

Civility, safety & interaction online: South Africa

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 South Africa), 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 2 points to 81

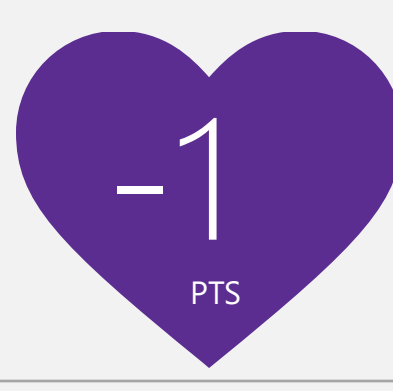


DCI improvement driven by adults

Teens 79% | +1
Adults 82% | -5

Lower DCI score equals better online civility

Extreme pain held steady

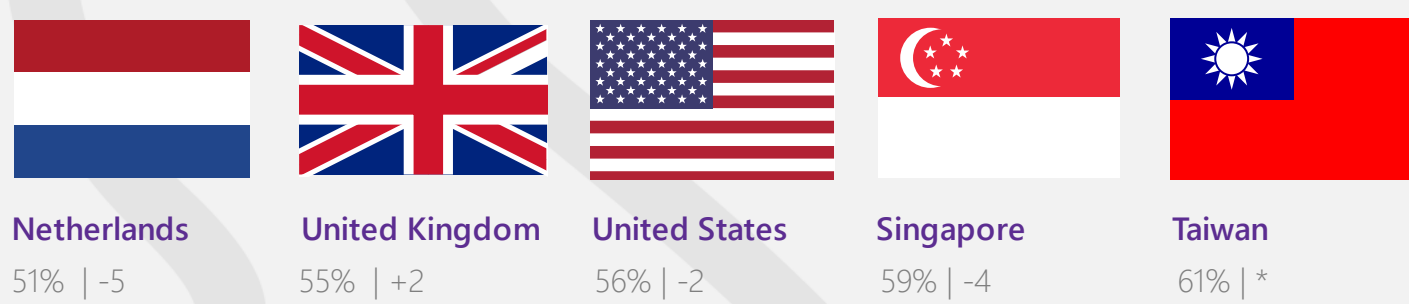


Unbearable & Severe Pain

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

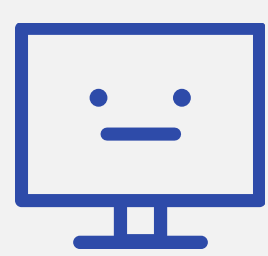
Biggest improvements in DCI were primarily among geographies ranked lower on online civility



Rating overall online civility



Good = 29%



Neutral = 54%



Bad = 17%



67%

took at least one Digital Civility Challenge action

"I stood up for myself"

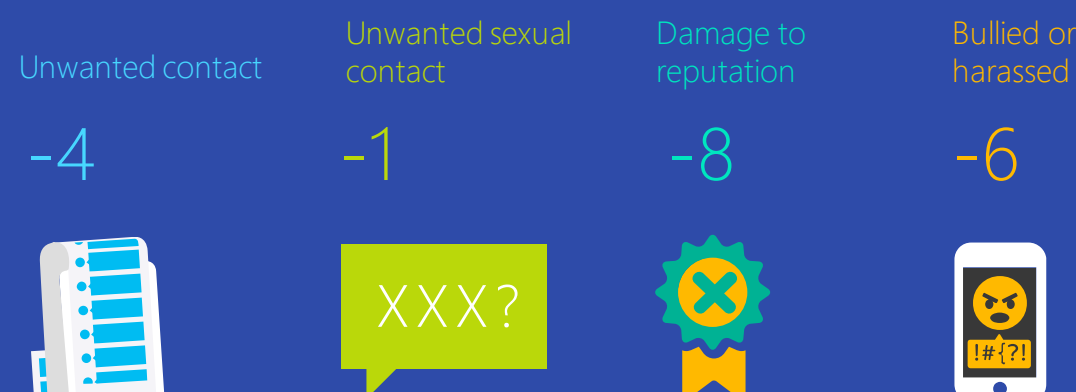
#1 most common action

"I showed respect for other people's point of view"

