Hate speech tool for monitoring, analysing and tackling Anti-Muslim hatred online

REC Action Grant (REC-DISC-AG-2016-04)
24 months (01.02.2018 - 31.01.2020)

This document was funded by the European Union’s Rights, Equality and Citizenship Programme (2014-2020)

Training seminar for stakeholders
### D21 – Training seminar for stakeholders

<table>
<thead>
<tr>
<th><strong>WP Title</strong></th>
<th>WP5 - Training, dissemination and sustainability strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Due Date:</strong></td>
<td>31/12/2019</td>
</tr>
<tr>
<td><strong>Submission Date:</strong></td>
<td>20/12/2019</td>
</tr>
<tr>
<td><strong>Responsible Partner:</strong></td>
<td>CCIF</td>
</tr>
<tr>
<td><strong>Version:</strong></td>
<td>1.0</td>
</tr>
<tr>
<td><strong>Status:</strong></td>
<td>Final</td>
</tr>
</tbody>
</table>

| **Author(s):** | Isis Koral (CCIF), Andrea Di Nicola, Daniela Andreatta, Gabriele Baratto and Elisa Martini (UNITRENTO), Serena Bressan (FBK), Jérôme Ferret and Mario Laurent (UT1-Capitole) |
| **Reviewer(s):** | Isis Koral (CCIF), Andrea Di Nicola, Daniela Andreatta, Gabriele Baratto and Elisa Martini (UNITRENTO), Serena Bressan (FBK), Jérôme Ferret and Mario Laurent (UT1-Capitole) |
| **Deliverable Type:** | R                                                        |
| **Dissemination Level:** | PU                                                      |

**Statement of originality**

This deliverable contains original unpublished work except where clearly indicated otherwise. Acknowledgement of previously published material and of the work of others has been made through appropriate citation, quotation or both.

---

The content of this document represents the views of the authors only and is their sole responsibility. The European Commission does not accept any responsibility for use that may be made of the information it contains.
Table of contents

Executive summary ............................................................................................................................................................ 4

1. Introduction ............................................................................................................................................................ 5

2. Overview of the training seminar for academics and research organisations .......................................................... 6

Annex A - Agenda Hatemeter Training Seminar #2 ...................................................................................................... 10

Annex B - Presentations ................................................................................................................................................. 11
Executive summary

This document is the deliverable D21 “Training seminar for stakeholders” of project Hatemeter - Hate speech tool for monitoring, analysing and tackling Anti-Muslim hatred online, finalised within Activity 5.4 “Disseminating and communicating project information and results” of Workpackage (WP) no. 5 “Training, dissemination and sustainability strategy”.

The training seminar for academics and research organisations has been held the 18th December 2019 at the University of Toulouse, Toulouse (France).

This deliverable provides a brief overview of the Hatemeter project and of the Hatemeter Training seminar for stakeholders (e.g., non-governmental organisations, law enforcement authorities, journalists, security companies, volunteers, students), with some pictures taken during the seminar. The documents contains the agenda of the event (Annex A) and the power point presentations (Annex B).
1. Introduction

Project “Hatemeter - Hate speech tool for monitoring, analysing and tackling anti-Muslim hatred online” aims at systematising, augmenting and sharing knowledge of anti-Muslim hatred online, and at increasing the efficiency and effectiveness of NGOs in preventing and tackling Islamophobia at the EU level, by developing and testing an ICT tool (i.e., Hatemeter Platform) that automatically monitors and analyses Internet and social media data on the phenomenon, and produces computer-assisted responses and hints to support counter-narratives and awareness raising campaigns.

More specifically, backed by a strong interdisciplinary effort (criminology, social sciences, computer sciences, statistics, and law), the Hatemeter Platform uses a combination of natural language processing (NLP), machine learning, and big data analytics/visualization to:

A. identify and systematise in real-time actual “red flags” of anti-Muslim hate speech and/or possible related threats online (Real-time Identification);

B. understand and assess the sets of features and patterns associated with trends of Islamophobia online (In-depth Understanding);

C. develop an effective tactical/strategic planning against anti-Muslim hatred online through the adoption of the innovative Computer Assisted Persuasion (CAP) approach (Tactical/Strategic Response);

D. produce an effective counter-narrative framework for preventing and tackling Islamophobia online and building knowledge-based and tailored awareness raising campaigns (Counter-Narratives Production).

The Hatemeter Platform has been piloted and tested in three NGOs of EU Member States (MSs) where the magnitude of the problem is considerable but no systematic responses have been implemented (France, Italy and the United Kingdom), thus enabling Project Hatemeter to address several objectives of the Annual Colloquium on Fundamental Rights "Tolerance and respect: preventing and combating anti-Semitic and anti-Muslim hatred in Europe" and the European Agenda on Security (2015), as well as the priorities of the REC call of proposals.

