Civility, safety & interaction online: Belgium

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 (502 in Belgium), 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 4 points to 62



DCI improved for teens and adults

Teens 55% -4 Adults 69% | -3

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

Biggest improvements around the globe

civility







United Kingdom United States Singapore **Taiwan** 51% | -5

among geographies ranked lower on online



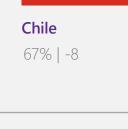


56% | -2

59% | -4 61% | *

Biggest improvements in DCI were primarily





Peru 74% | -7



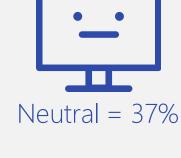
72% | -6

Turkey

68% | -5

Rating overall online civility









#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

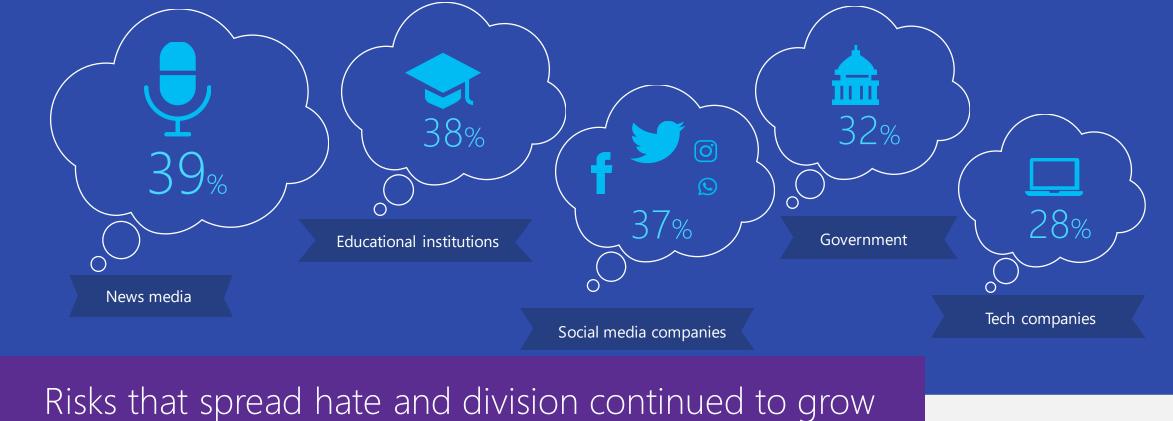




Top wishes for 2020s



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



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

is a major component of hoaxes, scams and frauds.

Prior waves have shown that false or misleading information







anonymous and recent

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

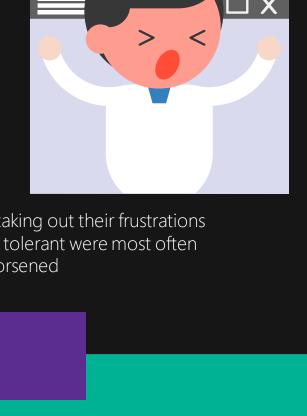
experienced a risk in the past week

One in five said civility online was better during Covid-19

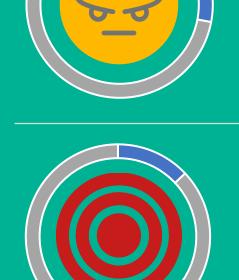


said online civility was better during the pandemic

said online civility was worse during the pandemic Increased reports of people taking out their frustrations online and people being less tolerant were most often cited as how online civility worsened



34%



said they were the target of bullying

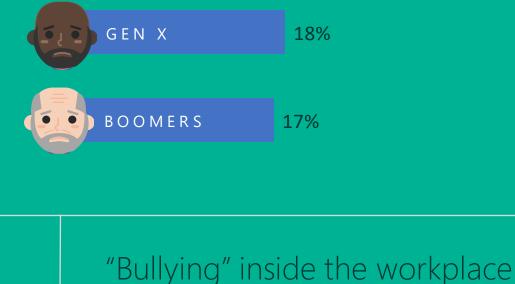
involved in a

bullying incident

MILLENIALS 25%

Gen Z hit hardest by bullying

GENERATION Z





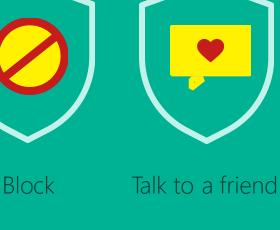
Report to

adult

-- Microsoft

Top 3 defenses against bullies





of adults were "bullied" or harassed at work



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