# 2020: The rising tide of incivility

## Based on the views of 501

#### adults & teens

# Adults: 18-74 Teens: 13-17

## Indonesia

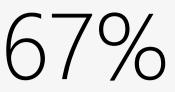
# Most common risks

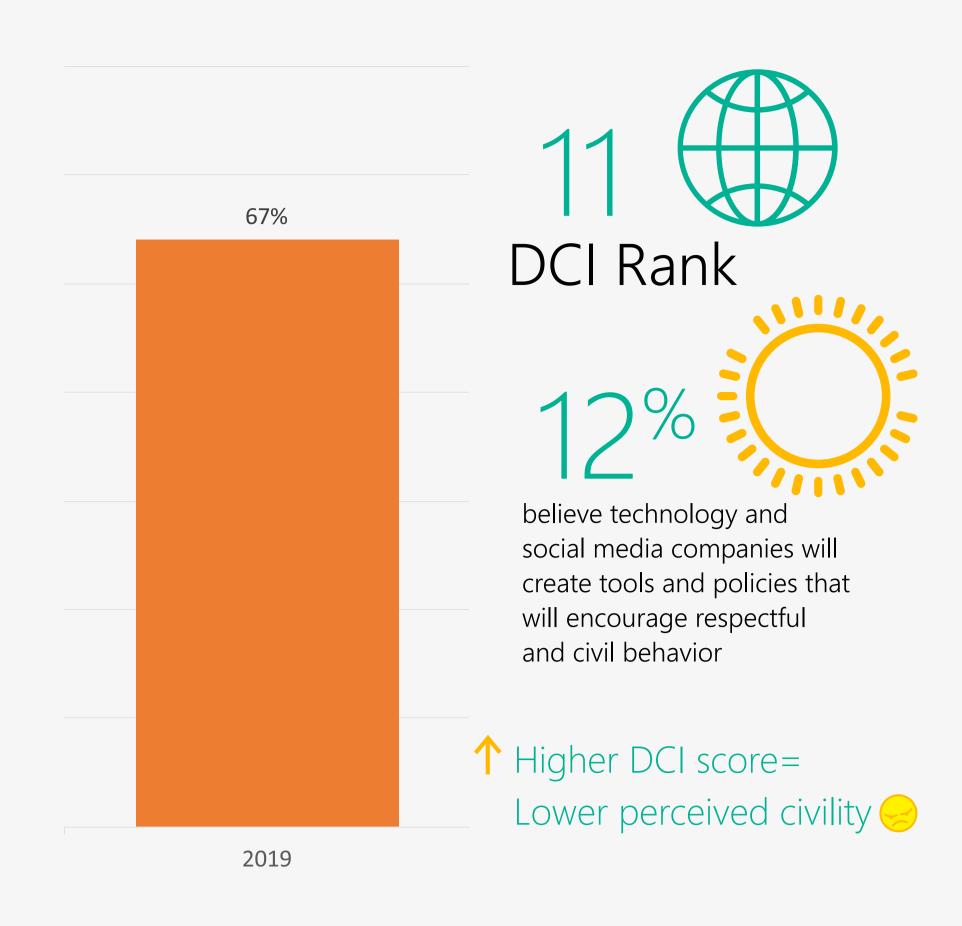


The most prevalent category of risks was intrusive (57%) followed by sexual (42%), behavioral (34%) and reputational (25%).

