2020: The rising tide of incivility

Based on the views of adults & teens

Microsoft



Adults: 18-74 Teens: 13-17

Turkey

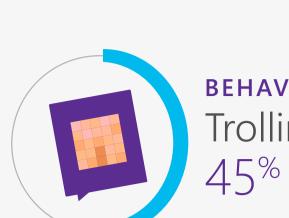
Most common risks



Unwanted contact



INTRUSIVE Hate speech







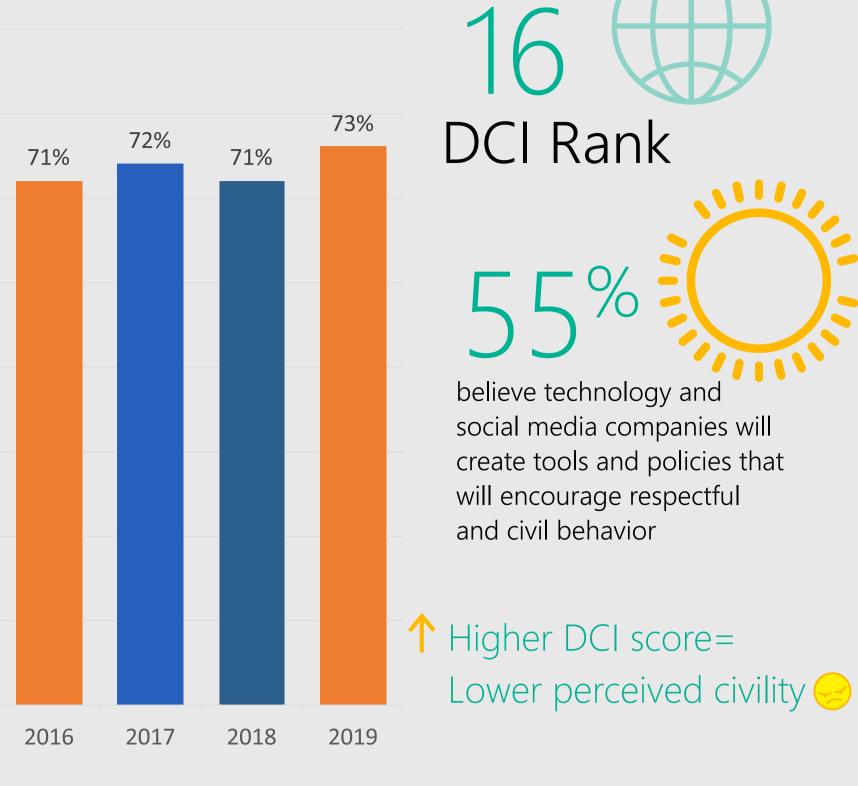


DCI increase, with the vast majority of risks registering little or no change.

