



**Analysis on the clear and realistic vision about
the nature and dimension of the hate speech in
Bulgaria. Better understanding of the real needs
and challenges in this area.**

Sofia, Bulgaria

2018

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1. Introduction

This analysis is part of the project 2017-3-BG01-KA205-046907 „#SendH@teAway”, implemented by „Korenyak” Foundation in partnership with organizations from Bulgaria, Spain, Slovenia and Italy.

The project is funded by the Erasmus Human Resources Development Center of the European Commission and addresses hate speech issues, in particular the Internet hate speech targeting migrants, refugees and asylum seekers in the four participating countries.

This report is an independent assessment of the national context related to the spread and counteraction of Internet hate speech.

1.1. General information about the project

In the recent years, societies across Europe are facing challenges of a new character: growing multiculturalism and refugee crisis that increasingly aggravated existing problems such as discrimination, intolerance, hate speech, etc. In this respect, the Internet exerts strong influence with the wide possibilities for human interaction it provides. A number of studies have seen increase over recent years in the amount of abuse to be found on the Internet, much of which is extreme and racist in tone and threatens the fundamental values of a democratic society. However, cyberhate is a relatively new phenomenon that the world does not yet quite know how to deal with. In addition, monitoring the amount of hate speech online is notoriously difficult which makes it so easy for those who want to spread hate to do so online. Recent studies reported that racism, hate, and militancy sites tripled in number in the last 5 years, as well as showed that across Europe 78% of 18 to 29-year-old Internet users had encountered hate speech online on a regular basis. As revealed, young people are not only „bystanders” to hate speech online: many are already victims, and more and more have been drawn into victimising, demonstrating increasing anger & aggressive behaviour. One of the most recurrent targets of hate speech is: Muslims (60%)

Having been studying the Internet in this respect, it becomes clear that there are many space and an urge need for further action against cyberhate. The threat posed to migrants/refugees by online hate sites is both significant and real. The initiative addresses the need for a close cooperation between a diverse range of partners in order to allow them to explore, share, analyze and upgrade ideas, experience, know-how, best practices and methods, solutions, activities and etc.

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for more effective response by civil society in particular the youth against the hate speech on the Internet.

1.2. Project partners

This project is being implemented by 5 partners from 4 EU countries:

Foundation Korenyak (Bulgaria)

Foundation Omega (Bulgaria)

Asociacion El Cerro De Extremadura (Spain),

Drustvo za Razvijanje Prostovoljnega Dela Novo Mesto (Slovenia)

Associazione Madonna della Carità (Italy)

Thanks to the active cooperation with other experienced organizations, colleagues and actors from other sectors of youth work, the exchange of good practices and innovative solutions, ideas, approaches and etc. for addressing the underlying causes of hate speech online towards migrants/refugees the participants have found suitable models for solving the significant and current problems in this area.

1.3. Project objectives

The overall objective of the project is to deliver quality in non-formal education and youth work in the specific dimension of combating hate speech online by supporting intensive cooperation and exchange of good practices between organizations with different profile and role in the youth field as well as the joint development of a new tool for preventing and controlling youth aggressive behaviours towards migrants and refugees both online and offline

Specific objectives are:

- To create proper opportunities for partner organizations for work-based learning and exchange of good practices and innovative solutions in youth work related to addressing the problem of hate speech online, to tackling cyberbullying, discrimination and aggression toward migrants and refugees online;
- To create space and opportunities for jointly development of new integrated tool for youth work based on non-formal education with extensive use of ICT and audio visual content – as a means to prevent and control aggressive behaviours towards migrants/refugees and to

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develop youth knowledge and capacity for „online activism” and participation in the democratic governance of the Internet;

- To support the professional development and capacity enhancement of youth workers in relation to strengthening their role as support structures and for the subsequent application of the examined best practices and the planned new tool;
- To provide open resources for stimulating and organizing the follow-up activities of youth workers in providing continuous support to young „online activists” in identifying, reporting, monitoring and discussing hate speech towards migrants/refugees in its online dimension with a view to promote non-violence, tolerance and peace

1.4. Objectives of the current Analysis

- to describe, evaluate and present data on the nature, scope and impact of the hate speech on national level;
- to perform comparative analysis at European level;
- to educate and train target groups on hate speech, media literacy, creation and distribution of web content;
- to develop and evaluate key initiatives and effective models for counteraction of hate speech against migrants and refugees on the Internet;
- to give conclusions, recommendations and possible impact measures;

1.5. Methodology of the Analysis

The methods selected for data collection and analysis are qualitative. By using such methods, a deeper understanding of the scope of the problem as well as data to support the assessment of social and non-regulatory mechanisms against the creation, dissemination and impact of hostile messages on the Internet is given.

The methodology used in the development of the current analysis report includes:

- Collection and processing of factual data (incl. search, selection and review of available literature and reliable information sources on the subject within the relevant country, observations, and own research);
- Specific questionnaire elaboration;
- Summary and analysis of results;

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- Conclusions.

1.6. Questionnaire

For the purpose of the survey, a 25 questionnaire was developed, which included 5 sets of questions, as follows:

- Demographics (7 questions);
- Attitude research (8 questions);
- Exploring relationships (5 questions);
- Free time (4 questions);
- Conclusion (1 question).

The demographic data group includes basic information about the survey participants - age, gender, location, education, form of employment, background and membership in organizations. In the Attitude Research group, the focus is on respondents' answer to stereotypes in society targeting the representatives of various social and ethnic groups of a general nature. Here is also a survey of the friendly environment of the respondents.

Exploring Relationship group includes questions that show the degree of readiness to interact with migrants/refugees. Apart from the friendly environment, this group also includes the influence of the family as a factor of influence and the determination of specific values and behavioral models.

The Free Time group includes questions that explore the interests, the type and form of engagement of the respondents in their free time.

The Conclusion group tracks the willingness of the participants in the study to be involved in initiatives and activities relevant to the project topic.

The study was carried out simultaneously in the participating in the project countries - Bulgaria, Slovenia, Spain and Italy.

Demographic data:

1. Age:

- 15 - 19 years;
- 20 - 24 years;
- 25 - 30 years.

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2. Gender:

- Male;
- Female;
- Other.

3. Populated area:

- City - central district;
- City – periphery/ suburbs;
- Small town;
- Village.

4. Education:

- No education;
- Completed primary education (1-4 grade);
- Completed elementary education (5-7 / 8 grade);
- Completed primary education (8 - 12 grade);
- Higher education – bachelor;
- Higher education – master
- Other.

5. Form of employment:

- I learn;
- I work;
- I learn and work;
- I neither study nor work.

6. Origin (ethnic and cultural):¹

- Bulgarian origin;
- Turkish origin;

¹ Partners must specify the options according to the most common ethnicities/minorities/nationalities in the respective country

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- Roma origin;
- Armenian origin;
- Jewish origin;
- Other.

7. Membership in organizations:

- I'm a member of a school organization;
- I'm a member of a student organization;
- I'm a member of a youth organization;
- I am a member of a sports organization;
- I am a member of another non-governmental organization;
- I'm not a member in an organization;
- I do not care;
- Other.

Exploring Attitudes

8. What part of your free time do you spend on internet?

- Less than 3 hours a day
- From 3 to 6 hours a day;
- Over 6 hours a day.

9. What is your attitude towards migrants / refugees? They ...

- are part of our society.
- have to live separately.
- They are indifferent to me.

10. Have you personally witnessed online hate speech and „cyber aggression / violence" towards migrants / refugees?

- Yes;
- No.

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11. How often do you encounter online hate speech towards migrants / refugees?

- Continuously;
- Occasionally;
- I have not seen one.

12. Have you ever personally commented on social networks issues related to refugees, migrants?

- Yes;
- No.

13. Do you have friends who show online aggression / violence to refugees, migrants?

- Yes, most of my friends;
- I almost do not have such friends;
- No

14. How often do you encounter online hate speech targeting migrants / refugees on the Internet?

- Often;
- Rarely;
- I've almost never met. I can not decide.

15. Do you personally show aggression / violence towards refugees, migrants, on the Internet?

- Yes, very often;
- Rarely;
- No.

Exploring relationships

16. What is the most common reason of online hate against migrants / refugees, according to you?

- In connection to their origin;

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- In connection with their appearance;
 - In connection with their understanding;
 - In connection with their religion;
 - Other, please specify
17. Have you ever seen an online positive attitude towards migrants / refugees from your peers?
- Yes, all the time;
 - It happened;
 - Rarely;
 - I'm not..
18. What do you think are the most common manifestations of online negative attitudes towards migrants / refugees?
- Indifference
 - Disregard
 - Aggression
 - Discrimination
 - Rejection
 - Sneezing, mocking
 - Disrespect
 - Verbal aggression, insults
 - Something else
19. Are you personally aware of measures to tackle online aggression towards migrants / refugees?
- Yes, please specify
 - No.
20. In your opinion, how can your peers' negative attitudes towards migrants / refugees change?

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- By participating in various initiatives;
- Through additional training on the subject;
- By exploring migrants / refugees.

Free time

21. Do you participate in any extracurricular or other organized activity?

- Yes, regularly - throughout the year.
- Yes, when I have time.
- Yes, but rarely - only when is about something interesting.
- I do not participate.

22. In which field of extracurricular or other organized activity do you participate?

- Culture;
- Art;
- Science;
- Sports;
- Foreign languages;
- Volunteering;
- Social causes and initiatives;
- I do not participate;

23. In which field of extracurricular or other organized activity would you participate?
(Please specify!)

.....

24. Are in the activity you participate in, migrants / refugees?

- Yes, and I like to talk to them.
- Yes. but I'm not happy to be together with them.
- No, but I do not mind to have .
- No, and it is good that there aren`t.

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- I do not participate.

Conclusion

25. Would you personally engage in non-formal activities aimed at activating young people to achieve better online attitude towards migrants / refugees?

- Yes;
 No;
 I can not decide.

2. Data at national level

2.1. Situation in general at Bulgaria

Bulgaria is the country with the fastest population decline in the EU, with 2/3 of the decrease being the result of negative natural population growth and 1/3-of external migration. Compared to Bulgaria, the population of the EU member states is growing, due mostly to the positive natural population growth of 0.5 million people.

The current population of Bulgaria is 7 001 271 as of Wednesday, March 27, 2019, based on the latest United Nations estimates. The population of Bulgaria represents 0.09 % of the total world population. Bulgaria ranks number 106 in the list of countries (and dependencies) by population. The population density in Bulgaria is 64 per Km² (167 people per mi²). The total land area is 108.560 Km² (41.915 sq. miles). 74.1 % of the population is urban (5,177,785 people in 2019). The median age in Bulgaria is 43.7 years².

Demographic development has a strong impact on the labour market. Bulgaria is one of the few Member States where both the natural population growth rate and the net migration rate are negative³

It is believed that low birth rates combined with the highest mortality rates in Europe and negative migration flows will result in a population decline of 5,424 million in 2050 or by 0.8%

² <http://www.worldometers.info/world-population/bulgaria-population/>

³ However, negative net migration declined and stabilized to around 4,000 migrants per year between 2012 and 2016 (Open Society, 2017)

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per year (UN, 2017). The working-age population (aged 15-64) will decline at even higher annual rates (1.2 %) ⁴

The percentage of young people unemployed with work, learning or training is still above the EU average (15.3% vs. 10.9%). There are also significant differences in rates of inactivity and employment, depending on the level of education and the region concerned. Activity and employment rates are lower among people living in rural and small towns, low-skilled and roma. Although the focus of active employment policies has improved, the level of training resources is still insufficient and the share of activation actors remains very low. The percentage of people living in poverty is still very high and income inequality is increasing.

Poverty, social exclusion and income inequality are still among the largest in the EU. Aging populations and an increasing shortage of skilled workers are a serious challenge for the country. Economic growth remains stable and the labour market continues to function well.

Gross Domestic Product (GDP) in the second quarter of 2018 increased by 0.4% in the EU-28 compared to the previous quarter by seasonally adjusted data. GDP grew by 0.8% in the same period. In the second quarter of 2018, the highest economic growth was reported by Malta-1.9%, Estonia and Romania-1.4%, Slovakia and Croatia-by 1.1%.

Compared to the same quarter of the previous year, seasonally adjusted data showed an increase in GDP of the EU-28 by 2.1% and in Bulgaria by 3.4%. In the second quarter of 2018, compared to the same quarter of the previous year, the highest economic growth was observed in Malta-5.7%, Poland-5.0%, Hungary-4.6%, Latvia-4.4%, Slovenia-4.3%.

Despite its relatively good overall economic performance, Bulgaria is slowly catching up with the rest of the EU.

Budgetary development continues to be positive but there are still challenges in the areas of health and education, the fight against poverty and the promotion of social inclusion.

A comprehensive reform of social services is being prepared since December 2018. Planning social services will be based on a national map of needs and a minimum package of services for each municipality and region.

The share of students in professional education and training in Bulgaria is slightly higher than the EU average (51.3% compared to 49.3% in 2016) but the employability of these students is by

⁴ Chart 4.3.1 Report on Bulgaria for 2019, including an in-depth review on the prevention and correction of macroeconomic imbalances

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17.1 percentage points lower. To cope with supply and demand for skills and qualifications, a project is being developed in cooperation with the European Center for the Development of Vocational Training.

In 2018 the labour shortage reached an unregistered peak. The shortage in industry and construction is greatest, but the shortage in the service sector has grown equally sharply in recent years⁵. In response, Bulgaria has signed or is in the process of negotiating agreements with non-EU countries to allow the employment of foreign workers. The number of workers coming from non-EU countries is still limited and focuses on a small number of economic activities; however, there do not currently seem to be exhaustive forecasts or assessments of the potential impact on sectors or types of employment.

Labour productivity is steadily increasing but still well below the EU average. The main obstacles to productivity growth are the lack of skilled labour, the difficult economic environment, insufficient spending on research and innovation and the slow process of digitization of the economy.

Bulgaria is well integrated in the trade but the domestic added value in gross exports is comparatively low. Increasing the share of companies in high added value sectors and moving up into the global value chain will be essential to maintaining the long-term competitiveness of the country and to economic growth.

Bulgaria ranks 27th according to the Comparative Report on European Innovations (European Commission, 2018) with an efficiency level below 50% of the EU average. Bulgaria's relative disadvantages are in the categories of innovative companies, funding and support, attractive research systems and links between companies and research institutions. The share of small and medium-sized enterprises introducing product or process innovation is only 11% of the EU average, and the share of innovators is 14% of the average.

Major projects to promote business innovation and digitization are under implementation. Up to 2019 the extent and quality of transport infrastructure has improved but remains below the EU average.

⁵ Chart 4.3.2 Report on Bulgaria for 2019, including an in-depth review on the prevention and correction of macroeconomic imbalances

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Progress in providing public services is insufficient. According to a Eurobarometer survey⁶ only 28% of respondents said they considered the quality of public services to be good, while 53% believed it to be bad, with Bulgaria ranked one of the last places among EU countries.

Since January 2019, the minimum wage has been increased of almost 10% compared to 2018 and more than 100% since 2011. Meanwhile, in 2019, the maximum insured income was increased to 3,000 BGN (1,534 EUR).

The reform of the state administration continues to be slow and does not lead to sufficient improvements.

Fighting corruption continues to be a challenge for Bulgaria at the beginning of 2019. In January 2018, Bulgaria adopted a comprehensive reform of its anti-corruption legislation. Bulgaria has implemented reforms aimed at improving the efficiency of the judiciary, too.

In 2016 ordinances prohibiting the concealment of Muslim women in public places, as well as the adopted in September Law on the Limitation of the Wearing of Clothing, Covering or Hiding the Person were adopted in different municipalities in Bulgaria.

Despite the listed challenges to the socio-economic situation and the foreign policy, Bulgaria has the potential to achieve sustainable growth, to develop as an attractive place for a full and happy life and to become a center of innovation and ideas with great added value.

2.2. Migration and refugee flows to Bulgaria

Bulgaria has a strategic location in the Balkans for increased migration flows. Refugees and migrants view Bulgaria as a transit country on their way to Western Europe.

The granting of international protection in Bulgaria - refugee or humanitarian status - is carried out by a special administration body called the State Agency for Refugees. The Agency for Refugees in Bulgaria is the only state authority that has the power to register foreigners as applicants for international protection, to issue temporary documents, to provide them with accommodation, food and medical assistance while considering the application for status in Bulgaria, it is important to decide whether the application for protection will be met and the candidate will be granted the status, or the application will be rejected as unfounded and the applicant will be refused.

The Bulgarian Refugee Agency manages three types of refugee centers:

⁶ Eurobarometer survey from spring 2018

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- **Transit centers** - for registration, accommodation and conduct of procedures in the border regions. In Bulgaria there is only one transit center on the Bulgarian-Turkish border.

