Internet and Cyber behaviors among youngsters in China

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ABSTRACT

The purposes of this research are to explore the relationship between Internet addiction and cyber behaviors and to explore whether youths who are more addicted to Internet are easier to experience negative cyber behaviors. The online disinhibition effect theory and self-efficacy theory were applied. Two important factors including online anonymity and invisibility were highlighted to identify online behaviors. The two factors were used to analyze why people say and act online differently compared with face-to-face conversion, which can be used to measure if people commit negative cyber behaviors. Three dimensions including time, self control and mood modification are developed from self-efficacy theory to explain more on internet addiction from cognition behavior perspectives. The research questionnaire design and data measurement were all based on the above two theories. Quantitative approach was chosen, and the design of the online survey has been used to gather data. Questionnaires were presented in electronic forms that can be completed via URL link by participants. It was found that many young Internet users were addicted to the Internet (communication tools) and involved in negative cyber activities. It is interesting to find half of our respondents have suffered from cyber abuse (sexual harassment, language attack and etc.) Finally, we did not find the direct evidence to confirm our hypotheses, but we did find clues to verify the relationship between Internet addiction and cyber behaviors.

Keywords: Internet addiction, cyber behavior, cyber abuse, quantitative method, relationship
Acknowledgment

This thesis is our bachelor degree paper that has been written in a short period of time and finally finished in 2014. We appreciate the help from our supervisor Komal Singh Rambaree. Without his help, we cannot complete our essay very well. We would like to thank all our participants to spend their time and help us with our survey. We are also thankful for the online survey platform that provides us a good and convenient way to gather data. The online system doesn’t need you to code data one by one; it will do all coding automatically which decreases the coding mistakes. Finally, we want to thank all our friends and family that wait for us to graduate patiently.
Chapter 1 – Introduction

1.1 Motivation

In recent years, the number of adolescent Internet users has been increasing rapidly. This is particularly striking in China. Among Chinese Internet users, people younger than 25 years comprise 46% of the users (CINIC, 2013). Internet has created a new communication tool, particularly for young people whose use of instant messaging, social networking sites (SNS), YouTube, e-mail, chat rooms, and webcams, among others, are exploding worldwide (Faye et al., 2011). Social Networking Sties (SNS) are growing rapidly media communication tools based on human needs and new information technology. Young users engage in online chats through SNS such as QQ, Weibo, Renren and We Chat. SNS is a way can let one person get contact with another person by video chat, share favorite things, comment on others and text typing. In another word, SNS on some extent replaces the needs of face to face conversation, because SNS is a real-time tool. People especially young people use these tools as important ways of self-express, building personal social circles or maybe someone search dark sites, talk rudely, consultant others. With the growth of attractive SNS and open policy, Chinese online users especially young users will become more and more. According to statistics, in 2016 Chinese online users will grow until 711.6 million (CINIC, 2013). Above all, China has the most potential internet market that brings both positive and negative influences.

Recent years, the inappropriate online behaviors and the supervision of online use draw the attention of researchers and social workers. Flood (2009) pointed out that
the Internet is a space where young people are exposed to both pleasures and dangers. People may enjoy pleasure, excitement, adventure, and seduction generated by saying what they want to say and doing what they want to do on communication tools. Young people may have lower judgment and protection ability that will easily spending more time on searching and talking on SNS and maybe will affect the time they spend on doing homework.

1.2 Research Objective and Research Questions

In 1995, Ivan Goldberg borrowed criteria for defining psychoactive substance dependence in the DSM-IV and coined the term ‘Internet Addiction Disorder’. The criterion is to represent those having problematic Internet use behavior (Daniel, 2008). Problematic Internet use behaviors can relate to social work issues such as children education, youth culture, children safety, identity privacy and so on. What’s more, spending too much time on website or SNS can result in family disharmony, low social ability and so on. In recent years, Internet addiction has been referred to as a new form of psychological disorder that occurs when young people who are addicted to the Internet and computers neglect their personal lives; experience mental preoccupation, escapism, mood-modifying experiences, tolerance and conceal the addictive behavior (Daria, 2011). The problematic internet use behavior issue expert Young (1999) developed 20 –item scale (IAT) to assessing ‘Internet Independent’ and ‘Internet Addicted’. Time, self-control, tolerance and emotion changes are the important factors mentioned in Kimberly theory to measure internet using behaviors. The psychometric properties of Kimberly’s Internet Addiction Test (IAT) shows that it reliable and valid measure that has been used in further research on Internet addiction. (Young, 2007). The research questions of this study were designed based on Kimberly’s IAT.

In a Taiwan study which conducted 910 college students was found 5.9 % of the
respondents can be classified as internet addicts (Chou, 2000). With the similarities, another Taiwan survey shows 10.7% of 2203 adolescent-respondents could be regarded as potentially at risk in Internet addiction while 3.5% of them are seen at serious risk in Internet addiction (Daniel, 2008). Both two surveys were designed base on Kimberly’s IAT.

The aim of our own study is to explore the relationship between Internet addiction and cyber behaviors in the context of adolescent’s use of online communication tools in China. Cyberspace behaviors explored in this dissertation were considered as youngster’s ethical problems and better ethical rules were expected in cyberspace behaviors. For this purpose, theories such as online disinhibition, self-control and mode control are given from cognitive and cognitive-behaviors perspectives. The online disinhibition theory proposed by John Suler (2005) and self-efficacy postulated by Bandura were used to explain youngster’s internet addiction and cyber behaviors.

**Research Question**

What is the relationship between internet addiction and cyber behaviors through studying youngster’s internet behaviors in China?

**Sub-questions**

1. What is Internet addiction?

2. What drives adolescent internet users to develop internet addiction?

3. What are the main cyber behaviors conducted by youngsters and why?

**1.3 Research Method**
Survey research is a method that can gather primary data and providing quick and efficient means of assessing information about the population (Zikmund, 2003). Quantitative research was chosen by this study is because the study aims to get know about respondents internet behavior which can be answered by selecting options. A snow ball approach was used for handing out surveys. It is an efficient way especially the study has a certain group namely people under 25 years old. The questionnaires were handed out by an online platform with a limited time period that respondents can via URL link to answer the questions. The reason we chose online survey form is because it can save time and decrees coding mistakes since the system can code for us.

1.4 Disposition

The second chapter of the research looks at previous researches on China’s situation of Internet usage, social communication tools, Internet addiction, and cyberspace behaviors. The third chapter describes academically theories from cognitive and cognitive-behavior perspectives, that is, Suler’s online disinhibition effect theory and self-efficacy theory postulated by Bandura. Chapter 4 presents the methodology, research design, sample, validity and reliability, ethical considerations, and limitations of the study. Then, it comes to analyze the data collected from the questionnaires and present the results. Chapter 6 presents the discussion of different essay parts. Chapter 7 summarizes the study. Finally, the research is concluded by a reference list and an appendix.
Chapter 2 - Previous Research

In this chapter, authors first introduce the Internet usage situation in China; second, they introduce the social work and Internet communication tools. Then we define what Internet addiction and cyberspace behaviors are. Finally, we connect the issue to social work practice.

2.1 Internet Usage Situation in China

In recent years, the Internet has become a fundamental part of people’s daily lives. Worldwide internet access has increased dramatically over the past decades, with an estimated 360,985,492 users in 2012 (CINIC, 2013). With the popularity and development of Internet communication tools, more and more teenagers spend time on internet activities. According to the CINIC report (2013), the average time youngsters spend online was 20.7 hours per week as of Dec 2013, 2.3 hours more than 2012. And as was demonstrated in figure 1, major internet activities that youngsters developed are searching information, instant communication, online games and music. To be specific, internet functions as communication tools appeals to youngsters most in China. This also explains why we focused on communications tools to explore internet addiction and cyberspace behaviors.

