AWARENESS OF DIGITAL CITIZENSHIP AMONG USERS OF SOCIAL NETWORKS IN IRAQ

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ABSTRACT

The research aims at revealing the awareness of users of social networks in Iraq with the values of digital citizenship and the extent to which these values are included in their uses. In order to achieve the objectives of the research and answer its questions, the researcher relied on a descriptive study that examines the status of individuals, beliefs, practices, trends and tendencies and describes them accurately. In order to achieve the objectives of the research and answer its questions, the researcher relied on a descriptive study that examines the status of individuals, beliefs, practices, trends and tendencies and describes them accurately. Accordingly, he designed the research form in view of the previous studies and the criteria of digital citizenship to include three main categories, which are divided into three sub-axes, which are: (Respect for yourself / respect for others) and includes three of the digital citizenship values: Digital Access / Digital decency / Digital Laws, the second category is the learning category (teach yourself / communicate with others and it includes three values of digital citizenship : Digital Communications / Digital illiteracy / Electronic Commerce, the third category is the Protection category: Protect yourself / Protect others: it includes three values of digital citizenship: Digital Rights & Responsibilities / Digital Security & Self-Protection / Health & Safety / Digital Health & Safety.

The research sample included (400) respondents about the city of Baghdad and users of social networks. The study found that there is sufficient awareness among most respondents of the value of digital access and that there is a large facet of the value of decency and digital laws. The results of the study show that the majority of respondents do not have sufficient awareness of the values of digital communication, digital illiteracy, rights, responsibilities and digital security as well as health and digital safety. The study recommended the importance of spreading the culture of digital citizenship to the public through the activation of media education programs and the concerted efforts of the government and civil society organizations to improve the media culture among users of social networks and interest in the formation of individuals through the institutions of socialization and the development of curricula aimed at school students in an active and planned manner.

Keywords: Digital Citizenship, Social Networks

INTRODUCTION AND PREVIOUS STUDIES:

As a result of the great development in communication technology, regardless of its educational level, the person can use the various modern means of communication with its multiple applications. Through this use, the person is objecting directly to various media contents. The most prominent characteristic of the communicative process in the light of these variables is the use by the public and the active contribution of the recipient in the management of the communication process. In the past, the process was limited to the exposure and reception of the media content through the traditional means, provided these technologies and given the features which focused on the high proportion of privacy in use, availability and diversity as well as publishing away from control in various forms of official and non-official, which resulted in many of the uses in light of which have been subjected to these techniques to a lot of criticism by specialists in the different areas of development.

These developments have raised many issues, including re-discussing many concepts such as the concept of citizenship and cultural identity, which increased the interest in the issue of citizenship on a global level as the individual today became a citizen linked to more than the context of his fellow citizens in his community or country bordered by geographical boundaries, and as a result today became a global digital citizen, surpassing the concepts of time and space.

From this point of view, we highlight the subject of the study that deals with the awareness of digital citizenship among users of social networks in Iraq, as social networks and social networking sites are among the most prominent communication technologies produced by the technological developments of our time. These sites have revolutionized the traditional communication system with its components. It facilitated the means of communication locally and globally by breaking the traditional sovereign borders and reconstructing the meaning of time and place. In light of this, citizenship took new forms and images that took on the rights and duties of the citizen.

Numerous studies have been conducted on digital citizenship, but most of these studies focused on the educational aspects. Several studies were conducted in the world and the Arab world, which dealt with digital citizenship and ways of activating it in educational institutions. As for the studies that are related to digital citizenship among the users of social networks, Hassan Rabhi Mahdi conducted a study entitled "Awareness of the Digital Citizenship among Users of Social Networks and its Relation to Some Variables" in which the researcher used the descriptive approach and the scale of awareness of digital citizenship was adopted. The sample number in this study was 700 male and female students. The study found that the level of awareness of digital citizenship in general was above average. As for the rest of the dimensions of the scale, the results of the research varied between the low, which was the axis of digital access and between the middle in the axes of culture and digital protection The research also

516

found that there are statistical differences between the level of awareness of digital citizenship among users of social networks due to variables (Gender / level of knowledge of the Internet / level of dealing with the Internet).

Dr. Saleh Abdul-Raheem Al-Saeed conducted a research entitled "Digital Citizenship and its Duality in the Face of Electronic Terrorism." In this study, the researcher adopted a questionnaire to measure the extent to which students possess the skills of digital citizenship and distributed them to a sample of secondary students in Kuwait which reached (350) male and female students. The study concluded that most of the respondents do not have the skills of digital citizenship, specifically regarding digital safety and respect for copyright and sharing. The study recommended the need to integrate the skills of digital citizenship in the educational stages and educate the family and civil society institutions to train individuals to acquire digital citizenship.Hind Samaan Al-Samadi presented a study entitled "The perceptions of Qaseem University students towards digital citizenship and ways of activating it in educational institutions".The researcher adopted the descriptive approach through a questionnaire tool that was applied to the students and students of Qaseem University and adopted a sample of (374) male and female university Students.The study concluded that the perceptions of the students of Qaseem University toward digital citizenship reached a medium degree and that there were no significant statistical differences related to the variables of gender and the existence of statistical differences due to the variables of the college and the number of hours of daily use. The researcher recommended the need to conduct extensive studies on the subject of digital citizenship and deal dimensions not covered by the study.