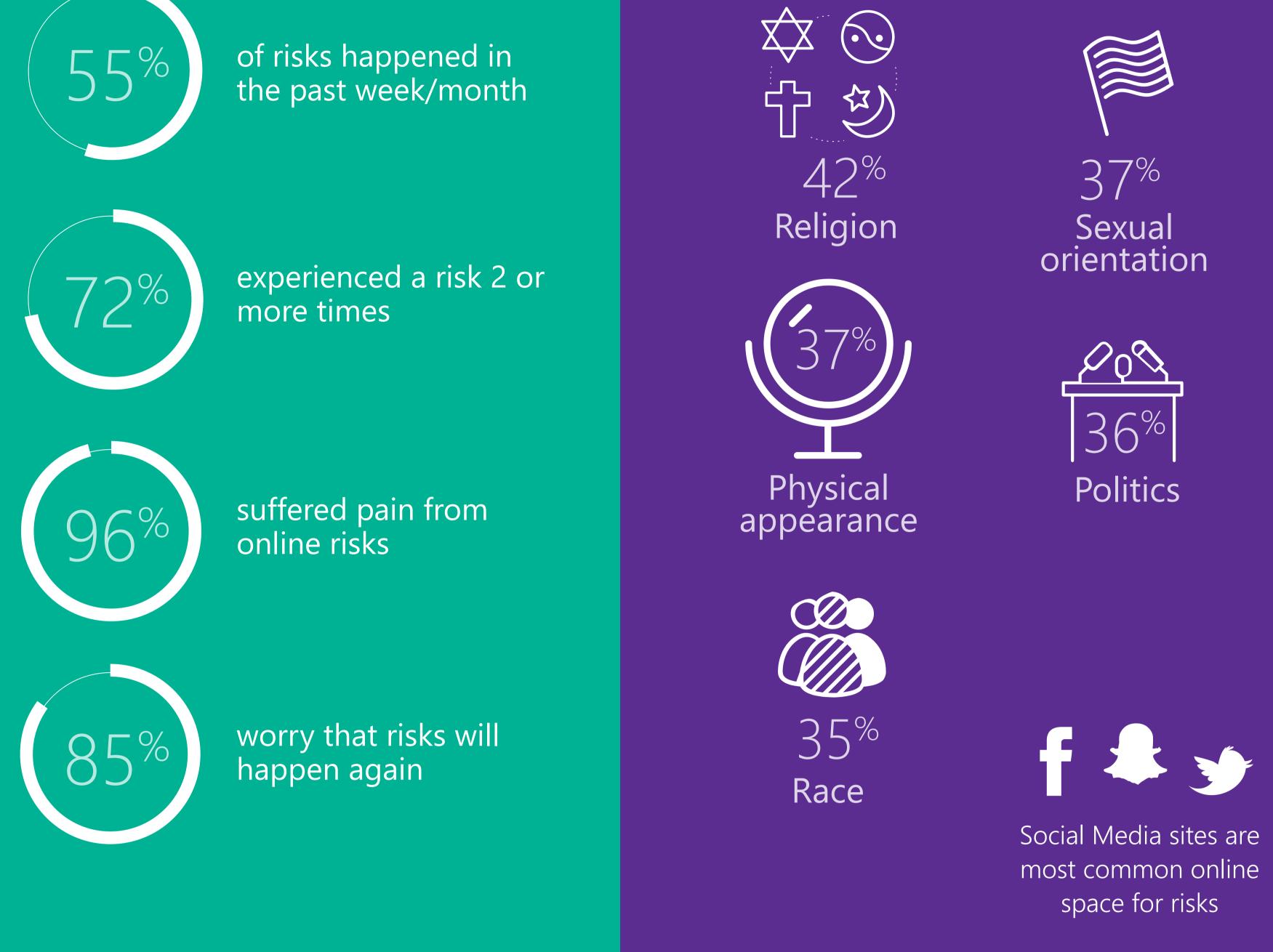
Risk trends

