

DIGITAL CITIZENSHIP



DIGITAL CITIZENSHIP

Digital Citizenship
Module

First Edition
2022 February

ISBN 978-624-6181-00-0

Publisher:
HELVETAS Intercooperation gGmbH
No: 2/1, Layards Road, Colombo 05

Disclaimer:
This publication has been produced under the Incubator Space for Promoting Information Rights and Freedom of Expression (InSPIRE) project funded by the European Union. The contents of this publication are the sole responsibility of HELVETAS Intercooperation gGmbH Sri Lanka and Sri Lanka Development Journalist Forum (SDJF) and can in no way be taken to reflect the views of the European Union.

Publication written by: R. A. Piyumani Panchali
Copyright
© HELVETAS Intercooperation gGmbH
© Sri Lanka Development Journalist Forum

Acknowledgements

Author

R.A. Piyumani Panchali
LL.B. (Peradeniya), B.Sc. in International Relations (London), Attorney-at-Law

Editors

Chandula Kumbukage (Helvetas Intercooperation gGmbH, Project Manager)
Ganeshanathan Saahithyanan (Helvetas Intercooperation gGmbH, Project Officer)
Mohamed Azad (SDJF - Sri Lanka Development Journalist Forum, Programme Director)

Collaborators

Christine Weerakoon (SDJF, Project Coordinator)
Marlene Perera (SDJF, Communication Officer)

Expert Review Committee

Dr. Senani Harischandra

Department of Sinhala and Mass Communication, University of Sri Jayewardenepura

Dr. Senesh Dissanaikē Bandara

Department of Sinhala and Mass Communication, University of Sri Jayewardenepura

Dr. Uvasara Dissanayake

Department of Agricultural Extension, University of Peradeniya

Dr. Madhavee Wijerathne

Department of Agricultural Extension, University of Peradeniya

Dr. S. Raguram

Department of Media Studies, University of Jaffna

Mr. Dinesh Kudothor

Department of Media Studies, University of Jaffna

Ms. Anutharsi Līnganathan

Department of Media Studies, University of Jaffna

Dr. A. Rameez

South-Eastern University

Prof. M.A.M. Rameez

Department of Languages, South-Eastern University

The Aims and Outcomes of this Module

Aims of the Module:

1. Examine the concept of a digital citizen and digital citizenship
2. Examine what constitutes digital activism
3. Explore the key concepts underlying digital security
4. Critically evaluate digital safety and digital wellbeing

Learning Outcomes:

By the end of this module, you should be able to:

1. Explain the concept of digital citizenship and outline the rights and duties of digital citizens
2. Explain the concept of digital activism
3. Describe mobile journalism and recognize gender-sensitive reporting
4. Discuss the concept of digital storytelling
5. Discuss core digital competencies and digital etiquette
6. Explain how cyber security entails the importance of the “user”
7. Describe digital hygiene
8. Discuss the precautionary measures of digital citizenship
9. Explain digital safety and the difference between cyber security and digital safety
10. Discuss cyber exploitation and violence
11. Identify the role of gender in digital safety and cyber sexual and gender-based violence
12. Identify basic tips to improve digital wellbeing

The Number of Learning Hours Required:

	Total number of hours	15 Hours
1.	Tool box 1	3 hours
2.	Tool box 2	3 hours
3.	Tool box 3	3 hours
4.	Tool box 4	3 hours
5.	Community Impact Project	3 hours

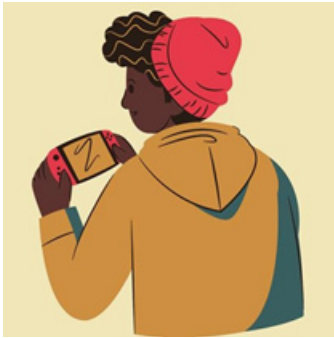
Contents

Introduction	7
Meet Kalu Malli and Ekata Onru!	7
Toolbox 1:	9
What does it mean to be a Digital Citizen?	10
What is Digital Citizenship?	13
Are you a Digital Citizen?	14
Your Digital Rights and Duties	15
Impact Exercise	18
Toolbox 2:	21
Digital Activism	21
Digital Activism	22
Mobile Journalism and Gender Sensitive Reporting	25
Digital Storytelling	28
Core Digital Competencies and Digital etiquette	30
Impact Exercise	33
Toolbox 3:	36
Digital Security	36
Digital Security	37
Digital Hygiene	39
Impact Exercise	41
Toolbox 4:	43
Digital Safety and Digital Well being	43
What is Digital Safety?	44
Cyber Exploitation and Violence	45
Cyber Sexual and Gender-Based Violence	46
Digital Citizenship against Cyber Sexual and Gender-Based Violence	49
Impact Exercise: 1	52
Digital Well-being and Managing Digital Habits	53
Impact Exercise: 2	56
Community Impact Project	57
References	58

Introduction

Meet Kalu Malli and Ekata Onru!

Hi I am Kalu Malli!
@kalumalli



Hello everyone!

I am Kalu malli - black brother if you directly translate the words to English. I live in Sri Lanka, where almost everyone has a pet name like Kalu malli.

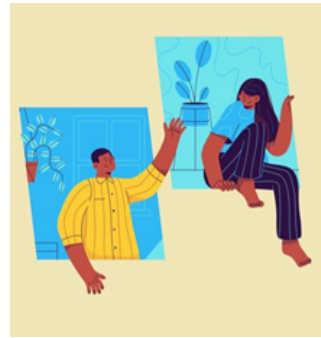
A little back story to how I received this name -my brother started calling me kalu malli after people started calling him Sudu malli (Sudu, a Sinhala term which often translates into “fair complexion” in English), even if both of us are not a shade fairer than the other in comparison. This name has stuck as a term of endearment since then. So, I decided to use it as my virtual name.

I am a software engineer/content creator on Youtube. I love everything about new technology. In fact, my Youtube channel is all about new tech equipment, mobile devices etc.

As technology around us advances every second we breathe, I started feeling like I should do more than just reviewing equipment and devices.

So, that is why you are here...

Hi we are Ekata Onru!
@EkataOnru



Yellow People of the World!

Here’s a shout out from Ekata Onru. We are a duo, currently running a digital marketing start-up called “Colorcola”. We started our digital marketing agency, to make digital media a much more inclusive space for anyone on it.

We started the “Ekata Onru” project after we witnessed how much technology can contribute to socio-political and cultural divisions in the society we live in. For us, technology should ideally make human beings a bit smarter!

Well, we are not quite sure whether that really happened... So, we decided to start a social media campaign on what it really means to be a digital citizen.

“Ekata” is the Sinhala term for “together”. “Onru” means “one” in Tamil. To us, “Ekata Onru” is all about “being together as one”. One family, one community, one country and most importantly one nation. To put it simply, we are together trying to build a story of oneness!

Excited to meet you!

TOOL BOX 01

WHAT DOES IT MEAN TO BE A DIGITAL CITIZEN?

“The Internet is not just one thing, it’s a collection of things - of numerous communications networks that all speak the same digital language.”

- James H. Clark ¹

Expected Learning Outcomes:

1. Explain the concept of a digital citizen and digital citizenship
2. Outline the rights and duties of digital citizens

¹ (brainyquote) Available at: https://www.brainyquote.com/quotes/james_h_clark_102045?src=t_digital

What is Digital Citizenship?

The world we live in today is very different from that of our parents and grandparents. In fact, if you compare your life to the one you were living a few years ago, you will notice that the world you live in is changing so fast. So fast, to the extent that it has become almost impossible to keep up with it.

The driving force underlying this change is information communications technology (ICTs). With the development of ICTs, societies are increasingly transitioning into digital spaces. Due to this, our lives are transitioning from a predominantly offline life to an intensely connected online life. Whilst, this transition might not sound scary for some of us, it can be scary for others. This is because the impact of ICTs is felt disproportionately by different groups in society. This results in many issues ranging from privacy violation and electronic surveillance to cyber bullying.

However, digital life is not all bad! You do not need a passport now to travel to another country - and to even outside the planet. You have access to technology which enables you to visualize and experience such domains through your smart device. Be it your mobile phone, tablet, computer or your smart watch...you are continuously engaging with the rest of the world both as a receiver and a communicator of information. This makes you an integral part of technological advancement as well. You are not only a user, but you are also a contributor and creator!

@kalumalli

*And yes, all of this happens thanks to your smart device! The internet is like the new god!
Don't you think?*

Being a digital citizen is an exciting phenomenon. Your life is much easier, much more efficient and as you are often told and would like to think - smart!

However, being a digital citizen requires so much more than just owning a smart device (such as a smart phone, tablet, laptop, smart watch etc.) or having access to other forms of ICTs. Not only should you be able to understand the kind of opportunities and challenges ICTs can bring about; but you should be able to minimize the negative implications of technology and maximize its benefits, not just for yourself, but also for the rest of the society.

A digital citizen is a social engineer, driving progressive movements for the betterment of society.² Before we start defining a digital citizen, let us check out the ingredients of digital citizenship in figure 1 given below.

² Johan Jordan, Machine-age ideology: Social engineering and American liberalism (University of North Carolina Press 2005)

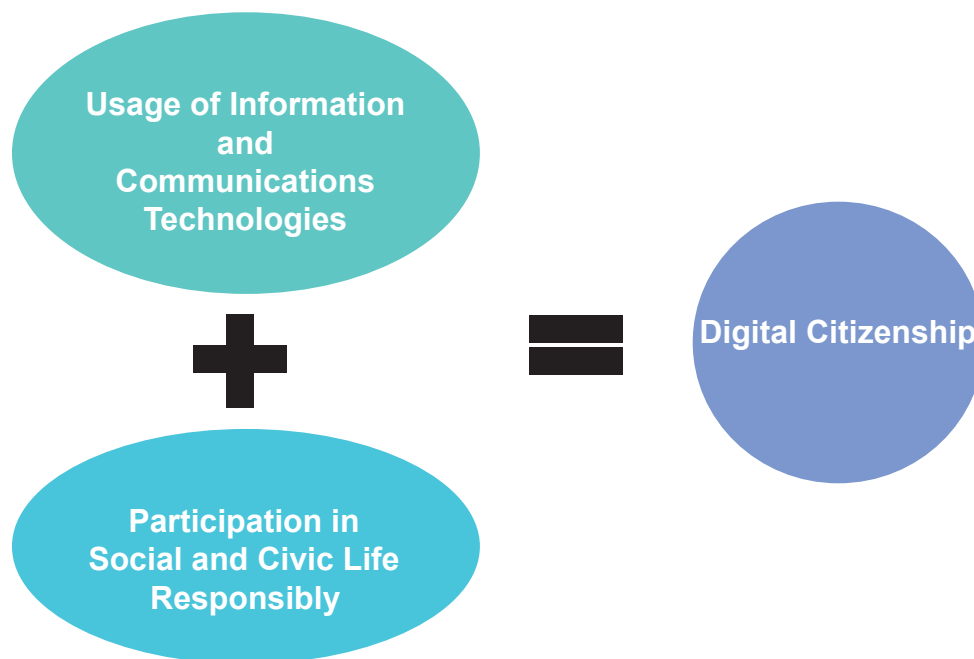


Figure 1

@kalumalli: There is no universally accepted definition for digital citizenship. In my opinion, the following stems are essential to formulate an advanced definition. Check out figure 2.

Digital citizenship involves norms of appropriate and responsible behaviour in terms of the use of technology.	
Taking care of your own self while you use a digital device.	Taking personal responsibility for their online presence.
Keeping the internet safe, secure and inclusive to everyone.	Using human rights as the fundamental value framework in pursuing these goals.

Figure 2

The concept of digital citizenship has grown since the mid-1990s, when it first appeared in North America and Europe with the origins of the World Wide Web.³ Initially, it was described as using the Internet for the greater good through collaborative citizen action.⁴ Over the years, as the internet grew, the notion of digital citizenship has evolved into something much more complex.

This makes learning about digital citizenship ever more important...

@EkataOnru: *Digital citizenship can also be seen as an expansion of the definition of “Active Citizenship”, especially in the digital world.*

@kalumalli: *What is Active Citizenship?*

Active citizenship is the maximum participation of citizens in their local communities at all levels, from rural level to national level, for the greater good. It may be an initiative as simple as a “Shramadana” program⁵, or something as far-reaching as educating young people about civic ideals and engagement.

