

**YANGON UNIVERSITY OF ECONOMICS
DEPARTMENT OF APPLIED ECONOMICS
MASTER OF PUBLIC ADMINISTRATION PROGRAMME**

**A STUDY ON THE BENEFITS AND RISKS OF USING
INTERNET AND SOCIAL MEDIA AMONG YOUNG PEOPLE**
(Case Study: Undergraduate Students from Yangon University of
Economics (Ywa Tha Gyi Campus))

**NYAN PYAE PHYO
MPA – 28 (19th Batch)**

December, 2020

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**A thesis submitted as a partial fulfilment of the requirements for the degree of
Master of Public Administration (MPA)**

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ABSTRACT

The internet and social media have become very important in the lives of young people today however not all the inventions and innovations are good for the society since some people may take advantage and use them with wicked intentions. The main objective of the study is to analyze the benefits and risks of using internet and social media among young people. A sample of 210 undergraduate students from Yangon University of Economics (Ywa Tha Gyi Campus) are selected as respondents. A structured questionnaire was formulated and direct questionnaire method was used in this study. The findings suggest that most of the respondents are enjoying various benefits such as learning, communication, participation, expression and entertainment though there is still much room to improve in terms of creativity on the internet. Some respondents are suffering from various risks such as cyberbullying, encountering pornographic, privacy invasion, inappropriate or potentially harmful contact, false or fake information, isolation and depression. Most of the respondents are aware of the risks of using it however they do not know much about the laws. The role of the users is very important to avoid the risks.

ACKNOWLEDGEMENTS

First of all, I would like to express my deep acknowledgement to Professor Dr. Tin Win (Rector) and Professor Dr. Ni Lar Myint Htoo (Pro-Rector) of Yangon University of Economics for giving me the permission to undertake this thesis as a partial fulfillment towards the Degree of Master of Public Administration.

I would like to express my gratitude to Professor Dr. Kyaw Min Htun, Pro-Rector (Retd.) of Yangon University of Economics, for his excellent teaching, coaching and guidance for my thesis.

I am also really grateful and appreciate Professor Dr. Phyu Phyu Ei, Programme Director and Head of Department of Applied Economics, and Professor Dr. Tin Tin Wai, Department of Applied Economics, Yangon University of Economics for their invaluable constructive advice and guidance for writing this thesis.

I would like to thank my thesis supervisor, Daw Nang Mya Nyunt, Lecturer, Department of Applied Economics, Yangon University of Economics from the bottom of my heart for her continuous support and guidance.

Furthermore, I would like to mention my special thanks to board of examiners for giving their precious time, energy and efforts to give valuable advice and guidance for my thesis. Moreover, I am grateful and appreciate all the professors, lecturers and all other teachers for their valuable lectures and kind assistance. Last but not the least, I would like to thank and acknowledge all the respondents and juniors who participated and helped in the survey process.

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LIST OF ABBREVIATIONS

ASEAN	Association of Southeast Asian Nations
FTTH	Fiber To The Home
ICT	Information and Communication Technology
MCM	Myanmar Cyber Security Month
MNOs	Mobile Network Operators
MPT	Myanma Posts and Telecommunication
SNSs	Social Networking Sites

CHAPTER 1

INTRODUCTION

1.1 Rationale of the study

Information and communication technology (ICT) plays a vital role for people in their daily lives. Moreover, ICT can help countries to achieve their targets while providing basic telecommunication services such as telephone, mobile and internet and so on. At the age of science and technology, it is hard to imagine offices, schools, universities etc. without computers and internet. So, countries try to build the ICT infrastructure and expand their mobile networks and internet services. Changes in the modernized world take place very quickly especially with the help of technology.

Myanmar, a developing country, undertook reforms in the telecommunication sector which fuel the country's efforts to achieve the development goals. Due to the intense competition in the telecommunication sector, the SIM card prices are now very cheap and the mobile handsets are also very easy to buy. As the access to mobile phones has become easier in recent years, the internet subscription of Myanmar people has greatly increased. The attempt to provide better and faster broadband services leads the internet service providers to implement and expand the fourth generation of mobile technology (4 G) in Myanmar.

The internet and social media have become very important in the lives of young people today since the internet provides many facilities at home, work and university. For instance, e-banking, e-books, e-mails, online games, e-libraries are the most general facilities of the internet. People can share their experiences and thoughts with the entire world through blogs and social networking sites. The younger generations are said to be born with technology since they can get the chance to use the internet, smartphones, computers and android TVs from their young age.

One of the most common practice of today's younger generation is using social media. A social media can be any website that allows social interaction

including social networking sites such as Facebook, Instagram and Twitter; gaming sites and virtual worlds such as Second Life and the Sims; video sites such as YouTube; and blogs. These sites have grown rapidly in recent years since they provide today's youth a portal for entertainment and communication (O'Keefe and Pearson, 2011).

Young people in Myanmar also enjoy spending their time using social networking sites especially Facebook where they can communicate with their friends, post their activities, opinions and feelings.

However, like every other innovation in science and technology, the internet and social media have their own advantages and disadvantages. Having Internet literacy is very important for these young people and the dissemination of how to use the internet safely should be very widespread. It can be widely seen that young people using internet mostly Facebook while walking, waiting and even on the bus in Myanmar. So, it is crucial to examine how much of the benefits are taken up and how much of the risks are picked up by young internet users in Myanmar.

1.2 Objective of the Study

The objectives of the study are to examine the habits of undergraduate students in using internet and social media in their daily lives and to analyze the benefits and risks of using internet and social media among the undergraduate students from Yangon University of Economics (Ywa Tha Gyi Campus).

1.3 Method of Study

The descriptive method is used in this study. Both primary and secondary data from different sources are used in this study. The survey questionnaire consists of multiple choices, yes or no questions and Likert scale questions. Direct questionnaire method was used to collect primary data since there are personal questions in the questionnaire. The questionnaire was randomly distributed in the Yangon University of Economics Ywa Tha Gyi Campus in February 2020. The secondary data required for the study are used from research papers, articles, laws, reports, publications and websites.

1.4 Scope and Limitations of the Study

This study focuses on the benefits and risks of using internet and social media among young people, especially among undergraduate students from Yangon University of Economics (Ywa Tha Gyi Campus). The study period covers only 2019-2020 Academic Year. Among 3899 undergraduate students from Yangon University of Economics (Ywa Tha Gyi Campus), 210 participants from various majors answered the questionnaire completely which is 5.39% of the undergraduate students.

1.5 Organization of the Study

There are five chapters in this study. Chapter one is introduction which includes rationale of the study, objective of the study, method of study, scope and limitations of the study and organization of the study. In chapter two, literature review, definitions and history of internet and social media, concept of youth and young people, young people in technology age, effects of using internet, internet literacy and review on previous studies are presented. Chapter 3 describes internet and social media use in Myanmar in which history of internet connection, internet service providers, rules and regulations related to internet and social media use and internet and social media users in Myanmar are included. Chapter 4 is about the survey analysis of the benefits and risks of using internet and social media among young people and it consists of three parts namely, survey profile, survey design and survey findings. The last chapter, Chapter 5, is about findings and recommendations.

CHAPTER 2

LITERATURE REVIEW

2.1 Definitions and History of Internet and Social Media

According to the Oxford English Dictionary (2019), internet has been defined as “a global computer network providing a variety of information and communications facilities, consisting of interconnected networks using standardized communications protocols.”

In the early 1960s, the Internet was in its early stages in the United States. With the research grants from the U.S. Department of Defense’s Advanced Research Projects Agency, the Internet has been developed. Scientists wanted to maintain communication links between distant locations in the situation that electrical rout had been destroyed. The early Internet was developed and invented in American research units, universities, and telecommunication companies that had vision and interest in cutting-edge research (Raphael, 2011).

The Internet entered its commercial phase during the mid-1980s. The budget limitations impelled the U.S. government’s departure from participation in the Internet’s structure as the civilian network became increasingly commercial. In turn, private telecoms companies set foot in (Cerf, 2008 and Langford, 2000). As a consequence of the proliferation of computer networks, the civilian network’s use widened and became more varied. Grassroots networks were established by university students. Eventually, the Internet as we know it today, a maze of interconnected networks came about (Spinello, 2000).

It can act as a telephone: literally, or through email, chat rooms, and other forms of real-time communication between individuals. It can be a library since there are a lot of resources which can be reached through search engines. It can also serve as a platform for individuals expressing themselves to e-lists and discussion forums. Or it can act as a conventional mass medium: Internet Service Providers like AOL and

Real Media let providers broadcast information to huge user publics simultaneously. The Internet is unprecedentedly malleable since it can be all of these things at once. It affords users choices among multiple modes of appropriation that coexist at any given time (Hargittai, 2000).

The Internet has become a huge part of our lives so a good understanding is needed to use this new tool most effectively. With the aid of technology, the world has become more integrated. Internet is one of the things that helps this process. With the aid of technology people can leave messages, make calls and video calls, and send documents any time to any place of world. People can use internet from a variety of devices such as computers, smart phones and tablets. 5 G, the fifth generation cellular network technology, has also been introduced in the world and in use in some countries.

On the other hand, the term “Social Media” is hard to define since the terminology is vague and ambiguous. Some early researchers referred social media as social networks or social networking services in the mid-2000s. There are many different ideas and opinions about the first occurrence of social media. Cohen (2009) and Hartshorn (2010) mentioned that “Social media” is a media which is initially used to transmit or share information with a broad audience, while social networking is an act of engagement as people with common interests associate together and build relationships through community.

In fact, social media is simply a system and a communication channel however it is not a location that you visit. On the other hand, social networking is a two-way communication, where conversations are at the core, and through which relationships are developed. (Bedell, 2010; DigitalLikeness, 2008; Hartshorn, 2010)

Social media means any website that allows for social interaction and the exchange of ideas (O’Keefe & Clarke-Pearson, 2011). Social media may include social networking sites such as Facebook; photo/video sharing sites like Pinterest, Instagram and YouTube; blogging sites including Tumblr; interactive video gaming sites such as World of Warcraft or Teen Second Life; instant messaging; chat rooms; bulletin boards; discussion forums; and email (Subrahmanyam and Greenfield, 2008).

