Smartphones, social network and instant messaging services
Challenges for children, parents and teachers

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The majority of Italian children have a profile on a SNS or an account on IM services

Children with at least one profile/one account on social network or instant messaging platforms

- Boys: 83%
- Girls: 83%
- 9-10 yrs: 64%
- 11-12 yrs: 77%
- 13-14 yrs: 86%
- 15-17 yrs: 98%
- All: 83%
Younger children prefer WhatsApp while older teenagers still favour Facebook

Most used SNS or IM, by age and gender
Daily access to SNS and IM is mainly via smartphones

Children who access at least once a day a SNS or IM platform via different devices, by age and gender
Boys and teenagers are more likely to engage in risky communication

- Boys and teenagers are more likely to look for new friends on SNS and to add on their contacts list people they have never met before
- Few (but 11% of 15-to-17-year-olds and 7% of girls) disclose personal information to online contacts they have never met face to face
Sexting increases with age and is a less bothering experience (but more so for girls)

- Girls and older teenagers are more likely to receive sexual messages
- Most sexting occurs on Facebook: 5% of all respondents, and 76% of those who have received sexual messages, said this happened on Facebook
Bullying is still the most harmful experience

- 2 in 3 children who have been bullied online or offline say they have been ‘very’ or ‘a little’ upset by this experience.
Most bullying occurs face to face and/or on Facebook

5% of all respondents (and half of victims of bullying) have been bullied face to face.

All 9-to-10-year-olds who were victim of bullying said this happened face to face.

4 in 10 teenagers aged 13-17 who experienced any form of bullying, report having been bullied on Facebook.

Fewer (1 in 4) have been bullied on WhatsApp.
Violent and racist content on SNS is on the rise

- Talk about or share their experiences of taking drugs: 14%
- Publish hate messages that attack certain groups or individuals: 34%
- Promote ways of being very skinny, anorexic or bulimic: 22%
- Discuss ways of committing suicide: 5%
- Discuss ways of physically harming or hurting themselves: 14%
WhatsApp is perceived as the safest communicative environment

SNS/IM where children feel safer, e.g. where they have never experienced something that has bothered them.
Most parents actively mediate their children’s safety on SNS and IM services.

- Added you to his/her friends on SNS, in order to help out if someone/something bothered you: 65%
- In general, talked to you about what you would do if something on SNS/IM ever bothered you: 75%
- Suggested ways to behave with friendship requestes from people you have never met before: 78%
- Suggested ways to behave towards other people who are on your contacts list: 76%
- Helped you choose the privacy settings: 54%
- Helped you open a profile on a SNS: 54%
1 in 3 teachers have addressed safety issues about SNS/IM. Fewer exploit SNS as learning environments.

- Created a group for the class on a SNS where he uploads learning materials and resources: 20%
- Started an e-safety education programme on safer uses of SNS/IM: 15%
- Created a group for the class on a SNS where we discuss safer uses of SNS/IM: 15%
- Added you to his/her friends on SNS, in order to help out if someone/something bothered...: 12%
- In general, talked to you about what you would do if something on SNS/IM ever bothered you: 32%
- Suggested ways to behave with friendship requestes from people you have never met before: 32%
- Suggested ways to behave towards other people who are on your contacts list: 33%
- Helped you choose the privacy settings: 3%
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