@kalumalli: *Whoa! Then we are actually #ActiveCitizens!*

@EkataOnru: *Yes! Check out this twitter post we saw, couple of weeks ago:*

Tweet:

**Active Digital Citizenship is the Cornerstone of Modern Democracy
#DigiCitizenforDemocracy**

However, I wonder how active digital citizenship really impacts democracy?

Active citizenship encourages community leadership, accountability, empathy and ethical communication, all of which are common to digital citizenship. These citizens are not only digitally literate, but they continue to promote democratic cyberspaces, which in return makes the internet an inclusive and open space.

³ Ariadne Vromen, Digital citizenship and political engagement (Palgrave Macmillan, London, 2017) 9

⁴ Ibid.

⁵ A Shramadana is a community event, where individuals contribute their own labor for common social good. A Shramadana is a “gift of labor”

What is Digital Literacy?

Digital citizenship and digital literacy are mutually interconnected concepts. However, both concepts are different in nature.

Digital Literacy:

- is the ability to find, critically evaluate, fact check, utilize, share and create content using information technology and the internet;
- it is more focused on skills and competencies.
- In short, digital literacy involves critical consumption of information.

Digital Citizenship:

- is about being responsible when you engage on the internet.
- Responsibility is considered a personal obligation of using information technology.

@EkataOnru:

To understand this difference better, let us share a personal experience. Chandu, a digital marketing expert, has been using social media since 2007. Chandu however, is very conservative. He created a Facebook post recently which said:

“The LGBTIQ+ community is a sham. No such thing should exist.”

Chandu is a digitally literate person due to his experience as a marketing expert/content creator over the years. However, he seems to be completely unaware of the consequences of some of his personal content. In this post, he was undermining everyone who identifies themselves within the LGBTIQ+ community. He is being discriminatory and is also spreading hate...

This shows us that even someone with advanced digital skills could actually generate hateful content and share it on social media. At times of heightened community violence, it only takes one person to generate that ‘spark’, which can ultimately trigger physical violence.

This makes digital citizenship a sense of obligation to ensure caution, empathy, ethics and accountability in one’s online presence. A successful digital citizen is someone who fosters both digital literacy and digital citizenship as mutually constitutive concepts.

@kalumalli:

Elakiri! I understand what you mean. It is quite clear that digital citizenship is quite the responsibility. The minimum standard of engagement being basic human decency!

Are you a Digital Citizen?

Now you already know what digital citizenship connotes. A digital citizen is a person who uses ICTs to engage in society, politics, and government effectively. Digital literacy or the desire to learn and engage in the digital world is an important prerequisite of being a successful digital citizen. It is the combination of technological and social skills that allows an individual to be efficient and effective in the new digital world.

*“Digital citizens are those who use the internet regularly and effectively.”
Karen Mossberger ⁶*

Digital Citizen Checklist

- Confident and a capable user of ICT
- Use ICT to participate in educational, cultural, and economic activities
- Ability to think critically in cyberspace
- Literate in the language, symbols, and texts of ICTs
- Aware of ICT challenges and can manage them effectively
- Tries to relate to others in positive and meaningful ways using ICT
- Honest and ethical in using ICTs
- Respects the concepts of privacy and freedom of speech in a digital world
- Contributes and actively promotes the values of digital citizenship

How much of a digital citizen are you? Try to cross what applies to you!

@kalumalli:

Like literacy and numeracy are important skills for people to participate in the workforce; digital literacy too has become an essential skill today. You have to be digitally literate to be confident, connected, and actively involved in cyberspace. Don't be overwhelmed. This is a lifelong journey! We will learn more about digital literacy soon. In the meantime, check out my summary of a digital citizen outlined by figure 3 given below.

⁶ Mossberger, Karen, Caroline J. Tolbert, and Ramona S. McNeal, Digital citizenship: The Internet, society, and participation (MIT Press, 2007)

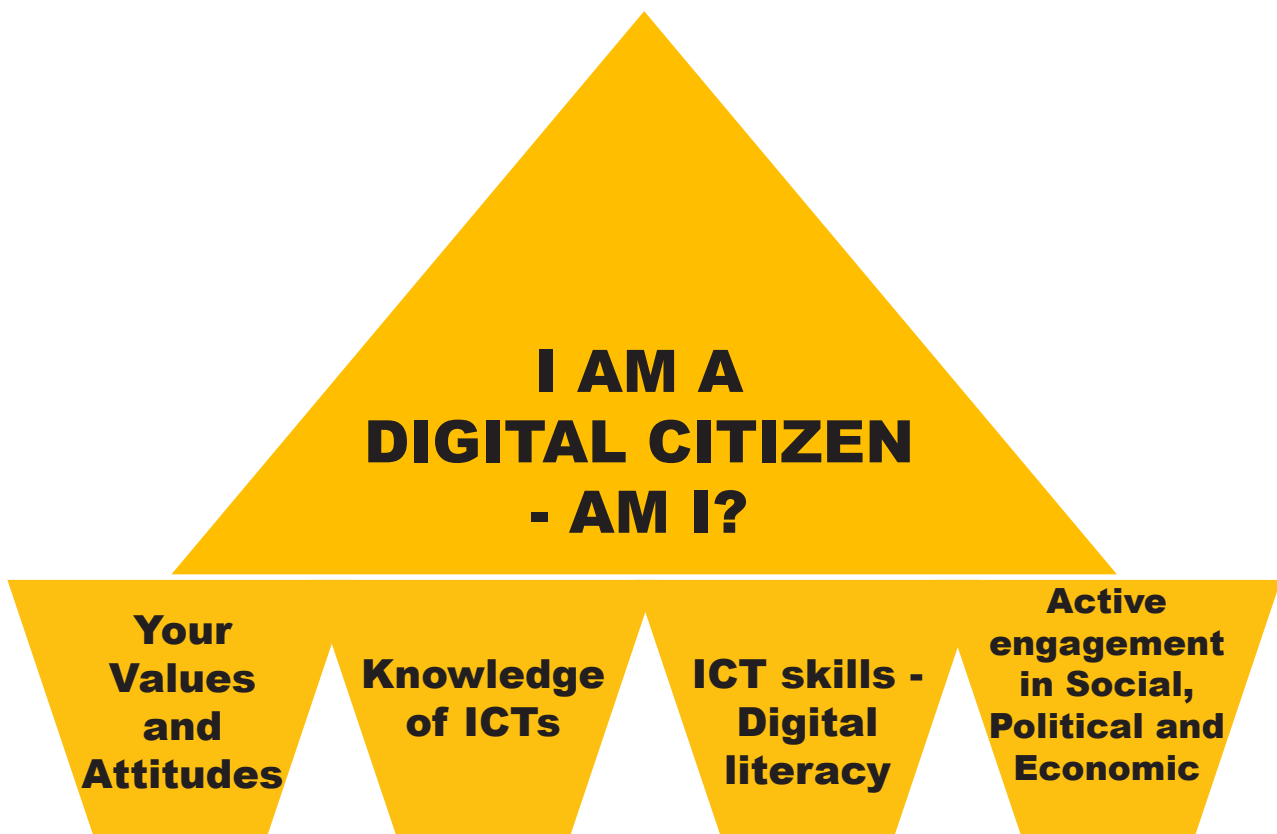


Figure 3

Your Digital Rights and Duties

Digital citizens are bound by rights and duties when they engage in the digital world. However, with great power comes even greater responsibility!

Digital rights are associated with fundamental human rights. Human rights are a set of universal values that are inherent to all human beings, by virtue of each person's humanity. Digital rights play the role of instilling the fundamental values of humanity in a digital world.

Fundamental Digital Rights

Freedom of Expression

Article 14 (1) (a) of the Sri Lankan Constitution guarantees freedom of speech and expression including publication.⁷ This right can extend into the online domain as well.

However, freedom of expression is also subjected to certain limitations by the Constitution (example: on the grounds of racial and religious harmony).

The Sri Lankan cabinet approved several amendments to the Penal Code and the Criminal Procedure Code in the past years, to tackle the abuse of freedom of expression, where national security and inter-communal harmony was at risk predominantly due to hate speech, misinformation and online violence. According to The Freedom House Report in 2020, the online space for freedom of expression in Sri Lanka dwindled in 2020.⁸ Their prediction is that it will continue to shrink and in return impact the right of free expression of citizens.

Right to Privacy

Freedom of expression and the right to privacy is the heart of a digital citizen. However, the right to privacy is not enshrined in the fundamental rights chapter of the Constitution of Sri Lanka at present.

In the past, many attempts to reform the present constitution have underscored the importance of the right to privacy. Two noteworthy examples are the draft Constitution in 2000⁹ and the Report on Public Representations on Constitutional Reform in 2016.¹⁰

It is important to point out that Sri Lanka is yet to introduce a specific legislation to protect individual privacy as well. As of now, the common law of the country does not explicitly recognize the right to protect personal information.

As digital citizens, you have the power to do something about this!

Right to Access Digital Technologies

Right to digital access is the prerequisite for all other digital rights. Today, fair and equitable access to the internet is crucial to enjoy many other rights including freedom of expression.

National governments of States have the utmost responsibility to ensure the right to access digital technologies. Harassment, intimidation and self-censorship are barriers to access digital technologies – barriers often erected by states!

Right to Credit for Your Own Work

Every piece of content you create and share on Facebook, you own it. You have complete control over it.^{~11}

You have the right to enjoy both financial and social credit for your authentic content created online.

Right to Personal Identity

Identity of a person is unique. This identity can be either your name, appearance, nationality or gender etc.

Right to personal identity signifies that everybody has the right to appear and represent themselves in an online domain.

Every digital right is accompanied by a set of digital duties. Striking a balance between these rights and duties is a crucial task for a digital citizen. Values such as ethics and empathy play a pivotal role in the task of balancing rights and duties. Here's a non- exhaustive checklist of your duties a.k.a. what you can do and what you cannot do as a digital citizen. Try to see how many boxes you can tick off!

CAN DO	CANNOT DO
<ul style="list-style-type: none">• I use my digital rights wisely• I respect the opinions of others when I engage online• I am responsible and respectful when I use digital resources• I cite work from other people when I am using such work for my research work• I adhere to acceptable user policies when I use ICTs• I exercise my freedom of expression with full awareness of its limitations• I report cyberbullying, cyber sexual harassment, hate speech, disinformation and identity theft whenever I see it• I have not falsified my online identity in any way (I am not pretending to be someone else)	<ul style="list-style-type: none">• I will not engage in Cyberbullying• I will not engage in Cyber sexual harassment• I will not spread disinformation• I will not use hate speech• I will not illegally download content• I will not be sharing videos, photographs or any other material that can violate another person's right to privacy

⁷ The Constitution of the Democratic Socialist Republic of Sri Lanka (1978) Available at: [https:// constitutionnet.org/sites/default/files/sri_lanka_prc_report-english-final.pdf](https://constitutionnet.org/sites/default/files/sri_lanka_prc_report-english-final.pdf)

⁸ "Freedom on the Net 2020: Sri Lanka" (Freedom House) <https://freedomhouse.org/country/sri-lanka/freedom-net/2020>

⁹ The Constitution of the Democratic Socialist Republic of Sri Lanka (2000) Available at: [http://hrlibrary.umn.edu/research/srilanka/constitutions/2000_Constitution.html# IV](http://hrlibrary.umn.edu/research/srilanka/constitutions/2000_Constitution.html#IV)

¹⁰ Report on Public Representations on Constitutional Reforms (2016) Available at: <https://constitutionnet.org/vl/item/sri-lanka-report-public-representations-constitutional-reform>

¹¹ Mark Zuckerburge During the congressional questioning in 2018

Impact Exercise

Donald Trump, the former president of the United States of America was suspended from a number of social media accounts in January 2021 due to his online responses amidst the ongoing tensions in the United States, where a group of Trump supporters had violently stormed the Capitol Building in Washington on the 6th of January, 2021. On Twitter, Donald Trump had shared two particular tweets which were interpreted as “violating the glorification of violence policy” on Twitter. As a result, Donald Trump was immediately suspended from the service.

Read the official Twitter assessment about this incident and analyse the digital rights and duties of Donald Trump in this context. The Official Twitter Blog is depicted below¹²:

Permanent suspension of @realDonaldTrump

By Twitter Inc.

