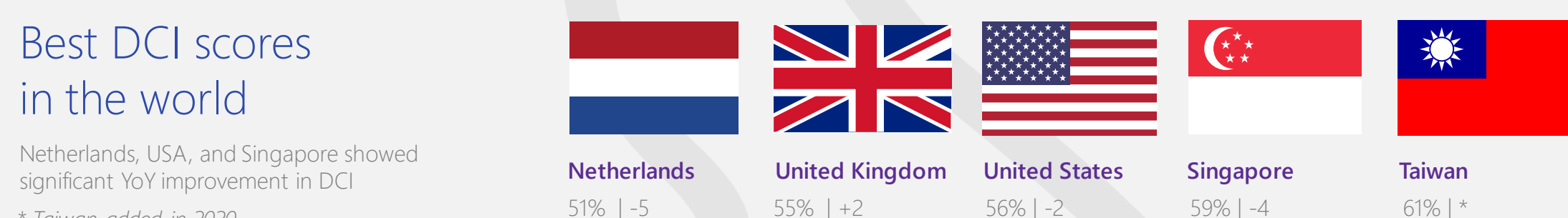


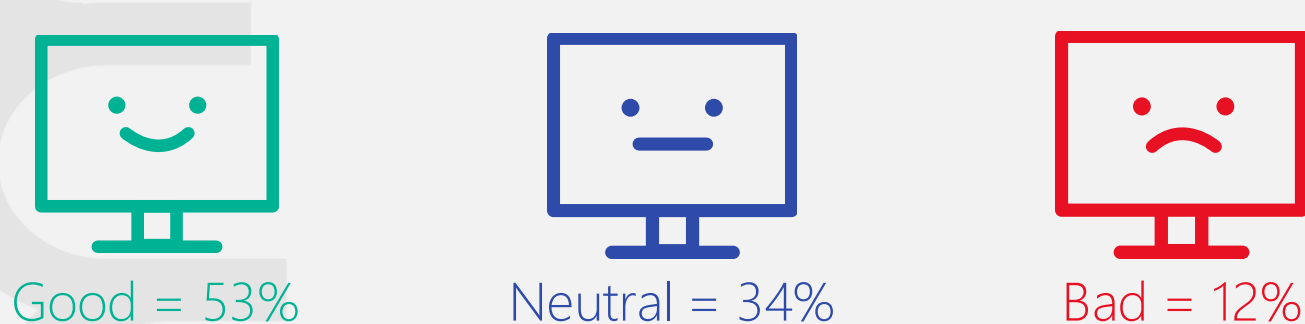
# Civility, safety & interaction online: India

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 India), 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 improved by 3 points to 68



