

2020: The rising tide of incivility

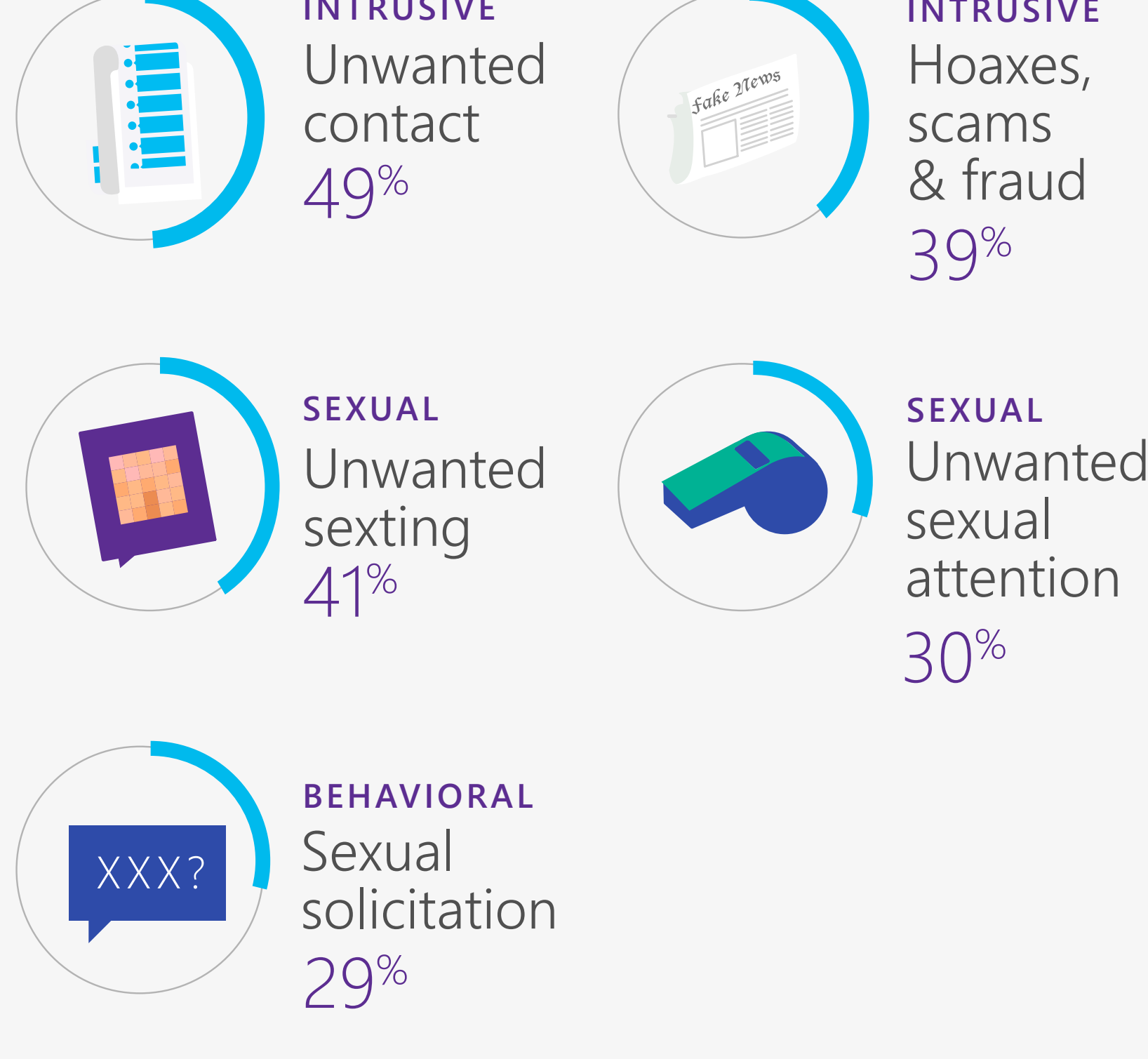
Based on the views of
500
 adults & teens



