and conditions carefully

Table no 13 :

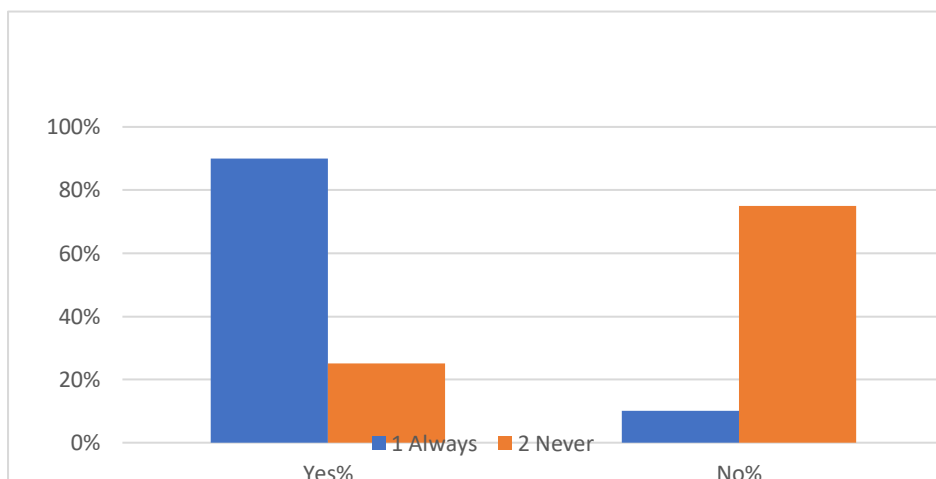| Sr no	Being allowed to download or buy things online Such as application, should be done after reading terms and conditions carefully	yes	Yes%	No	No%
1.	Always	36	90	04	10
2.	Never	10	25	30	75

Figure no 13

Interpretation : from the above graph we can observed that 90% of the students feels being allowed to download or buy things online Such as application, should be done after reading terms and conditions carefully and 10% feels that its not always mandatory

Q.14) Sharing musical or entertainment files online

Table no 14 :

Sr no	Sharing musical or entertainment files online	yes	Yes%	No	No %
1.	Doesn't hurt anyone because musicians and actors make enough money	12	30	28	70
2.	It is caused by greedy companies	06	15	34	85

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3.	It is illegal and should not be done	06	15	34	85
4.	Keeps the musician or actor popular	14	35	26	65
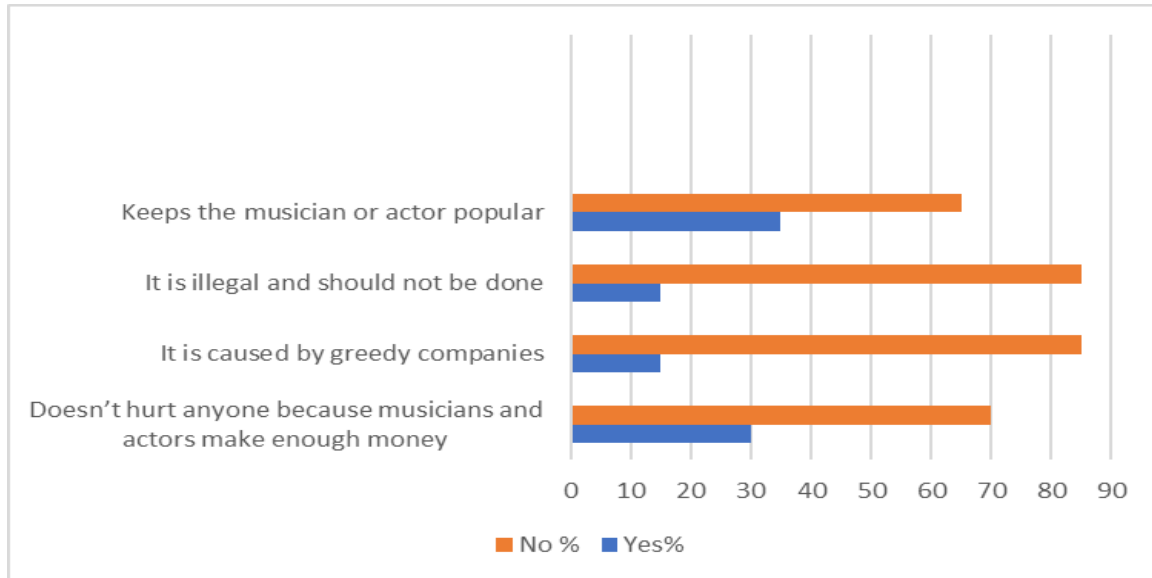
Figure no 14

