Civility, safety & interaction online: Spain

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 Spain), 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 in 2020 was 67



Teen DCI better than adults

Teens 64% Adults

Lower DCI score equals better online civility

3 in 10 suffered extreme pain

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

civility





51% | -5

United Kingdom 55% | +2

United States 56% | -2

Singapore

59% | -4

Vietnam

72% | -6

Taiwan

61% | *

Turkey

68% | -5

among geographies ranked lower on online



70% | -10



67% | -8

Peru



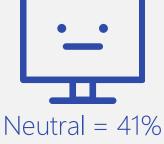
74% | -7



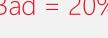
Biggest improvements in DCI were primarily



Good = 39%









took at least one Digital Civility Challenge action

someone I disagreed with" #1 most common action

"I paused before replying to

"I stood up for myself"

#2 most common action

Bad ratings higher on key online civility issues



26 | 34 | 18 | 46

* Good % | bad %











Top wishes for 2020s

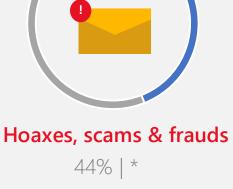
Kindness

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

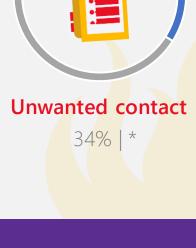


Hoaxes, scams & frauds 13 points above global average*

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



* Spain added in 2020





perpetrated by a stranger

Risks are most often

of risks sources come from strangers

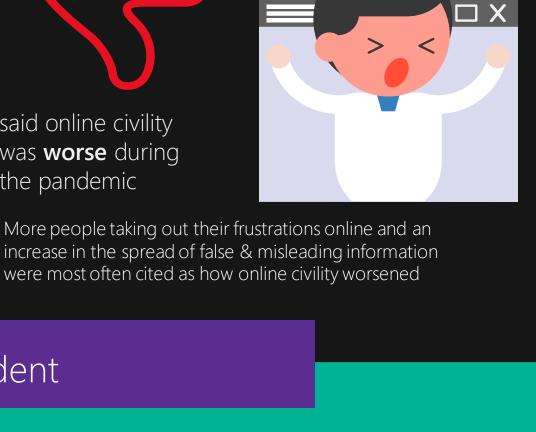
in the past week One in four said civility online was better during Covid-19

experienced a risk



said online civility was better during the pandemic

said online civility was worse during the pandemic were most often cited as how online civility worsened



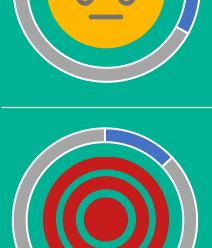
38%

40%

GENERATION Z

bullying incident

involved in a



said they were the target of bullying

MILLENIALS GEN X 25%

Millennials & Gen Z hit hardest by bullying



Block



Talk to friend

of adults were "bullied" or harassed at work



"Bullying" inside the workplace

② Twitter.com/Safer_Online

Youtube.com/MSFTOnlineSafety



Ignore