Rights, Equality and Citizenship (REC)

Programme of the European Commission

(2014-2020)

MANDOLA

Monitoring and Detecting Online Hate Speech

D4.5 Stakeholder Survey

Abstract

This is deliverable 4.5 for the Mandola project. This document describes the targeted stakeholder survey on the level of awareness and knowledge on illegal online hate speech and sentiment. The results of the survey are included.

The *MANDOLA* consortium consists of:

FORTH	Coordinator	Greece
ACONITE	Principal Contractor	Ireland
ICITA	Principal Contractor	Bulgaria
INTHEMIS	Principal Contractor	France
UAM	Principal Contractor	Spain
UCY	Principal Contractor	Cyprus
UM	Principal Contractor	France

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1 Introduction

This activity of Work Stream 4 completes the work programme with a targeted stakeholder survey.

A survey was developed by the WS4 partners in order to collect views and experiences among key stakeholders on a range of issues. The survey aimed at assessing the level of awareness of hate speech among stakeholders, understanding current experiences of online hate speech and identifying current response strategies. The survey also solicited suggestions for future initiatives dealing with illegal online hate speech and how current responses could be improved.

The survey included the opportunity to collect open answers from the respondents and these are documented at the end of this document.

1.1 Target Audience

This document is written for those organisations performing research into online hate-related content and to those responding to online hate-related content. It provides a snapshot of the results of the targeted stakeholder survey in September 2017.

2 Mandola Project Overview

MANDOLA (Monitoring ANd Detecting OnLine hAte speech[1]) is a 24-months project co-funded by the Rights, Equality and Citizenship (REC) Programme of the European Commission. The project was fully operational from October 2015 until September 2017 with reduced support after those dates.

The project is led by the project coordinator FORTH (Foundation for Research and Technology – Hellas) in a consortium with Aconite Internet Solutions (Ireland), the International Cyber Investigation Training Academy (Bulgaria), Inthemis (France), the Autonomous University of Madrid (Spain), the University of Cyprus (Cyprus) and the University of Montpellier (France). Further, and up-to date-details are available on the project website on http://www.mandola-project.eu.

2.1 Mandola Objectives

MANDOLA aims at improving the public understanding of how online hate speech prevails and spreads. The project also aims at empowering ordinary citizens to monitor and report hate speech. MANDOLA's objectives are:

- to monitor the spread and penetration of online hate-related speech in EU member states using a big-data approach, while investigating the possibility to distinguish between the potentially illegal hate-related speech and non-illegal hate-related speech;

- to provide policy makers with information that can be used to promote policies for mitigating the spread of online hate speech;

- to provide ordinary citizens with useful tools that can help them deal with online hate speech irrespective of whether they are bystanders or victims;

- to transfer best practices among EU Member States.

The MANDOLA project addresses the two major difficulties in dealing with online hate speech: lack of reliable data and poor awareness on how to deal with the issue. Although in general online hate speech seems to be on the rise, it is not clear which member states seem to be suffering most. It is not even clear which kind of online hate speech (e.g. homophobia, xenophobia, etc) is on the rise. Moreover, the available data generally do not easily distinguish between illegal hate content and harmful (but not illegal) hate content. The different legal systems in various member states[2] make it difficult for ordinary people to make such a distinction. It is even more difficult for citizens to know how to deal with illegal hate content and to know

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[1] The term hate speech has a specific legal understanding and the work of Mandola evolved to cover a wider range of content including hate-related content and hateful-content. The full debate is described in the Mandola publications.

[2] See Mandola publications – "Intermediate Report - Definition of Illegal Hatred and Implications (July 2016)" available on www.mandola-project.eu

how to behave when facing harmful but not illegal hate content. Without reliable data it is very difficult to make reliable decisions and push policies to the appropriate level.

2.2   Mandola Innovations

The project has two main innovative aspects. The first is the extensive use of IT and big data to study and report online hate-related speech, and the second is the research on the possibility to make clear distinction between legal and not illegal content taking into account the variations between EU member states legislations.

MANDOLA is serving: (i) policy makers - who will have available up-to-date online hate speech-related information that can be used to create enlightened policy in the field; (ii) ordinary citizens - who will have a better understanding of what online hate speech is and how it evolves, will be provided with information for recognizing legal and (illegal) online hate speech and will know what to do when they encounter (illegal) online hateful content; and (iii) witnesses of online hate speech incidents - who will have the possibility to report hate speech anonymously.

2.3   Mandola Activities

In order to achieve the set up objectives the project envisages several activities:

- An analysis of the legislation of illegal hate speech at national, European, and international level is being conducted.

- The legal and ethical framework on privacy, personal data and protection of other fundamental rights is being identified and analysed in order to implement adequate safeguards during research and in the system to be developed.

- A monitoring dashboard is being developed. It will identify and visualize cases of online hate-related speech via social media (such as Twitter) and websites.

- A multi-lingual corpus of hate-related speech will be created based on the collected data. It will be used to train the classifiers in order to identify Web pages and tweets that may contain hate-related speech. The vocabulary will be developed with the support of social scientists and enhanced by the Hatebase (http://www.hatebase.org/).

- A reporting portal will be developed. It will allow Internet users to report potentially illegal hate-related speech material and criminal activities they have noticed on the Internet.

- A smart-phone application will be developed. It will allow anonymous reporting of potentially hate-related speech materials noticed on the Web and in social media.

- A Frequently Asked Questions document was created and has been disseminated. The FAQ document will answer questions like: What is online hate speech? Which forms are legal and which are potentially

illegal? What is the response of Internet Service Providers to online hateful content? What can users do if they encounter a hateful video, blog, group in Facebook or similar networking site, receive a hate e-mail or come across a hate-related web site? What can they do if they become the target of hate-related comments online? How to protect themselves and their children in social networks? The FAQ document will be disseminated via the project portal and the smart-phone app.

• A network of National Liaison Officers (NLOs) of the participating member states will be created. They will act as contact persons for their country and will exchange best practices and information. They will also support the project and its activities with legal and technical expertise when needed.

• Landscape and gap analysis. Some countries still do not have sufficient methods or structures to handle complaints or reports about hate speech. That is why a landscape of current responses to hate speech across Europe will be developed and Best Practices Guide for responding to online hate speech for Internet industry in Europe will be created and disseminated. A comprehensive survey among key stakeholders - major Internet Service Providers and Law Enforcement will be conducted. They will identify the key challenges and best practices in responding to hate speech transnationally.

3 Survey

The survey was developed by all the Mandola partners who are active in WS4. The survey collects views on how the respondent understands hate related speech. It identifies how each respondent has experienced online hate related speech and what how they have responded. The survey was developed in the surveymonkey[3] online platform and distributed through the contact lists of each Mandola Partner. It was available from the 31st August 2017 to the 30-September-2017. The persons invited were directed to the Mandola Project website to learn more about the project but it was not necessary for the respondents to know about Mandola to answer the questions.

There are 30 questions with a short introduction. The survey was translated into Spanish and distribute to Spanish speaking persons.

Thank you for your interest.

Si desea contestar a esta encuesta en español, pinche aquí https://es.surveymonkey.com/r/VJNQDZN [If you want to answer this survey in Spanish, click here]

The Mandola project focusses on different stakeholders including witnesses of online hate speech incidents, policy makers and citizens who are victims or perpetrators of online hate speech.

Witnesses have the possibility to report hate speech anonymously. Policy makers can use up-to-date online hate speech information that can be used to create adequate policy in the field. Member States citizens can gain a better understanding of what online hate speech is.

All stakeholders should be able to recognize legal and illegal online hate speech and should know what to do when they encounter illegal online hate.

The MANDOLA project addresses the two major difficulties in dealing with online hate speech including the lack of reliable data and poor awareness on how to deal with the issue.

This survey collects information about different experiences with online hate speech by users across Europe and outside. It can be answered in 5-7 minutes.

See mandola-project.eu for more details and up-to-date information.

e: mandola@aconite.com

3.1.1 Q1: Indicate the type(s) of activity that best classifies your organisation

☐ Academic
☐ Individual - No affiliation
☐ Industry Other
☐ Internet Access Provider
☐ Internet Hosting Provider
☐ Law Enforcement
☐ Legal Expert
☐ NGO
☐ Social Media Services
☐ Other (please specify)

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[3] www.surveymonkey.com

3.1.2 Q2: How do you define your organization?

(based on the number of employees)
- ☐ Micro enterprise (up to 10 employees)
- ☐ Small-sized enterprise (from 10 to 50 employees)
- ☐ Medium-sized enterprise (from 50 to 250 employees)
- ☐ Large-sized enterprise (over 250 employees)
- ☐ Individual
- ☐ Other (please specify)

3.1.3 Q3: Is your organization part of the Internet Industry?

- ☐ Yes
- ☐ No
- ☐ Not Applicable

3.1.4 Q4 Does your organization prosecute online hate speech?

- ☐ Yes
- ☐ No
- ☐ Not Applicable

3.1.5 Q5 How often do you usually access chats, forums or social media where users share comments or opinions?

- ☐ Rarely - less than once per week
- ☐ More than twice per week but not every day
- ☐ Daily

3.1.6 Q6 Are you familiar with the concept of 'online hate speech'?

- ☐ Basic understanding
- ☐ Full understanding
- ☐ I am not familiar with it

3.1.7 Q7: How would you define 'online hate speech'?

....

....

