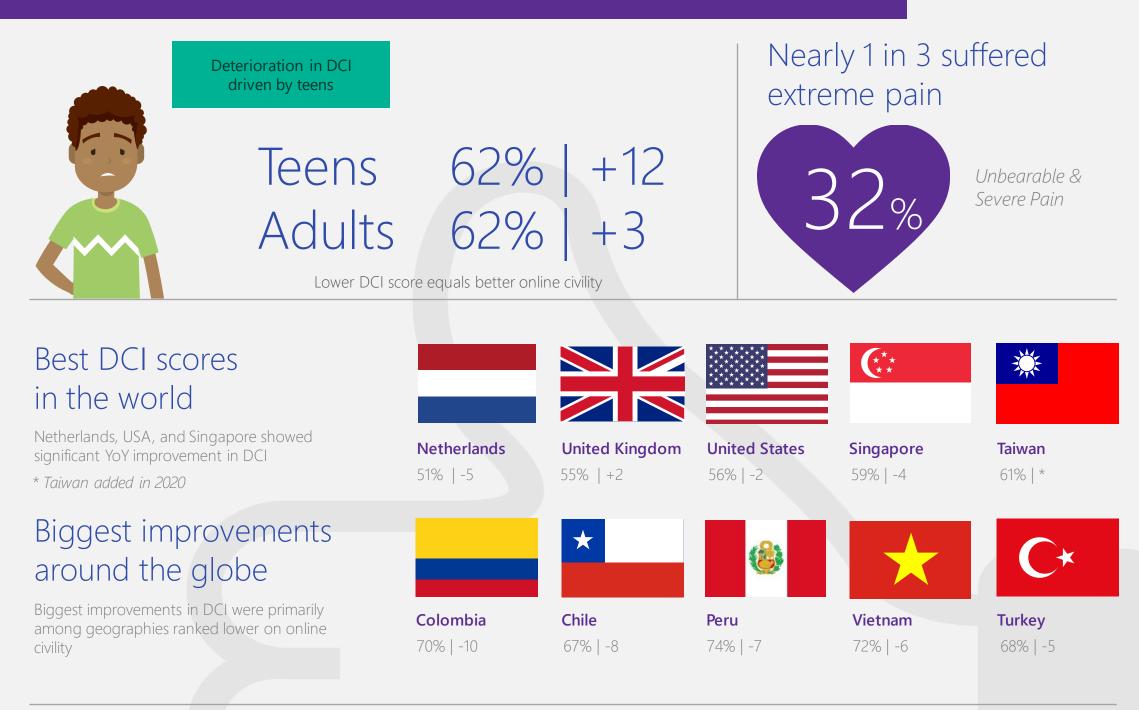


#### February 2021

# Civility, safety & interaction online: Australia

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 Australia), 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.

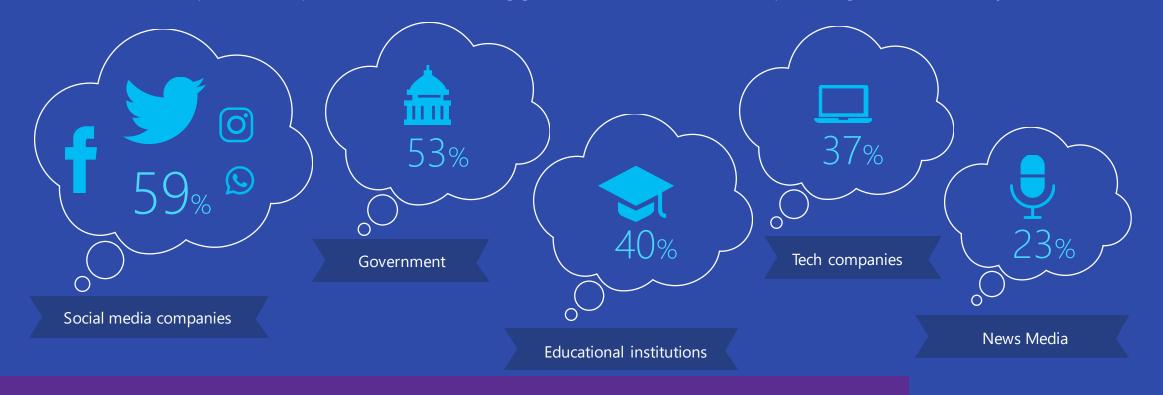
# Digital Civility worsened by 7 points since 2017 to 62



