

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



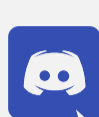
Communication features included in a video game

57%



Via messaging apps (e.g. WhatsApp)

30%



Third party sites (e.g. Discord)

26%



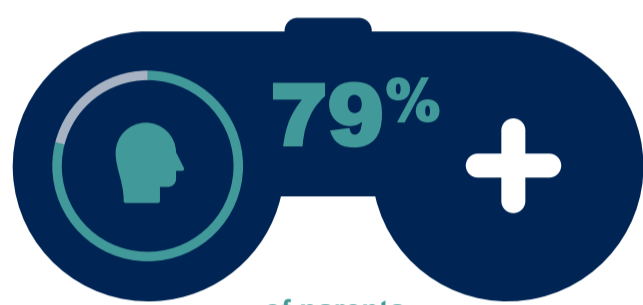
Social media sites (e.g. Facebook)

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

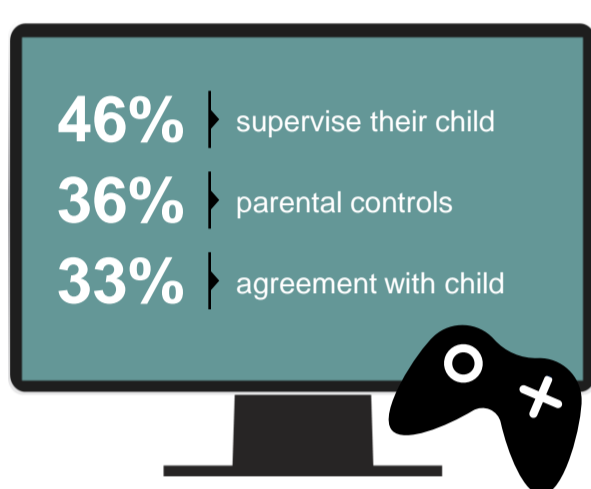
Parents say they supervise their children when they use online communication features when playing online multiplayer video games



Q: SAFE8.1. When your child has experienced content that has made them feel uncomfortable which, if any, of the following have you done?

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

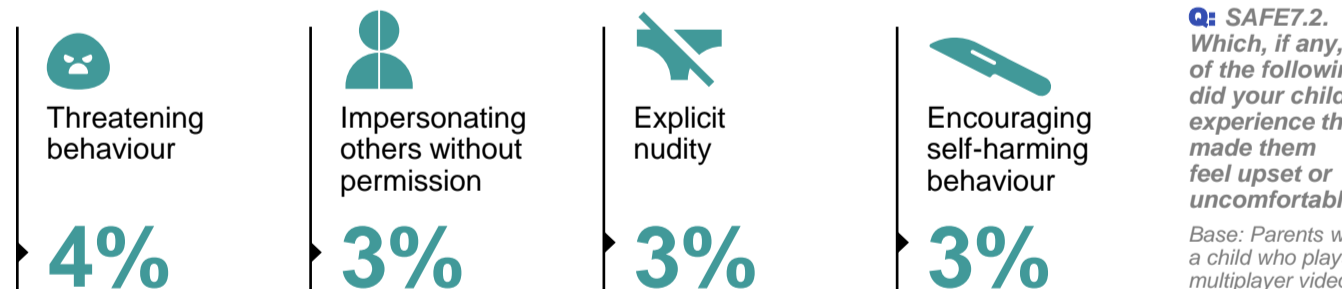
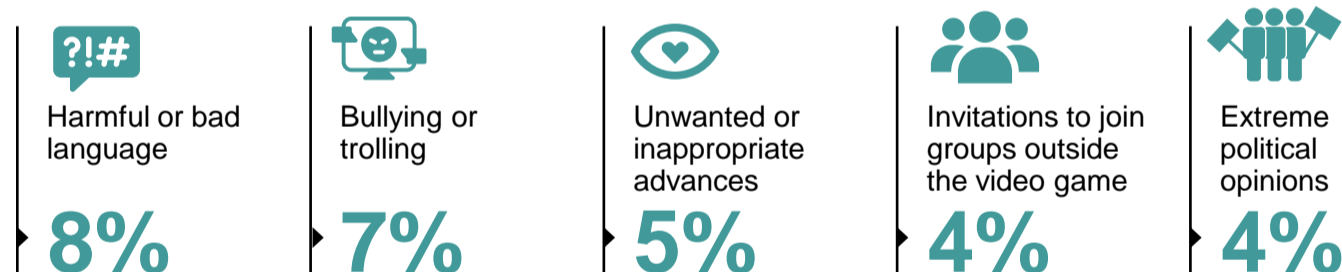
Incidences of exposure to potentially harmful content online according to parents of children are low