Friday, 8 January 2021

¹² 'Permanent suspension of @realDonaldTrump' (Twitter inc. 8 January 2021) Available at: https://blog.twitter.com/en_us/topics/company/2020/suspension.html

After close review of recent Tweets from the @realDonaldTrump account and the context around them — specifically how they are being received and interpreted on and off Twitter — we have permanently suspended the account due to the risk of further incitement of violence.

In the context of horrific events this week, we made it clear on Wednesday that additional violations of the Twitter Rules would potentially result in this very course of action. Our [public interest framework](#) exists to enable the public to hear from elected officials and world leaders directly. It is built on a principle that the people have a right to hold power to account in the open.

However, we made it clear going back years that these accounts are not above our rules entirely and cannot use Twitter to incite violence, among other things. We will continue to be transparent around our policies and their enforcement.

Below is a comprehensive analysis of our policy enforcement approach in this case.

Overview

On January 8, 2021, President Donald J. Trump Tweeted:

“The 75,000,000 great American Patriots who voted for me, AMERICA FIRST, and MAKE AMERICA GREAT AGAIN, will have a GIANT VOICE long into the future. They will not be disrespected or treated unfairly in any way, shape or form!!!”

Shortly thereafter, the President Tweeted:

“To all of those who have asked, I will not be going to the Inauguration on January 20th.”

Due to the ongoing tensions in the United States, and an uptick in the global conversation in regards to the people who violently stormed the Capitol on January 6, 2021, these two Tweets must be read in the context of broader events in the country and the ways in which the President’s statements can be mobilized by different audiences, including to incite violence, as well as in the context of the pattern of behaviour from this account in recent weeks. After assessing the language in these Tweets against our [Glorification of Violence](#) policy, we have determined that these Tweets are in violation of the Glorification of Violence Policy and the user @realDonaldTrump should be immediately permanently suspended from the service.

Assessment

We assessed the two Tweets referenced above under our [Glorification of Violence policy](#), which aims to prevent the glorification of violence that could inspire others to replicate violent acts and determined that they were highly likely to encourage and inspire people to replicate the criminal acts that took place at the U.S. Capitol on January 6, 2021.

This determination is based on a number of factors, including:

- President Trump's statement that he will not be attending the Inauguration is being received by a number of his supporters as further confirmation that the election was not legitimate and is seen as him disavowing his previous claim made via two Tweets (1, 2) by his Deputy Chief of Staff, Dan Scavino, that there would be an "orderly transition" on January 20th.
- The second Tweet may also serve as an encouragement to those potentially considering violent acts that the Inauguration would be a "safe" target, as he will not be attending.
- The use of the words "American Patriots" to describe some of his supporters are also being interpreted as support for those committing violent acts at the US Capitol.
- The mention of his supporters having a "GIANT VOICE long into the future" and that "They will not be disrespected or treated unfairly in any way, shape or form!!!" is being interpreted as further indication that President Trump does not plan to facilitate an "orderly transition" and instead, that he plans to continue to support, empower, and shield those who believe he won the election.
- Plans for future armed protests have already begun proliferating on and off- Twitter, including a proposed secondary attack on the US Capitol and state capitol buildings on January 17, 2021.

As such, our determination is that the two Tweets above are likely to inspire others to replicate the violent acts that took place on January 6, 2021, and that there are multiple indicators that they are being received and understood as an encouragement to do so.

TOOL BOX 02

DIGITAL ACTIVISM

“I grew up in a physical world, and I speak English. The next generation is growing up in a digital world, and they speak social.”

- Angela Ahrendts ¹³

Expected Learning Outcomes:

1. Explain the concept of digital activism
2. Describe mobile journalism and recognize gender-sensitive reporting
3. Discuss the concept of digital storytelling
4. Discuss core digital competencies and digital etiquette

¹³ (brainyquote) Available at: https://www.brainyquote.com/quotes/bill_gates_626047?src=t_digital

Digital Activism

Digital activism is interchangeably called cyber activism. Active engagement in Social, Political and Economic life is a key pillar of digital citizenship. There are a number of ways for digital citizens to engage as such in cyberspace. Understanding these strategies of communication and engagement is a necessity for any digital citizen living in the age of Web 4.0.

@EkataOnru: *The idea behind digital activism ultimately comes down to building democratic and inclusive virtual communities. Put simply, you are actually trying to build your own corner on the internet. However, digital activism should be distinguished from slacktivism and keyboard warriorship!*

@kalumalli: *Oh yes! We have enough of those! Activism is simply more than reacting to an issue and creating agitation on the internet. It is about carefully analyzing the issues at hand and diligently identifying solutions. Once solutions are identified, digital activists have the ability to promote and advocate for these solutions through the use of ICTs. Activism is a three-way street. You are not only talking, but you are actively listening and walking with your virtual community. Check out figure 4 given below...*

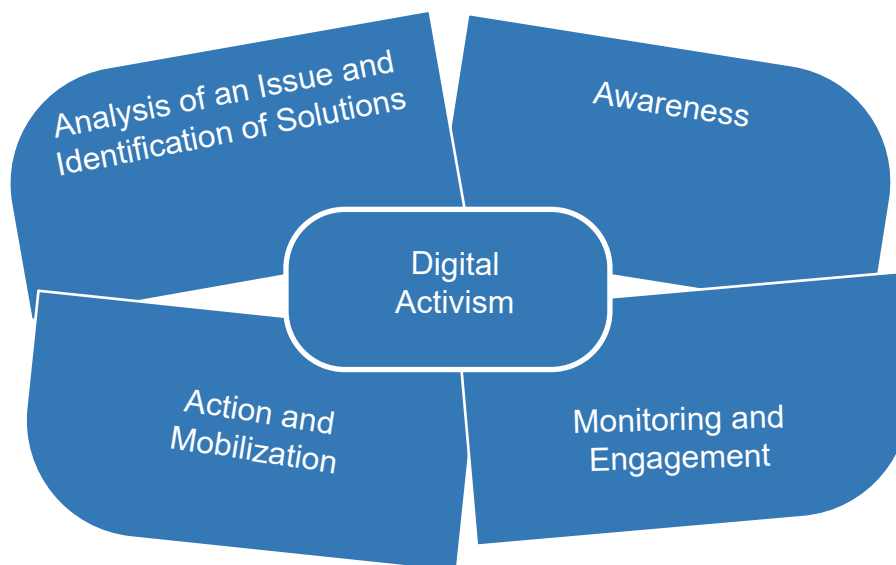


Figure 4

Problem Analysis and Identification of Solutions

Digital activism requires a sound understanding of your community's social, political and cultural dimensions. It also requires a broader understanding of the country's socio-economic and socio-political reality. Digital activism is only effective if you can engage with a local audience.

Tips to be better at this:

1. Localize your content – this way you are able to even raise awareness on global movements and drive local action in your own community.
2. Make your content persuasive as opposed to rhetorical. You want to build a virtual community. You are not speaking to a wall.

Try not to react to an issue.

Digital activism requires careful analysis of problems. Take time to process and collect your thoughts. Try to identify solutions. Like Barack Obama said: Don't just "one-up" someone.¹⁴

Raising Awareness

Raising awareness as a digital activist is no easy task. While there are a number of mediums to advocate, communicate and engage with your audience; you have to know the correct strategies and tools to share your message with the world! However, don't be overwhelmed. Let us first start small:

Tips to be better at this:

1. **Use Hashtags** to share messages effectively. Hashtags have the ability to easily group content according to thematic areas. You can create hashtags and also use existing hashtags. When you do create hashtags make them as catchy, short and memorable as possible to attract your intended audience. If you are coming up with a hashtag, you should first check if it has already been used. If yes, you can come up with something else!
2. **Make use of memes.** Memes are extremely effective to get a message across fast. They carry with themselves a sense of humour and satire, which makes it easy for an audience to relate to. You can create a meme using a static image or an animated image.
3. **Understanding how to visualize data is key.** Present data for people to understand and resonate with it.
4. **Use your social media profiles effectively.** Social media platforms have higher levels of user engagement and tools to monitor such engagement. Each social media platform is unique. This distinction is essential to understand your audience and the kind of content you intend to share.

¹⁴ Tom Templeton, Ally Carnwath and Xan Rice, 'Obama as we knew him... man and boy' (The Guardian, 26 October 2008) Available at: <https://www.theguardian.com/world/2008/oct/26/barackobama-uselections2008>

Action and Mobilization

The word activism itself denotes that “action” is required. To be a digital citizen, you have to distinguish yourself from a clicktivist¹⁵ and a slacktivist.¹⁶

Digital activists are advocates who campaign for political and social transformation and well as tangible policy changes.

Tips to be better at this:

1. **Be accountable for your voice.** It is important to “walk the talk”. Ask yourself whether you can contribute more to a cause you believe in. If you can, do not hesitate to take the walk!
2. **Transform awareness-raising campaigns to tangible policies by mobilizing your audience.** You can always rely on new technological tools and strategies for this. Online petitions are a great resource to drive changes in political, social, economic as well as environmental discourse. There are popular online petition platforms like change.org where you can initiate petitions.

Monitoring and Engagement

One key criticism against digital activism is the disengagement and lack of follow-up after the initial interaction. It is crucial to understand that a digital activist’s role is never over. There will always be more. Therefore, digital activism is a long-term process, which requires persistence on the part of the activist.

Tips to be better at this:

1. Understanding that **digital activism is a long-term process.**
2. **Developing skills of engaging with audiences through continued dialogue.** This involves actively making the effort to develop your digital literacy skills.
3. **Following up and staying accountable for your voice.** If there are newer developments to the movement, your audience should be updated.

¹⁵ A clicktivist is a person who supports a cause through social media or the internet, but does physically contribute to the movement.

¹⁶ A slacktivist emerges from the noun slacker. These types of individuals have no contribution to a movement and lack genuine interest and commitment to a movement.

Mobile Journalism and Gender Sensitive Reporting

Mobile Journalism is a popular strategy of digital activism. It makes a grassroots level citizen empowered to pursue journalism from wherever they are. It is also one of the most popular tools utilized by digital citizens to raise their voice for causes they believe in.

Smartphone Connected to the Internet enabling the capture, creation, editing and sharing of content = Mobile Journalism or MoJo!

Any person with a smart device connected to the internet can now access various digital platforms to report news items more quickly, easier than ever before. Often, such news content created by citizen journalists use videos, pictorial evidence of various events in real-time.

@EkataOnru: *“Mobile journalism is revolutionary because you only have to be armed with a smartphone connected to the internet!”*

One of the most notable advantages of mobile journalism is that it enables the journalist to overcome frequent challenges, often strengthening freedom of speech and access to information.¹⁷

@kalumalli: *Mobile journalism has enhanced positive changes in terms of reporting and story-telling patterns amongst both career as well as citizen journalists. This has also enabled us to address numerous issues that affect ordinary civil life.*

@EkataOnru: *Mobile apps in a smartphone does not make up a media citizen or a citizen journalist. The device offers a pocket-sized media hub for any citizen. What makes you a media citizen or a citizen journalist is your ability to use this technology for social good. Are you interested in being a mobile journalist? Do you want to give it a try?*

» **It is Affordable:** You can create high-quality videos through a smartphone. The cost you need to bear is cheaper compared to a traditional camera.

» **All the Equipment you ever need is compact and portable:** Mobile equipment can also be easily connected to other devices if needed.

- » **Discreet and You are Your Own Boss:** You can operate discreetly. Most importantly, you can work for yourself.
- » **Accessible:** Mobile journalism is less intimidating for both media citizens and interviewees.
- » **Has the power to turn beginners to professionals:** Using the right kind of apps on the mobile phone can help you create content/stories efficiently and quickly. You can also share this content timely!

Training is the key to advance in mobile journalism. Mobile journalism may seem easy, but you are required to share verified and meaningful content. You cannot operate the way you would through traditional media, where one person creates content, another takes up editing and someone else publishes the modified version of content. You have to be the content creator, cameraman, editor as well as publisher. Technically, you are completing the entire news cycle: from collecting the news in the field to reporting and broadcasting.

@EkataOnru: *This makes you responsible and accountable for your own voice. Digital etiquette and ethical reporting, therefore, is a skill! Let us take gender sensitive reporting as an example:*

Why is gender-sensitive reporting important?

Gender-sensitive reporting contributes to the development of more inclusive and gender-balanced societies. It is not only fair and ethical to be gender-sensitive in reporting stories; but it is also important to report accurate information.

