"Stalking is immoral but not illegal": Understanding Security, Cyber Crimes and Threats in Pakistan

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Research questions

1. What is considered a cybercrime from the perspective of young adults? Are there gendered nuances in this categorization of an online behaviour as a crime or harmful?

2. What strategies and behaviors young users employ to protect themselves online and where do privacy affordances fail them?

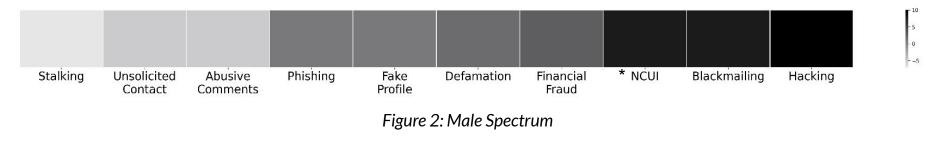3. What are their mechanisms for reporting or seeking support?

Motivation

1. Young adults in Pakistan are a target of cybercrime despite being tech-savvy.

2. Earlier work on user perceptions of cybercrime is on Western and adult population.

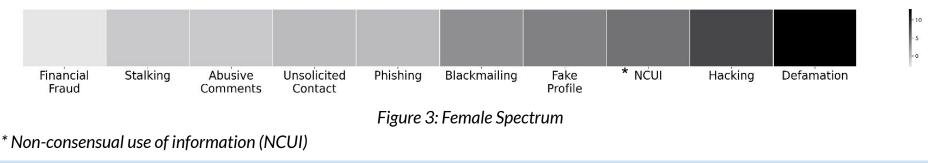3. Advocate for the need for culture, context-specific privacy design.

Methodology

	*Repertory Grid Technique	Qualitative Interviews
Participants	18 (13M, 5F)	34 (17M, 17F)
Age	18-24	18-24
Analysis	Repertory Grid Analysis	Thematic Analysis

*Felix B. Tan and M. Gordon Hunter. The repertory grid technique: A method for the study of cognition in information systems. MIS Quarterly, 26:39–57, 2002

Findings

RQ1: What is considered a cybercrime from the perspective of young adults? Are there gendered nuances?

Figure 2: Male Spectrum

Figure 3: Female Spectrum

* *Non-consensual use of information (NCUI)*

Findings

RQ2: What strategies and behaviors young users employ to protect themselves online and where do privacy affordances fail them?

Threat	Affordance & Mitigation	Reality
Unsolicited contact	- Private profiles	- Disappearing messages - Ineffective blocking features
Cyberstalking	- Limiting profiles - Taping cameras	- Picture enlargement
Fake profile/ Impersonation	- Blurred picture	- Multiple SIM and accounts - Mass report/ Call-out posts

Findings

RQ2: What strategies and behaviors young users employ to protect themselves online and where do privacy affordances fail them?

Threat	Affordance & Mitigation	Reality
Financial Fraud/ Scam Calls	- Community based reporting	- *No personal experiences reported*
Non-Consensual Use of Information (NCUI)	- Screenshot notification - Timed snap	- Airplane mode screenshot - Cannot delete chat history

Findings

RQ3: What are their mechanisms for reporting or seeking support?

Effectiveness of reporting platforms	Lack of awareness regarding reporting mechanisms	Concerns about families while reporting
"Someone started uploading my photos with crude captions... by the time Instagram would sift through and decide it was worth removing, the damage would have been done. It would take less than twenty-four hours for me to become a laughingstock." LM-1	*"I don't think I'll take any steps to report cybercrime because it's quite complicated, and I do not know where to report it and what the procedure is. I have no idea."* FJMU-F1	*"Because the females are being affected by cybercrime so much that we cannot even talk about it. And whoever does, gets victim blamed that it's your own fault. That's the main problem that we don't get enough space to talk about it or be heard."* GF-3

Design Implications

Threat	Recommendation
Unsolicited contact	Context-specific onboarding process
Cyberstalking	Profiles locked by default.
Fake profile	Timeline of the progress of report processing; context-specific guidelines to address reports.
Financial fraud	Nudging notifications about frequent scams.

Thank you!
Danke Schön!

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