



# **CYBERSPACE LITERACY OF THE COLLEGE OF BUSINESS MANAGEMENT AND ACCOUNTANCY STUDENTS LAGUNA STATE POLYTECHNIC UNIVERSITY, STA. CRUZ, LAGUNA**

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## **ABSTRACT**

Since 2015 studies reported that workplaces are dominated by millennials. However, tech savvy individuals occupy 75% of the workforce, they are lagging in the exercise of digital responsibility, passive towards environmental sustainability and fail to grasp the importance of social responsibility (Burgess-Wilkerson et al, 2018; Fry, 2018). It was stated that in the next two decades, this new generation will be confronted with issues of global urgency amid demands for public action.

The descriptive research method was considered to determine the Cyberspace Literacy of the College of Business Management and Accountancy Students Laguna State Polytechnic University, Sta. Cruz, Laguna. This method describes the characteristics of the population or phenomenon of the study. It primarily focuses on describing the nature of a demographic segment, without focusing on why the particular phenomenon occurs. ([www.questionpro.com](http://www.questionpro.com))

The findings show a small positive correlation ( $r = 0.330$ ) between the fathers' educational attainment and cyberspace literacy as to digital communication. The result is direct showing that as the father's educational attainment increases/high there is also an increase in terms of digital communication. On the other hand, the mothers' educational attainment also shows a small correlation ( $r = 0.289$ ) with cyberspace literacy as to digital skills. A positive correlation manifests a slanting upward direction which means that as one increases the other also increases that holds true both for father and mother educational qualifications. Other variables under consideration which are part of the study were all insignificant.

Based on the findings of the study, the null hypothesis indicating that demographic profile, frequency and purpose of internet use has no significant relationship with cyberspace literacy is partially accepted/sustained.

**KEYWORD:** cyberspace literacy, digital communication, internet use, digital citizenship, critical thinking

## **INTRODUCTION**

Addressing the 21st century skill of digital citizenship is important. Digital citizenship is broadly viewed as the ability to participate effectively in on line communities. Since information and communication technology is pivotal to societal participation and development.

In an era of datafication, social networking, and globalization, "digital citizenship" has become an increasingly relevant and popular concept employed by diverse societal actors to promote digital capacity, literacy, and participation. (Nicola,2021)

From the study of Logan, A (2017) found that majority of students are active online without proper knowledge of what digital citizen means, which may be putting them to risk. A digital citizen program addresses access, commerce, communication, etiquette, law, health, wellness, rights and responsibilities is recommended to support children online.

The study aims to determine the relationship between respondents' demographic profile and Cyberspace literacy of the next batch of millennial employees of the College of Business Management and Accountancy Students, Laguna State Polytechnic University, Sta. Cruz, Laguna. Specifically, it sought to answers the following questions: What is the demographic Profile of the students in terms of: Fathers Educational Attainment, Mother's Educational Attainment, Frequency of internet use, Purpose of internet use, What is the level of cyberspace literacy of the next batch of millennial employees in terms of: Digital Communication, Digital Rights and responsibilities, Critical Thinking, Digital participation, Digital Security, Digital skill, Ethics and Digital trade. Which among the indicators of respondents' profile significantly related to the Cyberspace literacy of the next batch of millennial employees?



Widodo (2021) recommend that strengthening digital citizenship through Civics Education courses based on science, technology and society in the 4.0 era is forming civic competence, Strengthening digital citizenship through Citizenship Education courses requires digital habituation in students' daily lives and Approach to Science, Technology and Society (STM) to answer the problems that exist in the community so that learning becomes more meaningful. Strengthening digital citizenship through science, technology and community-based civics learning in the 4.0 era in the end is towards smart and good citizens.

Digital citizenship encompasses a wide range of behavior with varying degrees of risk and possible negative consequences. Lack of Digital citizenship awareness and education can, and has, led to problematic, even dangerous student conduct (Hollandworth et al.). Being a digitalcitizens in the community includes having email etiquette, reporting and preventing cyber bullying, learning how to protect private information.

According to Moradi (2017) In growing digital society, digital citizen recognized and value the rights, responsibilities and opportunities of living, learning and working in an interconnected digital world, and they engage in safe, legal and ethical behavior. To often we see technology users misuse and abuse technology because they are unaware of what is appropriate.