SITE OF THE CURRENT STUDY OF PREVIOUS STUDIES:

The study is consistent with the previous studies in the fact that all studies used the descriptive approach and a tool to measure digital citizenship has benefited from the study of previous studies in the development of the scale of awareness of digital citizenship and discuss the results. However, this study differs from previous studies in the adoption of a preliminary survey on number of users of social networks and access to the application of the tool on the number of users of social networks in the city of Baghdad. While the previous studies were limited to a group of male or female students, whether in secondary schools or universities.

THEORETICAL BACKGROUND OF THE RESEARCH:

The first requirement: the concept of digital citizenship

Citizenship is based on its nature and its method of application according to the nature of the stage that accompanies it and what is included in this stage of the variables in various fields. Thus citizenship takes forms and images that are consistent with the nature of the times and its variants.

The rapid progress in information and communications technology and its associated technologies have had an impact on many issues including openness and globalization as well as the concepts, values, trends and global problems that we face from the various methods and means of modern communication, including the issues of citizenship and cultural identity and the imbalance of ethical values Rules of conduct, disintegration of relations, weakness of loyalty and belonging,   as   well   as   psychological, health and other harm.[1]

 The concept of digital citizenship emerged as a result of the strong interaction of the individual within the various technological incubators and diverse to be part of the comprehensive citizenship system that all community institutions seek to strengthen to reach a cohesive society.[2]

According to this concept, digital citizenship means the individual's use of digital technologies on a regular and effective basis to support learning and participation in a networked society and reflect the responsible and ethical use of ICT by individuals in the national community as citizens   of   the   global   community.[3]

Digital citizenship should not be understood as aiming at setting boundaries and obstacles for the sake of control. Which sometimes amounts to oppression and despotism against users in contravention of the values of freedom, social justice and human rights, considering that finding the right way for technology users is one of the aims of digital citizenship by guiding and protecting them by encouraging them to behave in a desired manner and to fight the wrong behaviors in digital transactions.[4]

Citizenship in the digital age is classified as the ideal model of citizenship in the twenty-first century [5] as a method aimed at citizens in general, not limited to a particular category where the risks of technology are no longer limited to a specific category.This means the set of rules, controls, standards, norms, ideas and principles used in the optimal and proper use of technology,

518

which are needed by citizens both young and old and of both genders in order to contribute to upgrading the country and employing the best digital technologies.[6]

The concept of digital citizenship is strongly linked to the education system because it can help teachers and educators to provide students with information that shows them the best way of using technology. Therefore, citizenship is more than just an educational tool. It is a means of preparing students for the purpose of full participation in society and active participation in the society. Serving the interests of the homeland in general and in the field of digital in particular.[7]

There are those who give digital citizenship a bigger role and a wider area where it is prepared by an integrated approach that tries to hold the parents their responsibilities in dealing with the major challenges through the guidance of studies and research to find optimal ways to guide the emerging and protect them from the dangers of technology, which made it impossible to control what children and adolescents see on the Internet and cellular phones. [8]

Based on what has been addressed from the concept of digital citizenship, many researchers agree that digital citizenship is as follows:

1. Digital citizenship involves educating individuals about the skills required for optimal use of digital technology and trying to reduce their risks and take advantage of their advantages in various fields

2. Digital citizenship is gaining its prestige and need for daily and intensive use for individuals of technology   and   of   different   age   groups   and   cultural   levels.

3. Digital citizenship sets a set of behavioral standards for the digital citizen, ranging from knowledge of the laws of control to physical and psychological health in the use of technology.

4. As a result of the diversity and availability of information and the availability for all and its interference in various fields, digital citizenship has become a tool for educating individuals on how to make the best use of information and how to obtain it in the right and legitimate ways.

5. The need for digital citizenship was highlighted by the availability of technology in the field of publishing and sharing media content. The need for digital citizenship has become clear to educate individuals on the proper dissemination of information in harmony with the ethics, customs and traditions of society.

6. The availability of technology and through its communication applications provided the opportunity for the emergence of the global citizen as it paved the way for intercultural

interaction and communication with various subjects and therefore digital citizenship came to preserve the cultures in line with religious norms, traditions and values.

7. Digital citizenship is linked to the educational system as many studies have been raised and need to be activated in schools for the purpose of bringing up individuals in the right way and the   adoption   of   the   principle   ofprevention.