Adults: 18-74
 Teens: 13-17

Vietnam

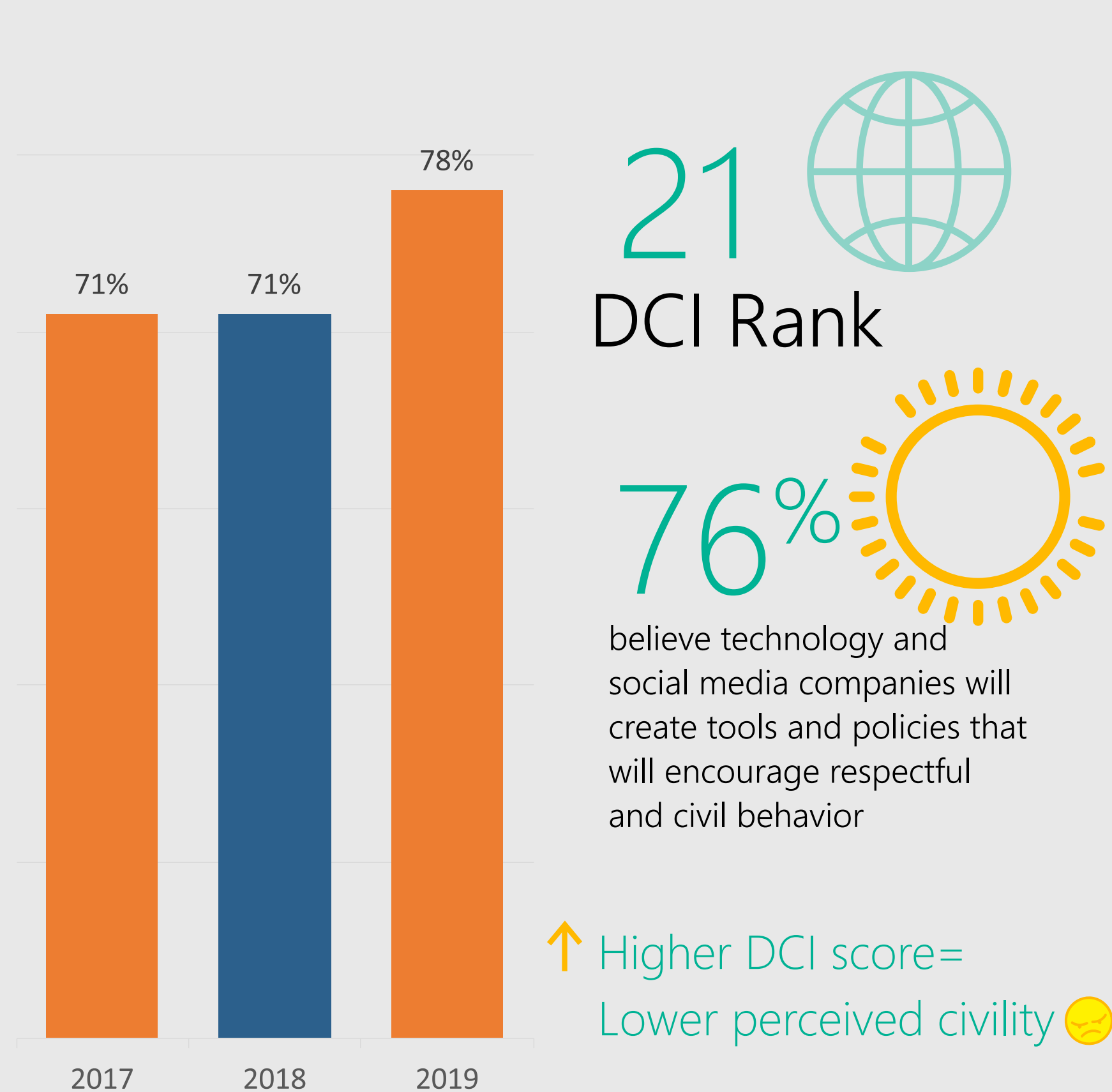
Most common risks



Nearly all 21 risks increased with the sexual and behavioral categories up fourteen and twelve points respectively.

