

Civility, safety & interaction online: Canada

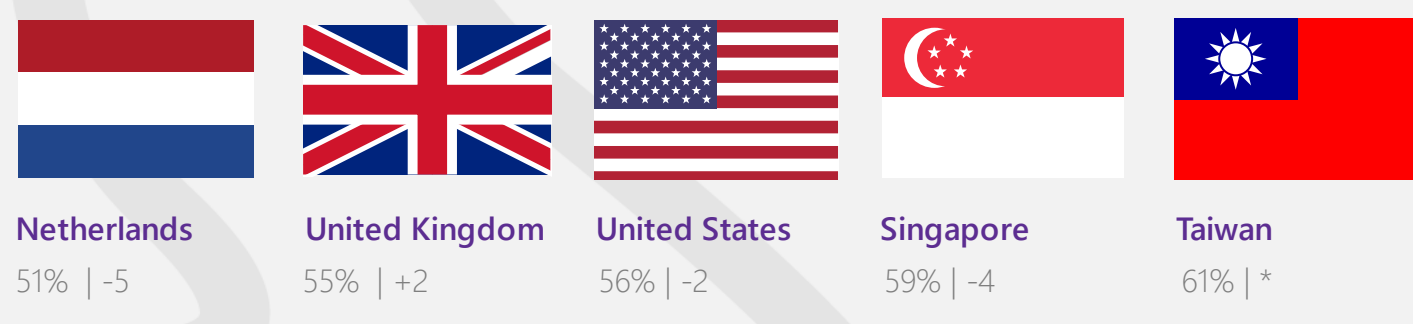
In an effort to promote safer, healthier, and more respectful online interactions among all people since 2016, Microsoft has been surveying teens and adults around the world about the state of digital civility. This latest survey marks the fifth straight year of that research, where we again asked respondents about their exposure to 21 different online risks across four categories: behavioral, sexual, reputation, and personal/intrusive. In total, over 16,000 respondents in 32 geographies participated (502 in Canada), equally divided between teens and adults. The research was completed in April and May 2020. Read on for a summary of the latest results, some of which may surprise you.

Digital Civility worsened slightly up 2 points to 62



Best DCI scores in the world

Netherlands, USA, and Singapore showed significant YoY improvement in DCI
* Taiwan added in 2020

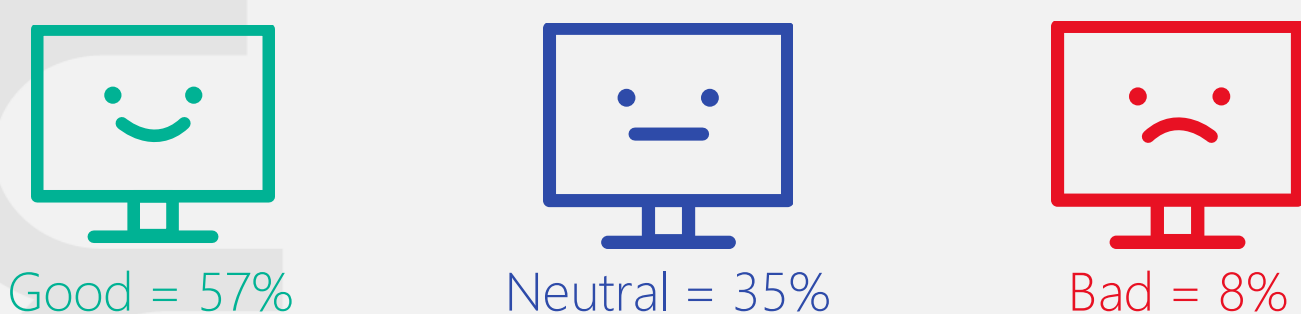


Biggest improvements around the globe

Biggest improvements in DCI were primarily among geographies ranked lower on online civility



Rating overall online civility



51% took at least one Digital Civility Challenge action

"I stood up for myself"
#1 most common action

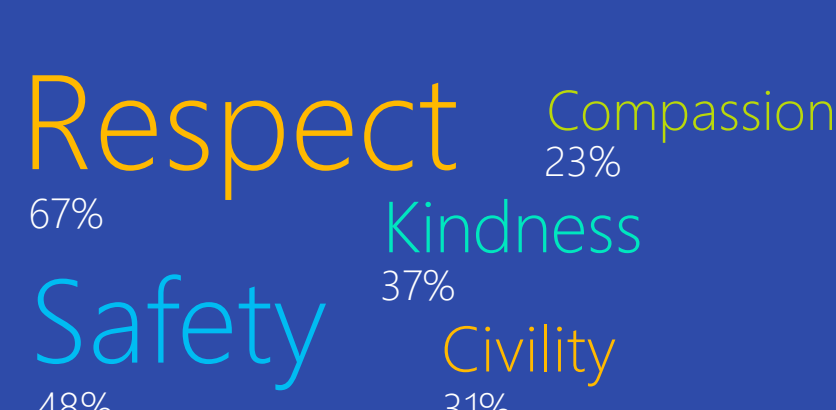
"I paused before replying to someone I disagreed with"
#2 most common action