The second requirement: digital citizenship values:

The International institution for Technology in Education[9] selected nine axes representing the total values of digital citizenship that the user in the digital space must adhere to. Rabel addressed these criteria by dividing them into three formal categories (respect, learning, and protection).
Each category includes three sub-axes, as shown in the following table:

Table (1) shows the numeric values of citizenchip:

The first category: Respect (respect yourself/ respect others)	The second category: Education (teach yourself/ teach others)	The third category: Protection (protect yourself/ protect others)
Digital access (Full electronic participation in the society)	**Digital communications** (Electronic exchange of information)	**Digital rights and responsibilities** (The freedom enjoyed by everyone in the digital world)
Digital decency (Digital standards of behavior and procedures)	**Digital illiteracy** (Teaching and learning technology and use its tools)	**Digital security and self-protection** (Procedures for ensuring prevention and electronic protection)
Digital laws (Digital responsibility for business and actions)	**E-commerce** (Electronic selling and buying goods and products)	**Digital health and safety** (Mental and physical health in the world of technology)

The table indicates that these criteria consist of three categories, each of which has three axes, as following:

The first category: Respect (respect yourself / respect others):

This axis includes three criteria (Digital Access, Digital decency, Digital Laws) and as described below.[10]

First: Digital Access: (Full electronic participation in society): Digital access is about access to and use of technology, where digital citizenship provides equal opportunities for all people to use technology. Thus, the digital rights of electronic access should be equal to all, and the principle of electronic exclusion should be rejected, which prevents growth and prosperity and reduces the digital divide.[11] The focus of digital access is a key element in understanding digital citizenship, but it faces many challenges, especially in societies where ICT is less used. Appropriate project financing and professional development are key means to support the access and use of technology by all and to ensure illiteracy and reduce the digital divide. Digital access must also be accessible to all persons with special needs.[12]

Second: Digital fitness (digital standards of conduct and procedures: Digital citizenship is concerned with disseminating the digital "etiquette culture" among individuals and training them to be responsible in a new digital society to act as civilized people who observe values, principles and standards of good conduct. It should also apply to the same thing when we deal with others digitally, the digital citizen has a good "Etiquette". [13] This is what makes the Internet a better place for everyone, including the user. Digital decency, therefore, represents the individual's commitment to the standards of digital behavior that must be adhered to by users of digital technology.[14]

Third: Digital laws (digital responsibility for business and actions): Digital citizenship encourages for proper use and adherence to the laws of the digital society. Users must therefore know these laws, and their violation is a crime before the law.[15]

Through educating them and educating them to distinguish between legal behaviors and encouraging them to participate in it And illegal behavior and the need to stay away from them and be active members in reporting about them.[16] The main aim of digital citizenship in this aspect is to guide individuals to the methods of modern technologies and protecting them from the dangers and to seek an integrated personality of the digital citizen who loves his country and thinks of serving it away from abuse and defamation of others and make the electronic environment more secure and peaceful. [17]

The second category: Education (educate yourself / educate others) This category includes three axes: (Digital Communication, Digital illiteracy, Electronic Commerce) and as described below:

First: digital communications (electronic exchange of information): The digital communication axis is concerned with the digital exchange of information and mutual respect. This axis overlaps with other axes of digital citizenship such as digital access and digital security. It focuses on the conscious and responsible use of communicative techniques,

especially with regard to good thinking of what is sent and written through these techniques, as well as directing parents to monitor their children and communicate with others.[18] As a digital citizen assumes his responsibilities in establishing e-mail, he is responsible for the content of communication and electronic correspondence, especially in forums of public debate.[19]

In this context, digital citizenship is concerned with the need for the individual to be able to make the right decision in front of many of the communication options available and determine the suitability of these communication technologies with the time and place of communication as well as sufficient knowledge of how to use it.[20]

Second: Digital illiteracy: (Teaching and learning technology and using its tools)

This axis is one of the most important axes of digital citizenship, which must be focused on making to make it a culture pervasive in society as a whole because there is no use in the availability of technology in a society if the proportion of digital illiteracy is high. As digital citizenship is culture, values and behavior, digital illiteracy erases citizens' access to an educational and cultural level that enables them to use and benefit from digital technology that serve themselves and their society.[21]

Online shopping has become one of the most important benefits that internet offers for users. Where anyone can search for products or services they need and pay for them without having to leave their homes. Online shopping is an interesting process for providing convenience for the shopper instead of the exhaustion of wandering around traditional shops.[22]

We also note today that there are many cases of fraud that occur through the sales and purchase through the platforms of products or social networking sites as these platforms become an area for the display of products by many sellers as a result of easy control and management without the need to enter into licensing procedures, etc., as well as their wide scope.[23]

Digital citizenship involves educating individuals on issues related to all online buying and selling processes by developing awareness of the laws related to these transactions in terms of regulations regarding the use of technology, in particular security and safety, or those related to the laws of the state.[24]

The third category Protection (Protect Yourself / Protect Others

This category includes three axes (digital rights and responsibilities, digital security and self-protection,   digital   health   and   safety)   as   described   below:

First: Digital rights and responsibilities (freedoms that everyone enjoys in the digital world):

This axis is related to the digital laws and rights that should be preserved for any citizen in the digital society. These rights are characterized by disciplined freedom and privacy. To limit this freedom or privacy there are obligations that must be adhered to and therefore the rights and duties are two sides of a single coin. If the individual wants to preserve the other, he must perform his duties towards it and vice versa in order to reach a responsible digital citizen.[25]

Second: Digital security and self-protection (procedures to ensure prevention and electronic protection):

Digital security refers to the protection of data and information in digital devices of various kinds through a series of preventive measures that users must take to ensure their safety and maintain the security of their networks and privacy from any external intrusion. The procedures are as follows: [26]

1. Purchase antivirus software.

2. following up the children and find out who they are talking to on the web.