3.1.8 Q8: Have you ever encountered online hate speech?

- ☐ Never
- ☐ Sometimes
- ☐ Regularly

3.1.9 Q9: Have you or has your organization ever been a victim of online hate speech?

- ☐ Yes - I have been a victim of hate speech
- ☐ Yes - my organisation has been a victim of hate speech
- ☐ No

3.1.10 Q10: What is the most common type of hate speech that you have encountered?

- ☐ Written insults
- ☐ Images
- ☐ Sarcastic comments ...
- ☐ Other (please specify)

3.1.11 Q11: Which of the following are the most common motives for hate speech?

	Often	Sometimes	Rarely	Never
Age	☐	☐	☐	☐
Class	☐	☐	☐	☐
Elderly People	☐	☐	☐	☐
Ethnicity	☐	☐	☐	☐
Foreigners	☐	☐	☐	☐
Gender	☐	☐	☐	☐
Immigrants	☐	☐	☐	☐
Nationality/National Minority	☐	☐	☐	☐
People with disabilities	☐	☐	☐	☐
Politics	☐	☐	☐	☐
Refugees	☐	☐	☐	☐
Religion	☐	☐	☐	☐
Sexuality	☐	☐	☐	☐
Sports	☐	☐	☐	☐
Women	☐	☐	☐	☐
Other (please specify)	☐	☐	☐	☐

3.1.12 Q12: Do you think your national legislation is adequate for responding to online hate speech?

    ☐ Yes
    ☐ No
    ☐ I Don't Know
    ☐ Comment:

3.1.13 Q13: Do you have a written policy covering online hate speech in your organisation?

    ☐ Yes
    ☐ No
    ☐ Not Applicable

3.1.14 Q14: Have you / has your organisation participated in campaigns, projects or other initiatives in the field of hate speech awareness?

    ☐ Yes
    ☐ No
    ☐ Not Applicable

3.1.15 Q15: Did you or your organisation respond to the hate speech that you encountered?

    ☐ Yes - I responded
    ☐ Yes - my organisation responded
    ☐ No

3.1.16 Q16: How did you or would you respond to online hate speech?

- ☐ Block user on personal block list
- ☐ Ignore it
- ☐ Remove content
- ☐ Report by scoring system
- ☐ Report to Content Moderator
- ☐ Report to independent hotline
- ☐ Report to legal authorities
- ☐ Report user to hosting organisation
- ☐ Respond with Counter-speech
- ☐ Other (please specify)

3.1.17 Q17: What other responses did you or would you chose when dealing with online hate speech?

- ☐ Include messages to users reminding them of CoC/ToS
- ☐ Modify CoC or ToS
- ☐ Monitor content
- ☐ Monitor user
- ☐ Remove anonymysation of users
- ☐ Seek legal advise

3.1.18 Q18: Did you or your organisation continue to track/monitor the online hate speech comment?

- ☐ Yes - i continued to monitor/track
- ☐ Yes - my organisation continued to monitor/track
- ☐ No

3.1.19 Q19: Do you think users are sufficiently aware of the presence of online hate speech in the Internet?

- ☐ No Awareness
- ☐ Some Awareness
- ☐ High awareness

3.1.20 Q20: Do you think users are aware of the legal implication that online hate speech could imply?

- ☐ No awareness
- ☐ Some awareness
- ☐ High awareness

3.1.21 Q21: What would help raise awareness regarding online hate speech?

3.1.22 Q22: Do you have any suggestions how to respond to online hate speech?

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3.1.23 Q23: Do you have any suggestions how to respond to online hate speech?

Suggestion 1 …………………………………………………………………………………………

Suggestion 2 …………………………………………………………………………………………

Suggestion 3 …………………………………………………………………………………………

Suggestion 4 …………………………………………………………………………………………

Suggestion 5 ....

3.1.24 Q24: Do you think users know what hate speech is?

☐ No awareness
☐ Some awareness
☐ Full awareness

3.1.25 Q25: Do you think the Internet Industry is sufficiently aware of the presence of online hate speech in the Internet?

☐ No awareness
☐ Some awareness
☐ Full awareness

3.1.26 Q26: Do you think the Internet Industry is aware of the legal implication that hate speech could imply and their responsibility?

☐ No awareness
☐ Some awareness
☐ Full awareness

3.1.27 Q27: What is your gender?

☐ Female
☐ Male

3.1.28 Q28: What is your age?

☐ 17 or younger
☐ 18-24
☐ 25-40
☐ 41-60
☐ 61 or older

3.1.29 Q29: In what country do you live?

....

....

3.1.30 Q30: Final Comment

....

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4   Survey Responses

This section provides a brief highlight of the methodology adopted in each country and the current landscape of hate-related initiatives taking place in the various countries represented in the Mandola consortium.

4.1   Survey responses

The survey was published at the end of August 2017. At the last week of September, there were 54 responses to the English survey and 19 responses to the Spanish survey. There were 73 responses in total.

The analysis described below relates to English and Spanish combined answers. The descriptive analysis is performed in five areas including awareness levels on online hate speech, experiences of online hate speech, responses to online hate speech, industry awareness levels and a brief review of the survey demographics.

4.2 Awareness levels on online hate speech

Q5 Frequency of access to chats, forums or social media where users share comments or opinions?

■ Daily

■ Rarely - less than once per week

■ More than twice per week but not every day

Daily	47
Rarely - less than once per week	16
More than twice per week but not every day	10
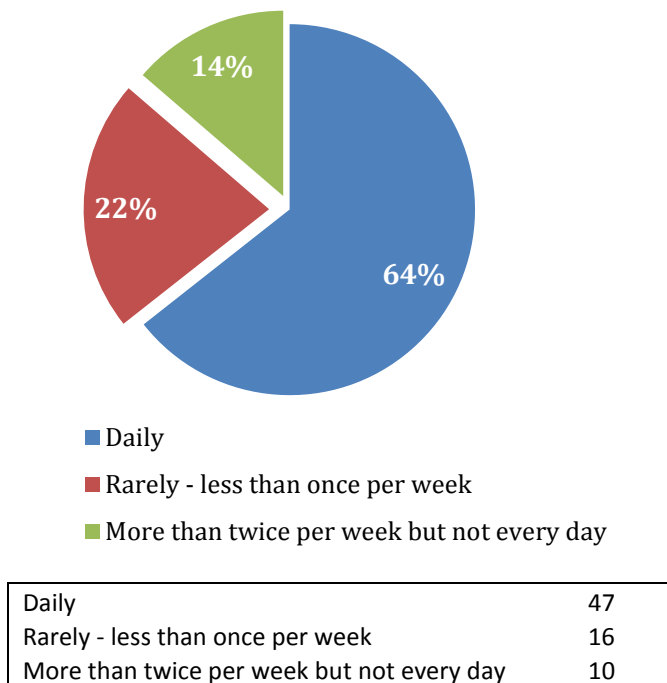
78% of the respondents access social media services, at least twice per week.

Q6 Familiarity with the concept of 'online hate speech'?

■ Full understanding   ■ Basic understanding
■ I am not familiar with it

Full understanding	34
Basic understanding	34
I am not familiar with it	5
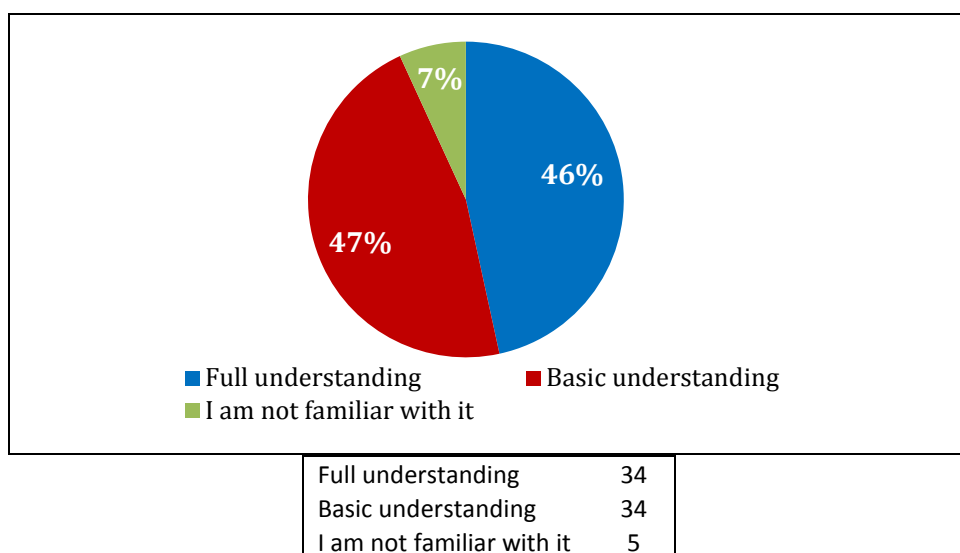
93% of the respondents registered full, or basic, understanding of hate speech, revealing a very high level of awareness, while only less than 7% of the respondents are not familiar with the concept of online hate speech.

Q8 Have you encountered online hate speech?	Q9 Have you or has your organization ever been a victim of online hate speech?

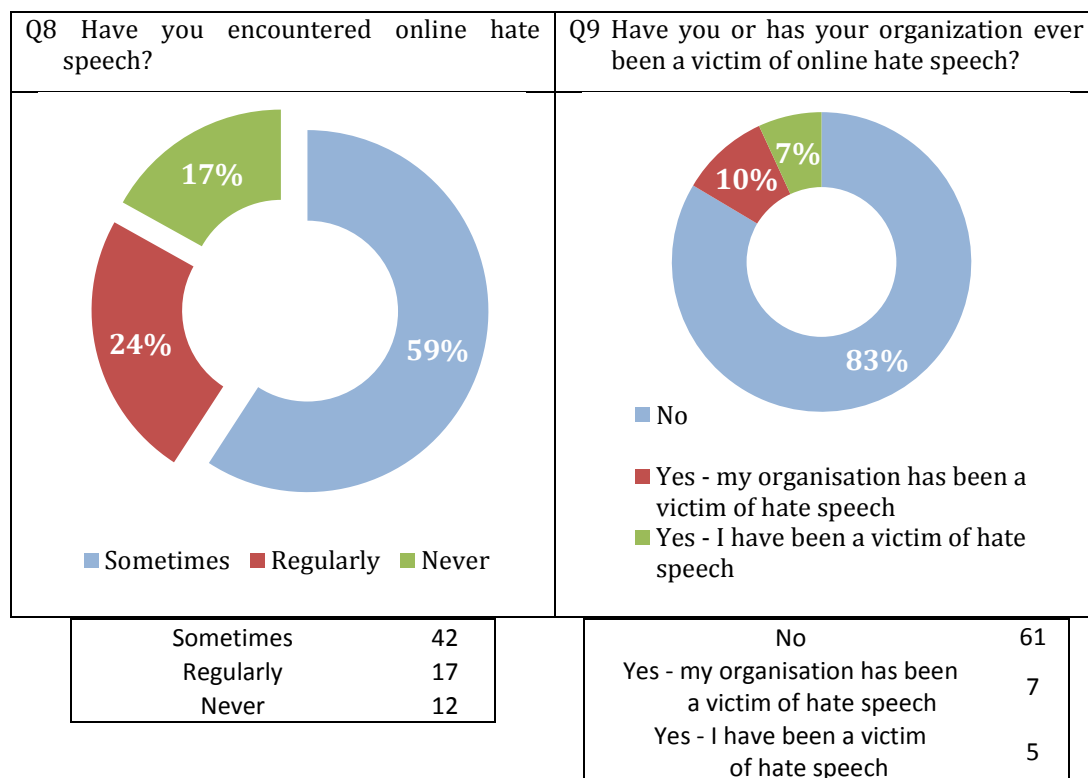|	
Sometimes	42
Regularly	17
Never	12

No	61
Yes - my organisation has been a victim of hate speech	7
Yes - I have been a victim of hate speech	5

83% of the respondents have encountered online hate speech. The same percentage (83%) indicated that they have never been a victim of hate speech, either personally, or as a member of their organisation.

