

# Civility, safety & interaction online: Germany

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 (501 in Germany), 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 4 points to 62

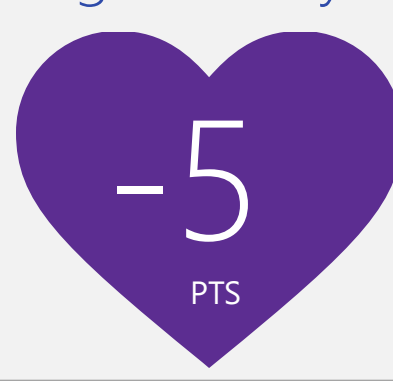
Deterioration of DCI driven by adults



Teens 59% | +1  
Adults 64% | +6

Lower DCI score equals better online civility

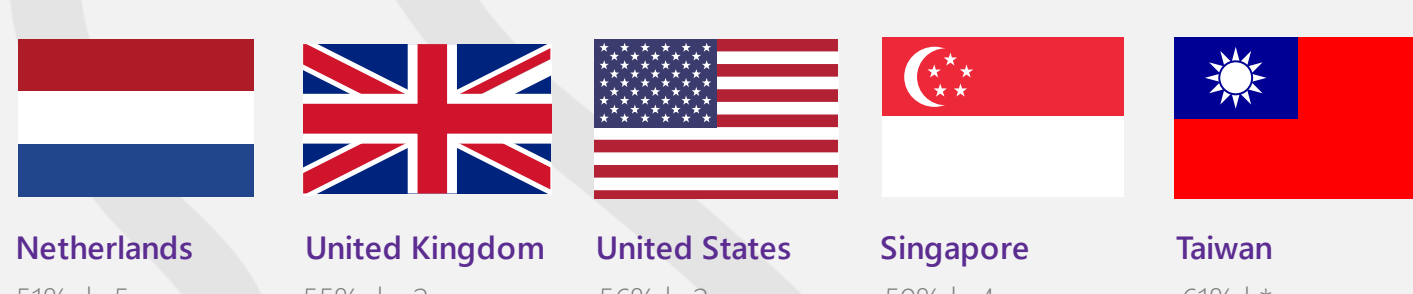
Extreme pain dropped significantly



Unbearable & Severe Pain

### 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

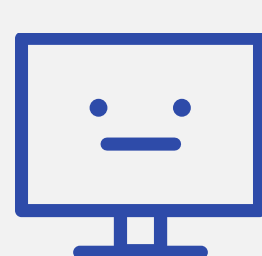
Biggest improvements in DCI were primarily among geographies ranked lower on online civility



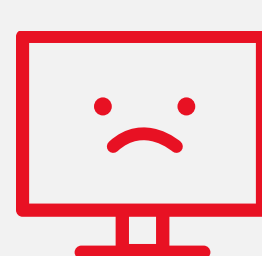
### Rating overall online civility



Good = 22%



Neutral = 49%



Bad = 29%



44%

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\*...

