

# Civility, safety and interaction online: Peru 2021

In an effort to promote safer, healthier, and more respectful online interactions among all people since 2016, Microsoft has been surveying teens and adults around the world about the state of digital civility. This latest survey marks the sixth straight year of that research, where we again asked respondents about their exposure to 21 different online risks across four categories: behavioral, sexual, reputation, and personal/intrusive. The effects of COVID-19 continued to impact perceptions of digital civility. In total, over 11,000 respondents in 22 countries participated, equally divided between teens and adults, including 504 respondents in Peru. The research was completed in April and May 2021. Read on for a summary of the latest results, some of which may surprise you.

## Digital Civility Index (DCI)\* score: 72%

\*DCI: lower scores mean lower risk exposure

-2%

YoY change in DCI

-3%

improvement in DCI by females. Males improved slightly by 1%



Females accounted for 84% of the improvement in DCI

## The burden of risk mostly fell on women



Women experience

53% of risks

More consequences  
More worry  
More pain

"I became less trusting of other people online"

"I experienced lower self-esteem"

41%  
Women

32%  
Men

35%  
Women

22%  
Men

\* % extremely, very or somewhat worried

## Perceptions about online civility during Covid-19 were less positive

While personal exposure to risks declined (DCI), perceptions about the overall state of online civility worsened



28%

reported civility worsened during the pandemic



28%

said the state of online civility was good 3 points higher than in 2020



23%

said the state of online civility was bad 4 points higher than in 2020

## Positive outcomes during Covid **decreased**



-18%

A greater sense of community



-14%

I see more people helping each other



-9%

A greater feeling we're all in this together



-5%

People are more encouraging to each other

## Signs covid fatigue



+13%

I see less tolerance of other people online



+6%

I see more people taking out their frustrations online

## Incivility is becoming the "new normal" for Gen Z and Millennials

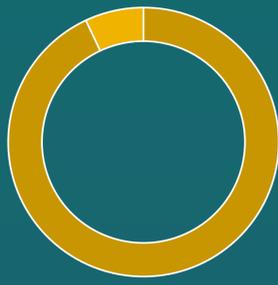
"Today, I get less upset than in the past when I encounter someone online who is uncivil to me"

51%

58%

"I feel like I encounter incivility almost every time I go online"

## Online meetings & classes drove online civility



93%

Respondents who said online meetings and classes drove an improvement in greater civility

Base: civility in online meetings/classes were more/same level of civility as other online experiences

### Frequency of encountering incivility



Work meetings



School classes



27%  
Online

28%  
In person

57%  
Social media (outside work)

33%  
Online

50%  
In person

63%  
Social media (outside class)

## How can we improve online civility?

Education



93%

We need to educate people better about how to make the digital world safer

Social media moderation



82%

Social media companies should more closely moderate harmful online speech

No more anonymity?



82%

People should not be allowed to post comments online anonymously since they can be uncivil without facing any consequences

## Top 10 countries



#1: NETHERLANDS

52% Netherlands

55% Germany

55% United Kingdom

★ 57% Canada

57% Singapore

58% United States

★ 60% France

61% Australia

★ 62% Chile

★ 64% Italy

★ Not in the top 10 in 2020

A Latam country was present in the DCI top 10 list for the first time