

2020: The rising tide of incivility

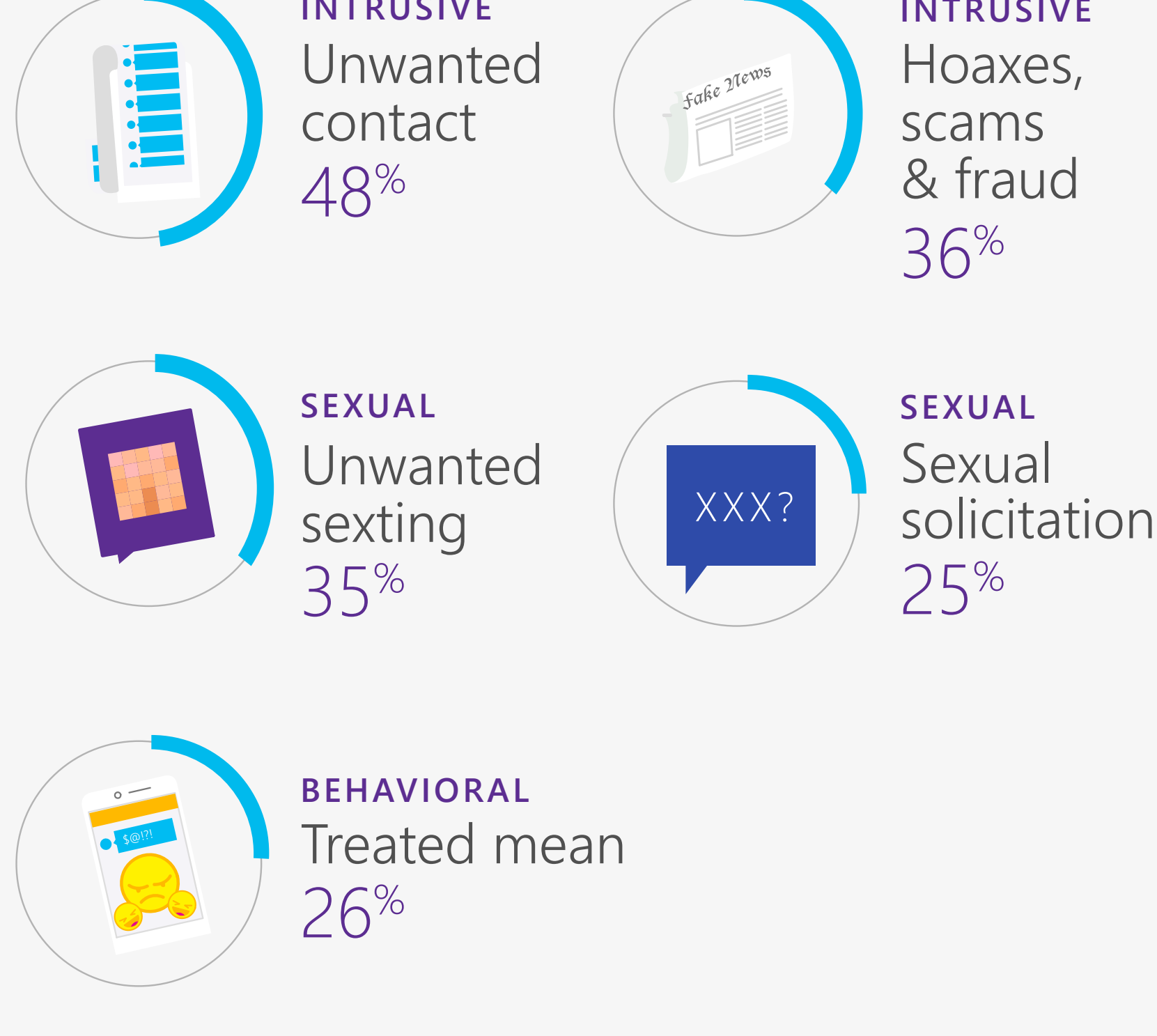
Based on the views of
503
adults & teens



