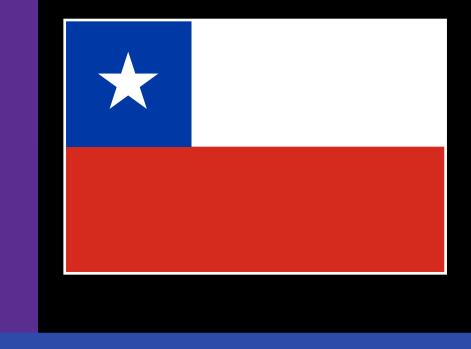
# 2020: The rising tide of incivility

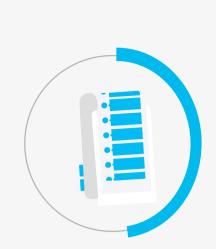
Based on the views of 503 adults & teens



Adults: 18-74 Teens: 13-17

# Chile

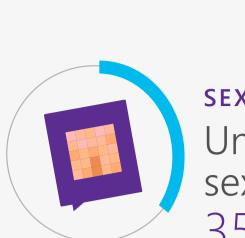
## Most common risks



INTRUSIVE Unwanted contact 48%



INTRUSIVE Hoaxes, scams & fraud 36%



**SEXUAL** Unwanted sexting 35%



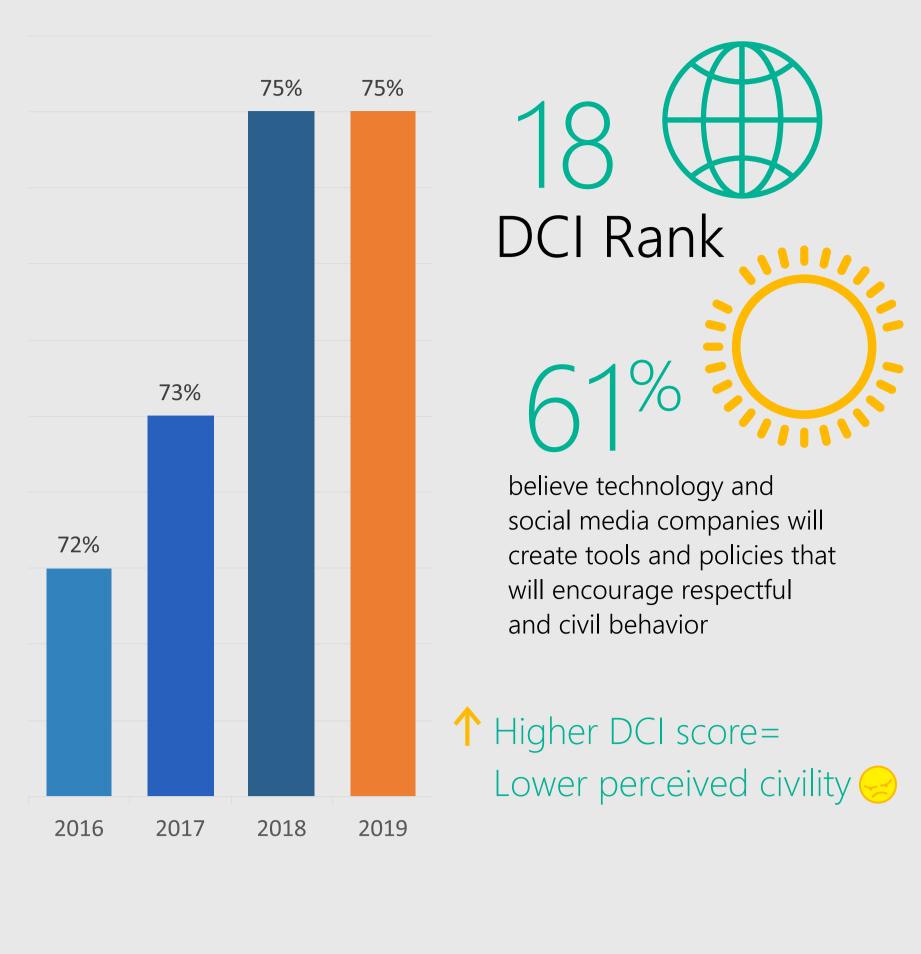
**SEXUAL** Sexual solicitation 25%



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

at 75%

The Chile Digital Civility Index was unchanged



# Risk trends



the past week/month -2 points

of risks happened in



suffered pain from

more times

online risks

+9 points

experienced a risk 2 or



worry that risks will



+12 points

happen again

# Topics that drive the most incivility





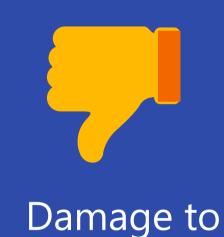




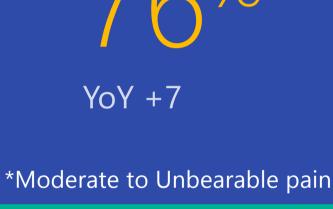




The five most painful online risks\*



personal reputation



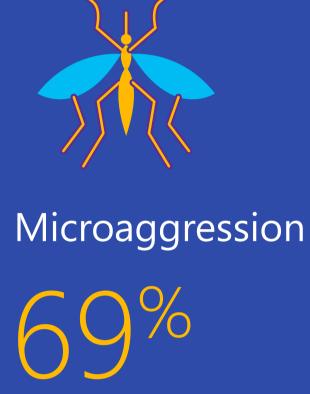
Familiarity with the perpetrator is associated