Social networking provides a variety of benefits, such as support from social and academic, identity exploration, and cross-cultural interactions (Faye et al., 2011). With the widespread use of the Internet, the attendant risks are also increasingly prominent. Internet addiction and negative cyber behaviors are two main negative effects for the youngsters due to the obscured self-identification and unconsolidated legislative supervision.
Figure 1 Major internet activities among youngsters

### Major Internet Activities Among Youngsters

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<th>Categories</th>
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<td>Communication Tools</td>
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<td>Online game</td>
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<td>Literature</td>
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<td>Internet Entertainment</td>
<td>Shopping</td>
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<td></td>
<td>Group shopping</td>
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<td>E-bank</td>
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### 2.2 Internet Addiction

Internet addiction has been referred as a new form of psychological disorder in recent years, it is difficult to give a clear definition of Internet addiction, but many pioneer has contribute to the field. Internet addiction as psychological disorder that occurs when young people who are addicted to the Internet and computers neglect their personal lives; experience mental preoccupation, escapism, mood-modifying experiences, tolerance and conceal the addictive behavior (Daria, 2011). Guan (2009) has argued internet addiction is people over use of internet to escape from negative
feelings, continued use of the Internet despite of the desire to stop, experience of unpleasant emotions when Internet use is impossible, thinking about the Internet constantly, and the experience of any other conflicts or self-conflicts due to Internet use. Kimberly Young (1999) is an expert in the field of internet addiction, he developed 7-,8-, 10-and 20- scales to help people assess and self-assess internet addition, he also found Internet addictive behaviors include tolerance, withdrawal, loss of control and functional impairment which cause negative social, health, academic and relationship consequence.

Young & Daria (2011) argue that there are five different types of Internet addiction, namely, computer addiction (i.e., computer game addiction), information overload (i.e., Web surfing addiction), net compulsions (i.e., online gambling or online shopping addiction), cyber sexual addiction (i.e., online pornography or online sex addiction), and cyber-relationship addiction (i.e., an addiction to online relationships). Wu and Zhou (2010) identified that 10.6% of Chinese college students are Internet addicts, so Internet addiction became a serious problem in China. The Internet not only presents benefits to young people but also provides risks to their development. There is evidence showing that internet addiction brings negative effects on academics, family relations, physical health, mental health, and etc (Guan, 2009, p 352). Adolescents may get a drop in grades, hide their excessive Internet use from their parents, become sleep deprived because of long hours of Internet usage, and have depression and others (ibid). All of these pieces of evidence show that the Internet brings certain negative effects to young people.

2.3 Cyber Behaviors

The internet gradually becomes an essential tool for education, entertainment, communication as well as business development nowadays. However, it was found by Liu & Kuo (2007) that a significant amount of youngsters spent more time on
cyberspace instead of school work or campus activities. Therefore, we concentrated more on the addictive cyberspace behaviors among youngsters with the occurrence of online sexual activities (OSA), disclosure of personal information, and online stalking etc. Negative Cyber behaviors encompass online abusive interpersonal behaviors including online bullying, stalking, sexual solicitation, and problematic exposure to pornography (Faye et al., 2011). Social network sites establish a new way to help people build a relationship, but there are potential danger for young people because the youth communicate with previously unknown people and make their life details and information public; it could also possibly lead to online bullying and stalking. According to Stephen’s (2007) report, 40% participants admitted to engaging in chartroom conversations of a sexual nature. Besides, with the technological advancement, young people can have easy access to pornography. Lo and Wei (2005) reported from their investigation on youngsters from Taiwan that 38% of the sampled youngsters were exposed to internet pornography. Sexual solicitations and pornography both have negative impacts of young people’s mental health and make them upset.

2.4 Social Work Practice

With the above, we have a basic understanding of Internet addiction and cyberspace behaviors; both of them have lots of negative consequences on the youngster’s development. In recent years, many social workers have considered to help people who suffer from these problems.

Young (1999) has recognized Internet addiction as a legitimate impulse control disorder that results in academic, social, and occupational impairment. He also suggests some techniques to the intervention of Internet addiction, such as (a) using external stops, (b) setting goals, (c) developing a personal inventory, (d) joining a support group, (e) and having family therapies (ibid, p. 10). Those techniques from
different perspectives help and support people who are addicted to the Internet; all of them can contribute to social work–evidenced practice.

The rapid growth of Internet communication tools used by the youngsters may put them at heightened risks for victimization, such as cyber abuse (Mishna, 2009). Compared with traditional abuse or bullying, social networks provide more convenience for cyber abuse. Anyone can be a victim anywhere, so it is essential that social workers understand, accept, and acknowledge the Internet and communication tools as viable and real means of relating to children and youth in order to keep the youth safe and healthy (Mishna, 2009, p. 1227). IFSW (2012) recognizes that social workers have a contribution to make, not only in directly assisting young people but also in identifying and suggesting remedies for problems faced by them. As was mentioned previously, negative cyberspace behaviors and Internet addiction can affect an adolescent’s health, so prevention and intervention become the social worker’s responsibility. To intervene and prevent Internet addiction and cyber abusers, first, social workers must understand the positional risks of Internet communication tools towards a youth; second, social workers can use different therapies, such as empowerment and psychological interventions, to intervene youth who are addicted to the Internet or experience cyber abuse; finally, social workers should collaborate with the family and the school and increase their awareness. They should also increase the youth’s and their parents’ Internet safety knowledge and manage Internet risk behavior and technological intervention. Those activities can contribute to intervention and prevent cyber abuse (ibid).

**Chapter 3 – Theoretical Framework**

*In this chapter, we will introduce theoretical perspectives that have been chosen to guide this study and research design. Online disinhibition theory and Bandura’s views*
of self-efficacy will be discussed to better explain reasons for internet addiction and certain cyberspace behaviors.

3.1 Online Disinhibition Effect

Online disinhibition effect, proposed by Dr. John Suler (2004), is used to analyze why people say and act differently online compared with face-to-face communication. This theory gives a way to analyze why people like to vent their emotions through the Internet and finally have negative cyber behavior. The model shows that people say and act more openly (rude, cruel, and critical) online than in their ordinary face-to-face conversation (Suler, 2004). People can hardly perceive emotional changes or reactions through typing chat messages with others (Mason, 2008); thus, people are less sensitive for the types of behaviors that emerge. To be specific, people tend to loosen up, feel freer and be less restraint to describe themselves through Internet. Someone will show more sensitivity to others, share personal information, or show unusual behavior (kindness to virtual strangers, etc.) from real life. Teenagers in a way belong to a vulnerable group that easily gets affected by their surroundings. This makes youngsters become the biggest group of victims by Internet affection.

Disinhibition has two forms: benign disinhibition and toxic disinhibition. Benign disinhibition, as defined by Suler (2005), is experienced by people who share private information to the public and reveal secret emotions and unusual kindness on Internet communication tools, which may lead to online bullying and stalking. On the other hand, some people may allow rudeness, criticisms, hate, or rage to take over their emotions when communicating with others online, or they search the dark websites (crime, perversion, violence, etc.), which they would never explore in the real world (Suler, 2004). This is so-called toxic disinhibition (Suler, 2005). In this research, we use “benign disinhibition” and “toxic disinhibition” to measure negative
cyber behaviors. The people who are keen to share private information show unusual kindness to strangers. We define them as benign disinhibition. For people who engage in searching dark websites that they would never explore in real world, we defined them as toxic disinhibition.

According to Suler (2004), anonymity and invisibility are two important factors lead to benign disinhibition or toxic disinhibition and finally cause psychological barriers and other complex effects.