Adults: 18-74
Teens: 13-17

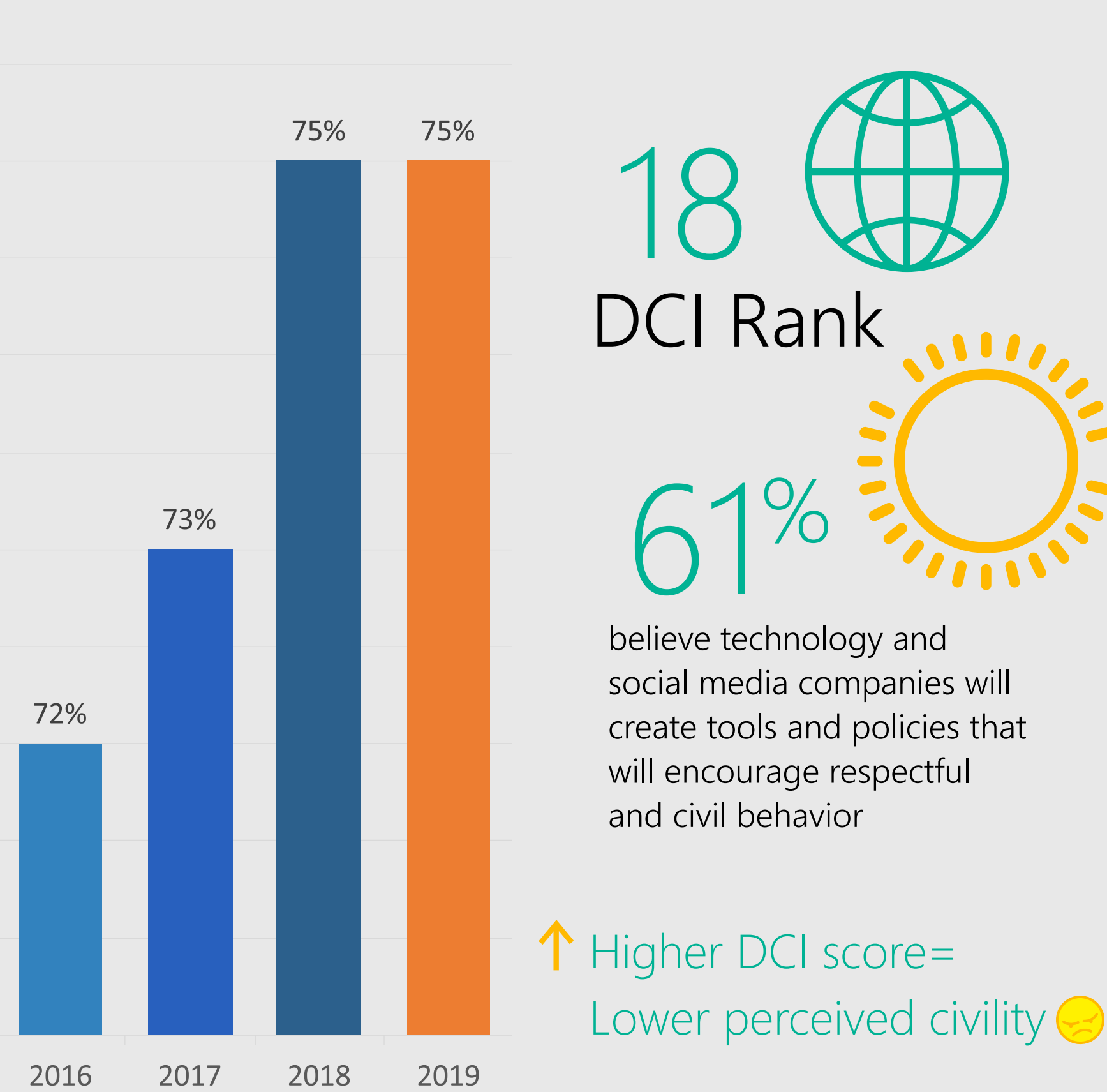
Chile

Most common risks



Behavioral risks showed the largest increase (+6) since 2018 driven by microaggression, being treated mean and cyberbullying.