Transit Center - Pastrogor
Address: village of Pastrogor
6519, Svilengrad municipality,
Haskovo district
Telephone: 037705/215



- **Registration and reception centers** - for registration, accommodation and conduct of proceedings within the country. There are three such centers in Bulgaria:

Registration and reception
center - Harmanli
Address: Harmanli 6450,
district „Druzhiba” № 23
Telephone: 02/904 2375



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Registration and reception
center - Banya

Address: village Banya 8914,
Nova Zagora municipality,
Mineral Baths, District №17
Phone: 0457/65715



Registration and Reception
Center - Sofia

The Center has three divisions
in Sofia:

Camp „Ovcha Cupel”

Address: Sofia 1618, Ovcha
Kupel District, 21A
Montevideo Street
Telephone: 02/90 42 363



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Camp „Vrazdebna”
Address: Sofia, „Vrazhdebna”
district, 2, „Botevgradsko
shoes” Blvd
Telephone: 0889 929088



Military Ramp Camp
Address: Sofia, Military
Ramp-East District, 11,
Lokomotiv Str.
Telephone: 02/8080 981

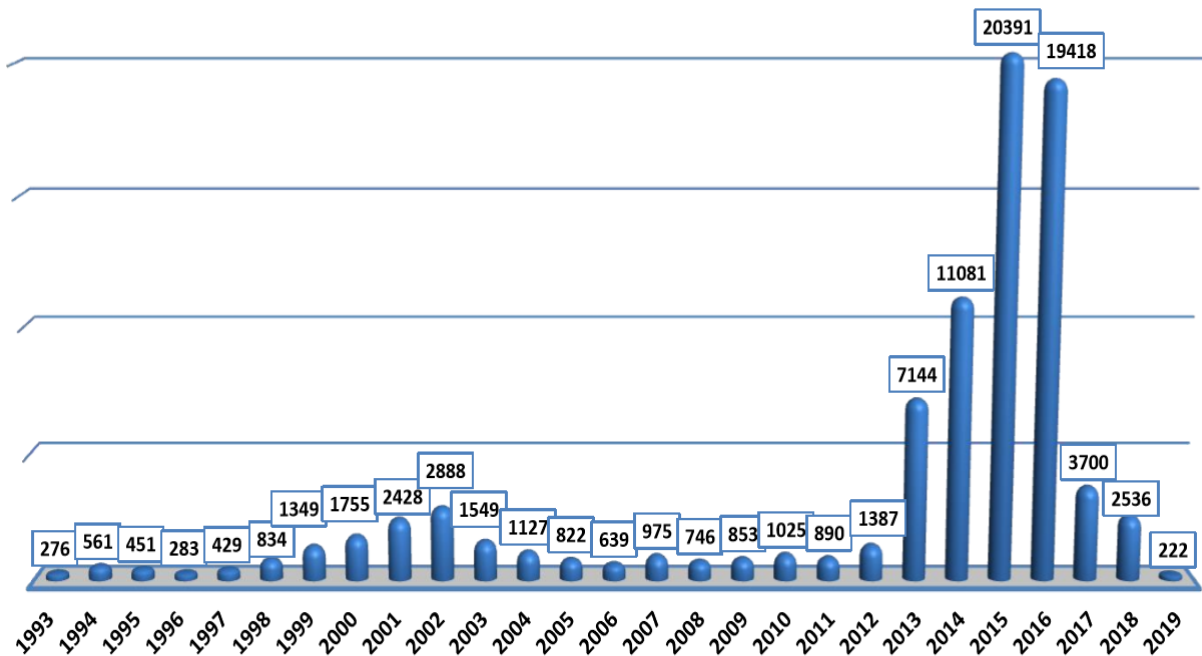


The levels of illegal migration through Bulgaria are relatively low, and the refugee crisis is mainly reflected in political and psychological terms on Bulgarian society. Real pressures, including economic and social, are relatively low compared to a number of other European countries, especially those in southern and south-eastern Europe. According to official data of the State Agency for Refugees at the Council of Ministers, the number of foreigners who have sought protection during the last four years (since the beginning of the Syrian crisis) has increased sharply. Nevertheless, these figures are among the lowest for countries, the EU's external borders to the south and south-east.

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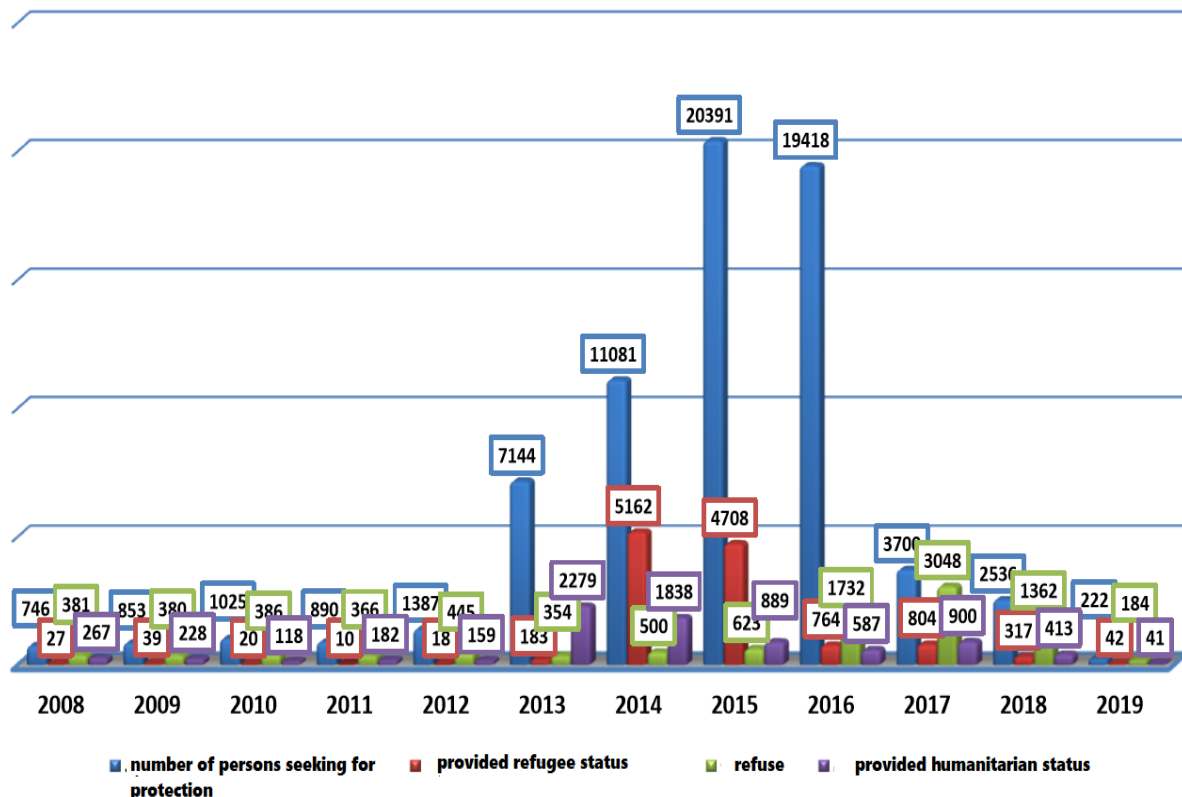


**State agency for refugees with the Council of Ministers
Number of person seeking for protection within the period 01.01.1993-28.02.2019**



**State agency for refugees with the Council of Ministers
Number of person seeking for protection and decision taken within the period 01.01.1993-
28.02.2019**

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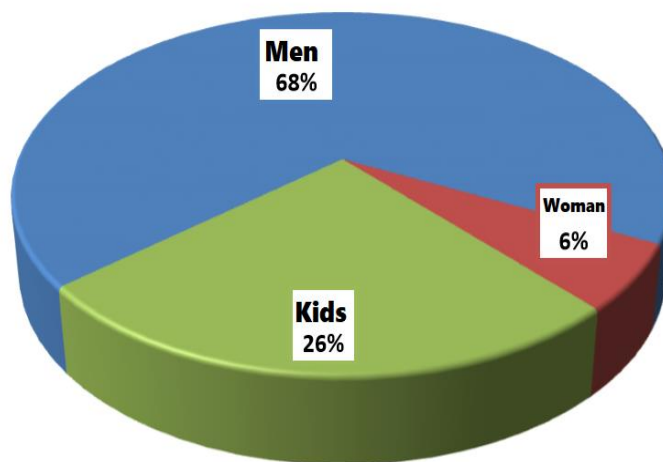
State agency for refugees with the Council of Ministers

Number of person seeking for protection within the period 01.01.1993-28.02.2019 by gender

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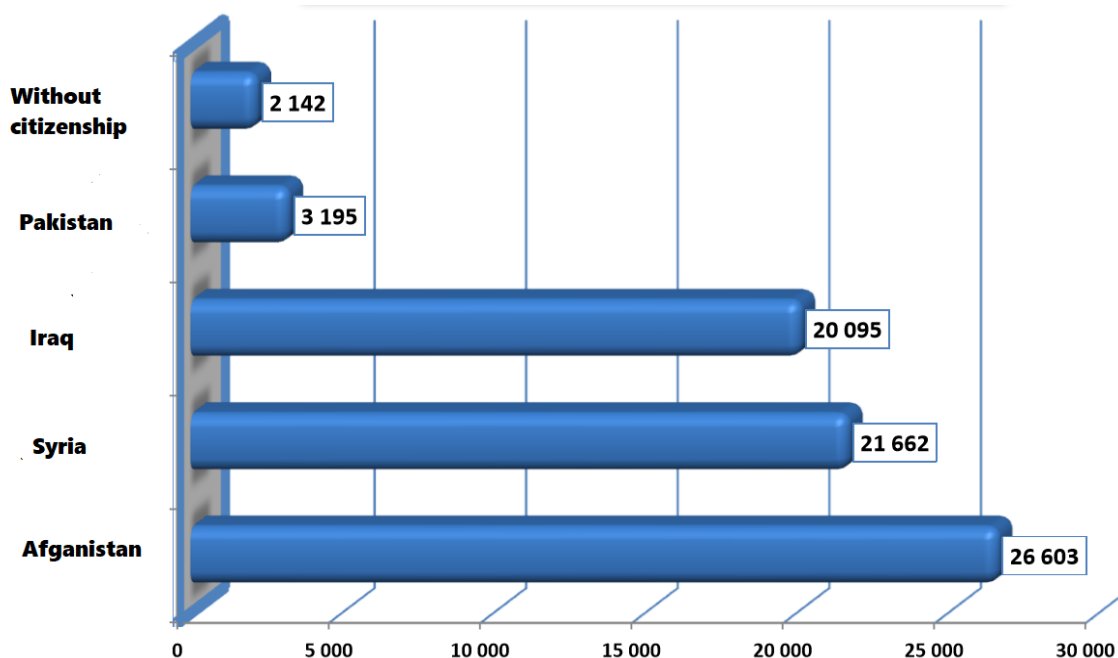


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State agency for refugees with the Council of Ministers

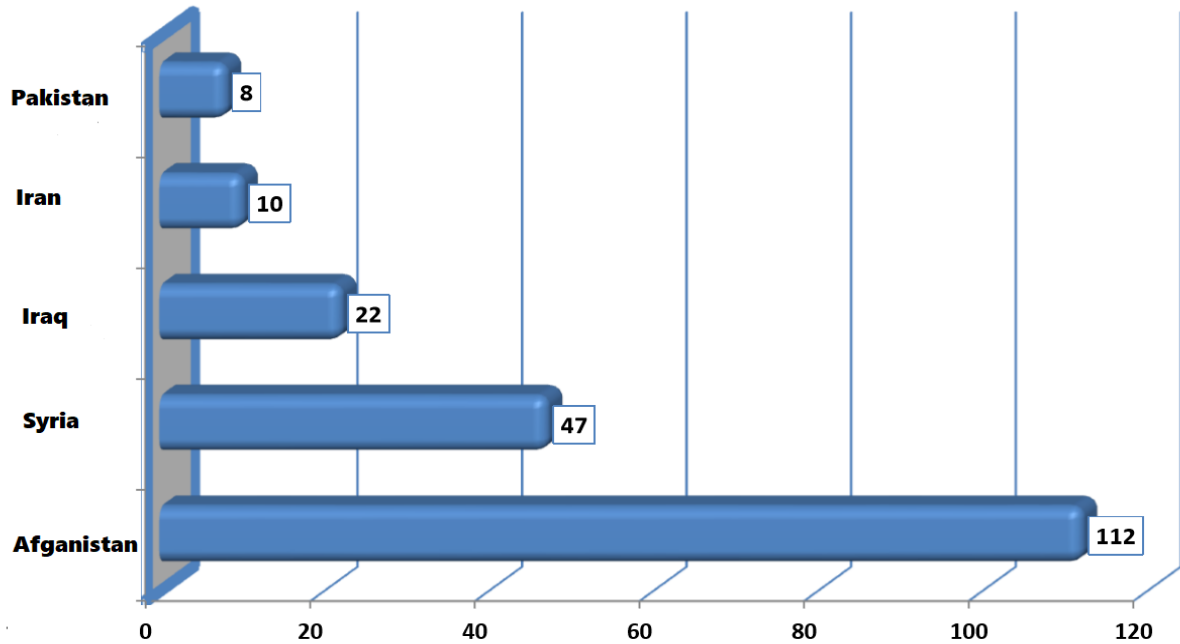
Top 5 countries by origin of persons seeking for protection within the period 01.01.1993-28.02.2019



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State agency for refugees with the Council of Ministers
Top 5 countries by origin of persons seeking for protection in 2019-up to 28.02.2019

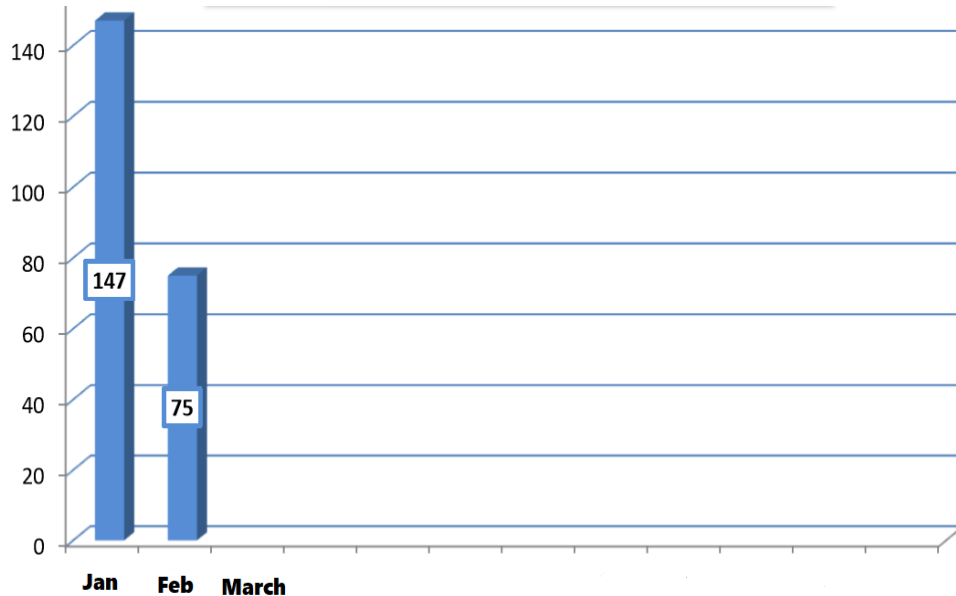


State agency for refugees with the Council of Ministers
Number of person with registered applications for protection in 2019-up to 28.02.2019

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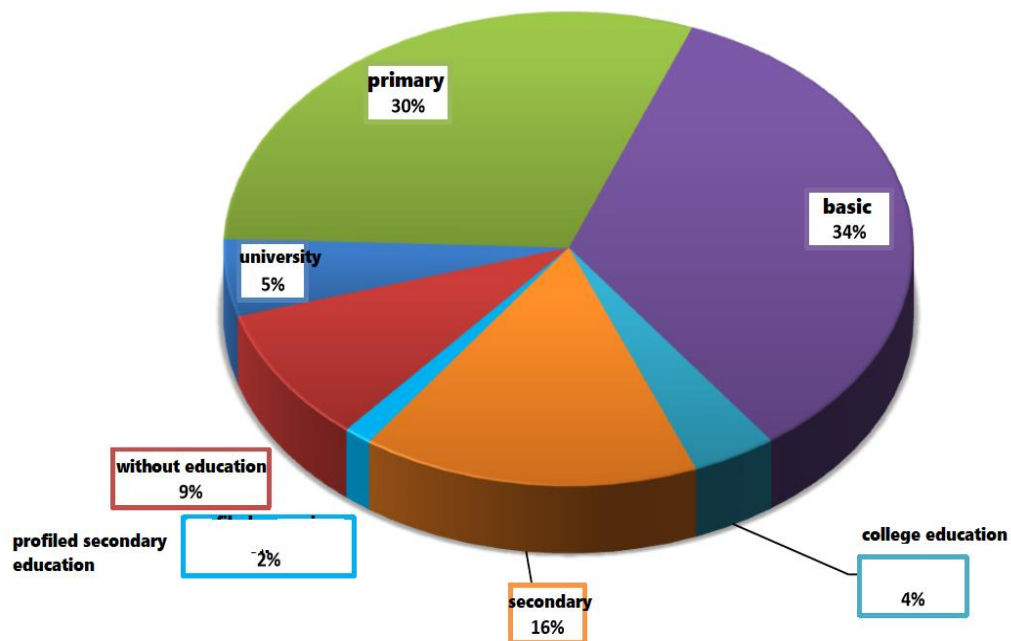


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State agency for refugees with the Council of Ministers

Persons over 14 years seeking for protection in February 2019 by declared type of education



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Year	Number of persons seeking protection	Refugee status	Provided humanitarian status	Refuse	Terminated production	Total number of decisions
2017	3700	804	900	3048	9662	14414
2018	2536	317	413	1362	860	2952
2019 (up to 28.02.2019)	222	42	41	184	259	526

According to data provided by the Ministry of Internal Affairs, from 01/01 to 30/04.2018, the persons detained at the entrance of a Bulgarian border are 194⁷. The cost of a refugee per month amounts to 385 BGN.

