Digital Citizenship Practices for Social Media Users in the Virtual Space

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Abstract: The purpose of this study is to identify the role of social media platforms in promoting citizen safe practices for digital citizenship. Moreover, it answers two important questions: What are the values of digital citizenship published in Twitter's Digital Citizenship accounts? What are the most important topics published regarding this matter? The research sample included 200 social media users who are interested in digital citizenship. The study found that Twitter had the highest effectiveness and interest in presenting as well as discussing topics related to digital citizenship at 56%. Then again, Facebook had 41% effectiveness. On the other hand, YouTube, Snapchat, and Instagram showed weak effectiveness in discussing topics related to digital citizenship. Therefore, their role came with poor effectiveness.

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1 Introduction

Digital citizenship has become an important part of citizens' daily lives, fostering effective communication among citizens in the virtual world. And preparing digital citizens who can intersect with technology [1]. Digital platforms provide citizens with diverse information reflecting their behavior and dealing with technology in the virtual space [2,3].

Social media platforms provided users with opportunities that were not available before, reflecting on their behaviors that ranged from positive to negative behaviors. And provide users with different types of Sources [4]. The study aims to identify the most practiced users of digital citizenship on social media, and the most effective social media sites promoting the safe practice of digital citizenship.

2 Literatures

Some studies have found that digital citizenship Facilitates participation in social and civic work [5,6] Dunaway & Macharia found in their research that The methods used can affect the student's ability to learn and practice digital citizenship behavior [7].

Some studies suggest that teachers are required emerging digital resources in their life practices, support their students' learning, and shift knowledge to specific learning practices [8-11]. Saputra & al Siddiq (2020) analyzed the academic digital citizenship literature on access to social media, which also enhances the competence of citizens [12]. In addition, Rays (2018) study the nature of the interactive landscape of the virtual public domain and its impact on the exercise of citizenship given the spread of social media sites on the Internet [13]. And exploring the role of digital media and digital infrastructure to support a "civic culture" that is a foundational value of the digital community [14].

Other studies found that people share a wide range of information about their professional and personal lives, stored on the servers of social media platforms [15,16]. and Mary Manjikian (2010) referred to the role of newsletters in creating a virtual community for readers and participants of these websites. analyze what American newspapers publish on their websites as part of readers' ideas and perceptions of their actual communities [17].

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The survey of previous studies found fewer media studies on digital citizenship. Most studies have focused on citizenship and its political, social, and legal dimensions, with attention to groups excluded from society. A current study shows the impact of social media on the actual behavior and practice of users.

3 Methodologies

The present research adopted the descriptive method due to its appropriateness for the research and its objectives. relied on the survey methodology (qualitative, quantitative) to describe and analyze topics and publications presented Twitter's digital citizenship accounts (Analytical sample), and the practices of Twitter users interested in digital citizenship (field sample):

3.1 Sample Analytical Study

Before determining (Digital Citizenship @Digi Citizens Org) the sample of the analytical study, prepared a survey of the Twitter platform to follow up on accounts interested in digital citizenship, showing the existence of digital citizenship accounts, which were excluded from the study, because they are only interested in education and health, such as:

Digital Citizenship Summit @Dig summit.

Center for Digital Citizenship @CD Citizenship

Digital Citizenship @ dcp

Digital citizenship@ a digital citizen Stopped in 2019. And Digital Citizenship @ Dig ci TV, Stopped in 2021.

Fig.1 Key information and account data

Fig.2 the latest updates to the account during the study period

Fig.1 shows that this account operates in Africa& Arab World for digital Literacy-journalism, women and girls' leadership, and provides digital solutions to our daily life. It Joined in February 2019. 454 following, 581 followers. It was selected for a sample study during the period from 1/8/2022 to 30/9/2022. Fig.2 shows the latest updates to the current account, 96 photos and videos, and 562 tweets about practicing digital citizenship and its values.

3.2 Participants

The sample of this study (200) Twitter users who responded to the survey were interested in digital citizenship. Use an online questionnaire was carried out to collect data.

4 Results

The purpose of studying Twitter's digital citizenship account is to analyze its role in promoting safe practices for digital citizenship. And know: What are the values of digital citizenship published on Twitter's Digital Citizenship Platform? What are the most important topics published? The results of the study show the study site's interest in discussing the following topics:
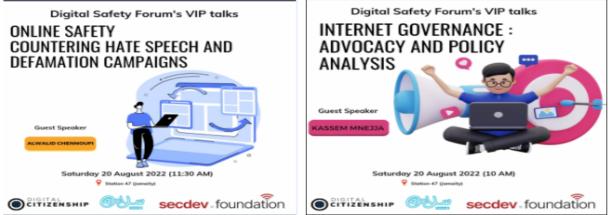
Fig.3 the account's interest in digital citizens

Fig.4 shows the subjects presented by the account

Fig.3,4 showed the account's interest in presenting and discussing appropriate ways and programs to prepare digital citizens aware of the safe use of technology away from hacking and data theft. And Internet governance advocacy and policy analysis.

