February 2021

Civility, safety & interaction online: Colombia

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 (502 in Colombia), 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 10 points to 70



Improved DCI driven by teens & adults

Teens 62% -12 Adults 78% | -8

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

around the globe



51% | -5

United Kingdom

United States



Taiwan 61% | *

Biggest improvements

Biggest improvements in DCI were primarily





56% | -2

Peru

74% | -7



Singapore



among countries ranked lower on online civility, lead by Columbia.





67% | -8



Vietnam

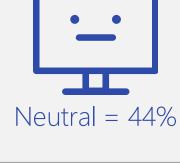
72% | -6

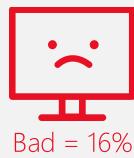


Turkey 68% | -5

Rating overall online civility











took at least one Digital

Civility Challenge action

someone I disagreed with" #1 most common action

"I paused before replying to

with dignity and respect" #2 most common action

"I treated the other person

Online civility rated less negatively in 2020

How good or bad is online civility regarding*...

From 2019 to 2020

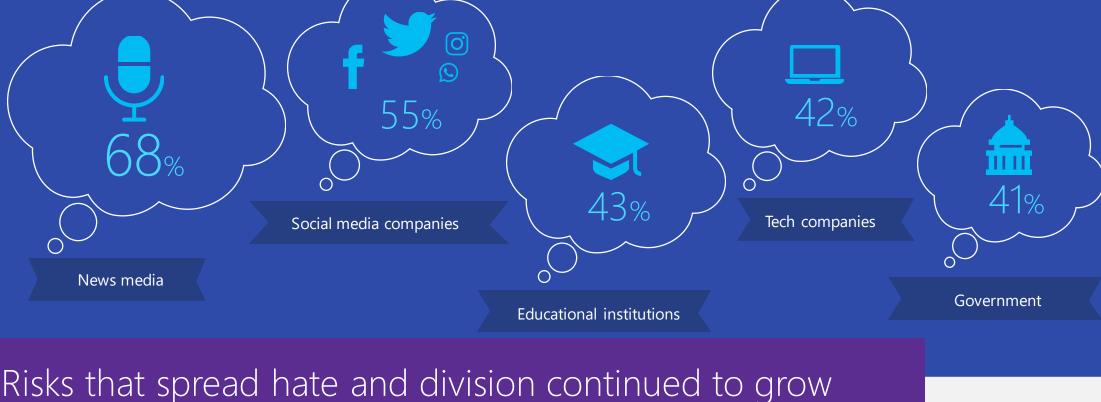
Top wishes for 2020s

Freedom Well-being



*Change in bad rating YoY

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



Risks are increasingly A few divisive risks at all-time highs*

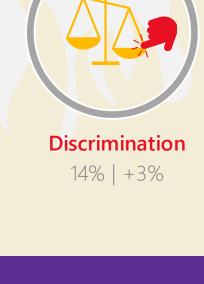
major component of hoaxes, scams and frauds.

Prior waves have shown that false or misleading information is a



* Changes since 2017

Hate speech 21% | +3%



anonymous and recent

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

in the past week Nearly 4 in 10 said civility online was better during Covid-19

experienced a risk



said online civility was better during the pandemic

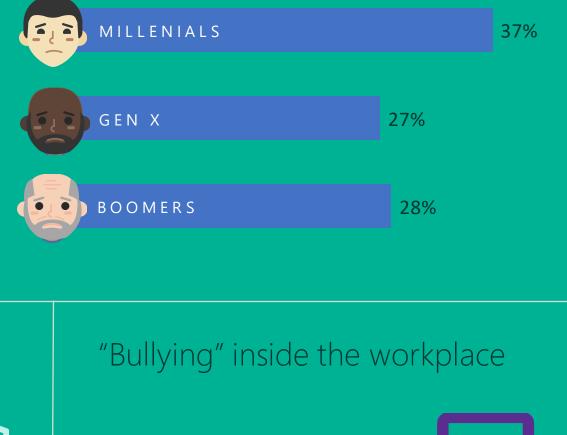




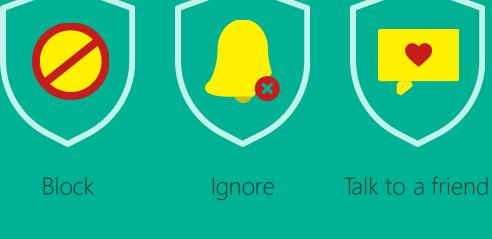
37%

GENERATION Z





Top 3 defenses against bullies





of adults were "bullied" or harassed at work

Microsoft.com/SaferOnline

• Facebook.com/SaferOnline

⑨ Twitter.com/Safer_Online • Youtube.com/MSFTOnlineSafety