In its observations and recommendations published on 31 May 2017, the Committee on the Elimination of Racial Discrimination expressed deep concern at the growing cases of hate speech and hate crimes in Bulgaria practiced with impunity and targeted at the major minority Turkish groups, Roma, Jews, Africans, refugees and migrants. Another area of concern is the treatment of migrants, and in particular their forced repression of the country, as well as their ill-treatment and arbitrary detention. The Committee recommended a series of legislative and administrative measures to combat racial discrimination more effectively and to strengthen the capacity of existing mechanisms and bodies. It is recommended strengthening the independence of the Commission for Protection against Discrimination, appointing special prosecutors to prosecute hate crimes and hate speech, and strengthening the CEM's capacity to effectively sanction hate speech in the electronic media. By the end of 2017, no action had been taken to implement any of these recommendations⁸.

⁷ <http://zakrila.info/>

⁸ Bulgarian Helsinki Committee Human Rights in Bulgaria in 2017



2.3. Survey results

„Korenyak” Foundation disseminated information about the project, its objectives and activities, both the research goals and the questionnaire, on its Facebook page, its local partners' pages, and youth web sites.

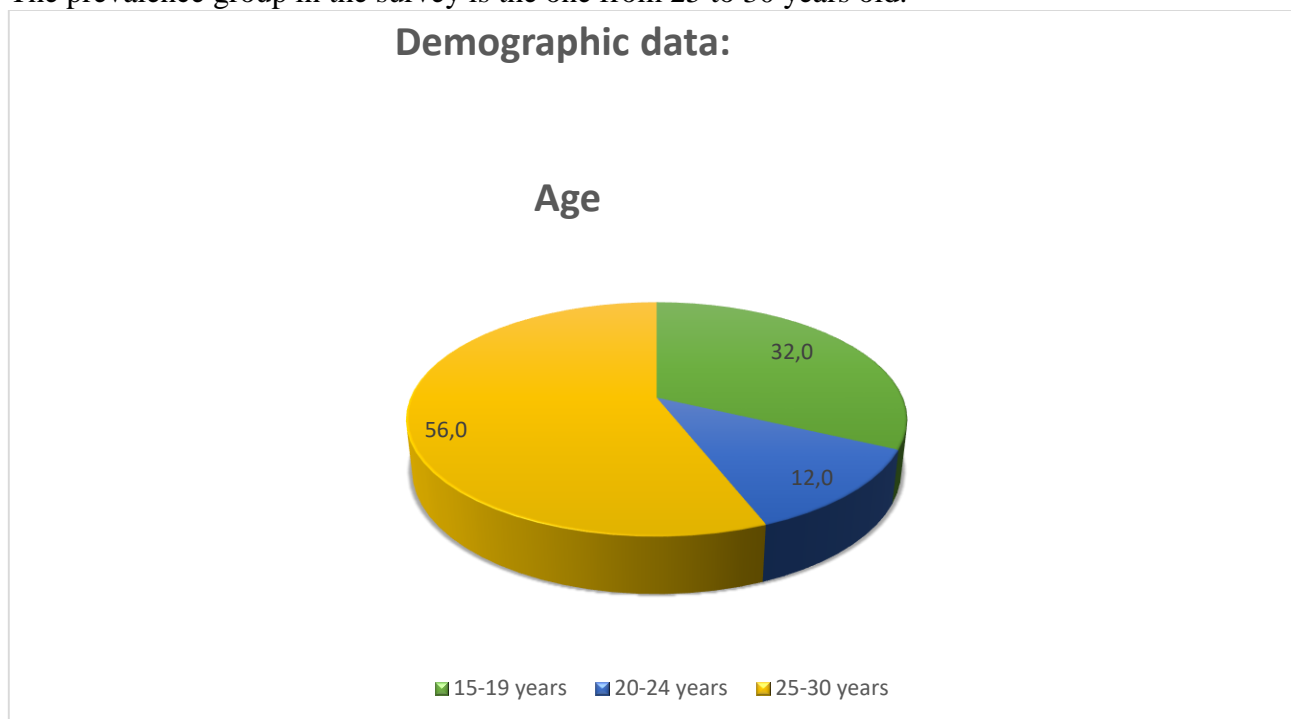
The team of researchers was actively involved in the process of presenting and promoting the survey, and then developed the analysis of the results obtained and the impact and development guidelines.

2.3.1. Demographic characteristics

In the on-line survey, 50 young people were interviewed in 3 age groups, of which:

- 32 % (young people) in the age group 15 - 19 years,
- 12 % (young people) from 20 to 24 years of age,
- 56 % (young people) from 25 to 30 years old.

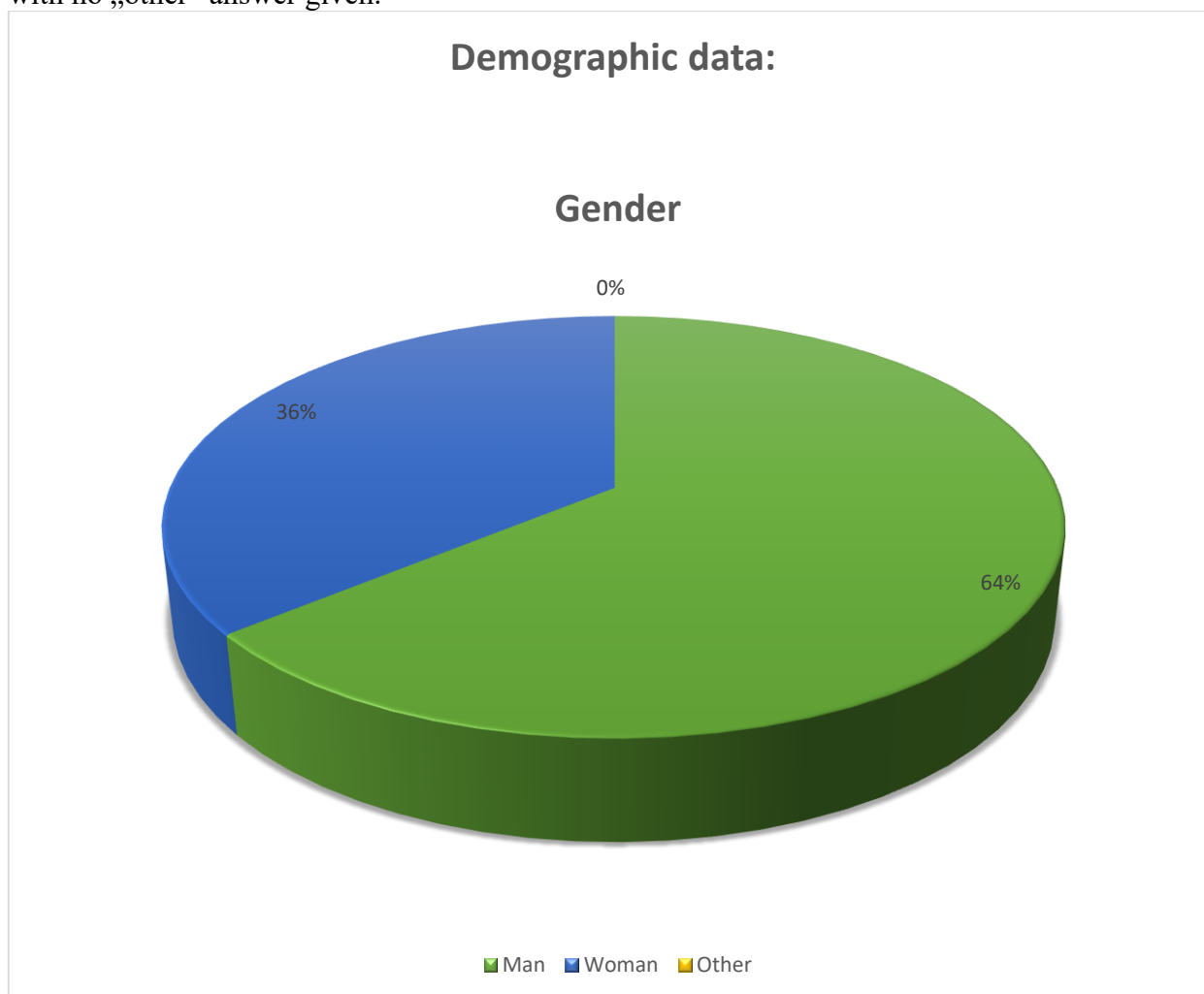
The prevalence group in the survey is the one from 25 to 30 years old.



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„Gender” data shows that men are more active and willing to participate in such activities (on-line research) at the expense of the women. The ratio is 2: 1 or 64% male and 36% female, with no „other” answer given.



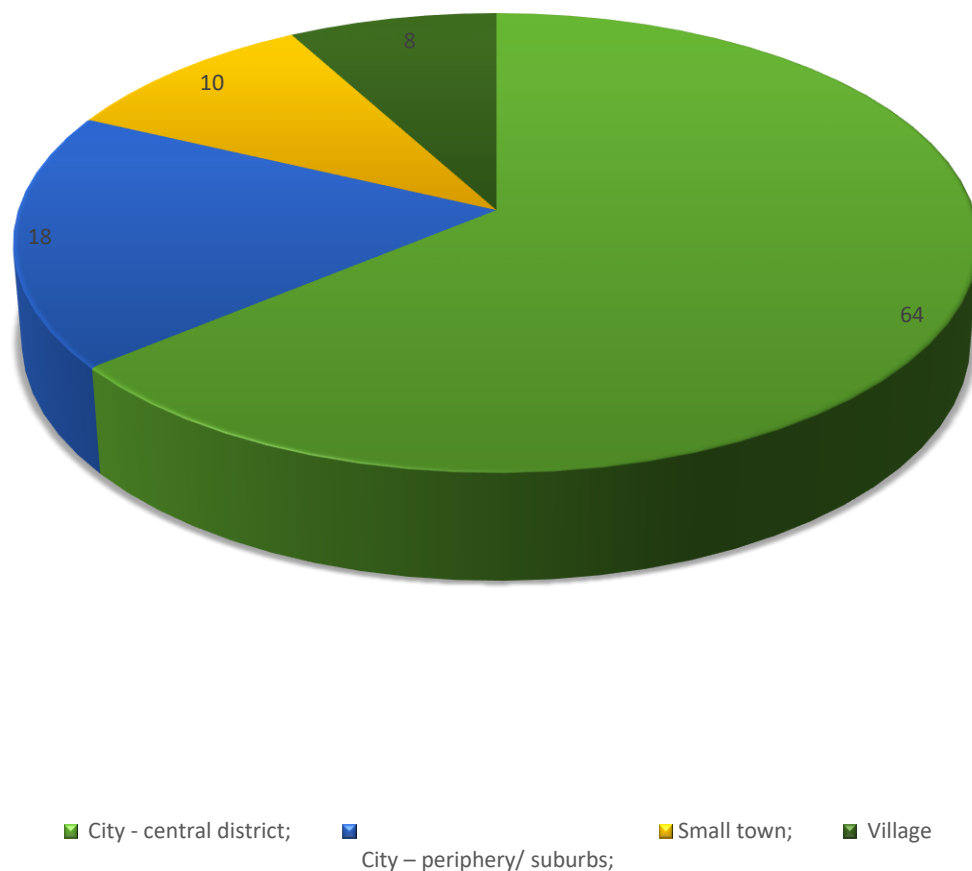
Regarding the settlement, respondents can be divided as follows:

- 64%-City-central district;
- 18%-City-periphery/ suburbs;
- 10%-Small town;
- 8%-Village.

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Populated area

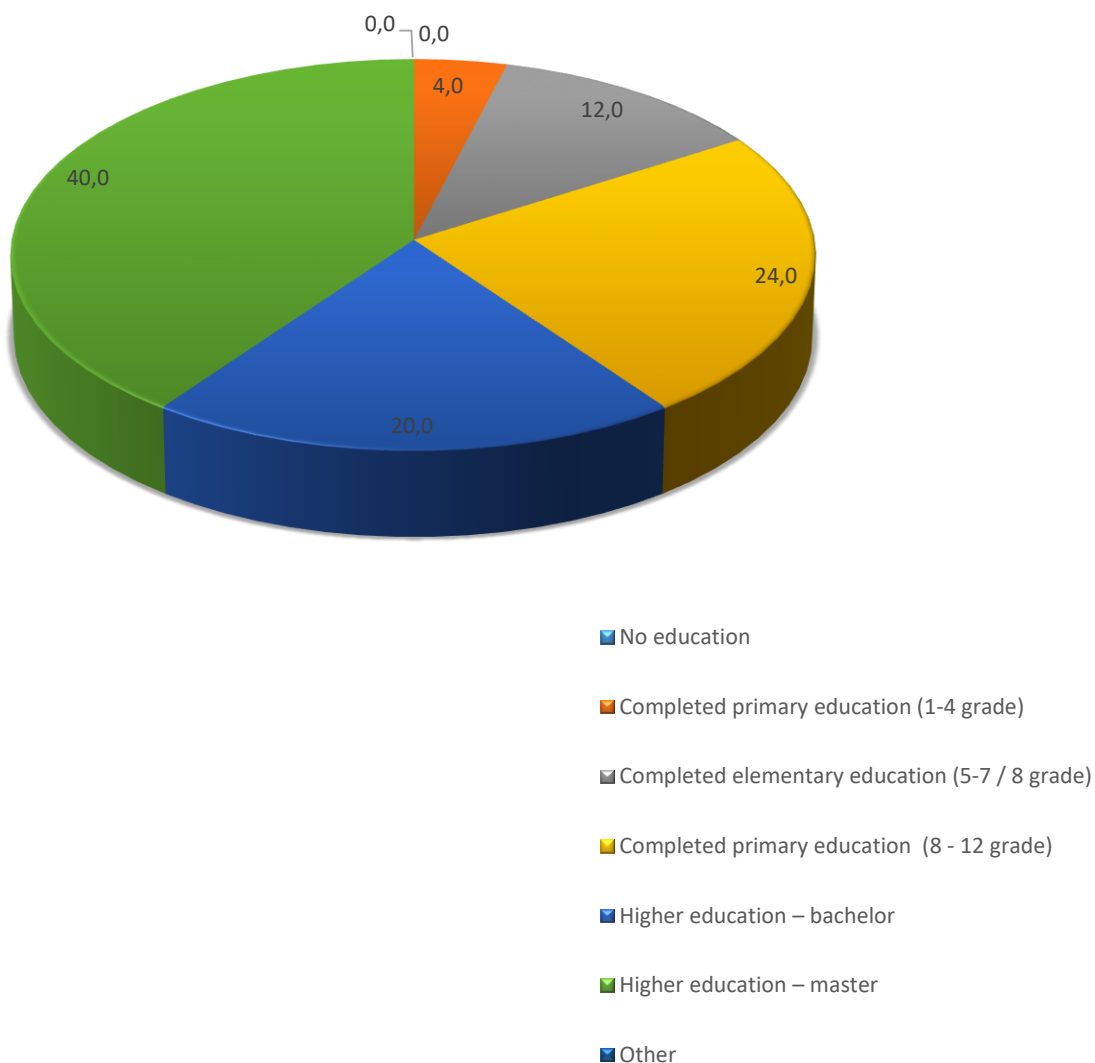


From the point of view of the educational status of the respondents, the results show a prevalence of the Higher education-master (40%). The representations of the 2 main groups- Higher education-bachelor and Completed primary education (8-12 grade) is almost equal (respectively 20% and 24%), the percentage ratio of the groups with primary and elementary education is relatively low (respectively 4% and 12%). There were no representatives without education.