In order to strengthen cooperation between key actors and to ensure the widest circulation and long term impact of the project results on future research streams and operational strategies, the project favoured capacity building and training and the sustainability and transferability of the Hatemeter Platform among other target stakeholder groups (e.g., LEAs, journalists/media, etc.) across the EU and for other forms of hate speech, through the building of the “EU laboratory on Internet and social media for countering online anti-Muslim hate speech” (i.e., Hatemeter Lab).
2. Overview of the training seminar for academics and research organisations

The Hatemeter Training seminar for stakeholders has been held the 18th December 2019 at the "Salle des séminaires - Bibliothèque de l'Arsenal" Floor -1 of the Library of the Université Toulouse 1 Capitole 11 Rue des Puits Creuses, 31070 - Toulouse Cedex 07 (France).

The responsible partner of the event is Collectif contre l'islamophobie en France (CCIF) that organised the event together with the University of Trento, Fondazione Bruno Kessler and the Université Toulouse 1 Capitole.

The one-day training seminar has seen the participation of representatives of non-governmental organisations (NGOs) and civil society organisations (CSOs), anti-discrimination experts/professionals, civil servants, Muslim community leaders, journalists/media, law enforcement authorities (LEA), and security companies. The aim of the seminar was to supply detailed information on all the phases of the project, from the assessment of needs to reviewed state-of-the-art and the new knowledge and standards developed, to provide knowledge, competences and instruments (procedures, standards, guidelines), in order lay the ground for fully implementing an innovative approach to prevent and tackle Anti-Muslim hatred online (see also D19 - Training Module B; Hatemeter Lab meeting).

*Fig. 1 – Overview of the project results, pilots and roundtable of the Hatemeter Lab: Giulia Pirozzi (Amnesty International Italy).*
Fig. 2 – Overview of the project results, pilots and roundtable of the Hatemeter Lab: Isis Koral (CCIF).

Fig. 3 – Overview of the project results, pilots and roundtable of the Hatemeter Lab: Bill Howe (Stop Hate UK).
Fig. 4 – Overview of the project results, pilots and roundtable of the Hatemeter Lab: Marco Guerini (FBK).

Fig. 5 – Overview of the project results, pilots and roundtable of the Hatemeter Lab: Daniela Andreatta (University of Trento).
The participants at the seminar received the deliverable “D19 – Training Module B” (published in English, French and Italian), designed to be used by stakeholders outside the Hatemeter project (i.e., NGO/CSO representatives; civil servants; Muslim community leaders; journalists/media; LEAs) as a manual to understand the Hatemeter Platform’s (also referred to as the Hatemeter Tool) main goals, how it works and what it can achieve.

Fig. 6 – Overview of the project results, pilots and roundtable of the Hatemeter Lab: final pictures of the participants and deliverable.

The feedback collected during the seminar will be fundamental to assess the sustainability and dissemination of the results of the Hatemeter project, as well as to understand how the methodology and the Platform can be employed by experts on the topic in further works and research.
Annex A