No one risk or risk category drove the slight

2 points to 73%

The Turkey Digital Civility Index increased



Risk trends



the past week/month -1 points

experienced a risk 2 or

more times

+10 points

of risks happened in



suffered pain from online risks



happen again +16 points

worry that risks will

Topics that drive the most incivility





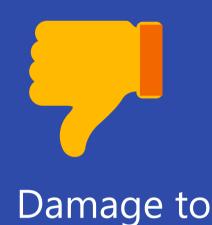








The five most painful online risks*



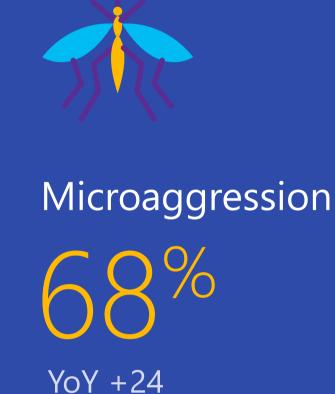
personal reputation YoY +23



professional reputation YoY +19



Cyberbullying



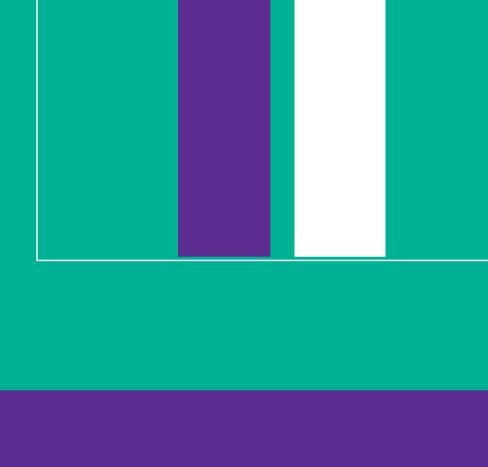
*Moderate to Unbearable pain

44%

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

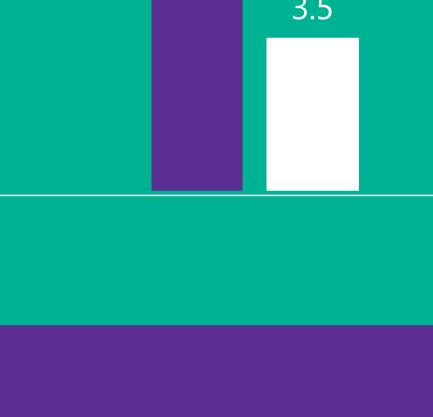
Familiarity with the perpetrator is associated

had met the perpetrator in real life 56% 44%



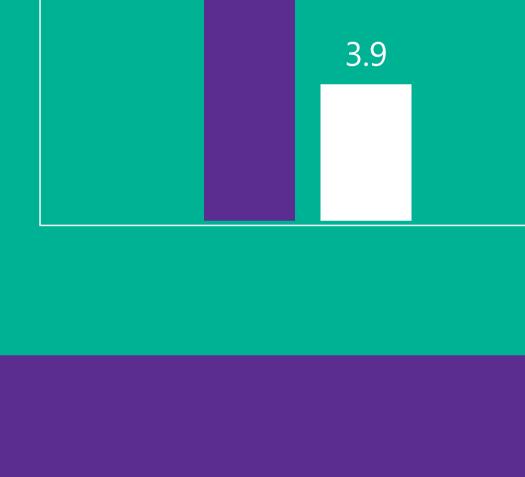
5.8 3.5

for those who met the perpetrator



7.7

for those who met the perpetrator



Teen profile



Suffered Moderate-Unbearable pain

YoY +16

YoY + 1

Experienced a risk

> Teen girls feel more at risk than teen boys > 54% have a problem with parents posting about them

on social media

YoY +18 Asked parents for help YoY +24

Worry risk will

happen again

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

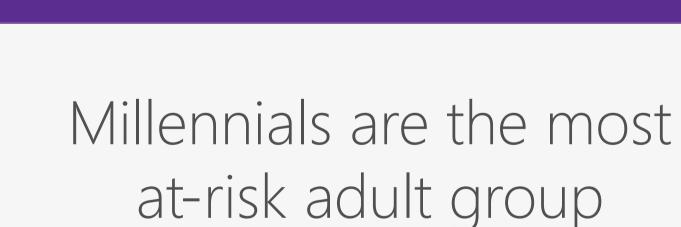
Know where to find help

Suffered a

YoY + 7

YoY +6

consequence





60% **Boomers DCI***

Gen X DCI*

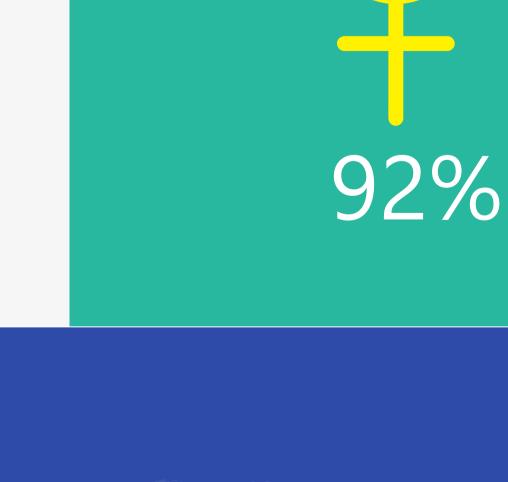
Gen Z DCI*

69%

Women feel risks are a

bigger problem

When asked if risks are a big problem



87%

Intrusive risks Global Intrusive Global Behaviorial risk average = 58% risk average = 45%