The Vietnam Digital Civility Index increased

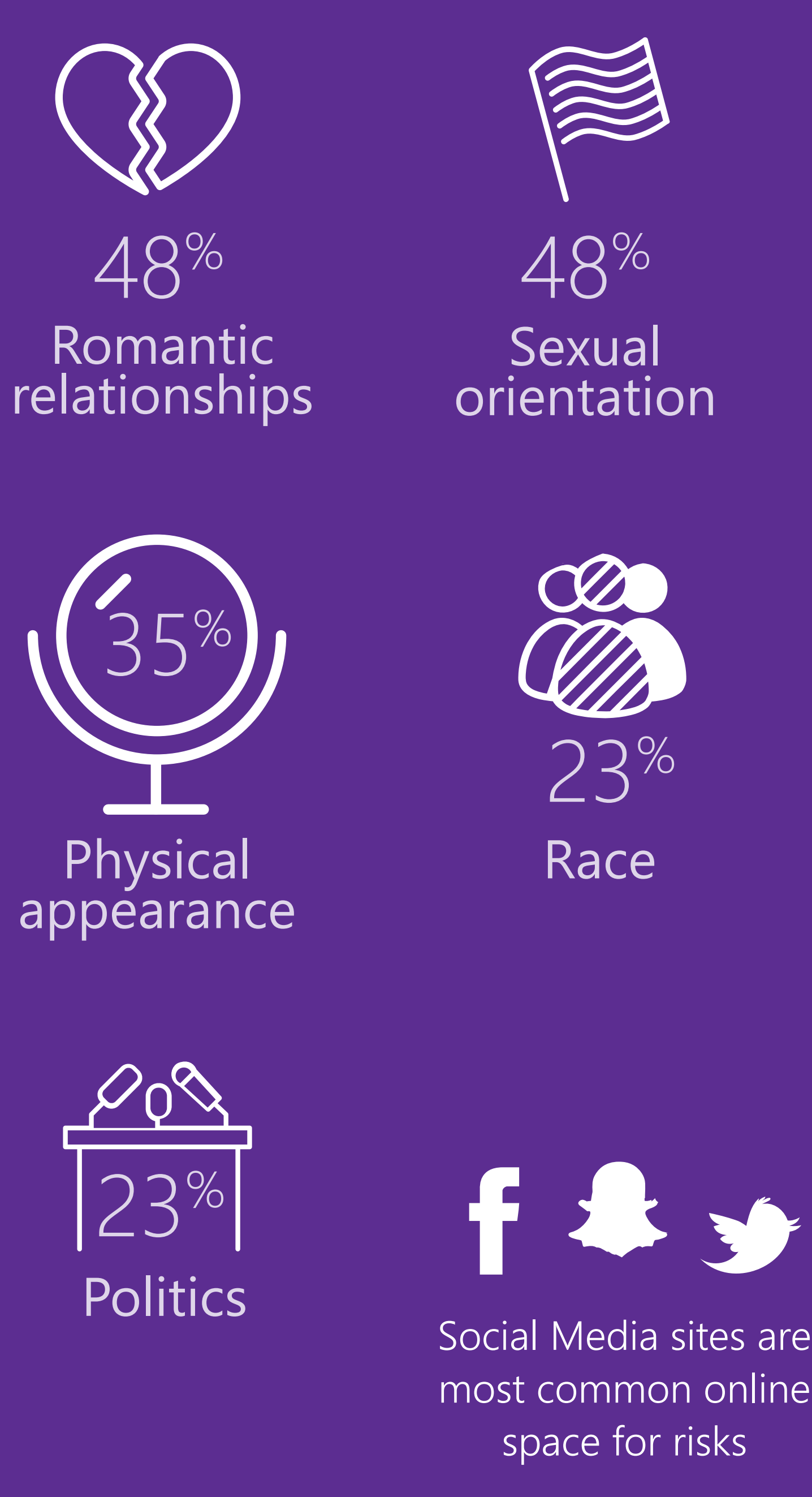
7 points to 78%