Interpretation : from the above graph we can observed that 30% students feels that sharing music files or entertainment files online doesn't hurt anyone because musicians and actor makes enough money 10% of the students feels that its caused by greedy complain another 25% feels that its illegal and should not be done and 35%feels that it keeps the musician or actor popular

Q.15) Virus protection and firewalls are

Table no 15

Sr no	Virus protection and firewalls are	yes	Yes%	No	No %
1	Fool proof and never need updating	4	10	36	90
2	A waste of time and money because virus attacks only happen to big businesses	8	20	32	80
3	Effective but not necessary	0	0	40	100

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4	A good investment, but they need to be monitored and updated regularly	28	70	12	30
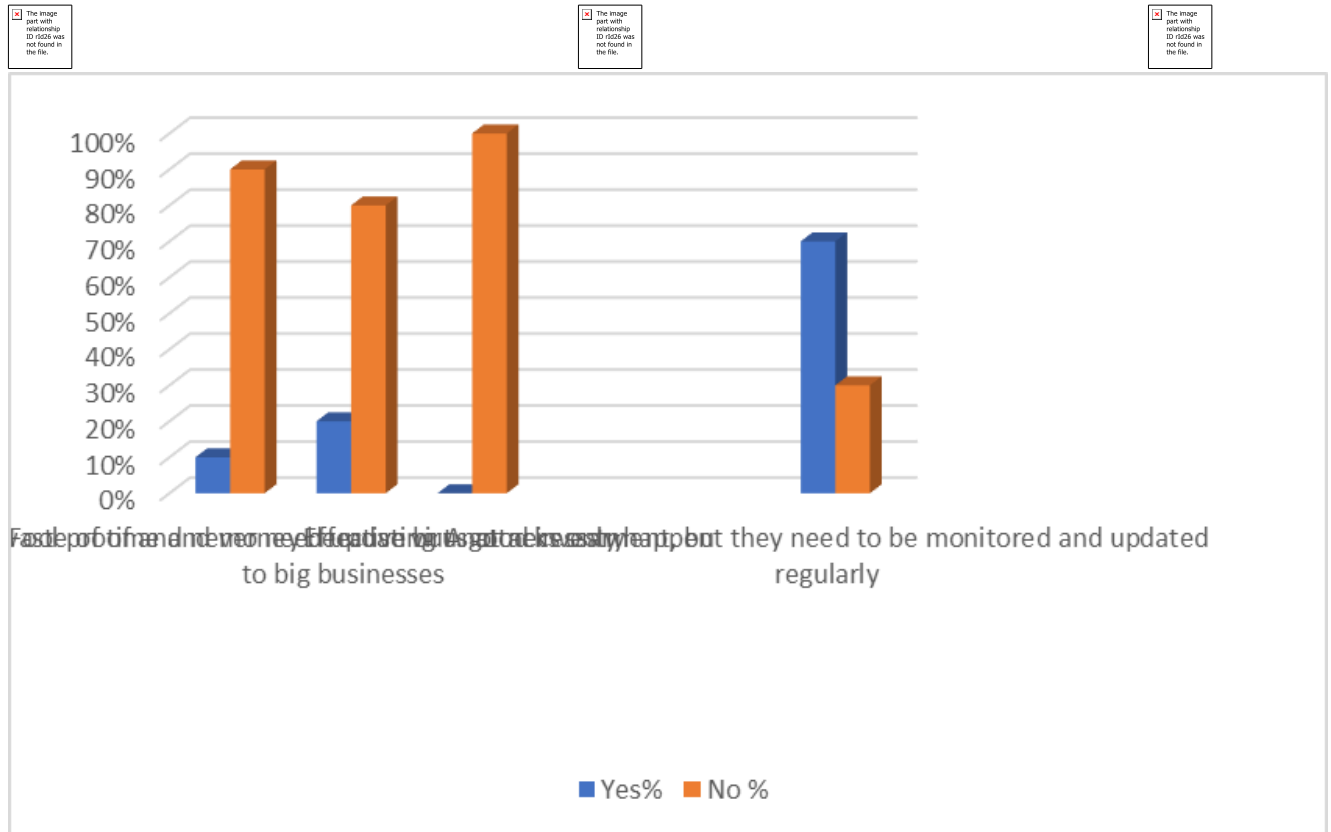
Figure no 15