¹⁷ Mobile Journalism (ALJAZEERA Media Development and Training Center, 2018) Available at: <https://institute.aljazeera.net/sites/default/files/2018/mobile%20journalisn%20english.pdf>

¹⁸ Anita Ramšak, Guidelines for Gender Sensitive Reporting (Ministry of Foreign Affairs-Republic of Slovenia) Available at: http://www.ekvilib.org/wp-content/uploads/2017/06/en_GUIDELINES_FOR_GENDER_SENSITIVE_REPORTING.pdf

Here are four ways for you to be more gender sensitive¹⁸

Selection of Sources and Stories

- » Ensure a balanced representation of all genders, particularly stories and voices of people who are particularly invisible in traditional media.
- » Try to strike a balance of representation in particularly male- dominated fields and sectors of society. Politics in Sri Lanka is a great example.
- » Make sure your sources of information represent diverse opinions.
- » When you are seeking expert opinion, try to amplify female as well as third gender voices. At the very least [#balancethepanel](#)¹⁹
- » Promote stories on gender equality as well as gender discrimination.
- » Give prominence to stories on gender-based violence.

Elimination of Stereotypes

- » Try not to make gender-based assumptions and share stories with stereotypes. *For example, it is common to stereotype women as mothers and homemakers. Avoid going there!*
- » Do not represent gender groups with stereotypical gendered characteristics. *For example, in a natural disaster, do not make women the victims and men the survivors.*
- » Be proud of your efforts of countering the mainstream narrative of gender- based stereotypes. Make sure to indicate your efforts in your stories.

Use Gender Fair Language

- » Pronouns matter. First, be aware of the pronouns you should be using. You can use resources such as [mypronouns.org](#). Then start using the correct pronouns.
- » Avoid using the pronoun “he” as a generic term.
- » Equally, avoid using the term “man” as a generic noun. Terms such as “human being” or “person” are much more inclusive nouns.
- » If you are describing a person’s career or job, use gender-neutral language.

Promoting Awareness of Gender Equality

- » Through your stories, continue to promote gender equality
- » Highlight the importance of multidimensional representation of voices especially in ensuring accuracy
- » Sharpen your knowledge on intersectional gender discrimination and well as gender-based violence. This is where, gender discrimination and violence intersection with other forms of social marginalization such as ethnicity, religion, race and caste.

¹⁹ Balance the panel movement in Sri Lanka created a crowdsourced database on SriLankan experts from various fields, to make sure that there is an equitable representation of women, women- identifying and gender non-conforming persons who are breaking ground in their respective fields. The database can be located over: <https://docs.google.com/spreadsheets/d/1VV4eayxuPhEk9Ds2RkoLtZjHLJeRT7c44sz2NDKzfsnM/htmlview>

For example, use “police officer” as opposed to “police woman”.

- » Avoid using language that patronizes a particular gender. Simply, avoid using phrases such as “Covid-19 woman”, “Homosexual man” etc.
- » Gender identity, particularly of women should not be portrayed in relation to someone else. For example, “The president and his lovely wife” can be replaced by “Mr. and Mrs. President.”

Digital Storytelling

Digital storytelling is another effective strategy for digital activism. This is the usage of ICTs to create and creatively communicate stories with a wider community. Digital storytellers can be anyone who documents and shares life experiences, ideas, feelings and interests with the use of a story in digital media. Today we have a number of digital storytellers ranging from social media bloggers to Vloggers and even podcast hosts! Storytelling today, is not only about sharing videos and pictures, it involves [digital scribing](#), [podcasts as well as illustrations](#).

@kalumalli: *We are all storytellers then?*

@EkataOnru: *I think we all are digital storytellers in a way. Human beings have always been storytellers. The only difference now is that we often share our stories online and well, as for us, we have made a career out of it!*

Digital storytelling has created many avenues for digital citizens to engage in new media. It is not only a medium to express creativity, but it is also a great tool to raise awareness and promote education. Studies have found out that storytelling is a great method of research as well as means of preserving the history of communities.²⁰ Digital marketing is also an avenue stemming from digital storytelling. As a result of digital storytelling, we have new careers emerging in the digital world. These range from being an illustrator and a content writer to social media executives and even data scientists.

Given the effectiveness of digital storytelling, we can see how political, social and even economic actors are increasingly resorting to digital mediums for communications. Films, images, podcasts, social media channels are used to support the collective or

²⁰ ‘What is digital storytelling?’ (Edublogs) Available at: <https://blogs.brighton.ac.uk/digitalstorytelling/what-is-digital-storytelling/>

individual goals of these actors. As a result, there are instances where storytelling can reinforce archaic societal structures as opposed to progressive and inclusive ones.

@kalumalli: *Recently, I saw a digital marketing campaign for a famous dishwashing liquid being promoted on Facebook and Instagram. The campaign slogan was “Teach your daughter how to do the dishes”. There were a number of videos and static images where a little girl was depicted, washing dishes next to her mother. Isn’t this problematic?*

@EkataOnru: *Yes, it is! Digital storytelling has to get it right. If not, society is technically fed stereotypes and sexism in far more creatively effective ways. That is disturbing! Let us share the three rules that our digital marketing firm lives by. These rules constantly remind us of the importance of being gender-sensitive digital storytellers, especially in new media-related careers!*

- **Rule 1:**

Try to portray gender identities in a balanced manner in commercial advertisements. Don’t try to stereotype and naturalize gender roles.

- **Rule 2:**

Avoid portraying women as sexual objects in advertisements.

- **Rule 3:**

Know better and be better!

Core Digital Competencies and Digital Etiquette

@EkataOnru: *You can be digital storytellers, citizen journalists and so much more as digital activists. However, irrespective of who you might become, there are a few core competencies essential to be a successful digital activist. Let us first look into the core digital competencies. Remember, digital etiquette itself is a skill!*

Core Digital Competencies

In 2016, the European Digital Competence Framework for Citizens, known as Digicomp 2.0 recognized a set of core digital competencies required for digital citizens. This is a great way to check where exactly you need to develop your skills. Look at figure 5 given below.



Figure 5²¹

Information and Data Literacy

1. Browsing, searching and filtering data, information and digital content
2. Evaluating data, information and digital content
3. Managing data, information and digital content

Communication and Collaboration

1. Interacting through digital technologies
2. Sharing through digital technologies
3. Engaging in citizenship through digital technologies
4. Collaborating through digital technologies
5. Digital etiquette often termed Netiquette
6. Managing digital identity

Digital Content Creation

1. Developing digital content
2. Integrating and re-elaborating digital content
3. Copyright and licenses
4. Programming

Safety

1. Protecting devices
2. Protecting personal data and privacy
3. Protecting health and well-being
4. Protecting the environment

Problem-solving

1. Solving technical problems
2. Identifying needs and technological responses
3. Creatively using digital technologies
4. Identifying digital competence gaps

@EkataOnru: *Don't be overwhelmed by the competency checklist. No one expects you to know everything. In fact, no one has to really acquire all competencies. Realizing these competencies should be viewed as a long-term process. As our societies are further subjected to digitization, these skills will be crucial.*

Developing Digital Etiquette

Digital etiquette is accepted patterns of behavior or norms when you are virtually engaging with other people. It is such an important skill, because poor digital etiquette can be harmful to your personality both online and offline. It can hurt other people's feelings, annoy and confuse others as well. You run the risk of being rejected by others, both online as well as offline.

@kalumalli: *Digital etiquette has always been quite tricky for me. Sometimes I end up doing something or someone else's poor etiquette affects my mood. Let me share some personal stories:*

²¹ 'Digital competence: the vital 21st-century skill for teachers and students' (SchoolEducationGateway, 17 January 2020) Available at: <https://www.schooleducationgateway.eu/en/pub/resources/tutorials/digital-competence-the-vital-.htm>

- » When I was an undergraduate student, a batchmate came to the library and sat at the table next to me. I noticed her because she hardly ever comes to the library. Once, her mobile phone rang and she answered the call inside the library. Instead of turning the mobile phone off, she kept answering calls and talking on the phone. 10 minutes into the call, everyone around her felt disturbed and annoyed. So, I asked her politely, “can you please go out and talk?” Guess what she said... “five minutes please!”
- » Once I went out for dinner with a colleague. We were supposed to be having a conversation, but my friend kept checking his phone. I had asked something important at one point and my friend replied “I guess I don’t care.” I got quite annoyed and asked him “are you serious?” He looked at me blankly and said “what did I say again?”
- » Jaan shared this post on Facebook once which said “Queer Power”. Some random person had commented “QUEER WHAT?”. Whilst this was a hate comment, what bothered me was the all-caps letters. We should not type anything in caps, because it is considered to be yelling at a person!”

@EkataOnru: *Here’s a social media post we shared on our platform on poor netiquette and what one should not do! This might be useful to you to implement in your own life or to share with your friends...(look at figure 6 given below)*