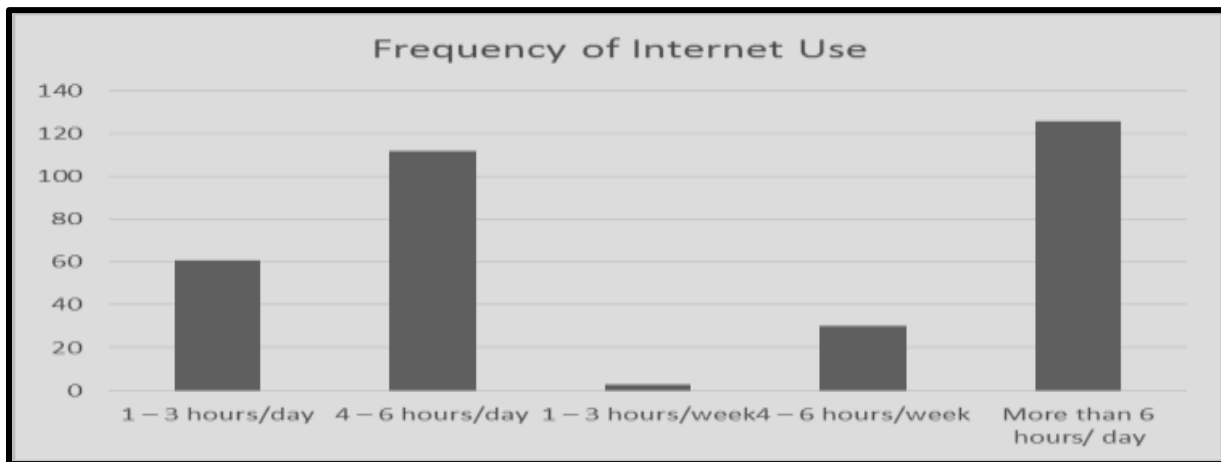
The emergence of the new world seems to influence many trends and attitudes and appears to have the capacity to influence the future employees. The researcher will ask challenging questions and insightful answer to the respondent to grasp the importance of social responsibility.

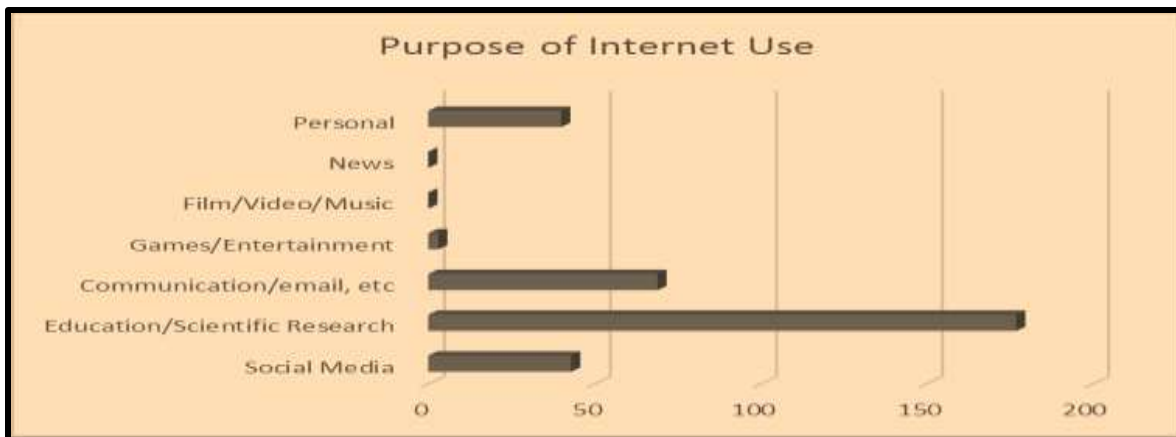
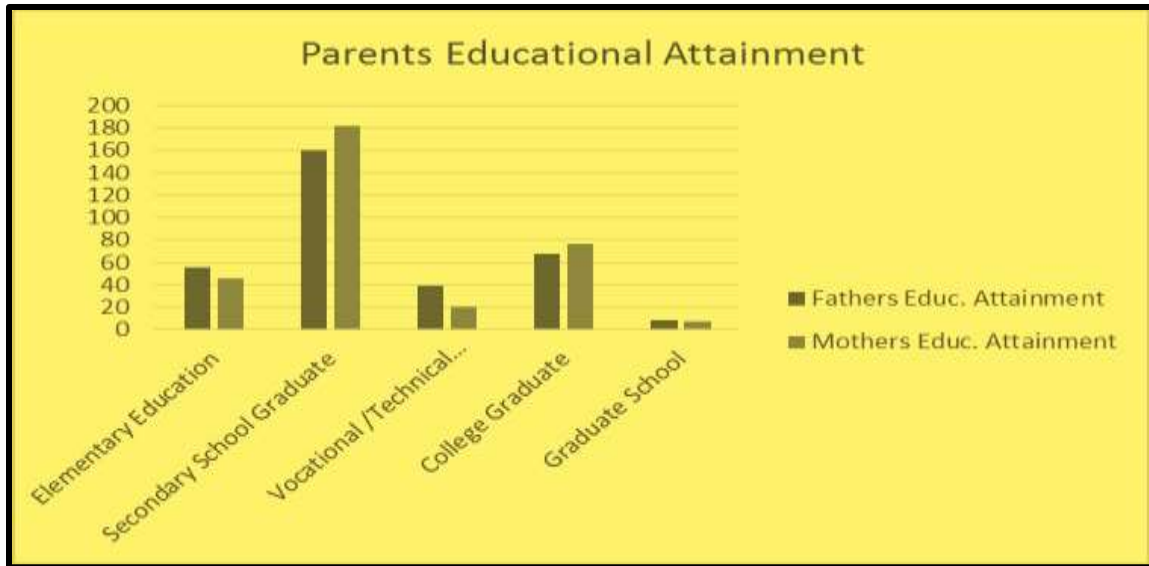
## METHODOLOGY