Agenda Hatemeter Training Seminar #2

18 December 2019

Professionals

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>09.30 – 09.45</td>
<td>Registration of the participants</td>
</tr>
<tr>
<td>09.45 – 10.00</td>
<td>Welcome and presentation of the participants at the seminar</td>
</tr>
<tr>
<td></td>
<td><em>(Université Toulouse 1 Capitole)</em></td>
</tr>
<tr>
<td>10.00 – 11.00</td>
<td>Introduction of Hatemeter project: aim, methodology, expected results</td>
</tr>
<tr>
<td></td>
<td><em>(University of Trento and Fondazione Bruno Kessler)</em></td>
</tr>
<tr>
<td></td>
<td>1. The Italian Pilot: What is known about Islamophobia online //</td>
</tr>
<tr>
<td></td>
<td>Effectiveness of the existing tools and techniques to fight</td>
</tr>
<tr>
<td></td>
<td>against Islamophobia online <em>(University of Trento)</em></td>
</tr>
<tr>
<td></td>
<td>2. The French Pilot: What is known about Islamophobia online //</td>
</tr>
<tr>
<td></td>
<td>Effectiveness of the existing tools and techniques to fight</td>
</tr>
<tr>
<td></td>
<td>against Islamophobia <em>(Université Toulouse 1 Capitole)</em></td>
</tr>
<tr>
<td></td>
<td>3. The UK Pilot: What is known about Islamophobia online //</td>
</tr>
<tr>
<td></td>
<td>Effectiveness of the existing tools and techniques to fight</td>
</tr>
<tr>
<td></td>
<td>against Islamophobia <em>(Teesside University)</em></td>
</tr>
<tr>
<td>11.00 – 11.15</td>
<td>Coffee break</td>
</tr>
<tr>
<td>11.15 – 11.45</td>
<td>Presentation of the Hatemeter platform</td>
</tr>
<tr>
<td></td>
<td><em>(Fondazione Bruno Kessler)</em></td>
</tr>
<tr>
<td>11.45 – 12.30</td>
<td>Presentation of the three Hatemeter pilots by NGOs representatives</td>
</tr>
<tr>
<td></td>
<td>*(Amnesty International – Italy, Collectif Contre l'Islamophobie en</td>
</tr>
<tr>
<td></td>
<td>France, and Stop Hate UK)*</td>
</tr>
<tr>
<td>12.30 – 13.00</td>
<td>Conclusions on the qualitative and quantitative evaluation of the</td>
</tr>
<tr>
<td></td>
<td>pilots <em>(University of Trento)</em></td>
</tr>
<tr>
<td>13.00 – 14.00</td>
<td>Lunch</td>
</tr>
<tr>
<td>14.00 – 14.45</td>
<td>Work groups on the functioning of the Hatemeter platform and</td>
</tr>
<tr>
<td></td>
<td>assessment of its efficacy and efficiency</td>
</tr>
<tr>
<td>14.45 – 15.30</td>
<td>Presentation of the results, suggestions, insights, recommendations</td>
</tr>
<tr>
<td></td>
<td>by the work groups</td>
</tr>
<tr>
<td>15.30 – 16.30</td>
<td>Roundtable discussion on project Hatemeter: the efficacy and</td>
</tr>
<tr>
<td></td>
<td>efficiency of the Hatemeter platform for NGOs, LEAs, policy</td>
</tr>
<tr>
<td></td>
<td>makers, Muslim community leaders, ICT companies</td>
</tr>
<tr>
<td>16.30 – 16.45</td>
<td>Open questions and discussion</td>
</tr>
<tr>
<td>16.45 – 17.00</td>
<td>Seminar review and closing</td>
</tr>
</tbody>
</table>
Annex B

Presentations
Section 1
Online hate speech against Muslim communities in Italy
Online hate speech against Muslim communities in Italy

State of the art

- **Fake news** and **inflammatory statements** against Muslims are **spread** on the Internet and through social media platforms.

- A recent study on Islamophobia in Italy found an increase in hate speech against Islam from **neofascist** and **Catholic fundamentalist groups** (Aglietti and Padovan, 2018).

- Muslims are the **fourth most targeted group** on Twitter (Vox, 2019).

- Hate speech is soaring and with xenophobia, Islamophobia, anti-Semitism and racism, particularly as a result of both **terrorist attacks** and the **migration flows**.

- Anti-Muslim hatred is **not confined to the virtual world**, since the Internet and social media promote religious hatred and xenophobia that **lead to crimes in the real world**.

- They also favour a **rise in political extremism**: far-right groups and radicalisation of (young) Muslim in response to messages of exclusion.

**Section 2**

Existing tools
Overview of the research on tools and the legal, political and social techniques against hate speech and/or Islamophobia in Italy

<table>
<thead>
<tr>
<th>Hate speech and/or Islamophobia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitoring tools</td>
</tr>
<tr>
<td>* Vox (2018), La mappa dell’intolleranza</td>
</tr>
<tr>
<td>* Project React</td>
</tr>
<tr>
<td>* The European Observatory for Illegal Hate Speech Online and Fake News</td>
</tr>
<tr>
<td>* Database</td>
</tr>
<tr>
<td>Educational tools</td>
</tr>
<tr>
<td>* Project PRISM</td>
</tr>
<tr>
<td>* Project ‘PROXI’</td>
</tr>
<tr>
<td>* Project ‘BRICKS’</td>
</tr>
<tr>
<td>* Project ‘Media against Hate’</td>
</tr>
<tr>
<td>* Project ‘Words are Stones’</td>
</tr>
<tr>
<td>* Project ‘Silent Hate’</td>
</tr>
<tr>
<td>Legal, political and social techniques</td>
</tr>
<tr>
<td>* Puglisi, G. (2012), Le parole sono pietre? I discorsi di odio e la libertà d’espressione nel diritto costituzionale</td>
</tr>
<tr>
<td>* Gennari (2017), L’obolo proibito: la repressione giuridica dello hate speech</td>
</tr>
<tr>
<td>* Giovannetti and Minuzza (2015), L’hate speech nel social media</td>
</tr>
<tr>
<td>* eMORE (n.d.), Monitoring and Reporting Online Hate Speech in Europe</td>
</tr>
<tr>
<td>* Italian legislation (e.g. Mancino Law, Legislative Decrees n. 215 and 216 of 9 July 2003, Article 33 of the Constitution, etc.)</td>
</tr>
<tr>
<td>* European Union legislation and directives (e.g. ECHR, Fundamental Rights of the EU, EU directives on Racial Equality, etc.)</td>
</tr>
</tbody>
</table>

