

2020: The rising tide of incivility

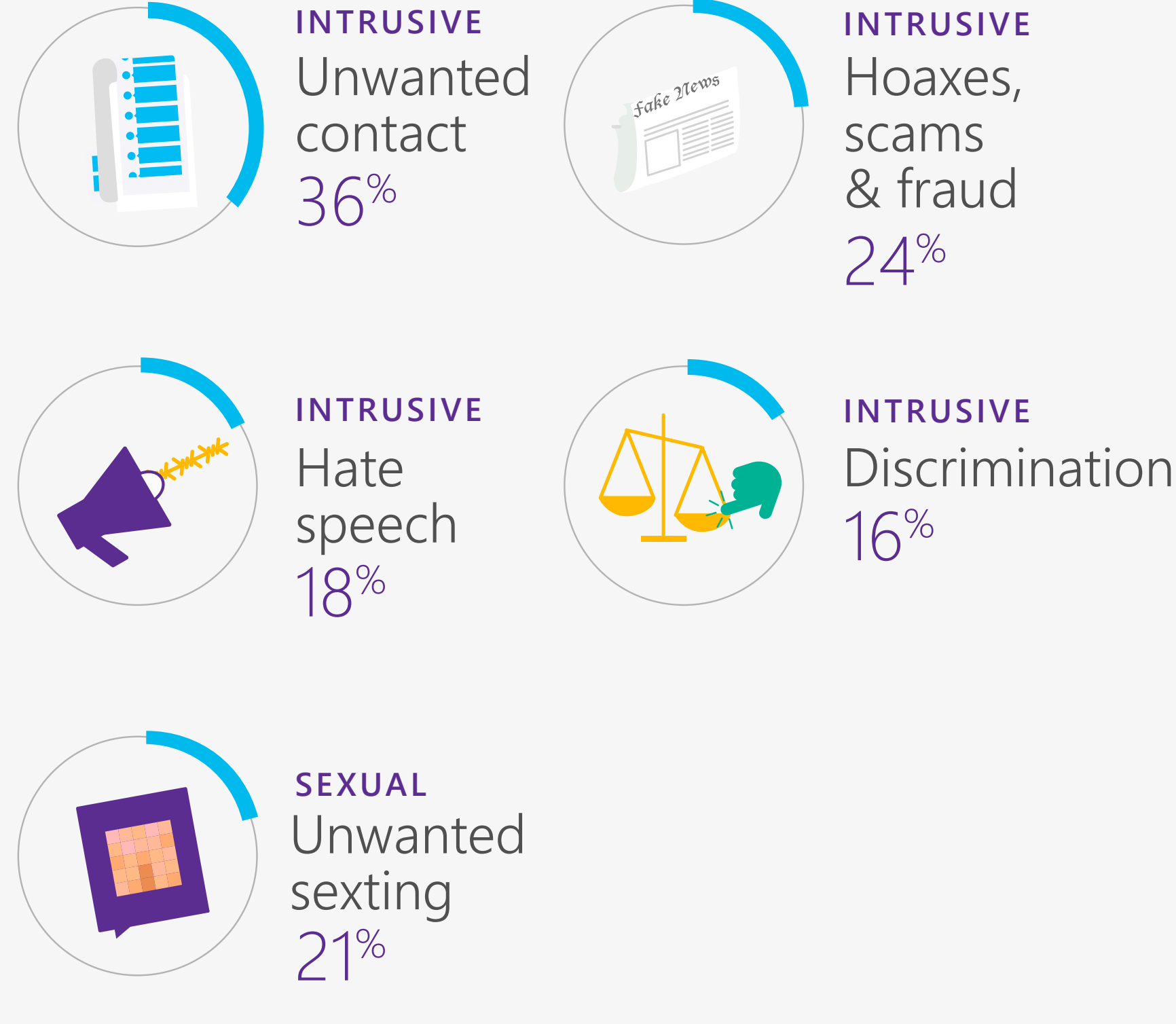
Based on the views of
500
adults & teens