The descriptive research method is use to determine The Cyberspace Literacy of the College of Business Management and Accountancy Students Laguna State Polytechnic University, Sta. Cruz, Laguna. The descriptive research method is a research method that describe the characteristics of the population or phenomenon studied. It primarily focuses on describing the nature of a demographic segment, without focusing on why the particular phenomenon occurs. (www.questionpro.com).

The researcher was able to gather applicable information to the students of Laguna State Polytechnic University Particularly College of Business Management and Accountancy who are the next batch of millennial employee, as the respondents of the study.

## RESULTS AND DISCUSSION





**Table 1. Level of Cyberspace Literacy of the Next Batch of Millennial Employees in terms of Digital Communication**

Item No.	Indicative Statement	Mean	SD	Remark
1	I don't mind everyone seeing what I share on social media.	2.880	1.172	Often
2	I send images, videos or information to someone I don't know.	1.180	0.800	Not at All
3	If my comments were responded with bullying and rude comments, I respond in the same way.	1.380	0.667	Not at All
4	I like sharing everything I do on social media (Facebook, twitter, etc.).	2.520	1.119	Sometimes
5	I communicate with people I don't know in digital platforms.	1.600	0.881	Seldom
6	I use abbreviations (wb, omg, ok, etc.) in my text in digital platforms	2.840	1.113	Sometimes
<b>Overall Mean</b>		<b>2.067</b>	<b>0.575</b>	<b>SELDOM</b>



**Legend:**

Scale	Range	Remark
5	4.20 – 5.00	Most Often
4	3.40 – 4.19	Often
3	2.60 – 3.39	Sometimes
2	1.80 – 2.59	Seldom
1	1.00 – 1.79	Not at All

Not minding if shared on social media are seen (n= 2.880) remark as often, and uses text abbreviations (n = 2.840), likes sharing everything done on social media using different platforms (n = 2.520) were all remarked as sometimes. Communicating with unknown people (n = 1.600) got a seldom remark while sending images to someone they don't know (n =1.180), and responding the same on bullied comments (n = 1.380) got a not at all remark. These are indications that respondents are partially responsible enough and aware of the consequences of using social media. The computed mean supports the findings of the study.

The overall mean of 2.067 manifest a seldom, cyberspace literacy of the next batch of millennial employees as far as digital communication is concern.