Strenghts and weaknesses of the tools

**Legislative panorama**

- No laws on freedom of religion and against online racisms and ‘there have been only secondary and fragmented initiatives.’
- Lack of clear legal definitions of hate speech and hate crime problematise the fight against Islamophobia (which is not well delineated in the legal context) both at the national and at the European level.
- The legislative framework is challenging, as certain categories tend to be excluded from the Mancino Law of 1993. This becomes particularly problematic when discriminatory actions against Muslims intersect with other factors, for example gender and sexuality.
- Cyber-hate is even more problematic as well as the prosecution of the ‘hate preachers’.

**Reporting and detecting hate crimes is problematic**

- Previous research highlights that in Italy hate crime appears to be experienced less than hate speech. Third Part reporting is not available. Warnings to social media supervisors are often inefficient as there are tolerant policies of self-regulation. According to the postal police, anonymity online is an illusion as investigatory activities lead to the identification of users; however, websites are often hosted on foreign websites and servers, therefore there are problems with both accessing data and shutting down some webpages.
- Lack of sensitivity over hate speech

**Lack of awareness raising campaigns**

**Challenges from the cultural and political landscape**
Hatemeter - Hate speech tool for monitoring, analysing and tackling Anti-Muslim hatred online

**TRAINING SEMINARS**
Toulouse, 17-18 December 2019

**The French Pilot: What is known about Islamophobia online**
Mario Laurent and Jérôme Ferret
Université Toulouse 1 Capitole

---

**Introduction**

**Hatemeter Project**

**Actors:**
- 3 countries (Italy, France, UK)
- 7 partners (3 universities, 1 research institute, 3 NGOs)
- Criminologists, sociologists, NLP researchers (computer science and linguistics)

**Steps of the project:**
- 1/ 2018 - Context study, research review and interviews
- 2/ 2019 - Development of the tool, work with NGOs and implementation
- 3/ Currently - Test and analyses with the platform, dissemination: presentation to new partners

**3 different contexts:**
- Migration crisis is the most sensible subject in Italy
- UK and France are both historical colonialist countries and were affected recently by several terrorist attacks
- Multicultural society in the UK vs Laicity in France
Section 1
French laws and context

Socio-legal background

Our subject of study is mainly related or affected by 3 important pieces of law

Law on « haine et incitation à la haine »
- Any hate speech, discrimination or violence against someone based on their ethnicity, religion, race or nationality is prohibited
- This also apply to writing discourses and to any public communication, including using electronic devices

Law on « statistiques éthniques »
- It’s forbidden to gather any ethnic or religious data without special agreement
- No racial studies (can make the evaluation of discriminations harder and assumption of the far right activist stronger)

Law on « laïcité » (laicity/secularism)
- Wearing any visible religious sign is prohibited to anyone working for the french state and in schools
- This law create debates and its interpretation by different political groups is still controversial
Epistemological issues

New laws and ambiguities
A new text of law was voted at Assemblée Nationale in July specifically addressing online hate speech.
- incitation to hate, discriminate or commit violence, based on sex, sexual orientation, gender identity, disability, ethnicity, nationality, "race" or religion.
- social network has to delete it in less than 24hrs and replace it with a message indicating the removal.

During the debates at the Assembly, activists expressed some complaints on the text and asked to replace the term "Islamophobic" with "anti-Muslim".
- fear that "Islamophobia" could be use to prohibit any criticism of the religion itself.
- tension around the place of Muslims in French society.
- epistemological battles over terms qualifying the hatred of Muslims.

In 2017, the word "race" was removed from the constitution’s Article 1
- viewed as a racist tool.
- question dividing researchers or citizens but the vote was unanimous.
  ➔ racism based on biologic differences has been replaced by opposition between French culture and foreign culture, seen as invasive: "neo-racism" (Froio, 2018 ; Tahata, 2018).

