

Investigation on the Difference of Attitudes to Telecom Network Fraud

-- Taking Qiantang District as an Example

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Abstract

With the improvement of telecommunications network infrastructure, the rapid change of communication technology, the advent of the 5G era and the implementation of the "Internet plus" strategy, telecommunications network fraud has become increasingly rampant. In order to explore the differences in people's attitudes towards telecommunications network fraud, we took Qiantang District as a sample, conducted a questionnaire survey on the telecommunications network fraud in seven streets of the district and combined with the network survey, and finally found that three key aspects led to the occurrence of fraud cases. First of all, the disclosure of personal information. Almost all respondents did not pay enough attention to the protection of personal information, which led to the opportunity for fraud. Then there are many ways of fraud, which leads to people's inability to prevent endless fraud. Finally, respondents tend to attribute the reason of telecom network fraud to the victims themselves, which leads to their failure to pay attention to it and become vulnerable groups.

Keywords

Telecom network fraud, Social investigation, Qiantang District, Attitude difference.

1. Introduction

With the rapid development of China's network and communication technology in recent years, the crime of telecommunication network fraud has spread rapidly in China, causing huge losses to the people. According to statistics released by the Information Office of the State Council, 370000 cases of telecommunication network fraud will be uncovered in 2021 alone, 549000 suspect will be arrested, 326.5 billion yuan of funds involved will be intercepted urgently, and 23.37 million people will be prevented from being cheated. Nowadays, the means of telecommunication network fraud are increasingly diversified. In addition to the traditional methods of "winning the lottery", "refunding" and "impersonating the public prosecutor's law", new fraud means such as "epidemic prevention", "two-dimensional code", "flight change" have also been derived. It is true that criminals are also "keeping pace with the times". In order to fight against telecommunication network fraud, the implementation of the Law of the People's Republic of China on Combating Telecommunication Network Fraud on December 1, 2022 further demonstrated the determination and will of the country in combating telecommunication network fraud.

In view of the increasing importance of telecommunications network fraud, as middle school students, we hope to have a deep understanding of the real situation and response knowledge related to telecommunications network fraud through this investigation, and deepen the understanding of social comprehensive practical significance and responsibility while broadening the knowledge of preventing telecommunications network fraud. In the current

situation that primary and secondary school students frequently encounter telecommunications network fraud, the results of this practical investigation can also provide other primary and secondary school students with relevant experience in preventing and dealing with telecommunications network fraud, cooperate with the school's propaganda and explanation of the relevant telecommunications network fraud knowledge, set an example and make an effort to reduce telecommunications network fraud events on campus, and maintain the students' brilliant and beautiful school life.

2. Survey Overview

The survey was conducted in Qiantang District, where Wenhai Middle School is located, which is conducive to the research activities of the team members. Qiantang is divided into seven streets: Baiyang, Xiasha, Hezhuang, Yipeng, Xinwan, Qianjin and Linjiang. Although the difference in economic development in this area is relatively small in Hangzhou, it is undeniable that the merger of Qiantang District in recent years has led to the difference between the streets. We will focus our research on people between the ages of 20 and 29. The important reason is that these people have just entered the society, are familiar with the telecommunications network, and are easily exposed to network fraud.

Under the guidance of the teacher, the investigation team took the knowledge of middle school as the theoretical framework, combined with data analysis and network research, and tried to analyze the problem from a relatively new and comprehensive perspective. Following the research idea of research basis → preliminary exploration → theoretical extraction → empirical research → solution, the questionnaire was randomly distributed to people of all ages in Qiantang District. The questionnaire was distributed in seven streets according to the population proportion.

The survey content is divided into four parts, namely, the survey and analysis of the respondents' basic information, the respondents' psychological feedback on fraud, and the analysis of attitude differences.

The investigation team focused on the social reality, seized the hot issue of telecommunications network fraud in the context of the changes and development of the times, carried out in-depth investigation on the specific situation of telecommunications network fraud in Qiantang District, deeply understood the differences in the attitudes of the people of Qiantang District towards telecommunications network fraud, and accurately grasped the direction and path to deal with the problem of telecommunications network fraud in Qiantang District. In order to ensure the credibility and scientificity of the results of the questionnaire, the survey team will distribute the questionnaire at random in seven streets in Qiantang District, and try to focus on local people, so as to facilitate further investigation and research in the future to observe the ideological changes of the people.

3. Scheme and Implementation

3.1. Members of the investigation team

The investigation team consists of one instructor and four members. The instructor is responsible for the revision of the plan and the guidance of the survey. The team consists of four middle school students, who are responsible for the construction and implementation of the questionnaire, as well as the analysis of the survey results and the writing of the report.

3.2. Questionnaire design

The first draft of this set of questionnaires is formed through the data search of the survey team, the establishment of assumptions, the brewing of questions, and the guidance of teachers. The

questionnaire is gradually improved to improve the page utilization rate and the quality of the questionnaire (Q1 means the first question, and so on).