### 3.1.1 Dissociative Anonymity

Online anonymity is one of the factors that increase the disinhibition effect (Suler, 2005). The Internet is a free “world” that allows you to do a variety of things that you have never done in your real life; you may even become another person. To become another person, first, you need to have a new name. A user-name stands for a new person, maybe new character. A good user-name may be attractive and become a reason for others find it appealing to chat with you, especially in a communication tool. People hide behind the new name or new identity for searching happiness or excitement. The user name is visible but does not reveal much information about the user him/herself. This will cause a way of cheating, which decreases the authenticity of the user’s information. The new identity also gives a way for people to escape responsibility. The users believe what they did and said come from the network identity instead of the real-life identity. The users dissociate themselves into the network person and the real-life person.

### 3.1.2 Invisibility

Invisibility has partly overlapped with anonymity. However, anonymity gives users a way to have another identity, whereas invisibility provides a way for users to hide their external factors (appearance, voice, etc.). Online users cannot see each other
during chatting. Users do not have to care about the personal appearance and voice or how others look like or sound like in response. There is no obvious sign (a frown, a shaking head, a sigh) during typing chat, which creates a way for users to have a free range to explore whatever they need to discuss without feeling inhibited by the analyst’s reactions (Suler, 2005). In day-to-day encounters, people analyze and interpret discourse by eye contact or body language. The research shows that eye contact in the real world greatly affects emotions (safety, trust, confusion, etc.) (Rotenberg, 2003). The online typing chat makes an opportunity to keep one’s eyes averted. Absence of eye contact is found to increase the duration of self-disclosure (Jourard, 1970). Invisibility factor, therefore, allows people to hide behind the cryptonym and do or say the things they don’t usually do (Willard, 2007).

3.2 Self-efficacy Theory

Bandura’s self-efficacy theory offers analysis of individual’s behaviors from cognitive-behavior perspectives. Self-efficacy refers to the beliefs or strength that one has to control or make something happen (Bandura, 1979). According to Bandura’s view of self-efficacy, low self-efficacy and ineffective coping strategies lead to the risk of internet addiction and negative cyber behaviors. Most importantly, internet addiction is correlated with the missing individual identification. Youngsters are experiencing a period that people can easily get lost or frustrated with education, self-development and their sensitive relationships with parents, with friends or teachers at school. The missing “self” will lead to lacking of self-control. This explains why internet addicts showed poor ability in time management, judging of internet information and indulging themselves in meaningless communication. The poor self-efficacy of internet addicts will lead to excessive internet access. According to Bandura’s view (1979) if someone thinks that there are components that can meet their needs and are satisfactory through cyberspace, they tend to use it more.
Young’s (1999) study shows ‘time’ is an important measure factor that will increase the likelihood of prolonged Internet. Even if they know the negative consequences that their behavior could bring about, they still showed less control of being excessive internet use. People who lack self-control may rely on the Internet, thus cannot live somewhere without Internet (Yu, 2013).

Further, if it is true that poor self control will lead to internet addiction, then it is appropriate that mood altering use of internet will lead to repeated negative cyberspace behaviors. As we mentioned in online disinhibition effect theory that internet invisibility and anonymity will make people feel free and relaxed. Internet surfing provides several of desirable feelings, such as freedom, less anxiety, warmth, a sense of belonging (Liu & Kuo, 2007). Consequently, internet becomes a way of modifying user’s mood. Griffiths (2005) proves that “mood modification” can be seen as one of the measurements to judge if people are addicted. Their cyberspace negative behaviors will be repeated each time when youngsters are seeking for mood modification. Eventually, they will addict to internet. Self-efficacy theory offers thorough insights into internet addiction from behavioral and cognitive perspectives. Less self control and seek for mood modification is main symptoms.

### 3.3 Internet Addiction

Researchers demonstrated various definitions and measurement models towards internet addiction. In this research, Internet addiction “refers to the over use of internet to escape from negative feelings, continued use of the Internet despite of the desire to stop, experience of unpleasant emotions when Internet use is impossible, thinking about the Internet constantly, and the experience of any other conflicts or self-conflicts due to Internet use” (Guan, 2009 p. 352). Researchers found that “tolerance, loss of control, withdrawal, and functional impairment” (Shek, etc, 2008) were addictive characteristics of internet addiction. Inspired by Kimberly
Young’s “7-, 8-, 10-, and 20-item scales for assessing” internet addiction, we use 32 items to test internet dependent or internet addiction. After careful summary of previous theoretical frameworks and measurement models, in this research, we considered people who showed following problematic internet use tend to be internet addiction. For example, over use of internet (over 4 hours on internet communication); abnormal feelings on internet; less control of his/her own behaviors; often or frequently conduct negative cyber behaviors.

### 3.4 Current Study

Both invisibility and anonymity are carried out by Dr. Suler to analyze factors affecting the cyberspace experience in general. Time management, self control and mood modification were proposed by Bandura and Young and extended in the area of internet addiction by us from the cognitive perspectives of internet addicts in order to deeply analyze the relationships. In this research, we focused more on these two theories with the aim to explore and examine the interaction between those two independents as well as how they affect Internet user’s behavior. Based on previous researches, we hypothesized that the more adolescents addict to Internet (communication tools), are more easily be influenced or having negative cyber behaviors.

The research, firstly, examines the level of Internet addiction. Teenagers are the group of vulnerable people who are easily affected by surroundings. The youth use the communication tools more frequently and intensively that will be easily explored to perils (Mitchell, 2007). Youngster’s ability of self-control and self-arrangement is weak as well. Adolescents who use Internet-based communication tools every day act and behave different from how they act in the ordinary face-to-face world. People discussed before are defined as Internet addicts in this research.
Chapter 4 – Methodology

This chapter presents the method chosen in order to fulfill the aim of the research, which is to be able to investigate the relationship between Internet addiction and cyber behaviors and the interaction between those two. In this research, quantitative approach was chosen where the design of online survey has been used.

4.1 Pre-understanding

Most of previous researchers focus on either addiction or cyber behaviors but rarely the correlation between them. Through previous periodicals, we came out with a hypothesis that youths more addicted to the Internet also easily be influences or have negative cyber behaviors. Both of us believe that this subject is an important part of social work issue that needs to be highlighted and valued not only within psychological terms but also in social work practice.

In recent years, many researchers contributed to Internet addiction and cyber behaviors study but focused more on the psychological perspective. In this research, we are supposed to find more information about Internet addiction and negative cyber behaviors on a social worker’s perspective.

4.2 Philosophy

The positivist approach is widely used in quantitative studies, which means knowledge gained through objective measurements of the real world rather than others opinions, beliefs, and experiences (Grinnell, 2011). The positivist approach established the standardized procedures of research. The standardized procedures can reduce mistakes of researches and provide a scientific way to measure and analyze data (Grinnell, 2011). The approach’s aim is to test whether the data are correct and thus can determine the result. In other words, the keyword of this
approach is verification instead of inference. Empirical expressions are described with supporting argument statements instead of statements with diagnostic value judgments (Grinnell, 2011). This characteristic of positive approach ensures that we keep an objective way to measure and also makes sure the research remains valid and reliable.

The questionnaire was carefully designed before applied. All the questions have fixed answers and cannot be achieved by personal opinions. The online survey system gathered, coded, and analyzed data at the maximum extent possible to avoid errors.

4.3 Research Design

To better draw a valid conclusion of this study, it is necessary to understand the Internet usage situation in China; thus, researches can present more appropriate questions for Chinese Internet users.

The research is focused on the relationship between Internet addiction and negative cyber behaviors, so quantitative approach is seen as the most suitable method to be used. Robson (2002) highlights the advantages of quantitative research: “Quantitative approach provides a relatively simple straightforward way to the study of attitudes, values beliefs and motives” (p. 233). The quantitative approach might gather generalized information from almost all human beings (Robson, 2002).