Fig.5 shows the account links on the podcast

Fig.6 shows the account links on YouTube

Fig.5, 6 explains that the social media studied with Twitter provided a public sphere for the exercise of digital citizenship, by asking the question "How to be safe in the digital space?".

On the other hand, this account also showed that it used other content-supporting formats, with the tweet, to allow listening to a panel discussion broadcast on Link to podcast: soundcloud.com. and YouTube.

The analysis of this content shows the account's interest in educating users about safe use in the absence of laws regulating Internet use, thus qualifying citizens to take the right decisions about multiple digital communication options, it seeks to acquire digital citizens' critical thinking skills for digital content.

The account's interest in discussing the topics of digital citizenship and its safe practice with the follower's interaction with the tweet. In addition to preparing seminars on the values of digital citizenship, and showing the interest of the followers retweeting. The forms of this information are also varied from tweets, videos, and documentary information. And discussing Digital Access, Rights & Responsibilities, and Digital Security.

Quantitative results

  The study aims to provide information on digital citizenship, the importance of using social media sites to answer questions;

-What forms are social media users exercising digital citizenship?

- What is the role of social media in promoting digital citizenship?

-Which social media sites are more effective in this field?

-*Users' social media usage rates*

Social Media researchers' Rates came to regularly 81.5%, irregular 17%, and 1.5% for rare follow-ups. It also emerged that the most important social media platform sites: were Twitter and Facebook in the first order, followed by What's Up, YouTube, Instagram, and Snapchat.

Table 1: researchers' perceptions of digital citizenship.

Statements(Digital Citizenship is)	yes	N0	Description
freedom of opinion and expression	186 (93%)	14 (7%)	*Agree*
Equal opportunities without discrimination	107(53.5%)	93(46.5%)	*Agree*
Active participation in social media platforms	170(85%)	30 (15%)	**Mean**
justice and equality	111(55.5%)	89(44.5%)	**Mean**
Increased sense of belonging to the homeland	119 (59.5%)	81 (40.5)	*Agree*
democratic participation	183(91.5%)	17(8.5%)	*Agree*

The results of Table (1) indicate significant statistical differences in the frequencies of The responses of researchers about the concept of digital citizenship, 93% of researchers defined digital citizenship as meaning freedom of opinion and expression, it is one of the reasons users' increasing use of social media to allow unrestricted expression of opinion. Followed by 91.5%, which means democratic participation. 85% see it as meaning active participation across social media platforms and networks which indicates that they are linked using the Internet and social networks.

Also, Then, 81% of the sample confirmed that digital citizenship increases the sense of belonging to the actual homeland, through participation in various events and issues. The ratios of digital citizenship as justice and equality between Internet users and their participation in all cases have converged without discrimination and equal opportunities for all. Therefore, the importance of supporting active participation and activating the values of digital citizenship, by supporting the rights and duties of the individual as a participant on the one hand, and supporting their knowledge of their political rights and duties on the other.

This result is consistent with Benson's study, which confirmed that practitioners in digital citizenship need to learn digital technical skills [18].

Table 2: The most effective social media sites are dedicated to digital citizenship.

Social media	**High** effective	**Modestly** effective	**poor** effective	**Mean**	**effectiveness**
Face book	82(41%)	97(48.5%)	21(10.5%)	2.61	Medium
twitter	112(56%)	70(35%)	18(9%)	2.91	High
Snap chat	0	13(6.5%)	187(93.5%)	0.1	Weak
YouTube	5(2.5)	15(7.5%)	183(91.5%)	1.6	Weak
Instagram	1(.5%)	5(2.5%)	194(97%)	0.7	Weak

Analysis of Table (2) data shows that Twitter is the highest effectiveness and interest in presenting and discussing topics related to digital citizenship at 56%, Facebook at 41% medium effectiveness, while YouTube, Snapchat and Instagram showed weak effectiveness in discussing topics related to digital citizenship, so their role came with poor effectiveness.

Table 3: shows the aspects of researchers' practice of digital citizenship.

