

Civility, safety & interaction online: Netherlands

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 Netherlands), 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.

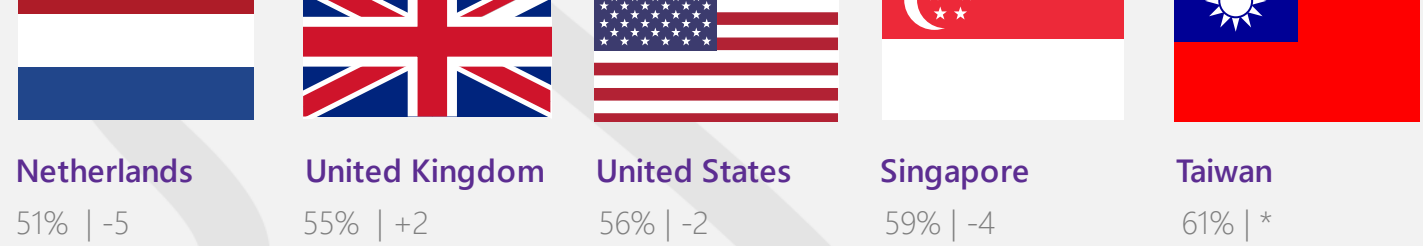
Digital Civility improved by 5 points to 51



Best DCI scores in the world

Netherlands, USA, and Singapore showed significant YoY improvement in DCI

* Taiwan added in 2020

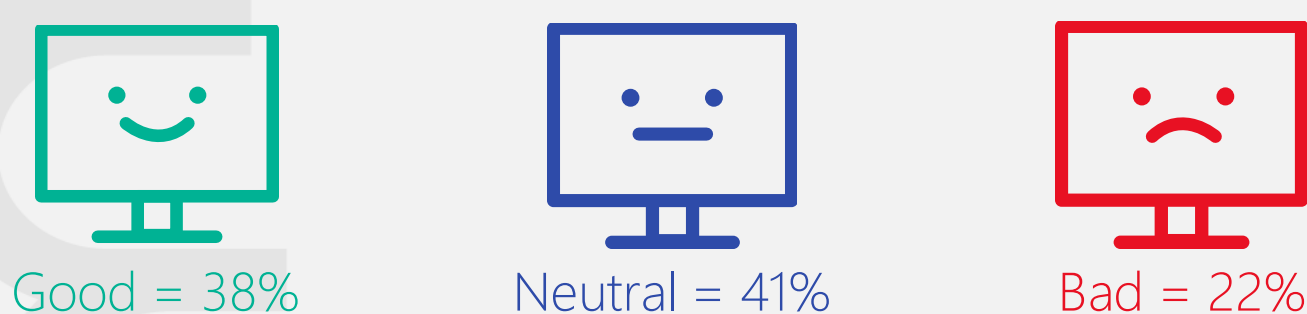


Biggest improvements around the globe

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



Rating overall online civility



52%

took at least one Digital Civility Challenge action

"I stood up for myself"

#1 most common action

"I paused before replying to someone I disagreed with"