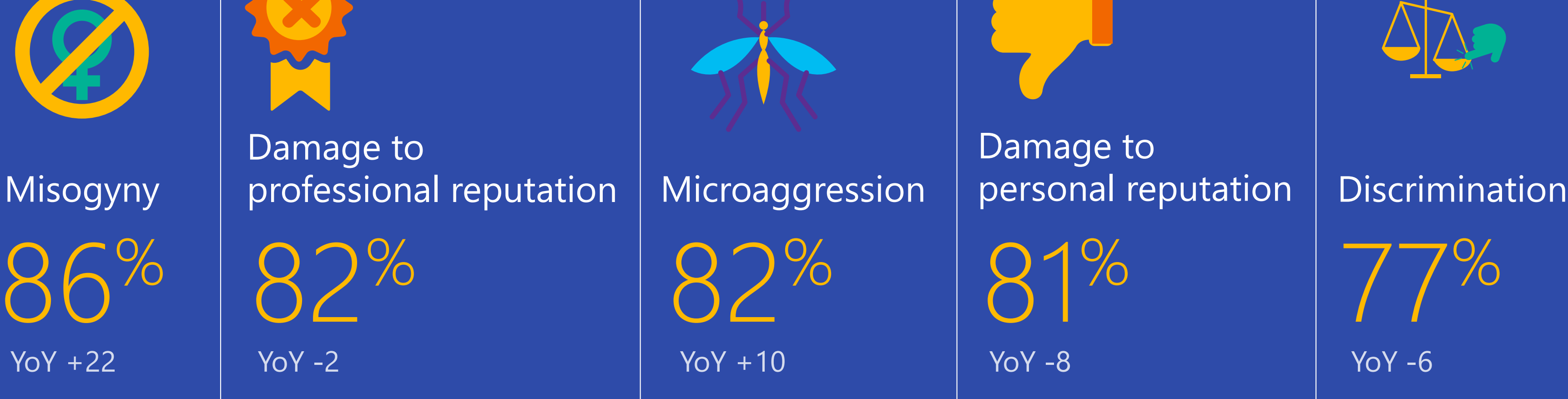
Risk trends



Topics that drive the most incivility

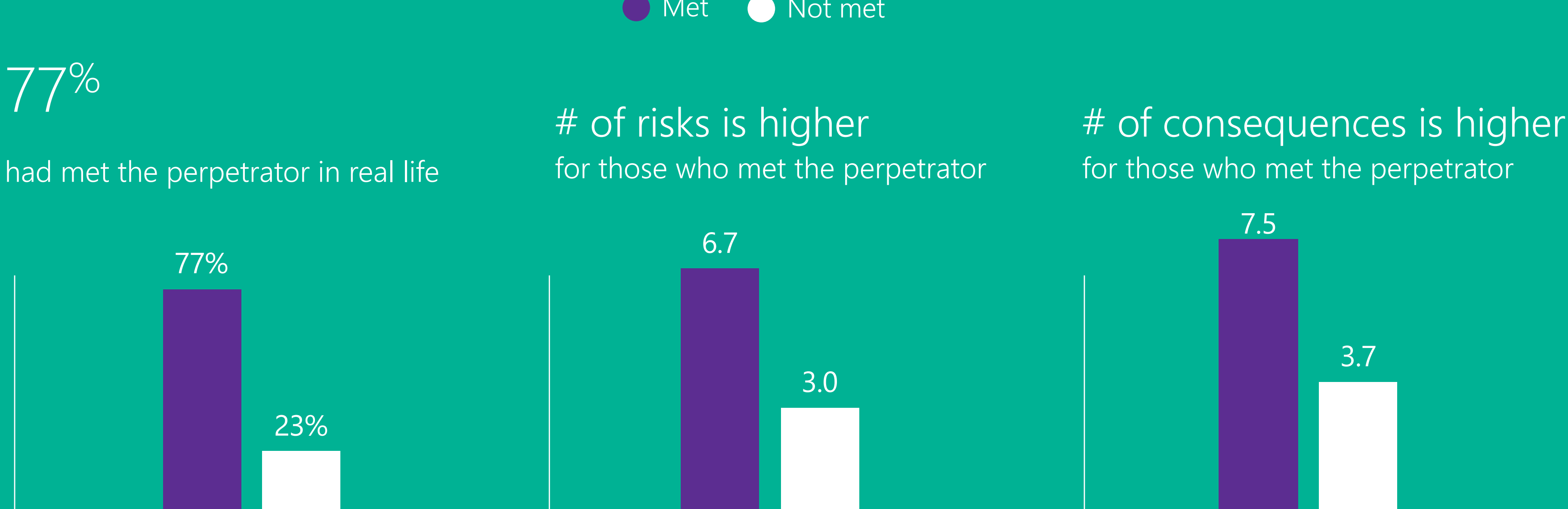