4.1   Experiences of online hate speech

Q10 The most common types of hate speech encountered?

■ Written insults   ■ Sarcastic comments …
■ Other (please specify) ■ Images

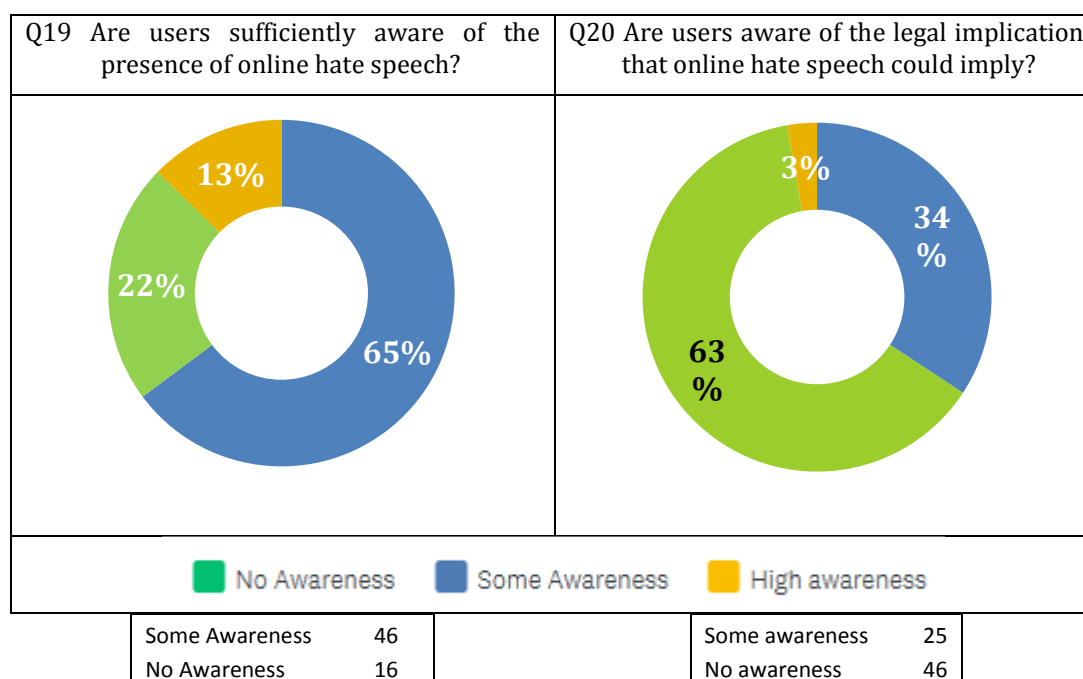| Written insults	42
Sarcastic comments …	24
Other (please specify)	3
Images	2
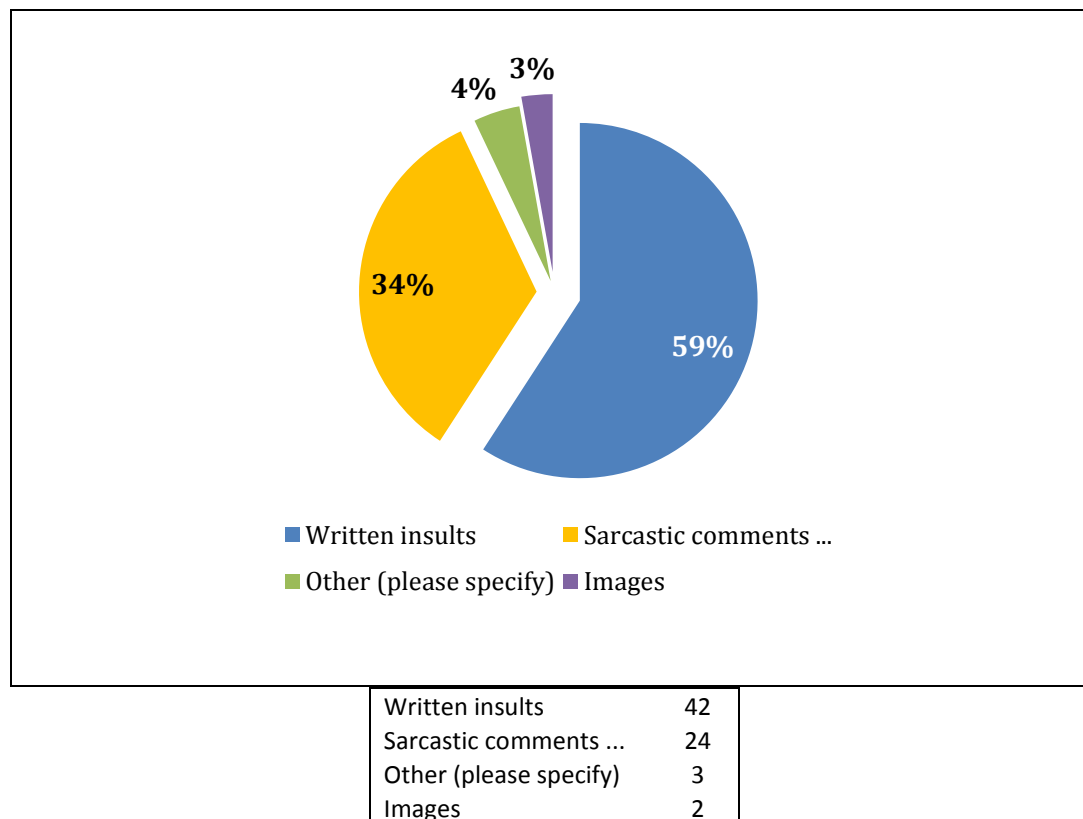
The most common types of online hate speech are *written insults* (59%) and *sarcastic comments* (34%), accounting for 93% of the total. Only 3% of the total correspond to images.

Q19 Are users sufficiently aware of the presence of online hate speech?	Q20 Are users aware of the legal implication that online hate speech could imply?

■ No Awareness   ■ Some Awareness   ■ High awareness

Some Awareness	46
No Awareness	16

Some awareness	25
No awareness	46

High awareness	9		High awareness	2

22% of the respondents declared *no awareness* of the presence of online hate speech while 63% declared *no awareness* of the legal implications of online hate speech.

### 4.1.1 Q11 Most common motives for hate speech (weighted Average)
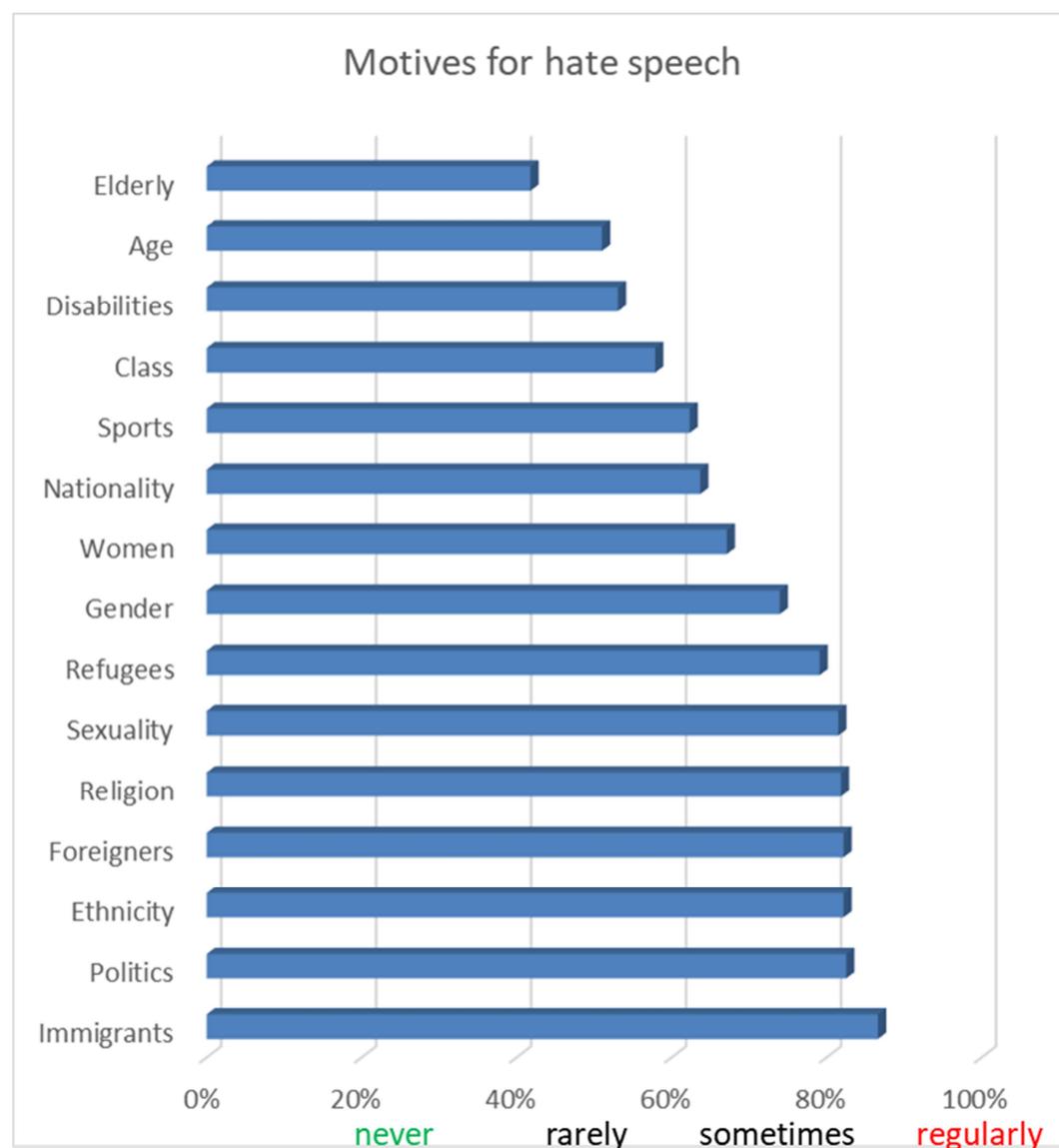
The x-axis represents the weighted average of the respondents' perception about the motives of hate speech. The choices given were *regularly*, *sometimes*, *rarely* and *never*. A 100% would be achieved (*regularly*) for any given motive, if and only if ALL respondents selected *regularly* for that motive.