Interpretation : from the above graph we can observed that 70% of the students feels that virus protection and firewalls are good investment but they need to be monitored and updated regularly 20% students feels that it is waste of time and money because virus attacks only happen to big businesses and 10% feels that it is Fool proof and never need updating.

Q.16) The differences between those with access to technology and those without is

Table no 16 :

Sr no	The differences between those with access to technology and those without is	yes	Yes%	No	No%
1	Not a big deal because technology is a luxury	04	10	36	90
2	Something that can never be fixed	08	20	32	80
3	A concern and needs to be addressed by the government	24	60	26	40

| 4 | Not a priority for anyone | 04 | 10 | 36 | 90 |
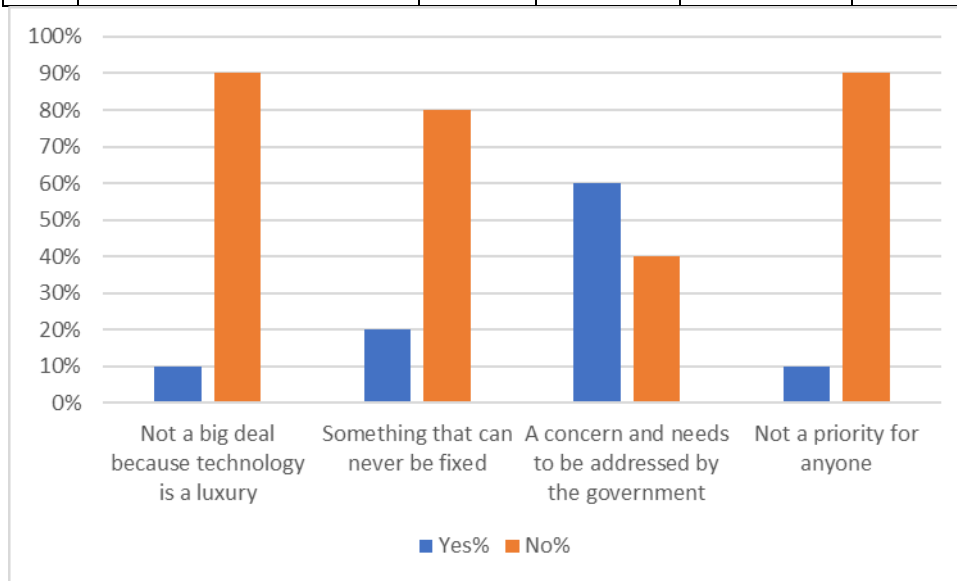
Figure no 16

Interpretation : From the above graph we ca observed that many of the students feels that I.e 60% the differences between those with access to technology and those with out is major concern and this can not be ignored and 10% each feels that its not a big deal and priority anymore and 20% feels that something that can never be fixed

Q17) Physical problems related to technology use

Table no 17:

