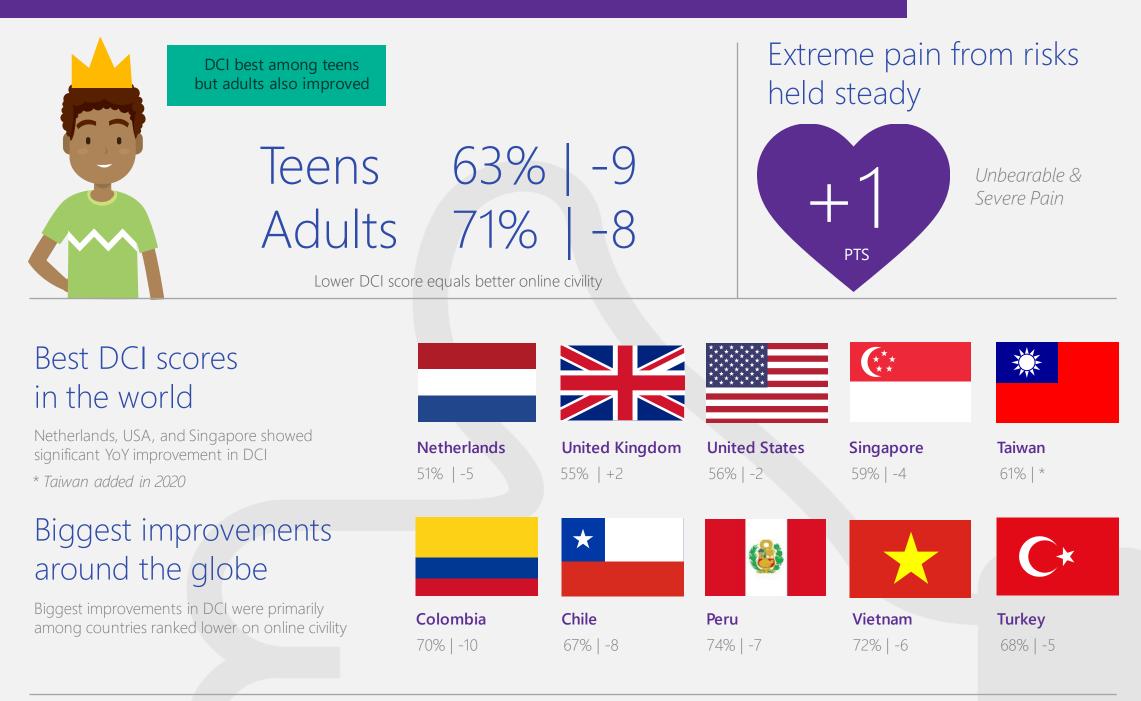


February 2021

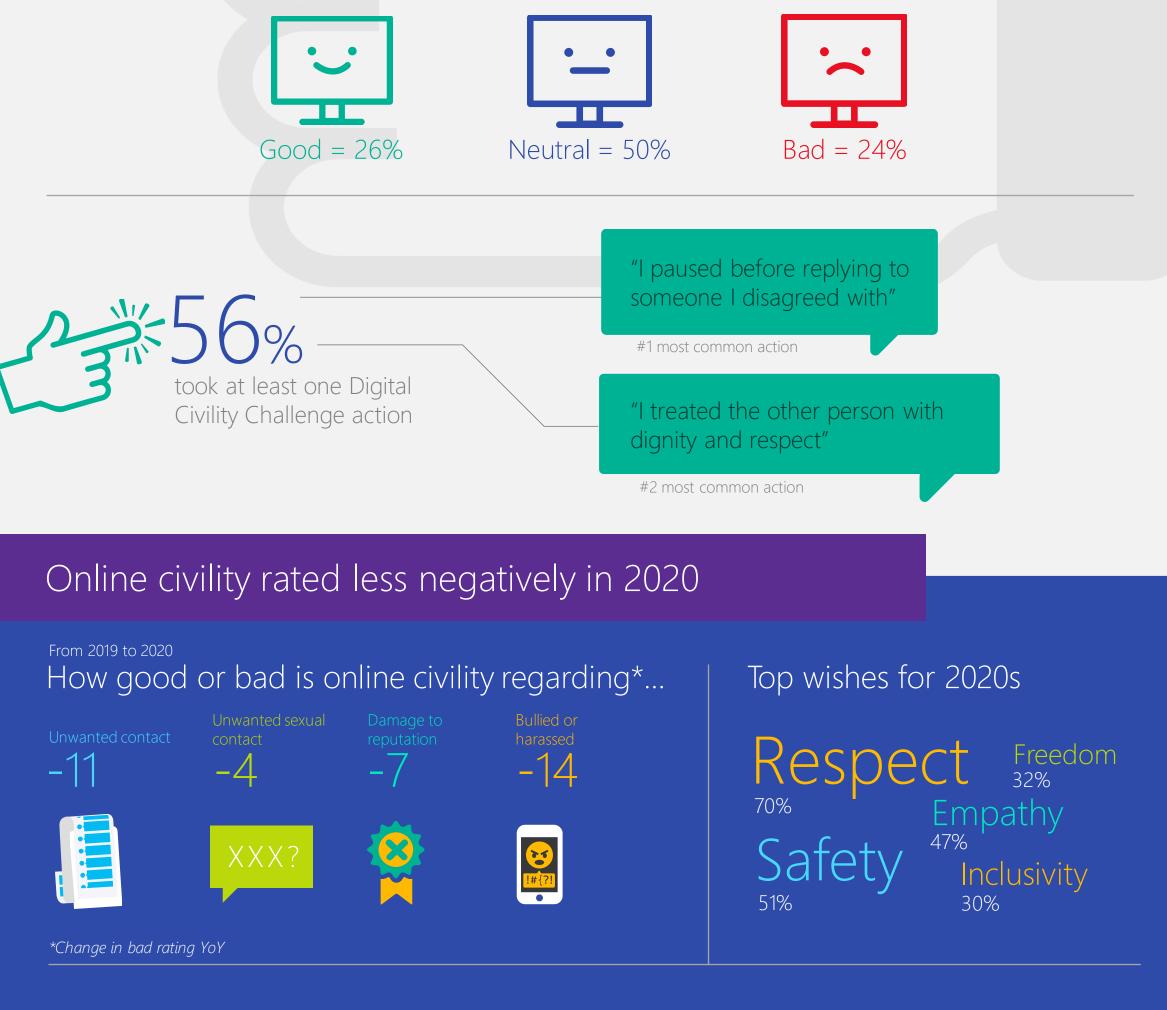
Civility, safety & interaction online: Chile

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 