Adults: 18-74
Teens: 13-17

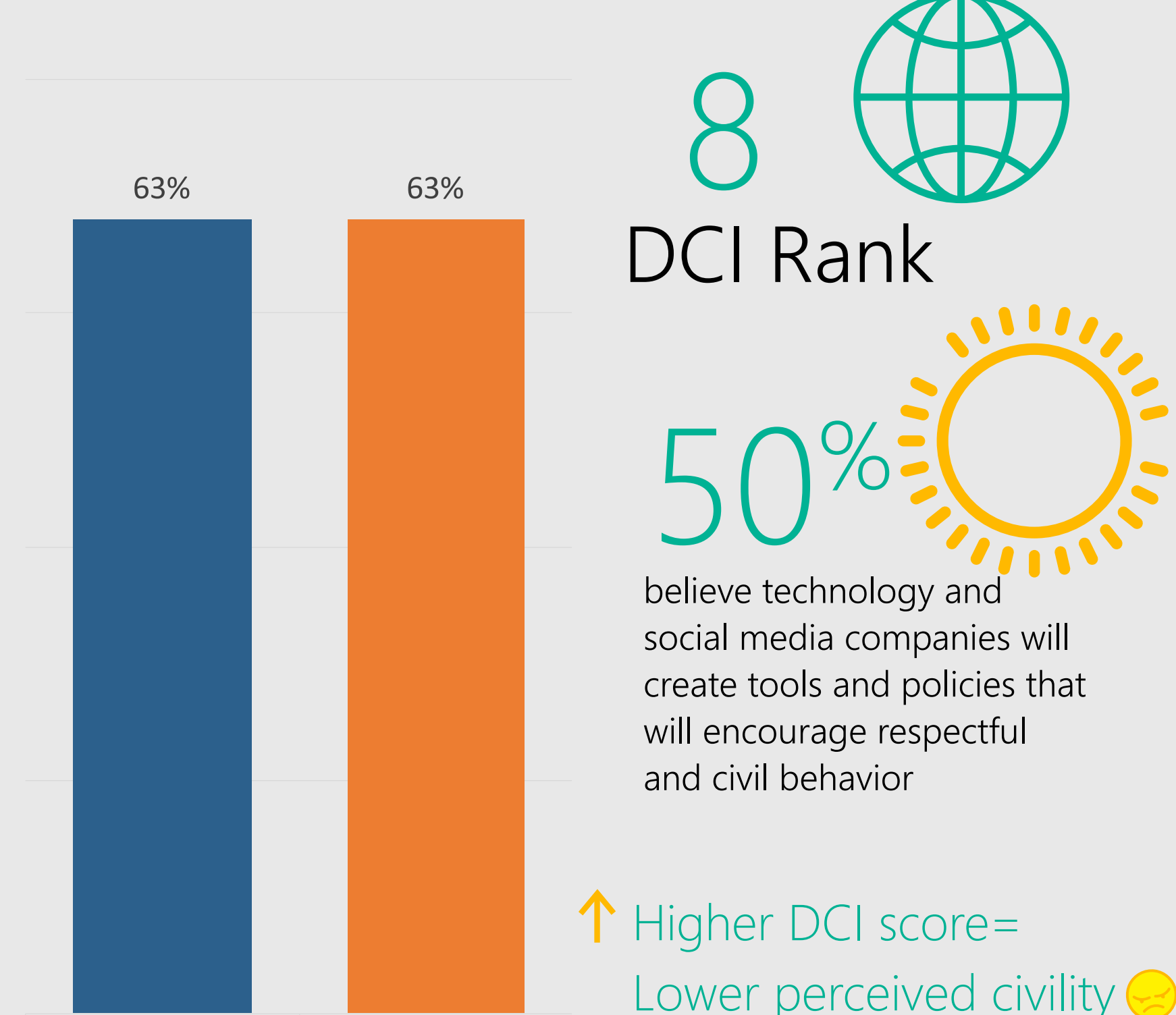
Singapore

Most common risks



Sexual and reputational risk categories each rose seven points while intrusive and behavioral fell four and three points respectively.