Online civility rated less negatively in 2020

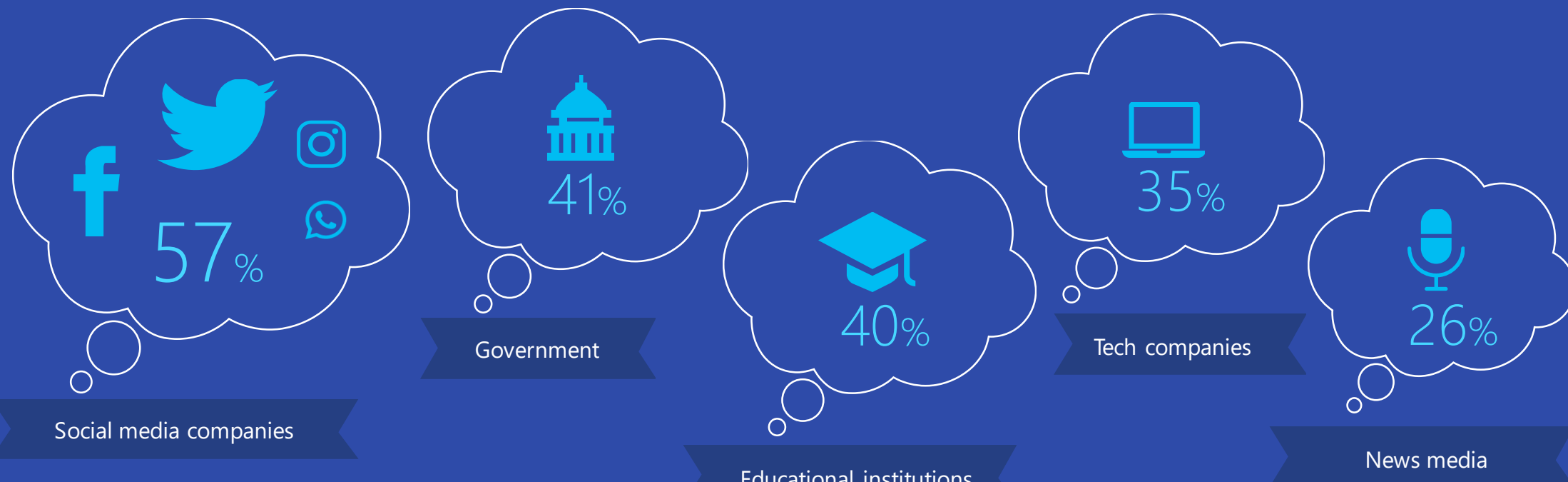
How good or bad is online civility regarding*...



Top wishes for 2020s



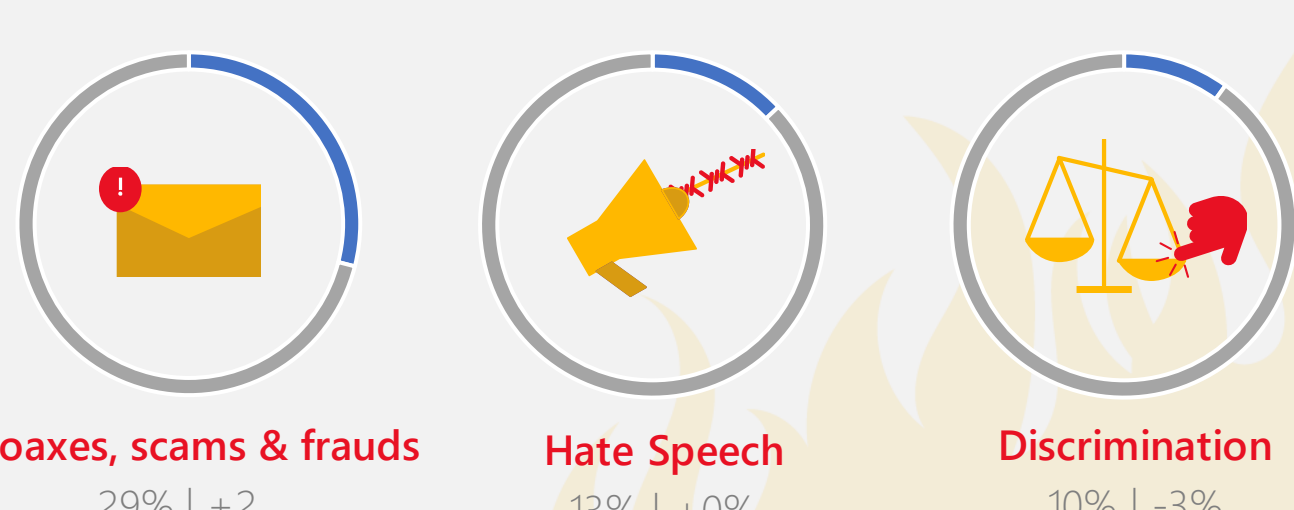
Social media companies expected to make biggest contribution to improving online civility in the 2020s