3. Update password constantly and not open unknown links.

4. Work to update the operating system regularly and install a firewall to protect the computer system from hackers.

5. The use of the blocking of inappropriate sites in the web.

6. Awareness of all procedures that maintain privacy and awareness of fraud.

Third: Digital Health and Safety (Mental and Physical Health in the Digital World):

This axis means all procedures, guidance and precautions necessary to ensure physical and psychological health and safety through the use of digital technologies.

Thus, digital citizenship contributes to spread awareness and culture about the dangers of technology in all fields, including healthy use and the application of criteria (Argonomix), in addition to educating users of the health risks of technology, both psychological and physical.[27]

The third requirement: Digital citizen characteristics:

A digital citizen is a person who has knowledge and awareness of technology with the ability to transform this knowledge into behaviors and habits that enable him to deal properly with technology or with others through technology.[28]

There are those who add another dimension that is more clear in defining the characteristics of the digital citizen, describing it as a person who is morally responsible for his actions and consequences and understands the risks and benefits of using modern technology.[29]

Therefore, it is imperative for the digital citizen to take advantage of the freedom available to him on the social networks for the purpose of establishing ethical pillars and by[30]:

- Holds its ethical responsibilities towards digital rolling in the public domain

- Practice common interests with others

- To take into consideration the cultural and civilizational system of the society to which the digital   user   belongs,   both   temporal   and   spatial

- To serve the public domain in a meaningful way as an observer and practitioner at the same time.

Accordingly, the ethics of a digital citizen must address all nine domains of digital citizenship that we have previously mentioned.If it becomes imperative for the individual using modern technology to be able to obtain education in the areas of buying, selling and trading in the digital society as well as interacting positively with others and enjoy it. Although this is the characteristic of traditional society, it is taking on new forms in the interactive digital society.[31]

The fourth requirement: The role of social networks in promoting digital citizenship:

The social networks today represent a wide range that includes all aspects of life in all its details and diversity. This is what is today known as the "digital home", which includes all users of social networks and their different affiliations and diversity.

If the term citizen in the digital age refers to the person who is a positive user of communication technologies and information technology, the term (digital homeland) explains the great impact that information technology has on human life. It has left no room but to penetrate and extend its

524

influence over it. Hence, the so-called digital citizen, a person whose whole life is centered around information technology, and is used to serve the physical and virtual home.[32]

The talk about citizenship in social networks is based mainly on providing mechanisms for optimal utilization of the advantages of modern technology for the purpose of establishing new relationships based on (determinism) in controlling the tools of digital communication and covering various fields, including: social, political, economic and cultural fields.[33]

Through a study on the values of citizenship, which can be provided via Facebook, I have concluded that this site includes[34]

1. Values of digital citizenship with a political dimension: These values relate to publications related to: justice, equality, loyalty to the country as well as issues related to political participation and elections, maintaining security and the values of freedom and democracy.

2. Values of digital citizenship with a social dimension: These values are related to publications and participations which include: developing the spirit of cooperation, volunteering, social solidarity, respect for others, urging the system, developing social responsibility and publications to help those in need, patriotism, good-neighborliness and other issues that deal with ways to improve society and maintain its stability.

3. Values of digital citizenship with an economic dimension: These values relate to everything related to the economic aspect, both at the individual and collective level, including respect to investment and gaining, the values of electronic commerce, consumer culture and others.

 4. Values of digital citizenship with a human dimension: Awareness of part of the social values of a human nature that is related to everything related to respect for people and respect for other religions and ethnic political and cultural diversity.

5. Values of digital citizenship with an educational dimension:

RESEARCH METHODOLOGY:

- The problem of research and its questions.

- The problem of research was the following main question (What is the awareness of digital citizenship among the users of social networks in Iraq) and the research tries to search to answer this   question   by   a   series   of   sub-questions:

525

1.What is digital citizenship and what are its principles and objectives, and characteristics of citizens in the era of sophistication.

2. What are the digital access ratios, and what are the safe uses of modern technology, including the electronic participation of all users of social networks?

3. How well do the public know about dealing with multiple digital communication options and awareness of the values and principles of good behavior in the applications of social networking applications?

4. Do social media users have an awareness of dealing with issues related to buying and selling across social networks?

5. How well do the public know about digital laws and understand the rights and duties of social networking uses?

THE IMPORTANCE OF RESEARCH AND ITS NEED:

The digital communication revolution has facilitated the access to information sources and to all segments of society and with the positive aspects of this revolution If it is rationally exploited and the consequences and risks if not exploited in a rational manner, the digital creation of negative practices such as electronic crimes that spread among young people and became a concern for the world, including digital drugs and cyber terrorism which spread among the young and became a concern for the world, including digital drugs and electronic terrorism as well as the transcendence of the divine self and sanctities and issues of electronic commerce and fraud and rumors and various breakthroughs and beyond the etiquette of dialogue and impersonation through the Internet and intolerance and pornography and copyright and other rights. Therefore, it is necessary to spread the culture of digital citizenship in Iraq and through various official and non-official institutions for the purpose of employing these applications for the public good and reducing their risks to individuals and society in general.