Sr no	Physical problems related to technology use	yes	Yes%	No	No%
1	Is not a big deal or big Concern	06	15	34	85
2	It will not Happen for many years so should not be a priority	0	0	40	100
3	Can have Painful effect on your body	25	62.5	15	37.5
4	Is not concern of for young students	9	22.5	31	77.5
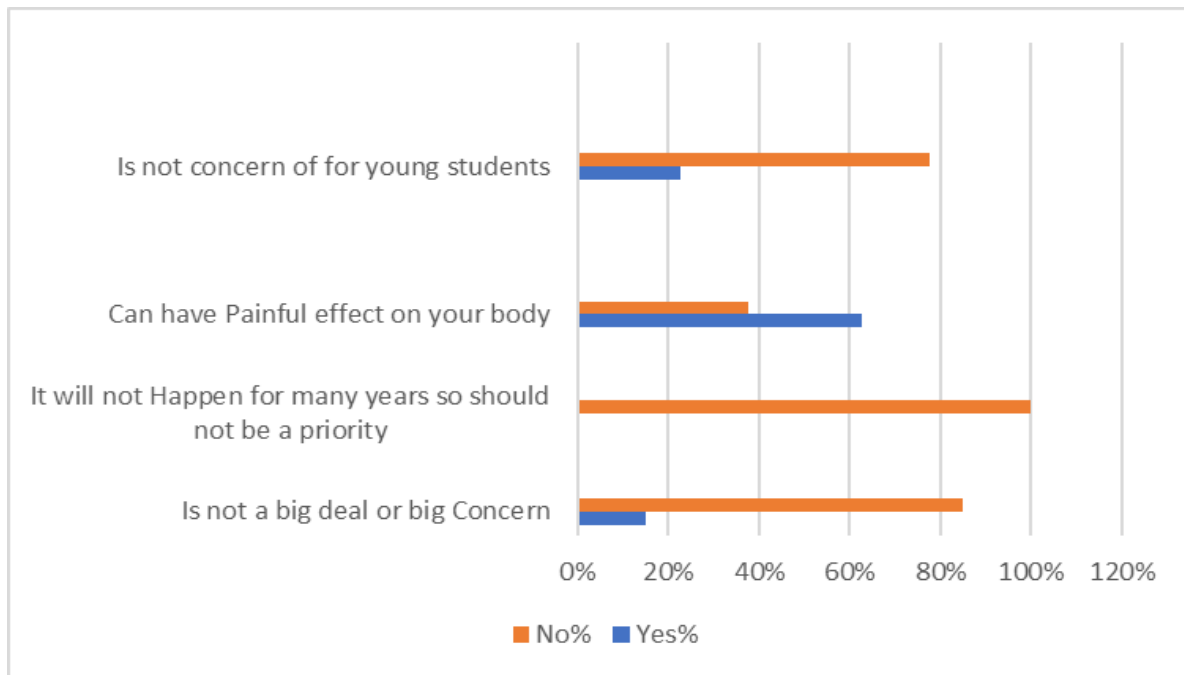
Figure no 17

 Interpretation : from the above graph we can observed that 62.5% students feel that physical problems related to technology use can have painful effect on body and 22.5% feels that it not a concern fr young students and 15% of the students feels that is not big deal or concern

Q.18) In schools, students should

Table no 18:

Sr no	In schools, students should	yes	Yes%	No	No%
1	Have the ability to do whatever they want online	0	0	40	100
2.	Follow the acceptable use policies of the school	36	90	04	10
3.	Come up with rules with their friends for using technology	02	05	38	95
4.	Look at other student's e-mail if they have the password	02	05	38	95
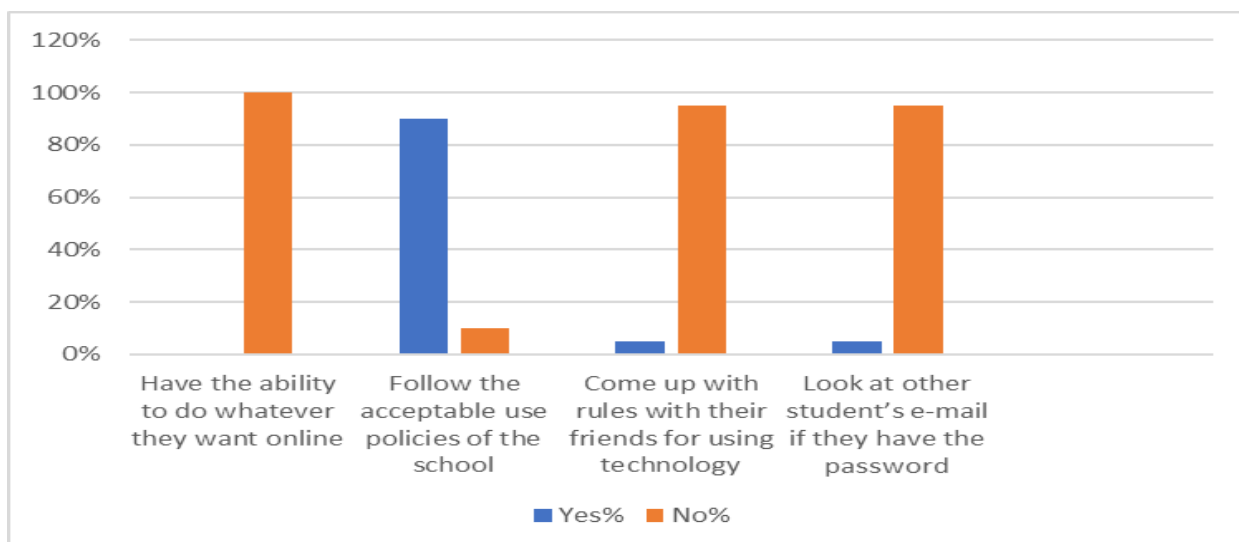
Figure no 18