Online survey through internet questionnaire approach seems as an efficient way to investigate what is the most common opinion among people regarding a single topic (Grinnell, 2011). In the research, first, to approve our hypothesis, which means a fairly high number of respondents are needed. Online surveys, therefore, provide a convenient platform to best utilize time and resources, a large amount of data
resources will be gathered in a short period of time. Online surveys also break geographical limitations (Grinnell, 2011); thus, we do not need to travel to other cities or even courtiers to do the research. By this advantage, we can save administration fee or travel fees as well as print fee (financial cost of the research). Online survey allows respondents to complete the survey wherever they feel comfortable or convenient. There is no time requirement either, so respondents can use one minute or even a day or longer to fill it in. Online survey therefore increases accuracy by eliminating the need for us to code data one by one, which is more error prone; once respondents submit the questionnaire, the system will store the data automatically. We also considered other methods other than internet questionnaire, such as field investigation. Compared to field investigation, such as giving questionnaires to students at campus, internet questionnaire might be less concentrated on certain groups, such as high school or college students. However, considering that the investigated subject is confined to youngsters aged 18-25 years old instead of high school or college students, so internet questionnaire was still regarded as an appropriate method.

4.4 Sample

The aim of this survey is to gather information about youngster’s internet usage habits and cyberspace behaviors. The participants in this research are youngsters aged from 18 to 25 years from different cities of 32 different provinces in China. To be specific, age is the only limited factor during the sampling process. Because of this limitation, no probability sampling approach was chosen for this study. No probability refers to non-randomly selected elements as a whole (Castillo, 2009). As was described in Grinnell (2011), snowball sampling can be used when researchers cannot locate a certain group. We studied in Sweden but the research investigation and participants are from China. A two-step snowballing process was developed to
conduct the survey. First we designed an URL website and asked a sample of friends who matched the requirement to fill in the questionnaire. Then we asked friends to recruit other friends who are qualified to fill in the questionnaire.

The data consists of 348 (169 male, 179 female) samples. Data collection for this research occurred during October 13 to October 20, 2013. Among 348 participants, 222 (63.79%) provided useful data.

4.5 Data Collection

In this research, we used online survey approach. A Chinese website (http://www.sojump.com/) has been used for handing out questionnaires. The website allows researchers to design questionnaires, hand out questionnaires, as well as gather questionnaire answers (same function as the website: https://www.surveymonkey.com/). Respondents can, via a link, fill in the questionnaire (the link is closed now). The questionnaire has no limitation on gender or region. We made an English version of the questionnaire (see Appendix 1) with 34 questions included. The questionnaire was later translated into Chinese and then presented on “sojump.com.” The 34 questions are selected carefully to ensure appropriate expression and also cover all the investigated contents. Q1 and Q2 are background information; Q4 and Q11 are two skip questions to filter invalid participants. Both of the two scenarios make their answers meaningless for academic purpose. This research focused on internet addiction and cyber behaviors through communications tools, if participants have never had communication behaviors over online chatting tools, the data is definitely invalid. Q3 and Q6 are designed to measure participant’s time usage on internet; Q7, Q8 and Q9 are about self-control. Q10, Q14, Q15 and Q16 are designed to measure mood modification. Q18-Q34 are about cyber behavior, negative cyber behaviors as well as opinion towards it.
亲爱的参与者，
您好！为了能够详细的了解网络沟通工具对青少年的影响，我们在此准备了这个调查问卷。这次调查问卷的数据以及资料将只作为参考而不公开。您的配合以及回答对于我们非常重要，请您认真阅读并选择最符合您情况的答案。

谢谢您的支持与配合，
请从第一题开始按顺序回答，如有问题请联系调查员。

1. 你的性别？
   - A. 女
   - B. 男

2. 你的年龄？
   - A. 18-20
   - B. 21-23
   - C. 24-25

3. 你使用网络有多少年了？
   - A. 8-10
   - B. 11-13
   - C. 14-15
   - D. 其他选项

4. 你使用交流工具吗？(例如QQ,人人网,微博等)？
   - A. 使用
   - B. 不使用
Figure 3 Sojump Analyze Page

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4.6 Measurement

4.6.1 Background
To give a comprehensive assessment of our study data was measured from three aspects including internet addiction, cyber behaviors, and the cognition. How to understand negative cyber behaviors and its relationship with internet addiction came to the final results that we aimed to find out. Our study draws heavily from Kimberly Young’s theory and questionnaire was also designed base on his 10-item questionnaire.

4.6.2 Time of Internet Usage
In this study, we designed question no. 3 as a “time” question in order to judge if respondents have signs of Internet addiction. Question no.6 “How many hours do
you spent on communication tools?”, and most people spending over 4 hours on internet per day are considered internet addicted. The second measurement is “self-control”, which is designed as question no. 9. It is a follow-up question of no. 3 about time. Respondents were asked, “For how long can you live somewhere without Internet?” Question no. 9 further determines whether respondents are addicted to the Internet or not. Participants who cannot live without internet for a month will be considered as internet dependent.

4.6.3 Emotion
The third way to access a person whether addicts to Internet or not can through checking their mood modification. According to this, we designed question no. 10, 14, 15 and 16 to explore whether respondents have mood change when they cannot use the Internet or communication tools. Most internet addicts obviously show emotional fluctuation when chatting on line or being limited to internet. For example, “Do communication tools bring you different feeling compare with face-to-face communication?” or “Do you feel lonely, depressed or sad when you cannot use internet communication tools?” are ended questions to explore absolute answers for measurement.

4.6.4 Cyber Behavior Background
In this research, cyber behaviors will be measured in two different aspects. One is that the respondent is a cyber perpetrator, and the other is that the respondent is a victim of negative cyber activities.

In relation to online disinhibition effect, anonymity in cyberspace and less restraint of the Internet are two main factors to explore people’s behavior in the Internet (Suler, 2005); those factors also are meaningful to be measured. In question 18, When you use Internet-based communication, do you have behaviors in the list below?
(Hidden identity, express self better than reality, delayed response in communication, etc.), we listed a form; this makes the respondents choose their level of anonymity and less restraint of the Internet.

In the questionnaire, question 27, have you ever had any behaviors as below or encountered a similar situation? (Sexual harassment, sexual topic talking, online sexual service etc.), is a form question that needs respondents to choose the behavior and experience they have. Respondents who choose that they often and frequently have those behaviors will be measured as cyber perpetrators.

In the questionnaire, the measurement data of respondent as victims are the level of respondent’s trust in strangers in the Internet and reasons of why they think strangers can be reliable. In the study, those questions were formulated to questions 19 and 20. Question 19 asks the respondent, do you think the use of Internet-based communication talk to strangers is reliable?

Question 20 is the reason why you feel reliable. For respondents who said strangers are reliable and for this reason they expose themselves, we will measure them as victims of cyber abuse.

4.7 Validity Reliability and Generalization

Kavle (2009) argues that validity is about correctness, truthfulness, and the strength of a statement. A verification process was applied to the entire research. The questionnaires were formulated to be anonymous so that the participants could express their true opinions. Since our purpose was to investigate the chatting behaviors by using communication tools, we excluded those who have no experience using such tools and highlighted them in red at the end of the survey at those particular questions. The aim was to ensure correct and genuine information about
Internet users. Considering the participants are with a Chinese descent, the questionnaire was also translated in Chinese to avoid jeopardizing the validity of the research due to misunderstanding or not being able to read the questionnaire at all.

Grinnell (2010) describes validity as how accurate a research method is and if it measures the information it is supposed to measure. In the research, content validity was the chosen methods to ensure validity, which means that “the data gathered to measure the variables must be directly relevant and meaningful to these variables” (ibid, p. 185). We regarded the data collected to be of accruable validity.

According to Robson (2002), the concept of reliability is in relation to consistency and trustworthiness. In this research, to ensure reliability, the samples were first selected in a broad and random way. The questionnaires were sent to participants at random by a professional website. Second, the questions were carefully designed so as to obtain neutral and objective answers. Third, we maintain a neutral, fair, and honest attitude throughout the research (Robson, 2002). In the collection process, coding and analysis of the data, we tried to avoid biases or preferences for the purpose of maintaining internal reliability (Patton, 2002).