AIMS OF THE RESEARCH:

1- To recognize the digital citizenship and its values and characteristics of citizens in the digital era.

2 - Knowledge of digital access ratios and possibilities of safe use of modern technology, including the electronic participation of all users of social networks.

526

3 - To reveal the extent to which the public knows how to deal with multiple digital communication options and to respect the values and principles of good behavior in the applications of communication applications in social networks. 4 - Knowing the awareness of dealing with issues related to the sale and purchase through social networks and raise consumer trends.

5 - Disclosure of the extent of public knowledge of digital laws and the understanding of rights and duties in the uses of social networks

RESEARCH LIMITS:

1. Objective limits: The objective limits in this study are to know the awareness of the values of digital citizenship in the uses of the social network in Iraq.

2. Time limits: The temporal limits in this research were determined in the period from (20/7/2018) to (20/10/2018).

3.Human Limits: The sample of the audience of the city of Baghdad reached (400) researchers for the purpose of distribution of the research tool and draw conclusions.

4.Spatial limits: The spatial area of study in the city of Baghdad on both sides (Karkh / Rusafa)

RESEARCH TOOLS:

In view of the objectives that the research aims to achieve, the researcher relied on a three-dimensional scale that includes all the research questions which has been developed after studying the literature and previous studies. The scale may consist of three main axes:

The first axis: demographic data (gender, age, marital status, educational attainment, profession, income level).

The Second axis: the use of social networks includes: (extent of use, daily usage rates, times when use is preferred, the device that is usually used, the place of use, the method of entry and use.

The third axis: The research scale: It includes three main categories each category represents three of the digital citizenship values and contains (9) paragraphs distributed on (3) paragraphs for each value.

527

The first category : Respect (respect yourself / respect others): It Includes three of the digital citizenship values (digital access / digital decency / digital laws)

The second category: This categoryis learning (self-knowledge/ communication with others) and includes three of the digital citizenship values (digital communication / digital illiteracy / e-commerce)

The third category: Protection (protect yourself / protect others): It includes three of the digital citizenship values (digital rights and responsibilities / digital security and self-protection / digital health and safety).

SOCIETY AND STUDY SAMPLE:

The study population represents the population of Baghdad City users of social networks. The sample number selected in this study was (400) respondents. The researcher relied on the law (Stephen Thambson) to calculate the size of the representative of the city of Baghdad, and the researcher took into consideration the diversity of the sample in terms of demographic characteristics.

 Table (2) shows the demographic characteristics of the study:

Gender	Percentage
Male	59%
Female	41%
Age Group	**Percentage**
From 20-25	28%
Less than 20	23%
From 26-30	21%
From 32-37	19%
From 38 and more	9%
Academic Achievement	**Percentage**
Preparatory	18%
Bachelor	37%
Intermediate	16%
Master (MA)	9%
Doctorate (Ph. D)	8%
Diploma	7%
Reads & Writes	5%
Occupation	**Percentage**
Employee	30%

528

Free Business	22%
Unemployed	18%
Housewife	14%
Retired	10%
Student	6%
Monthly Income Level	**Percentage**
From 600 and less than 1 million	48%
From 1 million and more	32%
From 300 to less than 600	11%
From 100 to 300	9%

PROCEDURES (VALIDITY AND CONSISTENCY) OF THE RESEARCH TOOL:

The validity of the research scale has been verified through validity and consistency procedures:

1. Validity of the tool (virtual validity): The validity of the measure was ascertained after it was presented to a group of arbitrators and judging the validity of the vertebrae in the measurement of the property set for it, and this was confirmed by presenting it to a group of arbitrators in the field of media and meeting educational and psychological sciences to know their   views.

2. Stability of the tool (retest): The co-efficient of stability of the scale was also calculated using the re-test method to ensure the stability of the tool to redistribute the scale on a random sample of (50) respondents. After two weeks of distribution, the tool was redistributed on the same sample. After comparing the sample responses on the two scales, the stability coefficient of the scale reached 98%.

Statistical Processes:To achieve the objectives of the study, the researcher used a number of statistical methods:

1. Percentages: Duplicates and percentages of the study sample were collected on all study variables.

Table (3) shows the patterns of respondents' use of social networks

The extent to which social networks are used		
Always	Sometimes	Scarcely
68%	22%	10%
Rates of daily usage for social networks		

From 4 to less than 6	Not specified	From 2 to less than 4	Less than one hour	
17%	69%	12%	2%	
Preferred times for users to access social networks				
Evening	Not specified	After Midnight	Afternoon	Morning
20%	43%	23%	8%	6%
Years of use of social networks by respondents				
Less than one year		From (3-5) years		From (5) years and more
13%		56%		31%
The device used by respondents to enter the social networks				
Mobile	Tablet device (Ipad)	Laptop	Computer	Smart Tv
69%	17%	8%	6%	0%
The device used by respondents to enter the social networks				
Mobile	Tablet device (Ipad)	Laptop	Computer	Smart Tv
69%	17%	8%	6%	0%
The place where respondents use social networks				
Wherever there is internet	At home	Where Friends	Internet café	At work
19%	39%	15%	16%	11%
The naming of the account of the respondents when entering the social networks				
Personal name	Name and Surname	Nickname		Name and nickname
21%	29%	18%		32%
The networks that respondents prefer to use				