### Rating overall online civility



**61%** 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"

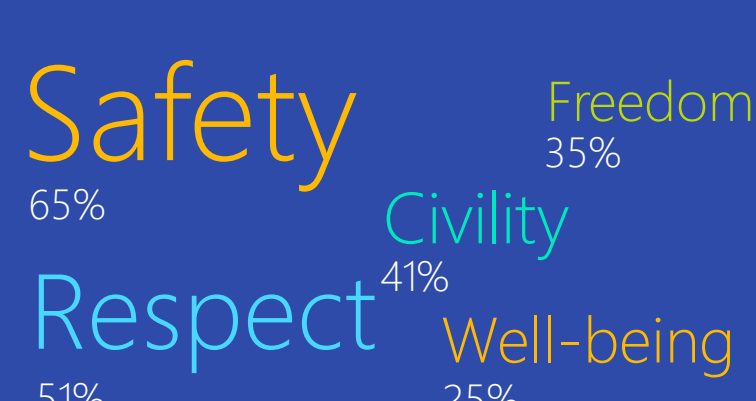
#2 most common action

## Online civility rated slightly less negatively in 2020

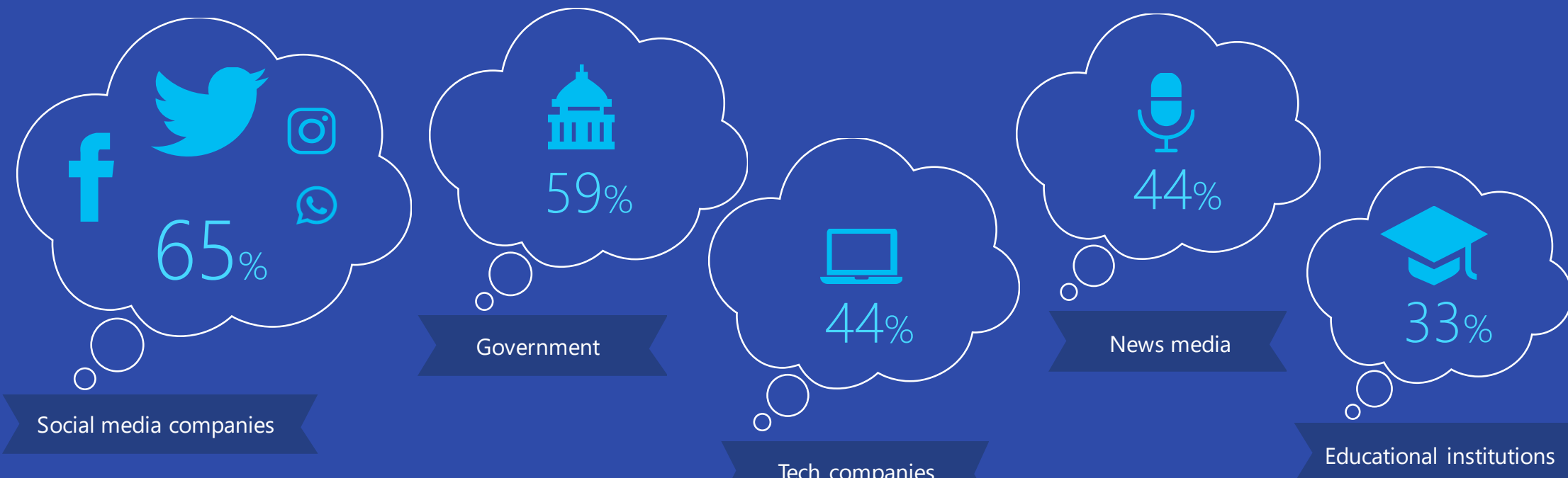
### How good or bad is online civility regarding\*...



### Top wishes for 2020s



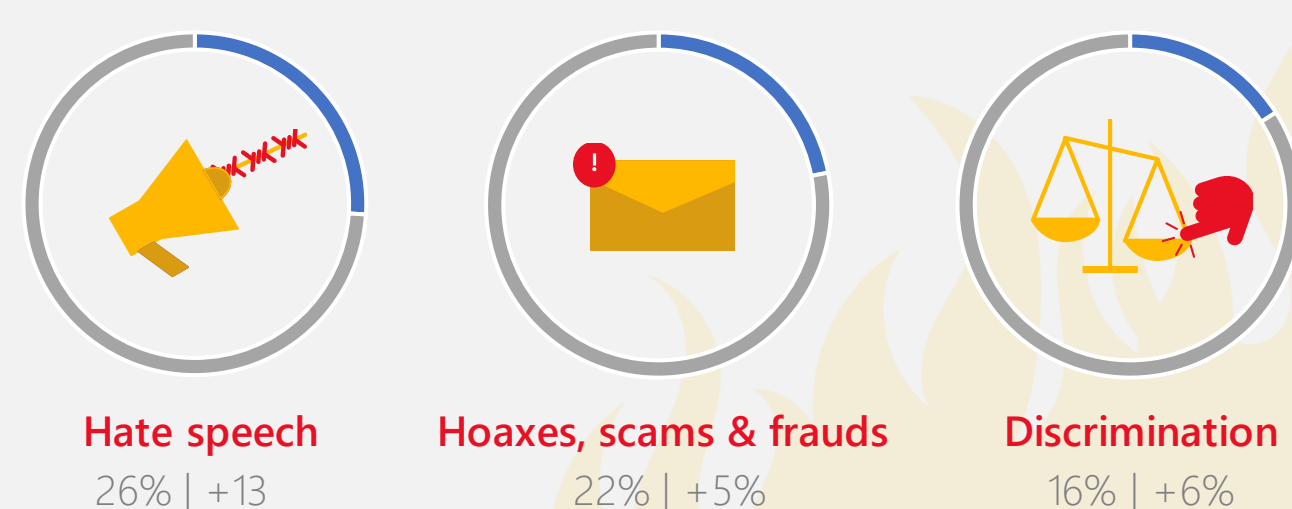
## Social media expected to make biggest contribution to improving online civility in the 2020s