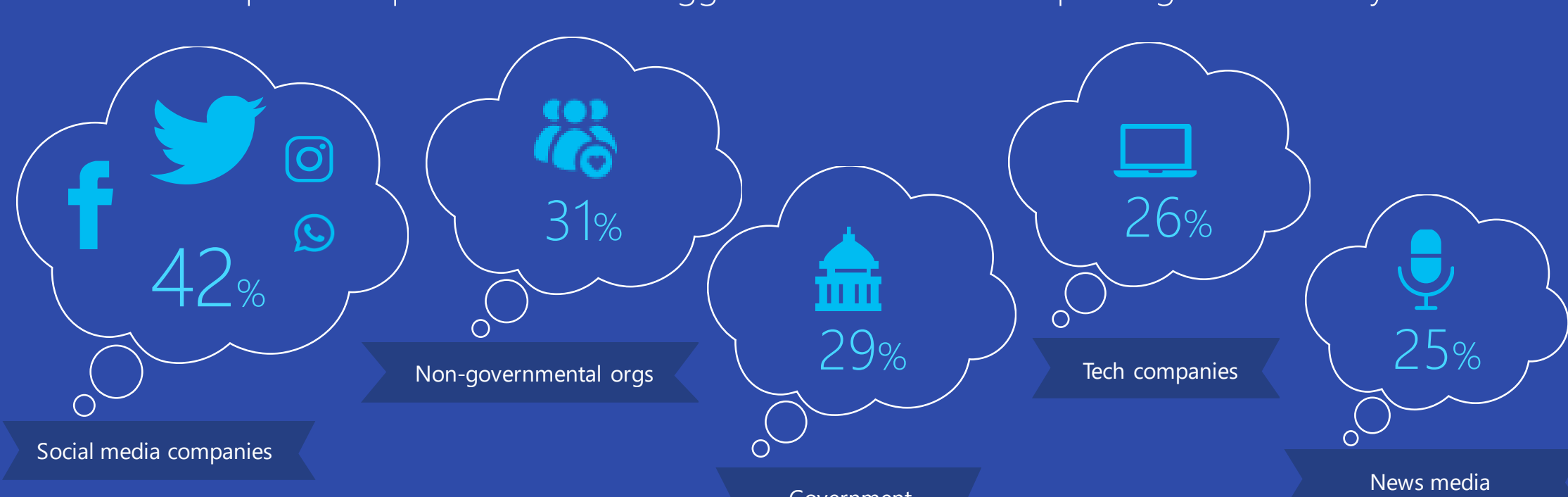


\*Change in bad rating YoY

### Top wishes for 2020s



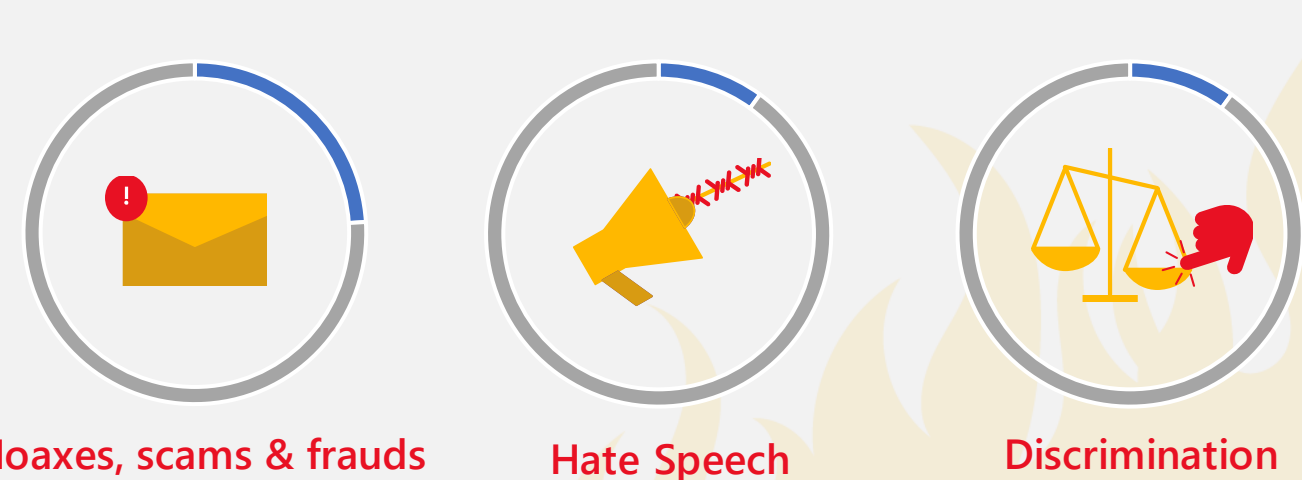
## Social media companies expected to make biggest contribution to improving online civility in the 2020s