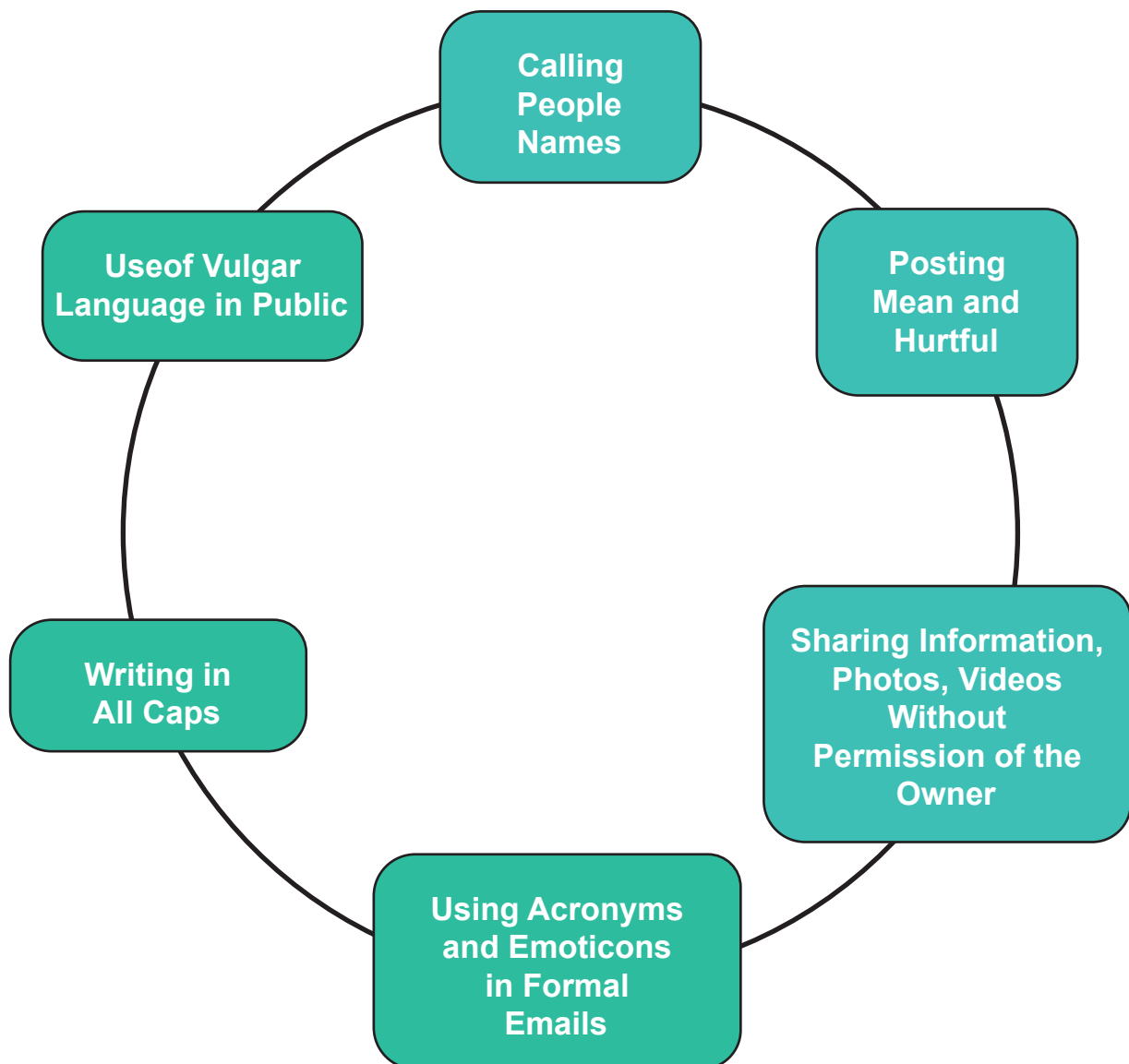


Figure 6

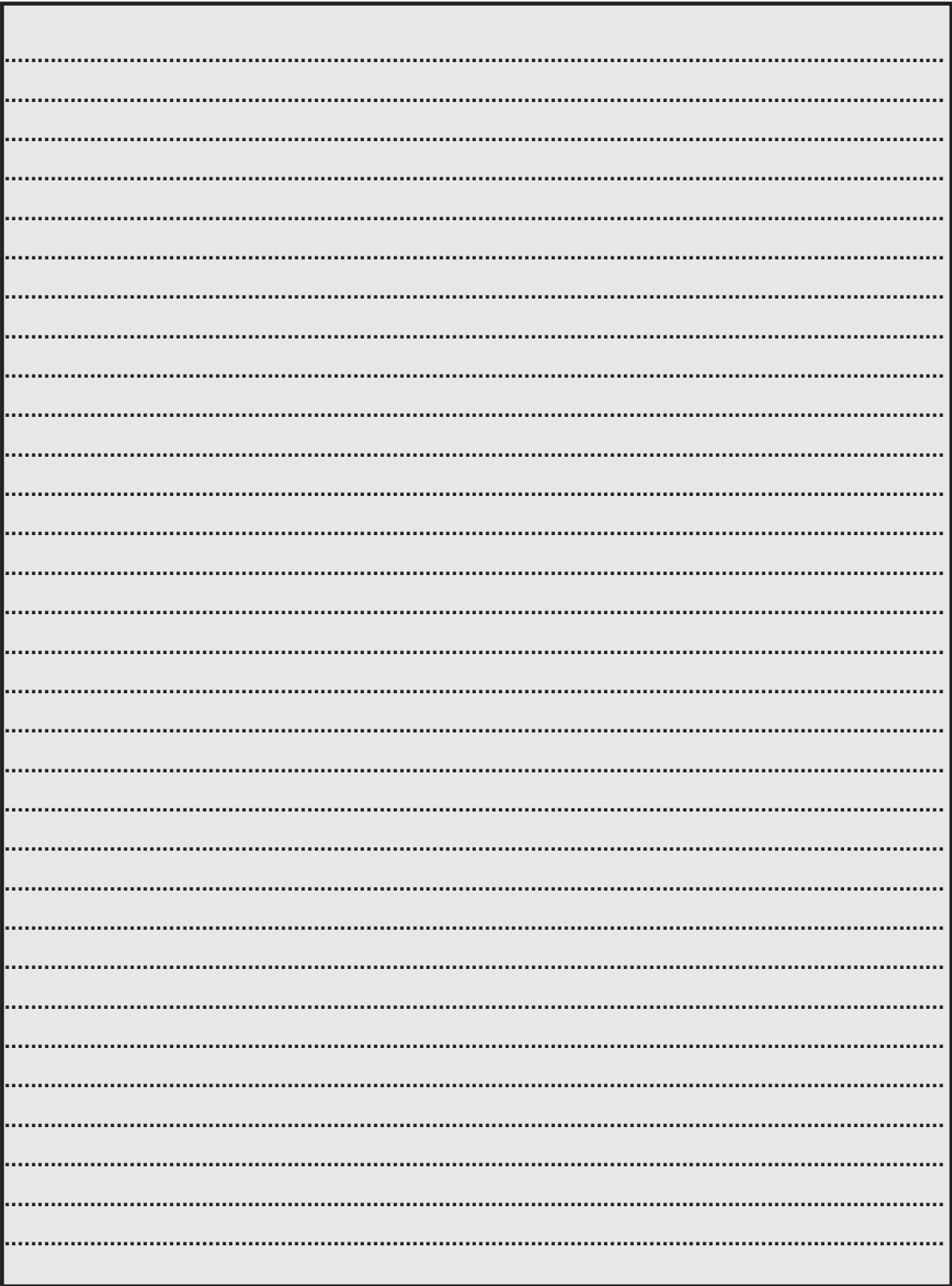
Impact Exercise

@EkataOnru: *Can you help some of our friends who are digital activists to be more gender-sensitive in their work? We think you are the perfect person to help them out:*

Zara's Youtube Channel

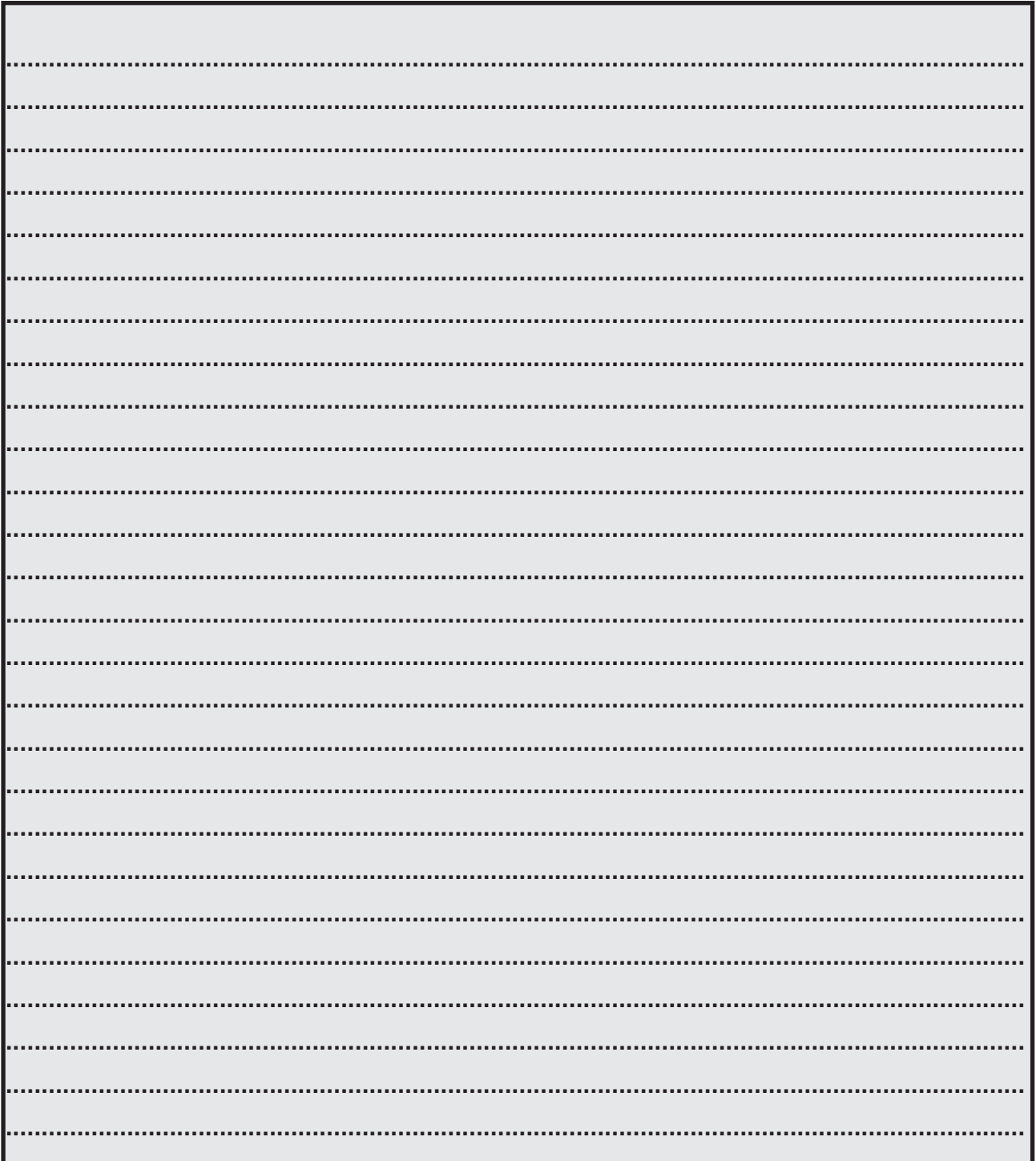
Zara belongs to a minority ethnic group in Sri Lanka, "Muslim" and was brought up in Mannar. She is a media professional and makes documentaries and short movies and shares her work over her youtube channel called @curiouzara. She wanted to report an incident of a Muslim female teacher in her former school, who was unfairly dismissed by the school because she refused to remove her hijab at a school function. Zara conducted a small interview with the teacher and wants to upload this video on her youtube channel.

She wants your help with coming up with a catchy headline for her youtube thumbnail and a good caption for the video. How can she be more gender-sensitive in reporting this story?



Jaani's Podcast

Jaani has her own podcast where she talks about all things gender equality! She wants to do something different this time and start using her social media to host a webinar on "Gender equality and Stay-at-home Fathers". She wants your help in finding some good speakers for this webinar. To her, mothers also have a crucial role to play when it comes to normalising the concept of a stay-at-home father. Help her find some experts on this topic and don't forget to [#balancethepanel](#) with the help of the [crowdsourced database](#) on female and other gender experts.



TOOL BOX 03

DIGITAL SECURITY

“Historically, privacy was almost implicit, because it was hard to find and gather information. But in the digital world, whether it’s digital cameras or satellites or just what you click on, we need to have more explicit rules - not just for governments but for private companies.”

- Bill Gates ²²

Expected Learning Outcomes:

1. Explain how cyber security entails the importance of the “user”
2. Describe digital hygiene
3. Discuss the precautionary measures of digital citizenship

²² (brainyquote) Available at: https://www.brainyquote.com/quotes/bill_gates_626047?src=t_digital

Digital Security

We reside online for hours every day constantly engaging with the rest of the world through our devices. As a result, heavily relying on ICTs opens up new risks just as much as it makes our life easy.

@EkataOnru: *We are planning on hosting a webinar on cyber security just to raise awareness among people. We are going to call this webinar “Cyber security in bite-size pieces”. Can you help us with organizing the content for the webinar?*

@Kalumalli: *Let’s start with understanding the difference between these two terms: digital and cyber security.*

Digital security is the advanced process aimed at protecting the digital identity of and data. The terms “Digital security” and “Cyber security” are used interchangeably though they involve distinct characteristics in use.

Digital Security	Cyber Security
Digital security aims at protecting one’s online presence including identity.	Cyber security protects the entire computer system and related digital devices from unauthorized or uninvited access

In short, cyber security is wider than digital security in scope. Therefore, some people call digital security a sub-type of cyber security.

In 2019, the Digital Guardian revealed several high-profile data security breaches that took place in the last decade.²³ As its report shows, over seven million data records get compromised each day. Moreover, incidents related to cyber fraud and data misuse increased by 20% in the first quarter of 2020. This showcases the extent to which our personal data becomes vulnerable in the face of intrusion.

@Kalumalli: *ICT users can be more vulnerable in Sri Lanka because we do not have a comprehensive data protection legal regime in the country. Increasingly relying on the internet makes the possibility of losing your digital identity as well as data much higher, if something goes wrong by any chance. I created a set of Instagram posts to raise awareness on digital security, especially with regard to the kind of information that is at a greater security risk today. Check them out below:*

Kinds of Information at a Greater Digital Security Risk

Post 1: Personal Identification	1. Name 2. Phone number 3. Address 4. Email account name and address 5. IP address 6. Your Social Security number if you have one!
Post 2: Personal Payment Data	1. Credit and debit card numbers (including expiration dates) 2. online banking numbers (account and routing) 3. PIN codes
Post 3: Personal Health Data	1. Medical history 2. prescription drugs 3. health insurance subscriptions 4. doctor and hospital visits

@EkataOnru: *Well, now that we know the kind of personal information that could be at risk, what can we do as digital citizens to improve our digital security?*

@Kalumalli: *Let us start with two key terms that you should know when it comes to protecting your data - your digital assets!*

- 1. Data Backup:** Data backup is storing a copy of your computer data stored elsewhere. Backups are so important to restore your data if you ever lose the original data. Backups can be used to recover data even after data deletion or corruption. You can also recover data from an earlier time. Backups basically provide a simpler form of recovery technique. The easiest way to back-up your data is either by using an external hard drive for backing up your data into a cloud (Google drive, Onedrive and Dropbox are quite user friendly applications).
- 2. Data Encryption:** Data encryption is a form of security method where information is encoded and encrypted by a user with the correct encryption key. Data Encryption is used to discourage third parties from accessing confidential data. Data encryption is a significant protection mechanism within the cyber security architecture. Encryption makes it increasingly impossible to use stolen data. It can be extended to all forms of data security uses, ranging from classified government intel to personal credit card purchases. you can even encrypt your documents by protecting the

²³ Chris Brook, The Biggest Incidents in Cybersecurity in the Past 10 Years (DataInsider,18October2019) Available at: <https://digitalguardian.com/blog/biggest-incidents-cybersecurity-past-10-years-infographic>

document with a password. Encryption can be done through a symmetric key or an asymmetric key.