## Risks that spread hate and division continued to grow

### Hate speech doubled since 2016\*

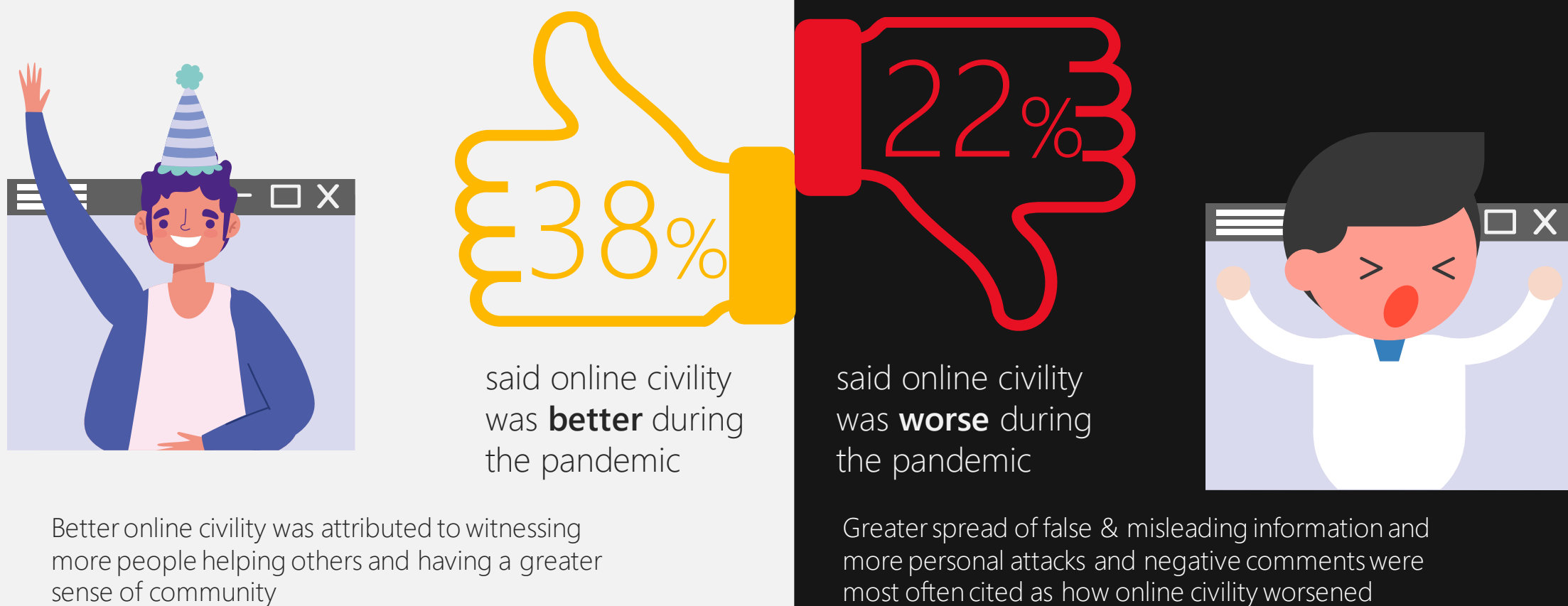
Prior waves have shown that false or misleading information is a major component of hoaxes, scams and frauds.