Facebook	YouTube	Instagram	SnapChat	Twitter
28%	22%	19%	7%	9%
Google Plus	Linkedin		Other	
3%	——		5%	

VIEW AND DISCUSS THE RESULTS OF THE STUDY:

The first axis: This axis discusses the results of the study on respect (respect yourself / respect others), which includes three of the values of digital citizenship (digital access / digital decency /

530

digital laws. It means supporting digital access for all members of the community, training and educating them to behave in a civilized manner that respects good behavior by dealing with technology and electronic publishing, as well as providing users with the contents of digital laws and urging them to adhere to and disseminate to others.

Table (4) shows the research results results related to the axis (respect yourself /respect others)

First: Respect yourself/ respect others	Agreement	Agreement to some extent	Non-agreement
I realize the importance of making the social networks available to everyone without exception	88%	9%	3%
The weakness of internet is an obstacle to surfing social networks	96%	2%	2%
The high cost of internet is an obstacle to surfing social networks	68%	20%	12%
The social networks have given the opportunity to make friendships away from belonging and gender	78%	19%	2%
Social networks has given me the opportunity to attack opinions that do not fit my beliefs	71%	20%	9%
I have enough awareness of the digital standards that govern my presence in social networks	46%	12%	42%
Curiosity sometimes leads me to enter banned and taboo sites	48%	20%	32%
I am fully aware that publishing in other's pages is an electronic crime	17%	21%	61%
The crimes of publication in social networks are not regarded as offenses of the press and publication law	61%	3%	36%

The results of the study showed that respondents were aware of the value of digital access. The results showed in relation to the paragraph that indicates the extent to which respondents understood the need to provide social networks for all without exception.The electronic participation of all in the digital space has shown the agreement of most of the respondents (88% of them) on this paragraph, however, as for the paragraph that indicates that the weakness of the Internet is an obstacle for users to browse the social networks the majority of the respondents (agreed on this paragraph with 98%. Most respondents agreed with 68% that the high cost of the

531

internet is an obstacle for users to surf the social networks. From this, we conclude that the majority of respondents have sufficient awareness of the value of digital access.

As for the value of digital decency, most respondents showed 78% agreement with the paragraph indicating that social networks provided the opportunity for users to make friends and friends away from belonging and diversity. Most respondents also agreed that social networking networks provided the opportunity for users to attack opinions that were incompatible with their beliefs by 71%. As for the extent to which respondents have adequate awareness of the digital standards of social networks, it is clear from the results of the respondents' answers regarding this paragraph that they ranged from agreement to non-agreement. The agreement reached 46%, while the percentage of non-agreement reached 42%. In this way we conclude that users of social networks do not have sufficient awareness of the value of (digital decency).The results showed that there was insufficient awareness of the space of freedom provided by social networks.These networks have become an arena for exchanging accusations and attacking each other. In addition, a large proportion of respondents have no knowledge of digital standards governing their presence in the digital space.

Regarding the value of the "digital laws", the results showed that most respondents agreed on the paragraph that indicates the possibility of entering the banned and taboo sites. The percentage of agreement on this paragraph was 48% and the proportion of the agreement to some extent was 20%   while the percentage of disagreement on this paragraph was 32%.

As for the extent of the respondents' understanding that publication on the pages of others is an electronic crime, it was found through the results of the study that a large number of respondents do not see this behavior as an electronic crime.

The percentage of disagreement on this paragraph reached 61% whereas 21% indicated the agreement to some extent.The percentage of non-agreement with this paragraph reached to 17% .As evidenced by the results of the study, the majority of respondents see that the crimes of publication in social networks is not considered a crime of the Press and Publications. The percentage of agreement with this paragraph reached 61% while the rate of disagreement reached 36%. We conclude from this that the majority of the respondents do not have sufficient awareness in the digital laws in the light of the privacy of social networks and websites in a way that makes it available to everyone at different levels of age and culture in addition to their limited awareness of digital laws.

The number of those entering prohibited and taboo sites, such as pornography, is very high in most countries of the world, according to international reports. What increases the seriousness of these results is the lack of knowledge of users, especially electronic crimes as well as types and

ways to avoid them. Most of the respondents do not consider this type of crime one of the crimes of the Press and Publication Law.

In light of the ignorance of the digital laws, these networks have become the arena for the practice of many electronic crimes of various kinds, as well as the inadequacy of governmental regulatory institutions, including the social control institutions in educating the public on digital citizenship, especially with regard to the formation of their awareness of digital laws.

The second axis: This axis discusses the results related to the category of learning (teach yourself / communicate with others): It comprises three of the digital citizenship values (digital communication / digital illiteracy / e-commerce). This axis provides opportunities for learning, education and training to optimize the use of technology for optimal utilization, including providing individuals with the ability and awareness of multiple communication options and how to use them effectively. As well as educating individuals about issues related to electronic buying and selling in terms of laws and regulations, to create a digital consumer aware of the topics of the digital economy.