Other parameters

Social network exchanges and media influence

Twitter mechanics also play a role in the form of hate speech.
- maximum size of tweets prevents the development of a constructed speech
- forces writers to be more concise and more divisive
  ➔ Polarization of the exchanges between support and anti-Muslims groups

The effectiveness of a tweet seems linked to its controversial nature (Longhi, 2017)
False news reached more people and spread faster than the truth (Vosoughi, Roy and Aral, 2018)

- Islamophobic controversies often started from social media before getting debated in mainstream media and triggering reactions among politicians. ➔ (Faytre, 2019)
- after a viral video posted on Twitter by a RN representant questioning place in society of women wearing the veil, continuous news channels in France have regularly debated this subject, during the month of October 2019, often receiving around 200,000 viewers ➔ resulting in more online debates and hate speech
Section 2
Interviews and online observation

Interviews

Main results from the in depth interviews

All the interviewees were Muslim women, activists in three different associations. According to them and our observation, anti-Muslim hatred takes two main forms:

- **Hate speech**, based on **prejudices associated** with Muslims or people of North African descent and culture
- **Cyberbullying campaigns** targeting publicly known and recognised Muslim **personalities** or any person who have been exposed in the media as Muslim

Online harassment undertakes the following path:

- A **religious sign** visible in the media is associated with a willingness of its bearer to **proselytise**
- **Proselytism** for the Muslim religion is associated with **extremist branches**
- These **extremist branches** are then associated with the **jihadists** — and finally with ISIS and **terrorist attacks**

After being identified by a group, the **victims** can be pursued relentlessly by comments under their profiles, publications or by private messages.

They can receive « simple » insults to death threat.
Online observations

The three main groups producing anti-Muslim hate speech

→ **Far right groups**, called *Fachosphère*, includes political parties, other official groups as well as other individuals (Rassemblement National, FdesSouche, Génération Identitaire…)

Their discourse relates many societal problems to immigration and *choc des cultures* (cultural clash)

Some of them argue that they fight for the common good, including their target populations (Muslims), who would supposedly lives better if they leave France or if they adopt French culture.

→ **Conservative and Catholic right**

Their speeches defy the presence of Muslims in public space on the pretext that they must respect the historical right to govern and to speak in public held by Judeo-Christian white culture

→ **Lacistes** (secularist claimants), often politically affiliated with a left-wing party (intellectuals, journalists…)

They claim an extreme interpretation of secularism such that no sign or religious claim should be tolerated in the public space (including the streets and media)

This group has the most sophisticated discourse in which hate speech is subtle when existent.

They can launch harrassment campaigns aim to target Muslim personalities in order to silence them.

---

Example of the two main forms of anti-Muslim speech on Twitter

→ Sophisticated attack against women wearing veil, because of the fear of *Islamisation* of the french society, leading to a harrassment campaign

→ Offensive message linking arab and muslim workers to all the difficulties implied by a strike in parisian public transports
Harassment campaign and direct threats with « DMs »

Sport shop (Decathlon) employees have been threatened to death (here to be send into gas chambers) after it have been suggested on social network that Decathlon will sell a « hijab for running »

Section 3
Existing tool
Previous work

Platform to fight hate speech and fake news

In 2015, “Engagement Citoyen et Appartenance Républicaine” was ordered by François Hollande.
- build of a counter-narratives platform to respond to racist, anti-Semitic and Islamophobic online speech.
- evolved into ‘Seriously’ → a platform to help social media users debunk fake news and respond to hate speech by helping them find the right information to do so.
- the user have to chose : Anti-Muslim, Antisemitism, Fake-news, LGBT-phobia, Racism, Sexism, Xenophobia.

Finally, they offer a list of links to research article, verified documents, awareness raising campaigns and videos. At the end of the process, the tool generate a summary of all the points made.

— Nice interface and graphical counter-narratives which could have a positive impact on third parties
— Searching for the good counter-narrative make the user learn more about it but can be difficult
— Can’t be use to monitor or understand hate speech, do not adapt directly to a precise hate speech message
Hatemeter - Hate speech tool for monitoring, analysing and tackling Anti-Muslim hatred online

TRAINING SEMINARS
Toulouse, 17-18 December 2019

The UK Pilot: What is known about Islamophobia online? Effectiveness of the existing tools and techniques to fight against Islamophobia online

Parisa Diba, Georgios A. Antonopoulos and Shani Burke
Teesside University

Findings from the Virtual Ethnography
Findings – Virtual Ethnography

- ‘Muslims as Invaders to Europe/UK’
- ‘Muslims as Sexual Exploiters and/or Paedophiles’
- Dehumanisation of Muslims
- ‘Islam as an Evil, Ideological Cult’
- Counter-Narratives