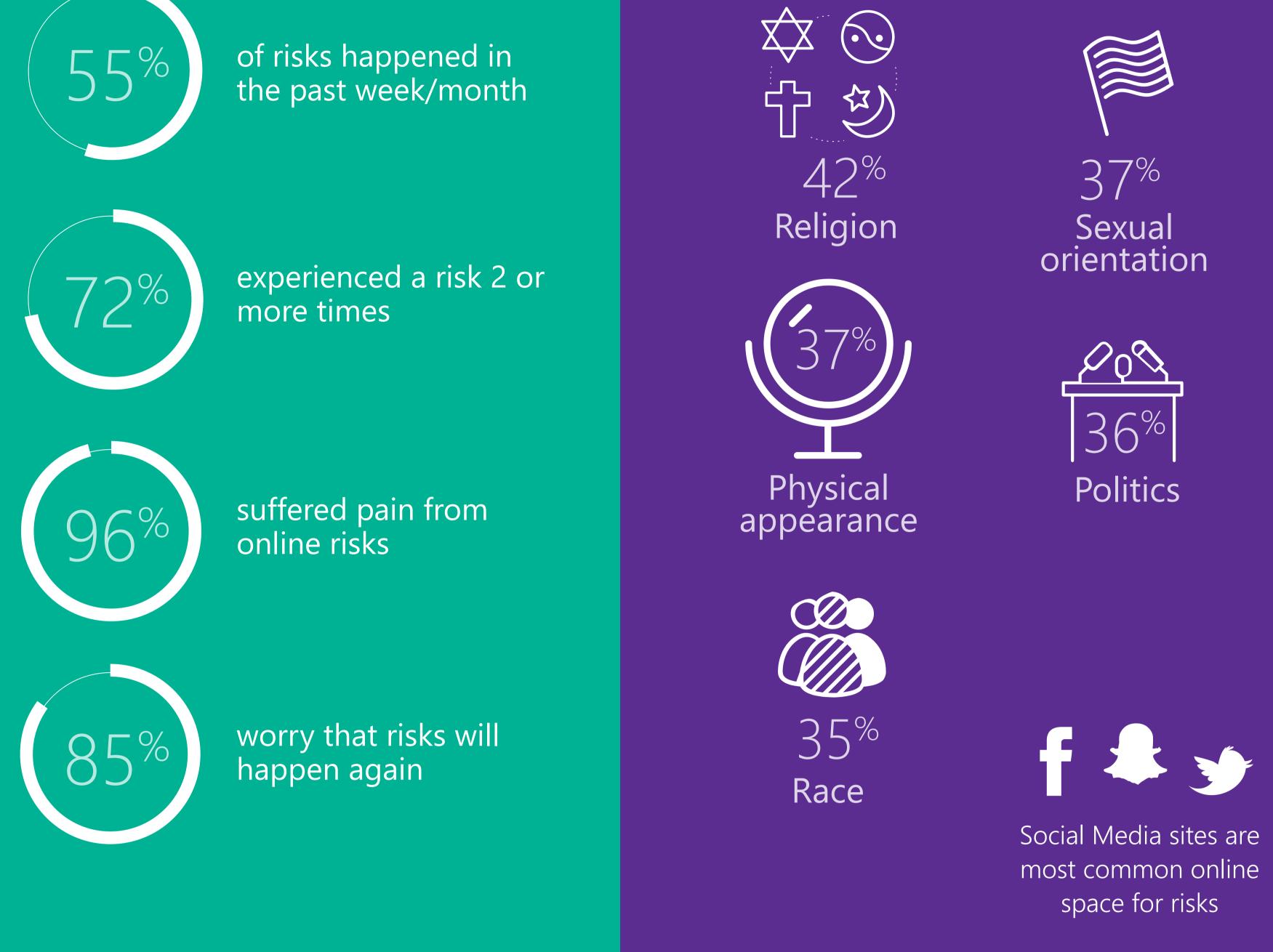
The Indonesia Digital Civility Index was