Table (5) shows the results related to the axis (teach yourself/ communicate with others)

Second: Education (teach yourself/ communicate with others)	Agreement	Agreement to some extent	Non-agreement
I directly accept friendship requests on social networks	71%	15%	14%
Social networks are available 24 hours a day so connections can be made at any time	62%	20%	18%
I make sure to appear in all social networks with a single name	46%	11%	43%
When I register in social networks I ask a friend or relative for help	11%	20%	69%
I am unable to use all social networks because I am ignorant of their use	48%	12%	40%
The educational institutions teach students how to deal with modern technology	91%	7%	2%
I think social networks have given me better options to buy products directly	81%	11%	8%
I have been cheated with products offered through social networks	40%	19%	41%
I evaluate the products displayed on the social networks through the user's comments on them	88%	8%	4%

The results of the study on the value of telecommunications value (digital communications) showed that there is an agreement among the majority of respondents on the paragraph that indicates their direct approval of the requests of friendship presented to them in social networks.

The percentage of agreement reached 71% and the agreement to some extent 22%. This result shows us the interest of the respondents of social networking users in establishing relationships on digital space and openness to the other.A large proportion of respondents(62%) also agreed on the paragraph that indicates the possibility of communication over these networks over 24 hours in light of the availability of them continuously and throughout the hour. As for the use of the respondents to all social networks and the method of registration in terms of the user name of users, itwas found through the results of studies that there is a convergence in the percentage of answers regarding the paragraph that refers to the possibility of access to social networks of different kinds through a single identification name.

The results of the study, which relates to the value of digital communications and in line with the results of the first axis, specifically the value of digital decency, given the great interaction between these two values, the level of awareness of respondents about the value of digital communications is limited and weak.

With regard to the value of (digital literacy), it was found that the majority of respondents have sufficient knowledge of the ways of entry and registration in social networks and this can be attributed to the easy access to these ،where 69% of the respondents did not agree with the paragraph that indicates the possibility of taking advantage of their friends when registering in these networks.

The results of the study also showed a convergence in the response rates between the agreement and disagreement on the paragraph indicating that the respondents were not used to all the social networks, because of their lack of knowledge of the ways of dealing with these networks, and this can be attributed to the fact that the access to these networks requires a lot of time to keep up with the communication through it, so there may be other reasons beyond not using all social networks.

Therefore, the answer ranged between the agreement and the lack of agreement. The results of the study showed that the majority of the respondents (91%) agreed that there is a failure in the work of the educational institutions regarding the training of students in dealing with modern technology.

We conclude from this that the majority of respondents have the ability to enter social networks and the possibility of registration , with a large percentage of signs that it cannot be used in all social networks for reasons of their ignorance of dealing with them.

Thus, it is clear that easy access to social networks has been made available for everyone or some of them to use it. However, this use should promote an adequate culture of digital citizenship values, particularly in terms of digital illiteracy and the promotion of concepts of digital decency, law and ethics.

Regarding the value of (e-commerce), it was found that the majority of respondents(81%) agreed on the role of social networks in providing better options in the field of buying and selling. As for the level of awareness of respondents about the commercial sites and advertisements and the overall topics related to the mechanisms of electronic commerce, it was found through the results of the study that there is a difference in the extent of agreement of the respondents on the paragraph that refers to being cheated when shopping through social networks.

The results showed a close proportion in the answers between the agreement and the non-agreement on this paragraph and this can be attributed to the personal experience and level of awareness and confidence in the promoters of goods and services over the internet. The results showed that many of the respondents (88%)agreed that they evaluate the goods offered through social networks by commenting on them. We conclude from this that regarding the value of e-commerce and the level of awareness, that the users' awareness of this value varies between adequacy and inadequacy. However, the majority agree that these networks have given them better options in the field of selling, buying and shopping in general.

 The third axis: This axis includes the results related to the protection category (protect yourself / protect others): It includes three digital citizenship values (digital rights and responsibilities / digital security / self-protection / digital health and safety).The aim of this axis is to educate digital users on all aspects of their protection, including the protection of privacy and freedom of expression, etc., and to define the limits of their dealing with technology in terms of duties and responsibilities, as well as urging them to take security precautions to protect their data and privacy.

The principle of protection also includes spreading awareness and culture about the risks of technology at the individual and community level, as well as the healthy use of technology and education on the health risks of misuse.

Table (6) shows the results related to the axis (protect yourself/ protect others):

Third: Protection (protect yourself /protect others)	Agreement	Agreement to some extent	Non-agreement
When I publish information about a particular subject, I make sure to write the source of the information.	18%	13%	69%
I neglect to read the policy and conditions of the site in social networks	51%	22%	23%
I find that the closure of social networks in times of crisis is a violation of the freedom of expression	71%	18%	11%
I choose an easy password in social networks in order not to forget it	61%	20%	19%
It is secure to talk privacy	81%	9%	10%
I do not know how to complain to the concerned authorities when someone hacks my accounts on social networks	76%	12%	12%
Social networks have become a part of my life and I cannot give up them	86%	8%	6%
I prefer isolation and privacy when surfing social networks	79%	9%	12%
I get upset when I publish something on social networks and do not get likes and comments	77%	2%	21%

The results of the study showed that a large percentage of respondents (69%) indicated that there was no agreement on the paragraph that indicates the possibility of writing the source of information when publishing through social networks. The results of the study revealed that a large percentage of the respondents indicated that the policy of the site or the social network was ignored when it was installed and used.