It is hard to study social media without encountering the phrase social networking. Many social networking sites were invented in the 1990s including Six

Degrees, Black Planet, Asian Avenue, and Move On. Moreover, blogging services such as Blogger and Epinions were created. Epinions is a site where consumers can read or provide reviews of products.

In 2000, social media acquired a great boost with the witnessing of many social networking sites springing up. This dramatically changed and transformed the interaction of individuals and organizations who have common interest in music, education, movies, and friendship. In 2001, fotolog, sky blog and Friendster, and in 2003, MySpace and LinkedIn were created and launched. In 2004, popular sites such as Facebook, Dogster and Mixi emerged. In 2005, Yahoo!360 and YouTube arose (Junco, Heiberger, & Loken, 2011).

2.2 Concept of Youth and Young People

Indeed, there is no universal definition of “youth” and “young people”. The definition of the term youth may vary depending on the specific socio-cultural, institutional, economic and political factors. The United Nations, for statistical purposes, describes ‘youth’, as those persons between the ages of 15 and 24 years, without prejudice to other definitions by Member States.

The term 'Adolescents' is defined as individuals in the 10-19 years age group while 'Youth' is defined as the 15-24 year age group. The term 'Young People' covers the age range 10-24 years (WHO).

The concept of youth seems to be difficult to define since it covers a diverse area (Bourdieu, 1978). According to Jones (2009), “youth is just a word” and that it “has been an evolving concept” which has developed over the centuries into a social construction. Youth could be defined as the “life stages between childhood and adulthood” and becoming independent from dependent (Kehily, 2007). According to Myanmar Youth Policy (2017), youth is defined as Myanmar citizens who are within the age of 15 and 35.

In this study, the term “Young People” refers to those who are within the ages of 10-24 years.

2.3 Young People in the Technology Age

Technology plays an important role in every people lives these days since it can bring a lot of latest and updated information. Unlike any previous generation in history, young people today have instant access to the sum of human knowledge and information through the click of a mouse (Farrukh. A, Sadwick. R and Villasenor. J., 2014). With the help of technology, the flow of information is faster than ever. In recent years, young people are in touch with advanced technology in one way or another and the access to internet is getting easier and cheaper. It can be seen that social media and internet use among young people has increased tremendously in recent years. The facilities provided by the internet attracts many young people to spend most of their time online. In the positive sense, the internet opens the eyes of young people.

Recent telecommunication reforms in Myanmar allow a number of internet service operators to operate in the market. The competition among these operators leads to lower internet service charges. The emergence of fiber internet service providers also makes the access to internet easier. As the access and cost of using internet become easier and cheaper, the number of internet subscribers are larger and larger. In Myanmar, most young people use internet for using Facebook, a social networking site, with various purposes such as uploading photos of themselves and posting their activities.

In addition to Facebook, YouTube, an American video-sharing website, is also widely used among young people in Myanmar. In fact, social networking services play a crucial role in young people's lives – delivering educational outcome; facilitating supportive relationship; identify formation; and promoting a sense of belonging and self-esteem (Lemish, 2013).

Young people apply the internet and social media to (1) like or follow and join interest groups, (2) connect with, comment on and discuss things with others, through social networking, emailing and online messaging, (3) find, create or share interesting photos, videos and articles, (4) play online games and (5) learn more about topics that interest them.

Some people stay online all the time either with the mobile data or Wi-Fi internet. Because of the instant gratification, most young people would like to receive instant replies and check notifications all the time. The social networking sites (SNSs) have rapidly evolved as young peoples' preferred avenue for online communication (Ellison and Boyd, 2013). On social networking sites, they can create online profiles and personalize their pages by adding photos, videos, quotes and other material. Young people have embraced these online and mobile applications, which offer them opportunities not only to consume but also to create and share content (Walrave et al., 2016). As young people want to explore and experience new things, they create new words and new expressions.

Online games such as Mobile Legends and Player Unknown's Battle Grounds (PUBG) are very popular among young people. By playing online games, they can even practice their language skills and make friends. However, excessive playing may lead to health problems since some people may addicted to it. Another important feature that the internet can provide is online shopping which is some of the young people's favorite. The advanced technology also bring online banking services such making payments online and transferring funds. Moreover, the number of email subscribers are increasing since it is one of the most common means of communication. In some universities, there is a lesson for writing e-mails which is very useful in business and formal communication.

For students, the internet is the endless source of learning since students can learn new things, find resources such as text books, get reference and learn from previous research papers. Internet allows students to efficiently communicate with teachers. Going to a library and searching through a card catalog by hand can be tiresome, laborious and inefficient compared to searching for the same information on a computer. Many colleges and universities have online library systems which allow students to find information on books using lab computers, or to access databases of scholarly articles that they can read online.

With the development of ICT (Information and Communications Technology), online learning is more prevalent. E-Learning applies course materials that exist entirely on a computer or the Internet. Some universities offer courses which are completely e-learning based, meaning all texts, assignments, quizzes and tests are

accessible online and no face-to-face meetings are required. In order to apply for a course to enroll, people have to download online form and submit it. There is no question that 21st century youth have become far more dependent upon connectivity for studying, playing, communicating, and socializing (Wallace, 2014).

According to Global Digital 2019 report, there are 4.388 billion of internet users which is more than half of the entire world population with the penetration rate of 57%. It can be found that there are 3.484 billion of active social media users all over the world which has 45% penetration rate. Since mobile phones are the most convenient way to get access the internet, 3.256 billion of people use social media via mobile phones. Among those internet users, it is estimated that the internet users who are younger than 24 years old accounted for about 34% of the internet users. It can be found that the majority of social media audience are young people.

2.4 Effects of Using Internet

New technologies are developed in order to do things easier and quicker. However, this can also bring negative side effects. Not all the inventions and innovations are good for the society since some people may take advantage and use them with wicked intentions. The internet user especially young people encounter not only the benefits but also the risks of using internet.

2.4.1 Benefits of Using Internet

The Internet can be seen as a positive tool for student learning as well as youth empowerment and wellbeing (WainerJ, DwyerT, DutraRS, et al., 2008), (Biesinger K, Crippen K, 2008). A recent review concluded that adolescents are primarily using the Internet to reinforce offline relationships (Subrahmanyam K, Greenfield PM, 2008). Adolescents also seem to use online forums such as homepages and blogs to gain positive feelings of mastery and competence (Schmitt KL, Dayanim S, Matthias S, 2008).

Youth have not only been using the internet to help promote health issues but also to look for information about health and in particular about sex. Young people are especially likely to seek this information online if it is not available from personal face-to-face sources like friends or family (Ngo AD, Ross MW, Ratliff EA, 2008). It

is also suggested that online contexts are an open, safe space in which youth can express themselves.

There are many reasons why young people love to go online. By using the internet, they can (1) easily access information to inform and educate themselves, (2) maintain and develop supportive relationships, (3) build their identities (through self-expression, learning and talking) and (4) promote a sense of belonging and self-esteem through staying connected with friends and being involved in diverse communities.

According to Lusk (2010), the positive aspect of online communities is that youths can utilize social networking sites (SNSs) for academic assistance and support. Students who may hesitate to speak up in class are participating in book discussion blogs and writing for real audiences. New Web tools are emerging all the time that enhance learning (Brydolf, 2007). Since upper-class students use Facebook to connect socially with their peers and participate in college life, the relationship between Facebook and well-being seems to become positive over the college years (Kalpidou, Costin, & Morris, 2011). It can be an extraordinary tool when it's used in a positive way (Brydolf, 2007).

By using Social media, adolescents may get the opportunity to strengthen existing friendships and to form new ones (O'Keeffe & Clarke-Pearson, 2011). The two other important tasks of adolescence are the development of a secure and firm sense of identity and the development of sexuality. Self-presentation and self-disclosure are crucial skills necessary to accomplish these tasks; social media provides teens with a place to learn, practice, and rehearse these skills (Valkenburg & Peter, 2011). According to Moreno (2012), teens can explore and shape their identity by choosing what information and aspects of themselves to share and also with whom to share it. Moreover, they may modify their self-presentation based on the feedback and reactions they receive from peers (Moreno, 2012, Valkenburg & Peter, 2011).

According to Jackson et al., 2006; Livingstone, 2004; Norris, 2001, the benefits can be judged to include learning, communication, participation, creativity, expression and entertainment which is a heterogeneous set of activities.

2.4.2 Risks of Using Internet

Online harassment can be defined as ‘threats or other offensive behavior (not sexual solicitation) sent online to the youth or posted online about the youth for others to see’ (Wolak J, Mitchell KJ & Finkelhor D, 2006).

One of the most common forms of harassment among youth is cyberbullying, which is defined as ‘willful and repeated harm inflicted through the medium of electronic text’ (Patchin JW & Hinduja S, 2006). Cyberbullying occurs when people use technology to embarrass, harass or bully someone. Cyberbullying involves posting mean or untrue statements, making fake online profiles intended to embarrass people, sharing embarrassing photos, and more.

In a survey of undergraduate students conducted by the Massachusetts Aggression and Reduction Center in 2007, bullying online was described as an opportunistic crime that is easy to engage in since it can be done anonymously and does not involve any physical interaction with the victim (Englander & Muldowney, 2007). It was found that adolescents may feel freer online to do or say things they may not normally do or say offline (Hinduja & Patchin, 2008). Cyberbullying is very pervasive since malicious messages or rumors can rapidly spread to many people from various locations. For an adolescent, cyberbullying may seem unavoidable since there are various technological devices with the adolescent everywhere, even into their bedroom which may have previously been considered a safe haven.

According to some studies, cyberbullying can cause serious mental health problems. Adolescents who experience cyberbullying both as victims and as offenders have higher rates of depression, lower self-esteem, school and academic problems, more delinquent behaviors and higher rates of suicide (Hinduja & Patchin 2007, 2010, Kowalski & Limber, 2013).