Interpretation : From the above graph we can observed that 90% of the students feel that in school students should follow the acceptable polices of the school and 5% each feels that school should Come up with rules with their friends for using technology and Look at other student's e-mail if they have the password

Q.19) Reflect on each of these statements about the internet. (Choose three statements that support the idea that the internet makes bullying easier and a bigger problem.)

Table no 19 :

Sr no	Reflect on each of these statements about the internet. (Choose three statements that support the idea that the internet makes bullying easier and a bigger problem.)	yes	Yes%	No	No%
1	information can spread very quickly on internet	10	25	30	75
2	if you say something mean online you do not need to worry about getting in a physical fight	0	0	40	100
3	You can find lots of information on internet	08	20	32	80
4	Anything someone says can stay on internet for so long	12	30	28	70
5	Parents,teachers,students all use the internet	10	25	30	75
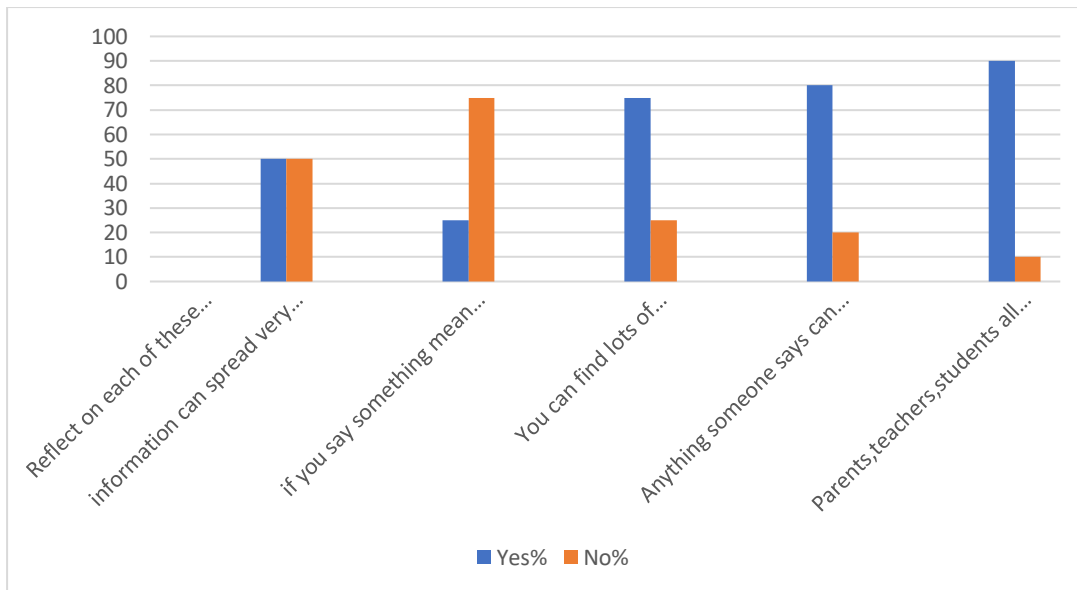
Figure no 19

Interpretation : from the above graph we can observed that student have mixed opinions 30% of them feel that anything someone says can stay on internet for so long .25%of each feels that Parents,teachers,students all use the internet and f you say something mean online you do not need to worry about getting in a physical fight
20% feels that lot of information can be obtained from internet .

