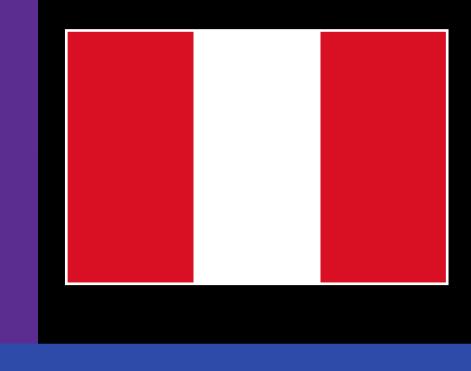
2020: The rising tide of incivility

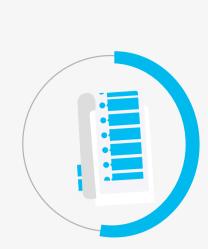
Based on the views of adults & teens



Adults: 18-74 Teens: 13-17

Peru

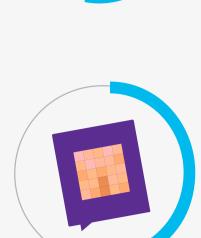
Most common risks



INTRUSIVE Unwanted contact 53%



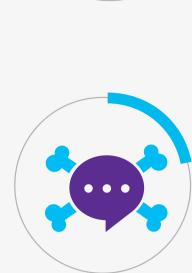
INTRUSIVE Hoaxes, scams & fraud 42%



SEXUAL Unwanted sexting 43%



SEXUAL Sexual solicitation 31%



BEHAVIORAL Trolling

The majority of the 21 risks rose slightly with both behavioral and intrusive risks having risen four points.

2 points to 81%

The Peru Digital Civility Index increased

81% 79% 78% DCI Rank believe technology and social media companies will create tools and policies that will encourage respectful and civil behavior

Risk trends



of risks happened in the past week/month -1 points



suffered pain from

experienced a risk 2 or

more times

online risks

+9 points



worry that risks will happen again +16 points

Topics that drive the most incivility



2018

2019

2017

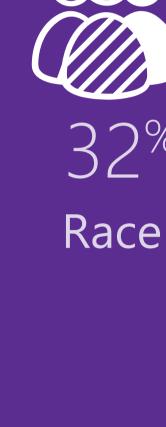


1 Higher DCI score=

Lower perceived civility |

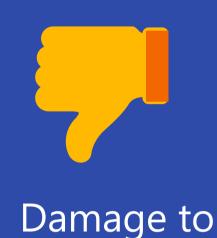








The five most painful online risks*



personal reputation YoY +0





Online harassment



*Moderate to Unbearable pain

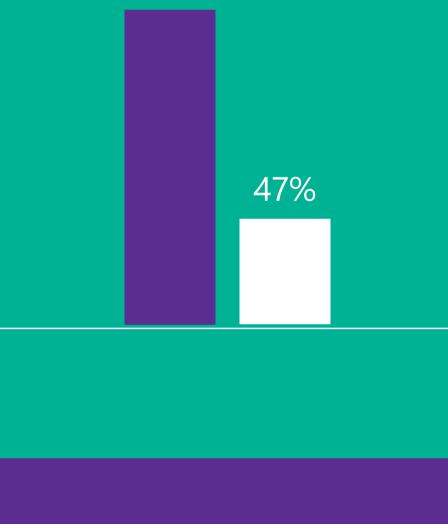
with increased risk & consequences Met Not met

for those who met the perpetrator

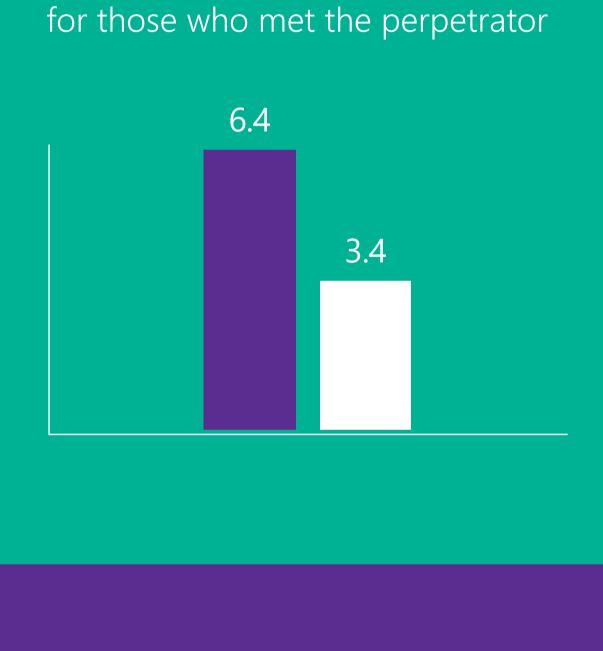
of risks is higher

Familiarity with the perpetrator is associated

53% had met the perpetrator in real life 53%



3.5



of consequences is higher

Teen profile



Experienced a risk YoY + 14

YoY +10 > Teen girls feel more at risk than teen boys > 33% have a problem with

on social media

parents posting about them

Suffered Moderate-

Unbearable pain

Asked parents for help YoY + 27

Worry risk will

happen again

YoY +19

> Teens asking for parents' help increased significantly > The best role models: **Parents and Teachers**

Women feel risks are a

bigger problem

When asked if risks are a big problem

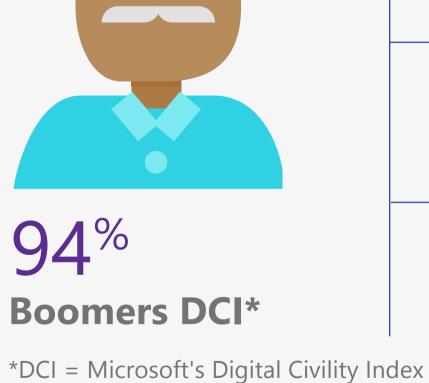
Suffered a consequence YoY +16

find help YoY +12

Know where to

Boomers are the most

at-risk adult group



Global hot spots Intrusive risks Global Intrusive

risk average = 58%

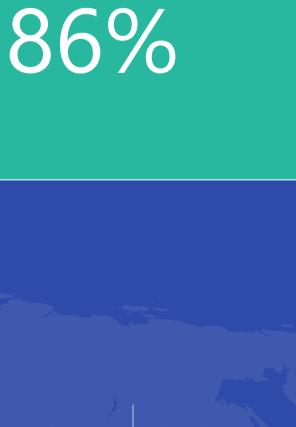
3. Russia

4. Hungary 5. Colombia 80% **Gen Z DCI***

Millennials DCI*

88%

Gen X DCI*





1. South Africa 2. Peru 2. South Africa

Behavioral risks

Global Behaviorial

risk average = 45% 1. Russia

3. Hungary 4. Vietnam 5. Turkey

3. Colombia 4. South Africa

Global Sexual

1. Peru

5. Mexico

Sexual risks

risk average = 37% 2. Vietnam

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

2. Hungary

3. Peru

5. India

4. South Africa

5 highest and lowest DCI countries



Ranked by national DCI among 25 surveyed countries







Colombia

