

## **NYC Youth Sentiment Poll on Online Harms**

The poll was conducted between 23 to 25 June 2021, with the aim to

1. Seek youth perspectives on online harms to identify areas where digital safety can be improved
2. Understand areas that require more public awareness

### **Methodology**

- 500 Singapore Citizens and PRs aged 16-34, representative of national proportions by age, gender and ethnicity
  - Respondents are drawn from an online panel managed by the research agency
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### **1. General sentiments towards online harms**

- a) 47% of youth respondents are aware (aware + very aware) of incidents of “online harms” happening in Singapore.
- b) 46% of youth respondents are concerned (concerned + very concerned) of incidents of “online harms” happening in Singapore.
- c) 65% of youth respondents are concerned (concerned + very concerned) about online harms becoming a growing issue in Singapore.
- d) 33% of youth respondents did not experience any online harms before.
- e) 18% of youth respondents have not witnessed anyone from their social circles experiencing online harms before.
- f) 44% of youth respondents think that the awareness on how users can protect themselves against “online harms” is not adequate (not really adequate + not adequate at all)

### **2. Top 3 online harms experienced by youth respondents:**

- a) Being insulted online (39%)
- b) False rumours were spread about you (26%)
- c) Repeated unwanted contact from someone on an online platform (26%)

### **3. Top 3 online harms witnessed or heard through social circles of youth respondents:**

- a) Being insulted online (48%)
- b) False rumours were spread about him/her (42%)
- c) Someone impersonated you online (40%)

### **4. Top 3 impact online harms had on youth respondents:**

- a) Distrust towards others (56%)
- b) Feelings of stress and anxiety (53%)
- c) Anger towards offenders (46%)

### **5. Top 3 actions taken after experiencing or witnessing online harms:**

- a) I blocked the perpetrator on social media. (59%)
- b) I told my family/friends about it. (39%)
- c) I reported the incident/perpetrator’s account to the online platform (e.g. Facebook, Instagram, Twitter, etc.) (36%)

### **6. Top 3 platforms youth experienced/witness/heard about online harms:**

- a) Social networks (Facebook, Twitter, LinkedIn) (71%)
- b) Media sharing networks (Instagram, YouTube, TikTok, Snapchat) (54%)
- c) Encrypted messaging apps (e.g. Telegram, Whatsapp) (54%)

### **7. Top 2 online harms to be addressed:**

- a) Image-based sexual abuse (having intimate images published online without permission or receiving threat to post intimate images online) (55%)
- b) Online harassment (doxxing; cyberbullying; insulted or defamation; receiving unwelcome advances of a sexual nature) (53%)

**8. Top 3 entities that should be doing more to address the issue of online harms:**

- a) Tech companies (e.g. Facebook, Instagram, Telegram, etc.) (62%)
- b) Media content producers (59%)
- c) Individuals/users of online platforms (58%)

**9. Top 3 things that should be done to address the issue of online harms:**

- a) Educating individuals to protect themselves from online harms (71%)
- b) Increasing penalties for perpetrators (71%)
- c) Enhancing legal and administrative support for victims (67%)

**10. Top 3 things youth respondents were willing to do to better address the issue of online harms in Singapore:**

- a) Take steps to prevent myself from being a victim of online harms (e.g. educating myself on signs of online harms, creating a conducive support system) (70%)
- b) Report cases of online harm via tech platforms (e.g. Facebook, Twitter) (66%)
- c) Educate my friends and family about the issue of online harms (e.g. sharing social media posts, etc.) (65%)