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 betweenteens 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

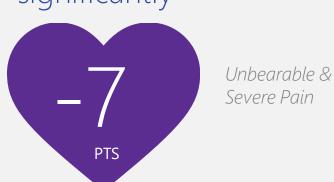


DCI improvement driven by teens

Teens 67% | -5 Adults 69% | -2

Lower DCI score equals better online civility

Extreme pain dropped significantly



Best DCI scores in the world

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

around the globe Biggest improvements in DCI were primarily

civility



61% | *

Biggest improvements

among geographies ranked lower on online





United States 56% | -2

Singapore 59% | -4



70% | -10



67% | -8

Peru

74% | -7



72% | -6

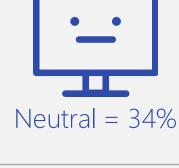


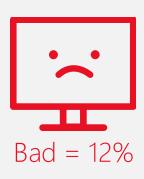
Turkey

68% | -5

Rating overall online civility









Civility Challenge action

#1 most common action

"I stood up for myself"

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

Online civility rated slightly less negatively in 2020





*Change in bad rating YoY







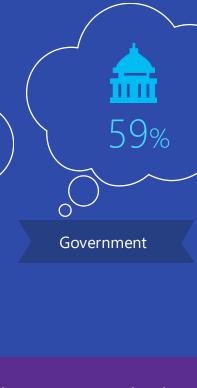


Top wishes for 2020s



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











Risks are increasingly Hate speech doubled since 2016*

is a major component of hoaxes, scams and frauds.

Prior waves have shown that false or misleading information







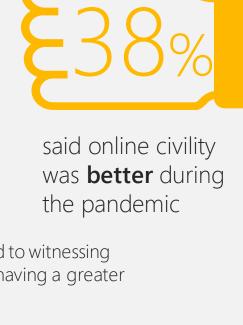
of risks sources come

anonymous and recent

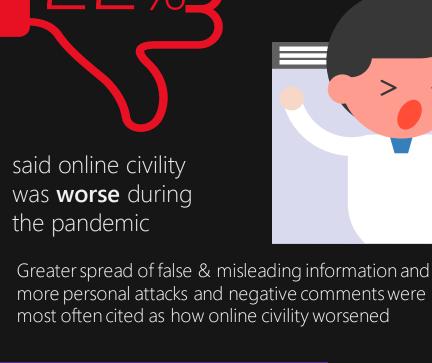
from strangers experienced a risk

in the past week



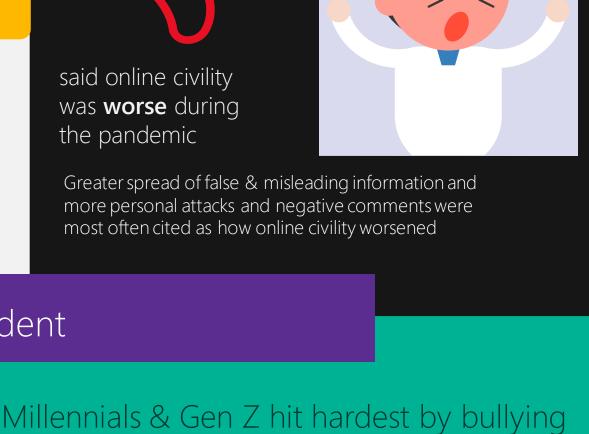


4 in 10 involved in a bullying incident



GENERATION Z

MILLENIALS



42%

44%

involved in a

bullying incident



said they were the target of bullying

GEN X BOOMERS

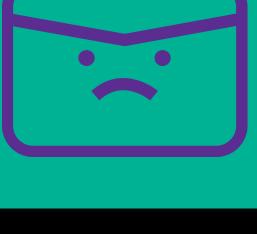
"Bullying" inside the workplace



Talk to friend



of adults were "bullied" or harassed at work





Block

-- Microsoft

us online!

 Microsoft.com/SaferOnline • Facebook.com/SaferOnline

Report to

adult

② Twitter.com/Safer_Online • Youtube.com/MSFTOnlineSafety