

2020: The rising tide of incivility

Based on the views of
500
adults & teens



Adults: 18-74
Teens: 13-17

Malaysia

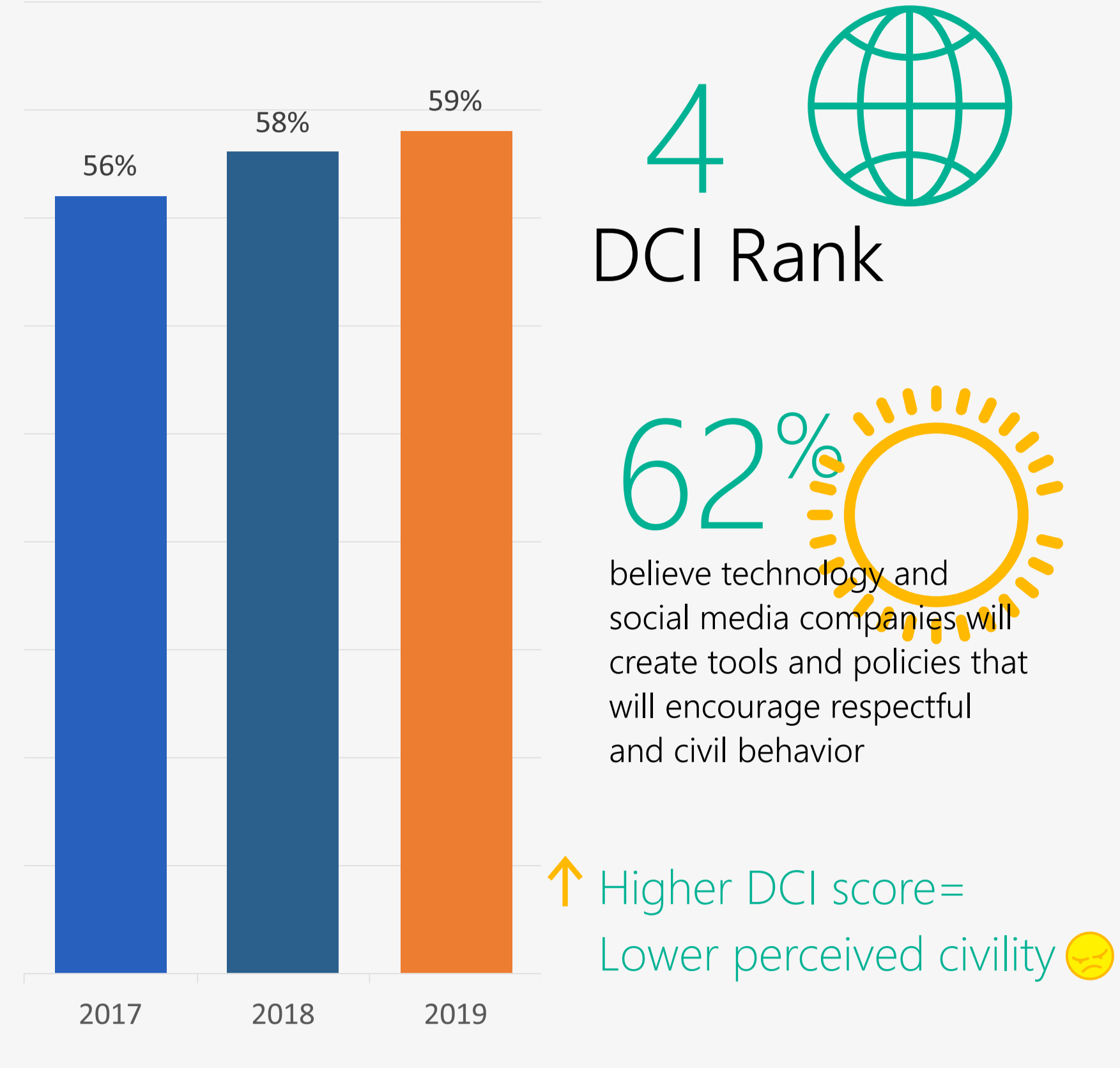
Most common risks



The majority of risks showed minor changes with the exception of hate speech (-7) and being treated mean (-5).

