

Civility, safety and interaction online: Colombia 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 503 respondents in Colombia. 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: 77%

*DCI: lower scores mean lower risk exposure

+7%

YoY change in DCI

+9%

worsening of DCI among females. Male DCI also worsened by +6%



Females accounted for 61% of the worsening DCI score

The burden of risk mostly fell on women

Women experience

51% of risks

- More consequences
- More worry
- More pain



"I became less trusting of other people online"

"I worry about being treated mean again"*

50%

Women

34%

Men

59%

Women

36%

Men

* % extremely, very or somewhat worried

Perceptions about online civility during Covid-19 were less positive

Along with increases in exposure to risks (DCI), perceptions about the overall state of online civility worsened



22%

reported civility worsened during the pandemic



34%

said the state of online civility was good 6 points lower than in 2020



21%

said the state of online civility was bad 5 points higher than in 2020

Positive outcomes **decreased**



-12%

A greater sense of community



-12%

A greater feeling we're all in this together



-9%

Reconnecting with family & friends



-9%

I seeing more people helping each other

Signs of covid fatigue



+13%

I see less tolerance of other people



+8%

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"

48%

57%

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

Online meetings & classes drove online civility

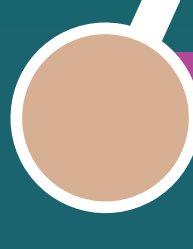


93%

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



32% Online

37% In person

69% Social media (outside work)

36% Online

51% In person

66% Social media (outside class)

How can we improve online civility?

Education



95%

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

Social media moderation



80%

Social media companies should more closely moderate harmful online speech

No more anonymity?



75%

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