February 2021

Civility, safety & interaction online: Russia

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 (500 in Russia), 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 worsened slightly by 1 point to 80

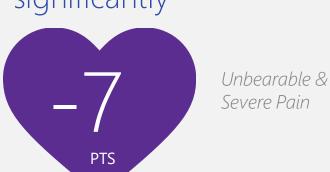


Adult DCI improved but worsened among teens

> Teens 79% Adults

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

civility



55% | +2

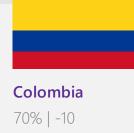
United Kingdom



61% | *

Biggest improvements

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

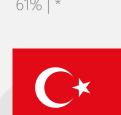


Chile

United States

56% | -2

Singapore **Taiwan** 59% | -4



67% | -8

Peru 74% | -7

Vietnam

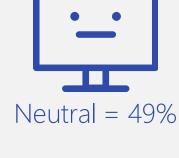
72% | -6



68% | -5

Rating overall online civility









took at least one Digital

Civility Challenge action

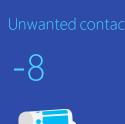
#1 most common action

"I stood up for myself"

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

Online civility rated less negatively in 2020

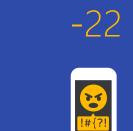




*Change in bad rating YoY

-18





Top wishes for 2020s



Kindness

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



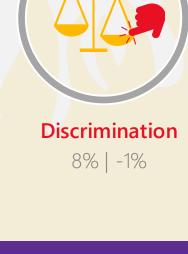
Risks are increasingly Hoaxes, scams & frauds at all-time high*

Prior waves have shown that false or misleading information

is a major component of hoaxes, scams and frauds.



Hate speech 29% | +1%



anonymous and recent

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

Three in ten said civility online was worse during Covid-19

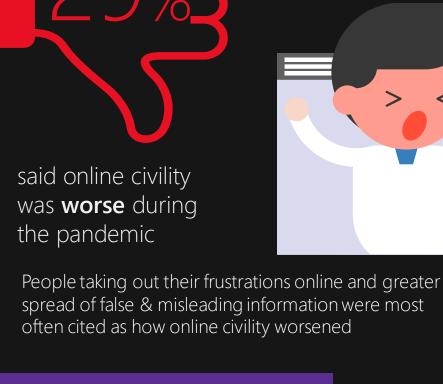
experienced a risk in the past week

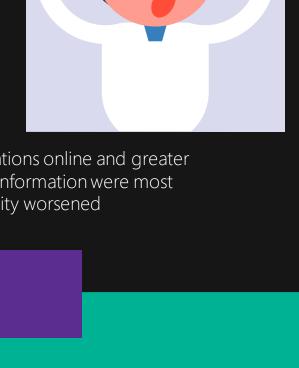


said online civility was better during the pandemic

One-third involved in a bullying incident

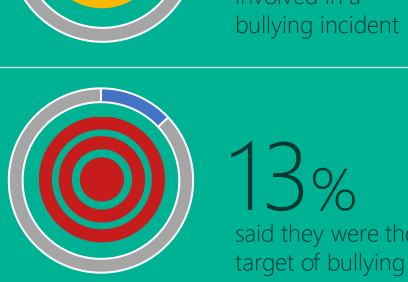
involved in a bullying incident said they were the





49%

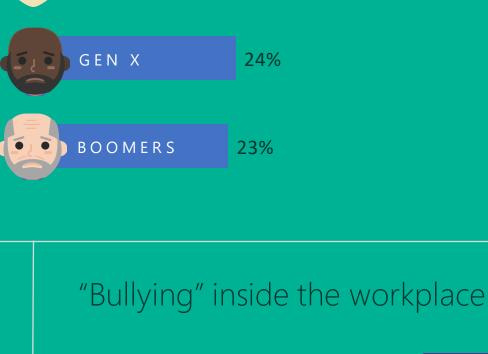
GENERATION Z



MILLENIALS

Millennials hit hardest by bullying

34%

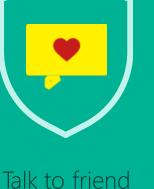


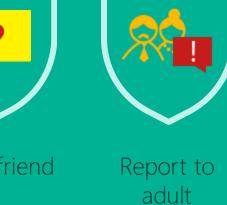
Top 3 defenses against bullies



Block

-- Microsoft





of adults were "bullied" or harassed at work



us online!