The findings of the study conform with the research result of Fronzetti,et al,(2021) suggest carefully that choosing the language according to the target audience and have practical implications for both company managers and online community administrators. Understanding how to better use language could for example, support the development of knowledge sharing practices.

**Table 2. Level of Cyberspace Literacy of the Next Batch of Millennial Employees in terms of Digital Rights and Responsibilities**

Item No.	Indicative Statement	Mean	SD	Remark
1	I report the situations that bother me in digital platforms to the respective department	2.800	1.294	Sometimes
2	I am aware that my freedom is over where someone else's freedom begins when communicating on the Internet.	3.080	1.047	Sometimes
3	I use the e-complaint system (Presidential communication center, etc.) on matters I think I've been wronged.	2.060	0.998	Seldom
4	I don't know exactly the rights I have in digital platforms.	2.500	0.974	Seldom
5	I use abbreviations (wb, omg, ok, etc.) in my text in digital media.	2.900	1.129	Sometimes
6	I display behaviors that I do not embrace in real life by hiding my identity on the Internet.	1.900	1.111	Seldom
7	I don't access websites with inappropriate content (leading to racism, bigotry and vulgarity).	3.000	1.702	Sometimes
8	I access blocked websites in different ways.	1.640	1.025	Not at All
<b>Overall Mean</b>		<b>2.485</b>	<b>0.664</b>	<b>SELDOM</b>

**Legend:**

Scale	Range	Remark
5	4.20 – 5.00	Most Often
4	3.40 – 4.19	Often
3	2.60 – 3.39	Sometimes
2	1.80 – 2.59	Seldom
1	1.00 – 1.79	Not at All

I am aware that my freedom is over where someone else's freedom begins when communicating on the Internet seen (n=3.080), I don't know exactly the rights I have in digital platforms (n = 2.500), I use abbreviations (wb, omg, ok, etc.)(n= 2.900) I report the situations that bother me in digital platforms to the respective department (n = 2.800) , I don't access websites with inappropriate content (leading



to racism, bigotry and vulgarity(n=3.000) were all remarked as sometimes. I display behaviors that I do not embrace in real life by hiding my identity on the Internet (n = 1.900) I use the e-complaint system (Presidential communication center, etc.) on matters I think I've been wronged(n=2.060) are all got seldom remarks I access blocked websites in different ways. (n = 1.640) got a not at all remarks. These are indications that respondents are seldom responsible enough and aware of the digital communication of using social media. The computed mean (2.485) supports the findings of the study.

The results revealed that students in institutions were aware of the digital citizenship concepts, but lacked the in-depth knowledge and understanding of concepts such as digital rights, digital security, and digital ethics.

**Table 3. Level of Cyberspace Literacy of the Next Batch of Millennial Employees in terms of Critical Thinking**

Item No.	Statement	Mean	SD	Remark
1	Internet is a reliable source for economic, political and social issues.	4.100	0.839	Often
2	I criticize the issues I consider unfair on the Internet.	3.020	1.020	Sometimes
3	I participate in campaigns in digital platforms after searching in detail.	2.680	1.133	Sometimes
4	I accept the accuracy of the information I read digitally without question.	2.600	0.990	Sometimes
5	Shares of my friends are reliable for me	3.200	0.990	Sometimes
6	The information I read in digital platforms influence my thoughts and decisions in daily life	3.120	0.824	Sometimes
7	I use the shared information without investigating the accuracy of this information.	2.040	0.989	Seldom
<b>Overall Mean</b>		<b>2.966</b>	<b>0.563</b>	<b>SOMETIMES</b>

**Legend:**

Scale	Range	Remark
5	4.20 – 5.00	Most Often
4	3.40 – 4.19	Often
3	2.60 – 3.39	Sometimes
2	1.80 – 2.59	Seldom
1	1.00 – 1.79	Not at All

Internet is a reliable source for economic, political and social issues (n=4.100) got a remark often. The information read in digital platforms influence thoughts and decisions in daily life (3.120) and (n=3.200) Shares of my friends are reliable for me, I participate in campaigns in digital platforms after searching in detail(n2.680), criticize issues consider unfair on the internet (n=3.030) were all remarked as sometimes. I use the shared information without investigating the accuracy of this information (2.040) got a seldom remark. These are indications that respondents are not responsible enough and aware of the use of critical thinking. The computed mean supports the findings of the study. The overall mean of n=2.966 manifest an interpretation of Sometimes cyberspace literacy of the next batch of millennial employees as far as Critical Thinking.