The online risks young people today face include exposure to sexually explicit material as well as online victimization on the Internet. The exposure to sexually explicit material on the internet is an important concern since there is evidence that such exposure is related to greater sexual uncertainty and more positive attitudes

towards uncommitted sexual exploration among young people (Kraus SW & Russell B, 2008).

Another risky behavior is “Sexting” which can be defined as “sending or receiving of sexually explicit or sexually-suggestive images or video via a cell phone” (www.cyberbullying.us). It can also take the form of sexual messages in texts and through other electronic devices (Mitchell, Finkelhor, Jones, & Wolak, 2012). There are potential risks related to this behavior since sexting images and video can easily and rapidly become public or disseminated to large groups of people via internet. The receiver can still forward the photo or share it with others even when an adolescent deletes a photo sent from their computer or cellphone (Katzman & Canadian Paediatric Society, 2010).

Barnes (2006) pointed out that the major risk to preadolescents and adolescents online today are risks from each other, risks of improper use of technology, lack of privacy, sharing too much information, or posting false information about themselves or others. These behaviors put their privacy at risk. Preadolescents and adolescents who do not have the awareness of privacy issues often post inappropriate messages, pictures, and videos without understanding that “what goes online stays online” (Palfrey, Gasser & Boyd 2010). The internet users who post or upload inappropriate pictures or content online, or share such material with friends, may humiliate themselves or others.

Some people deliberately try to start arguments or to upset people on the internet by trolling which cause considerable distress. Spending too much time on the internet and in turn, this is the time not spending face-to-face with family and friends, which can create barriers and contribute to a sense of isolation.

Self-harm is a major public health concern in which an individual engages in a behaviour or ingests a substance with the intention of causing harm to themselves (Owen, Hansford, Sharkey, & Ford, 2016). Evidence indicates that 51.3% of young people who report self-harm have previously engaged in related Internet searches for self-harm or suicide related material (Mars et al., 2015). Since young people are increasingly using cell phones and social media as main forms of communication, they are more likely to use this technology to communicate and share their distress and suicidal thoughts with others. These websites can also be a forum for expressing

suicidal ideation, and there are several cases of individuals who have shared suicidal intent and plan via social media before committing suicide (Ruder, Hatch, Ampanozi, Thali, & Fischer, 2011).

Online risks encompass a heterogeneous set of intended and unintended experiences, such as encountering pornographic, self-harming, violent, racist or hateful contents online, inappropriate or potentially harmful contact via grooming or harassment and problematic conduct among peers such as bullying, ‘happy slapping’ or privacy invasions of one kind or another (Liau, Khoo & Hwaang 2005; Livingstone and Haddon, 2008; Ybarra, 2004).

2.5 Internet Literacy

In order to avoid or prevent the negative consequences associated with using internet, internet literacy plays a crucial role. Young people seem to be very good when it comes to using, and developing new uses for the internet, compared with many adults (Dutton, Gennaro & Millwood-Hargrave, 2005; Livingstone and Helsper, 2007; Ofcom, 2006). However, they may not always be able to find online contents and services easy to access and use in a manner that both meets their needs and avoids the attendant risks. For example, many young people have yet to learn adequate techniques for accessing and searching content, and their critical and creative skills remain very basic and often little practised (Facer and Furlong, 2001; Hargittai, 2002; Pew, 2004; Pew, 2007).

The skills and competences required for effective internet use are increasingly theorized in terms of literacy, often by drawing on and adapting to new circumstances in the long tradition of research on media literacy and media education (Buckingham, 2004; Potter, 2004; Tyner, 1998; Warnick, 2002). According to Christ and Potter (1998), the concise and widely accepted definition of media literacy is that media literacy is the ability to access, analyze, evaluate and create messages in a variety of forms.

Livingstone and Helsper (2007) mentioned that the internet literacy is a multidimensional construct that encompasses the abilities to access, analyze, evaluate and create online content. These four components together form a skills-based approach to media literacy.

2.6 Review on Previous Studies

There are some previous studies regarding to using internet and social media. Yu Zar Mon (2009) studied “Effects of Internet Usage on Society” and it was pointed out that the self-control of Internet users is important in order to get more positive effects and to reduce negative effects from using Internet as well as more public services should be provided by the government. It was found that the Internet is helpful in understanding and familiarizing oneself with other cultures. Moreover, the Internet has enhanced the knowledge of educationist.

Shu-Sha Angie Guan and Kaveri Subrahmanyam (2009) made a study on “Youth Internet Use: risks and opportunities” and it was pointed out that more research is needed to understand which youth may be most susceptible and to develop targeted interventions to protect them.

Livingstone and Helsper (2010) wrote an article “Balancing opportunities and risks in teenagers’ use of the internet: The role of online skills and internet self-efficacy.” It was pointed out that the importance of online skills was evident insofar as online access, use and skills were found to mediate relations between demographic variables and young people’s experience of online opportunities and risks. It was found that there is an unexpected positive relationship between online opportunities and risks.

Best P, Manktelow R and Taylor BJ (2014) made a review on “Online communication, social networking and adolescent wellbeing” and it was found that the benefits of using online technologies were increased self-esteem, perceived social support, increased social capital, safe identity experimentation and increased opportunity for self-disclosure. On the other hand, the harmful effects were increased exposure to harm, social isolation, depression and cyber-bullying. It was also pointed out that further research is required to give confidence that online technologies are appropriately designed to promote the mental health care and support of young people.

Dana Reid and Paul Weigle (2014) made a review on “Social Media Use among Adolescents: Benefits and Risks” and it was found that this newer form of communication brings many benefits to adolescents and plays an important role in

their social lives however there are also several potential risks that can be detrimental to the mental health and well-being of adolescents.

Wut Yi Lwin (2017) studied the usage of social media for seeking health information among young people in Yangon, the findings suggested that there are key opportunities for exploiting the potential of social media to engage with young adults but highlight the potential barriers to become reliable health information. It was also found that Facebook is the most common use social media among young adults and googling is their common way to explore unknown world.

Cyt Minn Thu (2018) studied the impact of drugs, alcohol and internet addiction on the future of youths in Myanmar, it was found that most of the young people spend their leisure time by playing online games or doing network game streaming and using social media. The roles of the government and educators were also being pointed out since they need to deliver and educate the youths about internet safety and privacy especially on social media.

CHAPTER 3

Internet and Social Media Use in Myanmar

At the age of technology, internet plays a very important role in everyone's daily life and becomes one of the basic needs. These days, people regard the access to internet is a basic human right. Myanmar is the second largest country in Southeast Asia with the area of 676,552 square kilometers. According to the 2014 Myanmar Population and Housing Census, the total population is about 51.48 million and Yangon is the most populated region with about 7.3 million people. This chapter is about the internet and social media use in Myanmar in which history of internet connection, internet service providers, rules and regulations related to internet and social media use, internet and social media users will be covered.

3.1 Progress of Internet Connection

The first internet service was established in 1997 with the cooperation of Singapore Telecoms in Myanmar. The email and internet service were launched by Myanma Posts and Telecommunication (MPT) in 1998. This was the very beginning stage for the evolution of internet in Myanmar. In 2000, the email service was upgraded by MPT which led to an increase in the number of internet users. However, the access to the internet was very limited and only available to government departments, education institutions and computer organizations especially in the administrative levels.

Bagan Cyber Tech (now Yadanarpon Teleport) initiated the internet service that is available to public in 2003 and DSL (Digital Subscriber Line) broadband service in 2004. Red Link communications which is the second privately owned internet service provider established WiMAX coverage in Yangon and Mandalay (Aye Yu Lin, 2012). Because of the government restrictions on pricing and the lack of facilities and infrastructure, Myanmar continued to experience a very low internet speed until 2011.

In 2014, the Ministry of Posts and Telecommunications gave the permissions to private sector to provide mobile phone and internet services. At present, Telenor, Ooredoo, Mytel (the private service providers) are providing mobile telephone services and internet services in all over the country.

Ooredoo is the first mobile operator which launched 4G service in Myanmar in 2016. Later, its competitors MPT and Telenor provided their 4G services to the customers. Since 4G is the fourth generation mobile phone technology, it can give users much faster connection for mobile internet experience compared to 2G and 3G mobile technology. Mytel, Myanmar's fourth Mobile Network Operator (MNO), also supports 4G network.

Table (3.1) Mobile Technology Penetration in Myanmar (June 2019)

Mobile Technology	Subscribers (Million)	Penetration Rate (%)
2G	20.3	29.55
3G	18.1	26.35
4G	30.3	44.1
Total	68.7	100

Source: Operators reports to Posts and Telecommunications Department, June 2019

According to the reports of the operators to Posts and Telecommunications Department, June 2019, there were 20.3 million 2G mobile technology subscribers with the penetration rate of 29.55%, 18.1 million 3G mobile technology subscribers with the penetration rate of 26.35% and 30.3 million 4G mobile technology subscribers with the penetration rate of 44.1% which was the highest in both subscribers and penetration rate among the three mobile technology. This shows that about half of the users are on the best mobile network available which can provide fastest internet speed.

Table (3.2) Number of mobile phone in use and number of mobile internet users

	2013-14	2014-15	2015-16	2016-17	2017-18
Mobile Phone in use	7,725,573	27,568,244	49,414,671	54,783,425	56,348,067
No. of mobile internet users	-	17,720,426	39,113,803	37,567,023	47,541,164

Source: 1. Myanma Posts and Telecommunications.

2. Posts and Telecommunications Department.

According to table (3.2), the internet users has been significantly increasing since 2014 along with the dramatic increase in mobile phone in use and reaching over 47 million mobile internet users in the year 2017-2018.

Table (3.3) Broadband Services by Network Type (2019)

Network	Active Services	Share (%)
Mobile Broadband (3G and 4G)	44,544,000	99.5
Wireless Broadband	137500	0.3
Fixed Broadband	73,000	0.2
Total	44,754,500	100

Source: GSMA Intelligence, Huawei, 2019

Table (3.3) clearly shows that Myanmar users rely on mobile broadband services (3G and 4G) since they are faster, convenient and easy to get access to the internet. On the other hand, the emergence of various internet service providers lead to the increase in the internet use via fiber to the home (FTTH) and wireless internet services in recent years though these services obviously have a very low share of the broadband service market and very low market penetration. It may suggest that there is considerable room for fixed and wireless broadband services to grow.

