



**Survey Results**

# **MINECRAFT COMMUNITY MANAGEMENT CHALLENGES**

May 2021

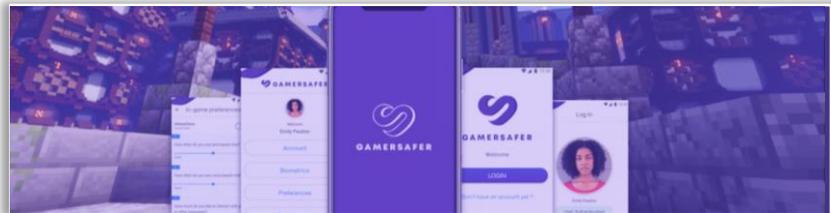
# About Us

GamerSafer was founded by a former executive from the gaming industry, and a social impact entrepreneur. We combine over thirty years of experience in business leadership, product development, and B2B sales and are also gamers, and parents of passionate gamers.

The number of players, social interactions, and time played keeps rising, and we see an urgent need to create a scalable and prevention-driven technology to protect players and platforms. Our goal is to **help Minecraft server owners and game publishers prevent crimes, fraud, and toxicity that are hurting their communities and business.**



**GAMERSAFER**  
World-leading technology to scale safety and fair play.



We partnered with DedicatedMC, a Minecraft Server Host, to send the survey in April 2021 to learn about the problems server communities face.



# Executive Summary

## Focuses Of This Survey:

1. Server Motivations

2. Disruptive Behaviors

3. Target Age Range

4. Privacy Laws

## A Summary of Conclusions:

Minecraft Server Owners have a wide range of motivations that primarily focus around playing with friends or serving a community. Even with those vast differences, certain trends revealed themselves:

1. Current mitigation efforts used to reduce toxic and harmful behaviors **are lacking** and still result in servers spending a lot of resources combatting misconduct.
2. Hacking, Griefing, and Disputes Among Players (in that order) were high frequency and high concern behaviors **that most communities experience**.
3. Only about half of all servers that allow minors to join have proper **child safety measures** in place.

Our Upcoming Free Webinar On These Topics Is On May 21<sup>st</sup>!  
[gamersafer.com/events](https://gamersafer.com/events)



# Survey Approach

We approached this survey with a question: “How do Minecraft Server Owners manage their communities to improve fair play experiences and player safety?” In this report we will show results that can help server owners **make safer and more positive experiences** for their players.