The five most painful online risks*

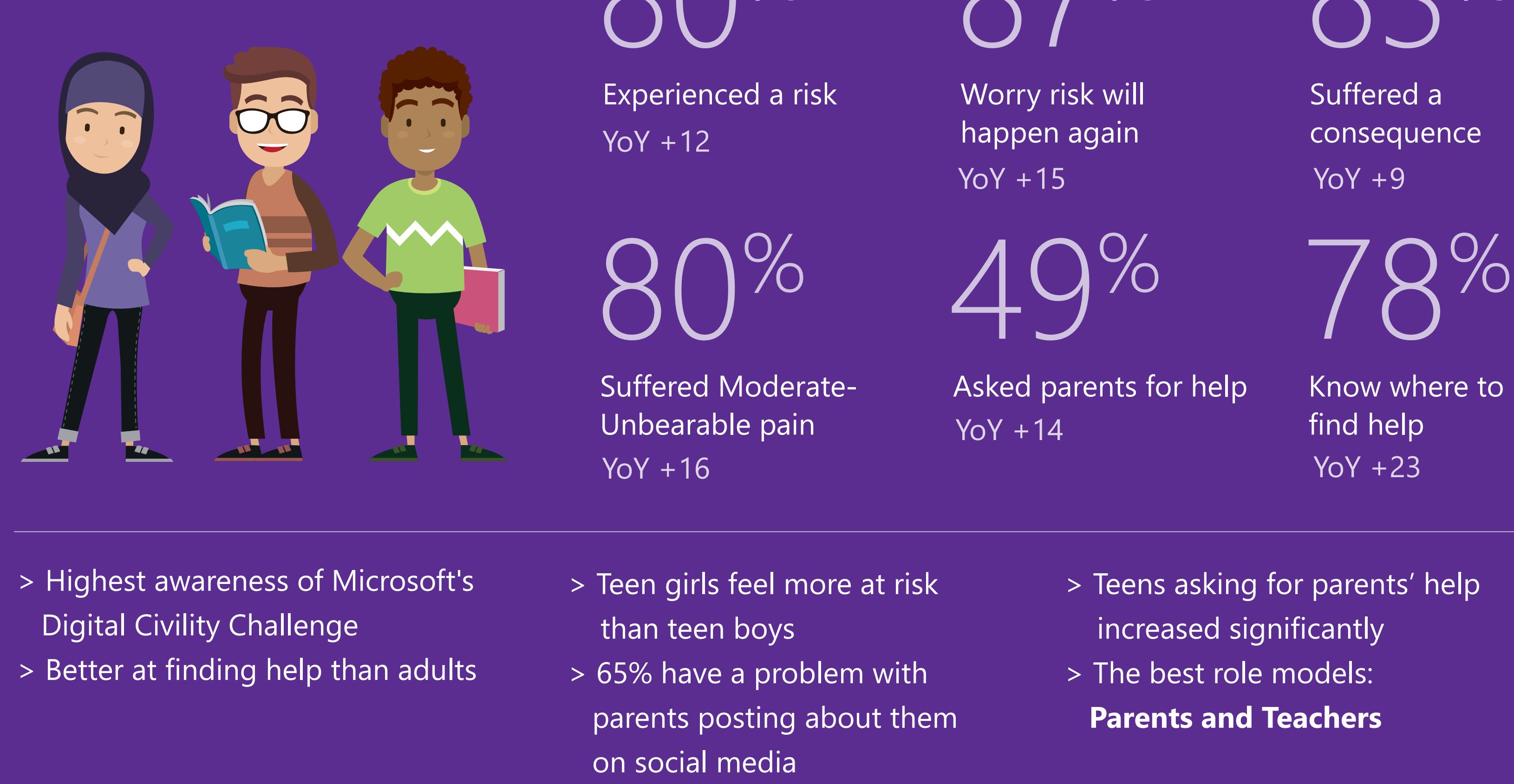


*Moderate to Unbearable pain