During the second half of 2019, Telecom International Myanmar Co., Ltd (Mytel) and Ooredoo Myanmar Limited tested 5G (the fifth generation network) in Yangon and Nay Pyi Taw respectively. The internet speed will be faster than ever if 5G network is operational and it will bring a lot of benefits to Myanmar internet users.

Table (3.4) SIM and Mobile Broadband Penetration by ASEAN Countries (2018)

No	Country	SIM Penetration (%)	Mobile Broadband Penetration* (%)
1.	Brunei Darussalam	128	74
2.	Cambodia	126	59
3.	Indonesia	121	83
4.	Lao PDR	80	58
5.	Malaysia	126	87
6.	Myanmar	104	76
7.	Philippines	124	86
8.	Singapore	144	99
9.	Thailand	134	95
10.	Vietnam	148	45

Source: GSMA Intelligence, Q4 2018

* Mobile broadband penetration equates to the number of 3G and 4G mobile services.

According to the data provided in the table (3.4), Myanmar is the second lowest among ASEAN countries in terms of SIM card penetration (104%) but it has a higher mobile broadband penetration (76%) compared to that of Vietnam, Cambodia, Lao PDR and Brunei Darussalam.

3.2 Internet Service Providers

MPT, a State-owned entity, is the first telecommunication services provider in Myanmar. The market liberalization and reforms allow a wide range of service providers to enter Myanmar's telecommunications sector in recent years. There are four mobile network operators ('MNOs') which collectively account for the major share of market activity in Myanmar. They are Myanma Post and Telecommunications (MPT), Ooredoo Myanmar Limited, Telenor Myanmar Limited and Telecom International Myanmar Co. Ltd (Mytel). These MNOs provide a variety of telecommunication services including broadband services. Currently, 95.15 per cent of Myanmar's population is covered by the networks operated by the MNOs.

In 2016, three operators won the auction to provide wireless broadband (WBB) service. They are Fortune International Ltd, Global Technology Co. Ltd and Amara Communications Co. Ltd and they provide “data-only” broadband services over their wireless networks in their respective licensed regions. Moreover, they provide broadband services over their own fiber-based networks which are not subject to regional restrictions.

There are also a number of operators that provide fiber to the home (‘FTTH’) service to business and residential customers throughout Myanmar over their own fibre optic cable networks. Major suppliers in this market segment are Myanmar Speedlink, Welink and Ocean Wave. In addition, there are several other Internet Service Providers (ISPs) that provide retail broadband services to the users. Instead of operating on their own networks, they buy wholesale broadband network capacity from the fixed and wireless broadband infrastructure providers and re-package this for their customers. (White Paper, 2020)

3.3 Rules and Regulations related to Internet and Social Media Use

According to the needs and requirements, the governments has enacted and amended the laws and regulations for the telecommunication sector.

The Electronic Transactions Law (ETL) was enacted on 30th April, 2004 by the State Peace and Development Council with the following aims:

- to support with electronic transactions technology in building a modern, developed nation;
- to obtain more opportunities for all-round development of sectors including human resources, economic, social and educational sector by electronic transactions technologies;
- to recognize the authenticity and integrity of electronic record and electronic data message and give legal protection thereof in matters of internal and external transactions, making use of computer network;
- to enable transmitting, receiving and storing local and foreign information simultaneously, making use of electronic transactions technologies

- to enable communicating and co-operating effectively and speedily with international organizations, regional organizations, foreign countries, local and foreign government departments and organizations, private organizations and persons, making use of computer network.

There are thirteen chapters in the Electronic Transaction Law (2004) and there includes articles relating to offences and penalties to the state and individuals by using electronic transactions technology. They are

Article (33), whoever commits any of the following acts by using electronic transactions technology shall, on conviction be punished with imprisonment for a term which may extend from a minimum of 7 years to a maximum of 15 years and may also be liable to a fine:

(a) doing any act detrimental to the security of the State or prevalence of law and order or community peace and tranquility or national solidarity or national economy or national culture.

(b) receiving or sending and distributing any information relating to secrets of the security of the State or prevalence of law and order or community peace and tranquility or national solidarity or national economy or national culture.

Article (34), whoever commits any of the following acts shall, on conviction be punished with imprisonment for a term which may extend to 5 years or with fine or with both:

(a) sending, hacking, modifying, altering, destroying, stealing, or causing loss and damage to the electronic record, electronic data message, or the whole or part of the computer programme dishonestly;

(b) intercepting of any communication within the computer network, using or giving access to any person of any fact in any communication without permission of the originator and the addressee;

(c) communicating to any other person directly or indirectly with a security number, password or electronic signature of any person without permission or consent of such person;

(d) creating, modifying or altering of information or distributing of information created, modified or altered by electronic technology to be detrimental to the interest of or to lower the dignity of any organization or any person.

The amendment was made on 25th February, 2014. The amendment was all about offences and penalties. According to the amended ETL, the penalties in the Article 33, 34, 35, 36 and 37 were changed. In the Article 33, the words “a minimum of 7 years to a maximum of 15 years” were replaced with “a minimum 5 years to a maximum 7 years”. In the Article 34, the penalty changed to pay a fine “from 5,000,000 kyat up to 10,000,000 kyat” otherwise “imprisonment for a minimum 1 year to a maximum 3 years.”

The Telecommunications Law was enacted by the Pyidaungsu Hluttaw on 8th October, 2013 under the regime of President Thein Sein who undertook reforms in the telecommunication sector. There are nineteen chapters in this law and Chapter XVIII is about offences and penalties. The objectives of this Law are as follows:

- to enable to support the modernization and development of the nation with telecommunications technology;
- to enable to bring out Telecommunications Services that will be able to provide high quality and worthy services to the users by allowing fair and transparent competitions from domestic and abroad in the telecommunications sector which is developing;
- to enable to give more opportunities to the general public to use Telecommunications Service by expanding the Telecommunications Network in the entire country along with the telecommunications technology which is developing;
- to enable to protect the Telecommunications Service providers and users in accord with law;
- to enable to supervise Telecommunications Service, Network Facilities and Telecommunications Equipments which require license for national peace and tranquility and for public security.

In accordance with the objectives of the law, there are articles related to the offences and penalties to protect users. According to Article (66), whoever commits

any of the following acts shall, on conviction, be liable to imprisonment for a term not exceeding three years or to a fine or to both.

(a) Accessing and disturbing a Telecommunications Network, altering or destroying the determination of technical standards or the original form without the permission of the owner or a person who has the administrative right.

(b) Releasing a virus or using any other means with an intention to cause damage to the Telecommunications Network.

(c) Stealing, cheating, misappropriating or mischief of any money and property by using any Telecommunications Network.

(d) Extorting, coercing, restraining wrongfully, defaming, disturbing, causing undue influence or threatening to any person by using any Telecommunications Network.

According to Article (68), whoever commits any of the following acts shall, on conviction, be liable to imprisonment for a term not exceeding one year or to a fine or to both.

(a) communications, reception, transmission, distribution or conveyance of incorrect information with dishonesty or participation;

The amendment was made on 29th August 2017. According to this, Article 66 shall be replaced with the following:

“66. Whoever commits any of the following acts 66(a), (b) and (c) shall, on conviction, be liable to imprisonment for a term not exceeding three years or to a fine or to both, and whoever commits act of 66(d) shall, on conviction, be liable to imprisonment for a term not exceeding two years or to a fine not more than one million or to both.”

Article 66(d) shall be replaced with the following:

“(d). extorting, defaming, disturbing or threatening to any person by using any telecommunications network.”

Moreover, the department of information technology and cyber security was established by the Ministry of Communications and Information Technology on April 1, 2015. There are six sub-departments to implement the e-Government process of the

various departments used to efficiently integrate, to establish the new projects by studying, preparing and drafting the new processes, to define the standardization of Information Communication Technology (ICT), to cooperate with law enforcement organizations to track and trace cybercrimes by monitoring, analyzing and preventing the cyber threats. (www.motc.gov.mm)

Myanmar Computer Emergency Response Team (mmCERT) was also founded by e-National Task Force on 23 July 2004. It is a non-profit organization for dealing with cyber security incidents across an organization and working to increase public awareness in security with the various ways of resources sharing to our community. It intends to provide cyber security advice to Myanmar Internet users to prevent Internet based attacks. Furthermore, the Social Media Monitoring Team was established in February 2018.

The Myanmar Cyber Security Campaign, a collaboration between Monash University, Kernellix and the Myanmar Ministry of Transportation and Communication National Cyber Security Centre, was held in June 2018. The Australian Department of Foreign Affairs and Trade under the International Cyber Engagement Strategy and the School of Social Sciences at Monash University supported and funded the campaign. In this campaign, six culturally relevant animated characters are used in a series of videos and comics addressing different cyber security ideas for the general public on cyber safety topics including phishing, hacking, changing passwords, personal information protection, cyber bullying, hate speech and cyber stalking.

Myanmar joined other countries around the world to designate October as national cyber security awareness month. Myanmar government ministries and various industry groups organized trainings and other activities. In Yangon, the first-ever Myanmar Cyber Security Month (MCM) was held on 4th October 2019. It was organized by Information Technology and Cyber Security Department of the Ministry of Transport and Communications, Myanmar Computer Federation, Myanmar Information Security Association and the US ICT Council for Myanmar.

The goals of MCM are creating a culture of cyber security awareness among Myanmar citizens, educating the public about how to be safe online and how to protect their data and devices, and providing toolkits and guidelines to organizations,

such as government entities, businesses, and NGOs, to enable them to secure their data, networks and systems and to educate their employees. Currently, Myanmar does not have the cyber law however the government is working with international experts to draw cyber laws in order to protect the interests of the state and people against cybercrimes.

3.4 Internet and Social Media Users in Myanmar

The recent reforms in telecommunication sector in Myanmar lead to dramatic increase in the number of internet users. Because of the strong competition in the market, the mobile operators offer different packages for the internet users and the data prices are cheaper than ever and the internet speed is getting better and better since the mobile operators provide internet services based on high speed 4G network.