‘Muslims as Invaders to Europe/UK’

- ‘A stealthy, Islamic takeover by Muslims who seek to impose Sharia law to advance Islam in the UK, resulting in the UK being ‘lost’ or finished’

- Many posters made reference to the ‘seemingly constant building of new mosques in the UK, alleged high birth rates of Muslims in the UK, and large numbers of immigrants to the UK from Muslim-majority countries’

- Frequently used terms of ‘Islamification’ and/or ‘Islamization’
‘Muslims as Sexual Exploiters and/or Paedophiles’

- In the UK, Muslims are thought to be the common perpetrators of crimes including grooming gangs, the child sexual exploitation and trafficking of underage and young females

- Conflation of Islam and paedophilia, widespread belief the Qu’ran endorses and sanctions paedophilia and child rape of girls and boys

- Constant insult and use of ‘Muslim Paedos’
For tweeters outside the UK wherever Evil Muslims instest Evil Follows. Muslim Child Rape has been assisted, and covered up by the UK Authorities over a 20-30 year period until they couldn't lie anymore. Now they are calling them 'Asian' not Evil Muslims.

Source(s):
Authors' research.

Now all Muslim men are seen as potential sexual predators, not only in the offline world but also in the online world, with the language- calling them paedophiles just because they have a Muslim name, they are seen as paedophiles [Interview with Expert 2]

I was speaking with someone from Tell MAMA, regarding offline and online verbal abuse, and they told me that the most common form of abuse that Muslim men received has changed from “you Muslim terrorist/extremist”, to now “you Muslim paedo”. [Interview with Expert 4]
Dehumanisation of Islam and Muslims

Source(s): Authors’ research.

‘Islam as a Cult, Not a Religion’

- ‘Islam is not a religion, it is instead a monolithic ‘death cult’ that is intent on slaughtering non-Muslims in the UK and wider Europe, taking over countries in the latter region’

- ‘Muslims are mindless followers, intolerant evil, barbaric, prone to violence and possess paedophilic and rapist tendencies towards women and children’

- ‘Incompatibility of Islam and Muslims in the UK’
Counter-Narratives

• Instances of counter-narrative activity on various platforms dispelling negative myths and stereotypes about Islam and Muslims

• Mix of ordinary social media users and organisations

• Somewhat prevalent is the creation of parody accounts that use humour to negate and mock negative misconceptions of Islam by actively engaging with Islamophobic users in ‘real-time’
Effectiveness of the existing tools and techniques to fight against Islamophobia online
Effectiveness of the existing tools and techniques to fight against Islamophobia online

**TellMAMA (Measuring Anti-Muslim Attacks)**

**True Vision**

**Stop Hate UK Hate Crime Reporting APP (West Yorkshire)**

‘Report’ Functions on Facebook, Instagram and Twitter

---

**Strengths**

- Geographic location technology / tools

- Stop Hate UK Hate Crime Reporting App – uploads, faith specification, resources, direct links, direct responses, GPS and anonymity

- Temporary or permanent bans
Weaknesses

• Time-consuming

• ‘Free speech’ and censorship issues

• Challenges of identifying hate speech on platforms

• Creativity and ingenuity of perpetrators

• Difficulties for law enforcement
Section 1
Evidence of Islamophobia in Italy through the Hatemeter Platform
“Alerts” Functionality, Hashtag peak detector

More than 40,000 tweets, 30,000 replies, and 250,000 retweets (in Italian) September 2018 and September 2019.

Peaks identified using #STOPIslam

Source: University of Trento elaboration – Screenshot from the Hatemeter Platform

“Hashtag trends” Functionality

Co-occurrence analysis.
#STOPIslam
tweets related to Pamela Mastropietro investigation case

Source: University of Trento elaboration – Screenshot from the Hatemeter Platform
“Hashtag trends” Functionality

Co-occurrence analysis.
#STOPIslam
tweets related to Sri Lanka attacks
on Easter Sunday

Source: University of Trento elaboration – Screenshot from the Hatemeter Platform

Section 2
Suggestions and insights on the use of the Platform and of the Hatemeter methodology for academics and researchers
Suggestions and insights

Deeper exploration of phenomenon

- **Descriptive statistics** concerning the amount and frequency of the hashtags identified as keywords indicating hate speech. Comparative investigation and observation of within the peaks the trends of particular Islamophobic narratives – in the form of hashtags – and whether such accounts have increased or decreased over time (i.e. from a year ago, or six months ago, or two months ago to the most recent peak).

- Acquire a sense of the public, online "strength of feeling" within certain Islamophobic hashtags.

