### February 2021

## Civility, safety & interaction online: Ireland

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 Ireland), 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 held steady up 1 point to 71



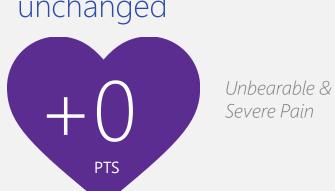
Deterioration of DCI driven by teens

Adults 71%

Teens 70% +4

Lower DCI score equals better online civility

Extreme pain was unchanged



### Best DCI scores in the world

Netherlands, USA, and Singapore showed

significant YoY improvement in DCI \* Taiwan added in 2020

# around the globe

among geographies ranked lower on online civility



**United States** 



61% | \*

# Biggest improvements

Biggest improvements in DCI were primarily





56% | -2

Singapore

59% | -4

**Taiwan** 

51% | -5

67% | -8



Peru 74% | -7



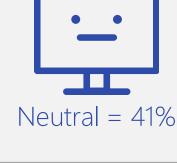
72% | -6

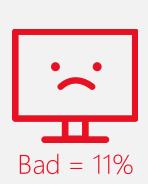
Turkey

68% | -5











took at least one Digital

Civility Challenge action

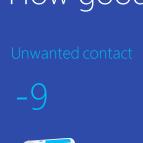
#1 most common action

"I stood up for myself"

"I paused before replying to someone I disagreed with" #2 most common action

Online civility rated slightly less negatively in 2020





\*Change in bad rating YoY

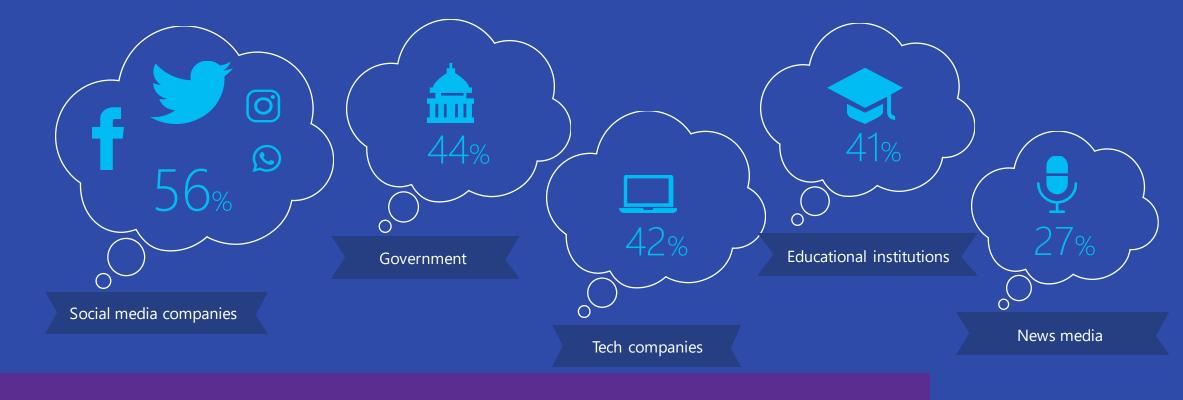




Top wishes for 2020s



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



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

Risks that spread hate and division continued to grow

## is a major component of hoaxes, scams and frauds.

Prior waves have shown that false or misleading information







anonymous and recent

of risks sources come from strangers

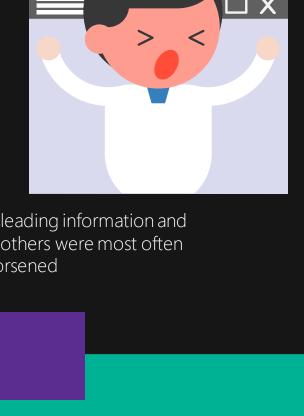
in the past week One in four said civility online was better during Covid-19

experienced a risk



said online civility was better during the pandemic

said online civility was worse during the pandemic Greater spread of false & misleading information and people being less tolerant of others were most often cited as how online civility worsened

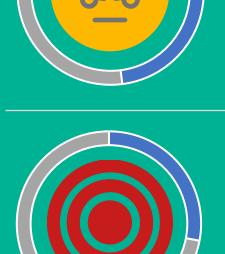


54%

41%

30%

## GENERATION Z



said they were the target of bullying

involved in a

bullying incident

GEN X

MILLENIALS

BOOMERS

Gen Z hit hardest by bullying

## Top 3 defenses against bullies



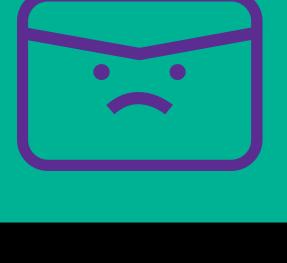
Talk to friend



"Bullying" inside the workplace

of adults were "bullied" or harassed

at work



-- Microsoft

Block

Connect with us online!

© Microsoft.com/SaferOnline • Facebook.com/SaferOnline

Ignore

**②** Twitter.com/Safer\_Online • Youtube.com/MSFTOnlineSafety