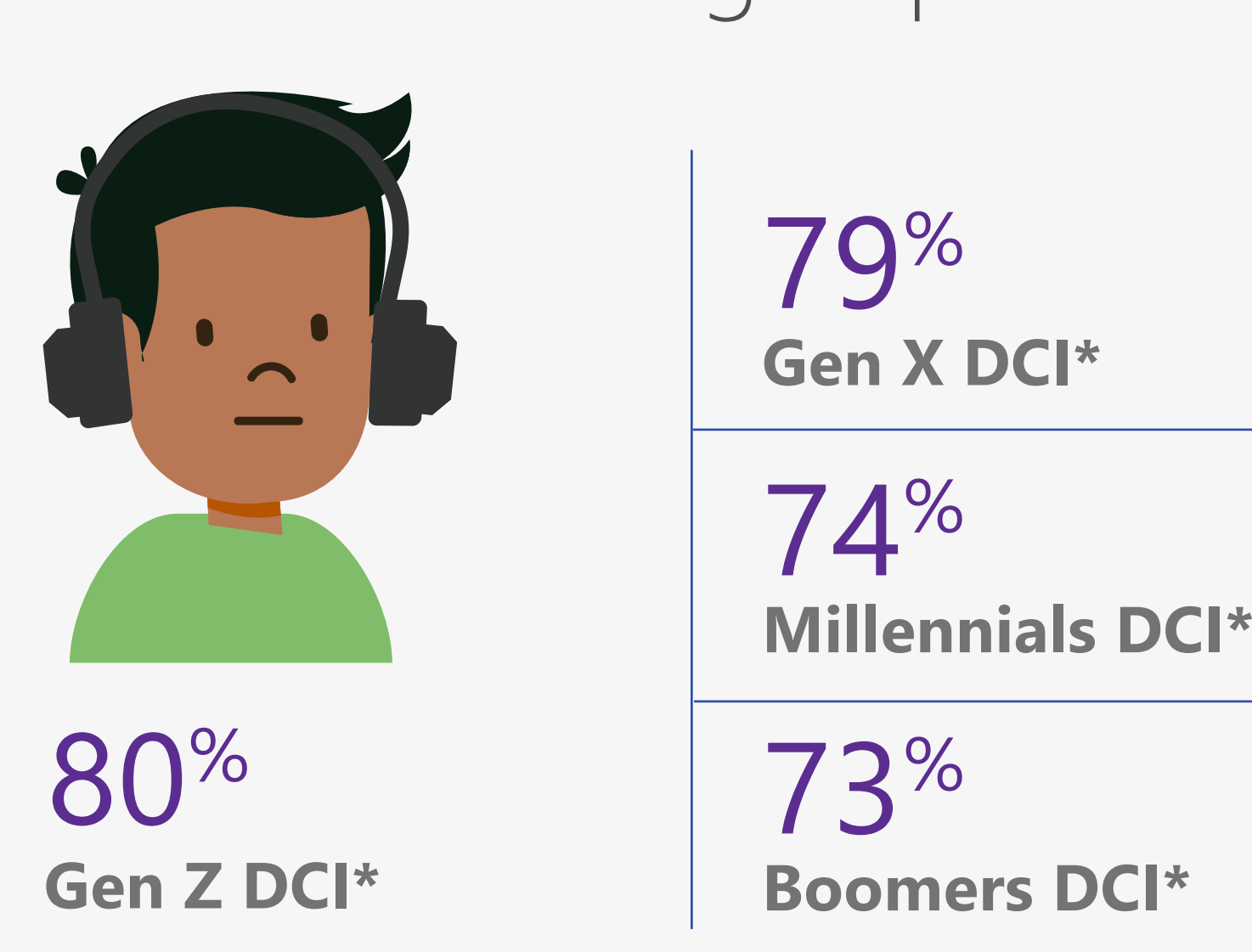
Familiarity with the perpetrator is associated with increased risk & consequences