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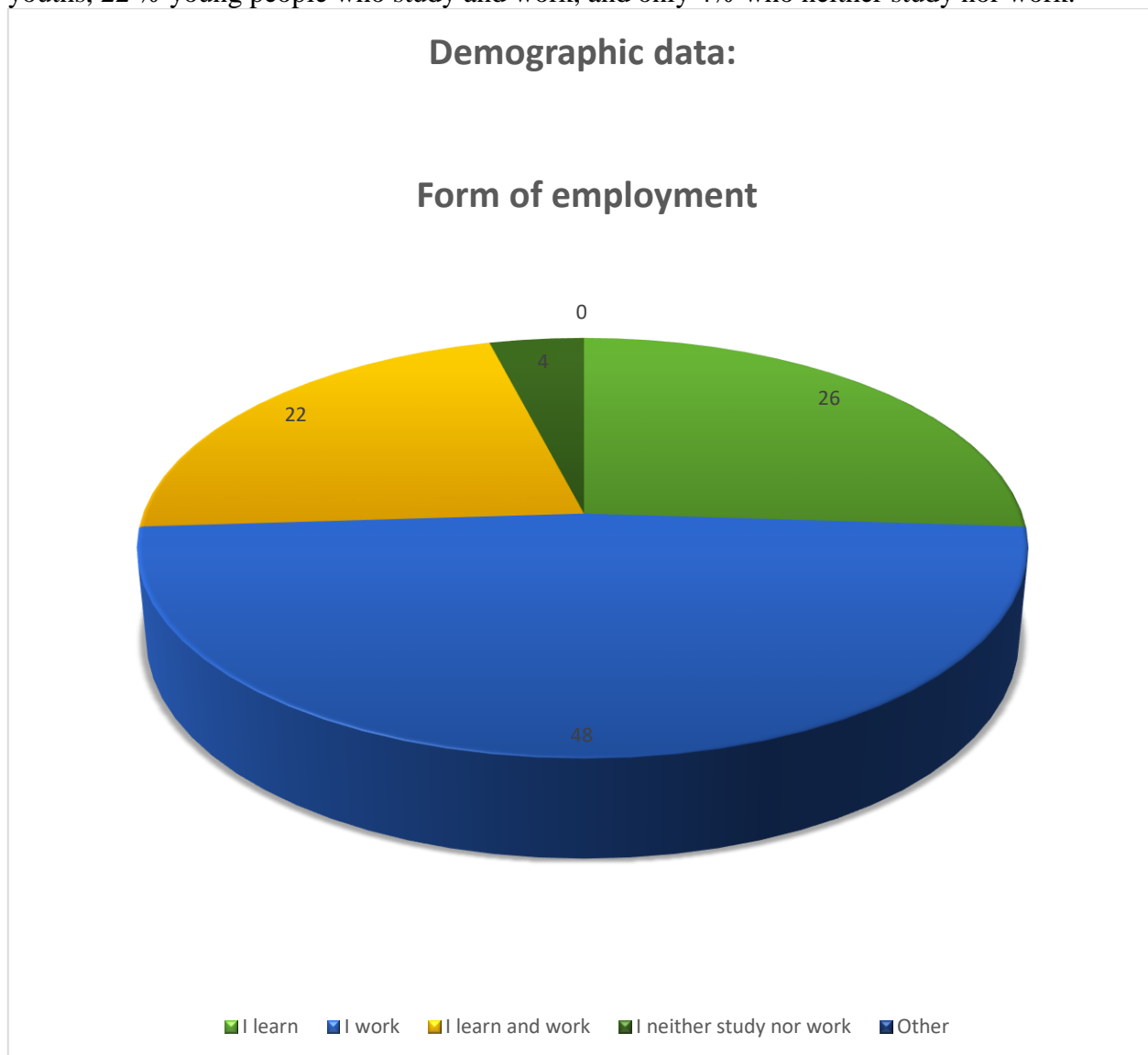
Education



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The highest percentage of participants in the survey 48% work, followed by 26% learning youths, 22 % young people who study and work, and only 4% who neither study nor work.



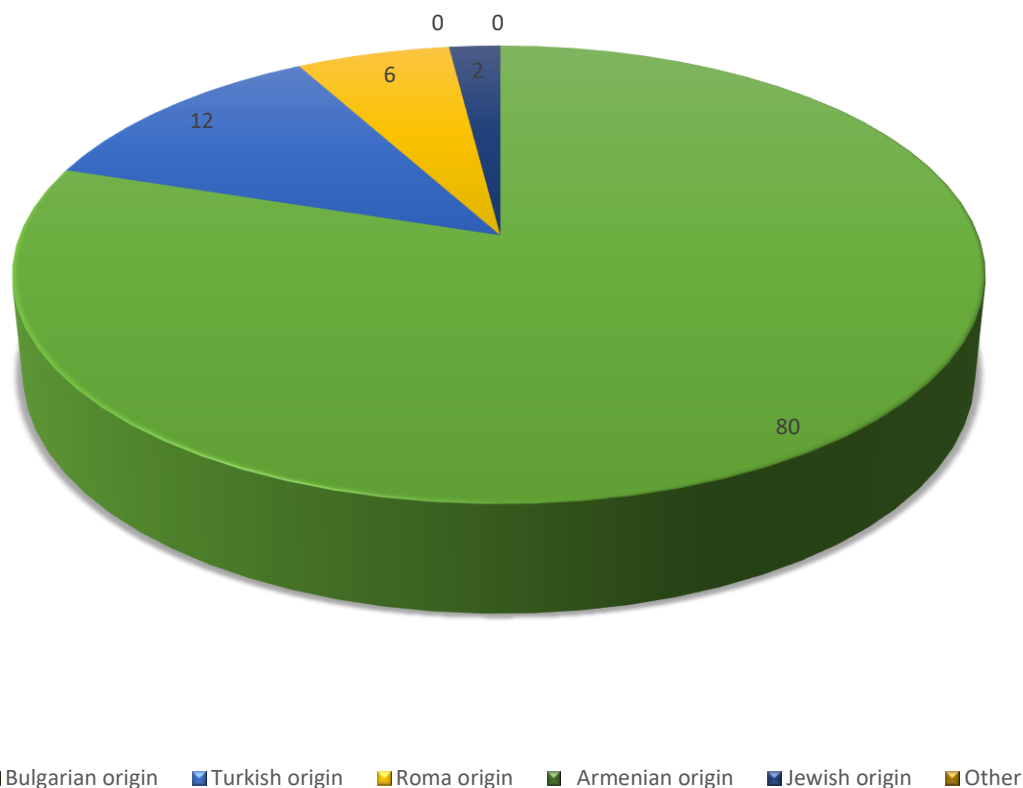
Self-determination by origin shows that the majority of participants are of Bulgarian origin- 80% and the other 12% are distributed among young people of Turkish origin, the one with Roma origin represent 6%, Jewish origin has 2% and no participant has determined himself with „Other” answer.

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Demographic data:

Origin (ethnic and cultural) - self-determination

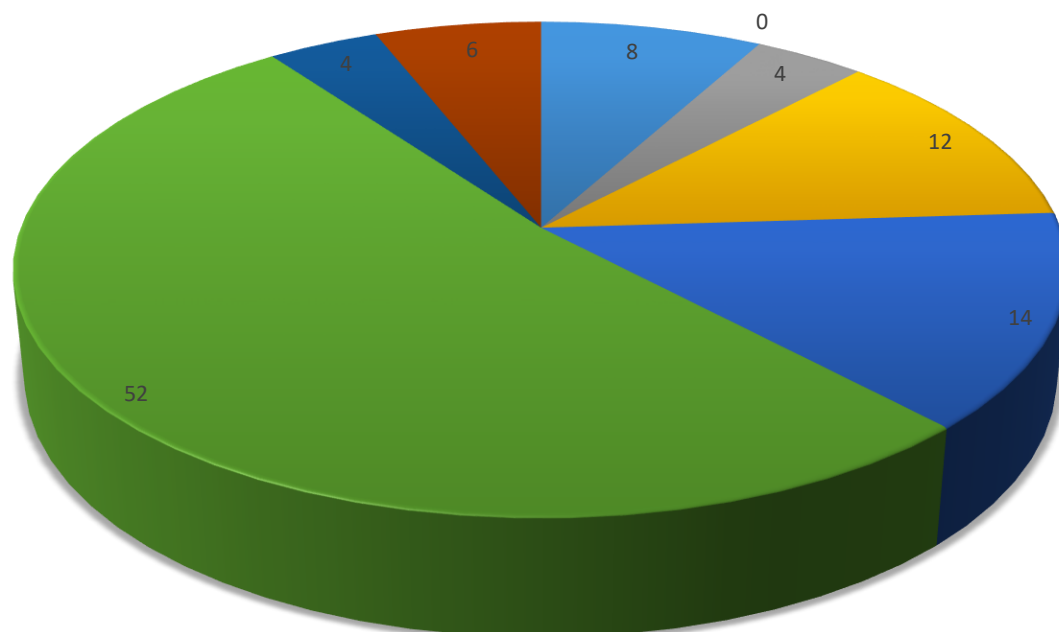


The engagement of young people in the civic sector (membership in non-governmental and other organizations) shows that over 1/2 of them, namely 52%-are not members of any organization. Adding the „I do not care” answers-4%, the total number of „active in another non-governmental organization young people” is 14%. The remaining 8% are members of a school organization and youth organization 4%. The number of young people occupied with sport is 12 % and the ones pointed out „other” is 6%.

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Demographic data: Membership in organizations

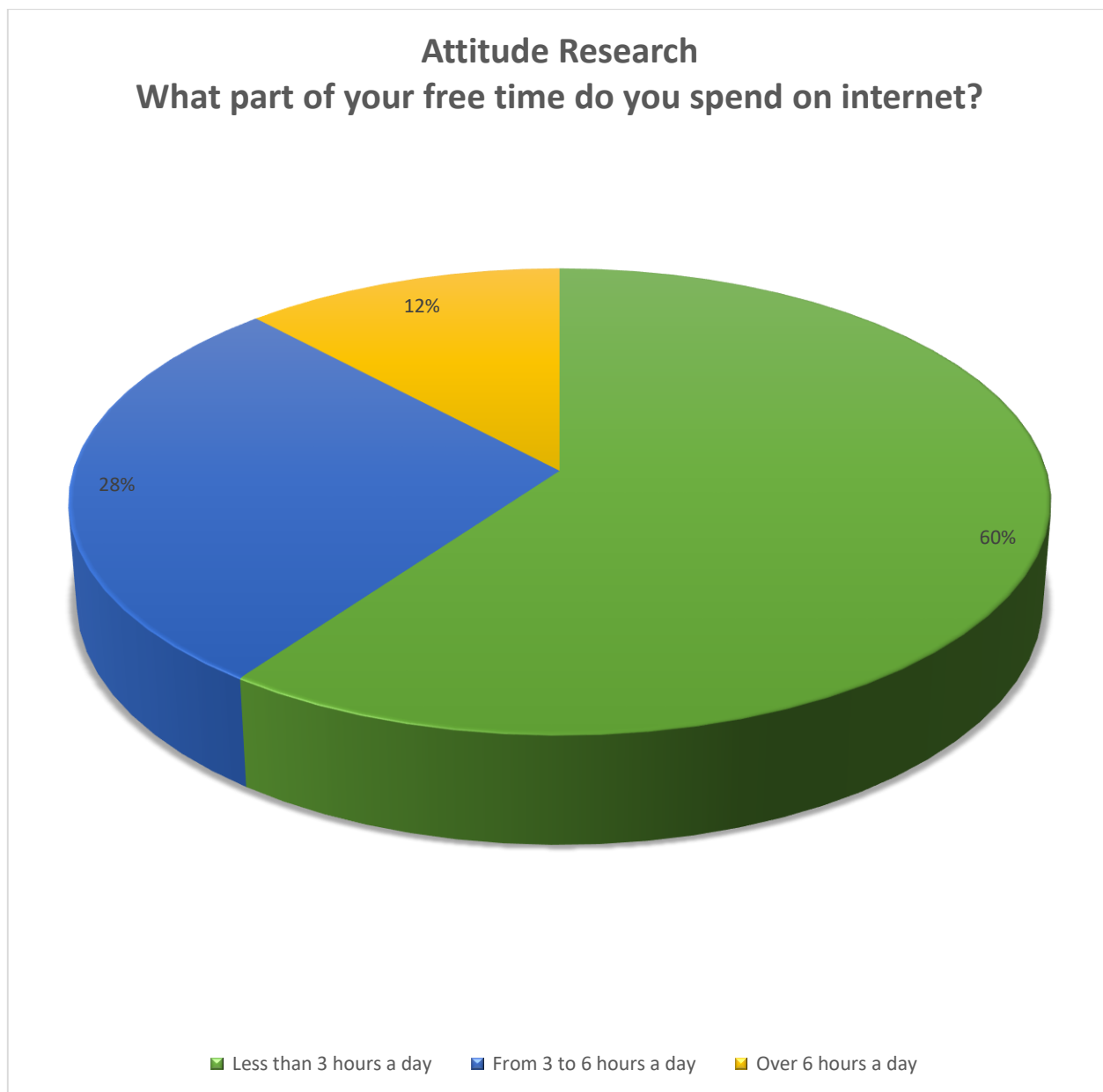


- I'm a member of a school organization
- I'm a member of a student organization
- I'm a member of a youth organization
- I am a member of a sports organization
- I am a member of another non-governmental organization
- I'm not a member in an organization
- I do not care
- Other

2.3.2. Attitude Research

The main part of young people spent less than 3 hours a day using internet is 60%. The one spending twice higher time is 28% and those with over 6 hours a day are only 12%.

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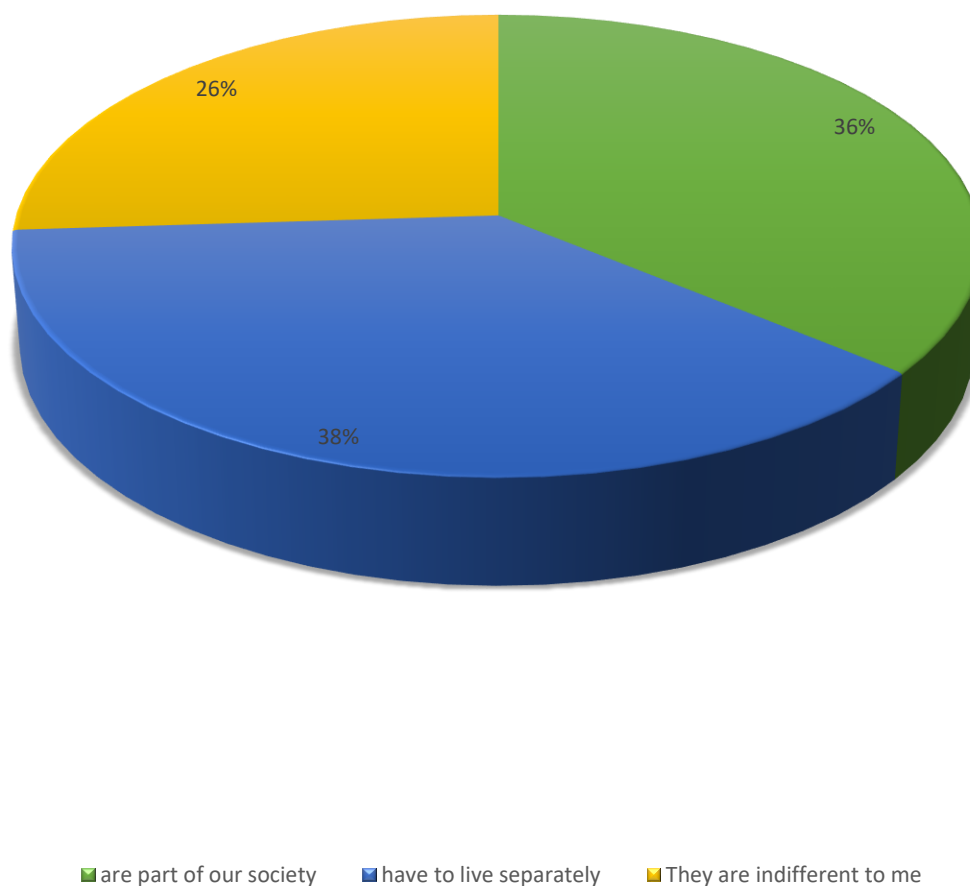


From the point of view of the attitude towards migrants/refugees status of the respondents, the results show a balanced representation of the opinion that they are „part of our society” (36%) and „they have to live separately” (38%). The answers saying that they are „indifferent to me” are also relatively high 26%.