The Malaysia Digital Civility Index increased

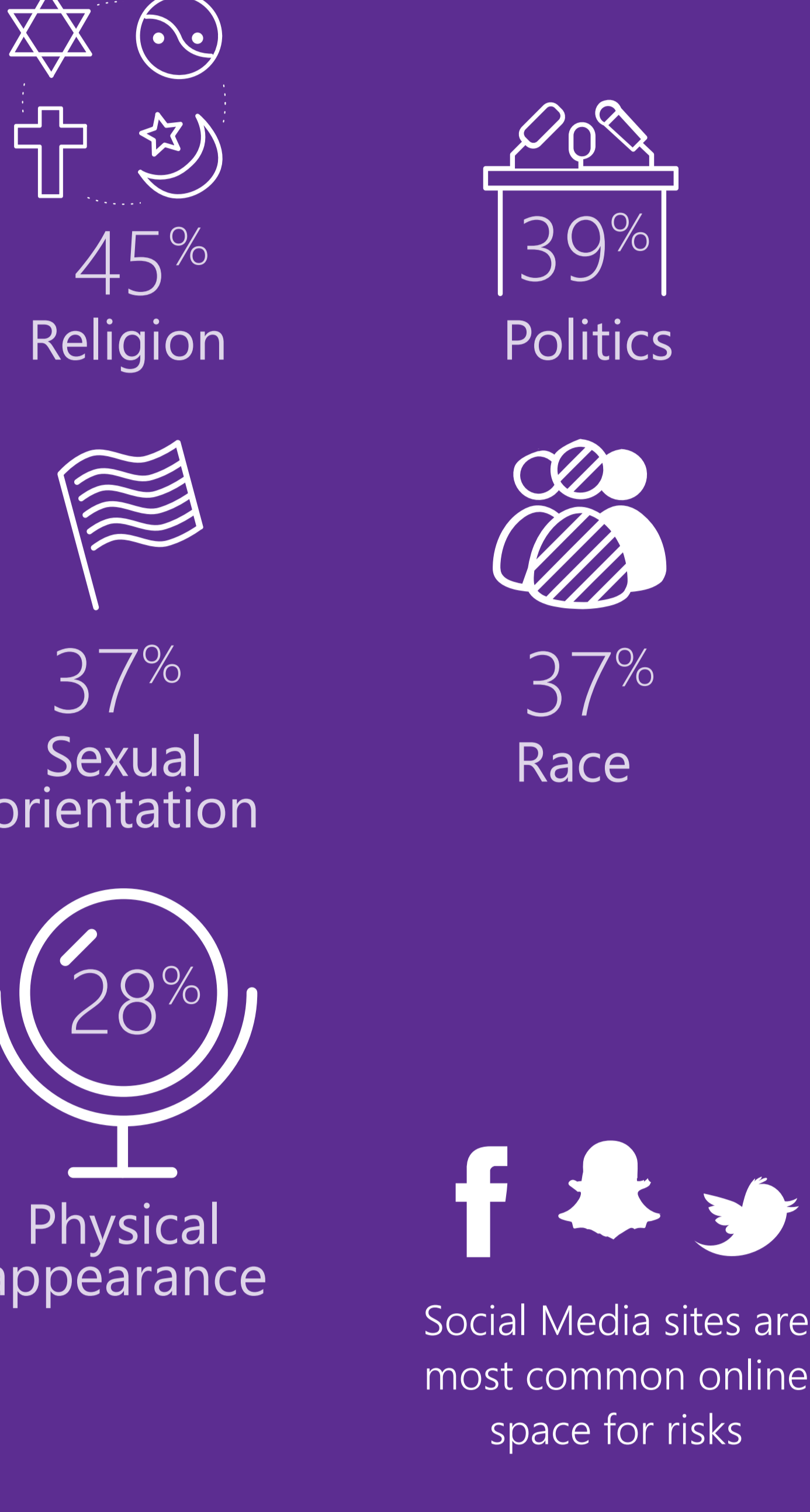
1 point to 59%



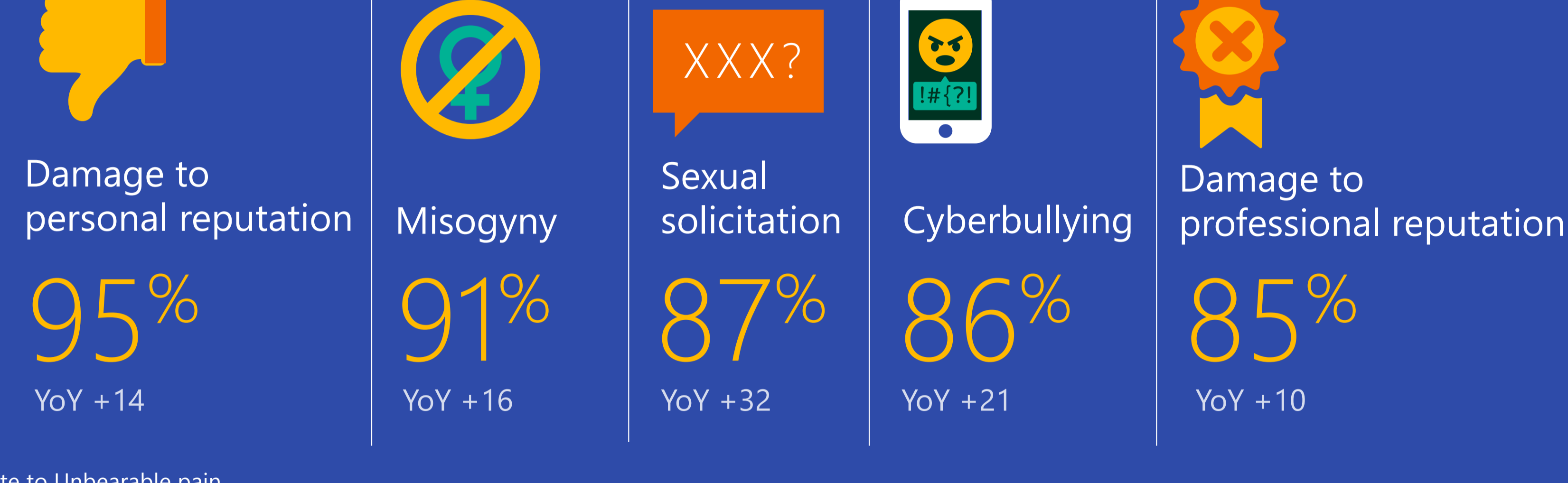
Risk trends



Topics that drive the most incivility



The five most painful online risks*



*Moderate to Unbearable pain

Familiarity with the perpetrator is associated with increased risk & consequences