Indeed Editorial Team (2022) employers value critical thinking—especially in roles where preparing strategy is an essential part of the job. Critical thinking is considered a soft skill, which means it's a skill inherent in a person's personality.



**Table 4. Level of Cyberspace Literacy of the Next Batch of Millennial Employees in terms of Digital Participation**

Item No.	Statement	Mean	SD	Remark
1	I support a social, economic, cultural campaign initiated through digital platforms	3.460	1.034	Often
2	I contact the official institutions through the Internet about the issues I consider important.	2.460	1.216	Seldom
3	I collaborate with other people in digital platforms for problems concerning my community, my country and the world.	2.740	1.139	Sometimes
4	I use my right to obtain information from official agencies in digital platforms.	2.940	1.185	Sometimes
5	I express my thoughts related to issues I consider important in social media.	3.200	0.926	Sometimes
<b>Overall Mean</b>		<b>2.960</b>	<b>0.858</b>	<b>SOMETIMES</b>

**Legend:**

Scale	Range	Remark
5	4.20 – 5.00	Most Often
4	3.40 – 4.19	Often
3	2.60 – 3.39	Sometimes
2	1.80 – 2.59	Seldom
1	1.00 – 1.79	Not at All

Support a social, economic, cultural campaign initiated through digital platforms (n= 3.460) got often remark, I express my thoughts related to issues I consider important in social media(n=3.200 ), Use my rights to obtain information from official agencies in digital platforms(n=2.940) I collaborate with other people in digital platforms for problems concerning my community, my country and the world (n=2.740) got sometimes remarks. And contact the official institutions through the Internet about the issues I consider important (n=2.460) got seldom remark. These are indications that respondents are sometimes responsible and aware of their Digital Participation of using social media. The computed mean of supports the findings of the study. Cyberspace literacy of the next batch of millennial employees in terms of digital participation (2.960) is interpreted as sometimes.

**Table 5. Level of Cyberspace Literacy of the Next Batch of Millennial Employees in terms of Digital Security**

Item No.	Statement	Mean	SD	Remark
1	I share my personal information with people I don't know in online platforms	1.440	0.993	Not at All
2	I click on all kinds of links that I receive in digital platforms.	1.820	1.101	Seldom
3	I use an anti-virus program for my security in digital platforms.	3.580	1.326	Often
4	I download all kinds of programs I need from digital platforms.	3.000	1.195	Sometimes
5	I usually use the same passwords in digital platforms.	2.460	1.199	Seldom
6	I come together with people I meet in digital platforms in real life.	2.180	1.082	Seldom
<b>Overall Mean</b>		<b>2.413</b>	<b>0.697</b>	<b>SELDOM</b>

**Legend:**

Scale	Range	Remark
5	4.20 – 5.00	Most Often
4	3.40 – 4.19	Often
3	2.60 – 3.39	Sometimes
2	1.80 – 2.59	Seldom
1	1.00 – 1.79	Not at All



Use of an anti-virus program for security in digital platforms (n= 3.580) got often remark, download all kinds of programs I need from digital platforms (n=3.000) got sometimes remark, and I usually use the same passwords in digital platforms (n=2.460) and I come together with people I meet in digital platforms in real life (n=2180) and I I click on all kinds of links that I receive in digital platforms (n=2.460) got a seldom remark while I share my personal information with people I don't know in online platforms (n=1.440), got a not at all remark. These are indications that respondents are seldom responsible and aware of the Digital security of using social media. The computed mean of 2.413 supports the findings of the study.