Generalization refers to the extent to which findings are more generally applicable (Robson, 2002, p. 176). It should be based on representative subjects selected at random to form a population (Kavle, 2009, p. 262). However, we did not use a random sample which made generalization difficult. The results might be only applicable for the investigated group of youngsters. A large amount of subjects with different characteristics, background, education levels, interests etc are randomly involved in the research. We cannot guarantee that another group of youngsters will show the same results. For another, culture and international cognition might lead to great deviation to the study of youngster’s cyberspace behaviors. Therefore, the generalization is comparatively weak due to the methods developed.
4.8 Ethical Consideration Anonymity and Informed Consent

Every participant was welcomed to request further information by sending us an e-mail. For online survey, there is no possibility to provide a verbal explanation to respondents (Knussen, 2010). We provided all the information in first page. The informed consent was also presented in the first page of online questionnaire so that all the respondents can read before doing survey.

Online survey is different from paper survey. Participants are not required to provide any personal information as well as IP address. We did not search any IP address to get personal data.

4.9 Limitation of the Study

Online survey was chosen in this survey for gathering data. However, some data are of dubious value (Robson, 2002). The number of participants in this study is 348; only 222 of them completed the whole questionnaire (the questionnaire has two skip questions) and provided useful information. Online survey does not allow visual contact between researchers and respondents. It is impossible to observe the respondent’s reaction when they fill in the questionnaire. Also, the respondents were not selected randomly. This means that we do not know how representative our sample is.

Online survey is a convenient way to gather data within a short amount time; it cannot, however, dig out deeper information. In other words, the quantitative method lacks deeper understanding of the phenomenon. The single method is not good for understanding a phenomenon. Respondents do not have expressive actions and can only tick fixed options.
The research topic relates to cyber behaviors and our questionnaire has sexual topic. Considering the Chinese traditional mind-set, the topic of sex is still too sensitive to talk about. The online survey implemented as an anonymous survey still cannot ensure that every respondent is telling the truth on sex questions.

Chapter 5 Results and Analysis

In this chapter, the result of the study is presented, and analyses are made on the basis of previous theories and researches. Questions were analyzed one by one and will summarize by Internet addiction and Cyber behaviors categories.

5.1 Questions Summarize

We presented an online questionnaire with 34 questions in. First two are background questions. Of all participants, 48.56% are male and 51.44% are female. 62.07% are aged between 21-23, 22.7% are 24-25 years old and 15.23% are 18-20.

5.1.2 Time

Q3: How many years have you use Internet?

Over 60% of respondents have used internet 8-10 years, 15.29% of them have used 11-13 years while only 6.32% have used 14-15 years. This indicates that majority of the respondents have a longer period use of internet.

Q6: How many hours do you spent on communication tools or other social website per day?

The result shows 48% of respondents spend 3-4 hours on SNS per day, 36.9% spend 1-2 hours and 15.1% of them spend over 4 hours. The data further indicate majority of respondents spend most of the time on SNS than other activates.
Q4 is a jump question asked if respondents use communication tools or other SNS. Only 4 of the respondents choose ‘No’ which means 344 respondents can continue answering questionnaires.

5.1.2 Self-Control

Q7: Do you feel use communication tools or other SNS affect your study or work?

Q8: Do you spend your study or work time to attend internet activates?

Both of the questions, over 75% of respondents choose ‘Yes’. Which means, majority of youngsters already realized spend too much time on SNS will affect life.

Q9: For how long time you think you can live without internet?

Figure 6: Possibilities of living somewhere without Internet

As figure 6 demonstrates, 11.92% of the respondents believed that they cannot live in a place where they have no access to Internet, and 25.29% of them can only stay one day. As it does not make a difference between “impossible” and “one day,” a total of 37% of adolescents in the survey are unable to get rid of the impact of the
Internet in an extremely short period. In addition, 34.88% can stay for a month or over a month are relatively less Internet addicted.

5.1.3 Emotion Change

Q10: What’s your attitude towards communication tools?

97 of 344 respondents think communication tools are convenient, good, easy way to keep good relationship with friends, coworkers and family members. They also think it is a way to relax. Another 97 people think communication tools bring them another misery way to getting knows new friends. 22 of them specifically wrote they feel communication tools is a public platform for them to get know more about their favorite stars, current news, others’ attitude on specific things as well as gossip with friends.

Q14: Do communication tools bring you different feeling compare with face-to-face communication?

Q11 is a jump question asked about chat with strangers and finally 222 respondents can continue our questions. Among 222 respondents, 68.92% of them feel SNS chat is different from face-to-face chat. Some of them specifically wrote online chat brings more relax feeling, more imaginations, no burden to chat, more casual, diversity topics and can answer the questions they can and skip the questions they dislike. Two of the respondents also mentioned online chat bring them unreal feeling and have risk if chat too much.

The rest of the respondents do not feel there are too many differences between online chat and face-to-face chat. 5 respondents also wrote short explanation that as long as both of chatters enjoy the talk, it does not matter talk online or face to face.
However, among these people, most of them wrote ‘hard to say’, ‘cannot explain’ or similar answers to explain why they feel no differences chat online and face to face.

Q15: How would you describe feelings when you chat with strangers?

*Figure 7: Feeling when you chat with strangers*

In the figure, it can be found that 65.32% of respondents feel curious and 56.76% feel relaxed during a chat and communication with strangers. Another 11.26% obtained excitement in online chatting. Totally, 88.29% of respondents can get excited, curious, and relaxed by online communication tools. The rest 11.71% people specially wrote they feel boring, anxious, worried and other similar negative feelings.

Q16: Do you feel lonely, depressed, sad or other negative feelings when you cannot use internet or communication tools?
Figure 8: negative feelings when cannot access internet or communication tools

Not difficult to see from the table, vast majority of people have negative emotions when they cannot access internet or engage online activates. The data further confirm internet, internet activates, and online chat etc. greatly influenced the modern life.

Q18: When you use internet base communication, do you have behaviors in the below list?
Figure 9: Actions or feelings in using online communication tools

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<th>Never</th>
<th>Occasionally</th>
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<tbody>
<tr>
<td>Hidden identity</td>
<td>(8.12%)</td>
<td>(29.06%)</td>
<td>(50.43%)</td>
<td>(12.39%)</td>
</tr>
<tr>
<td>Express self better than reality</td>
<td>(8.97%)</td>
<td>(32.05%)</td>
<td>(52.14%)</td>
<td>(6.84%)</td>
</tr>
<tr>
<td>Delay response</td>
<td>(5.56%)</td>
<td>(49.57%)</td>
<td>(30.34%)</td>
<td>(14.53%)</td>
</tr>
<tr>
<td>Reference to others’ ideas</td>
<td>(4.27%)</td>
<td>(40.17%)</td>
<td>(47.01%)</td>
<td>(8.55%)</td>
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<tr>
<td>Live in the virtual world or perform differently from the reality</td>
<td>(18.38%)</td>
<td>(33.76%)</td>
<td>(34.62%)</td>
<td>(13.25%)</td>
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<tr>
<td>Feel more liberal and equal in the Internet than reality</td>
<td>(11.97%)</td>
<td>(32.48%)</td>
<td>(44.44%)</td>
<td>(11.11%)</td>
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The behaviors we listed on the left are the conditions internet addicts have. From the figure, most of the ‘often’ and ‘frequently’ answer percentage add together over than 50% which means at least half of the respondents have those behaviors and can be see or already defined as internet addicts.