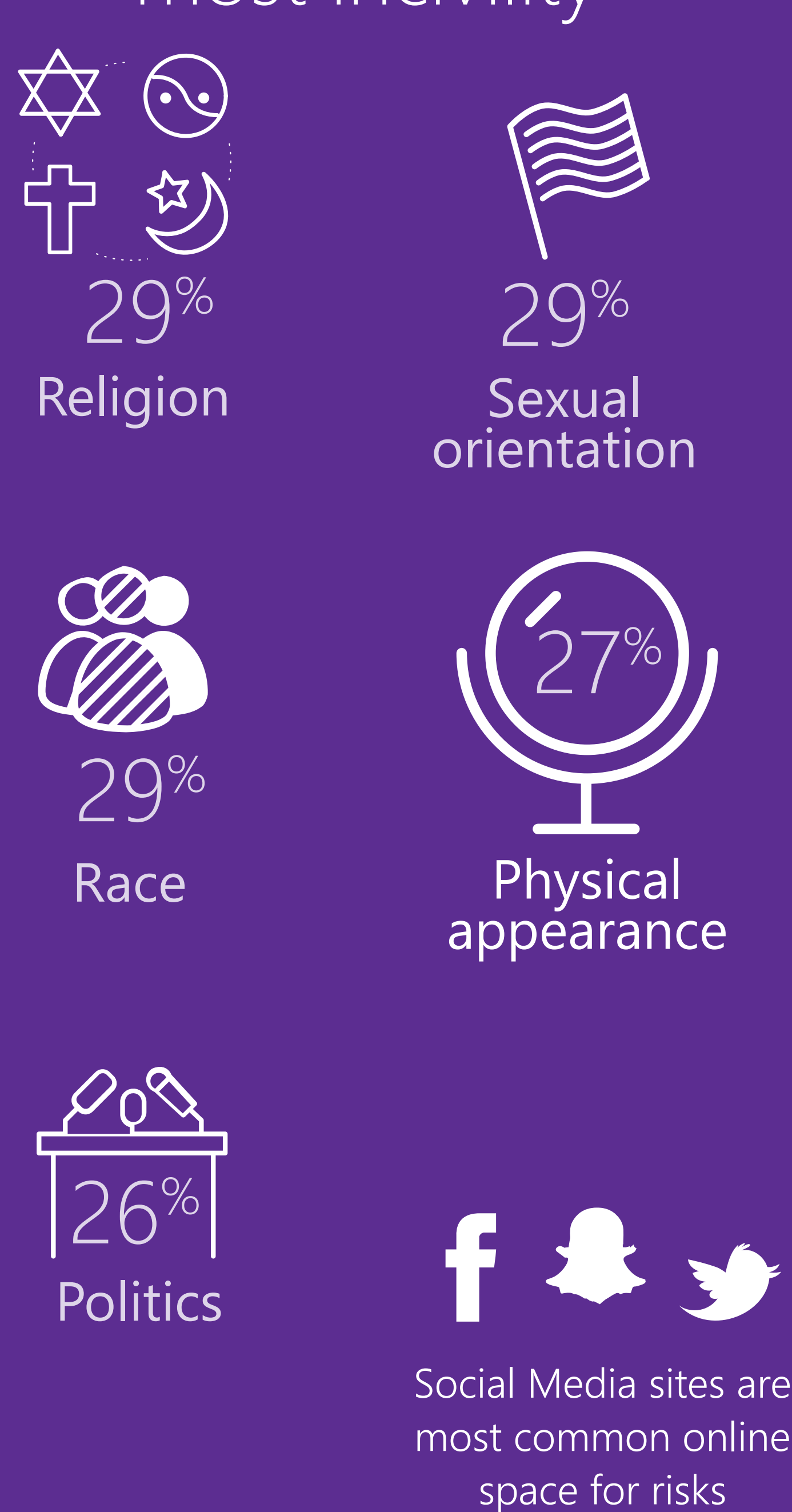
The Singapore Digital Civility Index was unchanged
at 63%