Teen profile



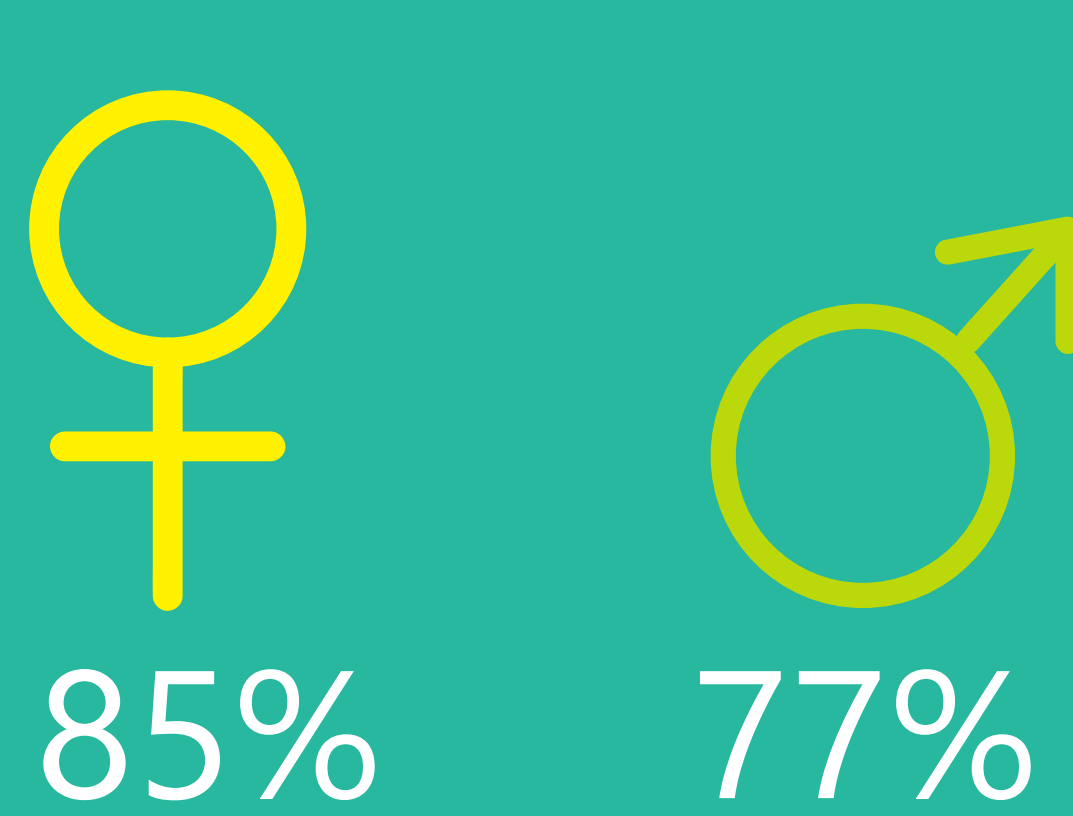
Gen Z are the most at-risk group



*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