#2 most common action

Online civility rated less negatively in 2020

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

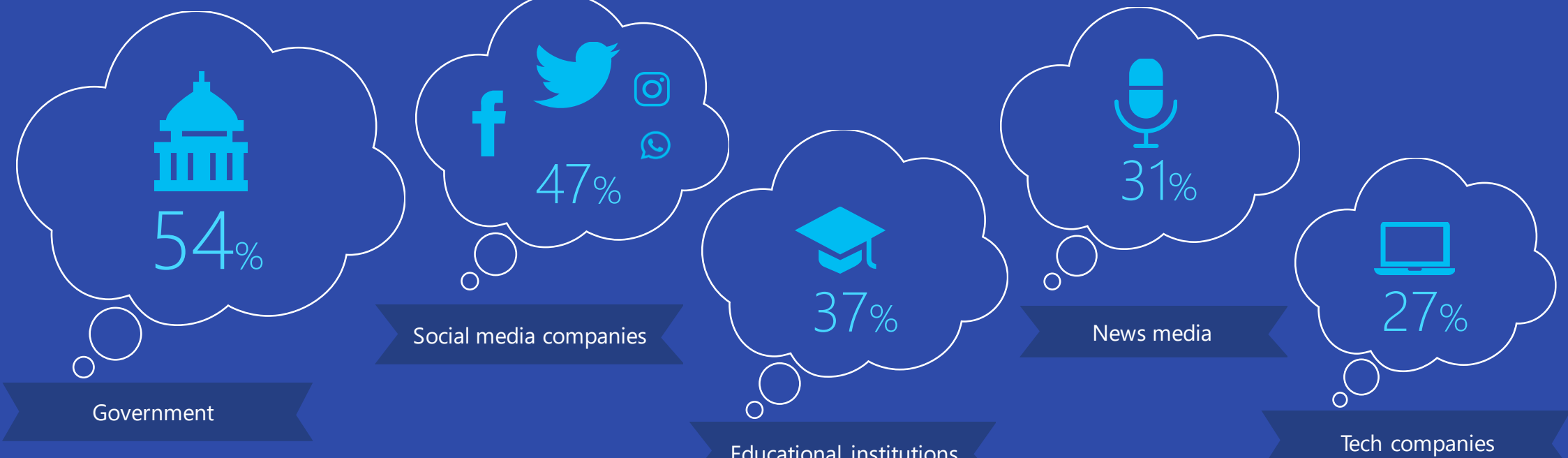


*Change in bad rating YoY

Top wishes for 2020s



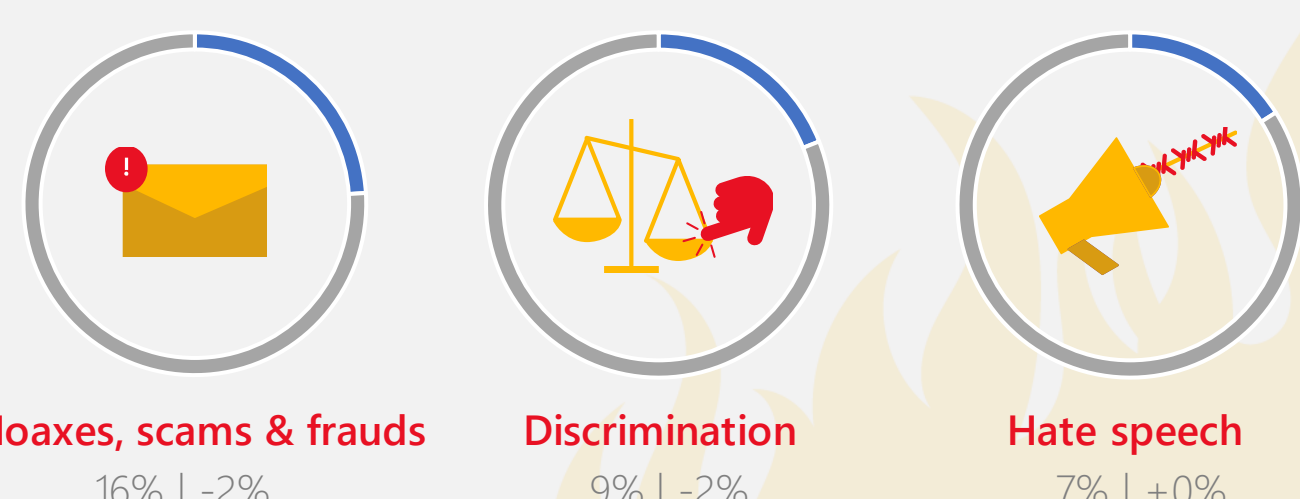
Government expected to make biggest contribution to improving online civility in the 2020s



Risks that spread hate and division slightly lower*

Hoaxes, scams & frauds was 15 points lower than global average

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



* Changes since 2019

Netherlands significantly below global averages

26% of risks sources come from strangers

9% experienced a risk in the past week

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



19% said online civility was **better** during the pandemic

Better online civility was attributed to a greater sense we are in this crisis together and seeing more people help each other