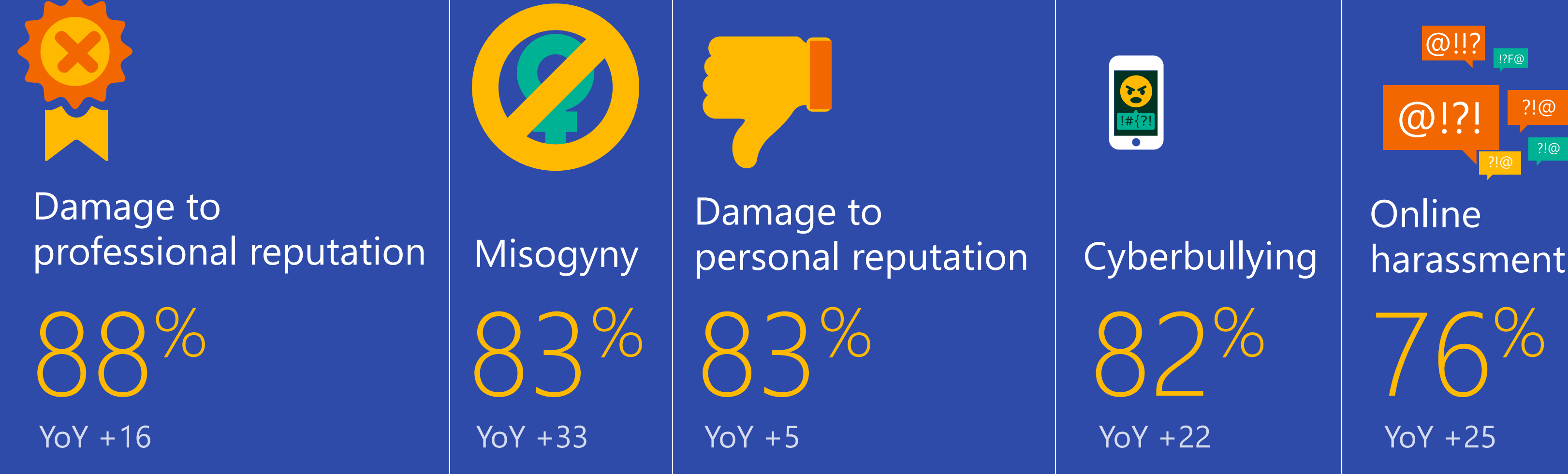
Risk trends



Topics that drive the most incivility



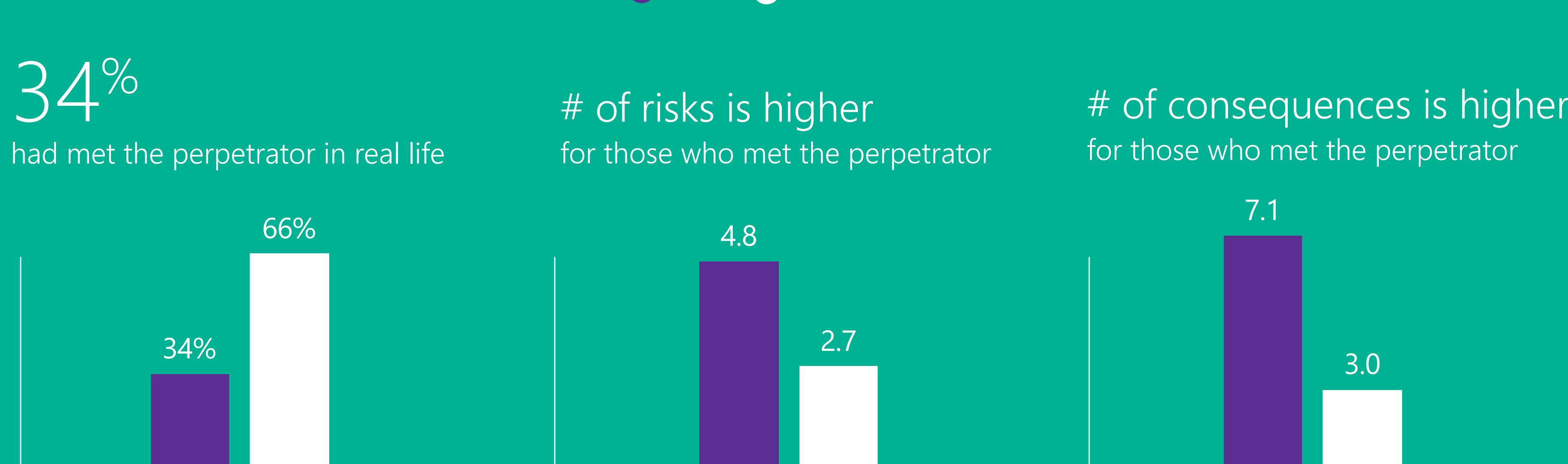
The five most painful online risks*



*Moderate to Unbearable pain

Familiarity with the perpetrator is associated with increased risk & consequences