The above motives for hate speech show little deviation around the average (70%). In fact, the standard deviation is 20% of the average.

Immigrants, Politics, Ethnicity, Foreigners, Religion, Sexuality, Refugees & Gender, are all above average.

The Table below gives the figures used in the above diagram (field *wAvrg%*) and also the deviations from the *weighted Average*. Dev1 is the ratio (*wAvrg%*) / (*Average of wAvrg%*) and indicates the relative preference to each *motive*. Dev2 = Dev1-1 and gives the same information.

ID	Motive	wAvrg%	Dev1	Dev2	Group
1	Immigrants	87%	124%	24%	1
2	Politics	83%	118%	18%	4
3	Ethnicity	82%	118%	18%	1
4	Foreigners	82%	118%	18%	1
5	Religion	82%	117%	17%	1
6	Sexuality	82%	117%	17%	3
7	Refugees	79%	113%	13%	1
8	Gender	74%	106%	6%	3
9	Women	67%	96%	-4%	3
10	Nationality	64%	91%	-9%	1
11	Sports	62%	89%	-11%	4
12	Class	58%	83%	-17%	4
13	Disabilities	53%	76%	-24%	2
14	Age	51%	73%	-27%	2
15	Elderly	42%	60%	-40%	2
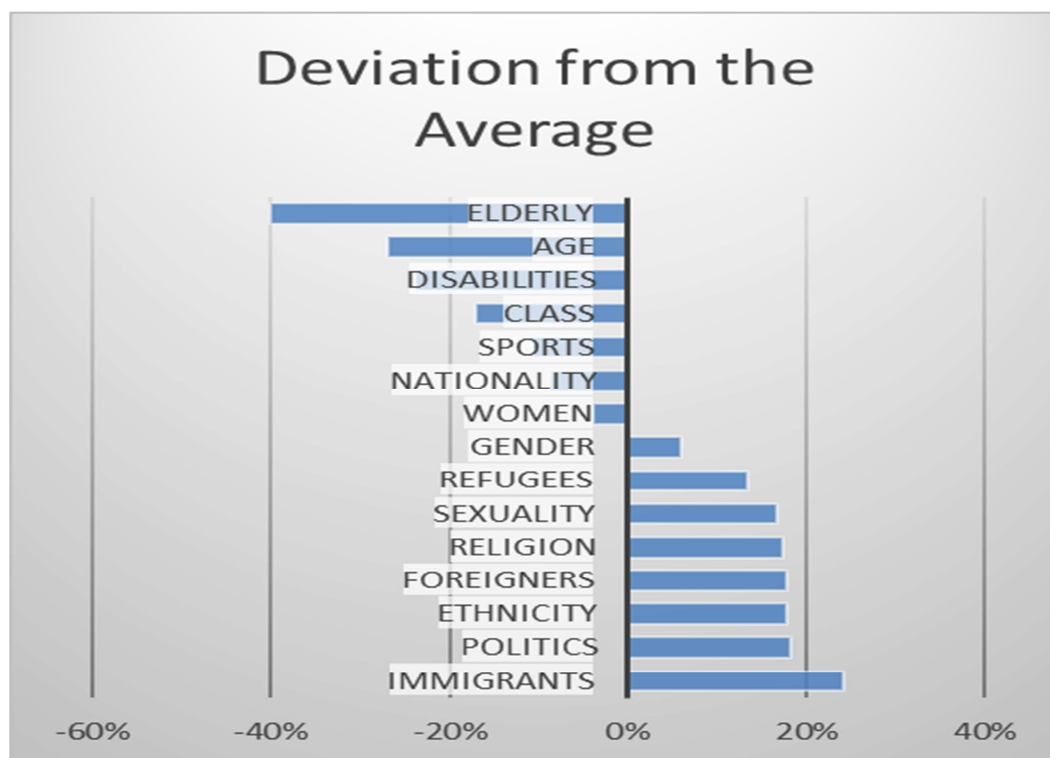
A better view of the above results is offered by the diagram above, where we see clearly that the most prominent category is *immigrants* (24% above average), while the least prominent is elderly (40% below average).

If we group the motives in four groups, as indicated by the Table above, then the respondents' preferences are as following:

| #	Groups	wAvrge	Dev1	Dev2
1	Ethnic/Religion	79%	118%	18%
3	Sexuality/Women	74%	110%	10%
4	Politics/Sports/Class	68%	100%	0%
2	Age/Disabilities	49%	72%	-28%
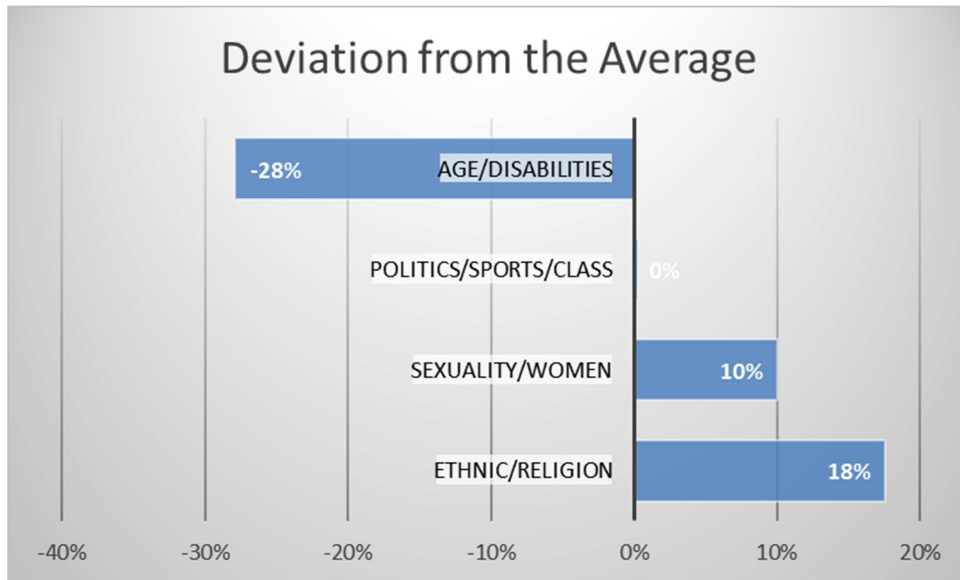
It is clear here that the 'ethnic' issues (refugees, religion, nationality, ethnicity, foreigners & immigrants) collect most preferences, by far (18% above average, which for the groups is 67%), while the age/disabilities group is 28% below average..