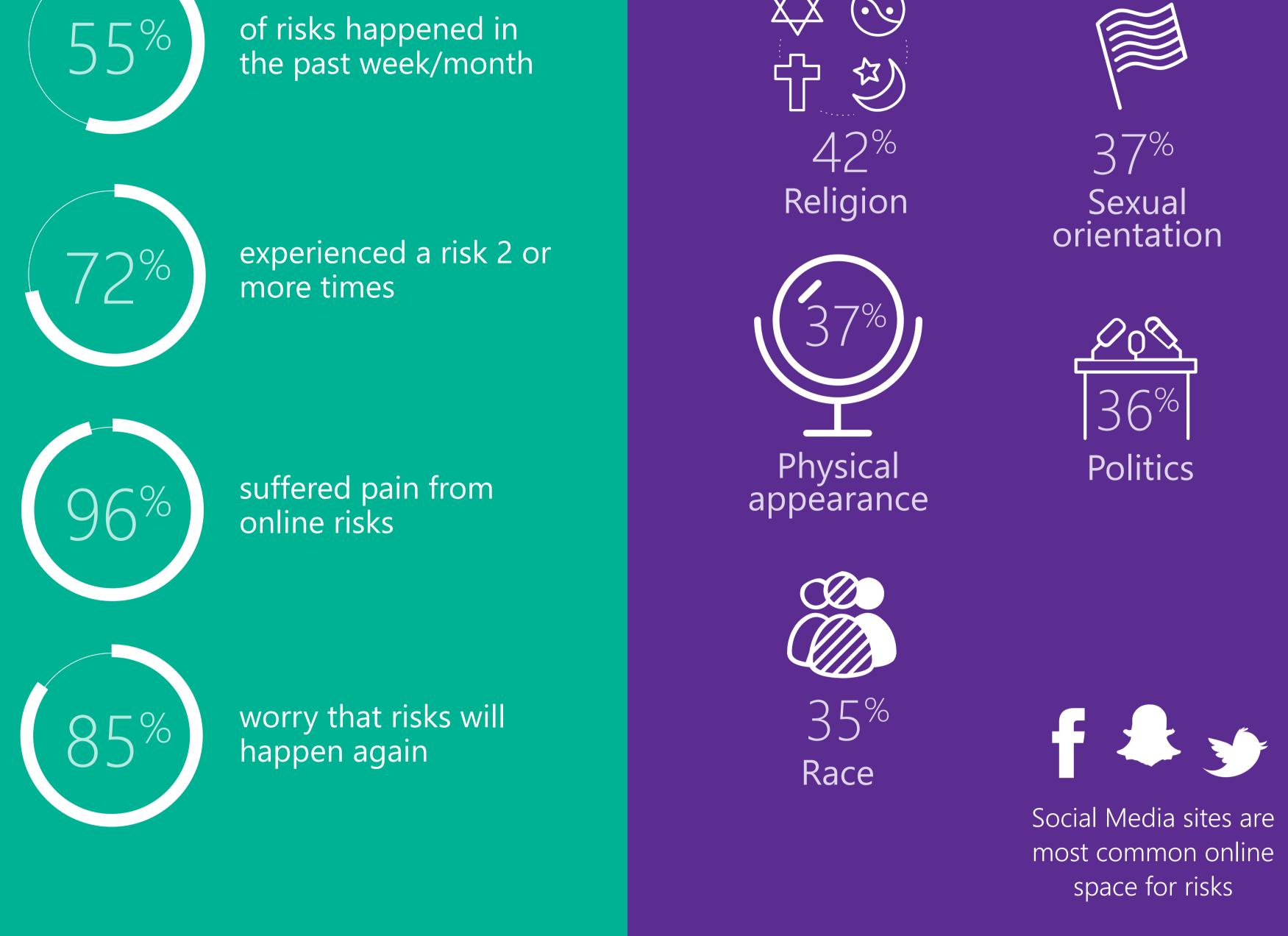




# Topics that drive the most incivility







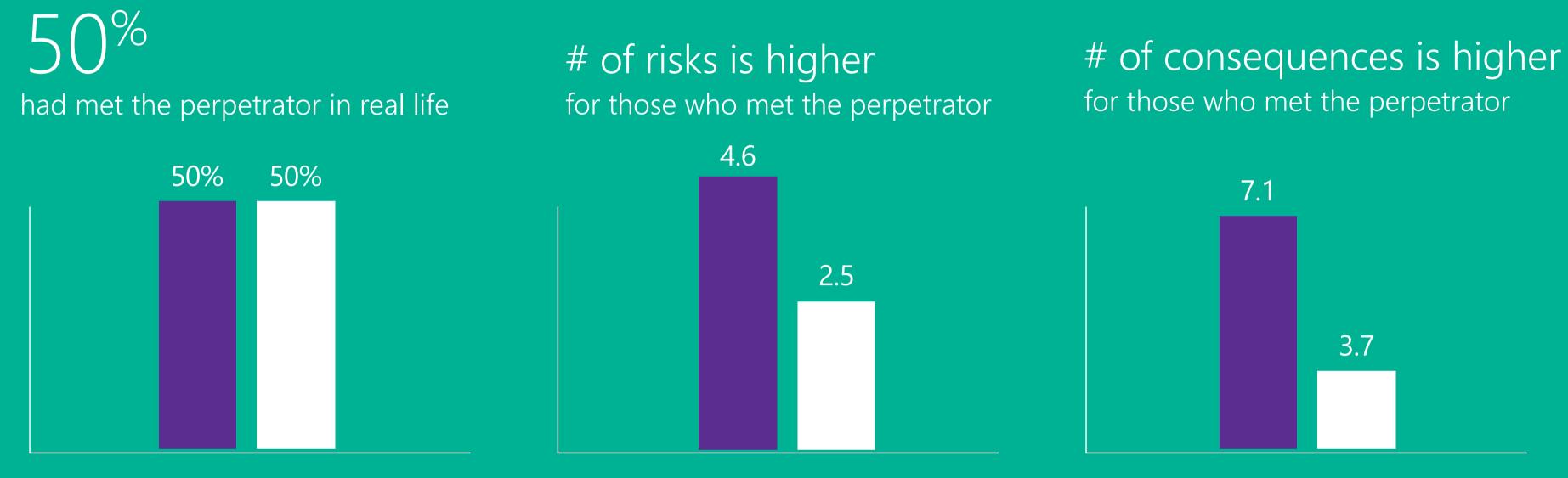
# The five most painful online risks\*



\*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 of any age group
- > Better at finding help than adults



Experienced a risk

Suffered Moderate-Unbearable pain

Worry risk will happen again

Asked parents for help



Suffered a consequence

Know where to find help

- > Teen girls feel more at risk than teen boys
- > 53% have a problem with parents posting about them on social media
- > Four in ten teens asked their parents' for help
- > The best role models: **Parents and Teachers**