countries participated (504 in Chile), 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.

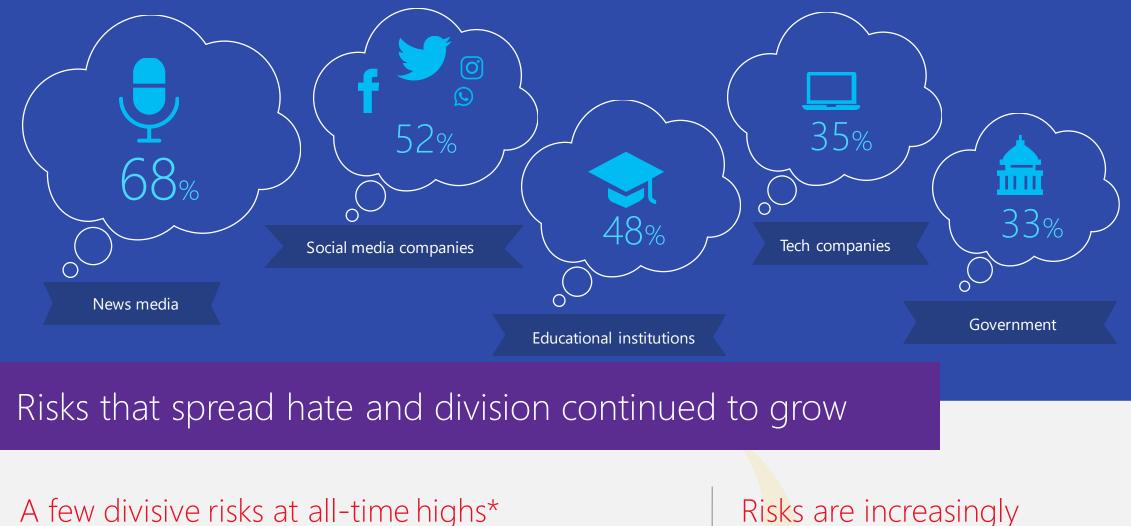
Digital Civility improved by 8 points to 67