- i. A symmetric key uses one unique key to both encode and decode the information. You can use this when you are sharing one-to-one data.
- ii. An asymmetric key uses two linked keys – one private and one public. When the encryption key is public, it can be used by anyone to encrypt data. The opposite key is kept private and used to decrypt.

@kalumalli: *Don't be overwhelmed by all this tech information. People often back away from trying to understand simple ways to enhance their digital security because they simply cannot relate to the technical jargon. Taking small steps is the best way to progressively improve your digital security. Think of it as maintaining your digital hygiene. Did you know that your digital hygiene is just as important as your everyday hygiene? Afterall, you are a digital citizen!*

Digital Hygiene

Digital hygiene is a collective word for habits and activities related to cleaning up and preserving your digital devices. It is called cyber hygiene as well as internet hygiene. This involves everything from organizing files on your computer to locking up your social media pages, adding new software or technology to make your digital life simpler and safer.

@EkataOnru: *We cannot stress the importance of digital hygiene enough! Here are the 3 key reasons why you should care about your digital hygiene.*

1. It makes your internet presence cleaner, plain and simple.
2. Reduces both the likelihood of getting attacked and the severity of a successful attack.
3. Good digital hygiene also helps in improving your mental wellbeing (more about digital wellbeing later!).

@EkataOnru: *We also created two checklists for you to improve your digital hygiene:*

Digital Hygiene Checklist²⁴

- Organize your inbox and unsubscribe from junk emails
- Update your devices, and delete old apps and accounts
- Turn on two-step authentication
- Use a password manager
- Review privacy and security settings on accounts and social media regularly

@EkataOnru: *In the digital world, there are many factors that compromise your personal data, identity and digital assets. Thankfully, there are easy security tips which offer plenty of choices for you to defend your privacy. Don't be overwhelmed...Just start small!*

Digital Privacy Checklist

- Invest in an anti-virus software and keep it updated.
- Use updated operating systems and web browsers. The latest versions provide better protection.
- Always be aware of email links as well as attachments. If something is not verified, better not to open it!
- Use a pop-up blocker for your browser to block out advertisements and random pop-ups.
- Install a firewall because it is a tool which monitors web traffic, identifies authorized users and blocks unauthorized access
- Take passwords seriously. Always use a solid password. Remember that passwords are called passwords for a reason. Do not share it at any cost with anyone!

²⁴ Jon Lewis, '5 digital hygiene tips to start the new year fresh' (Cira, 16 January 2020) Available at: <https://www.cira.ca/blog/cybersecurity/5-digital-hygiene-tips>

Impact Exercise

@EkataOnru: Drone technology involves unmanned aircrafts which operate using various technologies ranging from computerized vision to artificial intelligence. Drones are commonplace in a number of industries today, including public services, environmental conservation and even law enforcement. According to **CBINSIGHTS** there are 38 Ways (and potentially even more) of how drones will impact society from fighting war to forecasting weather.²⁵

Reflecting on drone technology, what do you think and feel when you see the following cartoons given below?

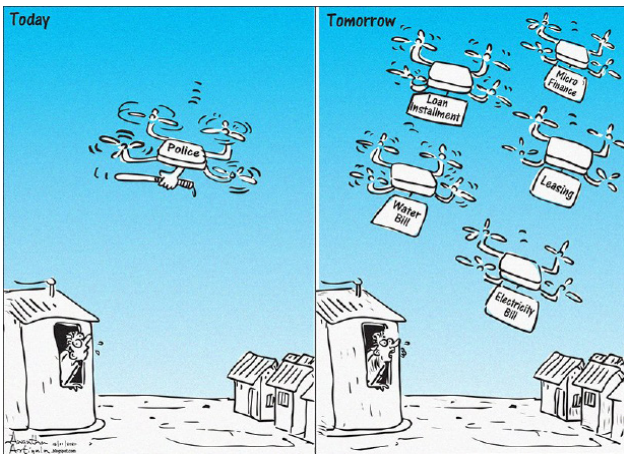


Figure 6 – Cartoon by Awantha Artigala²⁶

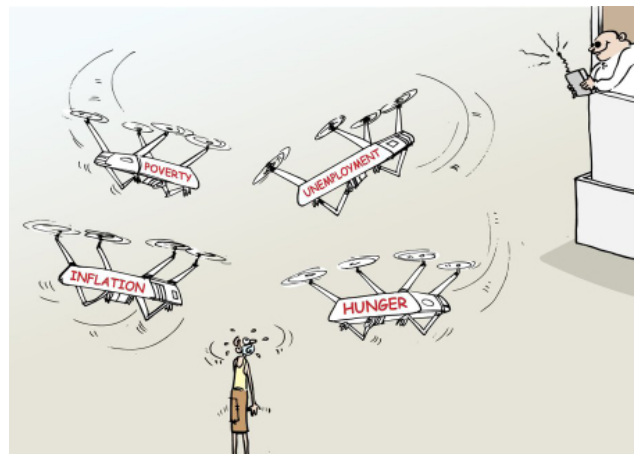


Figure 7 – Cartoon by Sajith Bandara²⁷

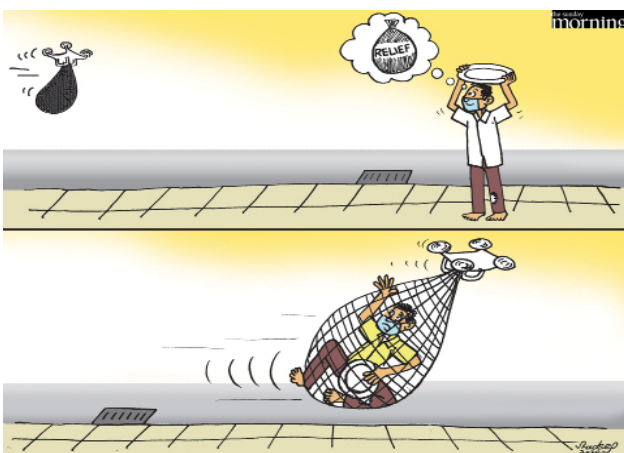


Figure 8 – Cartoon by R.C. Pradeep²⁸

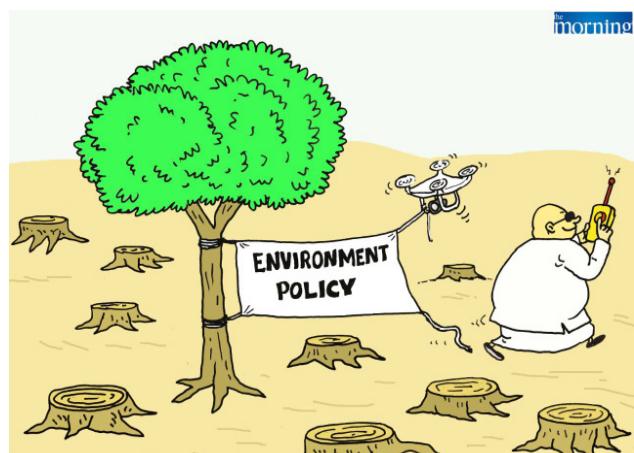


Figure 9 – Cartoon by R.C. Pradeep²⁹

²⁵ '38 Ways Drones Will Impact Society: From Fighting War To Forecasting Weather, UAVs Change Everything' (CBINSIGHTS, 9 January 2020) Available at: <https://www.cbinsights.com/research/drone-impact-society-uav>

TOOL BOX 04

DIGITAL SAFETY AND DIGITAL WELL BEING

“Tweet others the way you want to want to be tweeted.”

- Germany Kent ³⁰

Expected Learning Outcomes:

1. Explain digital safety and the difference between cyber security and digital safety
2. Discuss cyber exploitation and violence
3. Identify the role of gender in digital safety and cyber sexual and gender-based violence
4. Identify basic tips to improve digital wellbeing

³⁰ Steven Mintz, 'The Twitter Golden Rule: Tweet others the way you want to be Tweeted' (aka Ethics Sage, 27 October 2020) Available at: <https://www.ethicssage.com/2020/10/the-twitter-golden-rule-tweet-others-the-way-you-want-to-be-tweeted.html>

What is Digital Safety?

Digital safety is different from digital and cyber security.³¹ Digital safety deals with people who use ICTs, especially in identifying how safe they feel on the internet. Cyber and digital security, on the other hand, deals with securing systems and devices used by people.

The difference between digital safety and cyber security is important as it shows us that just because the systems and the devices are secured, that does not necessarily mean that a person feels safe on the internet. Irrespective of the cyber security measures, some people feel unsafe on the internet in comparison to others.

@kalumalli: *I am making an infographic for my social media outlining the key difference between digital safety and cyber security. Do you mind helping me?*

So far, I have noted down the information below:

1. Safety and security are not the same thing even if it sounds like it is!
2. When people think about safety in the online world, they often think about protecting and securing their digital platforms and devices.
3. It is a common misconception that this will assure digital safety.
4. The truth is, digital safety deals predominantly with human beings, their values, attitudes as well as emotions.
5. To promote digital safety, we have to look beyond our digital devices and systems.

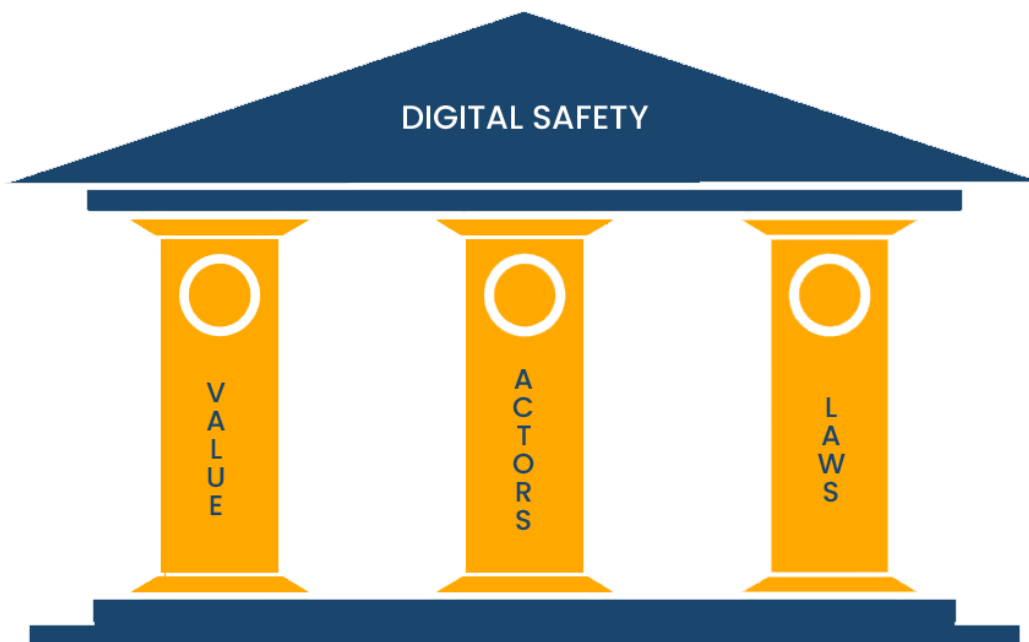


Figure 7 – Key pillars of Digital Safety

Figure 7 given above outlines the key pillars of digital safety. Values are at the top of the list. What makes us different from the complex devices we use are the values we hold dear. To create and promote a safe digital environment, it is essential to foster values such as empathy and trust among users. Users are only part of the actors in a digital environment. There are other actors such as governments and respective law enforcement agencies, the tech industry as well as civil society groups. Alliances and collaborations between these actors are crucial to build a safe digital environment. Laws, rules, regulations and policies are important as well. A progressive legal framework should go hand in hand with the latest development of technology. Not only should it embody the fundamental values of digital safety, but it should also be highly responsive to threats to digital safety. A healthy digital environment is a sustainable intersection between all of these components.