- Have an idea of the context in which hate speech can develop and to understand meaningfully narratives and patterns around Islamophobia online.

- **Preliminary content and network analyses** by exploring the words and expressions most frequently associated with specific hashtags.

Exploration of other phenomena, other countries, other languages

The ICT tool itself can be improved (e.g. enlarge the dataset of tweets and hashtags, lengthier exploration, different types of social media, more functionalities).
Section 1
Evidence from the Hatemeter tool
One way to use the Hatemeter Platform

From large scale monitoring to qualitative analysis

- Use the «Alerts» function on a Hashtag you want to study to detect a peak of islamophobia, and record the time-span concerned by this peak.

- Use the «Hashtag trends» function, choosing the same Hashtag and the previous time-span of interest.

→ read the most re-tweeted tweets in the list to understand which event produced the peak and how it was discussed on Twitter.

Use the «Hate Speakers» function on the same Hashtag and same time-span in order to know who are the biggest influencers.

Understand how the users linked to this tweets are related to each other (Same group? Same interest?) by looking at the hate speaker’s cooccurrence graph and by clicking the name of the Hate Speaker to track back their actual Twitter account.

Hashtag large scale monitoring

“Alerts”, Hashtag peak detector “#Islamophobie” in France
Hashtag large scale monitoring

"Alerts", Hashtag peak detector "#GrandRemplacement" in France

Hate speech samples

Fear of Muslim invasion / Great replacement
Hate speech samples

Sophisticated Hate speech

Here the author implied that if a crime is committed and there is no information about the criminal, he is probably Algerian or North African, because if not he would have been pointed out as a dangerous far-right activist.

Following a near complotism logic

The news shared is from one of the most active far-right websites: « FdesSouche »

When a news article reports an act of violence, with information suggesting the criminal could be Muslim or North African, it is very often shared on the « Fachosphère » network using ironic hashtags such as:

#encoreunsuédois
or
#unechancepourlafrance

Section 2
Methodological issues and suggestions
Using the Hatemeter tool

Limits and benefits

It is difficult to capture every hate speech through the search for keywords or hashtags:

→ Twitter users do not want to be legally concerned
→ They will often resort to a subtle and sophisticated speech
→ Their message can be claimed political. It can claim common sense, state a "fact", it can take the form of a warning against danger, or it can pretend to be a simple informative remark, which in fact is hiding an ideology

However, there is also a phenomenon well captured with our methodology:

→ Tweets with an « innocent » content followed by some hashtags
→ This tweets make not much sense unless we can understand what the hashtags referred to
→ Those relate to a specific network and gives them a political or ideological affiliation

Our methodology allows us to regularly discover new hashtags and expand our keyword and hashtag samples:
"Cespasilislam", #reveilezvous, #resistantspourlafrance, #renaissancefrançaise, #remigration, etc

Different way to use the tool

Some Hashtags are mostly used by the anti-racist activists

#Islamophobie: Used to expose anti-Muslim speech or acts

→ Useful to follow the news on the subject
→ Same Hashtags can be use ironically with the opposite meaning
→ Victimisation
Counter-narratives

Not efficient?

After the first phase of counter-narratives collection in France, we ran some tests with the Hatemeter tool to see if the counter-narratives were correctly assigned to hate speech Tweets.

In fact the algorithm was working well to assign a pertinent counter-speech to a hate speech but the counter-speech database itself was including some inefficient or sometimes controversial discourses:

- ungrammatical/bad written
- no context/no content (messages like "not at all" or "you can't say that")
- too hostile or too emotional (sometimes insulting back in response to an insult message or comparison between religions to say than one is not better than the other)
- too religious or controversial (for example: "Islam is universal" which can make haters against muslim even more angry, or "veil is an obligation for muslim women" which seems a controversial assumption and not really a solid point to make hate speech decrease)

→ Operators have to be train/follow a formation to write counter-narratives
Sometimes, being a victims of hate speech make it harder to respond efficiently to this hate speech
Findings and Analyses via the Hatemeter Platform – UK Context
Recent Trends

Keywords:
- Assad, as opposition leader
- chemical weapons
- conflict, civil war
- disaster, humanitarian
- dễ dàng, dễ dàng
- ìm, ít
- nội tỉnh, nội tỉnh
- nội địa, nội địa
- nội bộ, nội bộ

 proyectos, proyectos

 hashtags/keywords (Top 5):

#Propag #Iran
#Israel
#Saudi
#Turkey
#United

Read more about recent trends in hate speech and hate crime on our platform.
Recent Trends