Q1: A simple judgment question is conducive to obtaining the degree of prevention of the respondents. This question is intended to obtain the respondents' awareness of prevention of telecommunications network fraud in their daily life through comprehensive analysis.

Q2: Understand the receiving way of fraud information.

Q3: Analyze the frequent means of telecommunication network fraud.

Q4-5: Judge the respondent's awareness of safeguarding rights after being cheated, and give corresponding comments on relevant practices.

Q6: Learn about the ways to obtain relevant knowledge of preventing telecommunication network fraud, and analyze the ways of high frequency.

Q7: The public's attitude towards the tele-com network fraud.

Q8-12: Sort out statistics through a series of demographic information.

4. Result Analysis

According to the sampling plan, the survey team conducted a questionnaire survey in groups. The planned distribution of 200 questionnaires and the actual distribution of 200 questionnaires were in line with the predetermined standards. The next step of data analysis can be carried out.

From the perspective of effective questionnaire distribution, the sample distribution of each street is relatively balanced compared with the population of the corresponding area. Because Baiyang Street is the location of the school, with a dense population and a relatively large representation, it distributed 55 copies, 45 copies for Xiasha Street, 25 copies for Yipeng Street, 30 copies for Hezhuang Street, 15 copies for Linjiang Street, 15 copies for Qianjin Street and 15 copies for Xinwan Street.

In order to make a deeper cross analysis, the survey team set five questions about the respondents' habitual residence, gender, age, education background and living expenses in the topic, trying to find out the relevance of the respondents to the impact of telecommunications network fraud. The overall situation of the respondents is as follows.

4.1. Gender characteristics

Among the 200 questionnaires collected, there are 82 men, accounting for 41% of the total number, and 118 women, accounting for 59% of the total number. The reason for the majority of women may be that women are easier to help students complete the questionnaire.

4.2. Age characteristics

The investigation team divided five age groups based on the frequency of contact with different telecommunication means. Among the respondents, 0-19 years old accounted for 18.5%; 45.5% were aged 20-29; 30-39 years old accounted for 20.5%; 40-59 years old accounted for 13%; 2.5% aged 60 and above. The reason why the investigation team has more contact with the 20-29 age group is that: first of all, people of this age group are the main force of the future society, and it is positive to listen to their voices more; Then, this age group uses network, telephone, SMS and other telecommunication means more frequently, so as to verify its sensitive identification ability of the time of telecommunication network fraud.

4.3. Population registered residence

The investigation team fully considered the large number of immigrants in Qiantang District, which is also an important force in the socio-economic development of Zhejiang Province. Among the respondents, there are 30 permanent residents in Xiasha, accounting for 77.78%; The permanent population of poplar is 32, accounting for 72.73%; The permanent population

of Hezhuang is 21, accounting for 70%; The permanent population of Yipeng is 25, accounting for 68%; The permanent resident population of Qianjin is 9, accounting for 73.33%; The permanent population in Linjiang is 10, accounting for 80%; The permanent population of Xinwan is 8. Accounting for 80%; Overall, the permanent population of Qiantang District is 148, accounting for 74%. The respondents are mainly from the region, providing universality for the follow-up survey.

4.4. Education background

The investigation team first assumes that people with high education level will have stronger anti-fraud ability and can timely notice some information about telecom network fraud around them. There were 12 respondents with educational background of junior high school or below, accounting for 6%; 45 people with high school education, accounting for 22.50%; 130 people with college/undergraduate degree, accounting for 65%; There are 13 graduates and above, accounting for 6.5%. The data generally presents the form of high in the middle and low at both ends. Considering the distribution of many universities in Baiyang Street, it indicates that the respondents generally have educational experience and have certain knowledge and intelligence level.

4.5. Sample monthly cost

In the investigation, we found an "interesting" phenomenon. The higher the income and high expenditure, the greater the amount of fraud, but the lower the exposure. There were several cases of college teachers' fraud in the residential area of college teachers in Xiasha in 2021. Therefore, the survey team set the element of "monthly living expenses" in the questionnaire to verify whether this phenomenon exists. The survey team divided the monthly living expenses into four levels according to relevant data. Of the 200 respondents, only 18 had the lowest monthly living expenses of 1000 yuan; The monthly living expenses ranged from 1000 yuan to 3000 yuan, accounting for more than half, with 102 people; There are 53 people whose monthly living expenses range from 3000 yuan to 5000 yuan; There are 27 people whose monthly living expenses are more than 5000 yuan. We believe that the main reason for this consumption stratification is that the respondents are mostly 20 to 29 years old. Most of them are young people or students who have just entered the society, so their income and living expenses are low.

4.6. Personal information prevention awareness

Based on data search, the investigation team sorted out 9 questions to investigate whether the public suffered from telecommunications network fraud because of accidental exposure of personal information. In 200 valid samples, the specific statistics are as follows.

