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This study has been completed to determine whether the older generation are less knowledgeable of current internet safety, device safety and security measures. To do this, a survey was aimed at people over the age of 18, which asked them about current security measures they have in place, as well as asking them about Phishing scams, and using examples to test them.

- The stress, anxiety and fear from the COVID-19 pandemic led to more victims of phishing scams. [1]
- At the start of the pandemic, there was a 667% rise in the amount of phishing scams [2]
- In a study from India in 2018, 32% of people had not logged into their router, and only 44% of people had changed their credentials [3]
- 39% of businesses and 26% of charities reported a cybersecurity breach in the 12 months leading up to march 2021. [4]

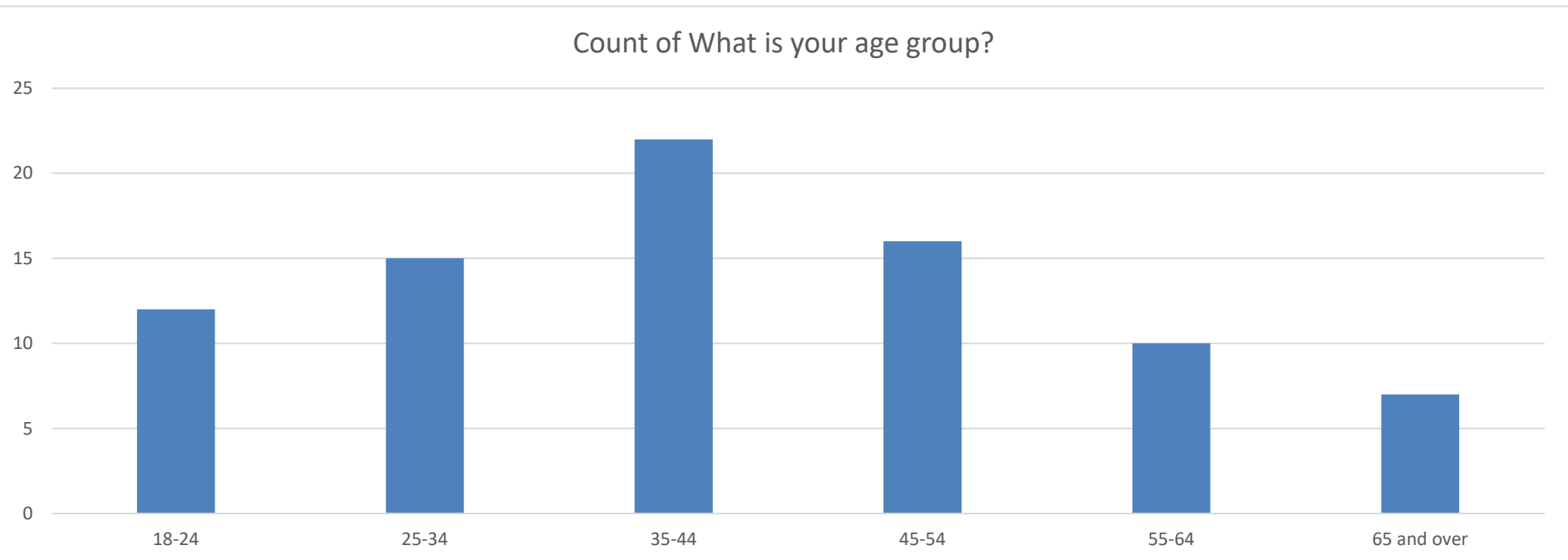
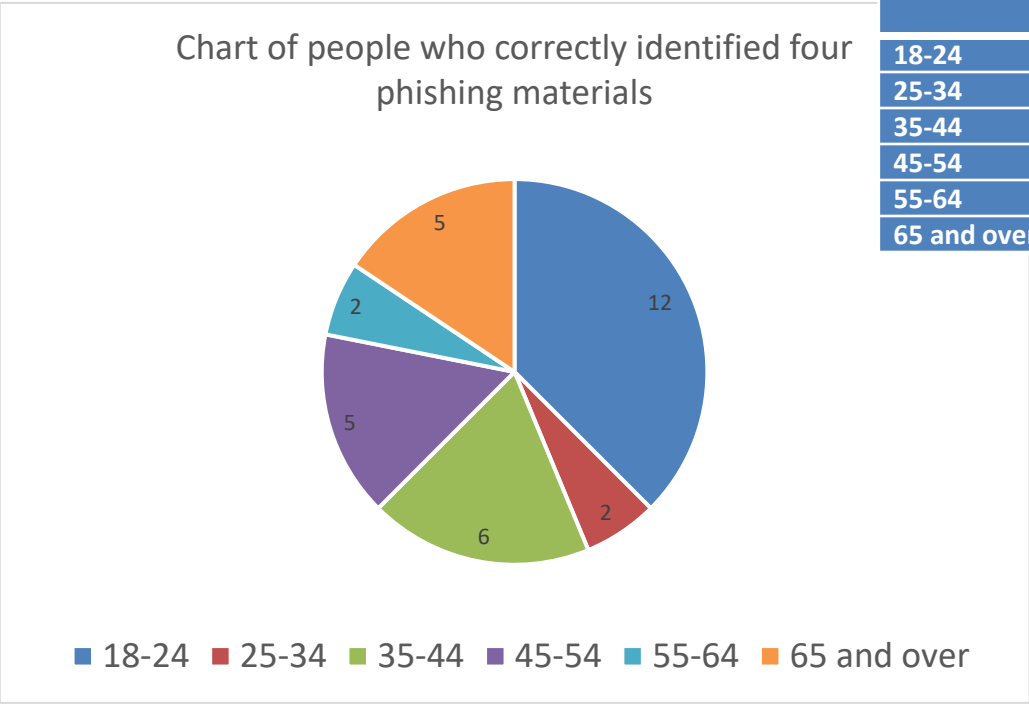
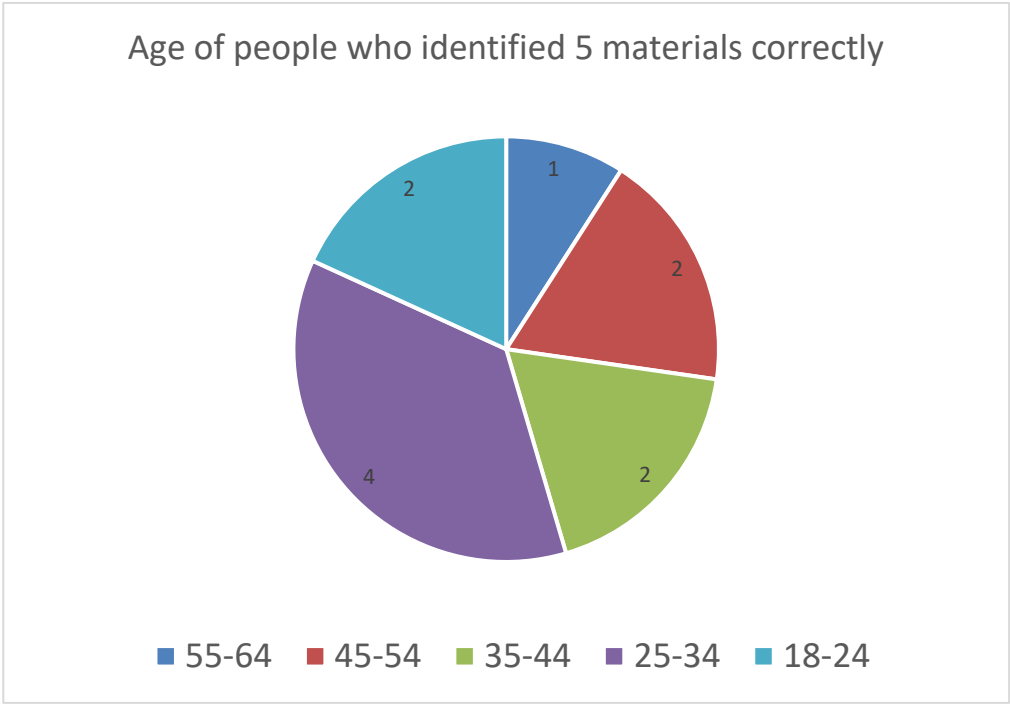