Source: Teesside University elaboration – Project Hatemeter

Hashtag Trends

Source: Teesside University elaboration – Project Hatemeter
Hashtag Trends

Source: Teesside University elaboration – Project Hatemeter
Hatemeter - Hate speech tool for monitoring, analysing and tackling Anti-Muslim hatred online

TRAINING SEMINARS
Toulouse, 17-18 December 2019

Hate speech and Counter-narratives: Hatemeter and TFHS
Giulia Pirozzi
Amnesty International Italy

Hatemeter Platform and Amnesty International Task Force
Hate Speech
The Collaboration

Amnesty International Italy tested the Hatemeter Platform during the two Piloting Sessions thanks to the project called “Task Force Hate Speech”:

1 Pilot (from January to March 2019)
- Projects’ acknowledgement
- Data collection

2 Pilot (from June to September 2019)
- Training and testing
- Platform evaluation
Task Force Hate Speech
The project

The Task Force Hate Speech is a project formed by motivated, skilled and trained activists.

Main objectives
- reduce the level of hate in the conversation
- spread impartial and objective information

Actions
- monitoring, contrasting and preventing the spread of online hate speech.
- acting in conversations where the level of discrimination and hatred is unacceptable.
Task Force Hate Speech

The Project

The main targets of online hate speech in Italy are the categories of migrants and refugees, solidarity, the LGBTI category and Islam.

Islamophobic speeches represent 6% of task force’s activations,
Task Force Hate Speech and Hatemeter

The Collaboration

Amnesty International Task Force Hate Speech started working jointly with the Project Hatemeter focusing on the contrast of the online Islamophobia.

The collaboration started in the training sessions and continue during the piloting of the Hatemeter Platform, as well as in the development of the awareness raising campaign.

The Task Force gave support to the creation of the Hatemeter Platform by providing examples of hate speech and Islamophobic discourse followed by counter narrative examples.
The emergency of fighting online islamophobia

Islamophobic acts 2003-2018

Division of islamophobic acts based on who discriminates

- Act of vandalism
- Hate speech
- Discrimination
- Physical assaults
How will the Hatemeter platform be useful to NGOs?

The Collaboration

The CCIF conducted two deployment days of the platform in Paris (January 30th and July 6th 2019) to evaluate the platform and give feedback on how to best utilize it and improve its functionalities.

We are currently working on the data collected thanks to the Hatemeter platform, and comparing the commonalities between the conclusions of the data on hate crimes in France with online hate speech.

The data collected by the Hatemeter platform will allow NGOs to analyse real life events side-by-side with online reactions. This will provide feedback on how one may affect the other, with concrete numbers to back up our theories.

Key functionalities of the platform

How will the CCIF integrate Hatemeter into its everyday work?
Real time data acquisition

The Hatemeter platform provides concrete evidence and proof of the concepts used by Islamophobia, by showing the use of these concepts in islamophobic tweets. Ex: laïcité

If an activist needs to analyse how a concept is being used, he or she will have real time access to such information by simply searching its corresponding hashtag in the toolbar.

Fighting against online hate speech

One of the most time-consuming tasks for activists and NGOs is actually counteracting hate speech and responding to hateful comments.

The Hatemeter platform provides us with key elements to respond faster, better, and more efficiently.
Hatemeter - Hate speech tool for monitoring, analysing and tackling Anti-Muslim hatred online

TRAINING SEMINARS
Toulouse, 17-18 December 2019

Hatemeter Pilots – UK.

Bill Howe
Stop Hate UK

UK Pilots in Context:

Points to note:

- **Stop Hate UK** is an established 'Hate Crime' organisation, providing 24/7 ‘third party’ (independent) reporting facilities in 'commissioned areas' across the UK.

- We routinely receive reports of online Islamophobia from members of the public, both as 'victims' and 'bystanders', which are also used to identify potential 'targets' for both reporting and counter messaging by staff and volunteers involved in our ‘No HateSpeech’ team.

- In testing the Hatemeter Platform, we are operating within a project established in 2016, with pre-existing practices and methodologies. Inevitably, we have not relied solely upon usage of the Platform as our primary mechanism for identifying and responding to instances of online Islamophobia.
UK Pilots

**Positive Experience of deployment:**

- As an exceptional training tool
- Enabling volunteers & staff members to **quickly and accurately identify sources of Islamophobic** hate speech on Twitter.
- The ability to view **various user networks**, including central users and ‘seed’ accounts.
- **Confirmation and representation of the international /transnational aspects and interrelationships** of online Islamophobia.
- Counter message generation as a **effective catalyst** (for further refinement of a ‘bespoke’ response).