Q12 Is your national legislation adequate for responding to online hate speech

No	36
I Don't Know	20
Yes	17
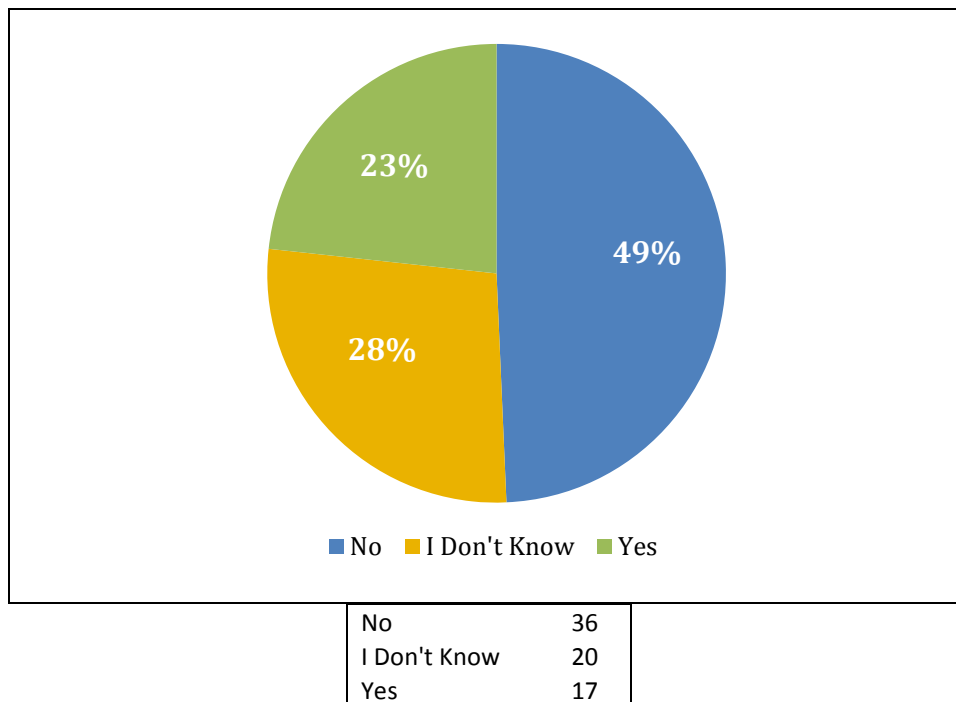
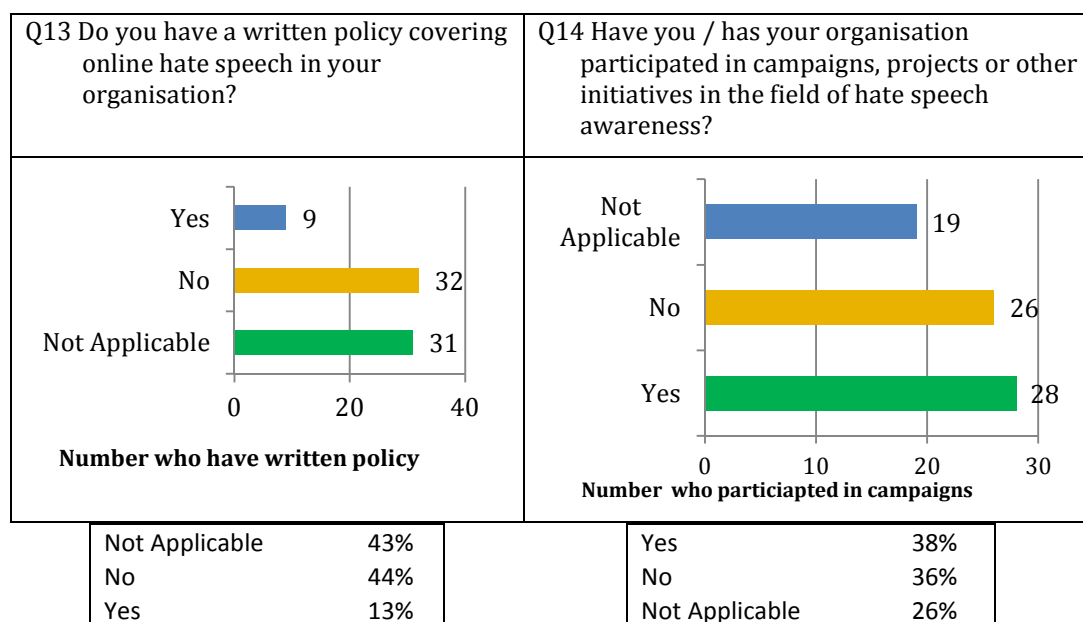23% believe that their legislation is adequate for dealing with online hate speech 28% do not have sufficient knowledge about the legislation in place and almost 50% indicated that the legislation is inadequate
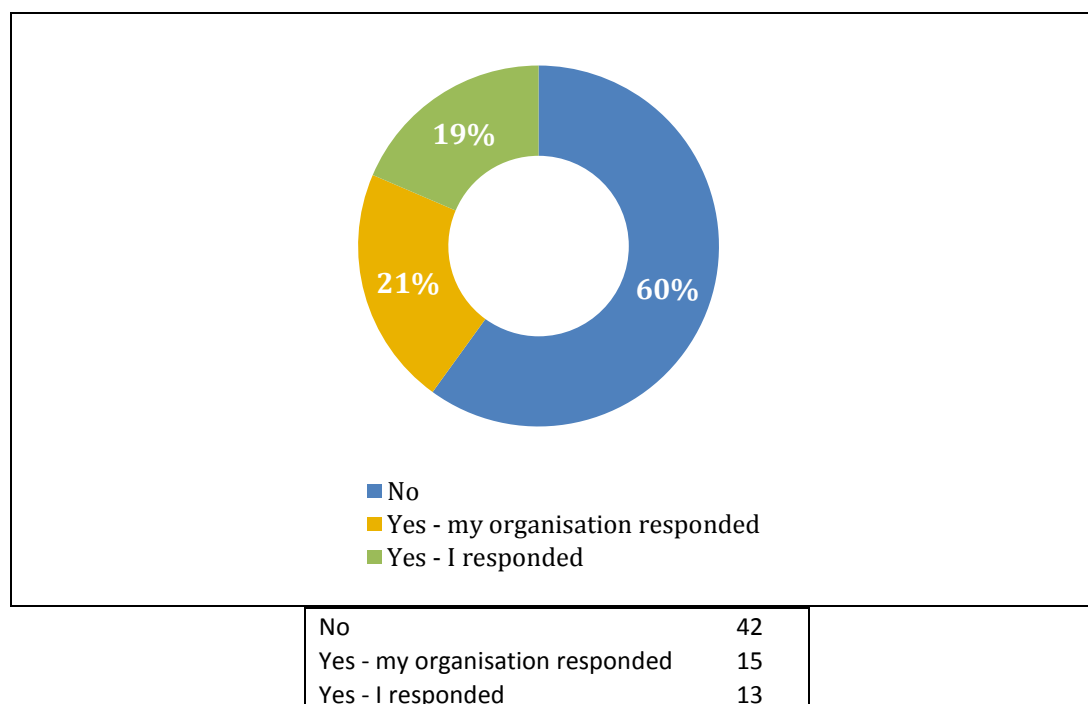
Q24 Do you think users know what hate speech is?

Some awareness	53
Full awareness	5
No awareness	14
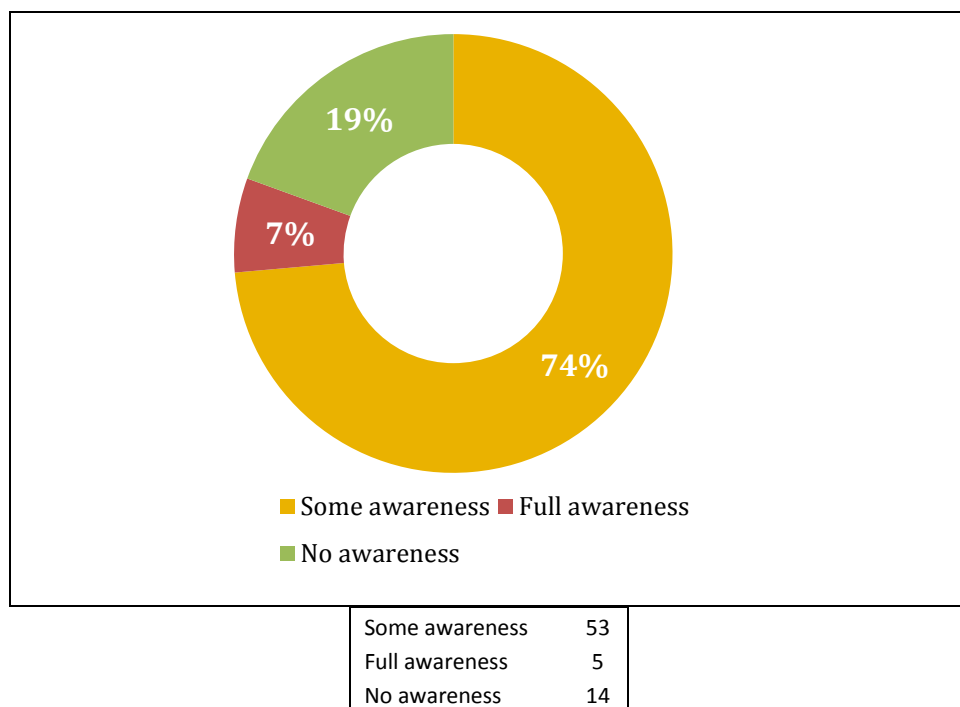
Almost 20% consider that users are not aware about what online hate speech is.

4.2 Responses to online hate speech

Q13 Do you have a written policy covering online hate speech in your organisation?	Q14 Have you / has your organisation participated in campaigns, projects or other initiatives in the field of hate speech awareness?
Yes 9 No 32 Not Applicable 31 0 20 40 **Number who have written policy**	Not Applicable 19 No 26 Yes 28 0 10 20 30 **Number who particiapted in campaigns**

Not Applicable	43%	Yes	38%
No	44%	No	36%
Yes	13%	Not Applicable	26%

44% of the organisations do not have a written policy covering online hate speech, while 38% indicated that their organisation has participated in campaigns in the area of hate speech awareness.

Q15 Was there a response to hate speech encountered?

19%

21%

60%

■ No
■ Yes - my organisation responded
■ Yes - I responded

No	42
Yes - my organisation responded	15
Yes - I responded	13

60% of organisations did not respond to hate speech encountered while a combined 40% responded either through their organisation or individually.

