

2020: The rising tide of incivility

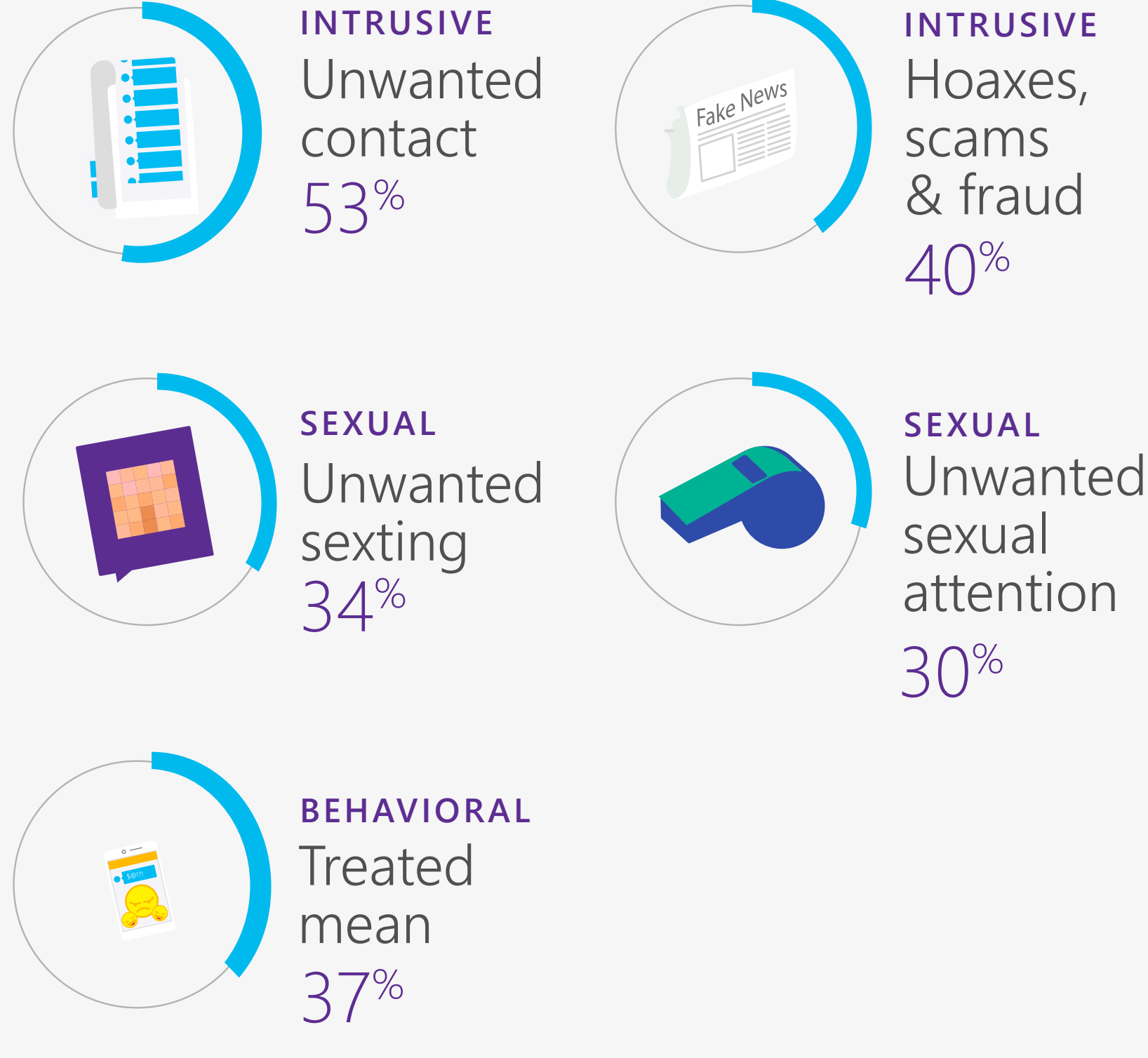
Based on the views of
500
adults & teens