● Met ● Not met



Teen profile

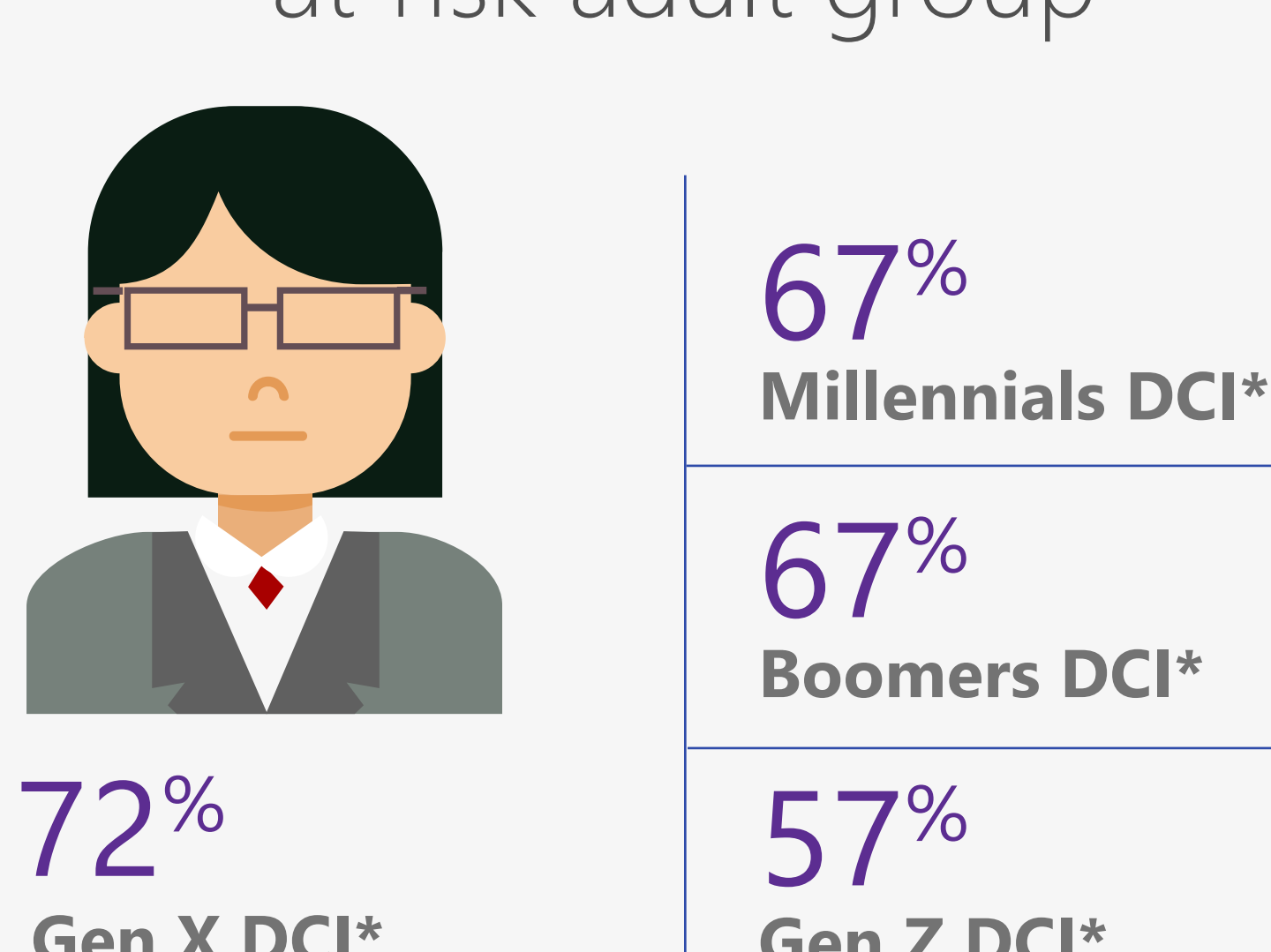


> Highest awareness of Microsoft's Digital Civility Challenge
> Better at finding help than adults

> Teen girls feel more at risk than teen boys
> 46% have a problem with parents posting about them on social media

> Teens asking for parents' help increased significantly