Q: SAFE8.1. When your child has experienced content that has made them feel uncomfortable which, if any, of the following have you done?

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



Q: SAFE7.2. Which, if any, of the following did your child experience that made them feel upset or uncomfortable?

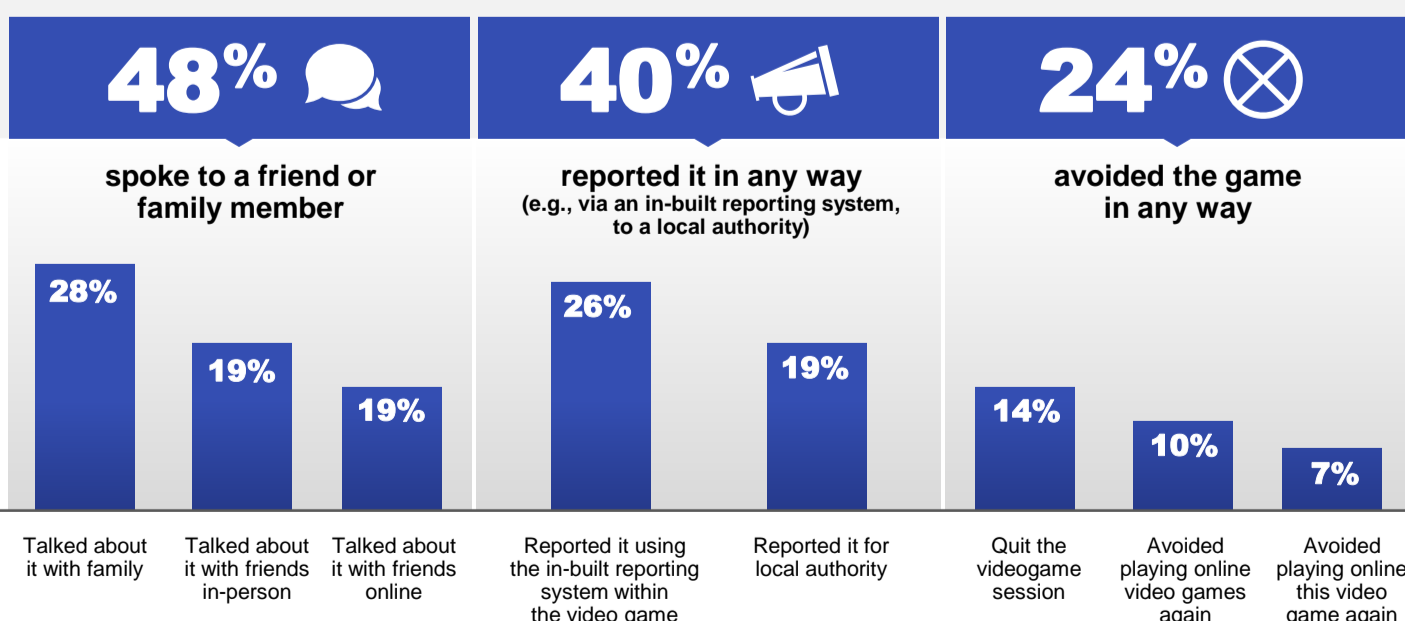
Base: Parents with a child who plays online multiplayer videogames

Parents claimed to take some form of action after their child was exposed to potentially harmful content when playing video games



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



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