5.1.4. Experience of Negative Cyber Behavior

It is necessary to examine whether and what kinds of cyber behaviors were conducted by respondents in this research. In Question 27, the respondents were required to answer how long they committed five kinds of Internet violence: sexual harassment, sexual topic talking, online sexual service, online porn, and cyber
stalking and disclosure of personal information. The specific answers are demonstrated as follows:

**Figure 10: Cyber behaviors committed by the respondents**

![Bar chart showing cyber behaviors]

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<tr>
<td>Sexual Harassment</td>
<td>49.72%</td>
<td>43.16%</td>
<td>50.85%</td>
<td>34.19%</td>
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<td>Sexual Topic Talking</td>
<td>50.00%</td>
<td>29.49%</td>
<td>39.32%</td>
<td>36.75%</td>
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<tr>
<td>Online Sexual Service</td>
<td>50.00%</td>
<td>39.32%</td>
<td>36.75%</td>
<td>31.62%</td>
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<tr>
<td>Online Porn</td>
<td>50.00%</td>
<td>36.75%</td>
<td>31.62%</td>
<td>29.06%</td>
</tr>
<tr>
<td>Cyber Stalking</td>
<td>50.00%</td>
<td>36.75%</td>
<td>31.62%</td>
<td>29.06%</td>
</tr>
<tr>
<td>Disclosure of Personal Information</td>
<td>50.00%</td>
<td>36.75%</td>
<td>31.62%</td>
<td>29.06%</td>
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As is shown in the above figure, there are respondents engaging in different kinds of cyber violence. The difference just lies in the frequency and proportion. Specifically, 48.72%, 43.16%, and 50.85% of them have not participated in such activities as sexual harassment, online sexual talking, and online sexual service, respectively. By comparison, there are fewer respondents engaging in online sexual porn, online stalking, and disclosure of personal information. Around 34% of them have not been involved in these activities. Therefore, as a whole, the young respondents have committed more Internet stalking and disclosure of personal information than activities related to sex and porn.
It must be pointed out that a large number of respondents have conducted cyber violence at the level of “frequently” and “often.” The proportion of respondents who have conducted the six kinds of cyber behaviors, respectively, above the level of “frequently” (frequently percentage plus often percentage) is 23%, 26%, 20%, 26%, 26%, and 36%. The number of cyber abusers of the respondents is too large to be ignored. If the number of occasional abusers is counted, the total number of cyber abusers among the respondents is amazingly considerable at more than 50%. More than half of the respondents have committed some kinds of negative cyber activities on the Internet.

In our research, some respondents have met with more sever negative cyber behaviors. When they were asked if they have been forced to discuss sexual topics, more than 50% have never been through this and around 48% of them have had such experiences for several times (Question 27). Likewise, 41% have never been shown pornographic pictures or adult movies or been abused or humiliated during the use of online communication tools. 56% have experienced these abuses sometimes. It can be concluded that half of the respondents have occasionally been subject to even more sever negative cyber behaviors and extreme minority of them always suffer from it.
5.1.5 Ethical Attitude of Negative Cyber Behavior

Figure 11: The extent to which Internet has affected real life

Ethical attitude toward cyber behaviors is different as internet addicts. In this research, 51.28% of 234 respondents have been aware of this difference after using communication tools for a long time (Question 29).

Figure 11 shows a tendency that the longer the time of using communications tools, the more that adolescents feel it is different from real life, which matches the sign of “benign disinhibition”. Even worse, among the respondents, as many as 55.13% do not believe that online chat tools bring harm to people, whether economically or psychologically (Question 28).
5.1.6 Self-realization on internet

Respondents were asked if they feel reliable chatting online with strangers (Q19) and why they feel so (Q20). 63% of them feel realizable and the people who feel it is reliable also think chat with strangers can show their different personalities and talk without responsibility even they hurt the other side. 36.75% of respondents feel it is not realizable talk with strangers online is because they cannot ensure weather the other side talk real or not (Q21) and few people think communication tools brings high crime rate.

Q 25 asked about how respondents deal with unfamiliar people asks them out online. 45.3% people choose ‘I will trust them; I will out’ while 46.15% choose ‘I will tell my friend before I go out with him/ her’. Two answers percentage are really closed which reflect the modern society’s new making friends model’s safe problems and teenagers lack of protective measures knowledge

5.2 Analysis

Generalized from Bandura’s self-efficacy theory, people’s behaviors can be largely attributed to individual’s belief and self control. Therefore, in this research, internet addiction is considered as a kind of symptom that can be measured from a variety of factors such as time (Young, 1999), self-control and mood modification (Bandura, 1976). One important factor determining the degree of Internet addiction is the level of dependence on the internet. If someone cannot live a normal life in the absence of internet for an extended period of time, he is more likely to be internet addicted. The shorter the period is, the more serious the addiction will be. Internet addicts lack the ability of self-control on time management and constraint on their behaviors. Even if they know their actions or behaviors could lead to injure or damages to others, they let themselves indulge in the pleasure. A longer period use of internet by majority of respondents implies that they are more likely to be addicted to the
Internet. As was stated in the result, a large portion of participants have used internet or online chatting tools for a long time and cannot be limited from internet for over a month, which means they have addicted to internet.

Besides, according to Guan (2009), when people become Internet addicted, they may suffer from some conflicts if they cannot use the internet. They may have conflict with their inner feelings. They may feel unhappy, depressed, disappointed, lonely, or anxious. These feelings are positive to Internet users. Because online communication tools can generate such favorable feelings and sensations to Internet users, they may again engagement in internet activities so as to repeat the online experiences and feelings. As a result, they come to be more dependent on Internet communication tools. Further, internet addicts may use the internet as a way of seeking pleasure, satisfaction, excitement, and adventure. In a study by Chou and Hsiao (2000), it was found that Internet addicts obtain entertainment, interests, and interaction and enjoy using the Internet. Since the pursuit of positive experience will be reinforced with the internet usage grows, their internet addiction expands. In the result, there are 26.5% respondents are negatively affected by Internet addiction when they have no access to internet communication tools. It manifests that these Internet users have high possibility of Internet addiction.

As was discussed above, half of the respondents are more likely to be internet addicted. Online anonymity and invisibility from online disinhibition theory will be used to explain why they tend to conduct Internet abuses or be abused in terms of Internet addiction. It implies that when using communication tools, people may not be concerned about the objections of the opposite side whether from language or by body reactions. As a result, when they talk to others by communication tools, they tend to do what they seldom do in the real world. For instance, they may dare enough to send pornographic pictures to strangers. Most importantly, their
psychological pleasure or entertainment can be achieved; they might repeat the
cyber behaviors according to Bandura’s view on cognition-behavior perspectives.
Driven by such psychology, they may not give up using chat tools to abuse other
Internet users. Therefore, to seek for unique pleasures, they may repeat such
activities on the Internet as sharing adult movies and stalking others and justify them
by virtue of no harms. As a result, when they are addicted to the Internet, they will
further continue cyber abuse and may be more skillful in exploiting communication
tools to abuse others.

Seven kinds of internet behaviors are covered in our research, online dating, sexual
harassment, sexual topic talking, online sexual service, online porn, and cyber
stalking and disclosure of personal information. Those internet addicts, who open
their heart to online strangers, reveal their emotions and complaints, and trust
strangers on communication tools tend to be victims. According to Suler (2005), such
Internet users are benign disinhibition. These respondents are benign activities but
put themselves at greater risks. Their personal information may be hence improperly
disclosed, accessed, and used by online strangers. They may be taken advantage of
by strangers who find them innocent, kind, and defenseless and then bully and stalk
them.

The above results manifest that Internet addicts are more likely to be influenced by
internet through repeating cyber abuses or becoming victims of such activities.
Internet-addicted respondents differed in their internet use and related behaviors.
When people are Internet-addicted, they may be more likely to abuse others or
experience negative internet behaviors.
5.3 Findings

There are 4 findings found in this research.