Figure 2 – Age distribution of the respondents to the survey

The second section in the survey focused on device security, with the younger generation scoring the lowest, both in regard to PC and laptop, as well as phone and tablet.

When asked why they did not secure their devices, they answered that they used Mac and believed in the misconception that they cannot get viruses, or that they are careful and they feel they do not need to.



Age group	Yes	No	I don't know	Unaware that it is available
18-24	20%	70%	N/A	10%
25-34	33%	33%	17%	17%
35-44	39%	22%	N/A	39%
45-54	54%	38%	N/A	8%
55-64	60%	20%	N/A	20%
65 and over	72%	N/A	14%	14%

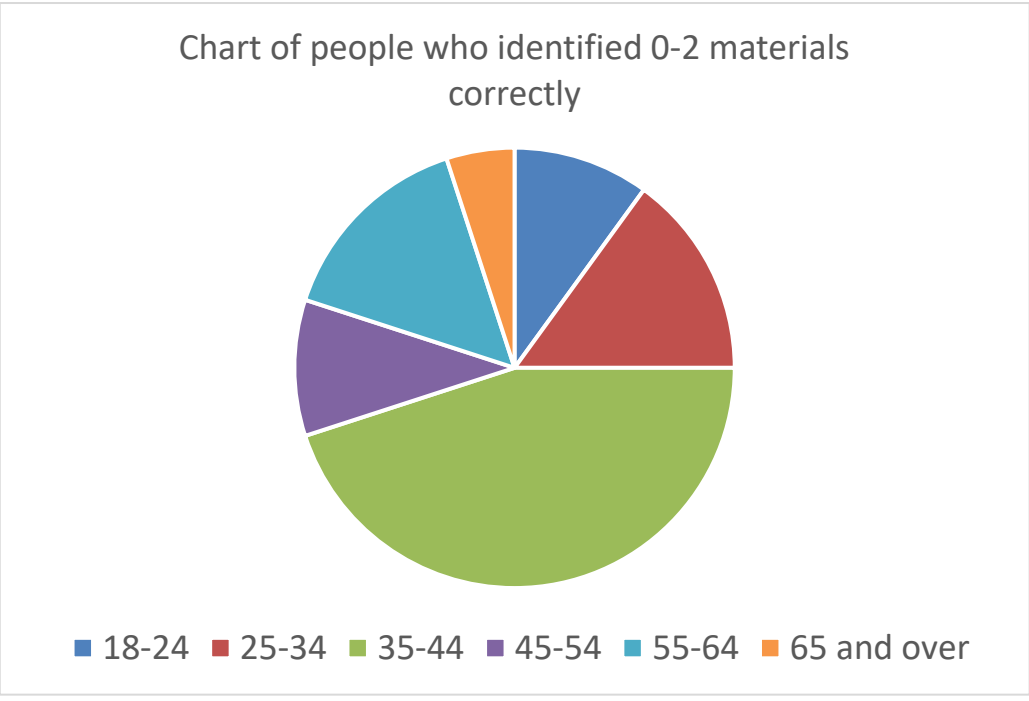
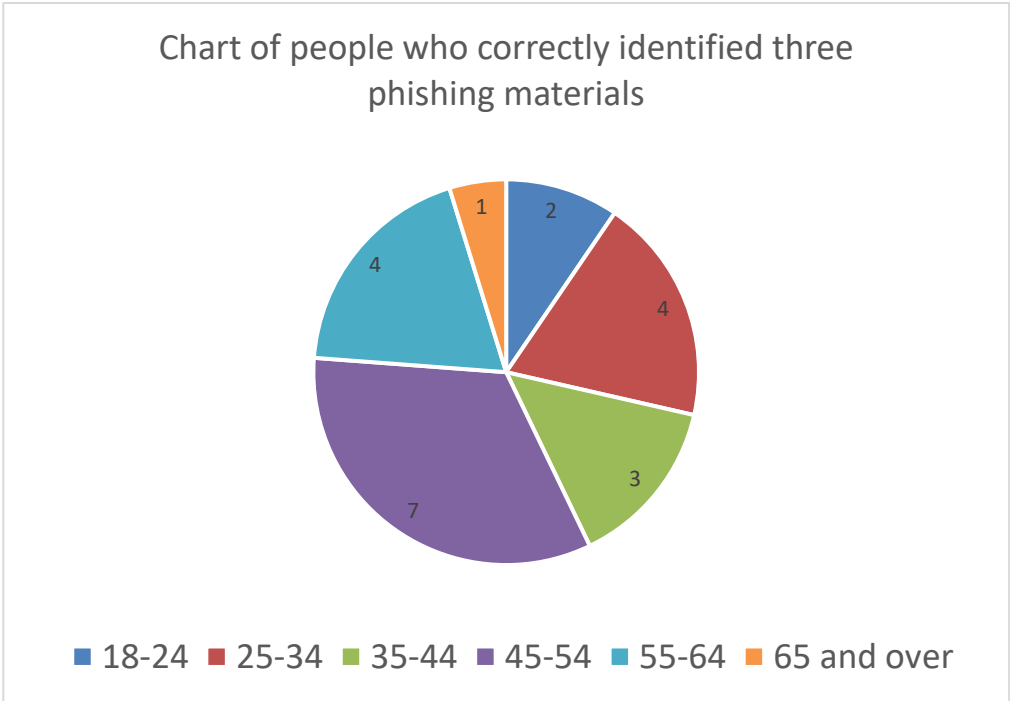


Figure 6 – Charts to show how many people correctly identified phishing material, by age group.