**82 Minecraft Server Owners**

54% Public – 46% Whitelisted



**A Wide Variety of Goals and Ages**

48% All Ages - 28% Only 13+ - 24% Only Adults



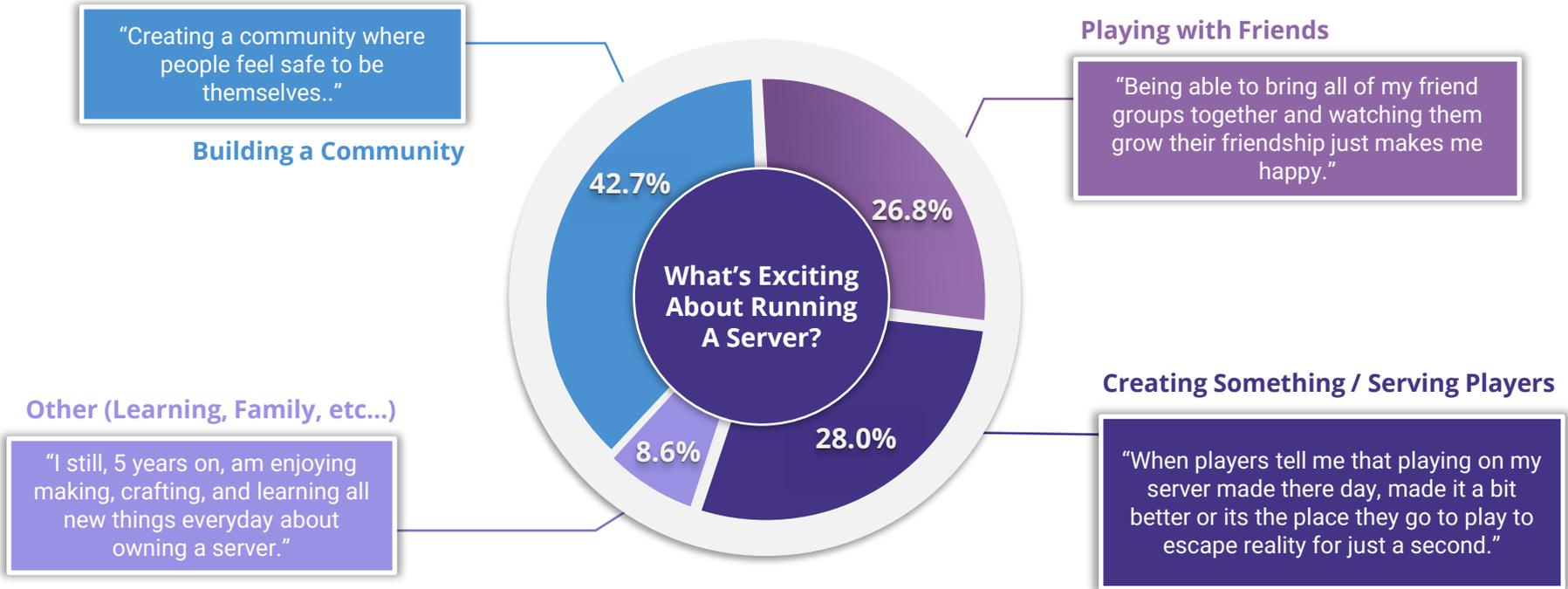
**Rules and Communities**

10 types of toxic/harmful behaviors investigated



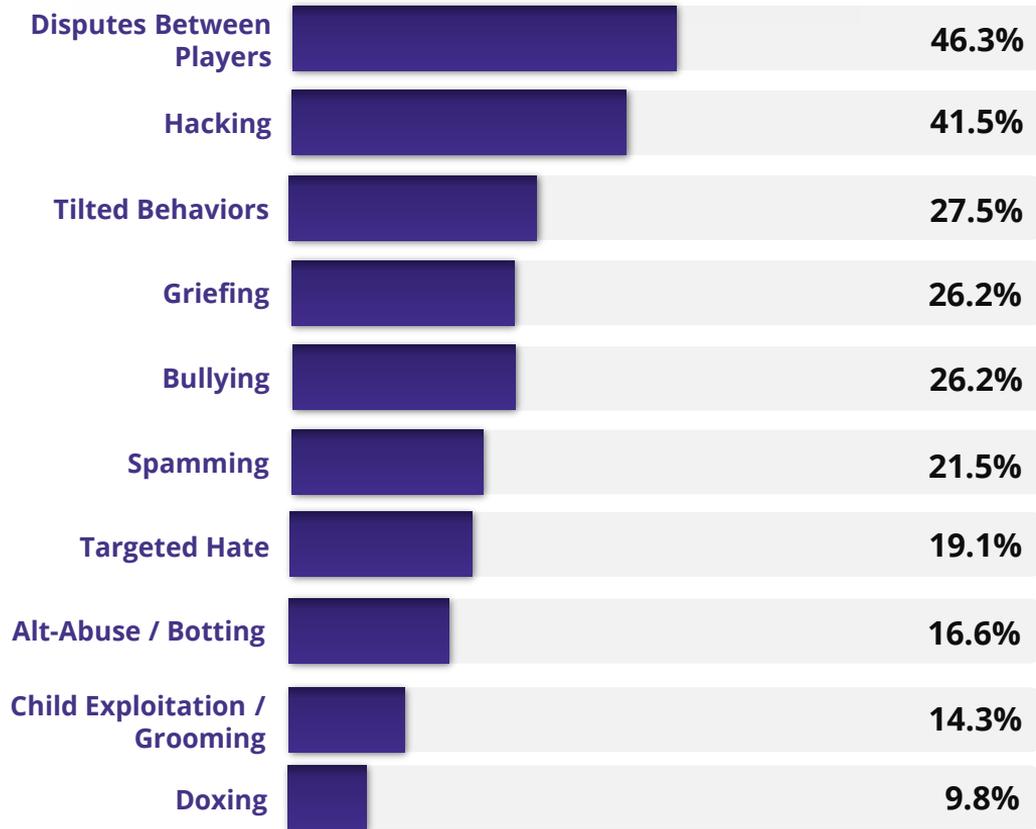
# Server Motivations

Server Owners described why they run their server



# Disruptions with High Frequency

Server Owners rated each of these 10 categories based on **how frequently** they experience these behaviors when moderating players.