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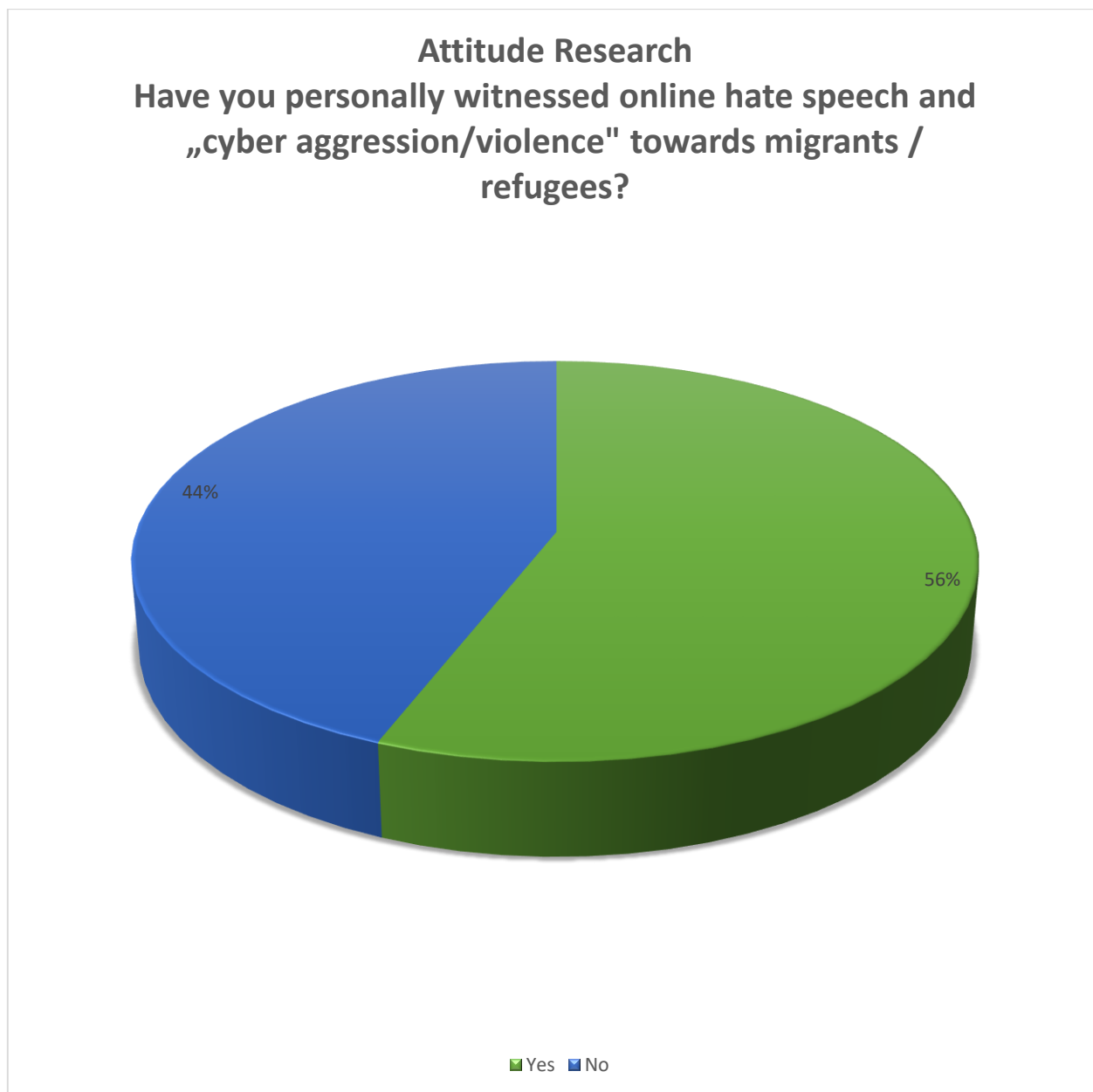


Attitude Research
What is your attitude towards migrants / refugees?
They...



The representatives that has personally witnessed online hate speech and cyber aggression/ violence” towards migrants/refugees online is relatively the same. 56% has witnessed such attitude and 44% has not.

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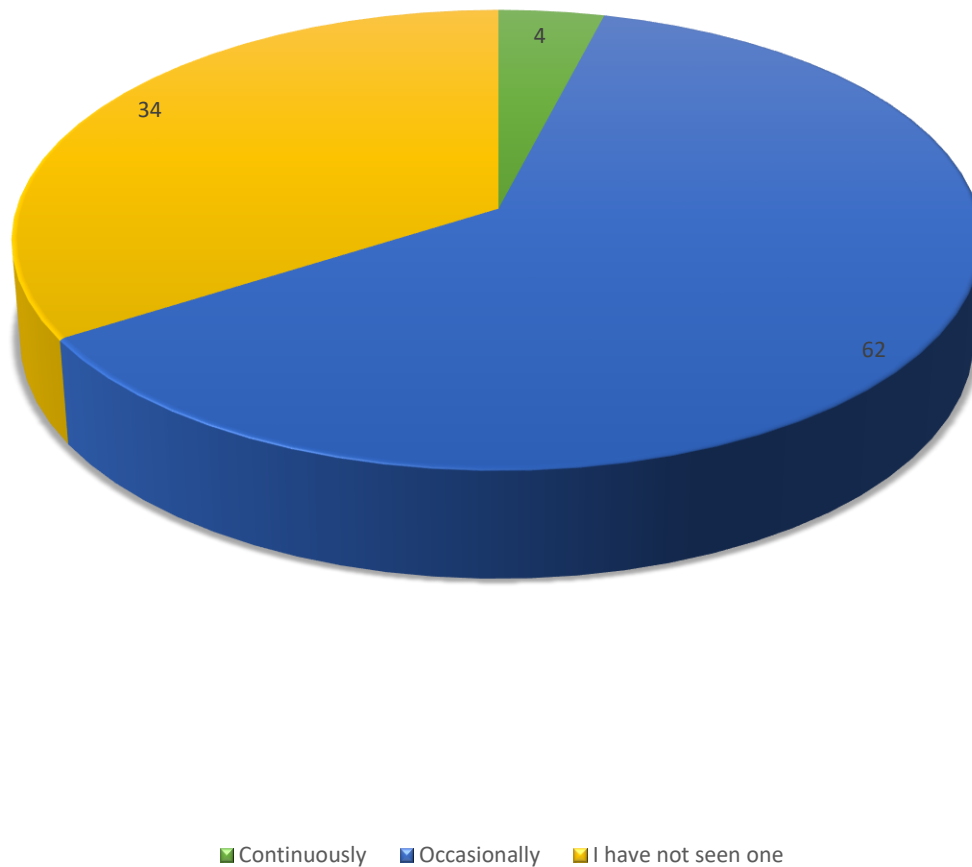


The results show that 62% occasionally encounter online hate speech towards migrants/refugees and 34% have not seen one. The number of the representatives that has continuously encounter it is very low-4%.

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Attitude Research
**How often do you encounter online hate speech
towards migrants / refugees**



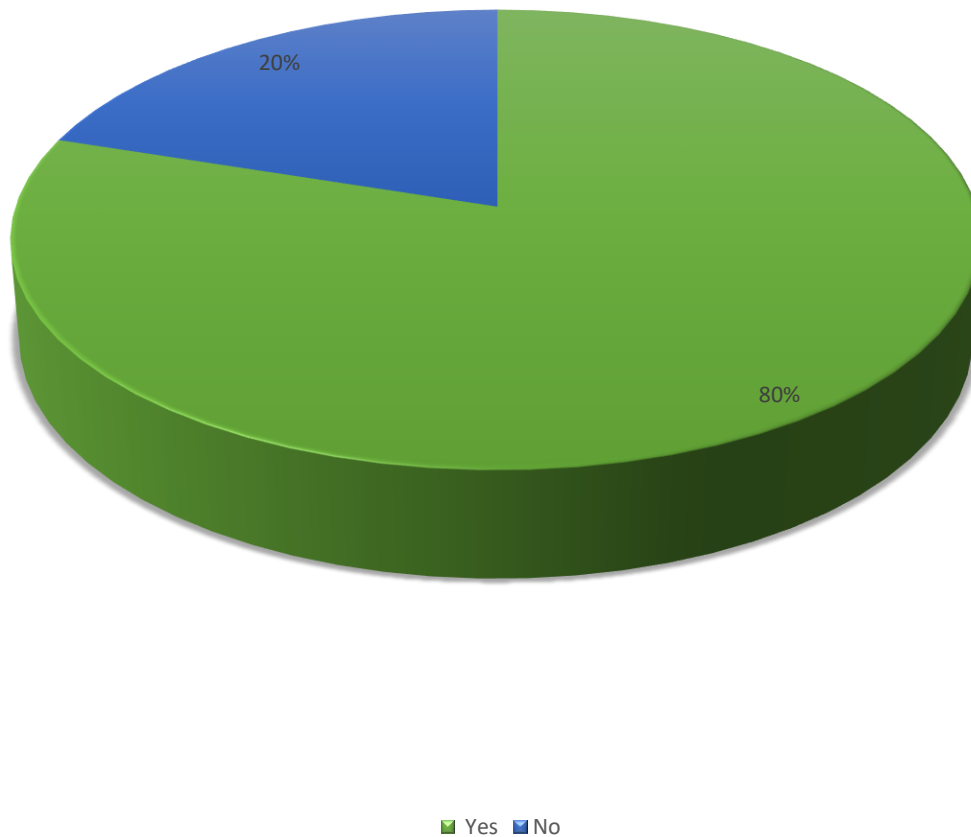
The ones how have personally commented on social networks issues related to refugees, migrants are 80% vs the one who has not-20%.

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Attitude Research

Have you ever personally commented on social networks issues related to refugees, migrants?



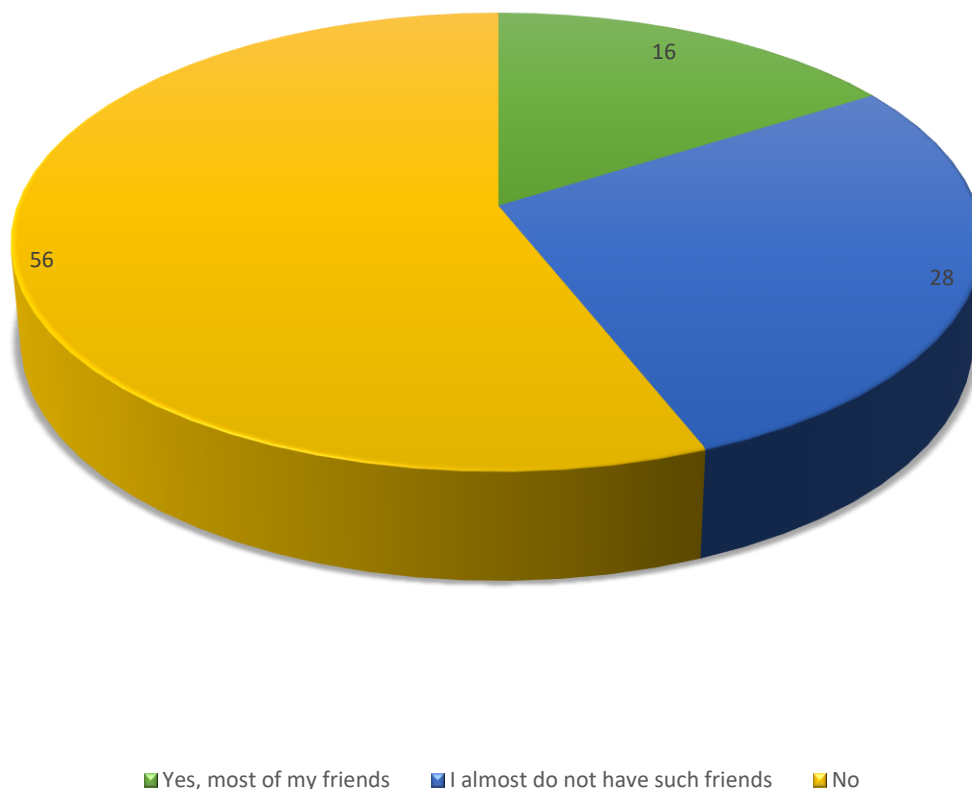
Most of the participants in the survey does not have friends who show online aggression/violence to refugees, migrants-56 %. The one who do not have such friends are 28% vs those who have most their friends showing aggression-16%.

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Attitude Research

Do you have friends who show online aggression /
violence to refugees, migrants?



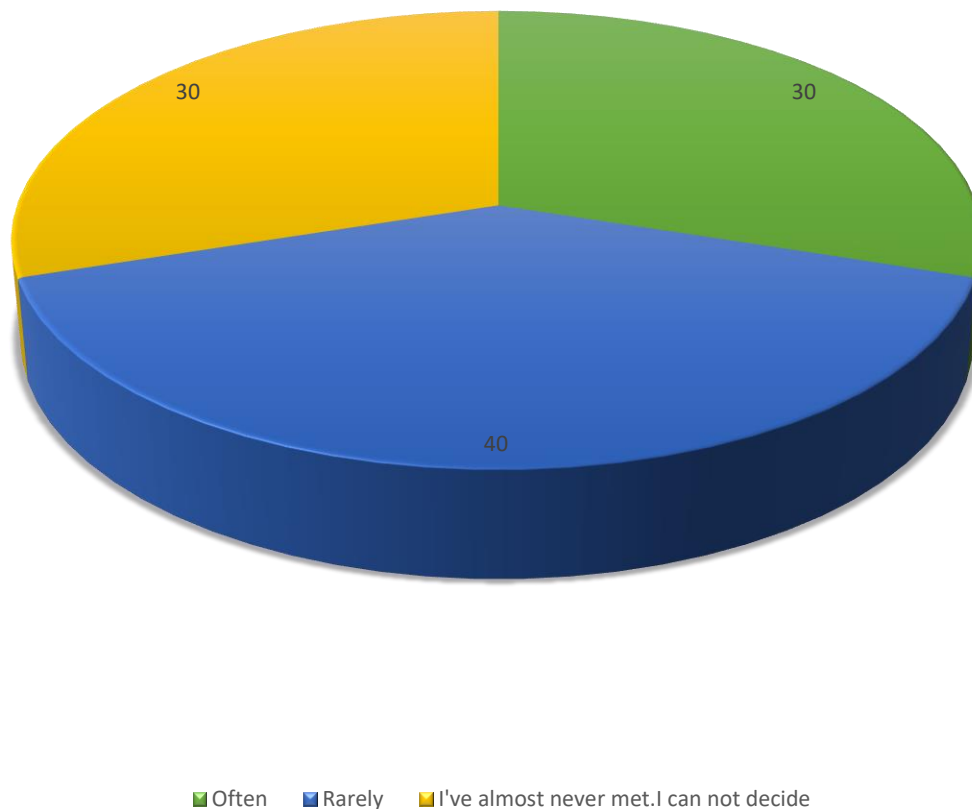
There is a balance between the intensity of encountering online hate speech targeting migrants/refugees on the Internet. Most of the participants rarely (40%) or almost never have met such (30%). The one who has encounter it often are 30%.

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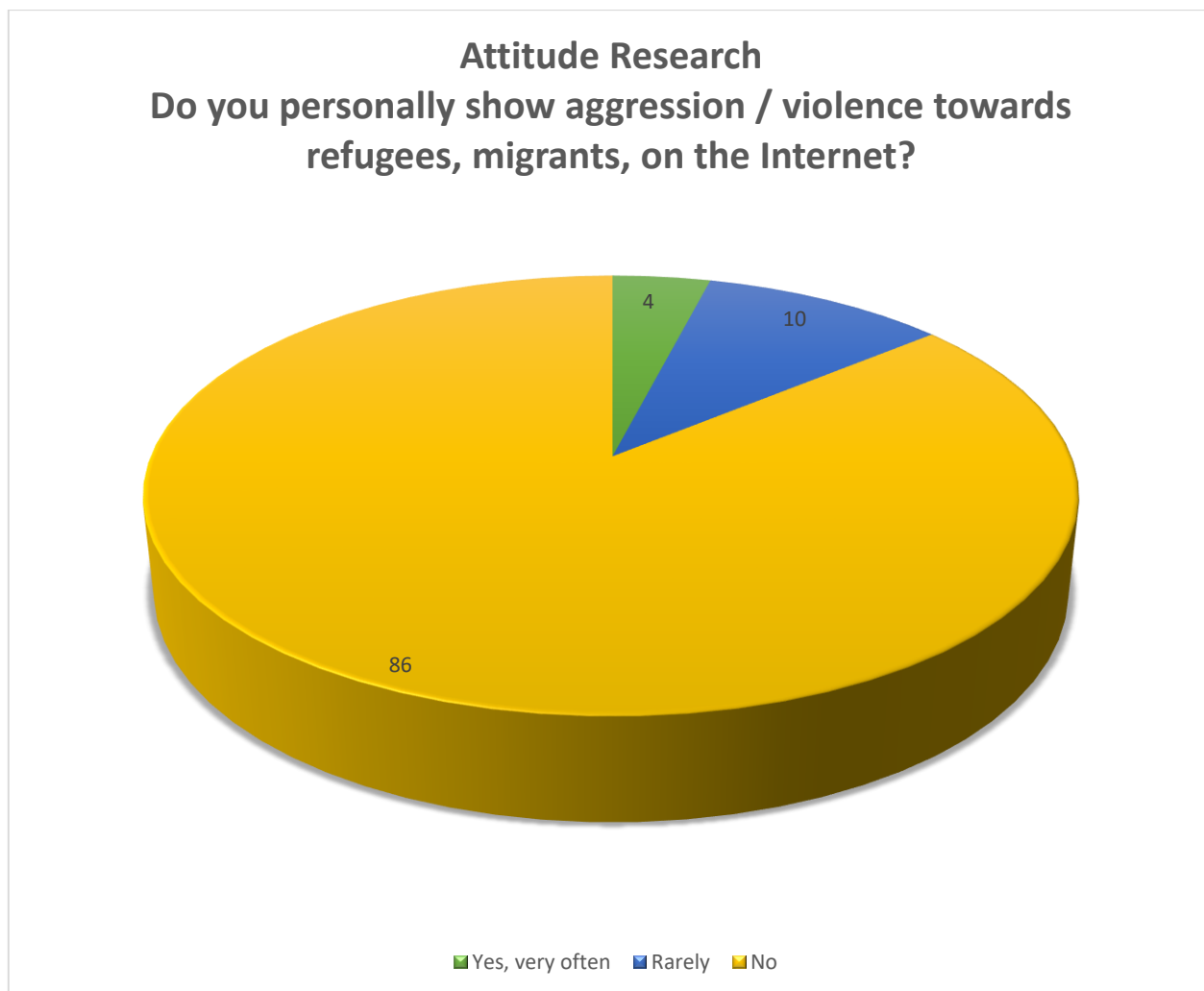
Attitude Research

How often do you encounter online hate speech targeting migrants / refugees on the Internet?



