

Civility, safety and interaction online: Australia 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 500 respondents in Australia. 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: 61%

*DCI: lower scores mean lower risk exposure

-1%

YoY change in DCI

-3%

improvement in DCI by females. Male DCI worsened by 1%



Females accounted for 100% 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 again"

58% Women

41% Men

48% Women

30% 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



18%

reported civility worsened during the pandemic



43%

said the state of online civility was good 4 points lower than in 2020



17%

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

Positive outcomes **decreased**



-30%

People have come together more to deal with the crisis



-19%

Reconnecting with friends & family



-16%

People have been more encouraging to others



-14%

I see more people helping each other

How civility was worse during Covid



+16%

I see more people feeling scared or lonely



+12%

More personal attacks or negative comments

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"

28%

51%

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

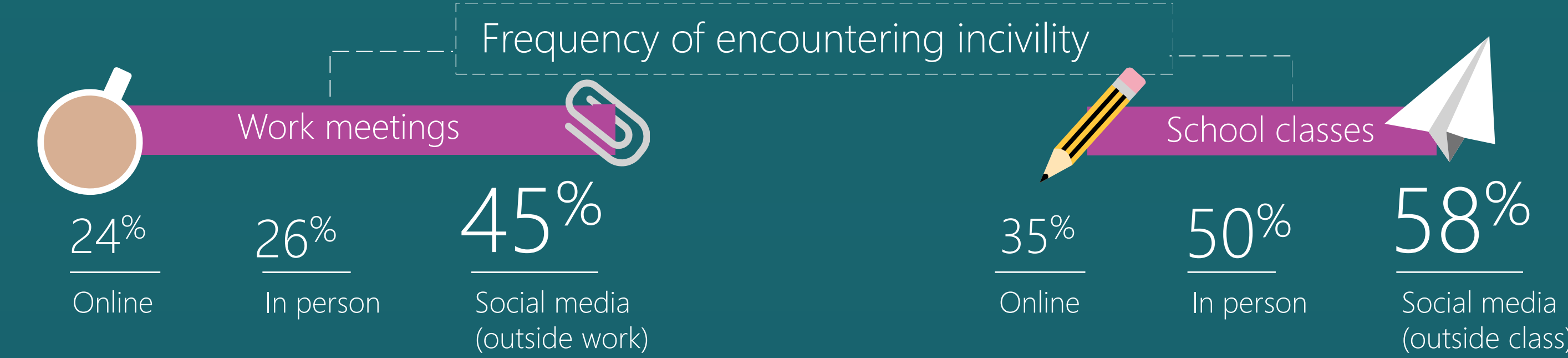
Online meetings & classes drove online civility



67%

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
85%
We need to educate people better about how to make the digital world safer

Social media moderation
74%
Social media companies should more closely moderate harmful online speech

No more anonymity?
72%
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