There are only 45 people and 31 people who take precautions in registering relevant information and handling membership cards. However, when receiving a call with unknown intention, most people are still willing to understand the intention of the other party, especially among young people. In terms of filling in information and scanning the code for prizes in the street, up to 140 people will accept it, which shows that most people still have a dominant position in the idea of being greedy for small and cheap, which is also a way for criminals to collect personal information. In the treatment of express documents, bill information and even identity information, there is a general lack of confidentiality awareness, and most people do not do any processing. One reason is that the interviewees need to deal with too much private information, and they are too lazy to deal with it. Especially in today's developed express industry, it often takes consumers a certain amount of energy to deal with each bill.

5. Psychological Feedback from The Public on The Occurrence of Telecommunications Fraud

In the questionnaire setting, we set up two topics to understand the public's reaction to fraud and how people would respond in case of fraud.

5.1. Response behavior after being cheated

By assuming that the respondents have been defrauded, the largest proportion of people who have been defrauded depends on the amount of money defrauded, otherwise they will admit that they are unlucky, and this proportion reaches 31.5%. It can be seen that the focus of these one-third of victims who have been defrauded is more on the loss of money, rather than the fraud itself. The most unlikely behavior is to call the police or complain immediately, which is less than one fifth. It can be seen that most of the victims will not take appropriate measures to protect their legitimate rights and interests. Therefore, we believe that the relevant departments should strengthen the knowledge publicity of taking appropriate measures to protect the rights of the people after they have been cheated by the telecommunications network.

5.2. Response to the behavior of others being cheated

It can be seen from the survey that more than one third of the respondents have no confidence in the recovery of the swindled money after the police call. While the publicity and fraud prevention are overwhelming, 45.5% of the respondents still believe that the swindlers must not know the reporting method and the specific process, so they give up the official way to protect their rights, and 19% of the respondents believe that "they" are too small in the amount of swindled money, the alarm is too troublesome, and the gain outweighs the loss, In addition, three of the 200 respondents believed that the victim must not trust the official's ability to handle affairs and other reasons, and chose to give up the official way of safeguarding rights.

Through the above survey, we can find that the respondents' subconscious attitude towards safeguarding rights is first not knowing, second not trusting, and finally afraid of trouble. In general, we believe that the authorities still need to simplify the procedures of safeguarding rights, increase the publicity of safeguarding rights through official channels, and enhance the public's trust in safeguarding rights through official channels through anti-fraud cases.

6. Attitude Difference of Telecommunication Network Fraud

Through the survey, we found that the vast majority of people learned about anti-fraud knowledge through network and radio propaganda, indicating that the impact of network and radio is still increasing. Only 16 of the respondents were exposed to anti-fraud through television and newspapers, which shows that the public's attention to television and newspapers is decreasing.

The interviewees also generally believed that the oversight of telecommunications operation was the main responsibility for the occurrence of telecommunications network fraud. They also believed that the victim was seduced by his own interests and was not conscious, which was also the cause of fraud losses. Most people also believe that the current fraud means are superb and difficult to distinguish. It is noteworthy that many people believe that the anti-fraud propaganda is sufficient.

7. Conclusion

Through the investigation and analysis of the telecommunications network fraud in seven streets of Qiantang District, the investigation team found that the problem of

telecommunications network fraud should not be simply judged or attributed to one party in the entire telecommunications network fraud interest chain, so the investigation team made a targeted summary of the telecommunications network fraud in Qiantang District from another perspective.

First of all, from the perspective of the source, telecommunications network fraud originates from the disclosure of personal information. Almost all of the respondents could not properly handle their personal information. The respondents still disclosed their personal information at will even though they knew that the disclosure of information would lead to fraud, which shows that the public's overall awareness of personal information security is relatively weak, thus laying a hidden danger for the occurrence of fraud.

Secondly, from the perspective of the ways and means of telecommunication network fraud, telephone and network are the main ways of fraud propagation. Because they are also essential social contact ways for ordinary people in their daily life, they are easy to be used maliciously by lawbreakers. Especially at present, there are many ways of fraud, and the people can't prevent it. It is often the people who understand some novel fraud, and more ways of fraud appear again. Therefore, while information technology is changing with each passing day, the anti-fraud authorities need to defend the emerging fraud means as soon as possible and strengthen publicity.

Finally, according to the psychological survey of the people on the telecommunications network fraud, the people agree that the reason of the telecommunications network fraud is attributed to the victims themselves, and also believe that the rampant network fraud has a certain relationship with the weak supervision. In the future, the relevant departments should focus on the improvement of the problem of network fraud. In addition to strengthening the publicity and education of relevant knowledge and improving the public's awareness of prevention, they should also strengthen the account supervision and improve the awareness of active anti-fraud, and guide the public to realize that anti-fraud matters to everyone. In the face of telecommunications network fraud, everyone can stay out of it.

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