[1] Abroshan, Hossein, et al. COVID-19 and Phishing: Effects of Human Emotions, Behavior, and Demographics on the Success of Phishing Attempts During the Pandemic. 2021, Vol. 9.

[2] Express Computer. COVID-19 related phishing attacks up by massive 667%: Report. Mumbai : s.n., 2020.

[3] Dataquest. Poor Router Security is Making Indians Vulnerable to Cyberattacks. Gurgaon : s.n., 2018.

[4] UK Government. Cyber Security Breaches Survey 2021. GOV.UK. [Online] UK Government, 24 March 2021. <https://www.gov.uk/government/statistics/cyber-security-breaches-survey-2021/cyber-security-breaches-survey-2021#summary>.

Chart of Indians who had logged in to their router to change the security settings

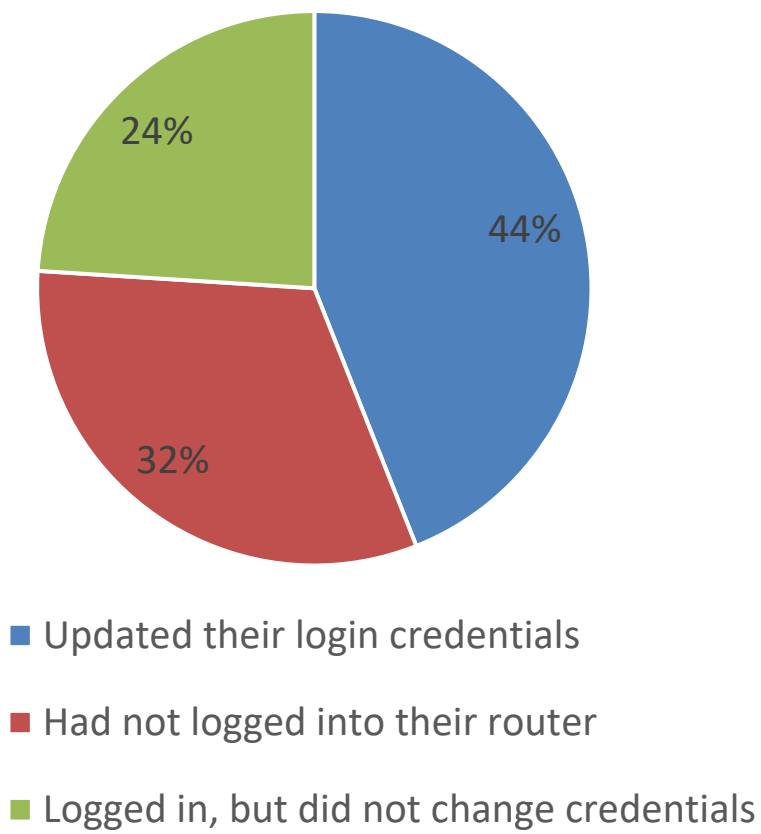


Figure 1 – A chart from the literature review, showing how many people in the study from India had logged into their router and changed the login credentials

The survey was answered by 82 people. The graph for figure 2 shows the age range of respondents.

The first area of the survey focused on home network security – this found the older generation was less careful when securing their home network, as seen in the table below (Figure 3) which is created using percentages.

Age Range	Percentage that has logged into their router	Percentage of those that have changed their router login
18-24	42%	33%
25-34	40%	20%
35-44	45%	41%
45-54	50%	43%
55-64	60%	60%
65 and over	28%	14%

Figure 3 – Table of respondents who had logged into their router

Figures 4 and 5 – Tables showing that percentage of each age group had taken steps to secure their mobile devices, and their PCs and laptops, respectively.

Finally, people were shown four examples of phishing scams and one legitimate email. The graphs in figure 6 show how many people answered correctly by age group.

- People picked up on the following as to why the phishing emails looked legitimate:
- Headers and footers, e.g. copyright
 - Use of parcel numbers etc, which could be coincidental if waiting on a parcel
 - Use of official looking logos and language
 - Use of legitimate looking email addresses
 - Relevance to recent events
 - Similar colour schemes to what the genuine company would use.

In conclusion, different age groups needed different awareness.

- The younger generation needed more awareness in terms of device security and internet safety.
- The middle-aged needed more awareness regarding phishing awareness
- The older generation needed more awareness regarding router security.

In the future, this survey could be repeated again to find out whether the amount of awareness has changed, for better or for worse.

In addition, more research into VPNs could have been conducted in regard to how people use them – this could be a vital part of home network security.