Q16 Responses to online hate speech?		
Acton Taken	**#**	**Rank**
Block user on personal block list	41	1
Ignore it	34	2
Report to Content Moderator	28	3
Remove content	22	4
Report user to hosting organisation	18	5
Report to legal authorities	17	6
Respond with Counter-speech	16	7
Report by scoring system	15	8
Report to independent hotline	8	9
Other	5	10

Other Responses from the respondents included

- "Sarcasm on their words, to make them hate speech more. To get solid evidence for a ban from service"

- "Media monitoring for hate speech, some recommendations and advocacy campaign on a state level"

- "A hotline can assess and issue notice if illegal"

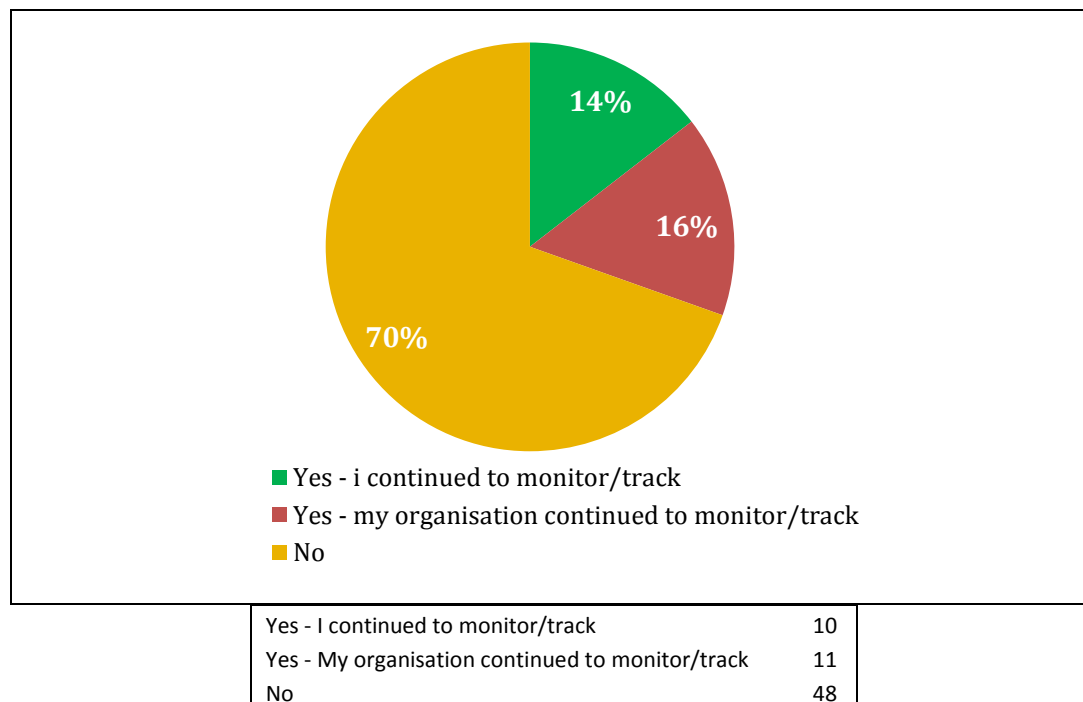- "Report to local or regional hotline"

Q17   Other Responses when dealing with online hate speech?
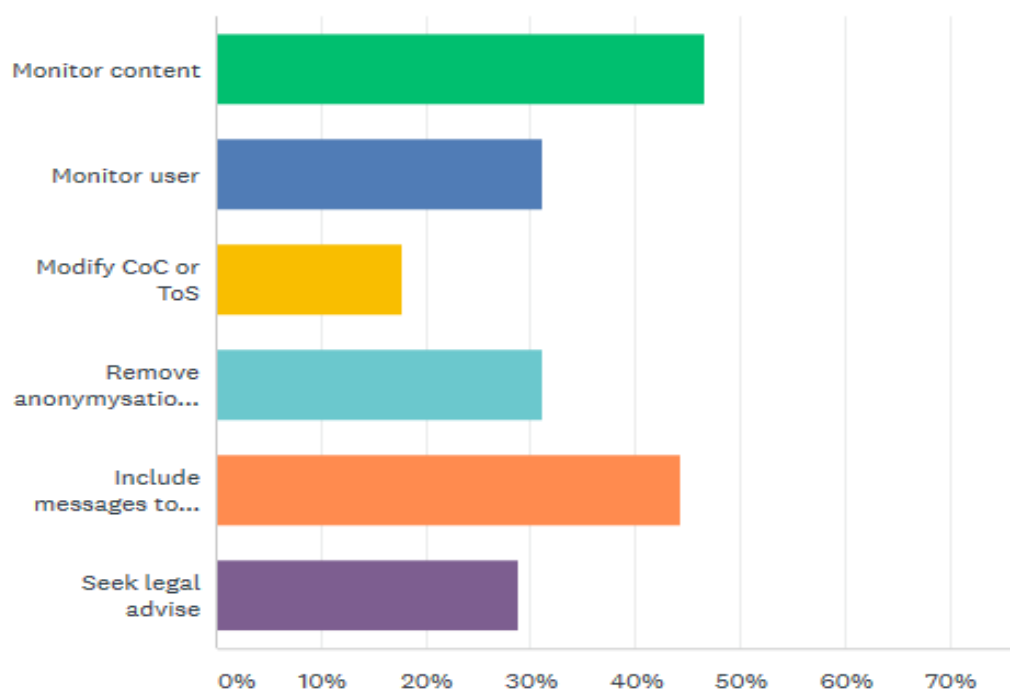
The value on the x axis refers to the percentage of respondents that had selected each option. It was possible to select multiple answers.

There was a range of proposals offered to combat hate speech including monitoring the content or the user and sending message to the hosting provider. The Y axis shows the percentage of respondents who had implemented the identified response. For example, 30% of respondents had sought legal advice in dealing with online illegal hate speech. (The full text of the answers can be seen in the survey questions in Section 3.1.17)

Q18 Ongoing tracking/monitoring of the online hate speech comment?

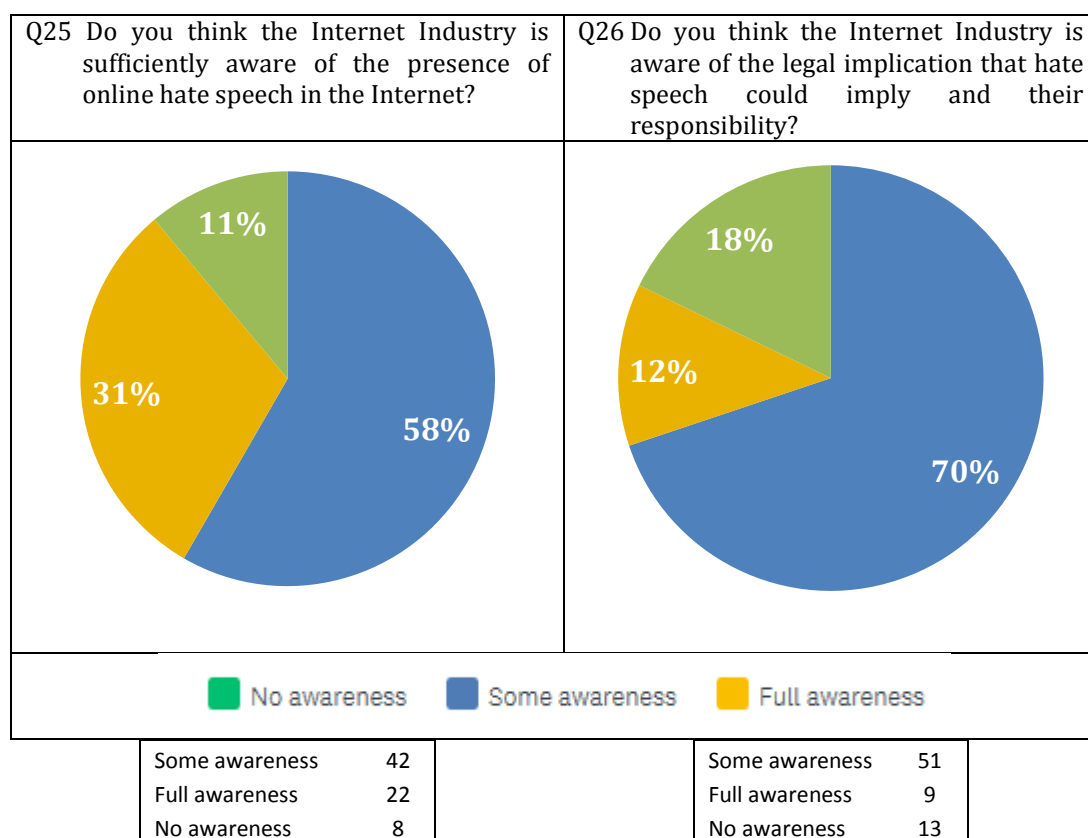|	
Yes - I continued to monitor/track	10
Yes - My organisation continued to monitor/track	11
No	48

70% of the respondents had no ongoing tracking or monitoring facility for online hate speech and the remaining 30% of the respondents indicated that they or their organisation would continue to monitor the online hate speech content.

4.3   Industry Awareness Levels

Q3 Is your organization part of the Internet Industry?

No	31
Yes	23
Not Applicable	19
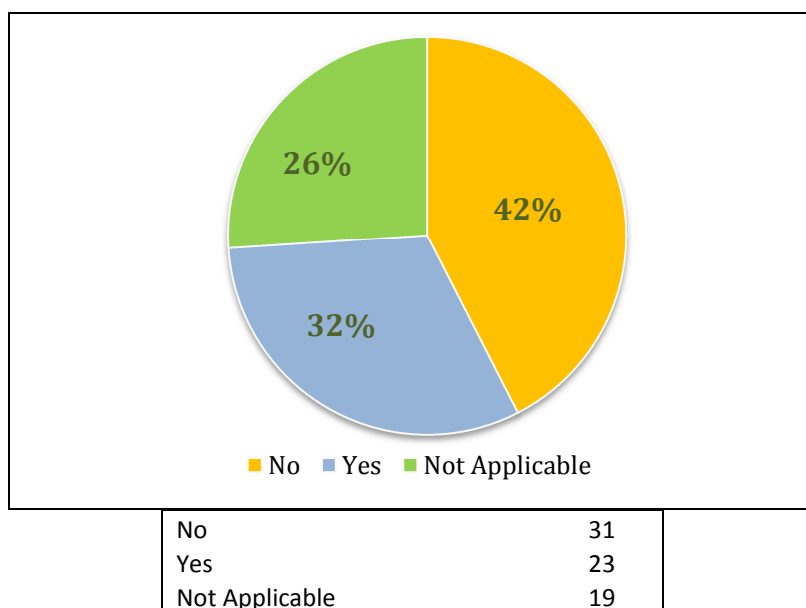
32% of the respondents declared that their organization is part of the internet industry.

Q25 Do you think the Internet Industry is sufficiently aware of the presence of online hate speech in the Internet?	Q26 Do you think the Internet Industry is aware of the legal implication that hate speech could imply and their responsibility?

