

USE OF COMMUNICATION FEATURES WHEN PLAYING VIDEO GAMES

A study conducted between November 2020 and January 2021 by Ipsos MORI on behalf of the Interactive Software Federation of Europe (ISFE) examining which online communication features children use when playing online multiplayer video games (such as chats in the video games or external messaging apps), as well as how parents supervise their use of these communication features.

Not all children play multiplayer online video games



59%

of parents say their child does not play online multiplayer video games

41%

of parents claim their children do play online multiplayer video games Q: Does your child play multiplayer online games where they compete against or play with other gamers?

Base: parents with a child who uses online communication features

85% of parents say their children communicate via a range of different platforms when playing online multiplayer video games



Communication features included in a video game



Via messaging apps (e.g. WhatsApp)

30%



Third party sites (e.g. Discord)

26%

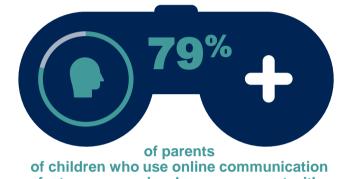


Social media sites (e.g. Facebook)

9%

Q: SAFE3. When playing online video games, does your child use any of the following? Base: Parents with a child who plays online multiplayer video games

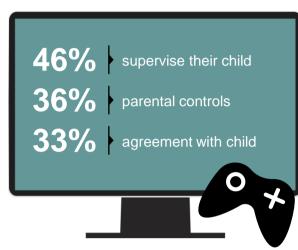
Parents say they supervise their children when they use online communication features when playing online multiplayer video games



features supervise, have agreement with child or use parental controls Q: SAFE8.1. When your child has experienced content that has made them feel uncomfortable which, if any,

Base: Parents with a child who uses online communication features

Parents supervise or control the use of online communication features in multiple ways



Q: SAFE3. When playing online video games, does your child use any of the following? Base: Parents with a child who claimed child had been

exposed to potentially harmful content playing online multiplayer video games

Incidences of exposure to potentially harmful content online according to parents of children are low





of the following have you done?









following have you done?

did not report their child experiencing any of the listed specific behaviours that made them feel upset or uncomfortable Q: SAFE8.1. When your child has experienced content that has made them feel uncomfortable which, if any, of the

of parents with children who plays online multiplayer games

Base: Parents with a child who claimed child had been exposed to potentially harmful content playing online multiplayer video games.

Bad language and bullying or trolling were the most common forms of potentially harmful behaviours reported by parents

language

Harmful or bad

Bullying or trolling

Unwanted or inappropriate

advances

Invitations to join groups outside

the video game

Extreme political opinions

Threatening behaviour

Impersonating others without

permission

Explicit nudity

Encouraging self-harming behaviour

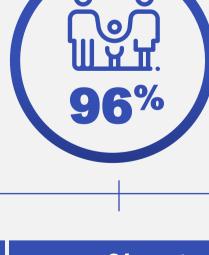
Q: *SAFE7.2.* Which, if any, of the following did your child experience that made them feel upset or uncomfortable? Base: Parents with a child who plays online

multiplayer videogames

action after their child was exposed to potentially harmful content when playing video games

Parents claimed to

take some form of



Q: SAFE7.2. Which, if any, of the following did your child experience that made them feel upset or uncomfortable? Base: Parents with a child who claimed child had been exposed to potentially harmful content playing online multiplayer video games

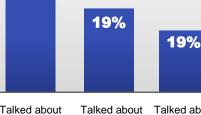
of parents claimed they took

action after their child was

exposed to potentially

harmful content

spoke to a friend or reported it in any way (e.g., via an in-built reporting system, family member



28%

to a local authority) 26%

avoided the game in any way 19%

14%

10%

Avoided playing online this video game again

7%

Talked about Avoided Talked about Talked about Reported it using Reported it for Quit the it with friends it with family it with friends the in-built reporting local authority videogame playing online online video games in-person system within session the video game again This research was conducted on behalf of the Interactive Software Federation of Europe (ISFE) by Ipsos MORI. It took the form of an online self-completion survey among parents who claimed they had a child in their household who plays video games. It aimed to explore video gaming behaviours of these children, the ways in which they communicate with other players on video games and the types of content they are exposed to when playing video games. Fieldwork was conducted in several European markets between 2nd November 2020 and 15th January 2021. In total, 908 parents were surveyed across Great Britain

(171), France (178), Germany (119), Spain (222) and Italy (218). Data has been weighted to be equal across markets. Bases for each question are specified.

À note on the survey's timing: survey was conducted during a period of time when many countries were experiencing the impacts of COVID-19.

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