● Met ● Not met

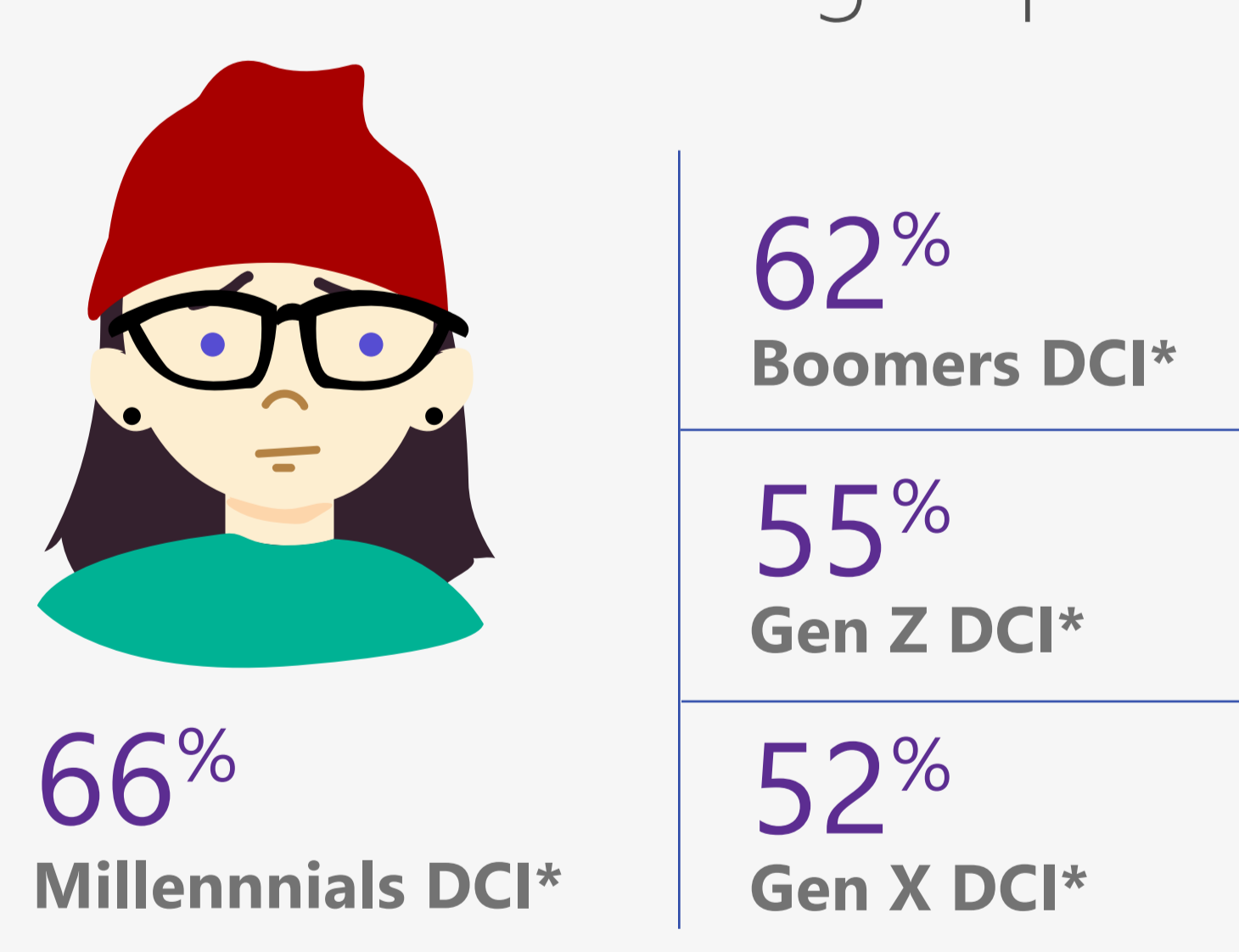


Teen profile



- > Highest awareness of Microsoft's Digital Civility Challenge
- > Better at finding help than adults
- > Teen girls feel more at risk than teen boys
- > 43% have a problem with parents posting about them on social media
- > Teens asking their parents' for help increased significantly
