## Civility, safety & interaction online: Vietnam

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 (503 in Vietnam), 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 6 points to 72

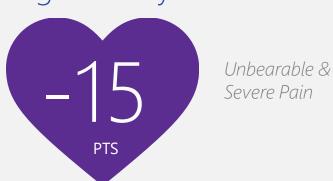


DCI improvement driven by teens

Teens 69% | -11 Adults 74% | -1

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

# around the globe

civility, including Vietnam





# **Taiwan**

# Biggest improvements

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





**United States** 56% | -2

Singapore

59% | -4



51% | -5



67% | -8



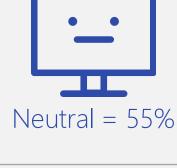
74% | -7



Vietnam Turkey 72% | -6 68% | -5

## Rating overall online civility







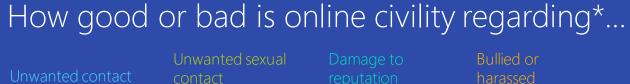


### #1 most common action

"I stood up for myself"

"I treated the other person with dignity and respect" #2 most common action

## Online civility rated less negatively in 2020





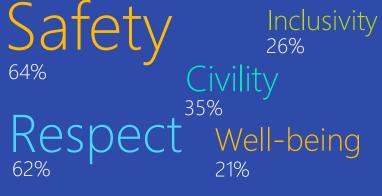
\*Change in bad rating YoY







Top wishes for 2020s



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

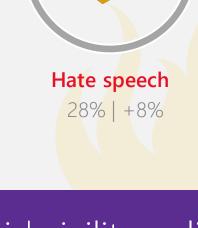


### A few divisive risks at all-time highs\* Risks are increasingly

Prior waves have shown that false or misleading information

is a major component of hoaxes, scams and frauds.







anonymous and recent

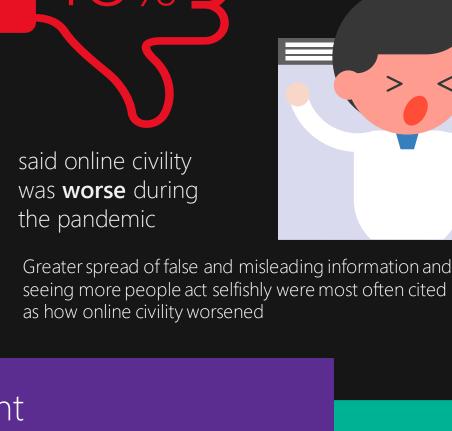
<mark>of r</mark>isks sou<mark>rce</mark>s come from strangers

in the past week Over 4 in 10 said civility online was better during Covid-19

experienced a risk

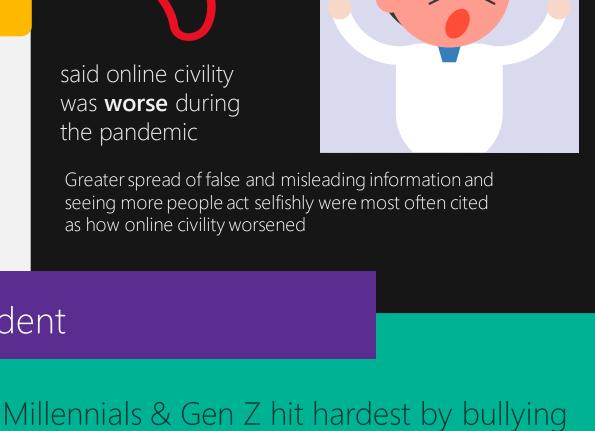


said online civility was better during the pandemic

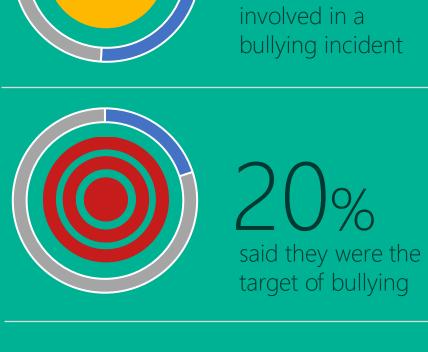


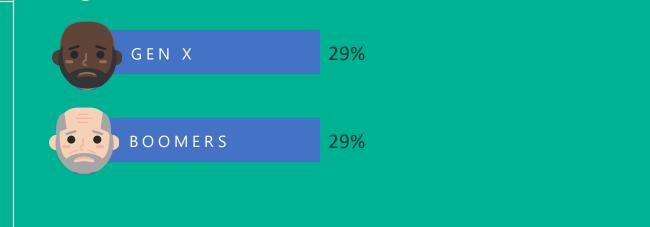
GENERATION Z

MILLENIALS



57%





"Bullying" inside the workplace

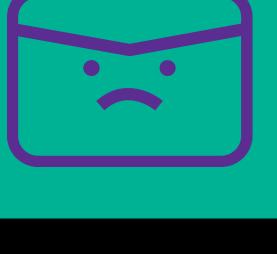




Talk to friend



of adults were "bullied" or harassed at work



-- Microsoft

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