Adults: 18-74
Teens: 13-17

South Africa

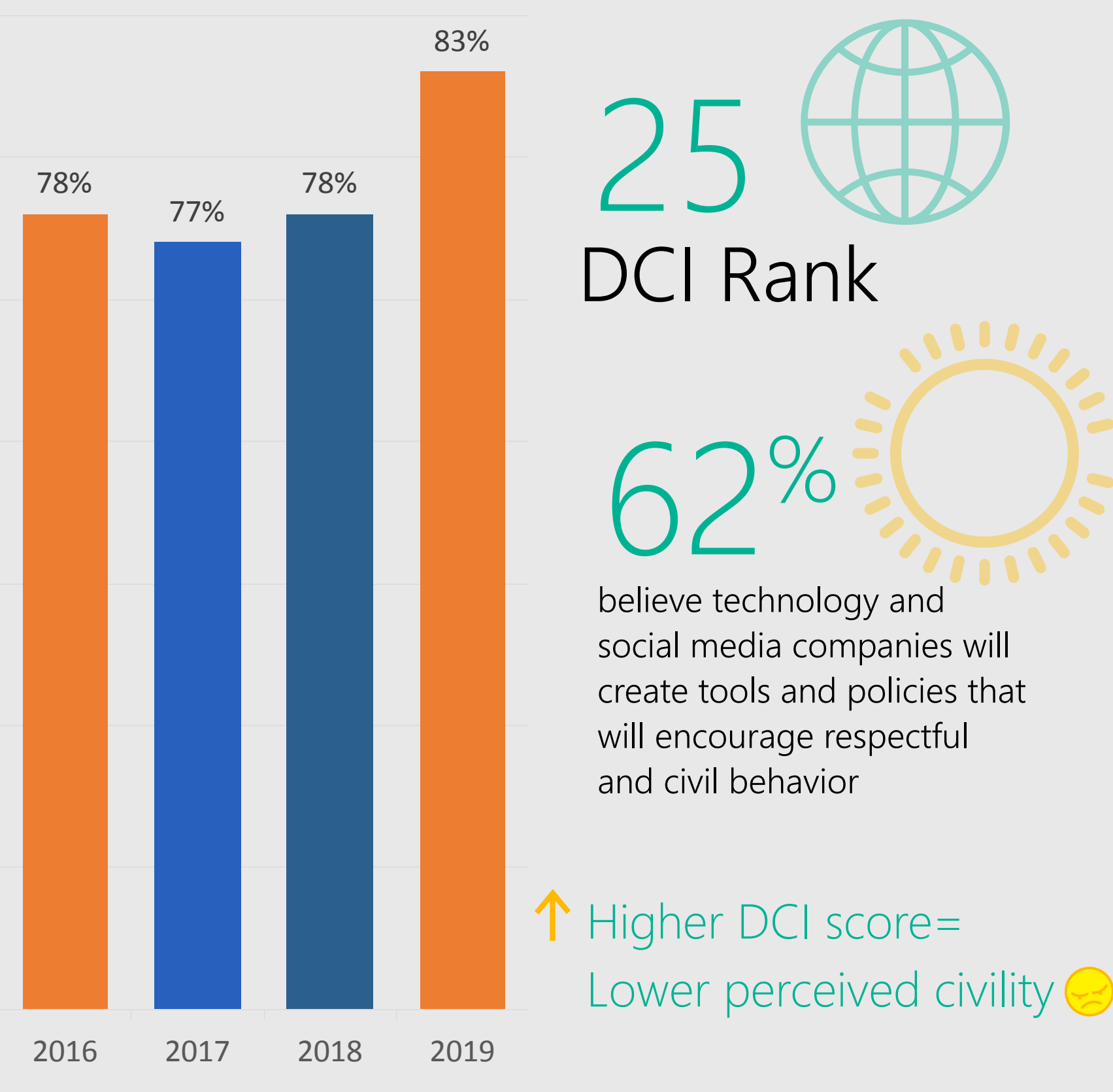
Most common risks



Increases in doxing (+10) drove the reputational risk category significantly higher. Behavioral risks trolling and online harassment both increased six points.