#### Rating overall online civility



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



### Risks that spread hate and division continued to grow

#### Discrimination has doubled\*

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



Hoaxes, scams & frauds 29% | +1



Discrimination 16% +8%



13% | +2%

Risks are most often perpetrated by a stranger

<mark>of r</mark>isks sou<mark>rce</mark>s come from strangers

experienced a risk in the past week

\* Changes since 2017

#### One in six said civility online was worse during Covid-19





said online civility was better during the pandemic

Better online civility was attributed to people



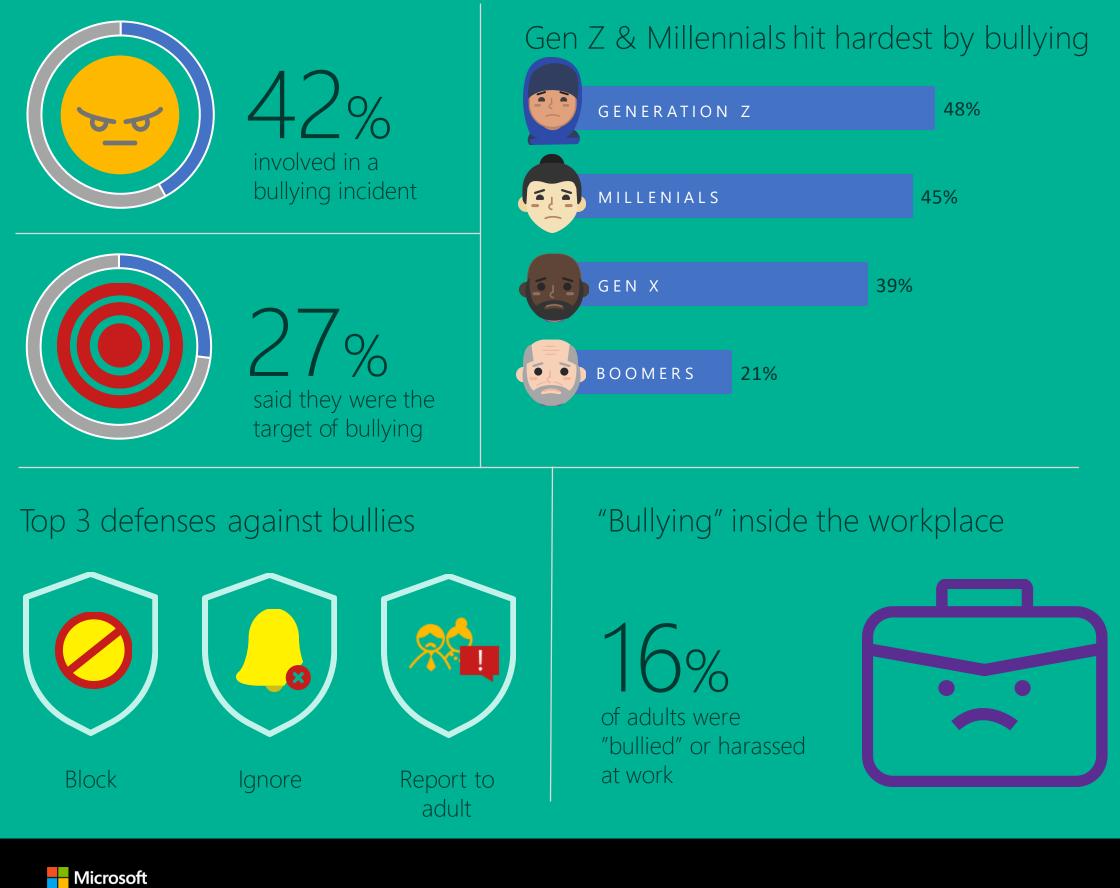
said online civility was worse during the pandemic



Increased reports of people feeling scared and lonely,

and greater expression of frustrations online were most often cited as how online civility worsened

## 4 in 10 involved in a bullying incident



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