Rating overall online civility



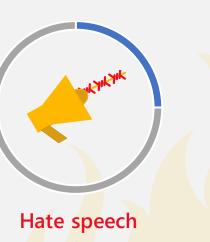
News media expected to make biggest contribution to improving online civility in 2020s



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



Hoaxes, scams & frauds 37% | +5%



25% | +9%



Discrimination 19% | +7% Risks are increasingly anonymous and recent

of risks sources come from **strangers**

experienced a risk in the past week

* Changes since 2017

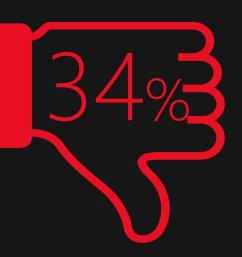
One-third said civility online was worse during Covid-19





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

Better online civility was attributed to more people



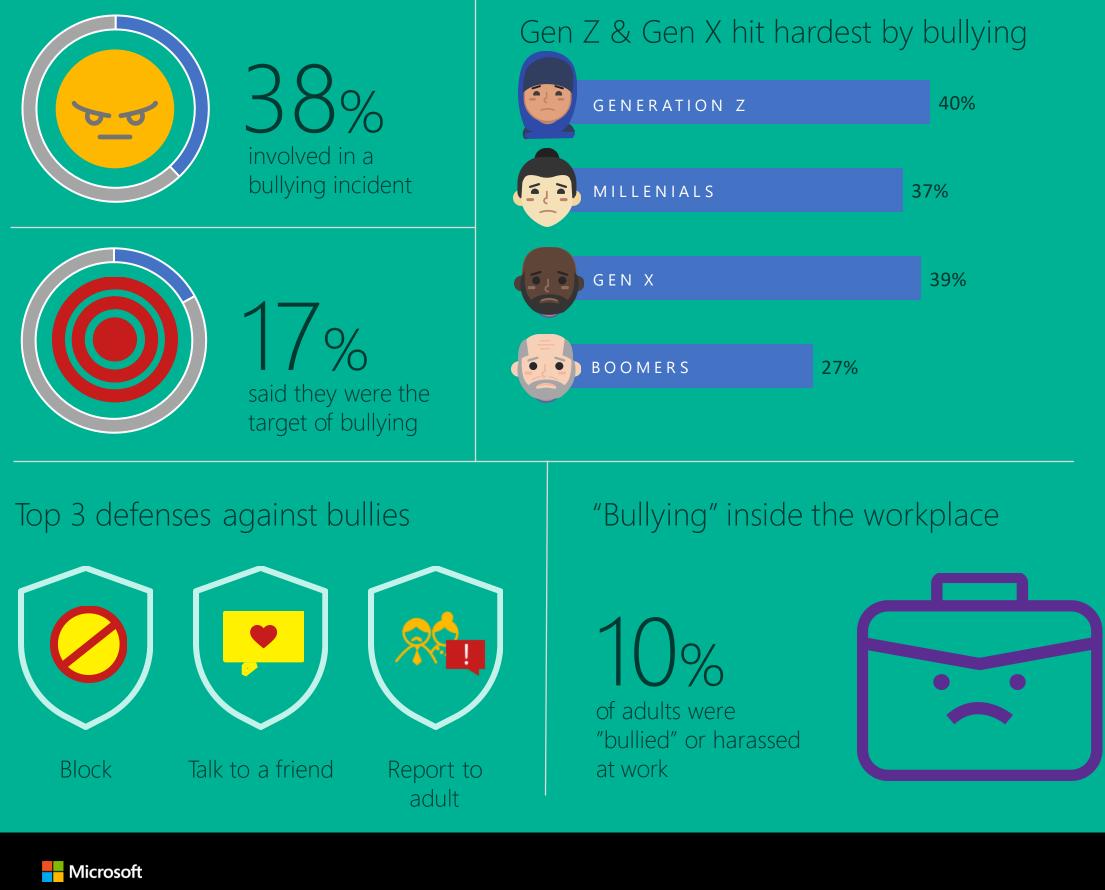
said online civility was **worse** during the pandemic

People being less tolerant and taking out their



frustrations online were most often cited as how online civility had worsened

4 in 10 involved in a bullying incident



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