2020: The rising tide of incivility

Based on the views of 502 adults & teens



Adults: 18-74 Teens: 13-17

Most common risks



INTRUSIVE Unwanted contact 48%



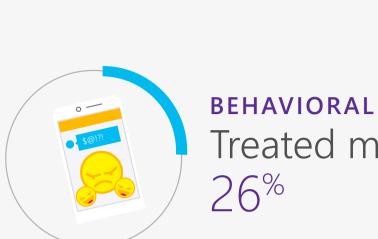
INTRUSIVE Hoaxes, scams & fraud 33%



SEXUAL Unwanted sexting 39%



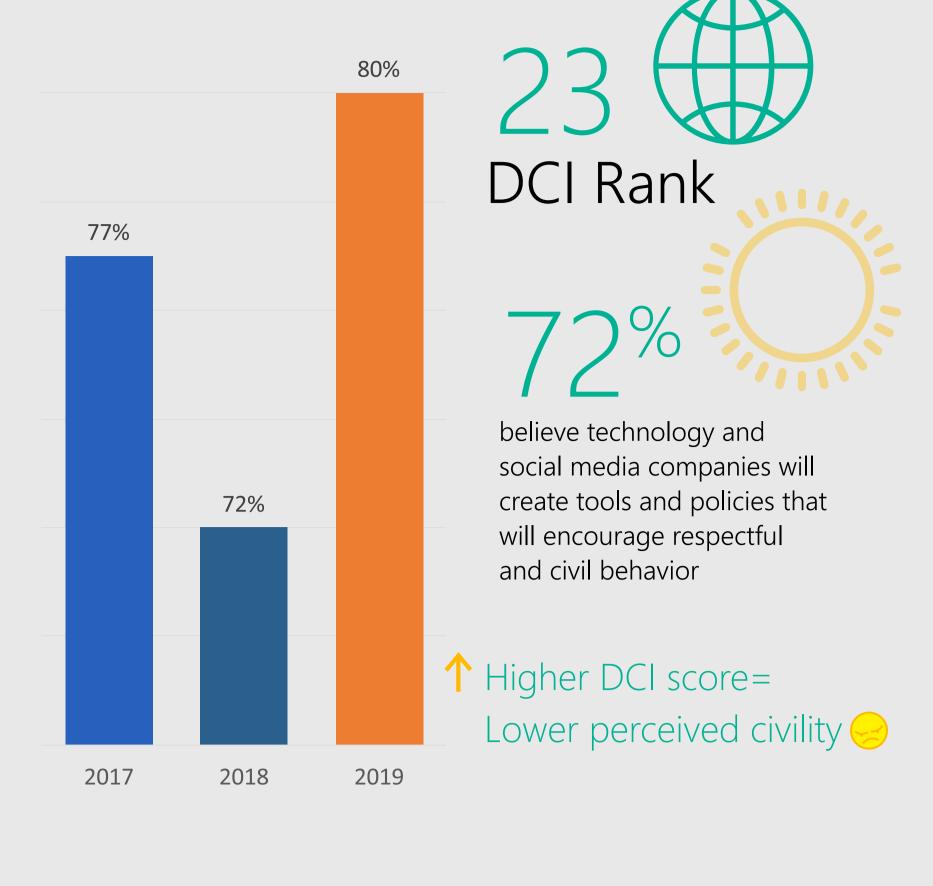
SEXUAL Sexual solicitation 28%



Treated mean 26%

The biggest increases were in the behavioral and sexual risk categories up eight and seven points respectively.

