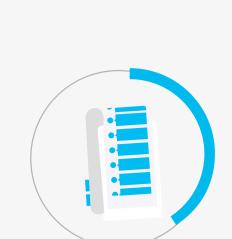
## 2020: The rising tide of incivility

Based on the views of 501 adults & teens



Adults: 18-74 Teens: 13-17

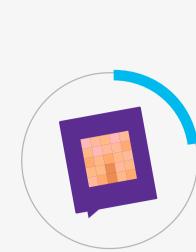
## Most common risks



INTRUSIVE Unwanted contact



INTRUSIVE Hoaxes, scams & fraud 28%



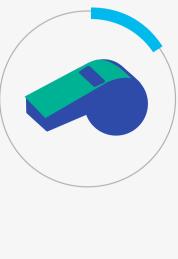
**SEXUAL** Unwanted sexting 23%



**SEXUAL** 



**BEHAVIORAL** 



Unwanted sexual attention 16%



Microaggression 16% Intrusive (+17) and sexual risks (+8) had the

largest increases since 2018.

# 10 points to 66%

The Belgium Digital Civility Index increased

66% DCI Rank 61% 59% believe technology and 56% social media companies will create tools and policies that will encourage respectful and civil behavior 1 Higher DCI score= Lower perceived civility 2016 2017 2018 2019

## Risk trends



the past week/month +2 points

experienced a risk 2 or

of risks happened in



suffered pain from online risks +9 points

more times



+1 points

happen again

worry that risks will

# Topics that drive the most incivility





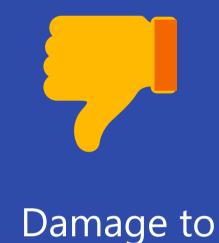








The five most painful online risks\*



YoY + 17

\*Moderate to Unbearable pain

personal reputation







YoY +30



## with increased risk & consequences Met Not met

for those who met the perpetrator

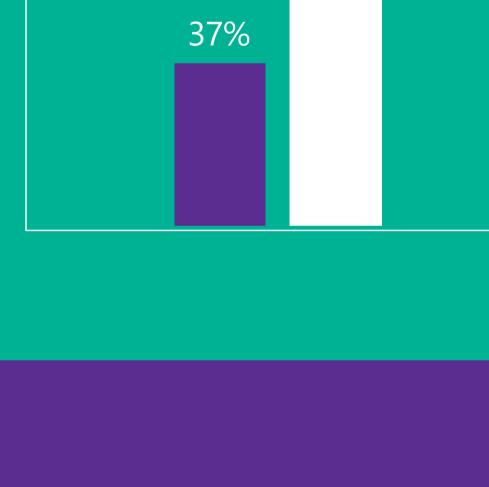
# of risks is higher

4.6

Familiarity with the perpetrator is associated

37% had met the perpetrator in real life

63%



2.6

3.8

Know where to

find help

YoY -2

**Parents and Teachers** 

Women feel risks are a

bigger problem

When asked if risks are a big problem

# of consequences is higher

for those who met the perpetrator

9.2

Teen profile



Suffered Moderate-Unbearable pain YoY + 7

on social media

parents posting about them

Experienced a risk

YoY + 2

Asked parents for help YoY +16 > Teen girls feel more at risk > Teens asking for parents' help than teen boys continues to grow > 43% have a problem with > The best role models:

Worry risk will Suffered a happen again consequence YoY + 1YoY +8

- Boomers are the most at-risk adult group

73% **Boomers DCI\*** \*DCI = Microsoft's Digital Civility Index Global hot spots