Risks that spread hate and division held steady

Slight improvement in Discrimination*

Prior waves have shown that false or misleading information is a major component of hoaxes, scams and frauds.



One-third of risks came from anonymous sources

33% of risks sources come from **strangers**

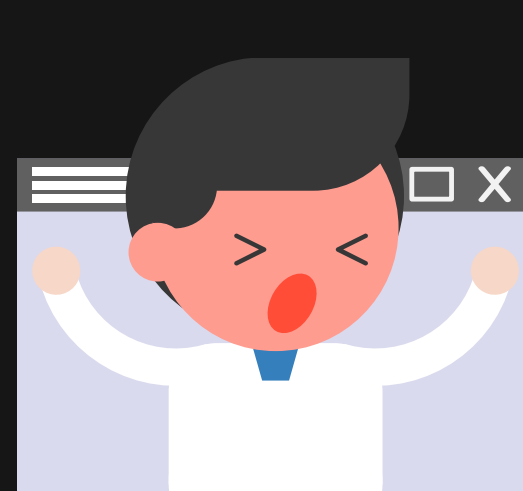
13% experienced a risk **in the past week**

One in six said civility online was better during Covid-19



17% said online civility was **better** during the pandemic

16% said online civility was **worse** during the pandemic



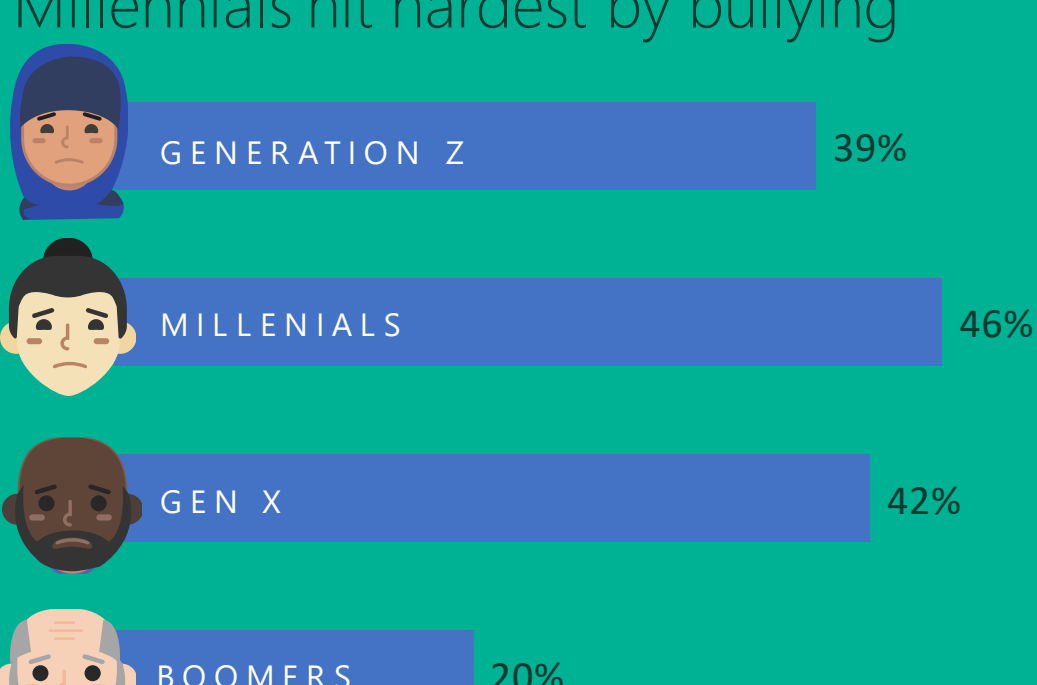
People being less tolerant and increasingly taking out their frustrations online were most often cited as how online civility worsened

Better online civility was attributed to a greater sense of community and people coming together to deal with the crisis

4 in 10 involved in a bullying incident



Millennials hit hardest by bullying



Top 3 defenses against bullies



"Bullying" inside the workplace