YoY + 30







## with increased risk & consequences Met Not met

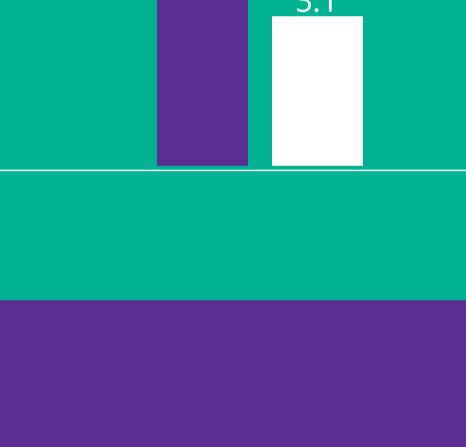
# of risks is higher





5.8

for those who met the perpetrator



6.0

for those who met the perpetrator

# of consequences is higher



Teen profile



YoY -1 Suffered Moderate-

Unbearable pain

YoY +6

Experienced a risk

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

on social media

Asked parents for help YoY +34

Worry risk will

happen again

YoY +11

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

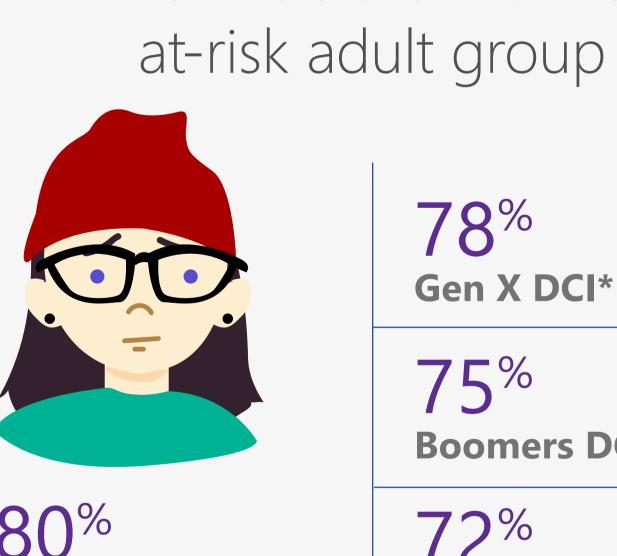
Suffered a consequence YoY -2

Know where to

find help

YoY +18





Millennials are the most

**Parents and Teachers** 

Women feel that risks are a bigger problem

When asked if risks are a big problem



72% **Gen Z DCI\*** 

**Boomers DCI\*** Global hot spots

78%

71%

### 1. South Africa 1. Russia 2. Peru

4. Hungary 5. Colombia

Intrusive risks

Global Intrusive

3. Russia

risk average = 58%

- 2. South Africa

Global Behaviorial

risk average = 45%

3. Hungary 4. Vietnam

5. Turkey

## 3. Colombia 4. South Africa

2. Vietnam

Sexual risks

Global Sexual

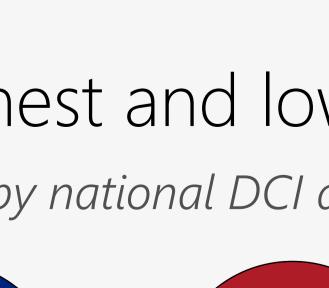
1. Peru

risk average = 37%

5. Mexico

Reputational risks Global Reputational risk average = 21% 1. Vietnam 2. Hungary

Behavioral risks

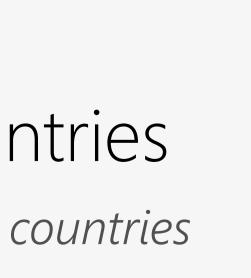


UK

**Netherlands** 



5 highest and lowest DCI countries Ranked by national DCI among 25 surveyed countries





4. South Africa

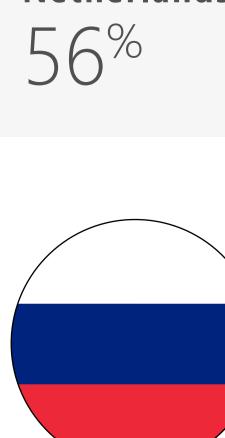
3. Peru

5. India



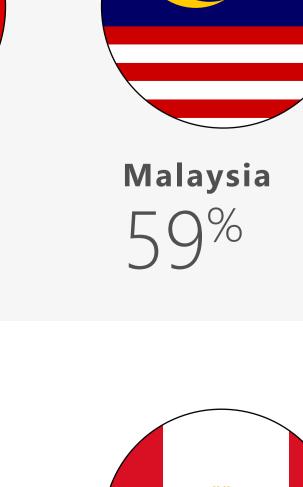
**Vietnam** 

78%



Russia

Germany



Peru



USA

Colombia