We now have to make an infographic on the three pillars of digital safety! Let's get your creativity rolling...

Cyber Exploitation and Violence

Any form of exploitation or violence perpetrated through ICTs falls under cyber exploitation and violence (CEV). CEV could negatively impact a person's physical, social as well as psychological wellbeing. This could be either due to bullying, stigmatization, discrimination, harassment, blackmailing etc.

@kalumalli:

CEV can take many forms. Have you experienced CEV? Let us share a few stories on our individual experience of CEV. I have shared one already. You can even draw your story.

Whatever that works for you to get it out of your system...

(Note: these are only a few forms of CEVs. Unfortunately, there are many other forms of CEV)

CYBERBULLYING

Nilma a.k.a. @islandernilma is a sustainable fashion enthusiast. She is also a great friend of mine. She often posts pictures of herself wearing various outfits. She also posts Instagram reels on skin care using sustainable products. Recently, she posted a

TROLLING

Trolls are everywhere on the internet today. This is because ICTs enable anonymous interaction on cyber spaces. Trolls make random and controversial comments or posts in order to provoke a negative reaction from the readers of the

³¹ Nalaka Gunawardene (eds.), Digital Citizenship Toolkit (the National Christian Evangelical Alliance of Sri Lanka, 2020) 64

<p>CYBERSTALKING</p> <p>This is when someone is systematically harassed or threatened through social media, email or other online platforms.</p>	<p>specific comment/post. Their purpose is to provoke an argument.</p> <p>Whenever I see a troll, I say: “Thank you, Next!”</p> <p>What about you?</p>
<p>CYBERSTALKING</p> <p>This is when someone is systematically harassed or threatened through social media, email or other online platforms.</p>	<p>IDENTITY THEFT</p> <p>Impersonating another person online through unauthorized collection and use of personal information. Often this information is misused.</p>

Cyber Sexual and Gender-Based Violence

@EkataOnru: *Gender plays a crucial role in digital safety and one reason for this is the different level of access to ICTs. Take for example, males and females. Studies have found out that males and females have different levels of access to the internet.³² Their online interactions were often found to be different as well. In 2020, through a country-wide survey in Sri Lanka, LIRNEasia concluded that girls and women between the ages of 15 and 65 are 34% less likely to use the Internet than men of the same generation.³³ So guess what, females are less likely to be on the internet, compared to their male counterparts.*

@kalumalli: *What does all this have to do with digital safety though?*

@EkataOnru: *When women's rights campaigners and gender scholars studied digital rights and responsibilities from a gender perspective, they found out that most gender and sexual-based violence we see in the offline world has also transpired into the online world. It was clear that the*

³¹ Annual Report 2019-2020 (LIRNasia,2020) Available at: <https://lirneasia.net/2019-2020-annual-report/> LIRN Easia %20Annual%20Report%202019-2020.pdf

³² Ibid.

line between the online and offline worlds was blurring. As a result, sexual and gender-based violence that is common in society is also common in cyberspace.

@kalumalli: *Whoa! I never thought of that before! I feel like I know very little about cyber sexual and gender-based violence... Why is there a difference between sex and gender here?*

@EkataOnru: *Don't worry! Let's start from the basics. First, let's start with the difference between gender and sex. Then we can talk about technology-based gender and sexual violence. See if you can understand the difference between gender and sexual identity...*

According to genderbread.org

Gender Identity

"...is all about how you think about yourself. It's about how you internally interpret the chemistry that composes you (e.g., hormone levels).

As you know it, do you think you fit better into the societal role of "woman" or "man," or does neither ring particularly true for you?

That is, do you have aspects of your identity that align with elements from both? Or do you consider your gender to fall outside of the gender norms completely?

The answer is your gender identity."³⁴

Sexual Identity

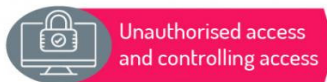
"...is all about Biological sex refers to the objectively measurable organs, hormones, and chromosomes you possess. Let's consider biological sex in the ultra-reductive way society does: being female means having a vagina, ovaries, two X chromosomes, predominant estrogen, and the ability to grow a baby in your abdominal area; being male means having testes, a penis, an XY chromosome configuration, predominant testosterone, and the ability to put a baby in a female's abdominal area; and being intersex can be any combination of what I just described."³⁵

A group of Civil Society movements such as Take back the tech, Luchadoras and SocialTic, in Mexico developed a [list of 13 manifestations of online gender-based violence](#).³⁶ Check out figure 8 given below:

³³ Sam-Killermann, Breaking through the binary: Gender explained using continuums (Genderbread,2017) Available at: <https://www..org/wp-content/uploads/2017/02/Breakingthrough-the-Binary-by-Sam-Killermann.pdf>

³⁴ *ibid.*

³⁵ '13 Manifestations of Gender Based Violence Using Technology' (GenderIT, 12 November 2018) Available at: <https://www.genderit.org/resources/13-manifestations-gender-based-violence-using-technology>



Unauthorised access and controlling access

Unauthorised attacks to gain access to a person's accounts or devices. These can imply unauthorised information gathering and/or blocking access to a person's account.



Control and manipulation of information

Information gathering or theft that can imply a loss of control over such information, and any unauthorised attempt at modifying it.



Impersonation and identity theft

The use or forgery of someone's identity without their consent.



Surveillance and stalking

The constant monitoring of a person's activities, everyday life, or information (be it public or private).



Discriminatory speech

Speech reflecting cultural models that assign women and gender-non-conforming bodies a secondary, sexualised or strictly reproductive role. Such speech may or may not incite violence.



Harassment

Repeated and unsolicited acts against a person that are perceived as intrusive, disturbing or threatening. These acts may or may not be sexualised.



Threats

Speech and content (verbal or written, in images, etc.) with a violent, sexually aggressive or threatening tone that express an intention to harm a person, their family or friends, or their belongings.



Non-consensual sharing of private information

The unauthorised sharing or publication of any kind of information, data or private details regarding a person.



Extortion

Forcing a person to act according to another persons' will, through threats and intimidation regarding something of value (e.g. personal information, intimate images, etc.)



Disparagement

Defamation, smearing and/or undermining of the credibility, professional career, work or public image of a person, group or initiative, through the spreading of false, manipulated or off-topic information.



Technology-related sexual abuse and exploitation

The act of exercising power over someone based on the sexual exploitation of their pictures and/or body against their will, where technology is a fundamental means.



Attacks on communications channels

Deliberate tactics and actions aimed at putting a person's or group's communication or information channels out of circulation.



Omissions by regulatory actors

Contempt or lack of interest, acknowledgment or action by actors (authorities, internet intermediaries, institutions, communities) who have the possibility of regulating, resolving, and/or penalising technology-related assaults.



13 MANIFESTATIONS OF GENDER-BASED VIOLENCE USING TECHNOLOGY

Figure 8

@kalumalli: My gosh...What can we as digital citizens do against cyber sexual and gender based violence?

Digital Citizenship Against Cyber Sexual and Gender-Based Violence

@EkataOnru:

Digital citizens play a major role in mitigating technology-based sexual and gender violence, a collaborative approach between a number of stakeholders is required as shown in figure 9 given below.

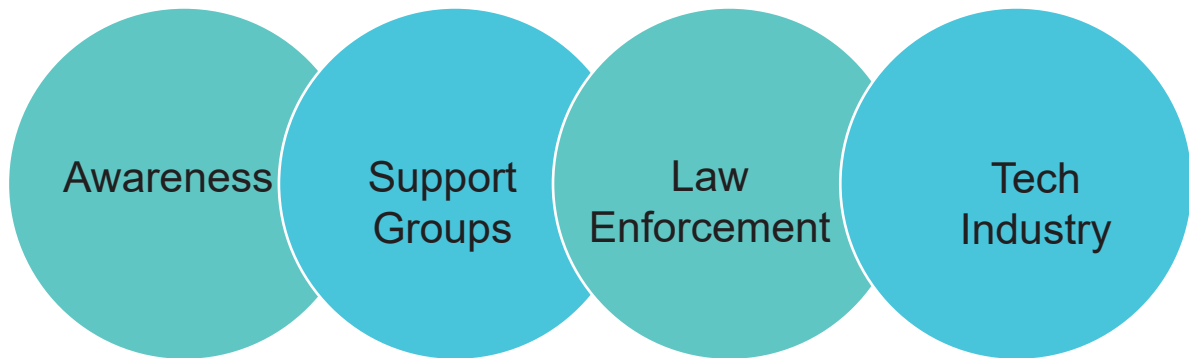


Figure 9

User-level Awareness

It is important to start by raising awareness of the precautions at the user level. Just like what we are trying to do with you right now... Awareness begins with you and your community.

Support Groups

There are also a few support groups in Sri Lanka that you can turn to if you ever need information or help.

Women-in-Need + 2SIX4 Mobile App https://www.winsl.net	The Grass rooted Trust http://www.grassrooted.net
Center for Equality and Justice http://cejsrilanka.org	Bakamoono.lk http://www.bakamoono.lk
Shilpa Sayura http://shilpasayura.org	
Yeheliya Foundation	The Sisterhood Initiative
https://www.facebook.com/YeheliyaFoundation/	https://sisterhoodinitiative.blogspot.com

Laws

Sri Lanka does not have direct laws to criminalize cyber sexual violence. However, some sections of the Penal Code and other existing laws can be used against cyber sexual violence. Practically, however, the enforcement of these laws is criticized as being a tedious task!

Penal Code³⁷

Sec 345

If someone sexually harasses another person by the use of words or actions, causing sexual annoyance or harassment, then the offender can be fined or convicted (or both) with imprisonment extending up to five years.

Sec 372

If someone intentionally incites fear of injury and gets a person to deliver any property, valuable security or anything signed or sealed which may be converted into a valuable security, then that amounts to extortion. This can be used in instances of blackmail

Sec 483

If someone threatens another with injury to their personal well being, reputation, or property then it amounts to criminal intimidation. This can also be used in instances of blackmail.

Both sections 372 and 483 can be used in instances where there is illegal sharing of personal photos or videos as well.

Obscene Publications Act³⁸

Sharing personal or intimate images without consent or sharing of images which have been explicitly altered using editing software is illegal under this Act. Section 2 of the

³⁷ Penal Code No. 2 of 1883

³⁸ Obscene Publications Ordinance No.04 of 1927

Act makes it an offense to possess, distribute or publicly exhibit such obscene photographs.

Payment Devices Frauds Act³⁹

Sec 3 (r) makes it an offence to obtain money or goods through a payment device with the intent to defraud.

Computer Crimes Act⁴⁰

Sec 7 makes it an offense for a person to obtain information from a computer or a storage medium of a computer without permission. The Act criminalizes downloading, uploading or making copies of illegally acquired content.

Law Enforcement Agencies

<p>Cases dealing with parties under 18 years of age:</p> <p><u>National Child Protection Authority (NCPA)</u></p> <p>Hotline: 1929</p>	<p>Where parties are over 18 years of age:</p> <p>Cyber Crimes Division of the Police Criminal Investigation Department</p> <p>0112 326 979 <u>dir.cid@police.lk</u></p> <p><u>telligp@police.lk</u></p>	<p>To lodge complaints on personal pictures or videos:</p> <p><u>Sri Lanka Computer Emergency and Readiness Team (SL-CERT)</u></p> <p>Hotline: 0112 691 692</p>
--	--	---

³⁹ Payment Devices Frauds Act No. 30 of 2006

⁴⁰ Computer Crimes Act No. 24 of 2007

The Tech Industry

At a platform level, most technological platforms have community standards and guidelines, which again focuses a lot on the user. Users agree to these standards and

guidelines when they open up their accounts. If a user violates any of the rules and standards, the account will be suspended or removed. These community guidelines and standards also allow peer users to lodge complaints against certain posts, comments as well as accounts. You can now report a troll when you see one!

Whilst there is much criticism against these technological platforms, in terms of the lack of responsiveness and effectiveness when it comes to regulating CEV as well as cyber sexual and gender-based violence, the importance of these community standards cannot necessarily be undermined.

Impact Exercise: 1

Visit two of your favourite social media sites and read up on the social media community standards of each site. We have linked four major sites below.