## Roadblocks for Server Owners

The numbers show the percentage of servers that experience each behavior at a high frequency rating of 4 to 7 (out of a scale of 1 to 7, with 1 being “Never Experience” and 7 being “Experience Constantly”)



## Highest Frequency Behavior

This graph is not intended to show how severe each behavior is in terms of priority or negative impact on players or staff, but to show the number of servers experiencing them frequently.

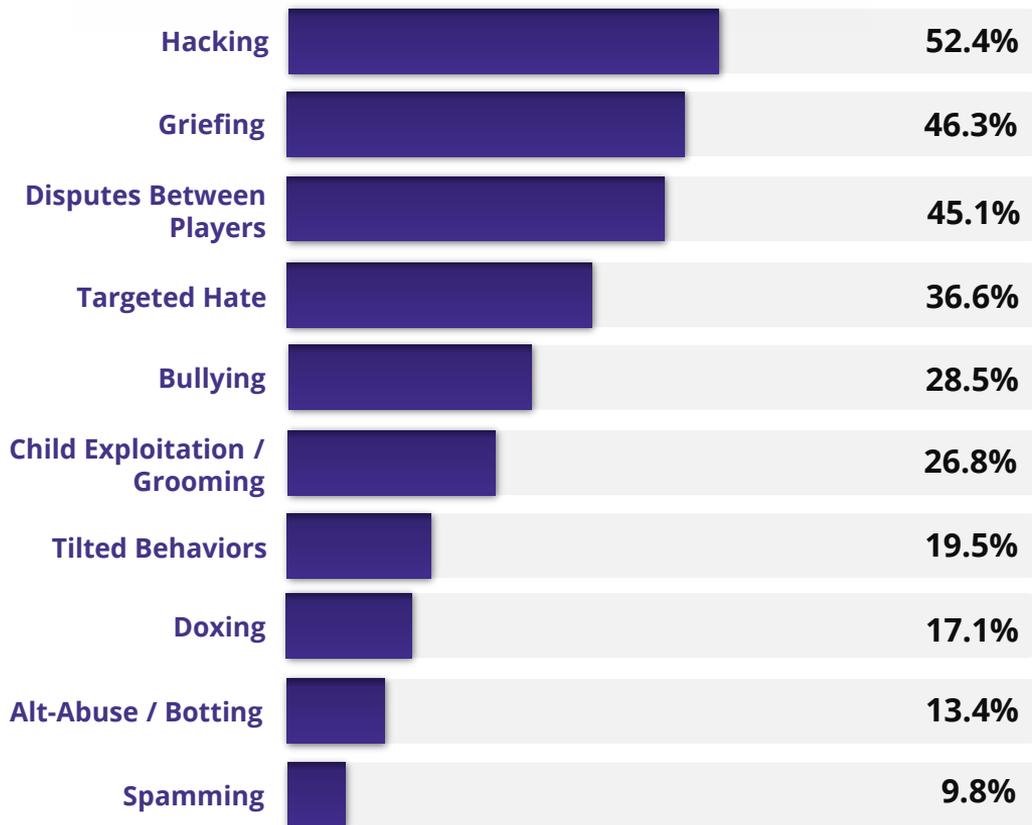


## Whitelisted vs Public

Whitelisted servers reported much higher frequency in most categories than public servers. However, public servers less often said they “Never” experienced a behavior.

# Highest Concerns

Server owners selected the top three categories as the most important for their staff to **watch out for** and protect their players from.



## Watched-for Rule Breaking

Compared to the frequency that servers experience certain disruptive behaviors, these percentages show which behaviors are highest priority for servers to address. Take note of how the categories that are more popularly chosen here may have been much less frequently experienced in the Challenges chart.