Statement	Agree	Neutral	Disagree	Mean	Description
Participation in voluntary work	97(48.5%)	22(11)	81(40.5%)	**1.92**	**Agree**
Participation in civil society activities and institutions	76(38%)	19(9,5%)	105(52.5%)	**2.14**	**Disagree**
Participation in various e-initiatives across social networks	148(74%)	23(11.5%)	29(14.5%)	**1.40**	**Agree**
Membership in a political party	7(3.5%)	13(6.5%)	180(90%)	**2.86**	**Disagree**
Only e-participation in various activities only	137(68.5%)	12(6%)	51(25.5%)	**1.57**	**Agree**
Participation in environmental projects and initiatives	13(6.5%)	9(4.5%)	178(89%)	**2.82**	**Disagree**

The forms of practicing digital citizenship came; 74% as it is the most important mechanism for active digital citizenship practice, while 68.5% of researchers only participate electronically in various activities, as one of the mechanisms for the

practice of active citizenship electronically (M = 1.57). The upcoming proportion of users on online volunteerism was 48.5% (M = 1.92). 38% participated in civil society activities and institutions, while 52.5% disagreed with this statement (M= 2.14). An analysis of this percentage found that the trend among researchers was "disagreeing" to link the active practice of digital citizenship to participation in civil society activities.

A qualitative analysis of the researchers' responses revealed that participation in civil society activities was divided into; Participating as members of a limited number of civil society associations and organizations, limited associations with websites and pages on the Internet in addition to their traditional advertisements by various media. While membership seekers played a political party, there was a dearth of participation by environmental project researchers.

Analysis of the research sample data with Pearson Correlation shows that there is a significant correlation between knowledge and participation in voluntary work at an indicative score of (.947) There is also a significant correlation between researchers' use of social media and participation in the activities of civil society institutions at the degree of association (.758) and participation in electronic initiatives in social media (.667) That's a strong correlation.

The analysis of the previous table data showed that the searchers' turnout for membership in a political party was weak, representing the lowest proportion of only 3.5% of searchers who were members of a political party or at least belonged to its idea, while 90% (M = 2.86). disagreed with this statement and the prevailing trend was to refuse to relate active digital citizenship to political parties.

This testifies to the reluctance of those searching to participate actively in the activities of the actual community, and only to participate in various online activities and initiatives across social networks.

Table 4: shows the reasons for user's reluctance to participate.

Statement	Agree	Neutral	Disagree	Mean	Description
Political participation is futile	168 (84%)	0.0	32 (16%)	**1.32**	**Agree**
Weakness of political parties	149(74.5%)	4(2%)	47(23.5%)	**1.49**	**Disagree**
I can't express my opinion freely	146(73%)	5(2.5%)	49(24.5%)	**1.51**	**Agree**
Difficulty in participating in voluntary activities	156(78%)	3(1.5%)	41(20.5%)	**1.42**	**Disagree**
Ineffective participation in civil society activities	164(82%)	0.0	36(18%)	**1.36**	**Agree**

The analysis of the researchers' responses indicates that one of the most important reasons why they are reluctant to participate in actual society is because Their role is weak and the number of civil society institutions active in actual society is low. The futility of political participation is 84% compared to 16% who disagree with this statement (Mean = 1.32).

82% of the sample that their ineffective participation in civil society activities compared to 18% who disagree on average (Mean = 1.36). In addition to the difficulty of participating in voluntary activities 78%, they are added to the weakness of political parties and the decrease in their role in meeting citizens' needs by 74.5% compared to disagree with this statement by 23.5% on average (Mean = 1.49), and 73% reluctant to engage in active digital citizenship activities is the difficulty of expressing opinion freely in actual society.

5 Discussions

findings of the first question figures (3,4) indicated that Twitter Platform's Interest in identifying Users' account safe use in the absence of laws regulating Internet use, thus qualifying citizens to take the right decisions about multiple digital communication options, it seeks to acquire digital citizens' critical thinking skills for digital content.

Findings of the second question figures (5,6) indicated that, discussing the topics of digital citizenship and its security practice with the follower's interaction with the tweet. The forms of this information are also varied from tweets, videos, and documentary information.

The third question Table (1,2) indicated that Twitter is the highest effectiveness and interest in presenting and discussing topics related to digital citizenship at 56%, Facebook at 41% medium effectiveness, while YouTube, Snapchat, and Instagram showed weak effectiveness in discussing topics related to digital citizenship, so their role came with poor effectiveness.

The fourth, and fifth questions in Table (3,4) indicated that the forms of practicing digital citizenship came; 74% as the most important mechanism for active digital citizenship practice, while 68.5% of researchers only participate electronically in various activities, as one of the mechanisms for practicing active citizenship electronically. The upcoming proportion of users on online volunteerism was 48.5%

6 Conclusions

 In the present study, Social media plays an active and influential role in building the knowledge base of audiences accustomed to the importance of digital citizenship. This knowledge is reflected in the promotion of safe practices and values of digital citizenship.

Acknowledgments

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