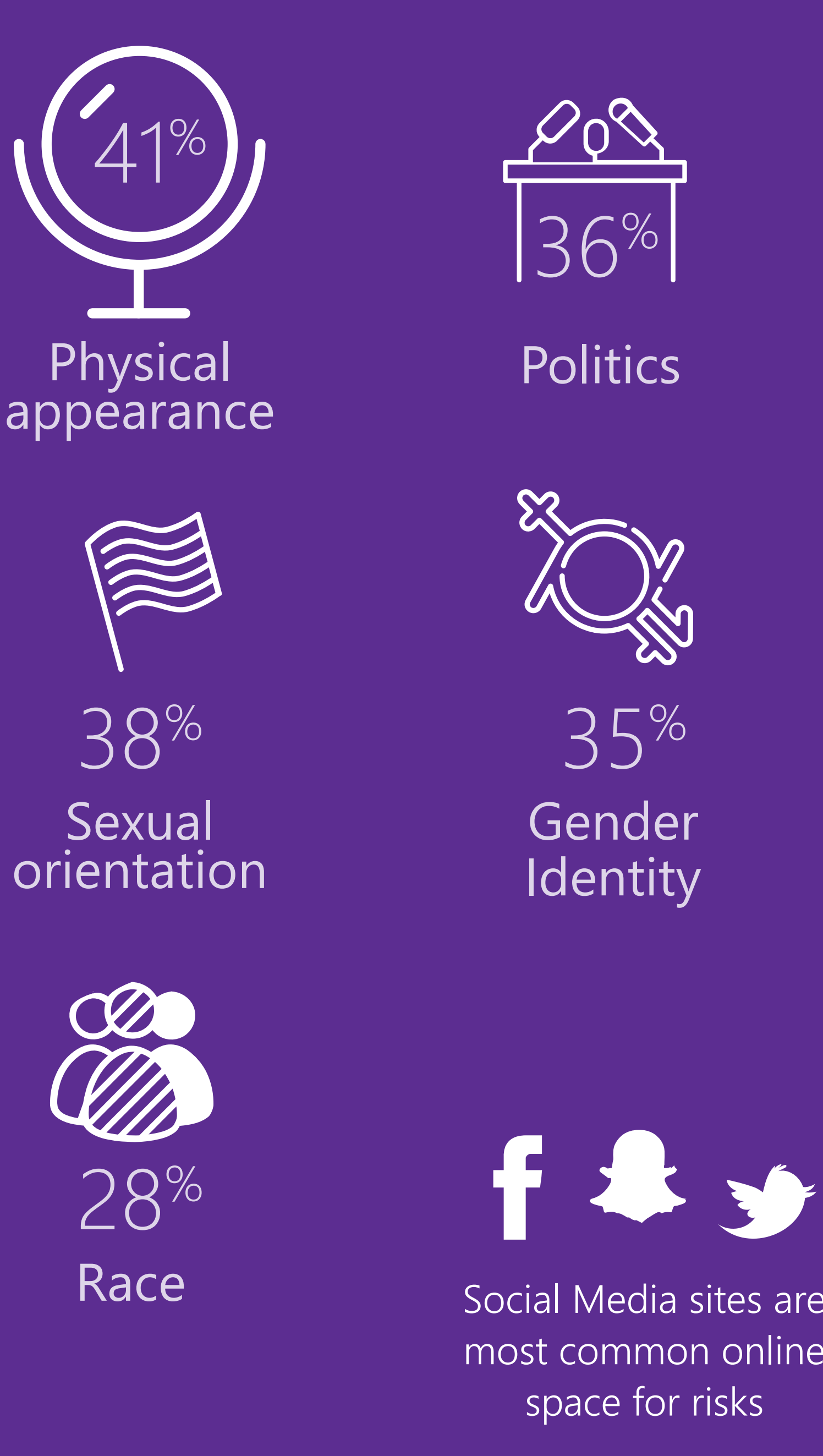
The Chile Digital Civility Index was unchanged at 75%