1. Teenagers’ online using time is increasing

Teenagers in our research all have rich experiences by using communication tools or engage other online activities. Teenagers spent a lot of after school time online. Result shows 48% of respondents spent 3-4 hours per day online. 15.1% spent over 4 hours per day. Respondents said they also spent time online in class or during work. With the development of smarts phones and other new technology, there are will more minors into it.

2. Internet Addicts

In the research, we found more than half of the respondents have symbols to the Suler’s definition of internet addiction. Nearly half of the respondents cannot leave a place without internet for a long period. They also feel without internet, they feel lonely, depressed and other negative feelings. They are more enjoying the entertainments, online chats bring to them. Respondents also have positive attitude towards online chat and internet. Above all, we can defined half of our respondents are internet addicts.

3. Negative Cyber Behaviors

Internet addicts tend to be cyber perpetrator rather than victims. In our research, over 50% of the respondents had cyber perpetrator behaviors. And 48% have experienced negative cyber behaviors. Perpetrator and victim roles can be exchanged, at the time they are suffering from negative cyber behaviors, they can do the same thing on others

4. Low Self- Realization on Internet
In the research, we found 63% of respondents feel reliable to talk with strangers. 45.3% of them can go out with strangers know from internet, 46.13% need tell friends before go out. There are indication that young people simply do not realize the dangers of the internet, and a serious lack of self-protection skill. Even worse, 55.13% do not believe that online chat tools bring harm to people, whether economically or psychologically.
Chapter 6 – Discussion

In this chapter, we discuss the different parts of the whole essay, including what, why, and how we choose and use the theory and literature. This chapter also includes our reflection on both the advantages and the disadvantages of the theory and the method.

6.1 Comparison with Early Research

The early research has pointed out, in recent years, more and more Chinese youngsters use internet communication tools. The rapid growth of Internet usage not only provides benefits but also increases potential risks.

In an early research, Guan (2009) defined Internet addiction, which means people feel conflicted when they use the Internet and experience unpleasant emotions when Internet use is impossible. Our findings show that 37% of the respondents say that they are unable to live without internet for a short period (1-30 days) and 26.5% of the respondents claim that they have negative emotions when they cannot use the internet, which is consistent with Guan’s definition on internet addiction.

Faye (2011) has addressed that cyber abuse includes different patterns of online abusive behaviors, such as online bullying, stalking, sexual solicitation, and problematic exposure to pornography. We agree with this opinion; in this study, many respondents have admitted that they have experienced the above cyber activities.

In previous researches, those studies only focused on one perspective; compared with them, this study proposes a new hypothesis—to explore the relationship between Internet addiction and cyber behaviors. The finding shows that some of the respondents are internet addicts, most of them have negative cyber behaviors and
among them some of them admitted that they have cyber abuse activities (several negative behaviors). Results on some extent proved that people who are addicted to the Internet are more easily have negative cyber behaviors. Also, this study supplements social worker’s understanding of youngster’s habits in using the Internet.

6.2 Theoretical Discussion

At the beginning of this paper, several concepts are defined. For a better understanding of the relationship between Internet addiction and cyber behaviors, Internet addiction is considered as the use of the Internet to escape from negative feelings, continued use of the Internet, experience of unpleasant emotions when Internet use is impossible, thinking about the Internet constantly, and the experience of any other conflicts or self-conflicts due to Internet use (Guan, 2009). According to Faye (2011), cyber abuse is a term that encompasses online abusive interpersonal behaviors, such as online bullying, stalking, sexual solicitation, and problematic exposure to pornography. Cyber abuse could be one of the negative effects of internet addiction.

For the relationship between Internet addiction and cyber abuse, it is mostly examined from psychological perspective. However, as a new form of disorder, Internet addiction can be considered seriously in the following forms: neglect of personal life, mental preoccupation, escapism, and mood-modifying experiences, tolerance, and concealing the addictive behavior (Daria, 2011). Those symptoms may affect young people’s normal lives, studies, and social relationships in a negative way. Eventually, Internet addiction would turn out to be a bad social effect on people’s personal lives.

Thus, it is urgent to analyze the relationship between Internet addiction and cyber
abuse, not only as a psychological issue but also as a social work issue that parents and social workers should pay attention to.

In addition, for online disinhibition effect theory, the username is visible but does not reveal much information about the user himself/herself. This is a good way to get more information from participants as it will not reveal their identities. Anonymity gives users a way to have another identity while invisibility provides a way for users to hide their external factors (appearance, voice, etc.). The second main factor considered in this research is disinhibition, which has two forms: benign disinhibition and toxic disinhibition. Benign disinhibition, as defined by Suler, (2005) is experienced by people who share private information to the public and reveal secret emotions and unusual kindness on internet communication tools, which may lead to online bullying and stalking. People who suffer benign disinhibition period are defined as cyber abuse victims in this research. On the other hand, some people may allow rudeness, criticisms, hate, or rage to take over their emotions when communicating with others online or search dark websites (crime, perversion, violence etc.) that they would never explore in the real world (Suler, 2005). This is so-called toxic disinhibition (Suler, 2005).

6.3 Critical Methodology Discussion

In this field, many previous researchers used quantitative methods. This research also chose it because it is more objective in measuring findings. The positive approach makes this study more credible. This study focused on the use of Internet communication tools, so the use of online survey made it easier to find participants and more convenient to gather data. Cyber behavior in China is a sensitive topic; using an online questionnaire makes the youth feel more comfortable to fill and answer it. It also helped us get high-quality answers. Besides, the selection of
“\textcolor{blue}{http://www.sojump.com/}” as an effective data analysis instrument provides straight data for further analysis.

However, in a critical way, there are limitations about internet survey; for one thing, it can lead to sample bias (Shek, Tang & Lo, 2008). The sampling was conducted by a two-step snowballing through friends connections, however, we were not able to know respondent’s characteristics, interest or background information, which could have great influence on their internet cognition and internet behaviors. Instead, a written questionnaire distributed in a number of school class would be more convincing and reliable for such research. Thus, different results might be expected, such as time allocated to school work and internet entertainment can be included in questionnaire. But it is constrained to geological factors for us. For another, deeper information and face-to-face communication cannot be obtained through internet questionnaire, which might have some influence on the accuracy. All in all, it calls for comprehensive development of internet addiction measures through thorough research designs for future research.

\textbf{6.4 Result Discussion}

Above the findings, we can see first, most of the people are internet addicts, the rest of them have tends to become like that. Secondly, among people who are internet addicts, they also have negative cyber behaviors; even some of them commit to have cyber abuse activates. However, our research samples are no representative; we still cannot say that internet addiction and negative cyber behavior have direct correlation. But, our study still provides clues for deeply analyze the relationship between those two.
6.5 Suggestions for Future Study

Because this research does not include adolescent Internet users younger than 18 years, there is a need for further research on such group. Virtually, the research on this group can further reveal the Internet behaviors of adolescents. We believe that future researches will present a holistic picture of adolescent Internet addicts in China. Researches also need to be made to develop the direct relationship between Internet addiction and cyber abuse. In this regard, future research can use qualitative research to deeply understand the thoughts and motivations of the youth in using the Internet; the respondents may be divided into two separate groups: Internet addicts and non-Internet addicts so as to compare different online behaviors.

Chapter 7 Conclusion

7.1 Summary of the study

China now, is an indeed potential economy market. China's prospects and development speed is obvious. With the well development, social welfare, education system, social facilities and so on are all in continuous improvement. But, China’s development is unbalanced. The huge gap between rich and poor, welfare system cannot cover all issues and other reasons formed the own consumption characteristics of Chinese people.

Chinese Internet technology started later than Western countries but catch up fast which brings social issues such as not enough network supervision, network disorder, youngsters’ psychological problems and etc. China’s network technology still has
improved space, but the government cannot only focus on the rapid development and ignore to improve relevant welfare systems.