The representatives that has personally show aggression/violence towards refugees/migrants on the Internet is relatively low (4 %) or rare (10%). Most of them do not have such attitude (86%).

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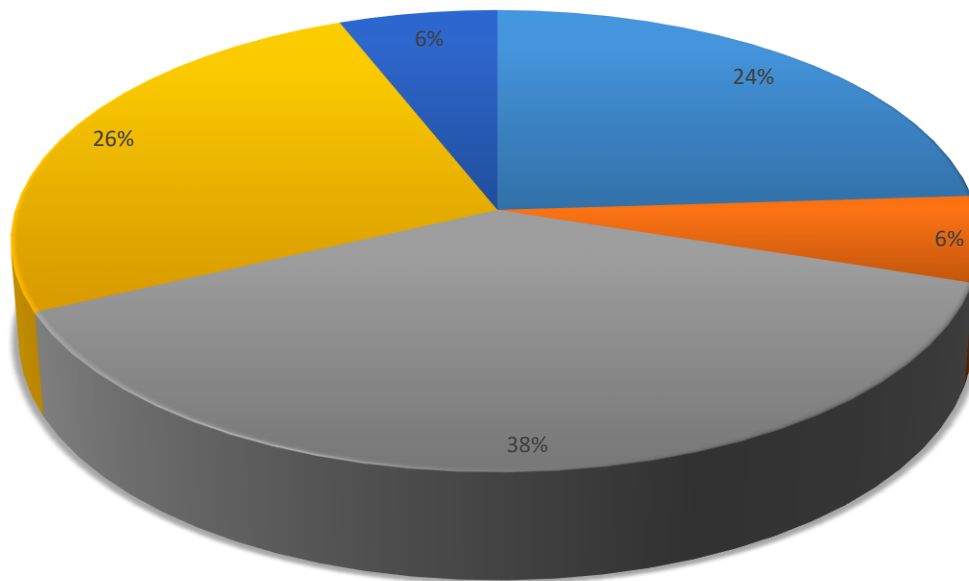
38% of the youngsters who participated in the study are on the opinion that the most common reason of online hate is in connection with their understanding. Lower but almost similar is relevant to their religion 26% and their origin 24%. The migrants/refugees appearance and other characteristics (behavior, financial reasons, or reasons that cannot be decided) are equal-6%.

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Exploring Relationship

What is the most common reason of online hate against migrants / refugees, according to you?

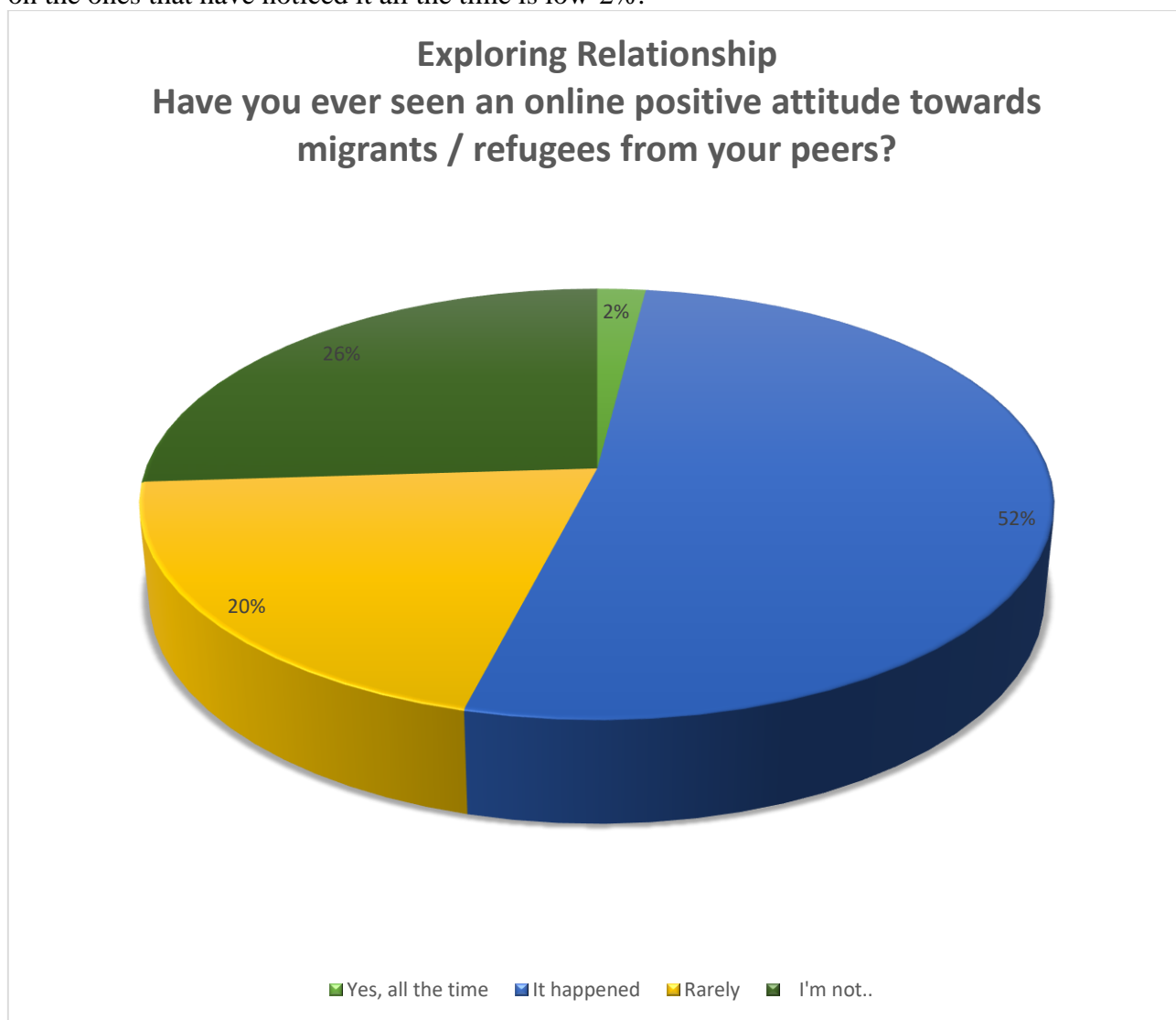


- In connection to their origin
- In connection with their appearance
- In connection with their understanding
- In connection with their religion
- Other, please specify.....

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52% of the participants have seen an online positive attitude towards migrants/refugees from their peers. 26% of the interviewed answer that they have not and 20% have but rarely. The percentage on the ones that have noticed it all the time is low-2%.

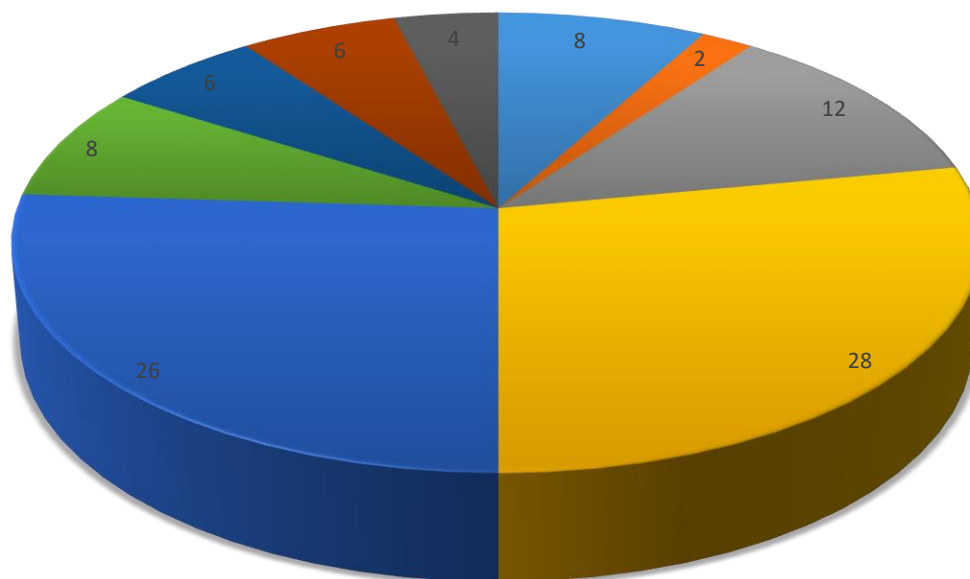


The most common manifestations of online negative attitudes towards migrants/refugees is divided between discrimination 28% and rejection-26 %, followed by the aggression-12%. 8% are on the opinion that sneezing&mocking are among the manifestations, too. Reasons like indifference, disrespect, verbal aggression&insults are equal-6%. 4% believe that the reason is something else. The lowest number of participants points out disregard as attitude-2%.

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Exploring Relationship
**What do you think are the most common
manifestations of online negative attitudes towards
migrants / refugees?**



- | | | |
|------------------|------------------------------|---------------------|
| ■ Indifference | ■ Disregard | ■ Aggression |
| ■ Discrimination | ■ Rejection | ■ Sneezing, mocking |
| ■ Disrespect | ■ Verbal aggression, insults | ■ Something else |

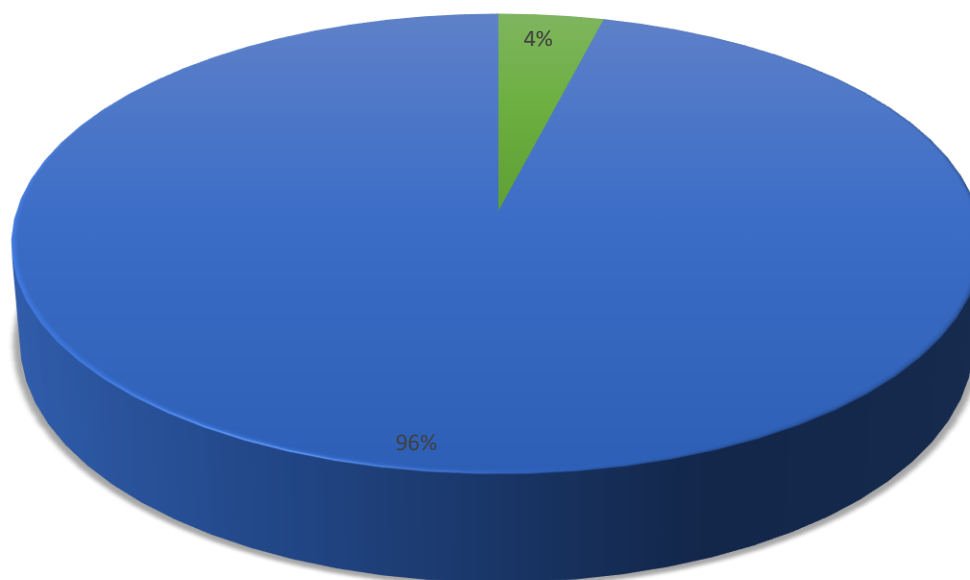
Regarding the measures to tackle online aggression towards migrants/refugees 96% of the participants are not aware of such. Only 4% of them are aware of such measures.

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Exploring Relationship

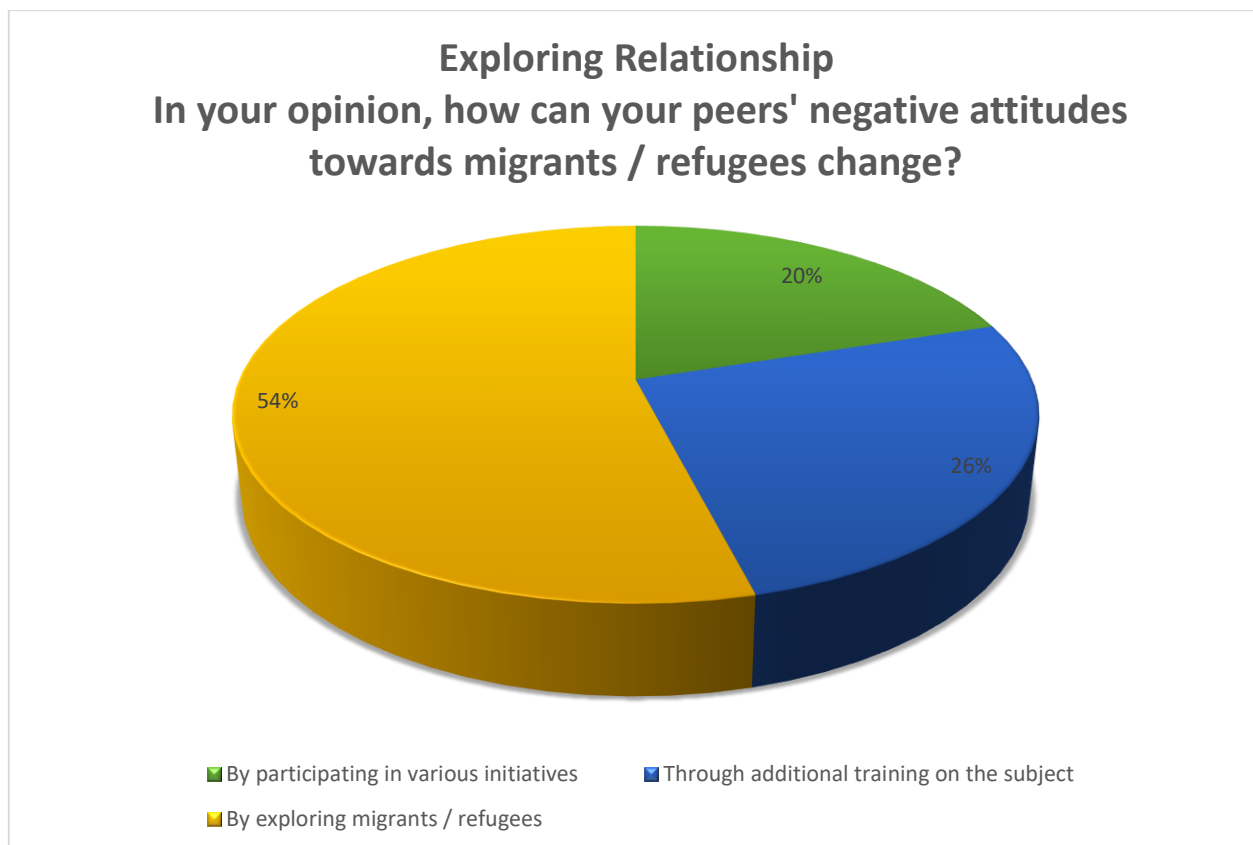
Are you personally aware of measures to tackle online aggression towards migrants / refugees



■ Yes, please specify: 1. Through various initiatives and projects to stimulate their integration. 2. Learning of family tolerance, face to face, cultural initiatives ■ No

Exploring migrants / refugees is the most common way to change negative attitudes towards migrants/refugees (54%) followed by additional training on the subject (26%) and participation in various initiatives (20%).