According to Global Digital 2019 report, very few percentage of the population makes purchases online and pays bills, and has mobile money account. There are also online taxi booking services such as Grab and Oway though these services are only available in Yangon and Mandalay. With the easy access to the internet, some people use online music streaming service such as JOOX whereas some people subscribe Netflix which is a streaming service that permits members to enjoy a wide variety of award-winning TV shows, movies, documentaries, and more on thousands of internet-connected devices.

According to NapoleonCat.com, Facebook was the social media that has the highest number of users, 22 200 000 users, in December 2019 while Instagram was the second most popular social media with 640 000 users. Most of the users of these applications are young people.

According to SimilarWeb, the top 10 websites in Myanmar on 1st May 2020 are google.com, facebook.com, youtube.com, xnxx.com, mpt.com.mm, xvideos.com, channelmyanmar.org, twitter.com, pornhub.com and Instagram.com. According to the list, google.com is the website that is mostly used and ironically, there are adult websites among these top websites in Myanmar. It is found that facebook.com is the second most visited websites while youtube.com stands at third place in the list. In addition, Twitter and Instagram are also popular in Myanmar. The movie website, channelmyanmar.org, is one of the most popular websites and got ranking seven in the list.

According to socialbakers.com, Popular pages on Facebook in Myanmar on 27th November 2020 are 7 Day News Journal, Eleven Media Group, BBC Burmese, MRTV-4, Mizzima-News in Burmese, The Irrawaddy-Burmese Edition, VOA Burmese News, DVB TV News, MPT and Telenor Myanmar. It can be found that almost all the top pages are News pages. It also shows that Burmese people pay much attention on online media since they can get the update news in real time. Furthermore, the Facebook users usually upload important news immediately just after the events such as earthquake. Moreover, there are official government pages which can provide update news and information for the public.

There are people who provide useful and important information for the public on Facebook. Those people across various categories such as beauty, food, travel, comedy, technology and more are awarded Myanmar Influencer Awards by Amara Digital Marketing Agency with the combination of fans' votes and judges' decisions. (myanmarinfluencerawards.com) Some renowned influencers in Myanmar are Khin Hnin Kyi Thar (a philanthropist, a journalist and a writer), Dr Phyo Thiha, Aung Cham Myae (the founder of To Be Honest Media Group) and Naw Htike Htike Htun (Travel by Naw Htike). People usually like and follow their pages in order to get their advice and information. By this mean, Facebook can be a very useful website for people. However, people also encounter the problem of fake or false news from unreliable pages and fake accounts which can lead to negative consequences since pages can be easily established on the Facebook.

CHAPTER 4

SURVEY ANALYSIS

4.1 Survey Profile

The survey was conducted at the Yangon University of Economics (Ywa Tha Gyi campus) and the undergraduate students participated in the survey. The Yangon University of Economics (YUEco) is a State University that is under the Department of Higher Education, Ministry of Education. The University was founded as a professional institute to train economists, accountants, statisticians, and management personnel, and to do research on business, economics, and statistical issues related to the Myanmar Economy. There are five major teaching departments, namely, Economics, Applied Economics, Statistics, Commerce, and Management Studies. The other supporting Departments are the Myanmar Language, English, Mathematics, and Geography Departments.

The University has three Campuses. They are Kamayut Campus, Hlaing Campus, and Ywa Tha Gyi Campus. The Kamayut Campus is the original campus and it is situated on the shores of Inya Lake at the corner of Inya Road and Pyay Road. The Hlaing Campus is located about one mile from the Kamayut Campus. The Ywa Tha Gyi Campus, established in 2000, is situated 13 miles away from Kamayut Campus.

In Kamayut Campus, Master courses and PhD courses are being conducted while YUEco has been offering the courses under the Human Resource Development (HRD) programme in Hlaing Campus. The undergraduate courses are being offered in both Hlaing and Ywa Tha Gyi Campuses.

The undergraduate courses offered in Ywa Tha Gyi Campus are shown in the following table.

Table (4.1) Undergraduate courses offered in Ywa Tha Gyi Campus

No	Graduate Degrees
1	Bachelor of Economics majoring in Economics (BEcon (Eco))
2	Bachelor Economics majoring in Statistics (BEcon (Stats))
3	Bachelor of Public Administration (BPA)
4	Bachelor of Development Studies (BDevS)
5	Bachelor of Population Studies (BPS)
6	Bachelor of Commerce (BCom)
7	Bachelor of Accounting (BAct)
8	Bachelor of Business Administration (BBA)

Source: Yangon University of Economics

According to the department of academic affairs, there are 3899 undergraduate students at the Yangon University of Economics (Ywa Tha Gyi campus) in the academic year 2019-2020.

Table (4.2) Number of Undergraduate Students (2019-2020)

No	Years	Males	Females	Total
1	First year	299	795	1094
2	Second year	244	780	1024
3	Third year	266	698	964
4	Fourth year	185	632	817
	Total	994	2905	3899

Source: Department of Academic Affairs

Table (4.2) shows the number of undergraduate students who are currently studying at Yangon University of Economics (Ywa Tha Gyi Campus) in the academic year 2019-2020. There are 1094 first year students and this is the largest student group among all the years while the second largest group is the second year students with 1024 students. The number of third year and fourth year students are slightly fewer with 964 students and 817 students respectively. The number of female students is significantly higher than that of male students in every year.

4.2 Survey Design

The survey was conducted at the Yangon University of Economics (Ywa Tha Gyi Campus) in February 2020, a month before the undergraduate students sitting the exam. The study focuses on the benefits and risks of using internet and social media among young people. Since one of the objectives of the study is to examine the habits of undergraduate students in using internet and social media in their daily lives, the undergraduate students are chosen as respondents.

According to the Academic Affairs Office in Yangon University of Economics, there are 3899 undergraduate students (First year to Final year) who are currently studying at the Yangon University of Economics (Ywa Tha Gyi Campus) in the academic year 2019-2020. About 300 copies of the questionnaire were randomly distributed at the Yangon University of Economics (Ywa Tha Gyi Campus) and 210 respondents answered the questionnaire completely which is about 5% of the undergraduate students.

The quantitative research method is used since the study involves counting, measuring of events and performing statistical analysis. Since there are personal questions in the questionnaire, direct questionnaire method was used to collect the required information during the survey process. The survey questionnaire consists of multiple choices, yes or no questions and Likert scale questions. There are five sections in the questionnaire. The first section is about basic facts of the respondents. The second section is about internet and social media usage. The third section is about digital knowledge and internet literacy. The fourth section is about the benefits and risks of using internet and social media. The fifth section is about the opinions of the respondents on using internet and social media.

4.3 Survey Findings

The survey findings of the study are based on responses from 210 undergraduate students from YUEco (Ywa Tha Gyi Campus). In this section, basic facts about the respondents, internet usage of the respondents, social media usage of the respondents, internet literacy of the respondents, benefits and risks of using internet and social media and the opinions on using internet and social media by the respondents are presented.

4.3.1 Basic Facts about the Respondents

Basic facts about the respondents are important in exploring the benefits and risks of using internet and social media among young people. The findings of the survey are based on the responses from the 210 respondents who participated in the survey.

Table (4.3) shows the basic facts about the respondents including gender, age, education, monthly expenses, providers of expenses and living with caretakers.

Table (4.3) Basic Facts about the Respondents

1.	Gender	No. of Respondents	Percentage (%)
	Male	60	29
	Female	150	71
	Total	210	100
2.	Age	No. of Respondents	Percentage (%)
	16	19	9
	17	38	18
	18	52	25
	19	47	22
	20	47	22
	21	7	3
	Total	210	100
3.	Education	No. of Respondents	Percentage (%)
	First Year	46	21.90
	Second Year	54	25.71
	Third Year	53	25.24
	Fourth Year	57	27.14
	Total	210	100
4.	Monthly Expenses	No. of Respondents	Percentage (%)
	Under 50,000 kyats	62	29.52
	50000-100,000 kyats	93	44.29
	100,001-150,000 kyats	37	17.62

	150,001 kyats and above	18	8.57
	Total	210	100

Table (4.3) Basic Facts about the Respondents (Contd.)

5.	Providers of Expenses	No. of Respondents	Percentage (%)
	Parents	191	90.95
	Brother/ Sister	7	3.33
	Relatives	5	2.38
	Yourself	5	2.38
	Parents and Yourself	2	0.95
	Total	210	100
6.	Living with caretaker	No. of Respondents	Percentage (%)
	Yes	151	71.90
	No	59	28.10
	Total	210	100

Source: Survey Data

According to Table (4.3), the total number of respondent is 210. According to the survey data, 29% of the respondents are male students whereas 71% of the respondents are females.

Among the 210 respondents, 19 respondents (9 males and 10 females) that account for 9% of respondents are at the age of 16, 38 respondents (10 males and 28 females) that account for 18% of the respondents are at the age of 17, 52 respondents (12 males and 40 females) that account for 25% of the respondents are at the age of 18, 47 respondents (15 males and 32 females) that account for 22% of the respondents are at the age of 19, 47 respondents (11 males and 36 females) that account for 22% of the respondents are at the age of 20 and 7 respondents (3 males and 4 females) that account for 3% of the respondents are at the age of 21.

The total number of first year student is 46 which is the 21.9% of the total respondents in which 18 students are males and 28 students are females. The total number of second year student is 54 which is the 25.71% of the total respondents in which 12 students are males and 42 students are females. 53 respondents (14 males and 39 females) are third year students which account for 25.24% of total respondents

while 57 respondents (16 males and 41 females) are fourth year students which is the 27.14% of the respondents are fourth year students.

Monthly expenses of the respondents are categorized into (1) Under 50,000 kyats, (2) from 50,000 kyats to 100,000 kyats, (3) from 100,001 kyats to 150,000 kyats and (4) from 150,001 kyats and above. It is found that 29.52% of the respondents spend less than 50,000 kyats a month, about 44.29% of the respondents spend between 50,000 and 100,000 kyats a month, 17.62% of the respondents spend between 100,001 and 150,000 kyats a month and only 8.57% of the respondents spend between 150,001 kyats and above a month. It can be found that about 74% of the respondents spend less than 100,001 kyats a month.