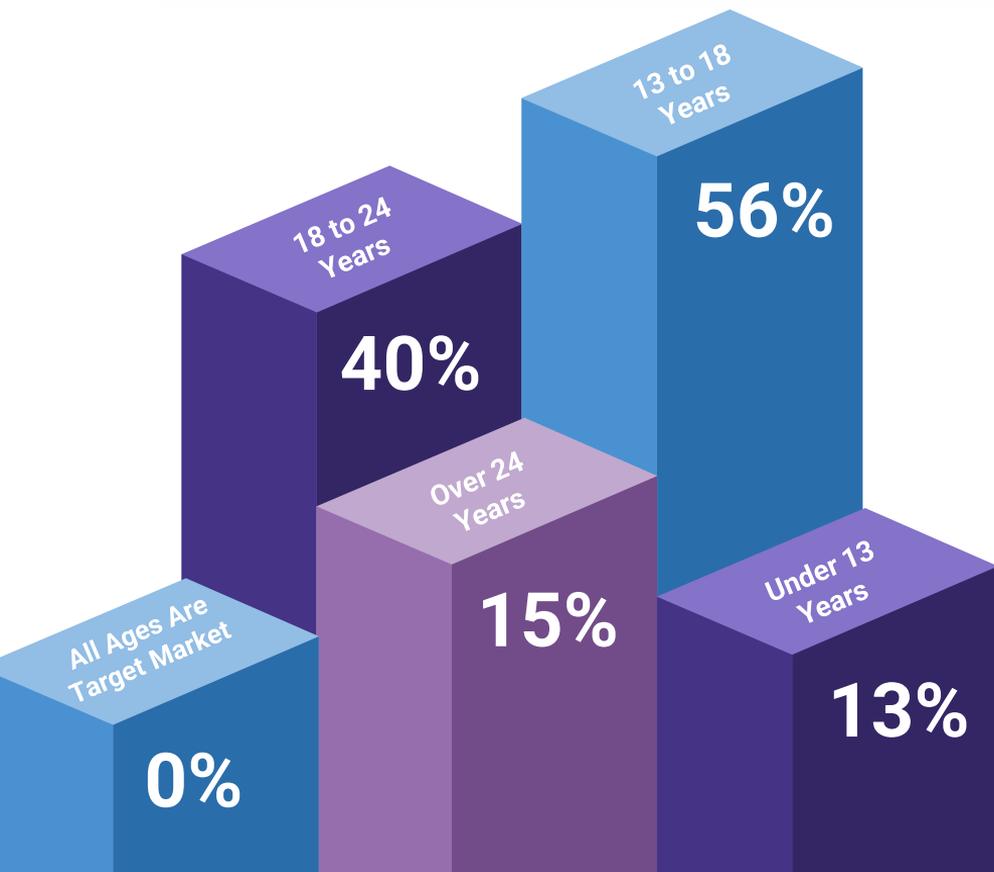


## Other Concerns

30 servers described extra concerns such as:

- “impersonation and identity theft”
- “dealing with people trying to skirt rules and push things to their limit”
- “Trying to lag the server”
- “Whenever a new player joins us, I watch them mainly for their social skills”
- “People beginning to start forcing themselves into other friends groups.”
- “Custom client side mods.”
- “mostly just cheating (xray, fly etc)”

# Target Ages



## What Age Groups Do Servers Target?

Of the 82 servers that completed the survey, almost 70% of them said that **they specifically target minors as new players**.

Whitelisted servers are more likely to include adults in their target audience (**68% vs 43% for public servers**) or require **ONLY** adults 18+ join (**37% vs 14% for public servers**).

While no server said they target all ages as their core audience, 47% said all ages are welcome if they want to join.