#2 most common action

Online civility rated less negatively in 2020

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

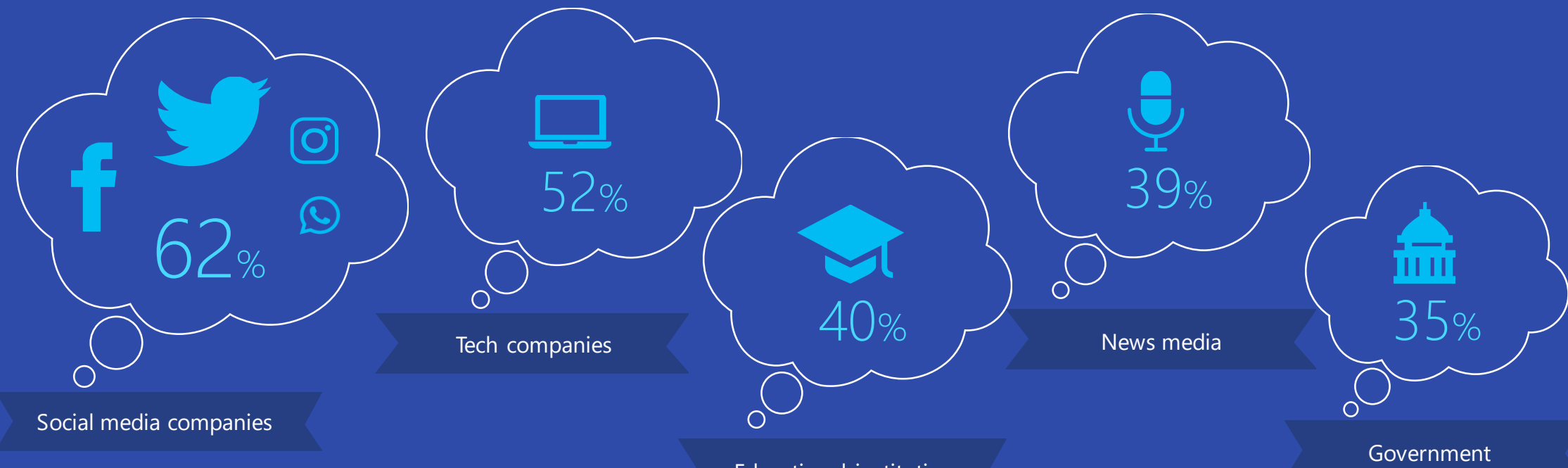


*Change in bad rating YoY

Top wishes for 2020s



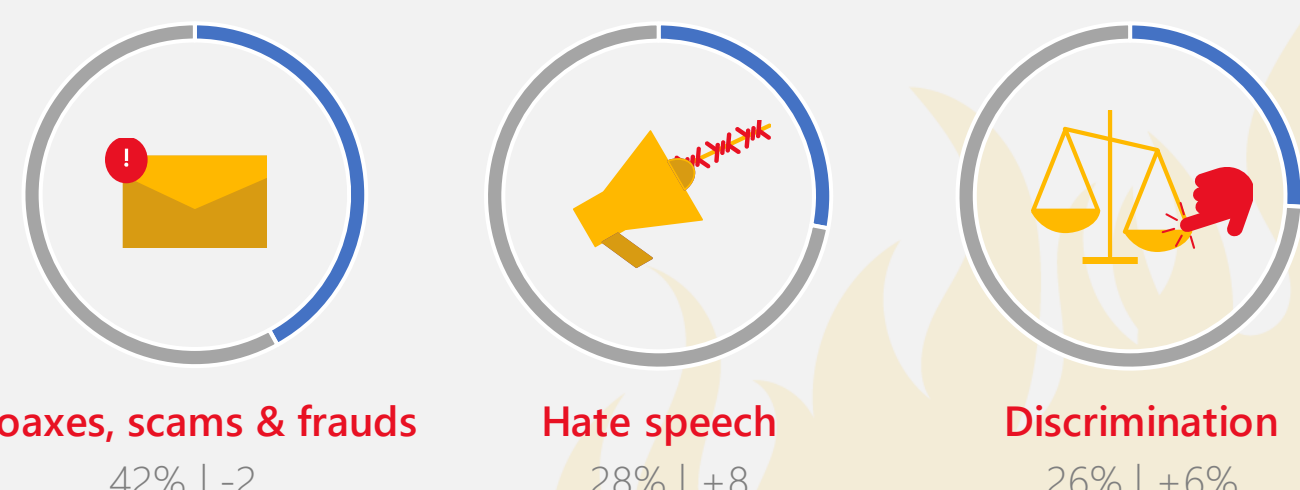
Social media companies expected to make biggest contribution to improving online civility in the 2020s



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.



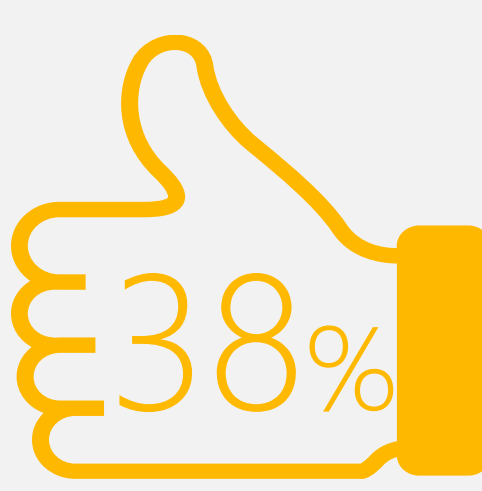
* Hoaxes, scams & frauds added in 2017

Risks are increasingly anonymous and recent

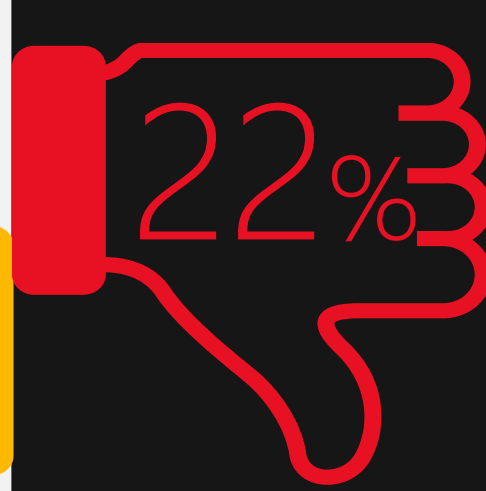
47% of risks sources come from strangers