Some awareness	42		Some awareness	51
Full awareness	22		Full awareness	9
No awareness	8		No awareness	13

89% of respondents stated that the internet industry has some or full awareness of the presence of online hate speech, with 82% of the respondents stating that the

industry has at least some awareness of the legal implications that hate speech could imply and their responsibility of responding to such content.
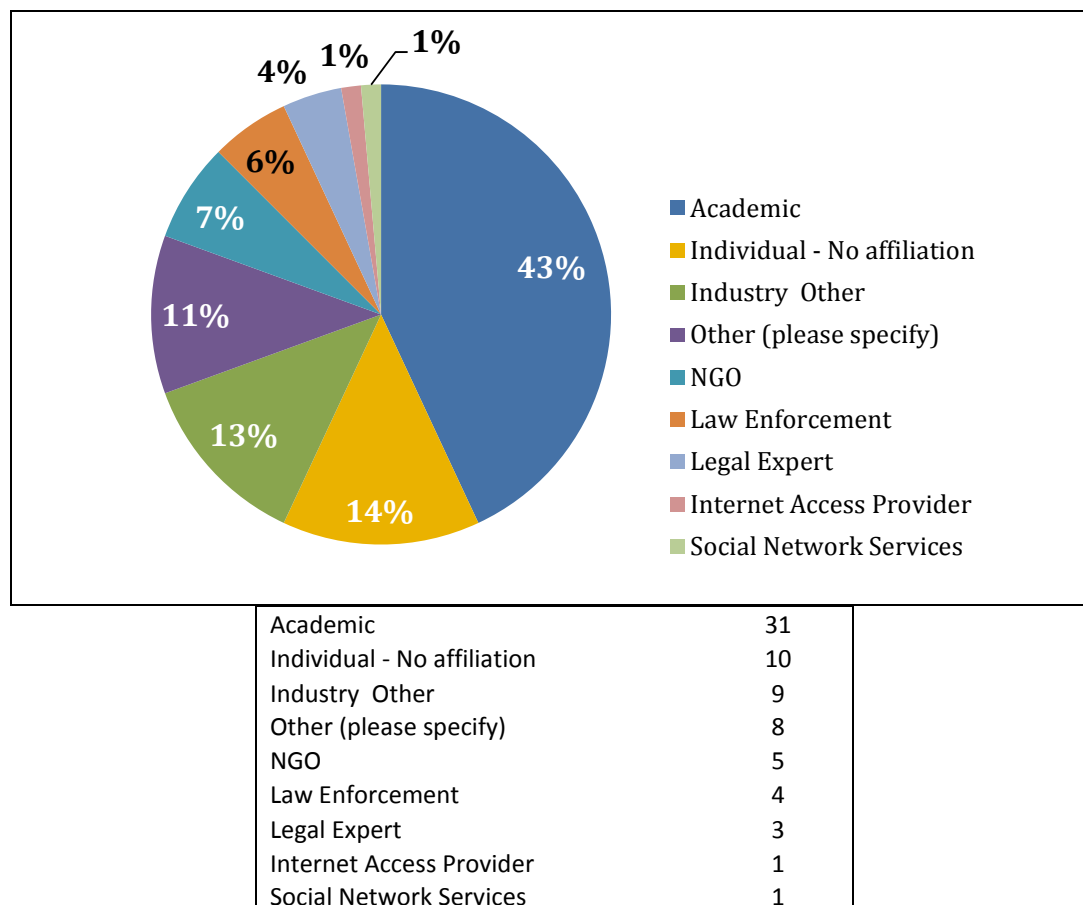
4.4   Survey Demographics

Q28 Age	Q27 Gender

18-24	19
25-40	27
41-60	23
61 or older	4

Female	29
Male	44
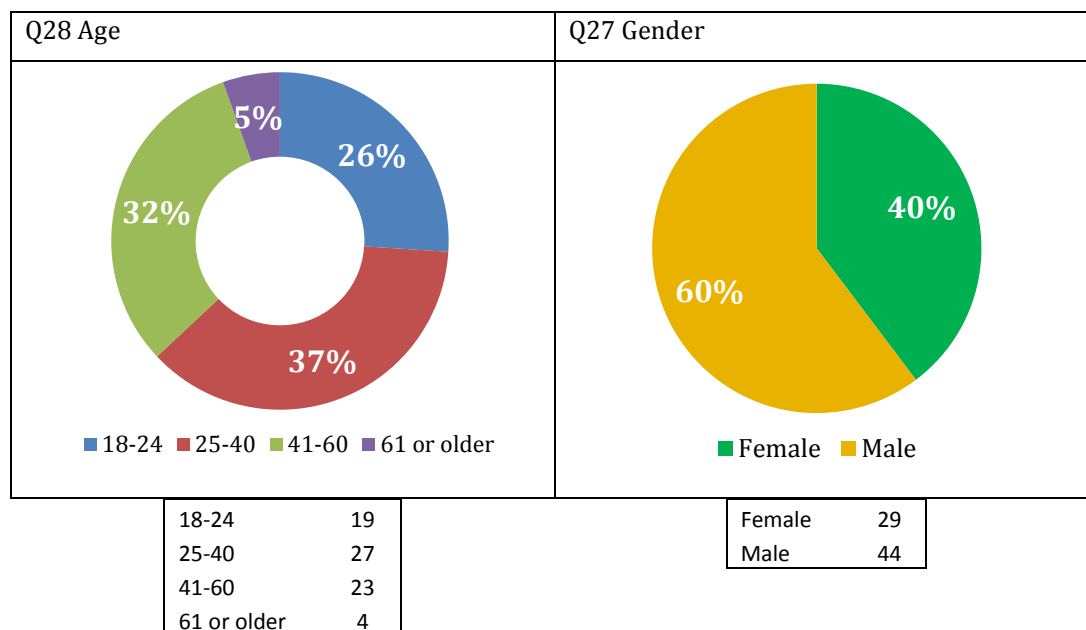
These questions were not answered by all respondents.

Country	#
Cyprus	25
Spain	22
Bulgaria	7
Greece	4
France	4
Ireland	3
Slovenia	2
Belgium	1
Switzerland	1
Kyrgyzstan	1
Netherlands	1
NO ANSWER	2
	71

Q1 Organisation Role

Academic	31
Individual - No affiliation	10
Industry Other	9
Other (please specify)	8
NGO	5
Law Enforcement	4
Legal Expert	3
Internet Access Provider	1
Social Network Services	1

Q2: Organisation Type (based on the number of employees)

Large-sized enterprise (over 250 employees)	20
Individual	20
Micro enterprise (up to 10 employees)	16
Medium-sized enterprise (from 50 to 250 employees)	8
Other (please specify)	5
Small-sized enterprise (from 10 to 50 employees)	3
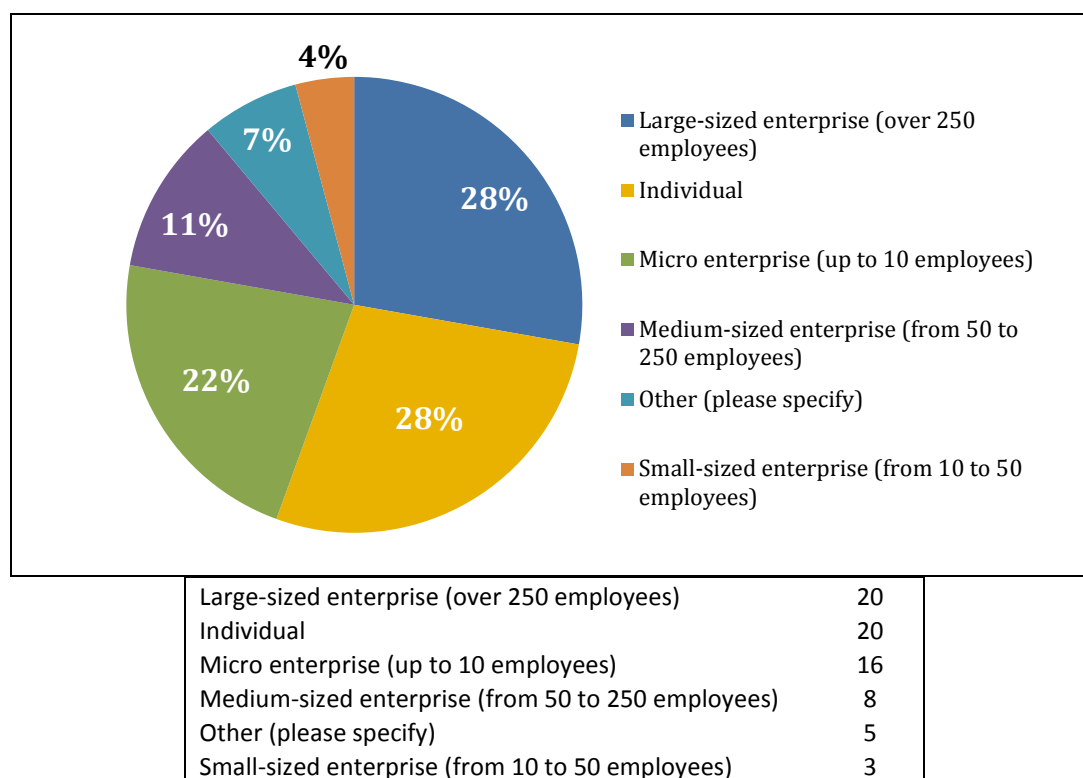
Q4 Does your organization prosecute online hate speech?
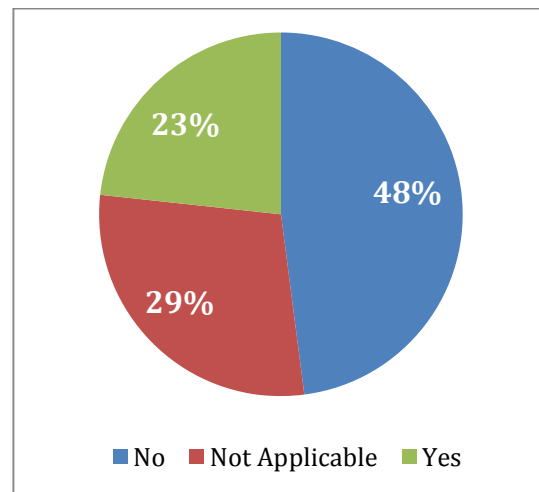
No	35
Not Applicable	21
Yes	17