Q.20) It is important to pause and think about everything we share on social networking site is good practice to be a good digital citizen

Table no 20 :

Sr no	It is important to pause and think about everything we share on social networking site is good practice to be a good digital citizen	yes	Yes%	No	No%
1.	Yes,its important	36	90	04	10
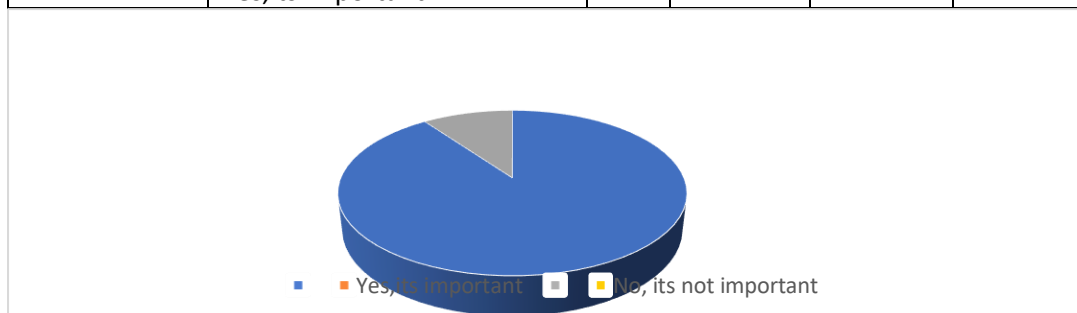
Figure no 20

Interpretation : from the above graph we can observed that 90% of the students feels that it is important to pause and think about everything we share on social networking site is good practice to be a good digital citizen and 10% fee;s that its not so important.

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Findings and results

The purpose of the current study was to determine grade 11 and 12 student awareness of the digital citizenship. From the results of this study researcher hoped to gain an understanding of whether a regular school-wide intervention was an effective strategy for providing information to students on how to behave and protect themselves online. Nine key elements of online behaviors that were covered by the intervention were asked about in a survey.

- Through the research, researcher found that it is so important that students to be aware about digital world and real world goes hand in hand and they are not separate entities and shouldn't be treated as one

- Researcher personally came across few students during her internship that students of that age were using technology extensively but had very less idea especially of digital law and security matters .hence the need was felt of this study to find out the awareness level of students in the area of digital citizenship as it is next new world where people spend most of their time and have their transactions and contact with society.

- Students found to be aware about digital etiquette's and communication and mode of conduct but more knowledge about the digital health and wellness is required

- Through the study researcher found that school should play integral role in making good digital citizen which can create more awareness among society and themselves also create positive impact in society

- Making good digital citizen should be part of curriculum so the students will learn and it will be blessing to the society we all live in

Suggestions

For teachers:

o Students should be informed about useful sites. School can conduct workshop on making digital surfing easy and efficient

o Teachers should be trained well to make use of technology to fullest

o Technical support should be sufficient to cater to the needs of the individual

o Students should be informed about identity theft and internet purchasing scams also should be informed and made cautious about risks and opportunities associated with purchasing or commercial transactions across the internet.

o Teachers must have conversations about the role of today's communication tools in our educational settings

o Discussion can be held nature of privacy and public sharing.
They should be informed about what they can share publicly and what
must remain private. i.e.limits of personal information, photos, video)

For students :

o Students should know websites with its use . they should gain the knowledge from the teachers and should apply it

o Students should engage themselves in such games, quizzes which can help them in learning about digital literacy.

o Students should use technology to in compliance with the law

o Act like excessive self revelation should not be practise so that they can be safe

o The act like student transgressions affecting either internal or external digital resources via school authority networks (e.g. identity theft, hacking remote systems or password sharing) should be avoided

Conclusion :

Just as we are citizens of our country ,so are we citizens of online society and hence It is imperative that student as they are nation builder become effective digital citizens as technology is and will be around us being integral part of our lives

