Based on the views of 500 adults in 2020:
The rising tide of incivility

Most common risks

The majority of all shared risks are on the increase from two years ago (97%) and being worse today (12%)

Risk trends

43% of all happenings in the last two weeks are more of a risk than in previous times

68% of users have experienced a risk in the last two weeks

76% of users have suffered pain from online risks

Familiarity with the perpetrator is associated with increased risk & consequences

49% of those who met the perpetrator in real life, still met them online

55% of teens are aware of Microsoft's Digital Civility Challenge

Teen profile

66% of Millennials (67%)
55% of Gen X (55%)
49% of Boomers (49%)
42% of Gen Z (42%)

Malaysia DCI Rank

62%
66%
55%
52%
51%

5 highest and lowest DCI countries

Based on the national DCI among 25 surveyed countries

UK
NETHERLANDS
GERMANY
MALAYSIA
USA

2020: The rising tide of incivility
Civility, Safety & Interaction Online

VIETNAM
RUSSIA
COLOMBIA
PERU
SOUTH AFRICA

Familiarity with the perpetrator is associated with increased risk & consequences

71% of those who met the perpetrator in real life, still met them online

75% of users are aware of Microsoft's Digital Civility Challenge

Global hot spots

Intrusive risks

Social Media

Sexual risks

Religion

Reputational risks

Politics

Social Media sites are most common online space for risks

Millennials are the most at-risk adult group

Women feel risks are a bigger problem

5 highest and lowest DCI countries

Based on the national DCI among 25 surveyed countries

Malaysia
United States
South Africa
Peru
Russia

5 lowest and lowest DCI countries

Based on the national DCI among 25 surveyed countries

United Kingdom
Netherlands
Germany
Malaysia
USA

43%
68%
76%
98%
98%
98%
98%
98%
98%
98%