The South Africa Digital Civility Index increased

4 points to 83%



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

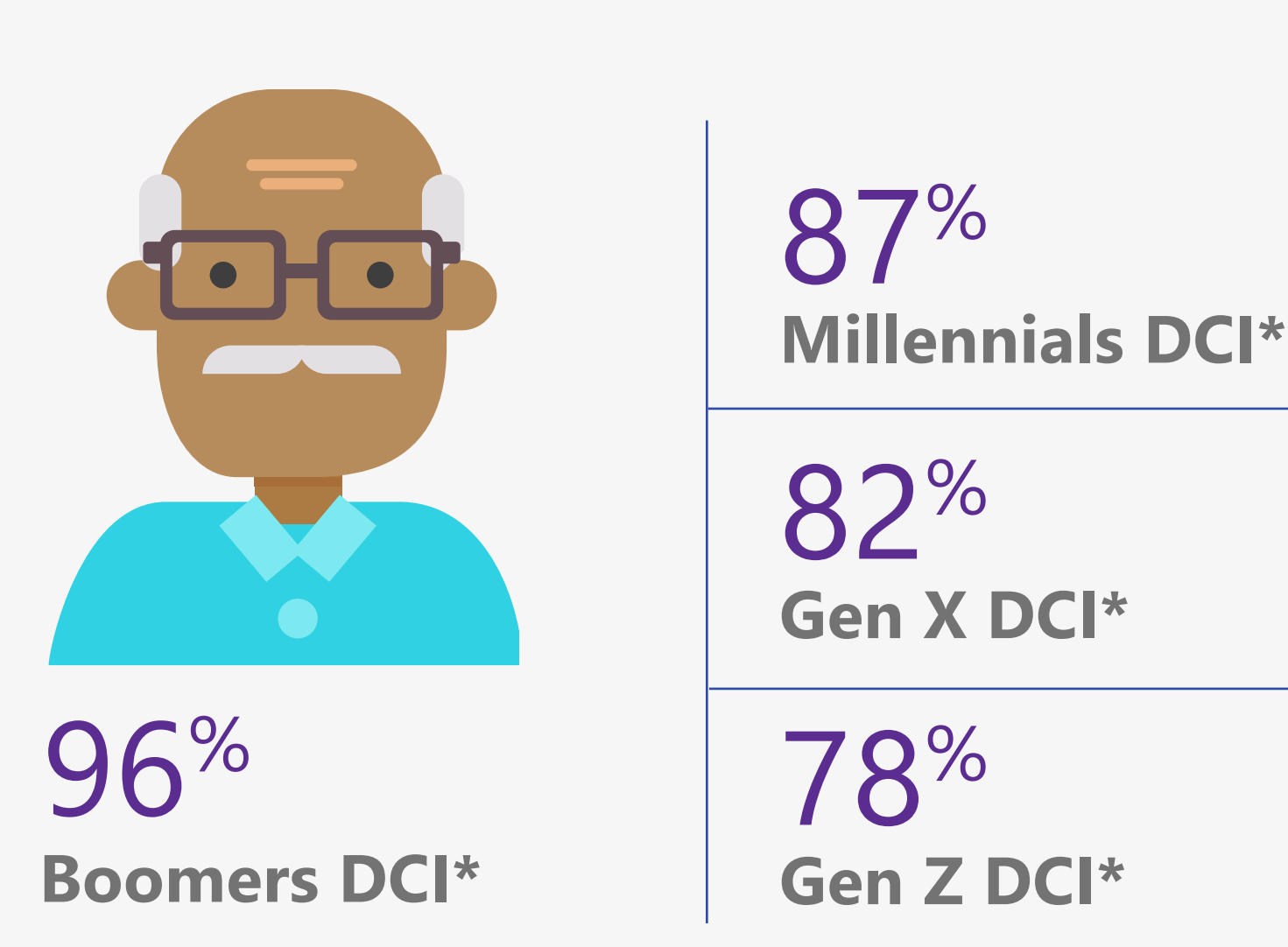


> Highest awareness of Microsoft's Digital Civility Challenge
> Better at finding help than adults

> Teen girls feel more at risk than teen boys
> 40% have a problem with parents posting about them on social media

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

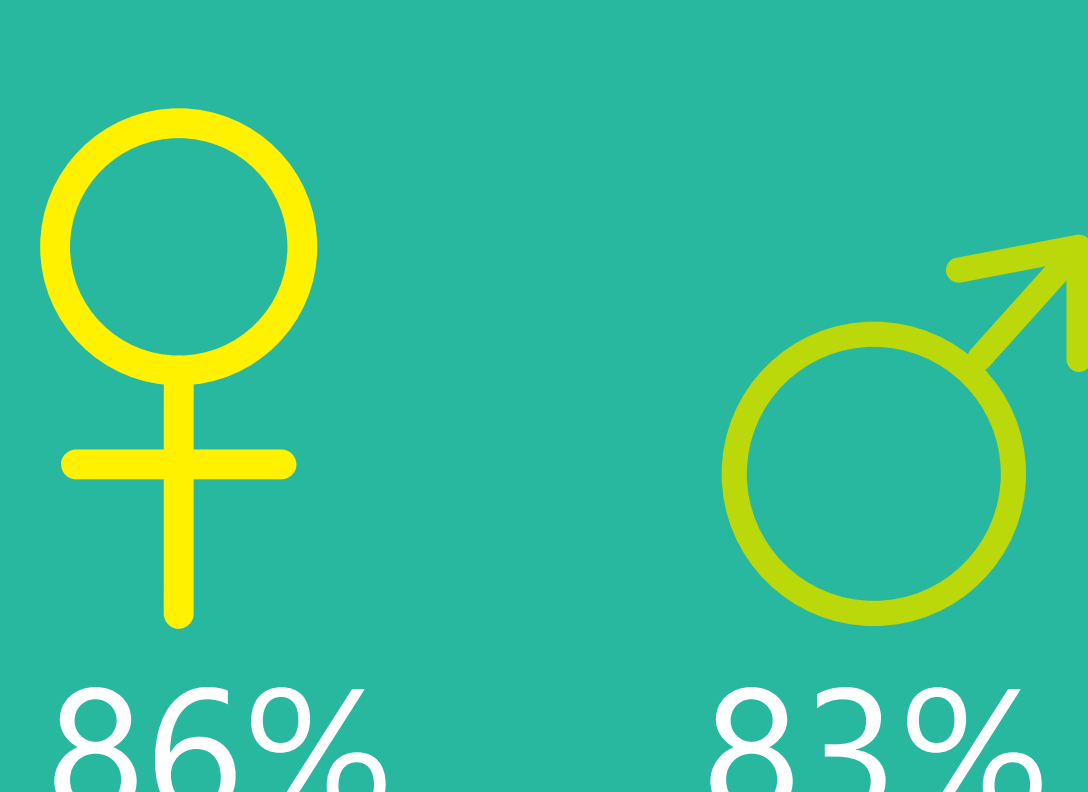
Boomers are the most at-risk adult group



*DCI = Microsoft's Digital Civility Index

Women feel 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