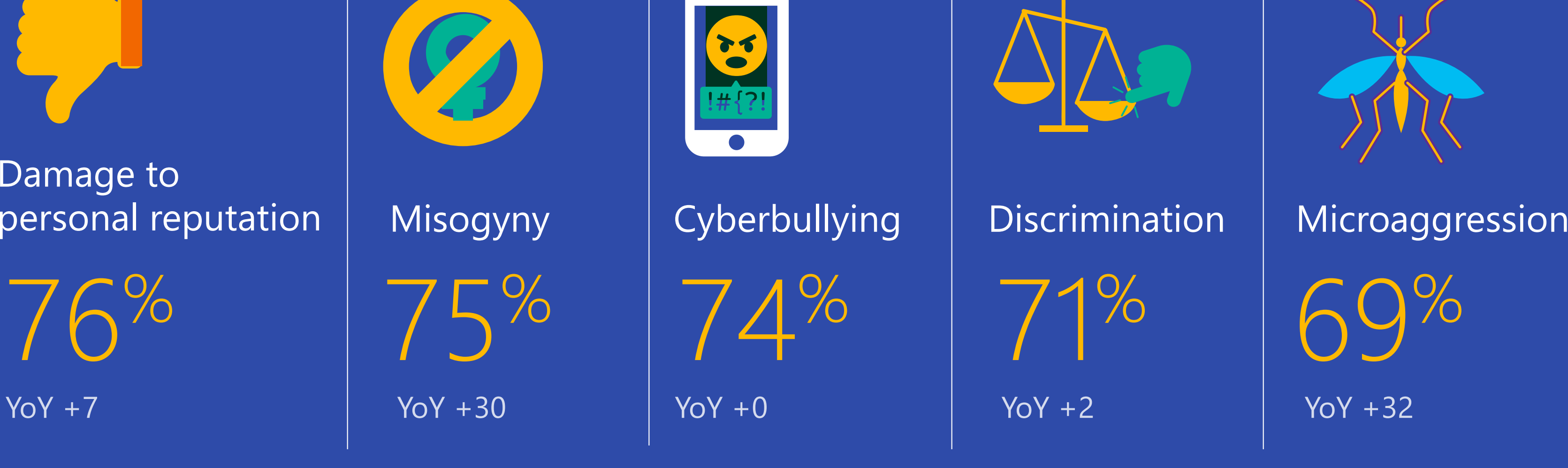
Risk trends



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

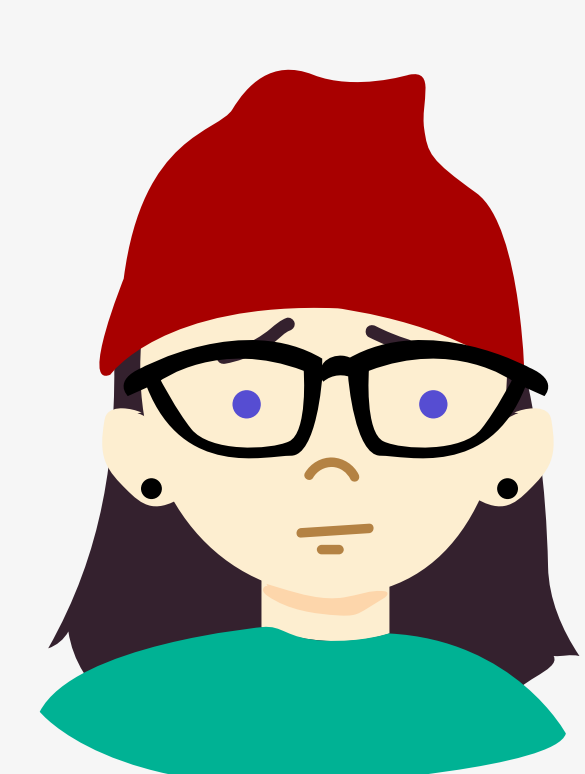


> Highest awareness of Microsoft's Digital Civility Challenge
> Better at finding help than adults