- > The best role models: **Parents and Teachers**

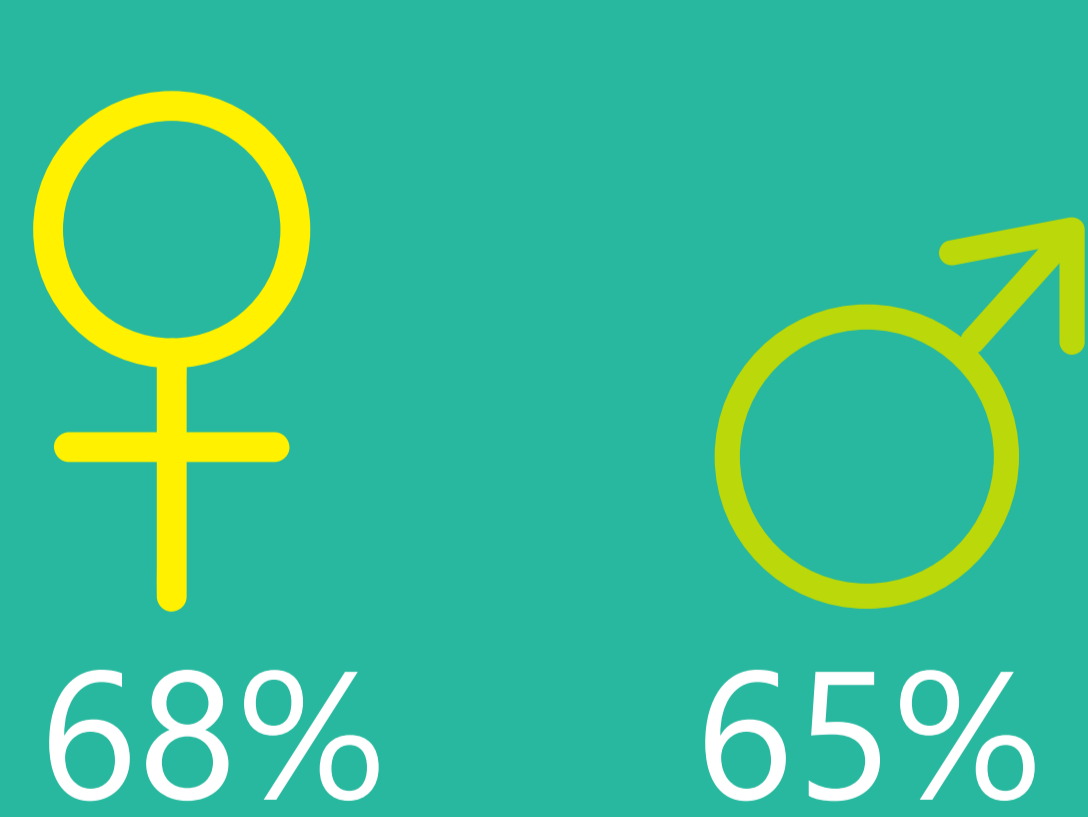
Millennials are the most at-risk adult group



*DCI = Microsoft's Digital Civility Index

Women feel risks are a bigger problem

When asked if risks are a big problem



Global hot spots



5 highest and lowest DCI countries

Ranked by national DCI among 25 surveyed countries