## Risks that spread hate and division continued to grow

### A few divisive risks at 5-year highs\*

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



\* Hoaxes, scams & frauds added in 2017

### Risks are increasingly anonymous and recent

23% of risks sources come from strangers

14% experienced a risk in the past week

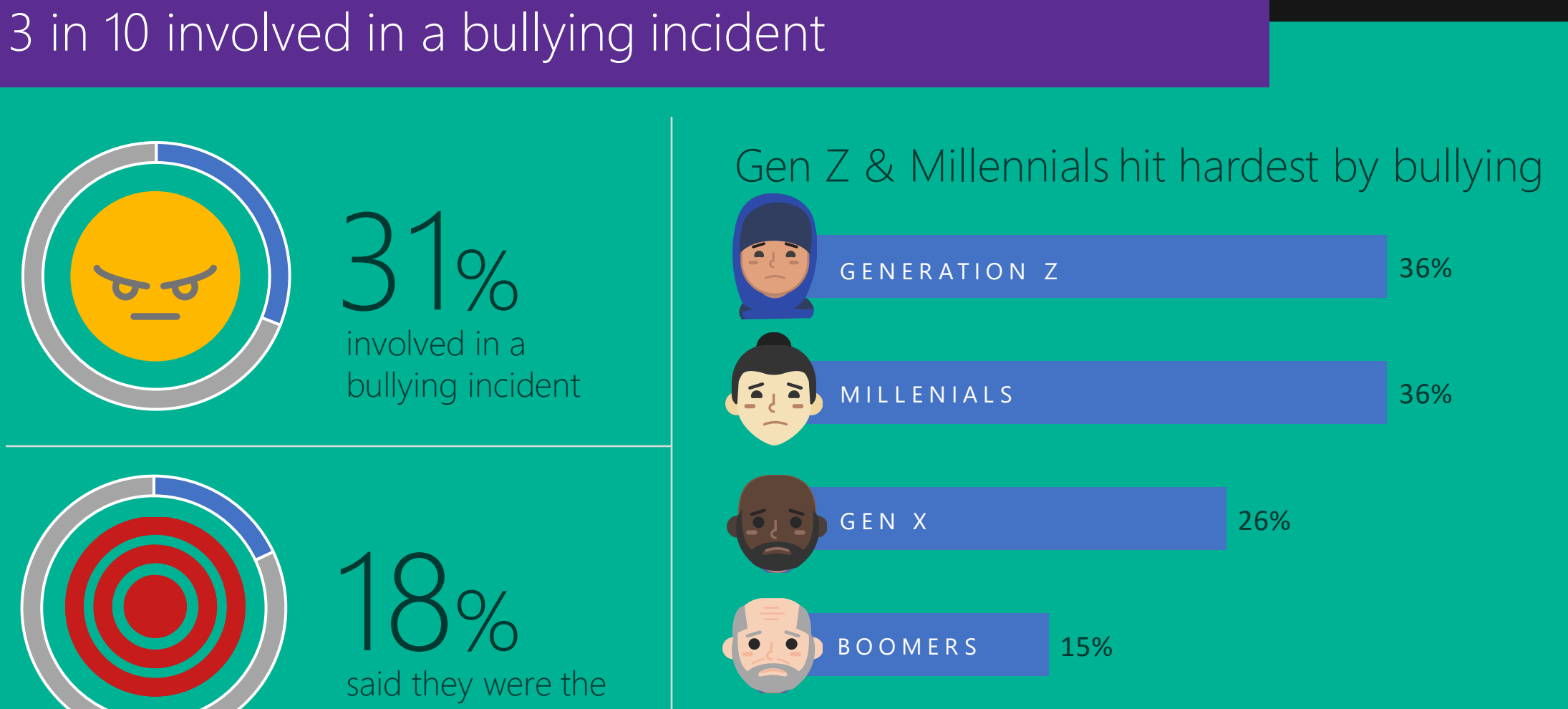
## One in six said civility online was worse during Covid-19



Better online civility was attributed to more people giving encouragement and to helping others

Greater spread of false & misleading information and people taking out their frustrations online were most often cited as how online civility worsened

## 3 in 10 involved in a bullying incident



### Top 3 defenses against bullies



### "Bullying" inside the workplace