### What are “Minors”?

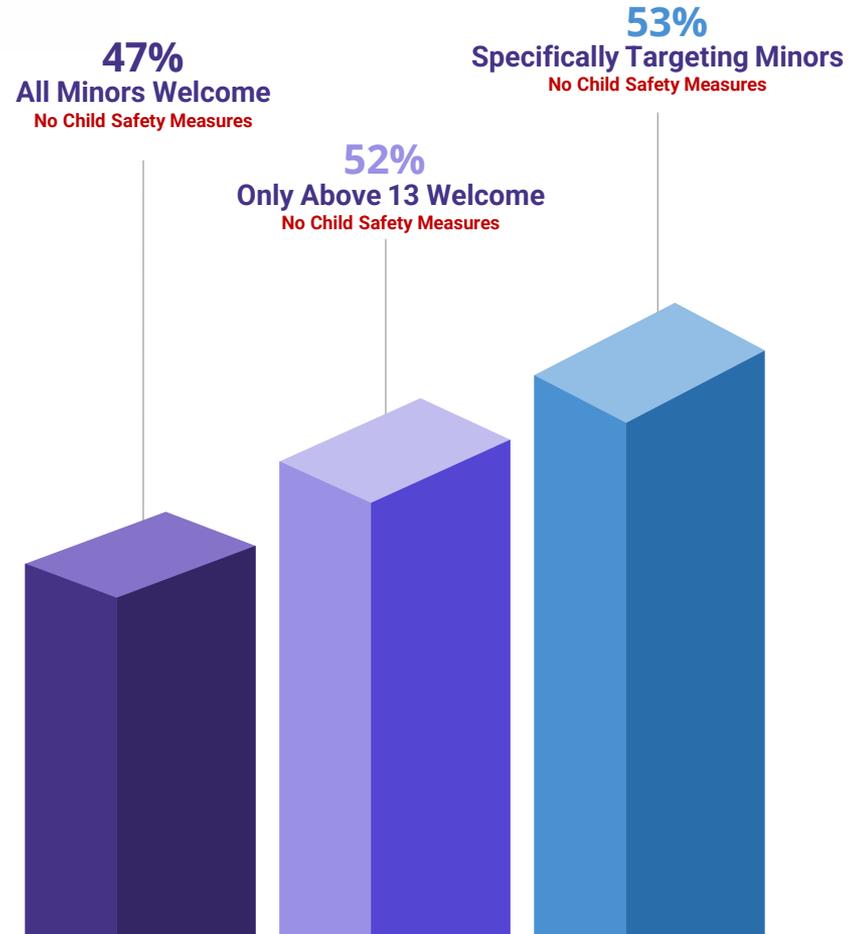
Minors include children under the age of 13, and teenagers aged 13 to 18.

# Safety for Minors

We asked the server owners who welcome or specifically target minors about the child safety measures they had in place. Around half of them have no child safety measures. We could not confidently identify preventive measures relating to risks to minors from the survey responses, aside from whitelisting and making a server for adults only (**24% of servers**).

