



An Analysis of Toxicity in Multiplayer Video Games



Created by: Gabriela Salinas

Analysis

Game Stats obtained in January 2022

Fortnite

Apex Legends

Valorant

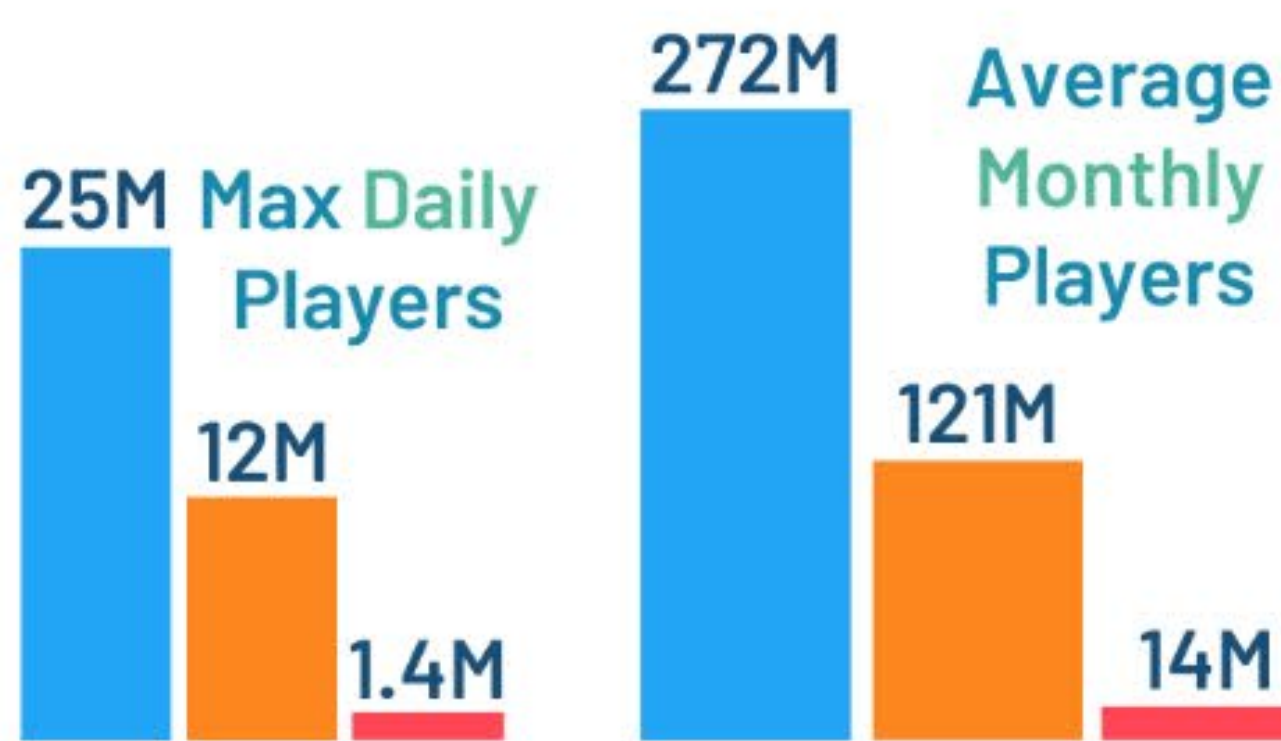
of Platforms Game can be played on

6

4

1

(<https://activeplayer.io/>)



(<https://activeplayer.io/>)

Reddit Posts from January 2022

r/fortniteBR

r/apexlegends

r/valorant

of Reddit Posts mentioning "toxicity"

49

21

9

(<https://camas.github.io/reddit-search/>)

Key Themes

- Toxicity is ruining video games
- Players want video game companies to reduce toxicity

Type of Toxicity

- Racism, sexism, homophobia
- Players going afk/losing games on purpose
- Insults based on skill
- Anger towards new players
- Name Calling

Analysis Recommendations

- ✓ Adding an option to report in agent select
- ✓ Add an "avoid player" feature

The Gaming Industry

937 Canadian video game companies in 2021

(ESAC, 2021)

The Canadian Gaming Industry earned \$4.3 billion revenue in 2021

(ESAC, 2020)



23 Million Canadians were playing video games in 2020.

Toxicity in Gaming

(The Harris Poll & Unity Technologies, 2021)



72% of gamers have witnessed toxic behavior while playing multiplayer video games



68% of gamers have experienced toxic behavior while playing multiplayer video games.



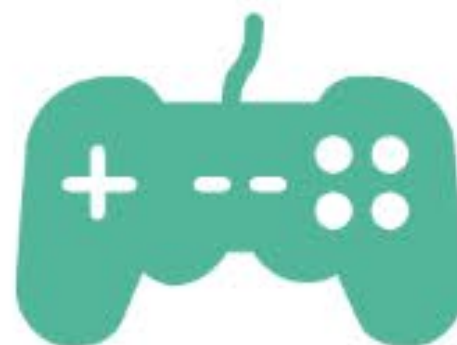
2 in 5 multiplayer gamers say toxic behavior makes them feel annoyed (44%) and disgusted (39%)

Overall Recommendations



Government

- Strengthen laws for online harassment
- Provide grants to improve player moderation



Video Game Companies

- Educate players
- Improve player moderation



Gamers

- Report toxicity
- Sign Any Key GLHF Pledge



- The Harris Poll & Unity Technologies. (2021). Toxicity in Multiplayer Games Report 2021.
- Entertainment Software Association of Canada. (2020). Real Canadian Gamer Essential Facts 2020.
- Entertainment Software Association of Canada, & Nordicity. (2021, October). The Canadian video game industry 2021.