## Millennials are the most at-risk adult group

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65%

47%

**Gen Z DCI\*** 

**Gen X DCI\*** 

**Boomers DCI\*** 

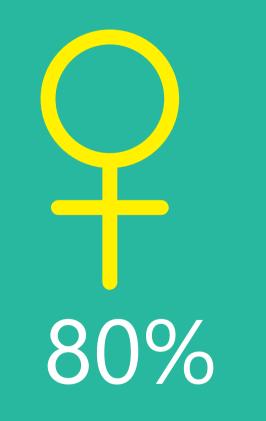


72% **Millennnials DCI\*** 

\*DCI = Microsoft's Digital Civility Index

Women feel risks are a bigger problem

When asked if risks are a big problem





# Global hot spots

#### Intrusive risks

**Global Intrusive** risk average = 58%

- 1. South Africa
- 2. Peru
- 3. Russia
- 4. Hungary
- 5. Colombia

#### Behavioral risks

**Global Behaviorial** risk average = 45%

- 1. Russia
- 2. South Africa
- 3. Hungary
- 4. Vietnam
- 5. Turkey

#### Sexual risks

**Global Sexual** risk average = 37%

- 1. Peru
- 2. Vietnam
- 3. Colombia
- 4. South Africa
- 5. Mexico

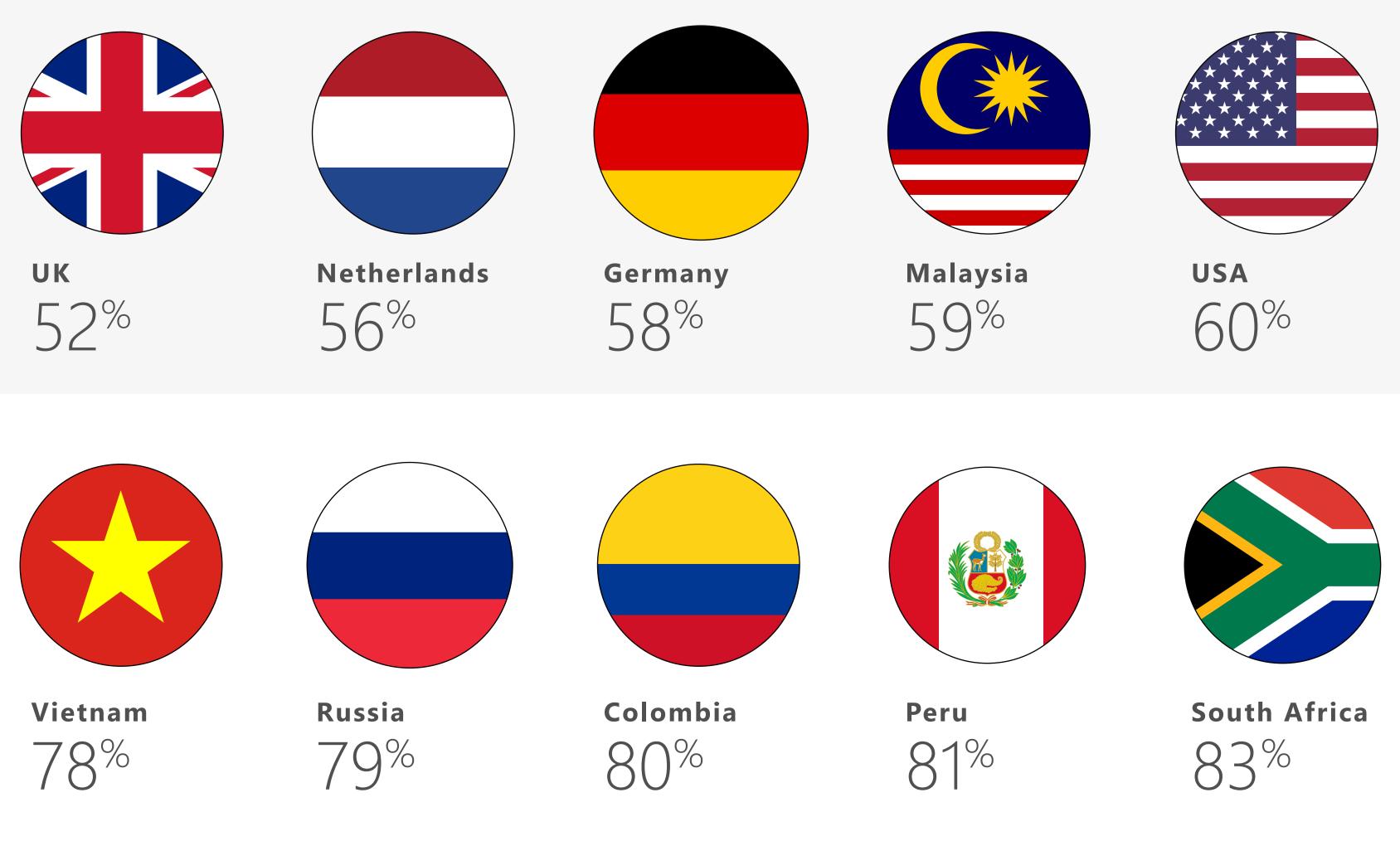
### Reputational risks

**Global Reputational** risk average = 21%

- 1. Vietnam
- 2. Hungary
- 3. Peru
- 4. South Africa
- 5. India

## 5 highest and lowest DCI countries

Ranked by national DCI among 25 surveyed countries



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