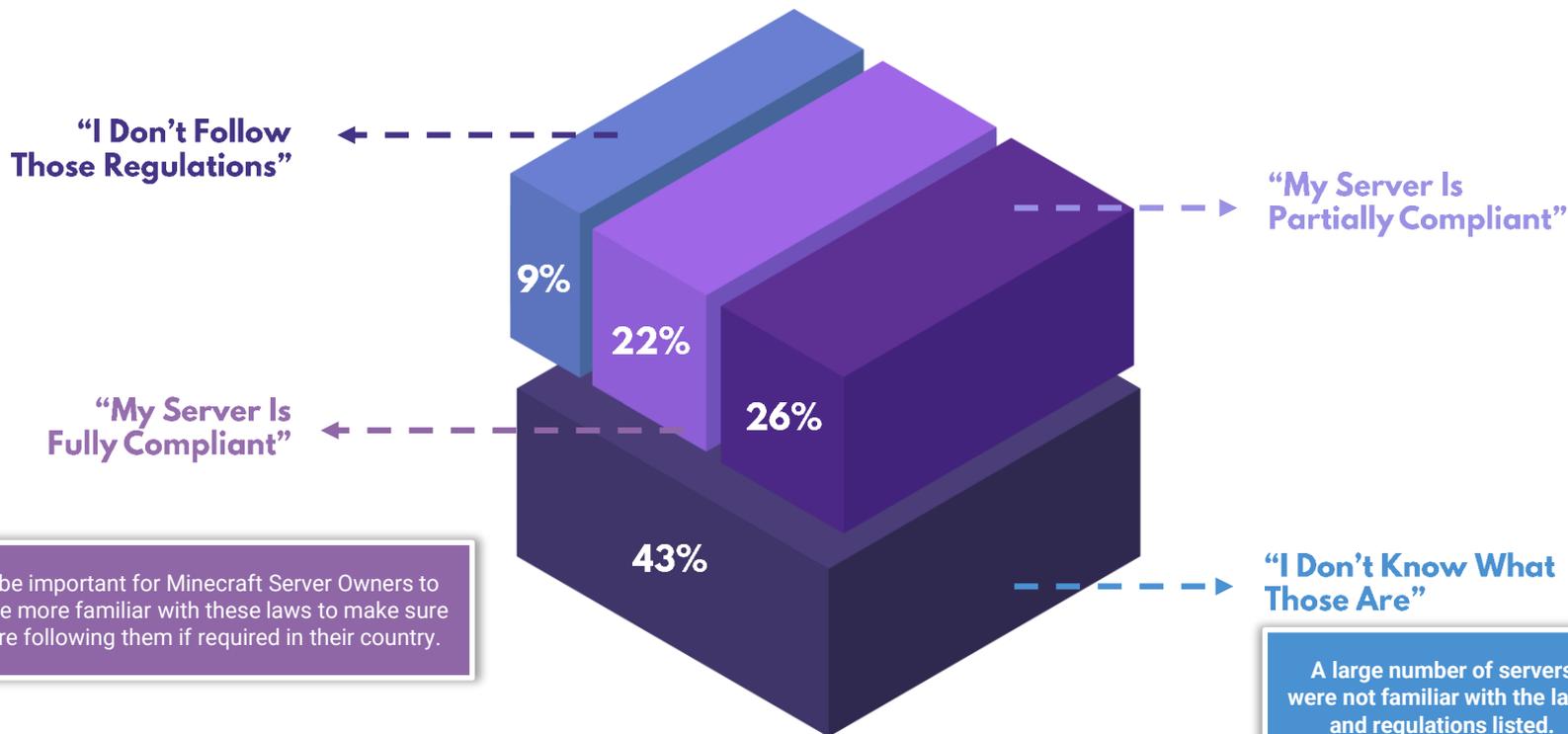
Nearly half (**47%**) of all servers that allow minors under the age of 18 said that they do not have any strategies in place for child safety. Of the servers with minors that say they do have strategies in place (**19 public, 14 whitelisted**), those strategies mostly fall under reactive mitigation strategies after the harm is already done, not proactive preventive strategies, and notably include:

- **Getting Parental Consent/Engagement: 2 (3.2%)**
- **NSFW Content Moderated: 9 (14.5%)**
- **Staff Monitoring Minors Closely: 8 (12.9%)**
- **Player-Controlled Commands (/ignore): 6 (9.7%)**
- **"I only invite my friends": 8 (12.9%)**



# Regulations and Laws

Does your Minecraft Server follow laws and regulations from around the world like GDPR, COPPA, or LGPD?



"I Don't Follow Those Regulations"

"My Server Is Partially Compliant"

"My Server Is Fully Compliant"

"I Don't Know What Those Are"

It will be important for Minecraft Server Owners to become more familiar with these laws to make sure they are following them if required in their country.

A large number of servers were not familiar with the laws and regulations listed.

# Upcoming Minecraft Webinar

## Covered Topics:

### 1. Preventing Toxic and Harmful Behaviors

Design your effective strategies for creating awesome player experiences.

### 2. Developing Community Guidelines

Outline processes, policies, and rules for staff training and management.

### 3. Introduction to Regulation Compliance

Learn the basics about how to follow laws like GDPR, COPPA, and others.

### 4. Growing Your Server Community

Identify pain points and toxic behaviors that cause your players to leave.



**Join Us On May 21<sup>st</sup>, 2021!**

We are proud to be hosting our first **FREE** Minecraft Community Management webinar to help server owners manage communities more effectively, and create safer, more positive fair play experiences for players!

Register for the event at the URL below so that you can join the discussion with Social Impact and Gaming Industry Professionals discussing these four topics on May 21<sup>st</sup>.

**You'll also receive free supporting materials.**

[gamersafer.com/events](https://gamersafer.com/events)