13% said online civility was **worse** during the pandemic

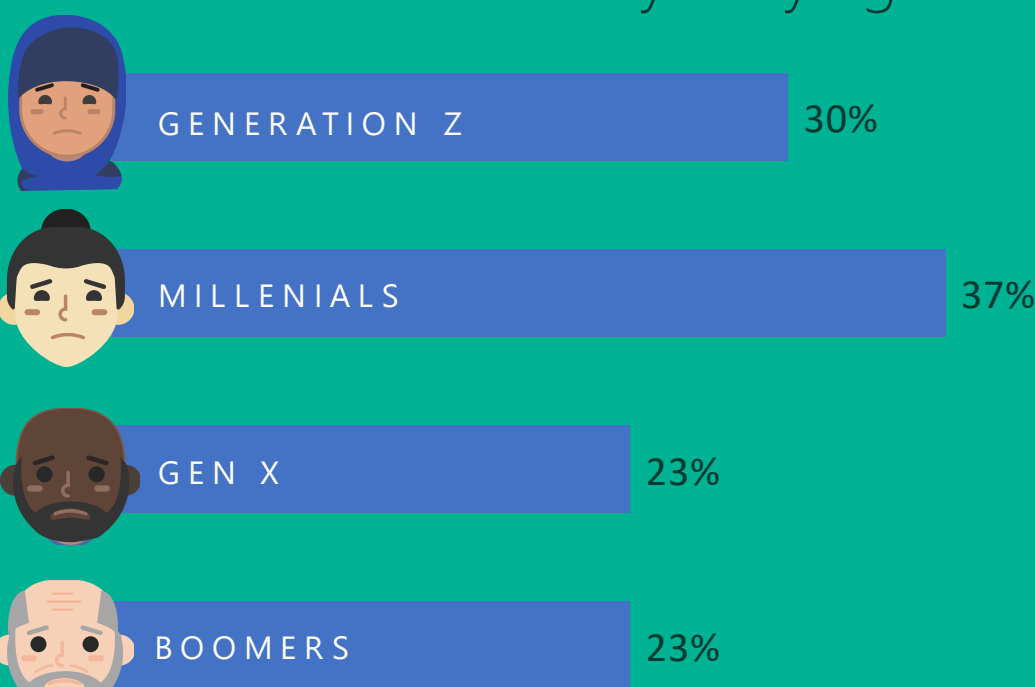


More people took out their frustrations online and were less tolerant of others were most often cited as how online civility worsened

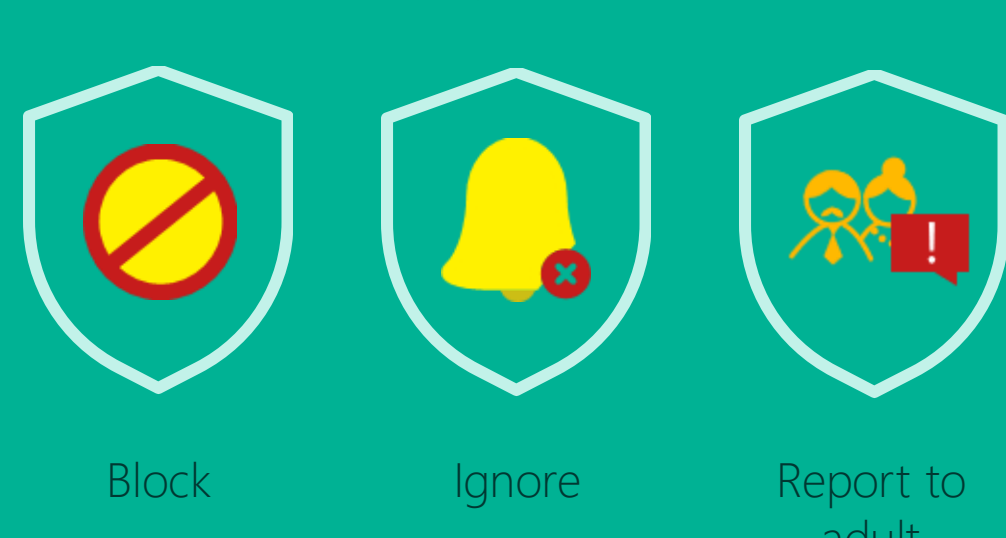
3 in 10 involved in a bullying incident



Millennials hit hardest by bullying



Top 3 defenses against bullies



"Bullying" inside the workplace

11% of adults were "bullied" or harassed at work