Intrusive risks

Global Intrusive

risk average = 58%

1. South Africa

**Gen Z DCI\*** 

Millenials DCI\*

72%

59%

**Gen X DCI\*** 

71% Sexual risks



63%

### 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

risk average = 37% 1. Peru 2. Vietnam 3. Colombia

Global Sexual

5. Mexico

4. South Africa

Reputational risks

Global Reputational

risk average = 21%

1. Vietnam

2. Hungary

4. South Africa

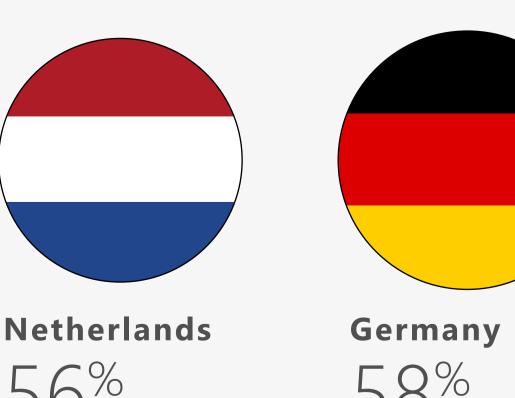
3. Peru

5. India

UK



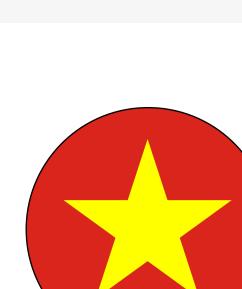


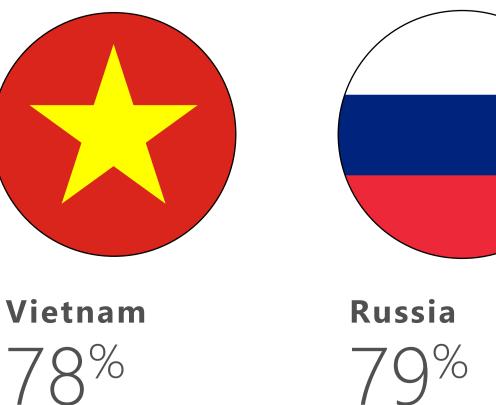


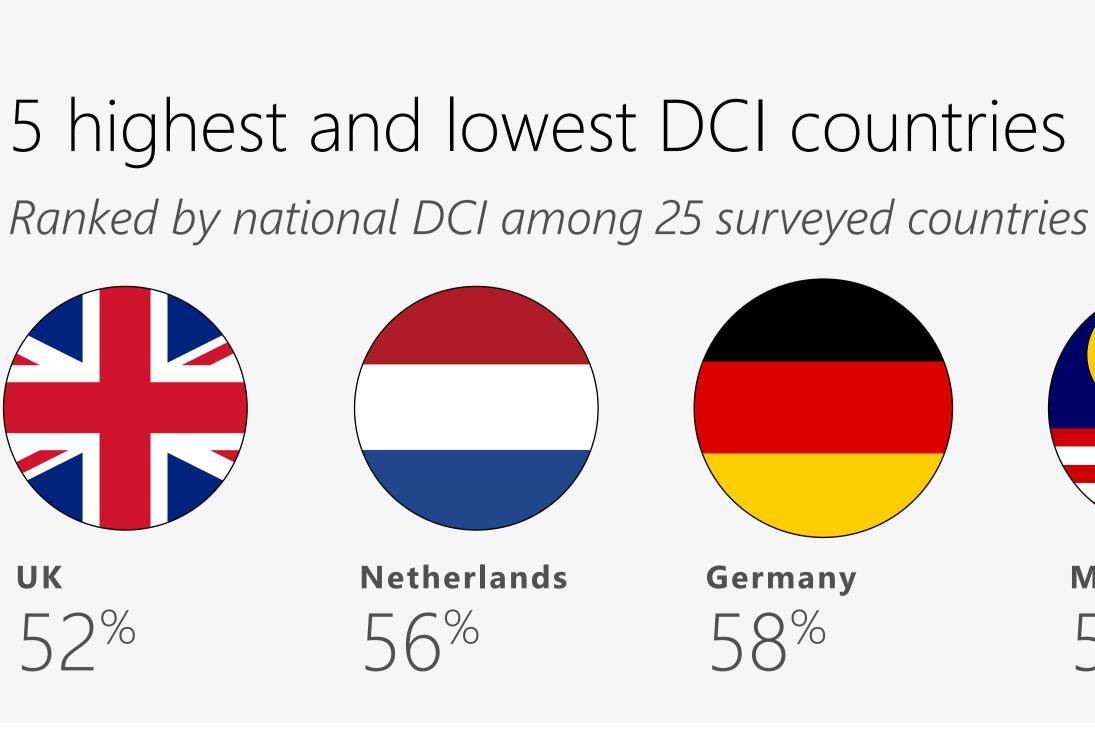




USA









Peru



Colombia