**Table 6. Level of Cyberspace Literacy of the Next Batch of Millennial Employees in terms of Digital Skills**

Item No.	Statement	Mean	SD	Remark
1	I can edit my personal settings in my social accounts.	4.220	0.996	Most Often
2	I can use easily digital tools for my needs.	3.680	0.819	Often
3	I can easily access the information I need over the Internet.	3.816	0.808	Often
4	I can download and use the applications / programs I need from digital platforms.	3.740	0.922	Often
5	If I have a problem with digital tools, I can solve it myself.	2.980	0.820	Sometimes
<b>Overall Mean</b>		<b>3.688</b>	<b>0.602</b>	<b>OFTEN</b>

**Legend:**

Scale	Range	Remark
5	4.20 – 5.00	Most Often
4	3.40 – 4.19	Often
3	2.60 – 3.39	Sometimes
2	1.80 – 2.59	Seldom
1	1.00 – 1.79	Not at All

According Ayaz S. (2022) the results of the research, students have a positive attitude towards the concept of a digital citizen. Digital commerce and digital communication are the dimensions they are most associated with in their daily life. The most problematic dimensions are digital security, digital ethics, digital commerce, and digital law. Increasing digital citizenship qualities will facilitate participatory democracy.

I can edit my personal settings in my social accounts (n=4.220) got a Most often remarks and Can easily access the information I need over the Internet (n=3.816), and I can use easily digital tools for my needs(n=3.680) Can download and use the applications / programs I need from digital platforms (n=3.740) were all remarks as often . If I have a problem with digital tools, I can solve it myself (3.14) and I can edit my personal settings in my social accounts (n=2980) got a sometimes remark These are indications that respondents are responsible enough and aware of the consequences of using social media. The computed mean supports the findings of the study.

The overall mean of 3.688 manifest a often cyberspace literacy of the next batch of millennial employees as far as digital skills is concern Burton stated that in the modern workplace, it is increasingly impossible to point out which digital skills you may or may not need. There is no hard and fast rule about which jobs you will need to Excel for and which jobs you will not. Digital literacy is a language; the more digital skills you have, the better you can speak it.



**Table 7. Level of Cyberspace Literacy of the Next Batch of Millennial Employees in terms of Ethics**

Item No.	Statement	Mean	SD	Remark
1	I use someone else’s ideas and thoughts without citing them.	1.940	1.219	Seldom
2	I am aware of copyright infringement situations.	4.260	1.157	Most Often
3	I use the content and information of others (images, articles, graphics, etc.) without obtaining permission.	1.900	1.182	Seldom
4	I do not install or download copyrighted works such as games, music, and films without paying the copyright.	2.840	1.490	Sometimes
<b>Overall Mean</b>		<b>2.735</b>	<b>0.715</b>	<b>SOMETIMES</b>

**Legend**

Scale	Range	Remark
5	4.20 – 5.00	Most Often
4	3.40 – 4.19	Often
3	2.60 – 3.39	Sometimes
2	1.80 – 2.59	Seldom
1	1.00 – 1.79	Not at All

I am aware of copyright infringement situations (n=4.260) got most often remark I do not install or download copyrighted works such as games, music, and films without paying the copyright(n=2.840) got a remark of Sometimes and I use the content and information of others (images, articles, graphics, etc.) without obtaining permission(n=1.900)) . I use someone else’s ideas and thoughts without citing them (n=1.940) interpreted as seldom remarked. These are indications that respondents are partially responsible and aware of the Ethics of using social media. The computed mean supports the findings of the study.

The overall mean of 2.735 manifest a sometimes cyberspace literacy of the next batch of millennial employees as far as Ethics is concern.

Danks (2022) stated that there are growing calls for more digital ethics, largely in response to the many problems that have occurred with digital technologies. However, there has been less clarity about exactly what this might mean.

**Table 8. Level of Cyberspace Literacy of the Next Batch of Millennial Employees in terms of Digital Trade**

Item No.	Statement	Mean	SD	Remark
1	I prefer the website with the cheapest product.	3.040	1.087	Sometimes
2	I doshopping in digital platforms	3.500	1.199	Often
3	I take into account reviews when I choose or not choose a product.	4.020	1.116	Often
4	I make sure that the websites I shop for are institutional and reliable.	4.440	0.884	Most Often
5	I note details of the websites I shop for (name, phone, address, and price).	3.960	0.968	Often
6	I prefer to do a price search on the Internet before purchasing a product from digital platforms.	4.100	0.953	Often
7	I am aware of my rights about shopping I do/ will do in digital platforms.	4.160	0.792	Often
<b>Overall Mean</b>		<b>3.889</b>	<b>0.590</b>	<b>OFTEN</b>