- **Facebook Community Standards:** <https://www.facebook.com/communitystandards/>
- **Instagram Community Guidelines:** <https://help.instagram.com/477434105621119>
- **Tik-Tok Community Guidelines:** <https://www.tiktok.com/community-guidelines?lang=en>
- **YouTube policies:** <https://www.youtube.com/yt/about/policies/>
- **Twitter Rules:** <https://help.twitter.com/en/rules-and-policies/twitter-rules>

Then try to answer the questions below:

1. Compare the number of active users of this site:

.....
.....
.....
.....
.....

2. Compare the objectives of community standards:

.....
.....
.....
.....

3. Compare the rules on content relating to violence and hate:

.....
.....
.....
.....

4. What do the rules say about self-harm and suicidal content in each site?

.....
.....
.....
.....

5. What are the rules relating to sexual exploitation in each site?

.....
.....
.....
.....

6. Compare the consequences of those who break the rules of each site:

.....
.....
.....
.....

Now take a moment to reflect on your findings...

What are your thoughts about social media community standards of these sites when it comes to cyber sexual and gender-based violence? Is one better than the other? In your findings, did you notice any gaps in terms of the standards?

.....
.....
.....
.....
.....
.....
.....
.....
.....

Digital Well-being and Managing Digital Habits

Just as much as digital safety, digital wellbeing is crucial for a digital citizen. The idea of digital wellness is rooted in the concept of a healthy balance between you and your technological devices. You should not only focus on your devices and your digital hygiene. Both your mind as well as the body should be healthy to be an active digital

citizen. It is important to understand that the increased and intensified use of technologies can impact our physically as well as psychological health drastically. What is more crucial is to decide what you are actually going to do about it?

Put simply, "Well being" refers to a sustainable and optimistic way of understanding yourself and leading your life in a way where you strike a healthy balance between your health and your behaviour. In the last few decades, research has recognized the concept of well being as an important condition for longevity and successfully dealing with life's difficulties.

@kalumalli: *We have already been thinking about the well-being of the Planet (through concepts like sustainable development) by incorporating environmental growth considerations into manufacturing and market systems. In the digital world, there are various means and methods to improve human well-being. The most important thing to remember is that it all starts with you! Being mindful of how much time you spend on digital technologies and monitoring your screen time can go a long way. Your smart devices now have the ability to monitor your digital presence and give you facts and statistics about your screen time. Apps such as **Mute, Moment and Space** can do this for you in a matter of minutes. Once you learn about how much time you spent on your devices, you have to ask yourself a few basic questions:*

1. Do I have trouble sleeping?

.....
.....
.....
.....
.....

2. Do I feel nervous about forgetting about my mobile phone/tab/laptop/smart watch etc.?

.....
.....
.....
.....
.....

3. Am I happy when I am constantly using my digital devices? Can I rely on them for my happiness?

.....
.....
.....
.....
.....

4. Do I make the time to engage physically in face-to-face conversations with people?

.....
.....
.....
.....
.....

5. Do I feel frustrated and stressed because of too much information/content on social media?

.....
.....
.....
.....
.....

@EkataOnru: *If you are not happy with your answers, don't worry - we want to share 6 tips to improve your digital well being:*

Using your personal digital devices for positive well being.	Using digital media to build a community.
Be mindful about your safety and responsibilities in digital environments.	Manage your digital stress and workload by taking mindful pauses (at least 5 minutes a day) and short breaks. Studies have found out that a person requires a break after every 40 minutes of work. Next time you feel like your mind is wandering - it is likely because you need a break!
Act with concern for human and natural environments when you use digital tools.	Try to balance digital and real world interactions appropriately each day. You might not be perfect, but you are at least trying...

Impact Exercise: 2

“The Healthy Mind Platter for Optimal Brain Matter”

by David Rock and Daniel J. Siegel

After learning so much about being a digital citizen, it is important to think about the way forward, especially in incorporating what you learnt from the toolkits. A good place to start is by checking up with your digital well being.

The healthy mind platter concept of David Rock and Daniel Siegel breaks down 7 **essential daily mental activities that enhance healthy mental and emotional balance in life**. When they came up with this idea, they said:

“In short, it is important to eat well, and we applaud the new healthy eating plate. As a society we are sorely lacking in good information about what it takes to have a healthy mind. Since the mind is both embodied and embedded in our connections with others and our environment - both natural and cultural - these seven essential times help strengthen our internal and relational connections. And since the brain is continually changing in response to how we focus attention, we can use our awareness in ways that involve the body and our connections to create a healthy mind across the lifespan! We hope that The Healthy Mind Platter creates an appetite for increasing awareness of how to nourish our mental well-being each day too.”⁴¹

Read the linked [blog article](#) by Melanie Dosen on wellbeing during the Covid-19 pandemic and write down 7 actions that you can take digitally to improve your digital well being. Make sure to have one action for each component of The Healthy Mind Platter. Check out the illustration of the healthy mind platter in figure 10 given below.

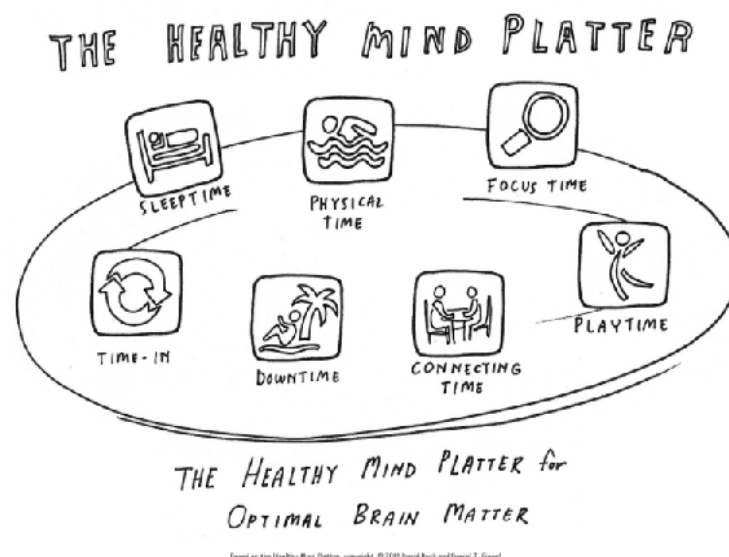


Figure 10

⁴¹ David Rock, Daniel J. Siegel, Steven A.Y. Poelmans and Jessica Payne, ‘The Healthy Mind Platter’(2012 Available at: https://davidrock.net/files/02_The_Healthy_Mind_Platter_US.pdf

Community Impact Project

To complete this module, you are required to take on a community impact project. For this project you should come up with a media product aimed at raising awareness on the role of a Digital Citizen in society. Don't worry. There are only five simple rules in implementing this project! Here they are:

- » You will be grouped in order to carry out this project;
- » You are required to design and implement this project;
- » Your project should raise awareness on digital citizenship;
- » Impact a community of minimum of 200 people.
- » You should spend a minimum of 3 hours in implementing this project.

References

Constitutions

The Constitution of the Democratic Socialist Republic of Sri Lanka (1978) Available at: [https:// constitutionnet.org/sites/default/files/sri_lanka_prc_report-english-final.pdf](https://constitutionnet.org/sites/default/files/sri_lanka_prc_report-english-final.pdf)

The draft Constitution of the Democratic Socialist Republic of Sri Lanka (2000) Available at: <http://hrlibrary.umn.edu /research/srilanka/constitutions/2000 Constitution.html# IV>

Legislations

Computer Crimes Act No. 24 of 2007

Obscene Publications Ordinance No.04 of 1927

Payment Devices Frauds Act No. 30 of 2006

Penal Code No. 2 of 1883

Books

Anita Ramšak, Guidelines for Gender Sensitive Reporting (Ministry of Foreign Affairs- Republic of Slovenia)

Available at: http://www.ekvilib.org/wp-content/uploads/2017/06/en_GUIDE_LINES_FOR_GENDER_SENSITIVE_REPORTING.pdf

Ariadne Vromen, Digital citizenship and political engagement (Palgrave Macmillan, London, 2017)

Johan Jordan, Machine-age ideology: Social engineering and American liberalism (University of North Carolina Press 2005)

Mobile Journalism (ALJAZEERA Media Development and Training Center, 2018) Available at: <https://institute.aljazeera.net/sites/default/files/2018/mobile%20journalisn%20english.pdf>

Mossberger, Karen, Caroline J. Tolbert, and Ramona S. McNeal, Digital citizenship: The Internet, society, and participation (MIt Press, 2007)

Nalaka Gunawardene (eds.), Digital Citizenship Toolkit (the National Christian Evangelical Alliance of Sri Lanka, 2020)

Sam-Killermann, Breaking through the binary: Gender explained using continuums (Genderbread,2017) Available at: <https://www..org/wp-content/uploads/2017/02/Breaking-through-the-Binary-by-Sam -Killermann.pdf>

Reports

Annual Report 2019-2020 (LIRNAsia,2020) Available

at:<https://lirneasia.net/2019-2020-annual-report/LIRNEasia%20Annual%20Report%202019-2020.pdf>

“Freedom on the Net 2020: Sri Lanka” (Freedom House)

at: <https://freedomhouse.org/country/sri-lanka/freedom-net/2020>

Report on Public Representations on Constitutional Reforms (2016) Available

at: <https://constitutionnet.org/vl/item/sri-lanka-report-public-representations-constitution-al-reform>

Online Journal

David Rock, Daniel J. Siegel, Steven A.Y. Poelmans and Jessica Payne, ‘The Healthy Mind Platter’ (2012) Available at: https://davidrock.net/files/02_The_Healthy_Mind_Platter_US.pdf

Websites and Blogs

‘13 Manifestations of Gender Based Violence Using Technology’ (GenderIT, 12 November 2018) Available at: <https://www.genderit.org/resources/13-manifestations-gender-based-violence-using-technology>

‘38 Ways Drones Will Impact Society: From Fighting War To Forecasting Weather, UAVs Change Everything’ (CBINSIGHTS, 9 January 2020) Available

at: <https://www.cbinsights.com/research/drone-impact-society-uav>

Awantha Artigala, (Twitter, 15 November 2020) Available

at: <https://twitter.com/awanthaartigala/status/1328155480301072386?s=21>

(brainyquote) Available at: https://www.brainyquote.com/quotes/bill_gates_626047?src=t_digital

(brainyquote) Available

at: https://www.brainyquote.com/quotes/angela_ahrendts_566830?src=t_digital

(brainyquote) Available at: https://www.brainyquote.com/quotes/bill_gates_626047?src=t_digital

Chris Brook, The Biggest Incidents in Cybersecurity in the Past 10 Years (DataInsider, 18 October 2019) Available

at:<https://digitalguardian.com/blog/biggest-incidents-cybersecurity-past-10-years-infographic>

'Digital competence: the vital 21st-century skill for teachers and students' (SchoolEducation Gateway, 17 January 2020) Available at: <https://www.schooleducationgateway.eu/en/pub/resources/tutorials/digital-competence-the-vital-.htm>

Jon Lewis, '5 digital hygiene tips to start the new year fresh' (Cira, 16 January 2020) Available at: <https://www.cira.ca/blog/cybersecurity/5-digital-hygiene-tips>

'Permanent suspension of @realDonaldTrump' (Twitter inc. 8 January 2021) Available at: https://blog.twitter.com/en_us/topics/company/2020/suspension.html

R.C Pradeep, (Twitter, 15 November 2020) Available at: <https://twitter.com/rcsullan/status/1327793442773213185?s=21>

R.C Pradeep, (Twitter, 30 November 2020) Available at: <https://twitter.com/rcsullan/status/1327793442773213185?s=21>

Sajith Bandara, (Twitter, 16 November 2020) Available at: <https://twitter.com/tmdsbekanyaka/status/1328606398830292995?s=21%E2%80%932020.11.17>

Steven Mintz, 'The Twitter Golden Rule: Tweet others the way you want to be Tweeted' (aka EthicsSage, 27 October 2020) Available at: <https://www.ethicsage.com/2020/10/the-twitter-golden-rule-tweet-others-the-way-you-want-to-be-tweeted.html>

Tom Templeton, Ally Carnwath and Xan Rice, 'Obama as we knew him... man and boy' (The Guardian, 26 October 2008) Available at: <https://www.theguardian.com/world/2008/oct/26/barackobama-uselections2008>

'What is digital storytelling?' (Edublogs) Available at: <https://blogs.brighton.ac.uk/digitalstorytelling/what-is-digital-storytelling/>

