

Assessing the Effects of Managers in the Digital Age on the Management Process of Digital Citizenship Roles

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ABSTRACT The frequent use of technology in education has led to developing certain norms and standards in order to prevent the potential negative results and the chaos of using technology in education. These standards gave rise to the concept of digital citizenship. The term digital citizenship is used to refer to the certain standards that should be followed by students and teachers as well as the education managers. This is why the managers should possess these standards and reflect them in the management processes. The current study, which is based on this necessity, aims to evaluate the influence of the digital citizenship roles of today's managers in digital age on the management processes. Hence, this study worked with the participation of managers working at the Ministry of National Education. The study adopted mixed method research design with 11 participants. Participants were asked to complete the digital citizenship scale and attend focus group interviews. The collected data was analysed through content analysis and descriptive statistics. The results of this study showed that managers possess digital citizenship roles at 70 percent and that these roles influence the management processes. However, despite the low rate, there are still some problems faced while reflecting digital citizenship roles in management processes.