4.5 Open Answers

4.5.1 Q7 Suggested definitions of 'online hate speech'

- *"Hate speech is speech which attacks a person or group on the basis of attributes such as race, religion, ethnic origin, sexual orientation, disability, or gender."*

- *"illegal forms of expression"*

- *"Flare or negative speech involving swearing and hurtful words towards other users of that chat, forums or social media"*

- *"hate speech on the internet"*

- *"things told by people that convey hatred in a fanatical way"*

- *"Discriminating comments performed online for groups of people or individuals"*

- *https://www.wired.com/story/defining-hate-speech-online-is-imperfect-art-as-much-as-science/*

- *"Different Comments that want to humiliate a person"*

- *"bytes of data, that presented in the appropriate format, hurt some people's feelings"*

- *"comments in social networks who attack people for their colour, religion, country, etc.."*

- *"People posting their opinions about other people or situations, expressing hateful feelings of anger and offensiveness"*

- *"Speech that is purposely targeted at an individual, that doesn't have any reason to be hated for. This is prevelant in games where hate speech is used by toxic individuals that. Overestimate there skill. Thusly they hate speech the rest of the team, even when they are the unskilled."*

- *"Based on the Council of Europe definitions"*

- *"Aggressive talk targeting groups of people because of their racial, social, religious or other characteristics."*

- *"It is speech where attributes such as religion, race, ethnicity, sexual orientation are used against a person in order to demonize him/her"*

- *"Encouragement of violence toward someone or toward a community, threats of violence, insults..."*

- *"The notion is personal and can cover all materials that demonstrate hate towards one person, a group of persons or even a religion or a community of ideas. Legally speaking, hate speech (also refered to as hate crime) is the category of hate speech that is punished by law."*

- *"This is speech expressing hatred of a particular group of people on the Internet."*

- *"Disturbing"*

- *"Speech that attacks, threatens, or insults a person or group on the basis of national origin, ethnicity, color, religion, gender, gender identity, sexual orientation, or disability."*

- *"When using social networks to make hurtful comments"*

- *"public speech that expresses hate or encourages violence towards a person or group based on something such as race, religion, sex, or sexual orientation"*

- *"Hate speech is speech which attacks a person or group on the basis of attributes such as race, religion, ethnic origin, sexual orientation, disability, or gender."*

- *"Online postings with the sole purpose of spreading hate / bashing someone for various reasons, including but not limited to, race, gender, and religion."*

- *"Online media content (in any form) that is specifically intended to incite others to hatred against any group of people on grounds of their perceived difference from the author of the content (e.g. due to race, religion, nationality, regional identity, etc.) in accordance with national legislation."*

- *"Bad behaviour online"*

- *"It is a speech where people insult other people according to their religion, ethnic origin, sexual orientation etc."*

- *"Lonely sad people, uneducated people"*

- *"Saying hateful stuff about subjects or people"*

- *"These are remarks with extremely negative opinions expressed by harsh words and offensive phrases."*

- *"Hateful speech against groups of people."*

- *"Speech that is targeted towards a person with only intent to make him feel bad. Hate speech is different from constructive criticism and stating facts."*

- *"National, racial or religious hatred"*

- *"Offensively targeting group of people"*

- *"Speech that turns against a group of people sharing a common characteristic e.g Religion, Race etc..."*

- *"People who abuse you and your cause online with words"*

- *"Textual or visual online content inciting hatred and/or violent behaviour against a group of people or an individual in his/her capacity of representative of a group of people on the ground of race, ethnicity, nationality, religion, political views, professional affiliation, sexual orientation."*

- *"Hate based on religious, social and other differences"*

- *"A direct insult to a person, but indirectly insulting a group of people"*

- *"Speech harassing specific person or a group of people in the web."*

- *"Incitement to discrimination through online publication of content (text, images, audio & video)"*

- *"Racism, anti-Semitism, neo-Nazism but in certain case homophobia, gender discrimination are examples of online hate speech. It could be consider as 'speech and discussions with hate and aggressive meanings against part of humanity'"*

- *"Forms of expression that spread, incite, promote or justify racial hate, xenophobia, anti- Semitism or other forms of hatred based on intolerance. This includes intolerance, aggressive nationalism and ethnocentrism, discrimination against minorities, migrants etc"*

- *"I do not have a personal definition. However I am aware of different currently used concepts that try to define the issue. For instance, according to the EC 'the Framework Decision on Combatting Racism and Xenophobia criminalises the public incitement to violence or hatred directed against a group of persons or a member of such a group defined by reference to race, colour, religion, descent or national or ethnic origin. Hate speech as defined in this Framework Decision is a criminal offence also when it occurs in the online world.'"*

- *"As it is defined in EU."*

- *"speech which promotes or incites hatred, fear, intimidation harassment, discrimination or violence, against any individual or group of individuals, based on race or ethnic origin, religion, disability, gender, age, sexual orientation/gender identity"*

- *"depends on the country ; EU = Framework decision 2008 call for violence against a community defined according to their religion, ethnicity etc. (EU countries can refine "*

- *"Community Media Targeted Illegal Individuals Forms of Expression Gender Defined Sexual Orientation Content Group of People Religious Hatred Feelings Social Internet Discrimination Behaviour Words"*

Figure 4.1: Cloud Map generated from Hate Speech Definition words in this section

The cloud map is generated from the frequency of words in this section by the respondents.

4.5.2 Q21 Suggestions about raising awareness about online hate speech

- *"Better searching results and targeted campaign"*

- *"Presentation should be taught at schools, I wish my school sent someone to talk us about this."*

- *"PR campaign/ Awareness campaigns."*

- *"More media coverage*

    o *Using tv and internet advertisements*

    o *Public events such as seminars, conferences etc.*

    o *Online campaigns"*

- *"Legislation"*

- *"Ask politicians and people with authority to NOT DO IT! They set a bad example"*

- *"Do nothing"*

- *"Cases of online hate speech should go public after a trial – a large penalty will make others think twice"*

- *"Penalize accounts by banning them for a few days or even more strict legal laws"*

- *"The implementation of a 'hate speech zone', so instead of a ban or termination of service; toxic users and or hate speech regulars would only be able to interact with others of the same kind. If they stop being one of the above then reintroduce them into the rest of the user base."*

- *"Information"*

- *"Awareness / education to fundamental rights and the rule of law (following the CoE initiative)"*

- *"Regular projects to countering hate speech, media monitoring, media literacy and self-regulation."*

- *"Better information"*

- *"Information on what is hate speech and how to deal with it"*
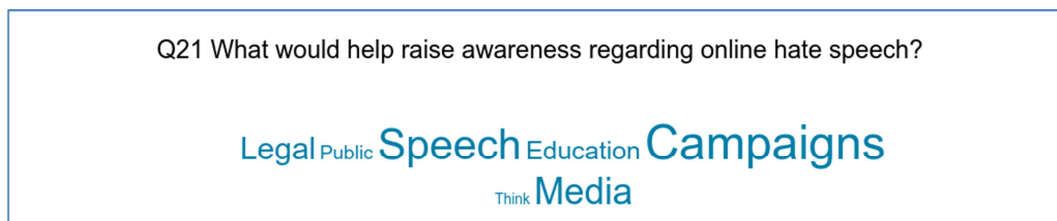
- *"Report it"*

Figure 4.2: Cloud Map on Suggestions about raising awareness about online hate speech

The cloud map is generated from the frequency of words in this section by the respondents.

4.5.3 Q22 Do you have any suggestions how to respond to online hate speech?

- *"Ignore it" (4 responses)*

- *"Ignore the individual"*

- *"Mute the offender"*

- *"Block and or ignore"*

- *"Increasing teaching in school of the issue"*

- *"Education from an early age of children and youth."*

- *"School awareness"*

- *"Please stop what you are doing."*

- *"Promote the opposite opinion by any nice mean"*

- *"let bad ideas/behaviour to be exposed and dealt with arguments"*

- *"Penalize them"*

- *"Counter speech in a non-hatred speech manner"*

- *"State Facts"*

- *"High level initiative in the field of raising awareness on democracy, the rule of law and fundamental rights, based on the Council of Europe and ECRI works in this field"*

- *"Self-regulation"*

- *"Content Moderation on some Webpages, not all, that would be censorship"*

- *"Deletion when order received from legal authority"*

- *"Remove posts"*

- *"Disclosure in the public domain of the people / groups they have used online hate speech"*

- *"Report the person in a system and police handle this report. Then legal punishment depends on the hate and the frequency."*

- *"Advocacy"*

- *"Involve legal measures and fines."*

- *"Positive examples of communication"*

- *"If you don't calm down I will report you."*

- *"Code of conducts for politicians and medias, which share a large part of liability in the existence of stereotypes"*

- *"Have clear place where it can be reported"*

- *"Effective law enforcement in serious cases."*

- *"An extension that hide hate speech from children."*

- *"Report to local authorities"*

- *"Media campaign"*

- *"Raise awareness"*

- *"Awareness on the importance of having the right and of bearing the constructive criticism of ideas, as a condition of democracy and of a multicultural society"*

- *"Encouraging diversity through media"*

- *"Have consistent EU definition of hate speech - possibly via Directive"*

- *"Raising awareness of the general public."*

- *"National on line reporting system"*

- *"Report user to site if not admin/mod"*

- *"Report to ISP"*

Figure 4.3: Cloud Map on Suggestions about responses

The cloud map is generated from the frequency of words in this section by the respondents.

5 Conclusions

The survey was a targeted survey of those active in the area of online hate speech. The results offer useful insights into the challenges faced in this area and show a wide range of views on the level of awareness and the appropriate responses.

It is clear that there is a high level of awareness towards online illegal hate speech but there is no clear agreement about the most appropriate response to protect targets of hate speech and to penalise those who practice hate speech with no regard for its human and social impact

The collected data is available to researchers on request. Send email to mandola@aconite.com to request access and describe your work.