Providers of the expenses of the respondents are also shown in different categories such as parents, brother/sister, relatives, yourself and the combination of parents and yourself. 191 respondents which is the 90.95% of total respondent answered that their expenses are provided by their parents while 7 respondents which is 3.33% of total respondent answered that their expenses are provided by their brothers and sisters. 2.38% of the respondents answered that their expenses are provided by their relatives and another 2.38% of the respondents answered that their expenses are financed by themselves. The other 0.95% answered that their expenses are financed by the combination of the money provided by their parents and themselves.

The percentage of respondent living with caretaker is also shown in the table mentioned above. 151 respondents which is 71.9% of the respondents chose “yes” when they were asked “Is there any caretaker who is currently living with you?” though the rest (28.1%) of the respondents are not living with caretakers. It is obvious that most of the students are living with their caretakers.

4.3.2 Internet Usage of the Respondents

The internet usage of the respondents in which the technology and device to get access to the internet, years of online use, place, frequency, time and part of the day for using internet and spending on the internet are examined and presented since they are very important in analyzing the benefits and risks of using internet. Before asking more detailed questions, the respondents were asked whether they use the internet or not.

The number of internet user is shown in the following table. It is found that all the respondents use the internet.

Table (4.4) The Internet Use

Use the internet	No. of Respondents	Percentage (%)
Yes	210	100
No	0	0

Source: Survey Data

(a) The Technology, Device to Use the Internet and Years of Online Use

The following table shows the technology, device to use the internet and years of online use by the respondents.

Table (4.5) The Technology, Device to Use the Internet and Years of Online Use

1.	Technology	No. of Respondents	Percentage (%)
	Mobile Data	169	80.48
	Fiber Internet	12	5.71
	Paid Wi-Fi	16	7.62
	Free Wi-Fi	9	4.29
	Mobile Data and Fiber Internet	1	0.48
	Mobile Data and Paid Wi-Fi	1	0.48
	Mobile Data and Free Wi-Fi	2	0.95
	Total	210	100
2.	Device	No. of Respondents	Percentage (%)
	Smart phone/ tablet	210	95.71
	Laptop	3	1.43
	Desktop	0	0.00
	Smart phone/ tablet and Laptop	6	2.86
	Total	210	100
3.	No. of Years Online	No. of Respondents	Percentage (%)
	0-3 years	83	39.52
	4-6 years	106	50.48
	7-9 years	21	10.00

	10-12 years	0	0.00
	Total	210	100

Source: Survey Data

It is important to know that what technology the young students are using mostly to get access to the internet. According to Table (4.5), 80.48 % of the respondents mostly use mobile data for using internet while 5.71% and 7.62% of respondents answered that they use fiber internet and paid Wi-Fi respectively. Only 4.29% of the respondents answered that they mostly use free Wi-Fi to use the internet.

The devices used by respondents are also shown in the table mentioned above. The smart phone and tablet are put into same category since they are portable and easy to use. The majority of the respondents (95.71%) said that they mostly use smart phone / tablet for using internet while 1.43% of the respondents said that they use Laptop. The other 2.86% of the respondents said that they use both smart phone / tablet and Laptop for using internet. It is found that Desktop is no longer a preferable device for young students.

Number of years online is also important to know. 39.52% of the respondents said that they have been using the internet for 0-3 years while half of the respondents (50.48%) said that they have been using the internet for 4-6 years. The rest 10% of the respondents said that they have been using the internet for 7-9 years.

(b) Place, Frequency, Time, Part of the Day for Using Internet and Spending on Internet

Place, Frequency, Time, Part of the Day for Using Internet and Spending on Internet are also important in analyzing the benefits and risks of using internet and social media.

Table (4.6) Place, Frequency, Time, Part of the Day for Using Internet and Spending on Internet

1.	Places	No. of Respondents	Percentage (%)
	At home/ dormitory/ hostel	187	89.05
	At university/ library	11	5.24
	At work place	0	0.00
	At home/ dormitory/ hostel	12	5.71

	and university/ library		
	Total	210	100

Table (4.6) Place, Frequency, Time, Part of the Day for Using Internet and Spending on Internet (Contd.)

2.	Frequency	No. of Respondents	Percentage (%)
	One (time)	1	0.48
	Two	13	6.19
	Three	42	20.00
	Four and above	154	73.33
	Total	210	100
3.	Hours	No. of Respondents	Percentage (%)
	One	10	4.76
	Two	23	10.95
	Three	44	20.95
	Four hours and above	133	63.33
	Total	210	100
4.	Part of the Day	No. of Respondents	Percentage (%)
	Morning	0	0.00
	Afternoon	2	0.95
	Evening	10	4.76
	Night	83	39.52
	Whenever you are bored	115	54.76
	Total	210	100
5.	Spending	No. of Respondents	Percentage (%)
	≤ 5,000 kyat	31	14.76
	5,001-10,000 kyat	79	37.62
	10,001-15,000 kyat	45	21.43
	15,001-20,000 kyat	20	9.52
	20,001-25,000 kyat	18	8.57
	25,001 kyat and above	17	8.10
	Total	210	100

Source: Survey Data

The majority of the respondents (89.05%) said that they usually use the internet at home/ dormitory/ hostel they live or stay. 5.24% of the respondents said that they usually use the internet at university/ library while 5.71% of the respondents said that they usually use the internet at both home/ dormitory/ hostel and university/ library.

It is found that most of the respondents (73.33%) use the internet for four times and above a day while 20 % of the respondents said that they use the internet three times a day. Only 6.19% and 0.48% said that they use the internet two times and one time a day respectively.

In terms of hours, 63.33% of the respondents said that they use the internet for four hours and above a day while 20.95% and 10.95% of respondents answered that they use the internet for three hours and two hours a day respectively. Only 4.76% of the respondents said that they use the internet for about an hour a day.

According to 54.76% of the respondents, there is no specific part of the day for using internet and they just use it whenever they are bored. On the other hand, 39.52% of the respondents said that they usually use the internet at night and very few people chose evening. It is obvious that the respondents do not prefer to use the internet in the afternoon and morning.

It is found that 37.62% of the respondents spend 5001-10,000 kyat a month for the internet while 21.43% of the respondents said that they spend 10,001-15,000 kyat a month. 14.76% of the respondents spend less than or equal 5,000 kyat a month. One the other hand, only 9.52 % reported that they spend 15,001-20,000 kyat a month whereas 8.57% and 8.1% of respondents spend 20,001-25,000 kyat a month and 25,001 kyat and above respectively.

4.3.3 Social Media Usage of Respondents

It is important to know that what social media are popular among young people so the researcher asked the question “Which social media do you mostly use?” In addition, time and part of the day for using social media were investigated. Before asking more detailed questions, the respondents were asked whether they use social media or not.

The number of social media user is shown in the following table. It is found that all the respondents use social media.

Table (4.7) Social Media Use

Use social media	No. of Respondents	Percentage (%)
Yes	210	100
No	0	0

Source: Survey Data

Table (4.8) shows the popular social media, time spent on social media and part of the day for using social media by the young respondents.

Table (4.8) Frequency Distribution of Popular Social Media, Time Spent on Social Media and Part of the Day for Using Social Media

1.	Name	No. of Respondents	Percentage (%)
	Facebook	184	87.62
	Instagram	20	9.52
	YouTube	38	18.10
	Twitter	9	4.29
	LinkIn	0	0.00
	Other	2	0.95
2.	Hour	No. of Respondents	Percentage (%)
	Less than one hour	5	2.38
	One hour	3	1.43
	Two hours	39	18.57
	Three hours	56	26.67
	Four hours and above	107	50.95
	Total	210	100
3.	Part of the day	No. of Respondents	Percentage (%)
	Morning	0	0.00
	Afternoon	1	0.48
	Evening	10	4.76
	Night	79	37.62

	Whenever you are bored	120	57.14
	Total	210	100.0

Source: Survey Data

In order to find out which is the most popular social media among the respondents, the respondents were given several options namely, Facebook, Instagram, YouTube, Twitter and LinkIn. The respondents had to choose their mostly used social media among the given options. 87.62% of respondents, highest among the five options, chose Facebook when they were asked “Which social media do you mostly use?” YouTube is the second mostly used social media in which 18.1% of respondents said that they prefer to use YouTube. There are some respondents that use Instagram as their main social media while Twitter and LinkIn are not popular among the options. 0.95% of the respondents chose other and it is found that they use Weibo.

Time spending on social media vary from time to time and these responses are the average usage of social media for a day. About half of the respondents said that they use social media for four hours and above a day while 26.67 % and 18.57 % of the respondents use three hours and two hours respectively. There are very few people who use social media for less than two hours a day.

According to table (4.8), more than half of the respondents said that they do not have specific time for using social media instead they use it whenever they are bored. On the other hand, more than one-third of the respondents prefer to use it at night while very few people chose evening and afternoon. There may be respondents who use social media in the morning but morning is not their favorite part of the day for using social media.

4.3.4 Internet Literacy

The internet literacy plays a crucial role in preventing or avoiding the risks of using internet and social media. It is measured by using the skills-based approach. A set of statements is given in the following table.

Table (4.9) Assessment of Skills

No	Particular	Yes (%)	No (%)	Total (%)
1	Can find the required information	97.14	2.86	100.00
2	Can set up an email account	78.10	21.90	100.00
3	Can send an instant message	79.05	20.95	100.00
4	Can download and save a file or a song	95.24	4.76	100.00

Table (4.9) Assessment of Skills (Contd.)

5	Can set up a filter for junk mail or pop up adverts	29.52	70.48	100.00
6	Can get rid of a virus on computer	34.76	65.24	100.00
7	Can fix a problem when something goes wrong	37.62	62.38	100.00

Source: Survey Data

According to Table (4.9), almost all respondents can find the information that they need on the internet and they can download and save a file or a song. About 78% of the respondents said they can set up an email account and approximately 79% of the respondents can send an instant message. However, approximately 29% of respondents said that they can set up a filter for junk mail or pop up adverts and about 34% of the respondents can get rid of a virus on their computers. About 37% of the respondents said that they can fix a problem by themselves when something goes wrong with their computers or smart phones.

