

Civility, safety and interaction online: Chile 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 502 respondents in Chile. 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: 62%

*DCI: lower scores mean lower risk exposure

-5%

YoY change in DCI

-9%

improvement in DCI by males. Female DCI improved by -1%



Males accounted for 94% of the improvement in DCI

The burden of risk mostly fell on women

Women experience

60% of risks

- More consequences
- More worry
- More pain



"I became less trusting of other people online"

"I worry about being treated mean again"*

48%

Women

31%

Men

51%

Women

35%

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



30%

reported civility worsened during the pandemic



35%

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



22%

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

Positive outcomes **decreased**



-10%

Reconnecting with family & friends



-7%

A greater feeling we're all in this together



-7%

A greater sense of community



-6%

People have come together more to deal with the crisis

Mixed outcomes for civility during Covid



+5%

I see less tolerance of other people



-12%

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"

49%

48%

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

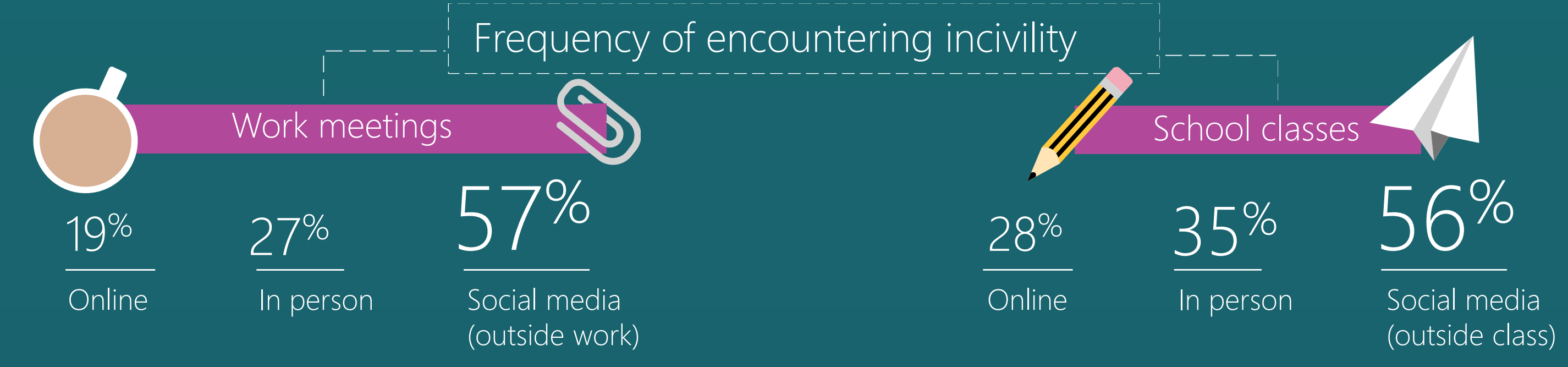
Online meetings & classes drove online civility



87%

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



How can we improve online civility?

Education

92%

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

Social media moderation

81%

Social media companies should more closely moderate harmful online speech

No more anonymity?

79%

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

Top 10 countries



#1: NETHERLANDS

Chile is the first Latam country to be in the DCI top 10 list

- 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