The Colombia Digital Civility Index increased 8 points to 80%



Risk trends



the past week/month +2 points

experienced a risk 2 or

more times

+6 points

of risks happened in



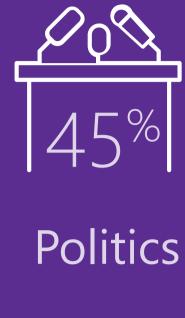
suffered pain from online risks



happen again +15 points

worry that risks will

Topics that drive the most incivility

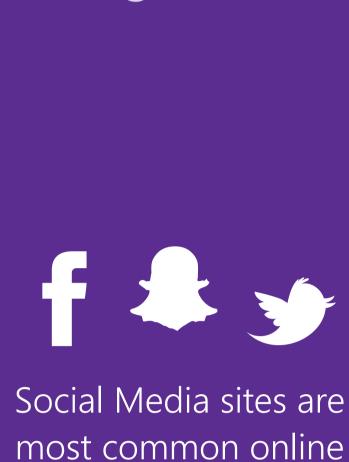






Religion





space for risks

The five most painful online risks*



harassment YoY +5

Damage to personal reputation YoY -1

Damage to professional reputation

YoY +15

Discrimination

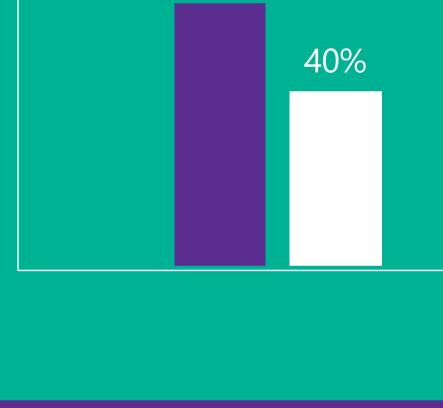


*Moderate to Unbearable pain

with increased risk & consequences Met Not met # of risks is higher

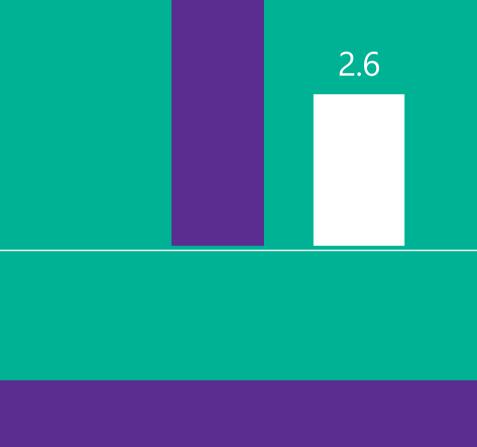
Familiarity with the perpetrator is associated

had met the perpetrator in real life 60%



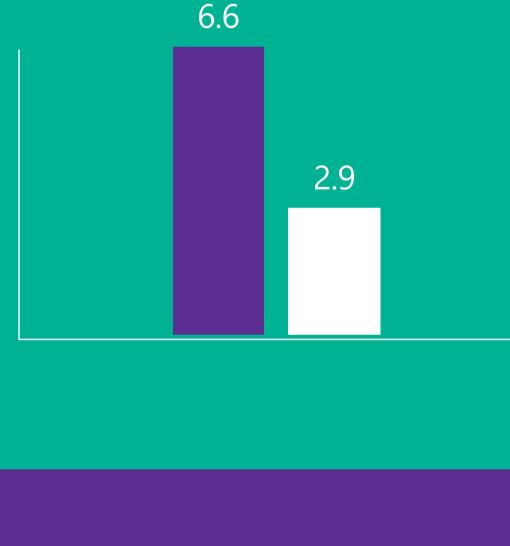
4.9

for those who met the perpetrator



for those who met the perpetrator 6.6

of consequences is higher



Suffered a

YoY +9

consequence

Know where to

Teen profile



YoY + 3

Experienced a risk

YoY +16 > Teen girls feel more at risk than teen boys > 44% have a problem with

on social media

parents posting about them

Suffered Moderate-

Unbearable pain

Asked parents for help YoY + 13

Worry risk will

happen again

YoY +18

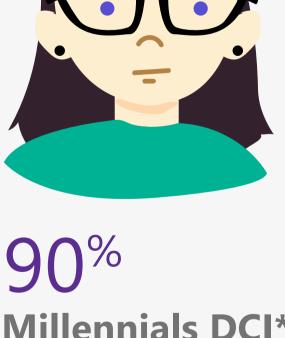
find help YoY + 7> Teens asking for parents' help has risen strongly since 2018

> The best role models:

Parents and Teachers

Women & men agree that

Millennials are the most



Intrusive risks

Global Intrusive

74% **Gen Z DCI***

Gen X DCI*

risks are a big problem When asked if risks are a big problem

83% 83%

76% **Boomers DCI***

at-risk adult group



risk average = 58% 1. South Africa

4. Hungary

Global hot spots

Behavioral risks Global Behaviorial risk average = 45%

3. Hungary 4. Vietnam

1. Russia 2. South Africa

5. Turkey

Sexual risks risk average = 37%

Reputational risks

2. Peru 3. Russia

5. Colombia

5. Mexico

Global Sexual

1. Peru

2. Vietnam 3. Colombia 4. South Africa 2. Hungary 3. Peru 4. South Africa

Global Reputational

risk average = 21%

1. Vietnam

5. India



UK





Ranked by national DCI among 25 surveyed countries



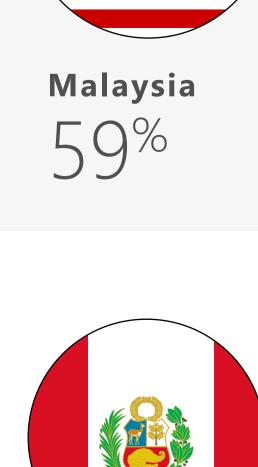






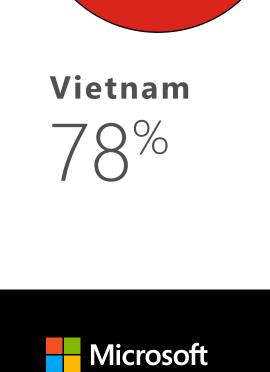
Russia







USA



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