Generally, it can be said that the respondents are capable of simple and ordinary tasks online but they are not very capable of complex and advanced things online.

4.3.5 Benefits and Risks of using Internet and Social Media

In this section, benefits and risks of using internet and social media, opinions on the benefits and risks of using internet and social media and opinions on laws related to using internet and social media are examined.

Benefits of using internet and social media are examined by asking the following questions in table (4.10).

Table (4.10) Benefits of Using Internet and Social Media

No	Particular	No. of Respondents	
		Yes (%)	No (%)
1	Do work for university	70.95	29.05
2	Look for info on careers / further education	88.10	11.90
3	Look for news	97.62	2.38
4	Play games	75.24	24.76
5	Download music	97.14	2.86
6	Look for products or shops	80.48	19.52
7	Visited websites about a charity / organization that helps people	74.76	25.24
8	Vote for something / someone	73.33	26.67
9	Use a chat room or chat online	93.33	6.67
10	Send / receive email	80.48	19.52
11	Send pictures or stories	96.67	3.33
12	Create a page or a website	41.43	58.57
13	Blogging	5.71	94.29
14	Receive advice from others	88.10	11.90
15	Fill a form	73.33	26.67
16	Plan a trip	60.48	39.52

Source: Survey Data

According to table (4.10), almost all the respondents said “Yes” for downloading music, using a chat room or chat online, looking for news online and

sending pictures and stories. Moreover, more than 70% of respondents chose “Yes” for the rest of the questions expect from No (12), No (13) and No (16) which are creating a page or website, blogging and planning a trip online. Generally, most of the respondents are enjoying the benefits of using internet and social media.

Risks of using internet and social media are examined by asking the set of questions in the following table. One of the highest risks for the respondents is giving information about themselves to another person that they have not met face-to-face (51.43%) though giving information about themselves to be able to win a prize on the internet is not very common (30.95%). Furthermore, 36.67% of respondents said that they have met someone face-to-face that they first met on the internet. In terms of encountering pornographic, the respondents are mostly exposed to the risk from seeing pop-up adverts for a porn site while doing something else (40.95%) and ending up on a porn site accidentally (40.95%) though exposing the risk from being sent porn by someone and visiting the porn site are not very common with 21.43% and 27.14% respectively.

Table (4.11) Risks of Using Internet and Social Media

No	Particular	No. of Respondents	
		Yes (%)	No (%)
1	Give info about yourself to be able to win a prize on the internet	30.95	69.05
2	Give info about yourself to another person that you have not met face-to-face	51.43	48.57
3	Met anyone face-to-face that you first met on the internet	36.67	63.33
4	Seen pop-up adverts for a porn site while doing something else	40.95	59.05
5	Ended up on a porn site accidentally when looking for something else	40.95	59.05
6	Been sent porn by someone	21.43	78.57
7	Visited a porn site on purpose	27.14	72.86
8	Ever had someone say nasty or hurtful things to you	34.29	65.71

9	Ended up accidentally on a site with violent or gruesome pictures or visited on purpose	40.95	59.05
10	Ended up accidentally on a site or visited a site that was hostile or hateful to a group of people	34.29	65.71
11	Been hacked or attacked by hackers	21.90	78.10
12	Been uploaded your photos and given false information about you on the internet	25.24	74.76

Table (4.11) Risks of Using Internet and Social Media (Contd.)

13	Shared fake or false news without knowing that they are fake or false	34.29	65.71
14	Been shared false or fake news by someone	39.05	60.95

Source: Survey Data

According to 34.29% of respondents, they have been said nasty or hurtful things to them while 40.95% of respondents said that they ended up accidentally or visited a site with violent or gruesome pictures. Moreover, 34.29% of respondents answered that they ended up accidentally or visited a site that is hostile or hateful to a group of people. However, privacy invasion is not very common since only 21.90% of respondents answered that they had been hacked or attacked by hackers and 25.24% of respondents answered that their photos and false information about them were uploaded on the internet. More than one third of the respondents said that they have shared or have been shared fake news. Generally, it is obvious that the respondents are exposed to the risks associated with using internet and social media though most of the risks are not prevalent.

The opinions of the respondents on using internet and social media are also examined by using five point 'Likert Scale' (1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree).

Table (4.12) Opinions on the Benefits of Using Internet and Social Media

No	Statements	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	Total (%)
1	The internet is very useful for studying	-	0.48	7.14	38.57	53.81	100

	and learning						
2	The internet is one of the places to express feelings and opinions	2.38	9.05	30.00	41.43	17.14	100
3	The internet is a good way for searching and sharing information	-	0.48	2.86	56.67	40.00	100

Table (4.12) Opinions on the Benefits of Using Internet and Social Media (Contd.)

4	The internet makes a lot easier for communication	-	0.95	8.10	42.38	48.57	100
5	The internet makes life easier	2.38	10.00	38.57	35.24	13.81	100
6	Using internet can bring happiness	0.48	3.81	27.14	48.57	20.00	100
7	The internet brings a lot of benefits	-	0.48	28.57	52.38	18.57	100

Source: Survey Data

According to table (4.12), about 90% of the respondents agree or strongly agree that the internet is very useful for studying and learning, the internet is a good way for searching and sharing information and the internet makes a lot easier for communication. Moreover, about 60% of the respondents agree or strongly agree that the internet is one of the places to express their feelings and opinions while about half of the respondents agree or strongly agree that the internet makes their life easier. Furthermore, about 70% of the respondents agree or strongly agree that the internet brings a lot of benefits for them. Generally, it can be said that most of the respondents think that using internet and social media is beneficial.

The opinions of the respondents on the risks of using internet were also examined.

Table (4.13) Opinions on the Risks of Using Internet and Social Media

No	Statements	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	Total (%)
1	There are many hateful contents on the internet	-	4.29	35.71	43.81	16.19	100

Table (4.13) Opinions on the Risks of Using Internet and Social Media (Contd.)

2	It is not always good to share personal information on the internet	0.48	0.95	18.10	46.67	33.81	100
3	Not all the information on the internet are true	-	1.43	15.71	44.29	38.57	100
4	Not all the online friends are trustworthy	-	3.33	13.81	47.62	35.24	100
5	There are many people who are the victims of cyberbullying	0.95	2.86	20.48	44.76	30.95	100
6	Feel unsafe and insecure while using the internet	4.29	22.38	47.62	20.95	4.76	100
7	Using internet makes you feel isolated from the real world	2.38	20.00	45.71	25.24	6.67	100
8	Using internet makes you depress	4.76	32.38	41.43	18.10	3.33	100
9	The internet brings dangers and threats	0.48	16.19	39.52	37.14	6.67	100

Source: Survey Data

When it comes to the risks, the respondents are well aware that it is not always good to share personal information on the internet, not all the information on the

internet are true, not all the online friends are trustworthy and there are many people who are the victims of cyberbullying. Moreover, about 60% of the respondents agree or strongly agree that there are many hateful contents on the internet. On the other hand, about half of the respondents chose “neutral” for the statements “I feel unsafe and insecure while using the internet” and “Using internet makes you feel isolated from the real world”. About 20% of the respondents chose agree or strongly agree for the statement “Using internet makes you depress”. Approximately 43% of the respondents agree / strongly agree that the internet brings dangers and threats.

Generally, most of the respondents are aware of the risks associated with using internet and social media and it is found that the internet and social media have negative influence on the mental wellbeing for some respondents.

The legal knowledge of the respondents were also examined since it is important in examining the benefits and risks of using internet and social media.

Table (4.14) Legal Knowledge of the Respondents related to Using Internet and Social Media

No	Statements	Yes (%)	No (%)	Total (%)
1	Know how to report (to the police) when someone attacks via internet	45.24	54.76	100.00
2	Will report when someone attacks via internet	67.14	32.86	100.00
3	Know the Telecommunication Law	20.48	79.52	100.00
4	Know the Electronic Transaction Law	12.38	87.62	100.00

Source: Survey Data

It is also found that about 45% of the respondents know how to report (to the police) when someone attacks them via internet and about 67% of the respondents said that they will report when someone attacks them via internet. However, only 20% of respondents said that they know the Telecommunication Law while the mere 12% of respondents said that they know the Electronic Transaction Law.

It can be said that most of the respondents do not know much about the Telecommunication Law and the Electronic Transaction Law though many

respondents are willing to report to the police when someone attacks them via internet.

CHAPTER (5)

CONCLUSION

5.1 Findings

Currently, there are 3899 undergraduate students at Yangon University of Economics (Ywa Tha Gyi Campus). In order to fulfill the objectives, the undergraduate students were asked a set of questions which reflects today's young people online activities. 210 respondents participated and answered the questions completely. Since the number of female students are significantly higher in this university, responses from female students are higher (71%). All the respondents are between the ages 16 to 21. It is found that most of the respondents do not spend more than 100,000 kyats a month and their expenses are mostly provided by their parents. Most of the students are living with caretakers which may be their parents, relatives, sibling, friends and teachers.

All the respondents said that they use internet and social media. Most of the respondents get the internet access via mobile data since using internet and social media from smart phones are extremely easy. It is also found that smart phones or tablets are the mostly used devices compared to laptop and desktop computers as they are one of the essentials of today's young peoples' lives. It can be said that the respondents are familiar with using internet and social media since about half of the respondents said that they have been using the internet for 4 to 6 years. Most of the respondents usually use the internet at home or dormitory or hostel where they spend most of their time.

In addition, most of the respondents use the internet and social media for four times and above a day and four hours and above a day. Most of the respondents use the internet and social media whenever they are bored and they have no specific time for using it but some respondents prefer to spend time online at night since it is generally free time or relaxation time for them. About 70 % of the respondents do not spend more than 15000 kyats a month for the internet. Facebook is the mostly used social media followed by YouTube and Instagram.