The percentage of agreement was 51% and the ratio of the agreement to some extent was 22%. It is also shown in the light of the findings of the study on the axis of (rights and responsibilities) that a large percentage of respondents agreed that the closure of social networks in times of crisis is a violation of freedom of expression. The percentage of agreement with this paragraph reached 71%.

We conclude by reviewing the results of the study that the majority of respondents do not have sufficient awareness of digital citizenship, especially with regard to digital rights and responsibilities.

536

Concerning the value of (digital security and self-protection), it was found through the results of the study that many of the respondents (61%) agreed with the paragraph that indicates that they use an easy password when entering the social networks and which allow the possibility of talking about privacy in security, where the rate of agreement on this paragraph reached 81%.

The results of the study showed that the majority of the respondents are ignorant of how to deal with the penetration of personal accounts and theft of their contents, either in terms of technical aspects or to submit a complaint to the concerned parties, by an agreement of 76%. We conclude from the results of the study that the majority of respondents do not have sufficient awareness and culture regarding digital citizenship, especially with regard to the procedures of security and self-protection in the digital space as it was found that the majority of respondents have incorrect information about digital security mechanisms.This value is regarded as one of the most important values of digital citizenship as social networks are available to all and for various age and scientific groups , which is the responsibility of the competent authorities to provide the way of digital security and educate members of the community to be committed to serve the public and private interests.

As for the value of (digital health and safety), the results of the field study indicate that the majority of respondents believe that social networks have become an important part of their lives and cannot be abandoned. This result is consistent with the results of the study on patterns of use of   social   networks.

The percentage of agreement on this paragraph was 86% as well as evidenced by the results of the study that the majority of respondents and by 79% prefer isolation and privacy when using social networks. The results of the study indicate one of the serious opportunities made available by the social networks as these networks contributed to the emergence of many of the psychological problems experienced by many of its users, including self-esteem for their publication of subjects and observation of comments. It was found through the results of the study that the majority of the respondents indicated that they feel disturbed when they publish topics that do not get comments and likes, and by an agreement that reached 77%.

We conclude by presenting the results of the study that the majority of respondents are ignorant of the health standards for the proper use of social networks and avoid the risks that resulted from the excessive use of them, including electronic addiction and isolation from reality and many mental illnesses that are not known to most users of these networks.

RESEARCH RESULTS: THE RESEARCH RESULTS IN A SET OF RESULTS THAT CAN BE REFERRED TO AS:

● The majority of respondents have sufficient awareness of the value of digital access by recognizing the need to provide social networks for all without exception. The weakness and high cost of the Internet is an obstacle to surfing these networks.

● The majority of the respondents of social networking users do not have sufficient awareness of the value of digital decency. The results showed that they are not sufficiently aware of the freedom space provided by these networks and that they do not have knowledge and awareness of digital standards and digital laws governing their presence in the digital space.

● The results showed that the level of awareness among respondents about the value of digital communications is limited and weak. Most of the respondents have the ability to enter the social networks and register with them, with a large percentage indicating that they cannot use all these networks for reasons of ignorance.

● As for the value of electronic commerce and the level of awareness of it, it has been shown that users of social networks vary their awareness of this value between adequacy and shortcomings, but the majority agree that these networks gave them better options than the field of selling, buying and shopping in general.

● The results of the study show that the majority of the respondents do not have sufficient awareness of digital achievement and responsibilities, and they do not have sufficient awareness and culture regarding the procedures of security and self-protection in digital space, as it is clear that the majority of respondents have incorrect information about digital security mechanisms.

● The results of the research show that the majority of respondents are ignorant of the health standards for the proper use of social networks and avoid the risks that resulted from the excessive use of them, including electronic addiction and isolation from reality and a lot of mental diseases, which are unknown to most users.

RESEARCH RECOMMENDATIONS:

In the light of the results of the field study, the behavior of individuals in digital space can be pointed to a set of recommendations:

● Keep attention to studies and research that deal with the assessment of the behavior of individuals in the digital space and its results by the responsible authorities.

538

● Keep attention to the dissemination of the culture of digital citizenship by the institutions of socialization through planned programs and take into consideration the cultural level of the target groups   of   these   programs.

● The need for coordination between government institutions and civil society institutions for the purpose of improving the media culture of users of social networks and employment for the public benefit.

● Keep attention to activate programs of educational media in various educational institutions and   follow-up   by   institutions   specialized   in   this   aspect.

● The development of curricula at different stages of study to educate students to deal positively with modern technologies and how to employ them to improve citizenship.

● Drawing up a communication policy by public relations and media departments in various governmental institutions, specifically social control institutions, for the purpose of educating individuals about rights and duties in the digital space and educating them on digital laws and urging them to adhere to them.

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