Digital platform are independent institute of education and therefore we need to use its use in appropriate way and overall use of the digital platform .with the amount of presence of technology in our life we should learn how to be responsible digital citizens by being aware of what it takes to be a digital citizen

Digital citizenship it is the milieu in which we want our students to live. We need to add to our new mantra The big take away from this project, both the presentation and reflection, is the importance of knowing digital citizenship is a topic, a very important topic, and implementing some kind of curriculum that gives students the opportunity to become digitally informed citizens

Appendix

Q.no	Question	Response (in select the one correct option form)
1.	During school events or in hospitals etc. the correct cell phone ringer setting is	A)Low B)Vibrate C)Specialized D)ringtone High
2.	The most appropriate use of technology in schools is to	A) Electrify what we have done in past B) Help students in learning **C)** Playing game during class **D)** Only write papers
3.	If your classmates do not have access to technology at their homes for technology based assignments	A) Teacher should integrate such assignments in the classroom only **B)** Classmates should manage anyhow or lose marks for it
4.	If someone puts copyrighted material on the internet and another person wants to use it, that person should	A) Use it, if it is for Educational use **B)** Take it and use it as they want to use **C)** Not use the information because it is too much trouble **D)** Ask permission from the author or atleast cite the source
5	When dealing with strangers, online users should	A) Give personal information freely **B)** Be cautions about giving personal information **C)** Provide password and credit information if asked **D)** Not to tell anyone about the people they meet online
6	What should you do if you receive a suspicious-looking e-mail with an attachment?	A) Open the attachment and see if it is from a friend. **B)** Send a message back to the sender asking him or her to remove your from their e-mail list. **C)** Forward the attachment to a friend who knows a lot about computers D) Delete it immediately

7.	Which is true about citing a source?	A) Citing a source is writing down where information comes from
		B) Citing a source is something students should always do when researching.
		C) Citing a source shows others where you found the information
		D) All of the above
8.	It is alright to share your address online with someone you have never met	A) True
		B) False
9.	Anything you do online can leave a permanent record	A) True
		B) False
10.	Being mindful about our Screen time is important for our health	A) True
		B) False
11.	Searching for information about products online before buying is	A) Not to be ignored when looking for the best price
		B) Too time consuming
		C) A lot of work and not very informative
		D) Not helpful, because it is difficult to find products online
12.	Being allowed to download or buy things online Such as application, should be done after reading terms and conditions carefully	A) Always
		B) Never
13.	E-mail messages should be	A) Long and full of details
		B)Made up of many ideas
		C)Short and to the point
		D)Sent without a subject line
14.	Sharing musical or entertainment files online	A) Doesn't hurt anyone because musicians and actors make enough money
		B) It is caused by greedy companies
		C) It is illegal and should not be done
		D) Keeps the musician or actor popular

15	The differences between those with access to technology and those without is	A) Not a big deal because technology is a luxury B) Something that can never be fixed C) A concern and needs to be addressed by the government D) Not a priority for anyone
16.	Reflect on each of these statements about the internet. (Choose three statements that support the idea that the internet makes bullying easier and a bigger problem.)	CHECKLIST Information can spread very quickly on the internet A) If you say something mean online you do not need to worry about getting in a physical fight B) You can find lots of information on the Internet. C) Anything someone says could stay on the Internet for a long time. D) Parents, teachers, students all use the Internet.
17.	Virus protection and firewalls are	A) Foolproof and never need updating B) A waste of time and money because virus attacks only happen to big businesses C) Effective but not necessary D) A good investment, but they need to be monitored and updated regularly
18.	Physical problems related to technology use	A) Is not a big deal or big Concern B) It will not Happen for many years so should not be a priority C) Can have Painful effect on your body D) Is not concern of for young students
19.	In schools, students should	A) Have the ability to do whatever they want online B) Follow the acceptable use policies of the school C) Look at other student's e-mail if they have the password Come up with rules with their friends for using technology D) Follow the Acceptable Use Policies of the school
20.	It is important to pause and think about everything we share on social networking site is good practice to be a good citizen	A) Yes,it is Important B) No, its not Important

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