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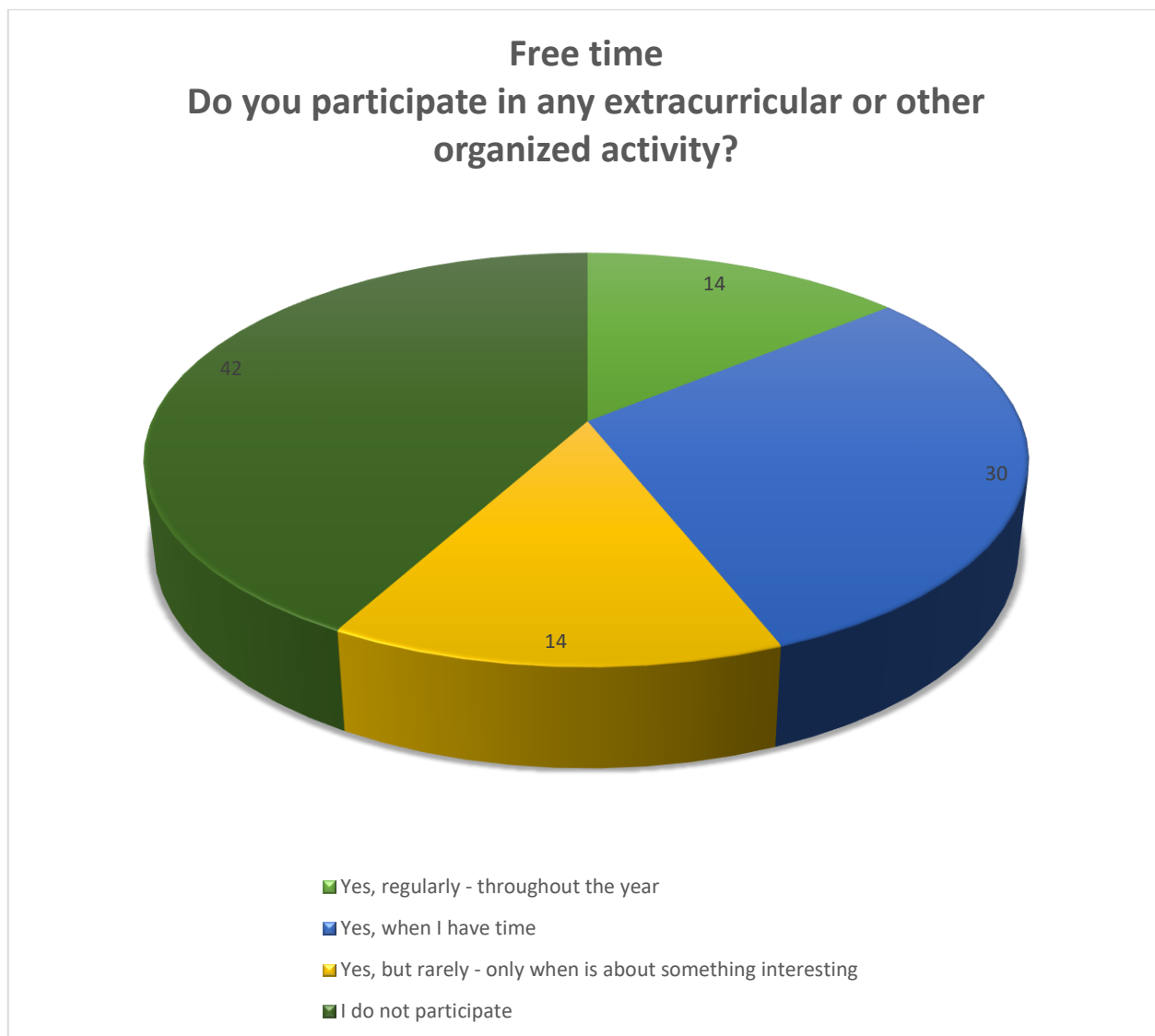
2.3.3. Free time

The engagement of the young respondents is divided into the following groups:

- Only 14% are actively engaged throughout the year or only when there is something interesting, indicating a lack of proactive behavior and attitude towards the management of their own free time;
- 42% definitely do not participate in organized activities;
- 30% only when they have time, with the conditionality of the answer rather showing disaffection.

The data show a relatively low level of ongoing engagement of the youngsters surveyed-only 7 young people have a constant engagement in their leisure time.

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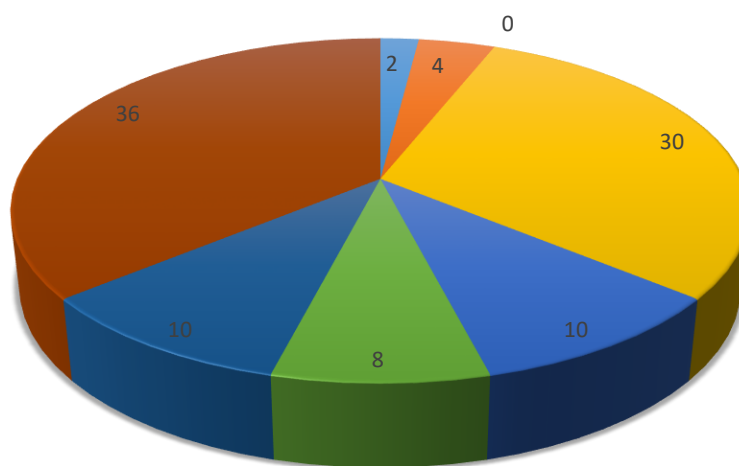


The survey of the interests of the young respondents shows the largest share of sports-30%, followed by social causes and initiatives-10%. Third, Foreign languages is 10%, volunteering is 8%, followed by art-4% and culture 2%. Absolutely unimpaired are 36% who do not participate in any activities during their free time.

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Free time
In which field of extracurricular or other organized activity do you participate?

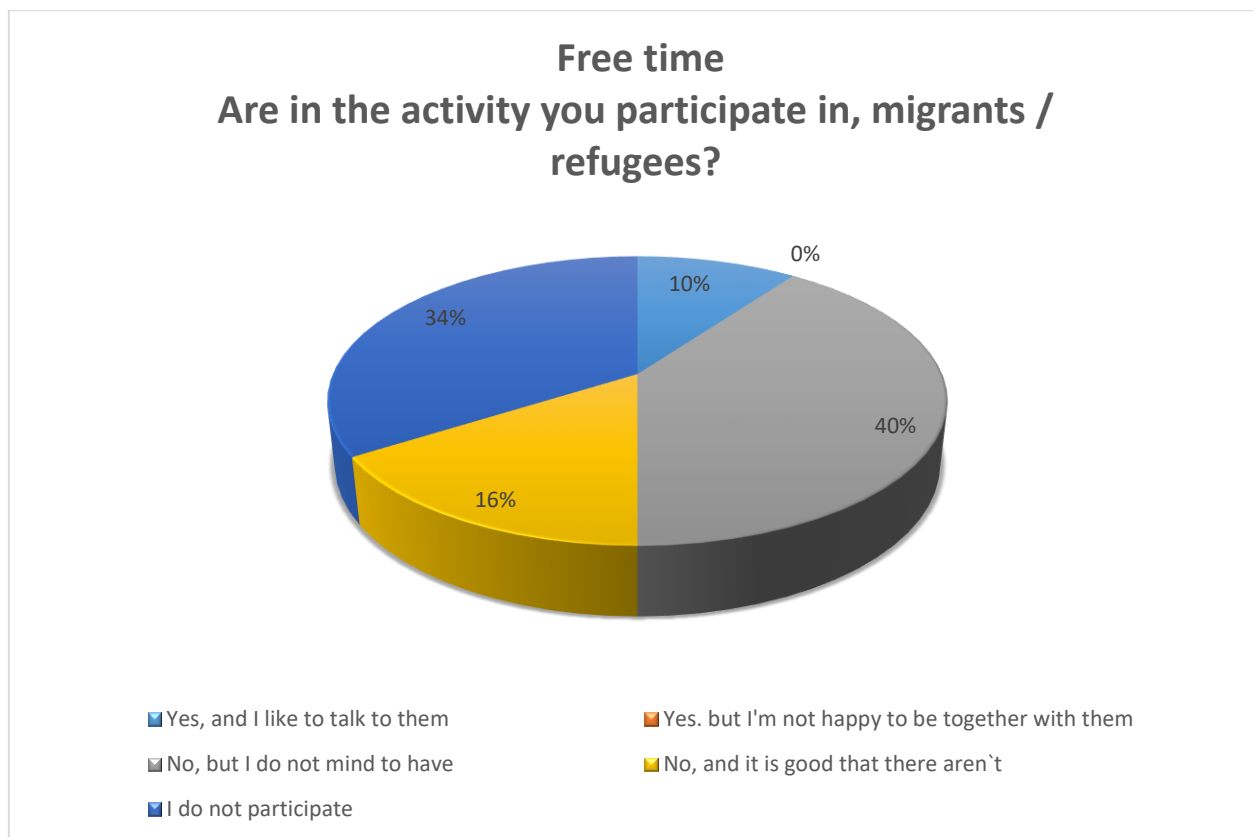


■ Culture
■ Art
■ Science
■ Sports
■ Foreign languages
■ Volunteering
■ Social causes and initiatives
■ I do not participate

The results suggest several types of activities to be implemented in youth communities of interest to the target group-volunteering, social causes and initiatives (which are actually voluntary on a voluntary basis and can be counted towards volunteering), Foreign languages, Culture, Folklore dances, History, Art, Science, Multi-cult cuisine, Goodwill, Contests, Musical concerts, Olympiads in Mathematics/Chemistry, Donation campaign, sport (like Yoga, Chess, Cave Club, Fight sport).

40 % shared the opinion that in the activity they participate there are no migrants/refugees but they do not mind to have. No one has pointed out that he is not happy to be together with them. As the percentage of participants that do not participate in activities is very high 34% of them has no position on the subject. 16% are happy that they are not among them and 10% mentioned that there are such and they like to talk to them.

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2.3.4. Conclusion

The readiness to participate in organized activities indicated 36%, categorically „no”-24%, and 40% cannot estimate.

Overall, young people surveyed in Bulgaria show a high level of tolerance and acceptance of differences, but there are also those who are difficult to communicate with or live with people of different backgrounds and cultures, as well as freely expressing this attitude. Tolerance is a value in Bulgarian society but the existence of negative responses indicates the need for additional policies and activities to promote and raise the awareness of young people, to promote diversity and its functions in terms of preserving and continuing cultural customs and traditions, and develop skills for tolerance and acceptance of differences.

This is one of the topics that can be worked on, to plan, organize and carry out activities to raise awareness among young people and youth communities but also society as a whole, in order to reduce the hidden aggression towards differences.

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3. Statistics and trends related to online hate speech in Bulgaria

The main communication channels for the spread of hate speech in Bulgaria are:

3.1. Social networks-Summaries, media publications, and comments in forums or video clips use hate speech in the following ways:

- Clear appeal for violence;
- Presenting refugees as a threat to security, culture, the religion of society;
- Confirmation and reinforcement of stereotypes and prejudices;
- Using propaganda and misinformation;
- Attack against positive news and material as well as against human rights groups.

3.2. Facebook-There are several facebook groups where materials consisting hate speech are published:

- „Not to the Syrian Refugees in Bulgaria”;
- „Not to the Refugees in our Sea Capital”
- „ Outside the Refugees from Bulgaria”
- „ Friends of Refugees in Stara Zagora”
- „Movement for a Hateless Language”
- „Ovcha Kupel Refugees”
- „Anti-hate speech bloggers”
- „Immediate deportation of all illegal immigrants from Bulgaria”
- „Protecting the Rights of Immigrants in Bulgaria”
- „Sofia Xenophobia”
- „People Against Racism”
- „Anti Hate”

The most active of the xenophobic groups is „Immediate deportation of all illegal immigrants from Bulgaria”. Various articles on refugees are published, followed by numerous offensive comments: „Taliban”, „aliens”, „These are parasites that live on the back of our state!”, „They carry diseases that are epidemic and will end us!”, „Close the border and expel these Muslims before it became a civil war.”

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3.3. Online media-Internet forums are overflowing with insulting qualifications for refugees and migrants such as „aliens”, „invaders”, „mob”, „parasites”, „garbages”, „rabble”, „orchids”, „jihadist”.

According to the 5 most widely read online information media Blitz.bg, Vesti.bg, Pik.bg, Novini.bg and Dnes.bg the theme „refugees” is more common in media during the election campaign for the parliamentary elections.

3.4. Television and radio-Television is the main source of information that shapes public opinion and attitudes towards refugees. In Bulgaria televisions related to patriotic parties and organizations are some of the main sources on hate speech. Two of the central media (BTV and Nova television) broadcasted an interviews where hate speech, amateur use of physical violence and death threats were used (the case with the so called „refugee hunters” Dinko Valev and later Petar Nizamov). Such as the television, the radio spreads news, interviews, analyzes, information and etc. and shapes public opinion.

4. Sanctions and reporting of cases of online hate speech in Bulgaria

In Bulgaria data relating to hate speech is collected by the Ministry of Interior Affairs, the Prosecutor's Office, the Supreme Judicial Council and the Court of Cassation. Crime statistics are collected in accordance with the relevant Article of the Penalty Code.

Hate speech in the media in Bulgaria is regulated by the CEM (Council of Electronic Media).

The Commission for protection against discrimination is a Bulgarian national independent specialized state body for the prevention of discrimination, protection from discrimination and the implementation of the state policy in the field of equal opportunities and equal treatment of all citizens on the territory of the republic of Bulgaria.

The most active in reporting of cases of online hate speech are human rights organizations such as the Bulgarian Helsinki Committee, various professional media organizations and journalists.

5. Information and education of civil society in Bulgaria

The organizations that provide information and education of civil society of cases on online hate speech are as follows:

- Opportunities without Borders (www.ontolerance.eu);

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- The Bulgarian Safer Internet Center (<https://safenet.bg/bg/iniciativi>);
- Bulgarian Youth Forum (<http://bulgarianyf.eu/home/?p=3282&lang=en>);
- National Children's Network (<http://nmd.bg/> and National Safer Internet Center (<https://safenet.bg/bg/iniciativi>);
- The National Coordination Committee of the Council of Europe's campaign „Movement for a Hateless Language Movement” (<http://ontolerance.eu>);
- Open Society Institute-Sofia (<http://www.osf.bg>);
- The Electronic Media Council (<https://www.cem.bg>)

6. Monitoring of hate speech online in Bulgaria

In the few years several organizations has been conducting media monitoring in Bulgaria, namely:

- Media Democracy Foundation (www.fmd.bg);
- Mission Salvation Foundation (www.missionbg.org);
- The Institute for Social Integration (www.isi-bg.org);
- The Center for Modernization of Policies (<https://www.ngobg.info>);
- The Bulgarian International Academy for Cyber Investigation Training (<https://e-crimeacademy.com>);

7. Alternative messages and campaigns in Bulgaria

- The project „NoBulgarians” (<http://www.multikulti.bg/unbulgarians/index.html>) of Free Speech International Foundation in partnership with „Multi CultyTeam”;
- Contest Reporteen (<https://reporteen.bg/>) of the Centre for Educational activities and America for Bulgaria Foundation;
- European campaign „Movement for a Language without hate” of the Ministry of Youth and Sports. One of the major achievements of the campaign is the petition to declare 22 July for International Day of Hate Speech Victims, signed by thousands of people. The petition is still open. <http://blog.nohatespeechmovement.org/petition>;
- www.hatespeechwatch.org is an online database that gathers, moderates, and discusses hateful content. A team of moderators of the monitoring platform to ensure that there will be no technical problems and ask a question of discussion compared to the interests of the online audience;

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- The Bulgarian organisation „The Applied Research and Communications Fund” (ARC Fund) has produced a series of flash cards for young people to remind them of basic safety rules. The game aims to promote the safer Internet Helpline. On each card an online safety rule is written. The cards display the following characters: small girl, small boy, Flashboy-defender of children online and symbol of the Safer Internet Centre, Spammies-bad characters doing wrong things online.

8. Hate speech at European level

8.1. Level of illegal entries to EU

An estimated 150,000 illegal crossings were registered by Frontex (European Border and Coast Guard agency) in 2018, the lowest amount since 2013. The numbers crossing the Mediterranean to Italy has been fallen due to government refusal to allow rescue boats to dock. In contrary, arrivals in Spain had doubled for the second year in a row.

The number of people detected in 2018 was 92% below that of 2015, when Europe's migration crisis was at its peak.

The figure also fell by a quarter compared to 2017, with the biggest fall reported along the central Mediterranean route from northern Africa to southern Italy.

The number of illegal crossings detected there plummeted by 80% to slightly more than 23,000 as information provided by Frontex.

It added that the number of departures from Libya dropped by 87% in one year, and those from Algeria fell by nearly a half.

The western Mediterranean route is now Europe's most active. The number of illegal arrivals in Spain-mostly from Morocco-doubled to 57,000 in 2018.

Women accounted for 18% of them, it says, while nearly one in five said they were under the age of 18.

The figures differ from those recorded by the UN refugee agency (UNHCR) which says that 123,109 illegal migrants arrived in the EU in 2018.

As per Frontex this discrepancy is due to the fact that they cover all of the EU's external land borders whereas the UN primarily measure sea borders.

In September, UNHCR said that while the number of people arriving in Europe had fallen, the number of deaths had risen sharply.