> Teen girls feel more at risk than teen boys
> 29% have a problem with parents posting about them on social media

> Teens asking for parents' help more than doubled since 2018
> The best role models: **Parents and Teachers**

Millennials are the most at-risk adult group



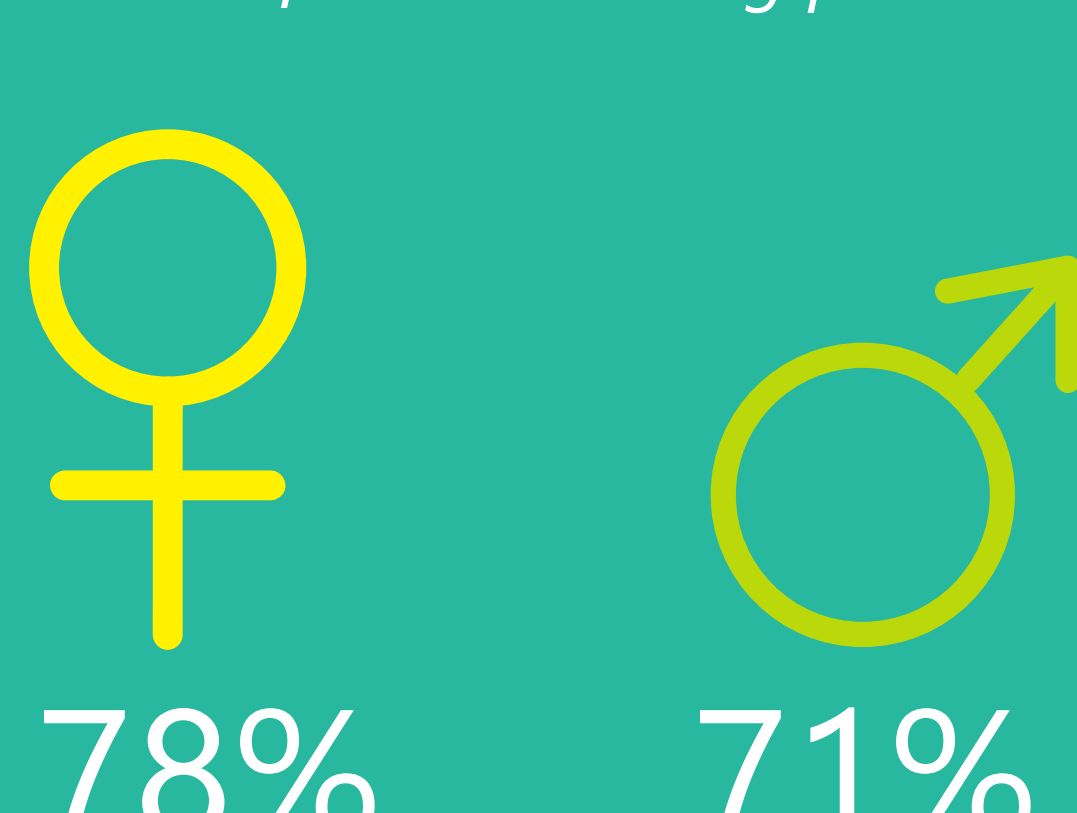
80% Millennials DCI*

78% Gen X DCI*
75% Boomers DCI*
72% Gen Z DCI*

*DCI = Microsoft's Digital Civility Index

Women feel that 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