> The best role models: **Parents and Teachers**

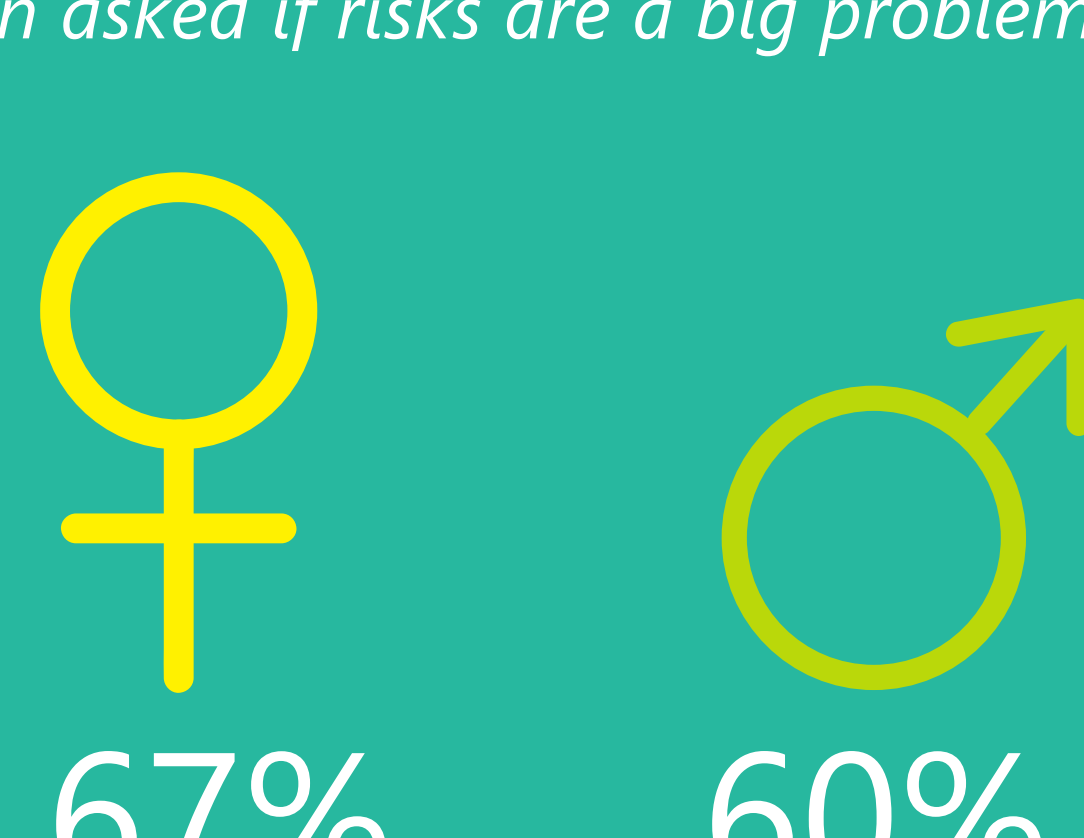
Gen X are the most at-risk adult group



*DCI = Microsoft's Digital Civility Index

Women feel risks are a bigger problem

When asked if risks are a big problem



Global hot spots



5 highest and lowest DCI countries

Ranked by national DCI among 25 surveyed countries