2. Peru 3. Russia

1. South Africa

Behavioral risks

1. Russia 2. South Africa

3. Hungary

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

Sexual risks

Global Sexual

4. South Africa

Reputational risks

Global Reputational

risk average = 21%

1. Vietnam

5. India

4. Hungary

5. Colombia

4. Vietnam 5. Turkey

5. Mexico

2. Hungary 3. Peru 4. South Africa

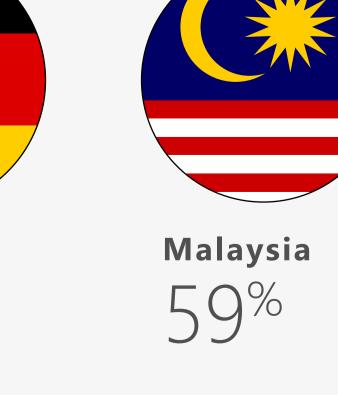
5 highest and lowest DCI countries



UK

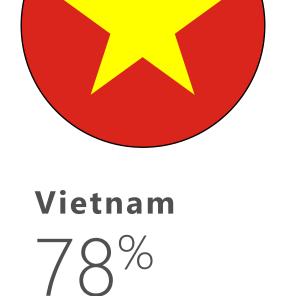


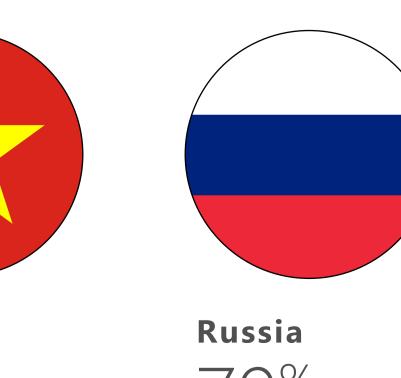


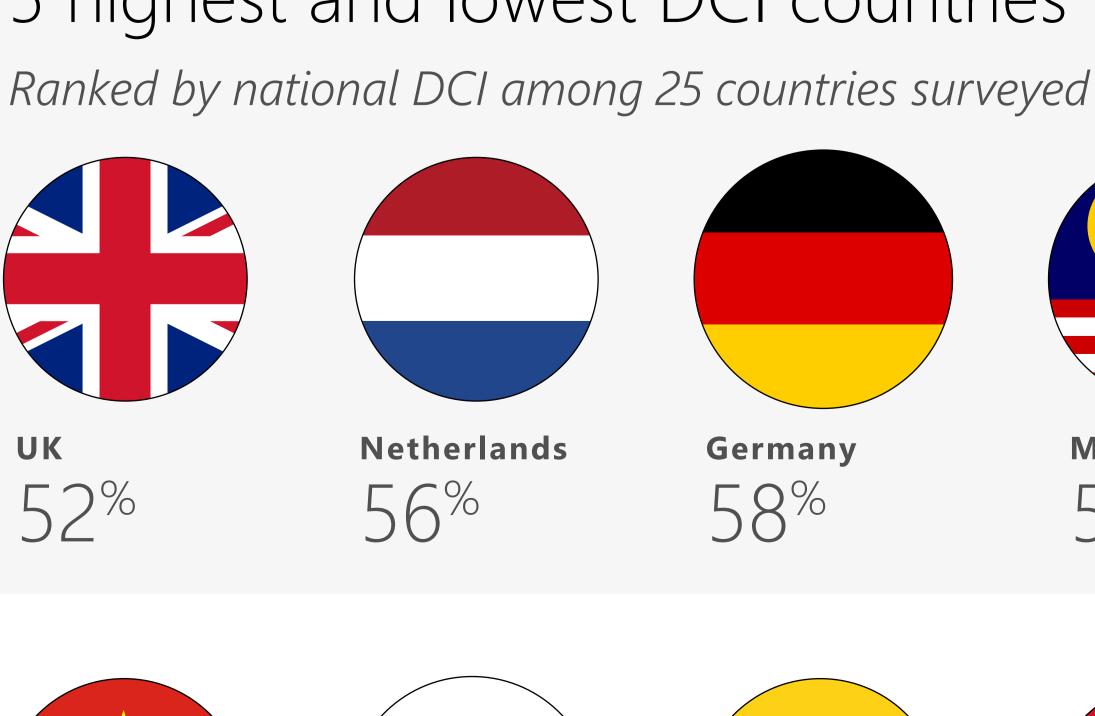




USA











Colombia