The internet literacy is measured in terms of skills. It can be concluded that most of the respondents are capable of simple and ordinary tasks such as finding the information that they need, setting up an email account, sending instant messages, downloading and saving a file or a song though they are not very capable of complex and difficult things such as setting up a filter for junk mail or pop up adverts, get rid of a virus on the computer and fixing a problem by themselves when something goes wrong with their computers or smart phones.

When it comes to the benefits of using internet and social media, the respondents are enjoying all the benefits such as learning, communication, participation, expression and entertainment since most of the respondents chose 'yes' for doing university work, looking for information on careers or further education, sending or receiving email, playing games, downloading music, looking for products or shops, visiting websites about a charity or organization that helps people, voting for someone or something, using a chat room or chat online, looking for news, sending pictures or stories, receiving advice from others, filling a form and planning a trip. However, creating a page or a website and blogging are not very common. So, it can be concluded that there is still much room to improve in terms of creativity.

In terms of the risks, at least one fifth of the respondents are suffering from the risks in one way or another. The risky behavior that most of the respondents are encountering is giving information about themselves to another person that they have not met face-to face and this may lead to inappropriate or potentially harmful contact. It is also found that the respondents are more likely to encounter pornographic by seeing pop-up adverts for a porn site while doing something else and ending up on a porn site accidentally. Some respondents encounter violent, racist or hateful contents online and cyberbullying. Furthermore, some respondents experienced hacking and about one third of the respondents are also encountering the risk of misinformation or disinformation by using internet and social media.

These findings suggest that most of the respondents are benefited by using internet and social media while some of them are suffering from the undesired consequences and negative experiences. The opinions of the respondents were also collected. Generally, the opinions of the respondents are positive for using internet and social media. It is also found that most of the respondents are aware of the risks of

using internet and social media. However, some respondents are suffering from the risks which have some influence on the users' mental wellbeing. It is also found that most of the respondents do not know much about the laws though they are willing to report to the police.

5.2 Recommendations

Young people are using internet and social media for different reasons and they may be benefitted or harmed by using them at the same time. The findings suggest that the respondents are benefitting in various ways however they still need to exploit these benefits by searching or developing new uses.

The exposure to the risks may be understated since the young internet and social media users may not notice even if they are suffering from the risks. For instance, the users may give permissions recklessly to give access to the profile details when they want to use third party applications or websites from unknown or unreliable sources. By doing so, some users may not notice whether their personal information are being tracked or stolen. So, the users, especially young people, should take care and think before they do something online.

In order to avoid the risks, they should not give their personal information to someone unknown on the internet, they should not easily give access to their online profiles, they should not enter a link or a website from unknown or unreliable sources and they should not upload or post everything on the internet.

According to the findings, most of the respondents are not capable of complex or advanced functions on the internet. So, they need to learn more about these settings and functions. Furthermore, they need to learn how to stay safe online and seek advice from the experts when they face an attack. They also need to learn more about Electronic Transaction Law and Telecommunication Law to response against the offences and to avoid committing offences since they may either be victims or offenders.

The findings suggest that some respondents are encountering false or fake news by using internet and social media. Misinformation and disinformation are also very dangerous especially sharing information via internet. So, the young users should figure out who made the information, what is the source of information, where did it

come from, why are you sharing this and when was it published before sharing it. In order to stop spreading hate speeches, rumors, racist contents, and cyber bullying, the role of the users is very important. The young users should also report to Facebook or the local authorities when they spot them.

Since there is no cyber law in Myanmar, the government should draw and enact cyber law to be able to better protect against various cyber offences. Although there are a number of organizations that are formed to protect against cybercrimes and to educate people about cyber security awareness in Myanmar, very few people know them. So, cyber security awareness campaigns should be well supported and held frequently to ensure cyber security awareness to the public.

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APPENDIX

A Study on the Benefits and Risks of using Internet and Social Media among Young People

I am Nyan Pyae Phyo and I am currently doing Master of Public Administration (MPA) at Yangon University of Economics. I would deeply appreciate it if you would answer the attached questionnaire to provide required data to complete my thesis. Your name and anything about you will not be disclosed and I will use the information only for the research. So, please help me by making your choices openly and correctly. I sincerely thank you for taking your time to complete the questionnaire.

Survey Questionnaire

Section (A)

Basic Facts about the Respondents

Please answer the questions by circling the numbers.

1. Gender

1. Male 2. Female

2. Age

3. Education

1. First year 2. Second year 3. Third year
4. Fourth year

4. Your Monthly expenses

1. Under 50,000 kyat 2. 50,000 – 100,000 kyat
3. 100,001 – 150,000 kyat 4. 150,001 kyat and above

5. Who provides your monthly expenses?

1. Parents 2. Brother / Sister 3. Relatives

4. Yourself 5. Others (please specify)

6. Is there any caretaker who is currently living with you?

1. Yes 2. No

Section (B)

Internet and Social Media Usage

Please answer the questions by circling the numbers.

7. Do you use the **internet**?

1. Yes 2. No

If no, you can skip all the rest of the questions.

8. How do you get the internet access **mostly**?

1. Mobile Data 2. Fiber Internet 3. Paid Wifi
4. Free Wi-Fi 5. Other (please specify)

9. At present, which device do you **mostly** use for internet?

1. Smart phone/ tablet 2. Laptop 3. Desktop
4. Others (please specify)

10. Where do you **usually** use the internet?

1. At home/ dormitory/ hostel 2. At university / library
3. At work 4. Other (please specify)

11. Number of years online

1. 0 - 3 years 2. 4 - 6 years
3. 7 - 9 years 4. 10 - 12 years

12. How often do you use internet per day?

1. One (time) 2. Two 3. Three 4. Four and above

13. How much time do you usually spend online a day?

1. One hour 2. Two hour
3. Three hour 4. Four hour and above

14. When do you usually use the internet?

1. Morning 2. Afternoon 3. Evening 4. Night
5. Whenever you are bored

15. How much money do you spend a month for the internet?

1. $\leq 5,000$ kyat 2. 5,001 – 10,000 kyat
3. 10,001 – 15,000 kyat 4. 15,001 – 20,000 kyat
5. 20,001 – 25,000 kyat 6. 25,001 kyat and above

16. Do you use **social media** such as Facebook, Instagram and YouTube?

1. Yes 2. No

17. Which social media do you **mostly** use? (You can choose more than one option)

1. Facebook 2. Instagram 3. YouTube 4. Twitter
 5. LinkedIn 6. Other (please specify)

18. How much time do you spend a day on social media? (e.g. Facebook, YouTube)

1. Less than one hour 2. One hour 3. Two hours
 4. Three hours 5. Four hours and above

19. When do you usually use social media?

1. Morning 2. Afternoon 3. Evening 4. Night
 5. Whenever you are bored

Section (C)

Digital knowledge and internet literacy

20. The following questions are about the skills of an internet user. Please answer the questions by ticking (✓).

No	Particular	Yes	No
1	You can find the information that you need on the internet.		
2	You can set up an email account.		
3	You can send an instant message.		
4	You can download and save the information or a song.		
5	You can set up a filter for junk mail or pop up adverts.		
6	You can get rid of a virus on your computer.		
7	You can fix a problem by yourself when something goes wrong with your computer or smart phone.		

Section (D)

Benefits and risks of using internet and social media

21. These questions are related to the **benefits** of using internet. Please answer the questions by ticking (✓).

Item (Do you/have you...?)	Yes	No
(1) Do work for university		
(2) Look for info on careers / further education		

(3) Look for news		
(4) Play games		
(5) Download music		
(6) Look for products or shop		
(7) Visited websites about a charity / organization that helps people		
(8) Vote for something / someone		
(9) Use a chat room or chat online		
(10) Send / receive email		
(11) Send pictures or stories		
(12) Create a page or a website		
(13) Blogging		
(14) Receive advice from others		
(15) Fill a form		
(16) Plan a trip		

22. These questions are related to the **risks** associated with using internet. Please answer the questions by ticking (✓).

Items (Do you / have you...?)	Yes	No
(1) Give info about yourself to be able to win a prize on the internet		
(2) Give info about yourself to another person that you have not met face-to-face		
(3) Met anyone face-to-face that you first met on the internet		
(4) Seen pop-up adverts for a porn site while doing something else		
(5) Ended up on a porn site accidentally when looking for something else		
(6) Been sent porn by someone		
(7) Visited a porn site on purpose		
(8) Ever had someone say nasty or hurtful things to you		
(9) Ended up accidentally on a site with violent or gruesome pictures or visited on purpose		
(10) Ended up accidentally on a site or visited a site that was hostile or hateful to a group of people		
(11) Been hacked or attacked by hackers		
(12) Been uploaded your photos and given false information about you on the internet		
(13) Share false or fake news without knowing that they are false		

or fake		
(14) Been shared false or fake news by someone		

Section (E)

Perception on using internet

23. Benefits

(1 = strongly disagree 2 = disagree 3 = neutral 4 = agree 5 = strongly agree)

	1	2	3	4	5
1. The internet is very useful for studying and learning					
2. The internet is one of the places to express your feelings and opinions					
3. The internet is a good way for searching and sharing information					
4. The internet makes a lot easier for communication					
5. The internet makes your life easier					
6. Using internet makes you happy					
7. The internet brings a lot of benefits for you					

24. Risks

(1 = strongly disagree 2 = disagree 3 = neutral 4 = agree 5 = strongly agree)

	1	2	3	4	5
1. There are many hateful contents on the internet					
2. It is not always good to share personal information on the internet					
3. Not all the information on the internet are true					
4. Not all the online friends are trustworthy					
5. There are many people who are the victims of cyberbullying					
6. I feel unsafe and insecure when I use the internet					
7. Using internet makes you feel isolated from the real world					
8. Using internet makes you depress					
9. The internet brings dangers and threats					

25. Laws

Please answer the questions by ticking (✓).

No	Statements	Yes	No
1	I know how to report (to the police) when someone attacks me via internet		
2	I will report when someone attacks me via internet		
3	I know the Telecommunication Law		
4	I know the Electronic Transaction Law		

Thank you for your participation!