China’s ‘One Child Policy’ implemented since 1979. The policy decreases the speed of Chinese population growth. Be affected by the policy, there is only one child in most of the family. These children, be spoiled at home, selfish, dependent, lack of imaginations and low social abilities. What’s more, China’s education is more pay attention to the score in examination and do not pay attention to student’s school life. The reasons lead more and more youth turn to internet. Consequently, Internet, social networking sites and communications tools become an important role in youth’s after school life and directly affect their school life. They probably miss their home computer when they have class, or even escape from school to internet cafes.

By understanding the background why Chinese youngsters spend more time online, a research about cyber behaviors and internet addiction was carried out by gathering primary data collected from online questionnaires, and a research model developed to understand 1. Youngster’s cyber behaviors

2. What factors cause youngsters internet addiction?


As a result, most of the respondents are more likely to be addicted to online communication tools because they like to chat with strangers, enjoy the feelings during typing chat, and cannot live without access to communication tools in a short period. Second, by applying online disinhibition effect theory and self-efficacy
theory it is found that the respondents are more fearless, free in language and activities in the virtual world than in the real world. They usually use anonymous identities and names to talk with strangers. The anonymity and invisibility of typing chat on communication tools allow them to behave greatly different from face-to-face communication in the real life. During the research, we found an interesting thing is more than half of the respondents have committed cyber violence such as cyber stalking, online sexual harassment, and disclosure of personal information. In addition, half of the respondents have experienced being abused on communication tools. Although, cyber abuse also belongs to negative cyber behaviors, it is a more sever issue that need to be analyze more. Finally, we found clues on our hypothesis through research that youngster are more addicted to internet will have more negative cyber behaviors.
Reference


Castallo, J (2009). Non-Probability Sampling, from the world wide web: http://explorable.com/non-probability-sampling


Young, Kimberly S (1999), Internet Addiction: Symptoms, Evaluation, And Treatment. Clinical Practice Vol. 17, y L. VandeCreek & T. L. Jackson (Eds.)


Appendix

Questionnaire:

Dear Students:

Hello! To better understand the communication tools usage situation among Chinese youth, we prepared this survey. The survey data obtained solely as a research data, research results will be available for my reference. Your answers are very important, please fill out based on the actual situation. Please in accordance with the requirements of each subject listed in the answer; select the answer that best fits your situation. Thank you for your participation and support to the survey!

2013-7-12

PS: Please answer the questions from No.1, if you have any problems please ask the researcher.

1. What’s your gender?
   A. Female
   B. Male

2. What’s your age?
   A. 18-20
B. 21-23
C. 24-25

3. How many years have you use internet?
   A. 8-10
   B. 11-13
   C. 14-15
   D. None Choice (specified)----------------

4. Do you use communication tools (QQ, Renren, Weibo etc.)?
   A. Yes (to question No.6)
   B. No (to question No.5)

5. Which factors lead you do not use internet base on communication tools?
   A. No interest in it
   B. Afraid disclosure of personal information
   C. Feel unreal communicating with people through internet
   D. Don't know (specified)----------------

   Ps: For your investigation has ended. Thanks!

6. How many hours do you spent on communication tools or other SNS per day?
   A. 1-2
   B. 3-4
   C. Over 4 hours

7. Do you feel use communication tools affect your study or work?
   A. Yes
   B. No
8. Do you spend your study or work time to attend Internet activities?
   A. Yes
   B. No

9. For how long can you live somewhere without internet?
   A. Not possible
   B. For a day
   C. For a month
   D. More than a month

10. What’s your attitude towards communication tools?
    A. It’s a way to relax
    B. It’s a good way making friends
    C. Communication tools are convenient but have potential risk
    D. None choices (specified)

11. Do you chat with stranger through internet/communication tools?
    A. Yes
    B. No (to question No.13)

12. How often do you chat with strangers through internet/communication tools?
    A. Very often
    B. Often

13. Why do you choose to avoid chatting with strangers?
    A. Feel unreal
    B. Feel unsafe
    C. Not used to it
    D. Parents don’t allow me to
Ps: For your investigation has ended. Thanks!

14. Do communication tools bring you different feeling compare with face-to-face communication?
   A. Yes (in what way? specified) --------------
   B. No (why? specified) --------------

15. How would you describe feelings when you chat with strangers?
   A. Excited
   B. Curious
   C. Relaxed
   D. None Choice (specified) --------------

16. Do you feel lonely, depressed, sad or other negative feelings when you cannot use internet communication tools?
   A. Yes, I do.
   B. No, I don’t

17. What is your parents’ attitude towards your internet base communication?
   A. Forbidden
   B. Only under the regulatory
   C. Don’t have limitation
   D. None choices (specified) --------------

18. When you use internet base communication, do you have behaviors in the below list?

<table>
<thead>
<tr>
<th></th>
<th>Never</th>
<th>Sometimes</th>
<th>Usually</th>
<th>Frequently</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hidden Identity</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Express self better</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
19. Do you think use internet base communication talk to stranger is reliable?
   A. Yes, I do. (To 18)
   B. No, I don’t. (to 19)

20. What way makes you feel reliable? (Multiple Choices)

<table>
<thead>
<tr>
<th>Choice</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel more free to chat with someone don’t know me in real life.</td>
<td></td>
</tr>
<tr>
<td>I feel good to chat randomly and don’t have to take responsibility to what I have said.</td>
<td></td>
</tr>
<tr>
<td>I can show a different side of me which I won’t show to others in real life</td>
<td></td>
</tr>
<tr>
<td>None choices (specified)</td>
<td></td>
</tr>
</tbody>
</table>

21. What makes you feel unreliable? (Multiple Choices)
I have no idea what kind of people I’m talking with.
I cannot sure if they tell me the truth.
People only show the good side on internet
Internet has high crime rate
None choices (specified) ---------------

22. How do you distinguish between true and false information online?
   A. Through hunch
   B. Will testify the truth by asking or other ways
   C. I have my own method
   D. None Choice (specified) ---------------

23. What’s your attitude toward developing relationship through internet?
   A. I have positive feeling about it; if possible I will develop one.
   B. I have negative feeling about it. I never wish to have a internet relationship
   C. I have no idea

24. Have you ever met unfamiliar online friends from communication tools?
   A. Yes
   B. No

25. How will you dealing with unfamiliar online friends ask you out for meeting?
   A. I trust him/her, I will agree
   B. I will tell my friend before I go out with him/her
   C. I will not go out with him/her, because of the safe problem.

26. Have any online friends asked you out with the intention to have sex with you?
A. Yes
B. No

27. Have you ever have any behaviors as below or encounter similar situation?

<table>
<thead>
<tr>
<th></th>
<th>Never</th>
<th>Sometimes</th>
<th>Often</th>
<th>Very Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sexual harassment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sexual topic talking</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online sexual service</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online porn (Include sexual photo and sexual website)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cyber stalking</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disclosure personal information</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

28. Do you think communication tools will cause harm to people?
psychological, financial etc. perspective)
  A. Yes
  B. No

29. Have you ever noticed that your online behavior is different from real life behavior after long-time using communication tools?
   A. No
   B. Yes
   C. I have no idea

30. Have you ever talk about sex through communication tools?
   A. Never
   B. Sometimes
   C. Often

31. Have anyone showed porn to you through communication tools?
   A. Never
   B. Sometimes
   C. Often

32. Have anyone insult you through communication tools?
   A. Never
   B. Sometimes
   C. Often

33. What’s your feeling and reaction when someone talking about sex, showing you porn or insulting you through communication tools?
   A. Don’t feel like to talk online anymore
   B. I don’t think it will affect me having talk with others
   C. I have no idea

34. What is your reaction when you encounter cyber abuse in communication tools?
A. Stop using communication tools
B. Continue using it with careful sharing information.
C. I have no idea