23% experienced a risk in the past week

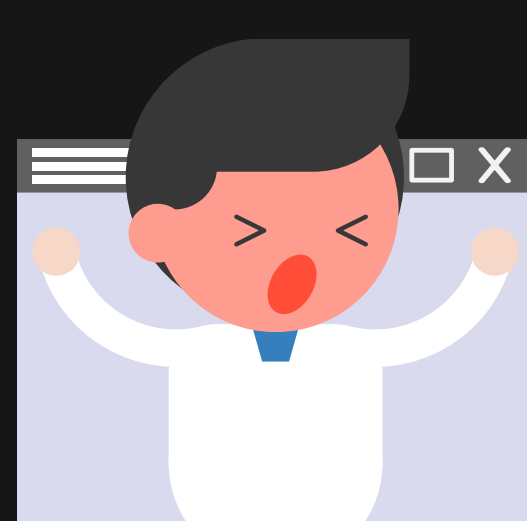
Four in ten said civility online was better during Covid-19



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



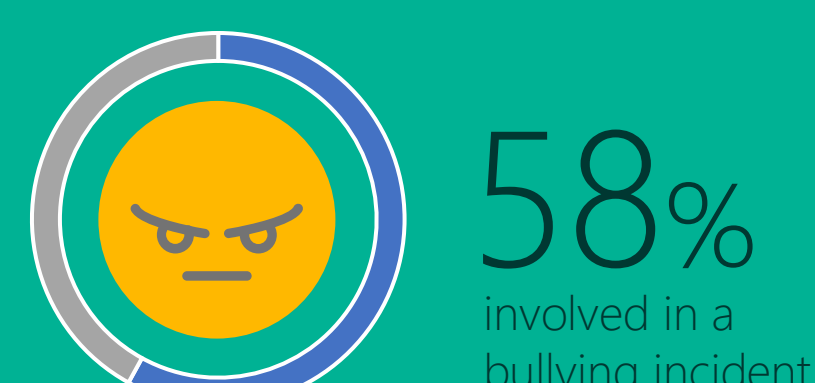
said online civility was **worse** during the pandemic



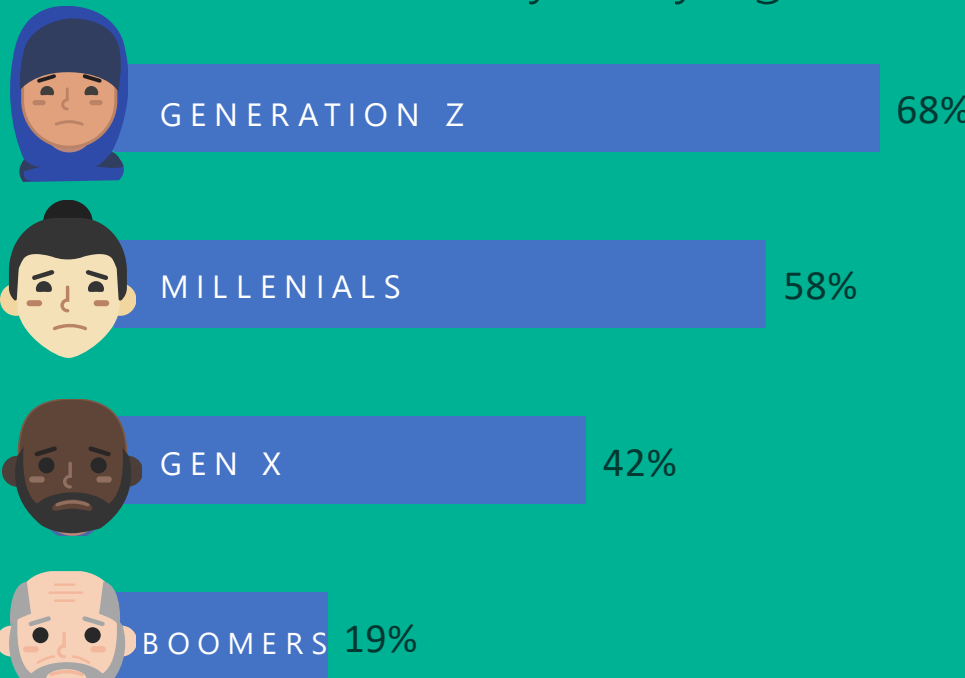
Greater spread of false & misleading information and people taking out their frustrations online were most often cited as how online civility worsened

Better online civility was attributed to a greater feeling we are all in this crisis together and seeing more people help others

6 in 10 involved in a bullying incident



Gen Z hit hardest by bullying



Top 3 defenses against bullies



"Bullying" inside the workplace

14% of adults were "bullied" or harassed at work

