

Civility, safety and interaction online: Mexico 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 506 respondents in Mexico. 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 improved to 68%

*DCI: lower scores mean lower risk exposure

-7%

YoY change in DCI

-15%

improvement in DCI by males. Female DCI was unchanged



Males accounted for 97% of the improvement in DCI

The burden of risk mostly fell on women

Women experience

54% of risks

- More consequences
- More worry
- More pain



"I became less trusting of other people online"

"I worry about unwanted contact happening to me again"

44%

Women

37%

Men

43%

Women

20%

Men

* % extremely, very or somewhat worried

Some perceptions about online civility during Covid-19 were less positive

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



28%

reported civility worsened during the pandemic



34%

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



21%

said the state of online civility was bad 2 points lower than in 2020

Positive outcomes during Covid **decreased**



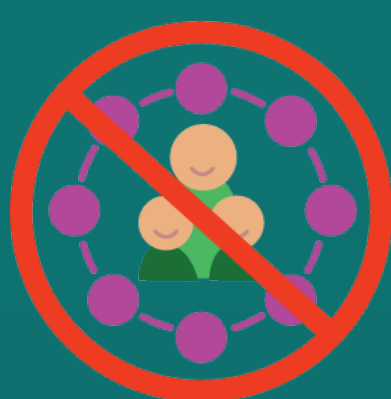
-14%

I see more people helping each other



-5%

A greater feeling we're all in this together



-5%

People have come together more to deal with the crisis



-5%

Fewer personal attacks or negative comments

Signs of improving online civility



-16%

Increased spread of false or misleading information



-6%

I see more people feeling scared or lonely

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

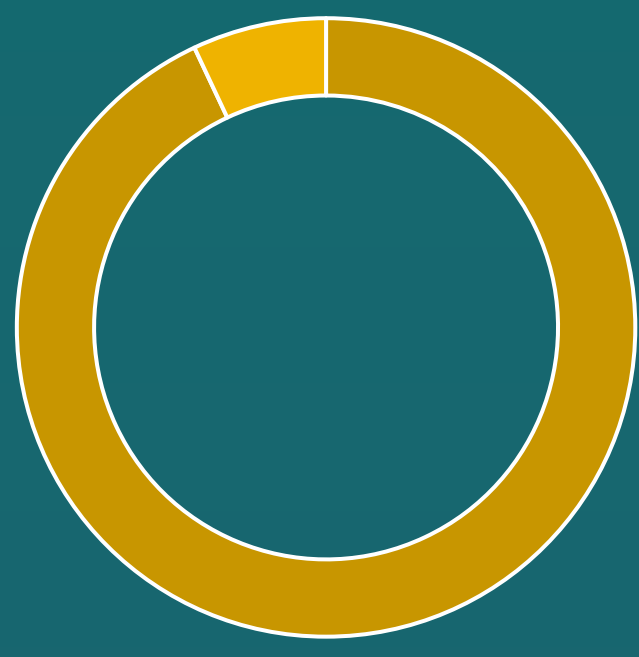
"Today, I get less upset than in the past when I encounter someone online who is uncivil to me"

50%

54%

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

Online meetings & classes drove online civility

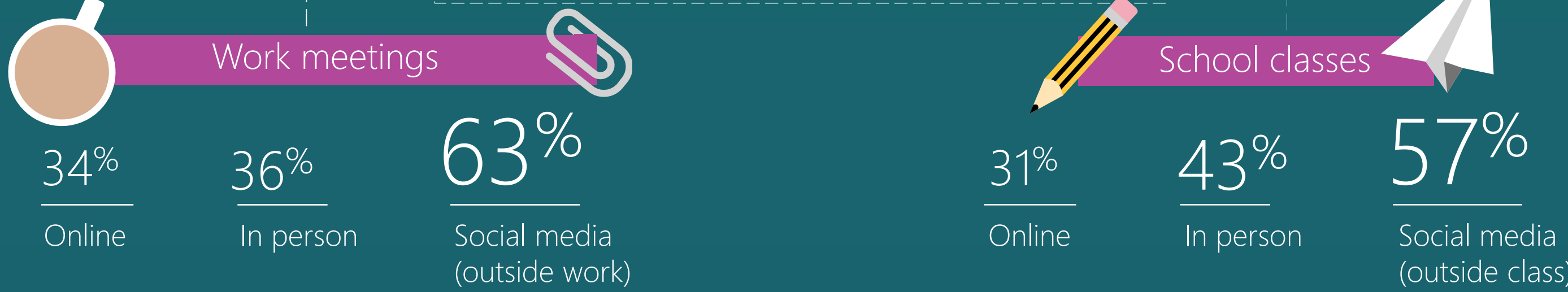


93%

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



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



76%

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