



Sufinancirano instrumentom Europske unije za povezivanje Europe

“Safer Internet Centre Croatia: Making internet a good and safe place“

Agreement Number: INEA/CEF/ICT/A2020/2287789



## External evaluation report

1.1.2021. – 28.2.2022.



Sufinancirano instrumentom Europske  
unije za povezivanje Europe

In February 2022, Milan Peterka, univ.spec.oec., from Centar za poduzetništvo Osijek compiled an External evaluation on the impact of the project "Safer Internet Center Croatia: Making internet a good and safe place" with its project activities on safer internet.

### **Some key points of External evaluation are:**

- Electronic violence and abuse mediated by modern technologies, primarily the Internet and mobile cyberbullying, are increasingly present among children and young people. It involves repeatedly sending messages over the Internet or cell phone that are intended to injure, harass, or in any way harm an individual who cannot be protected from such actions. It includes: inciting group hatred, attacks on privacy, harassment, stalking, insults, unscrupulous access to harmful content and spreading violent and offensive comments. It allows for a greater degree of invasiveness, a greater audience for the anonymity of the perpetrator. There is a greater range of variability of virtual violence compared to classical violence. With virtual violence, there is the power of the written word, and the distance is greater (which together with the anonymity of the perpetrator facilitates the act of violence, increases the degree of exposure to violence and the intensity of the injury). However, the percentage of cyberbullying victims is lower compared to classic abuse because they often do not declare themselves due to insufficiently honest statements. As a result, the frequencies of victims of virtual abuse are unreliable.
- Crimes committed through communication technology in police statistical reports began to be tracked in 2018 in Republic of Croatia. Police experience has shown that, unfortunately, the youngest ones are most often exposed to cyberbullying. Therefore, it is not surprising that data on violence via SMS messages, social networks and the Internet have been monitored as part of the frequency of peer violence through statistical reports of the Ministry of Demography, Family, Youth and Social Policy since 2015. In 2020, 88% of reports of peer violence came from the police and schools. These two sources were equally involved in combating abuse. When the statistics from 2020 are compared to previous years, there is a decrease in reports from police stations and an increase in other sources and parents.
- Suicides are one of the leading causes of death in Croatia. Over the years, there have been oscillations in the number of suicides committed, as well as in their number according to the number of inhabitants (rate / 100,000). With an annual suicide rate above 20, Croatia is one of the countries at high risk of suicide. Research Cyberbullicid - the relationship between cyberbullying and suicide among young people reported that cyberbullying victims were 1.9 times more likely and cyberbullying perpetrators 1.5 times more likely to attempt suicide than non-cyberbullying victims. Using the



Sufinancirano instrumentom Europske  
unije za povezivanje Europe

suicide prevalence rate among young people from the period 2015-2020 in the Republic of Croatia and data from the research on the probability of suicide of victims of cyberbullying among young people, the estimated suicide prevalence rate among cyberbullying victims was calculated. Assuming that the average suicide prevalence rate among young people is 3.5 per 100,000 people then it follows that the suicide rate of people who have been victims of cyberbullying would be around 5.32 per 100,000 people.

- At the annual level, the project achieves benefits for society in the amount of about one million kuna. The assessment was done conservatively because the costs of teachers and police, which certainly occur when reporting abuse, were excluded from the projection. When estimating parents' costs, only one person entered the budget. A lower value method was used to estimate the average value of statistical life. Based on the above, the project certainly achieves greater economic benefits at the annual level.
- In a period of 4 years, the project will accumulate about 4 million kuna of social benefits. As the investment is around 2.5 million kuna, the net profit of the project is 1.7 million kuna. The discounted net present value of the project is around HRK 1.3 million and the ratio is HRK 1.56. Which means that the project on 1 invested kuna brings 1.56 kuna of social benefits to the company.

**In conclusion**, abuse causes significant suffering among young people. In recent decades, the importance of abuse prevention programs has been recognized, and they have been implemented in many schools. However, very few abuse prevention programs have tested their effectiveness.

In this study, we assessed the cost-effectiveness of this project on electronic abuse of young people in primary and secondary schools and faculties in the territory of the Republic of Croatia.

The calculated return on investment (ROI) related to this project is 1.56 and fully coincides with the presented returns from research conducted in other countries of 1.56 and 1.58.

All three returns contain only short-term benefits, with the addition of long-term benefits the returns are multiplied.

External evaluation report compiled by:

Tomislav Galić, project manager