

Civility, safety & interaction online: Italy

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 fifth 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. In total, over 16,000 respondents in 32 geographies participated (501 in Italy), equally divided between teens and adults. The research was completed in April and May 2020. Read on for a summary of the latest results, some of which may surprise you.

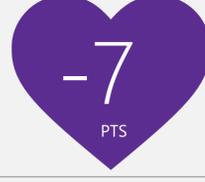
Digital Civility improved by 2 points to 64



DCI improvement driven by adults



Extreme pain dropped significantly



Unbearable & Severe Pain

Best DCI scores in the world

Netherlands, USA, and Singapore showed significant YoY improvement in DCI
* Taiwan added in 2020



Biggest improvements around the globe

Biggest improvements in DCI were primarily among geographies ranked lower on online civility



Rating overall online civility



50%

took at least one Digital Civility Challenge action

"I stood up for myself"

#1 most common action

"I paused before replying to someone I disagreed with"

#2 most common action

Online civility rated slightly less negatively in 2020

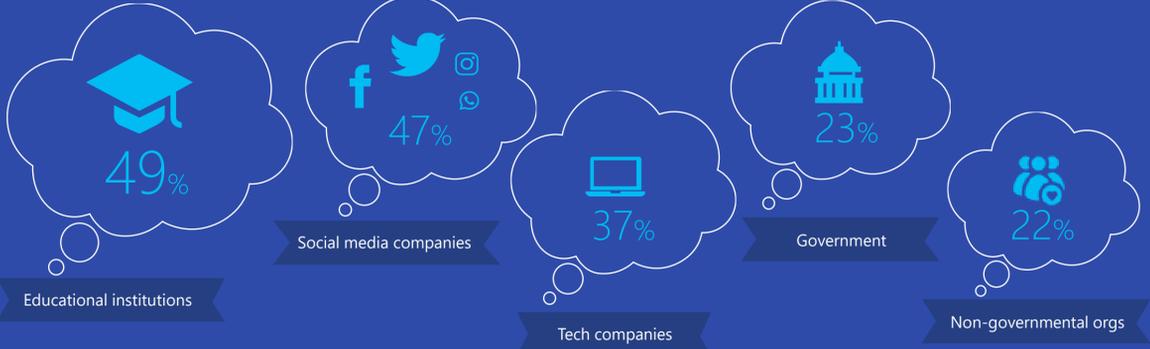
How good or bad is online civility regarding*...



Top wishes for 2020s



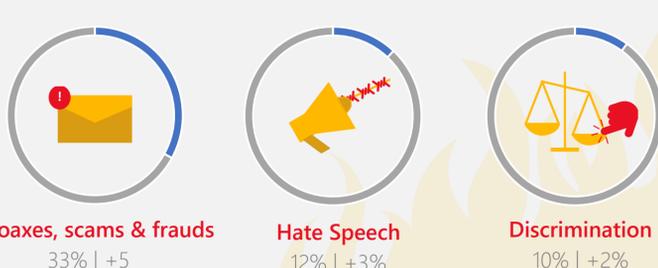
Educational Institutions expected to make biggest contribution to improving online civility in the 2020s



Risks that spread hate and division continued to grow

A few divisive risks at all-time highs*

Prior waves have shown that false or misleading information is a major component of hoaxes, scams and frauds.



Risks are increasingly anonymous and recent

31% of risks sources come from strangers

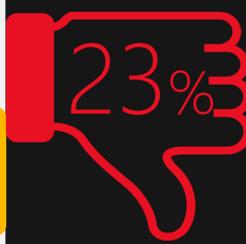
10% experienced a risk in the past week

Three in ten said civility online was better during Covid-19



said online civility was **better** during the pandemic

Better online civility was attributed to a greater sense of community and a feeling we are all in this crisis together



said online civility was **worse** during the pandemic

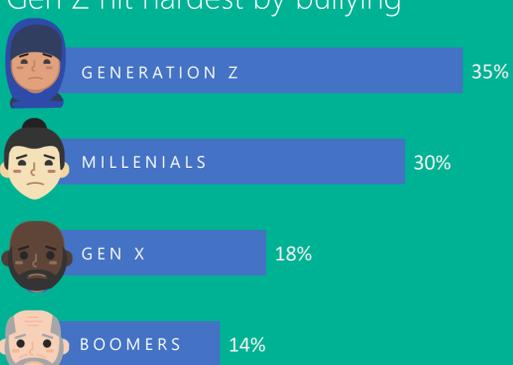
Greater spread of false & misleading information and people taking their frustrations out online were most often cited as how online civility worsened



3 in 10 involved in a bullying incident



Gen Z hit hardest by bullying



Top 3 defenses against bullies



"Bullying" inside the workplace

5% of adults were "bullied" or harassed at work