**Legend:**

Scale	Range	Remark
5	4.20 – 5.00	Most Often
4	3.40 – 4.19	Often
3	2.60 – 3.39	Sometimes
2	1.80 – 2.59	Seldom
1	1.00 – 1.79	Not at All





I make sure that the websites I shop for are institutional and reliable (n=4.440), got a most often remarked, I am aware of my rights about shopping I do/ will do in digital platforms(n=4,160, I prefer to do a price search on the Internet before purchasing a product from digital platforms (n=4.100) I take into account reviews when I choose or not choose a product(n= 4.020), I note details of the websites I shop for (name, phone, address, and price (n=3.960) and I do shopping in digital platforms( n=3.500) were all remarked as Often and I prefer the website with the cheapest product(n=3,040) got a remark of sometimes.

These are indications that respondents are responsible enough and aware of the consequences of using digital trade. The computed mean supports the findings of the study.

The overall mean of 3.889 manifest an often cyberspace literacy of the next batch of millennial employees as far as digital Trade is concern.

Peters M.A (2022) concluded that Digital trade (digitally enabled transaction of goods and services, whether digitally or physically delivered) has grown rapidly, racing ahead of existing global trade rules and norms. In the context of covid-19 pandemic, this takes on even greater significance as these rules will be more important than ever in assisting with the global economic recovery.

**Table 9. Relationship between respondents’ demographic profile and Cyberspace literacy of the next batch of millennial employees**

The findings show a small positive correlation (r = 0.330) between the fathers’ educational attainment and cyberspace literacy as to digital communication. The result is direct showing that as the father’s educational attainment increases/high there is also an increase in terms of digital communication. On the other hand, the mothers’ educational attainment also shows very weak correlation (r = 0.274) with cyberspace literacy as to digital trade and ethics A positive correlation manifest a slanting upward direction which means that as one increases the other also increases that holds true both for father and mother educational qualifications. Other variables like digital digital right, critical thinking, digital participation and digital skills got moderate or medium strength of correlation under consideration which are part of the study were all partially significant.

Indicator	Cyberspace Literacy							
	Digital Com	Digital Rights.	Critical Thinking	Digital Participation	Digital Security	Digital Skills	Ethics	Digital Trade
Parents Educational Attainment								
• <i>Father</i>	0.330 0.016* Very Weak	-0.163 0.257ns Very Weak	-0.249 0.081ns Very Weak	-0.355 0.011* Weak	-0.371 0.008** Weak	-0.135 0.351ns Very Weak	-0.350 0.013* Weak	0.521 0.000ns Medium
• <i>Mother</i>	0.003 0.981ns Neg.	-0.094 0.515ns Neg.	-0.060 0.679ns Neg.	-0.112 0.441ns Neg.	-0.065 0.655ns Neg.	-0.016 0.911ns Neg.	0.393 0.025* Very Weak	0.274 0.054ns Very Weak
Frequency of Internet Use	0.457 0.006* Weak	-0.070 0.629ns Neg.	0.539 0.004** Medium.	-0.334 0.018* Small	-0.066 0.647ns Neg.	-0.004 0.981ns Neg.	-0.139 0.336ns Neg.	0.555 0.003** Medium.
Purpose of Internet Use	0.437 0.006** Small	0.583 0.003** Medium	0.603 0.000** Medium	0.651 0.000** Medium	0.184 0.560ns Neg.	-0.613 0.000** Medium	0.162 0.670ns Neg.	-0.358 0.013** Weak

**CONCLUSIONS**

Based on the findings of the study, the null hypothesis indicating that demographic profile, frequency and purpose of internet use has no significant relationship with cyberspace literacy is partially rejected.



## RECOMMENDATIONS

1. Encouraging and supporting students is a great way toward making them feel confident in their use of the internet.
2. Students have to be mindful about how to put forward with these new tools in a right way.
3. Institutions must recognize the significance of incorporating digital citizenship practices such as digital rights, digital security, and digital ethics into e-learning curricula.
4. The College should conduct a related workshop, trainings, and seminar or webinar for all CBMA students discussing about cyber literacy program
5. Follow -up evaluation is needed to know if the students are practicing cyberspace literacy.

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