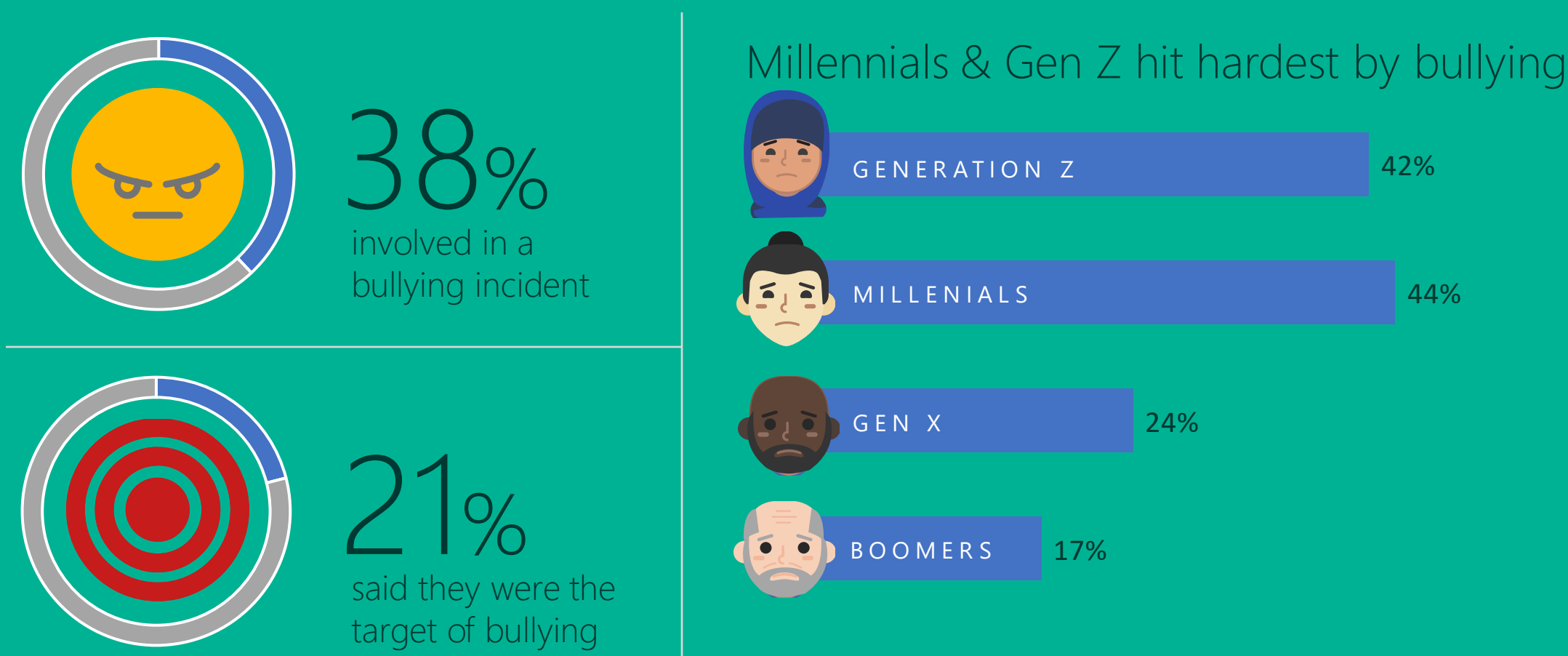
### Risks are increasingly anonymous and recent



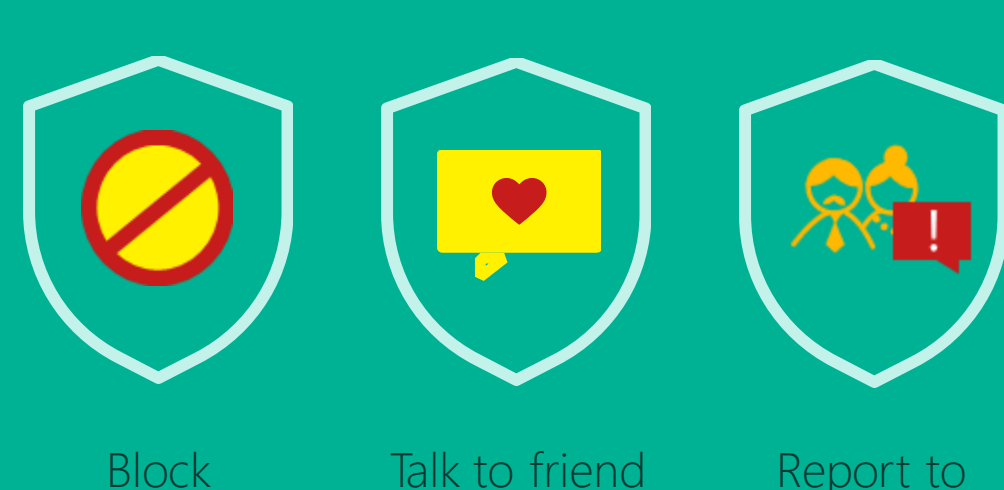
## Four in ten said civility online was better during Covid-19



## 4 in 10 involved in a bullying incident



### Top 3 defenses against bullies



### "Bullying" inside the workplace