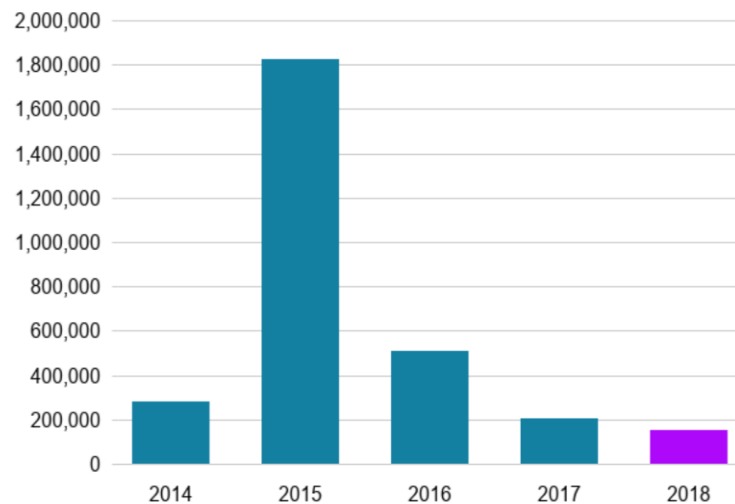
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International Organization for Migration (IOM) data says that more than 2,000 people died or went missing making crossings last year.

According to UNHCR's special envoy for the central Mediterranean „The reason the traffic has become more deadly is that the traffickers are taking more risks, because there is more surveillance exercised by the Libyan coastguards”.

Illegal border crossing in EU



Note: 2018 figures are a preliminary estimate

Source: Frontex



8.2. Europe and migration in 2019: Tough choices, conflicting priorities and existential questions

The political stand-offs and ad-hoc solutions for disembarkation of refugees rescued in the Mediterranean are continuing well into 2019. 2018 year's attempts to find acceptable compromises to reform the Dublin II principle (which puts undue responsibilities on the EU Member states with external borders) all failed. There seems to be no clear solution on a way forward and this is not likely to change any time soon. Finding a more just and operational responsibility-sharing system for asylum applicants in Europe will thus remain one of the toughest priorities for the EU in 2019. Negative public perceptions of the numbers of migrants arriving have fuelled more restrictive policies in the European Union and its member states. This is only one side of the coin: governments have to reconcile the promise to reduce arrivals with the need to invite workers from abroad to fill shortages in their own labour markets-whether it is Germany liberalising its

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immigration law, Poland admitting large numbers of Ukrainian to work and encouraging immigration from the Philippines or Spain increasing its annual seasonal labour recruitment from Morocco. The turn to legal migration pathways for migrant workers will be an equally important theme in 2019. This will have to go hand in hand with a debate about what kind of societies European nations want to be in the long-term.

Member states are likely to disagree over the level of resources earmarked for migration, the outline of activities and the extent to which migration-related conditionalities are applied to the external financing instruments. One of the tasks will be to keep a somewhat straightforward delineation and coordination between the EU's internal instruments and the proposed single instrument for external action. Inevitable, during the long-term budget discussions, migration will be connected to other seemingly unrelated issues. Member States will make linkages to other aspects they care about, such as gender, climate change or sexual and reproductive health, and we may see interesting coalitions and „package deals” developing as part of the negotiations throughout 2019.

Another key process gathering momentum in 2019 and where migration has been brought into the mix, is the post-Cotonou negotiation with African, Caribbean and Pacific partners. There are already substantial differences between African countries and Europe are on the nature of returns (voluntary vs. forced), operationalisation of readmission agreements, migration-related aid conditionality, and the weight given to migration vis-a-vis other important topics such as climate change or security, especially with regard to programming support funds. What may however be even more difficult from the EU side is to find internal agreement on how to frame migration. While the ACP Secretariat was hoping that the agreement could be a regional mechanism to implement the Global Compact for Migration, the European developments at the end of last year may have dashed these hopes. This does not mean that the EU cannot support the implementation of aspects of the Global Compact in partner countries, but it will be difficult to find acceptable language on migration within and between two parties in the political agreement steering the long-term partnership.

The big question mark of these ongoing policy processes is linked to the results of the European Parliament's elections in May 2019 and the composition of the new European Commission later in the year⁹.

⁹ Anna Knoll, ECDPM blog, 4 February 2019.



8.3. EU measures against the hate speech

8.3.1. Measures against all forms of intolerance

A broad set of rules exist at the EU level which contribute better tackling different forms and manifestations of racism and intolerance, in particular the [Framework Decision on combating certain forms of expressions of racism and xenophobia](#) by means of criminal law.

Relevant pieces of EU legislation to combat racism, xenophobia and other kinds of intolerance include:

- the [Victims Rights Directive](#) which establishes minimum standards on the rights, support and protection of all victims of crime, paying particular attention to victims who have suffered a crime committed with a bias or discriminatory motive
- the [Audiovisual Media Services Directive](#), banning incitement to hatred in audiovisual media services and the promotion of discrimination in audiovisual commercial communications
- legislation in the area of [non-discrimination](#), in particular the [Race Equality Directive](#) prohibiting discrimination on grounds of racial or ethnic origin in several walks of life, and the [Employment Equality Directive](#) prohibiting discrimination on several grounds in the field of employment
- legislation prohibiting discrimination during border controls.

8.3.2. Collection and exchange of information

The European Commission facilitates the exchange of information and good practice through several networks and expert groups.

In particular, the [EU High Level group on combating racism, xenophobia and other forms of intolerance](#), which builds on previous expert cooperation between the European Commission and EU countries, was set up by the European Commission as part of its engagement to improve responses to hatred and intolerance in the EU following [the 2015 Annual Colloquium on Fundamental Rights](#).

Other relevant platforms of exchange and cooperation include

- [EU-Israel seminars on the fight against antisemitism, racism and xenophobia in the framework of the EU-Israel action plan](#)

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- Biannual roundtables with NGOs working on anti-Muslim hatred and discrimination
- the EU High Level group on non-discrimination, equality and diversity

Furthermore, the European Commission supports and closely cooperates with the EU [Fundamental Rights Agency](#) (FRA) which collects and analyses data and carries out research on fundamental rights providing assistance and expertise at EU and national level, including in the areas of non-discrimination, racism, intolerance and hate crime.

8.3.3. Targeted measures to address online hatred

8.3.3.1. A Code of conduct on countering illegal hate speech online

In May 2016, The European Commission and Facebook, Twitter, YouTube and Microsoft (IT Companies) signed a code of conduct that includes a series of commitments to combat the spread of online hate speech in Europe. This Code commits IT companies to review the majority of valid notices of hate speech in less than 24 hours and, if necessary, remove or terminate access to such content. Since then the level of reaction against hate speech has been increased more than double. The four companies also agreed to further work on improving the feedback to users and being more transparent towards the general society.

Between 2018 and early 2019 Instagram, Google+, Snapchat, Dailymotion and jeuxvideo.com announced the intention to join the Code of conduct.

8.3.3.2. Updating rules on audiovisual media services

EU is updating its rules on audiovisual media services that means the traditional television and new services such as on-demand broadcasting will compete on equal terms. In addition, video sharing platforms will for the first time be subject to rules that will ensure that viewers, and in particular youths, will be better protected against harmful or violent content, as well as the hate speech.

The new rules also aim at enhancing cultural diversity and promoting European content by introducing a quota of at least 30% of European content into the catalog of on-demand audiovisual media service providers. The Council adopted the new directive on 6 November 2018. This is the final stage of the legislative process.

The new Directive amends the existing Directive on the provision of audiovisual media services since 2010. Since then, the audiovisual media services market has grown significantly. Rapid technical advances have led to the emergence of new types of services, and viewing habits have

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changed and consumer-generated content has become more important. This update of the legal framework aims to reflect this development. The Directive will enter into force on the 20th day after its publication in the Official Journal of the EU. Member States will have 21 months to transpose it into their national legislation¹⁰.

9. Comparative analysis at European level

Today, technology is everywhere and we are immersed in it. It has made our life easier in many ways and somewhat more stressful. Emails and messages and mobile technology keep us connected in practice all the time. There are many positives that have come to us through our technological advances. People are connected to their inboxes through the day, but they are also connected with friends and family, share memories and thoughts, congratulate each other on achievements and get the news readily, instantly with the possibility of voicing opinions easily and pretty much instantaneously.

However, technology does not repeal the human factor. People cyber opinions and interactions remain coloured by who they are in the day-to-day. This means, naturally, that what negative traits people witness in their society, they also find online.

Hatred and negativity have existed perhaps, since the very earliest human interactions. Hate speech, one could argue, has always been amongst people. It is however, a well known fact, that hate speech has increased in its intensity and, consequently, also in its impact during the last few years, mainly due to the various technological developments that have shaped the world since the creation of the Internet.

Nowadays, people are not only speaking of uttered hate speech but also of online hate speech. These technological developments made it easier to spread harm through online means of communication and made the impact of that hate speech wider. Even though the Internet made it easier for people to send their messages, some people abuse of this facility.

The freedom of speech has its fundamental right. Each and every one has a right to an opinion. But there are red lines. Countless examples have shown that not every opinion is intended to do good. There is a distinction between what constitutes a mere criticism and actual hate speech. Criticism, even in its harshest and more direct form, is crucial in a democracy. However, the incitement of

¹⁰ <https://www.europa.eu>

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hatred and violence is something altogether different. Discourse should not be aimed at fomenting hatred of others just because they have a different opinion or because to someone's mind they are different.

All of us have the right to express ourselves but we must all keep in mind that this crucial right of freedom of expression comes with responsibilities.

Legislation alone does not solve hate speech issues in society. A speak and education against hate speech must be provided. This is clearly a responsibility people all have, as much as they have as members of the respective societies. People have responsibilities as members of the wider, global cyber community.

EU Code of Good Conduct for I.T. Companies together with the Framework Decision issued by the Council compliments the EU's mission to combat certain forms and expressions of racism and xenophobia by means of criminal law and national laws transposing it are a huge step in the right direction. However, there is a need to continue working to increase the efficiency of this code.

A remarkable example has given the German Minister for Justice that as upped his ante on a proposed bill which plans to fine social media firms if they fail to remove hate speech and fake news quickly.

Online hate speech can take many forms and be directed at many different people. People have been and are targeted on the basis of their race, sexual orientation, ethnicity, religious beliefs, political beliefs and what have you.

Hate speech has wide reaching effects, which are made even wider as they spread like wild fire through the cyber world. Effects can result in disastrous consequences in the real world. Words of hate, spoken or typed not only harm their intended victim but can-and often do-also have a negative effect on families and friends, and ultimately even on society at large.

Speaking of online hate speech youngsters should not be forgotten. Children know how to go online and engage in the online world. They are the children of the digital age, of social media. However, the children should be brought up respecting each other. The Audiovisual Media Services Directive which has at its heart the online protection of minors, including protection from online hate speech has been a big progress.

A great results to be achieved, it is essential to enact laws that combat online hate speech, but more should be done. It cannot be just about the law. Laws alone cannot be enough. Another important and powerful tool to combat hate speech, namely education should be used.

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Children should be touched about respect and tolerance, about the values, the benefits that come from showing respect and tolerance towards each other, irrespective of the differences. Because people might be different from one another in many ways but they are united in diversity.

It is difficult to obtain accurate estimates of the extent of hate speech online. Although many organizations carry out their own monitoring, this is rarely comprehensive, and definitions of what constitutes hate speech-or the focus of monitoring-differ from country to country. There are further difficulties associated with methods of monitoring, particularly in an internet world which is increasingly user-generated, interconnected, and consisting of multiple forms of content. Personal messages and emails are clearly particularly difficult to track.

Many European countries appear to have at least one organisation which attempts to track the scale of the problem, but „monitoring” frequently involves no more than collecting complaints from users-which, although better than nothing, does not give an accurate picture of the extent of the problem.

Racism and bigotry seeps through the media of every country-often without journalists realising it. Fairly universally throughout Europe, and even in countries with a long tradition of democracy and a „free” press, there are regular-and fairly open- attacks on asylum seekers, Muslims, the Roma population-people of „different” ethnic minorities-the LGBT community, and groups sharing different religious or political beliefs.

A part of the problem certainly lies in a lack of understanding or awareness of different world religions.

However, small but concrete steps has taken towards all mentioned above problems on national and European level. They give results that increase both in magnitude, and in the variety of strategies used. The base for more tolerant society has been laid down. The best is about to come.

10. Good practices for online hate speech campaign

There are very little creativity invested so far and there is a very obvious need for actions. Hate speech on the Internet is and will be controlled to different degrees by different national authorities. However, the probability of success of national regulations is limited and the result of any regulatory efforts is inevitably influenced by the position of other participants. At present, the international solution, though much desirable, is highly improbable due to differing views on the

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nature of free speech and freedom from censorship. The option left to every country is to educate the public, to teach tolerance to and acceptance of diverse values. We should invest into understanding what leads these people to develop that attitude and fight against the reasons rather than the symptoms.

10.1. Type of campaigns and desirable features to be taken into consideration

There are three types of campaigns that can be found on the Internet, which are aiming at reducing harms of hate speech and intolerant discrimination especially for young people (but not always exclusively). The first two types are preventive, the third one is remedial. Preventive campaigns are giving information and learning possibility how to avoid the attitude of hate and how to change it. Remedial campaigns are making efforts to combat the existing hate content and attitude on the Internet. It is clear, that in youth policy context the preventive approach can be more effective and more relevant for the characteristics of youth work.

Awareness Campaigns-These are online campaigns that are giving information on how to use Internet safely, how to understand harmful content and how to avoid them. These campaigns range from fight against discrimination to protecting youth and children up to general Internet safety campaigns. The most important objective of these campaigns is to make young people understand what hate speech is and be prepared to protect themselves against any attempts of intolerant, hatred brainwash.

Affirmative campaigns-These are campaigns that are aiming to put different groups that are targets of hate speech into a positive light. The campaigns are concentrating on those groups of people who are often targets of hate speech and malignant attitude. These projects have a very strong empowering character towards the „hated” group, and they also stand as positive, likable examples for non-affected outsiders

Obstructive Campaigns-These campaigns are trying to fight for criminalisation of hate speech on the internet as well, or they are collecting information about and point out sites or users who are committing „hate crimes” on the Internet. There are different legal approaches to hate speech in different European countries, so it is very difficult at the moment to effectively trace and ban hate sites and malignant contents on the Internet. However, there are several campaigns which aim at stopping hate speech so that it does not reach young people.

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Thus the best solution at the moment is to run different campaigns and projects that, on one hand prevent and prepare young people from and for online hate content and support minority youth groups to run positive affirmative campaigns to change stereotypes and malignant misconcepts.

Obstructive campaigns can be dangerous for there is no ultimate solution for an absolute ban of the hate content on the Internet. Partly because there are different legal measures in the different countries and internet content can easily travel from one server to another be it even in another country, or continent. On the other hand straightforward obstruction can be counterproductive for it can motivate those who feed hate content to be even more aggressive and insistent in sharing those ideas referring to the right to freedom of speech. It can also be dangerous for migrants/refugees to get in conflicts with unstable personalities be it virtual or real. So institutionally they can only be put into such a risky context if they are provided the maximum protection and safe anonymity. This part of the fight should be left to the governments and legal or political organisations.

The following desirable features are recommended to be taken into consideration for the online anti-hate speech campaign designers and organisers.

Type: The safest side of online campaigning is awareness raising among the widest public and affirmative campaigns for groups of migrants/refugees who are at the risk of being targets of discriminative hate. As for obstructive campaigns one has to be aware of the exact legal status of hate speech in the country or countries where the campaign is taking place. A proper institutional and organisational protection must be provided for the young people who are organising the obstructive campaign including legal service, administrative arrangements and safety measures. It is also possible to combine awareness raising obstructive and affirmative campaigning, but that clearly implies more preparation, more organisational support and more financial contribution.

Language: The campaign should use the local language(s) for communication; however it would be wise to have all campaigns in English version so that at the end campaign results can be easily compiled. International campaigns in Europe should be either multilingual or English. The voice and language style should be as close to the actual target generation as possible reaching most of the young people possible.

Target groups and focus: Campaigns should specify the youth groups as much as possible. The specific age group has to be defined. There is a great difference in style, language, message and content with regards to early teenagers (12-16), late teenagers (16-20) or young adults (above 20).

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Furthermore, there are different methods and approaches to highly virtual literate youngsters and moderate Internet users, not to mention the different approach to different subcultures of young people.

Scope: Hate speech is not a local phenomenon, it is a global problem and it affects all human beings. It is an accompaniment, a symptom of a simplified human attitude. Due to the Internet it cannot be solved only locally, or nationally, but at the same time it has to be addressed locally as well as nationally. The scope of the campaign can be local, especially if the type of hate content which a campaign opposed to is local (a local hate group against the local gypsies for example). It can also be national to move legislation in order to criminalize hate speech or challenge a specific discrimination attitude. It can also be European to support the cooperation among EU or CoE member states in order to decrease hate content on the Internet. It can also be global for example to raise awareness of young people and educate them how to encounter hate speech and what to do with it.

However, it would be very wise to keep the scope of the campaigns as specific as possible for the sake of concrete, tangible results.

Campaign space: There are online, offline and mixed campaigns. In practice it is difficult to define a campaign purely online or offline. Most campaigns are mixed, offline campaigns are using the internet to support the activities, and online campaigns do have offline events. The Internet became part of the reality. We call it virtual space but experts, marketing specialists all say that we handle virtual space just like real life in order to be successful.

The campaign organisers must keep it in mind.

Theme: Among the campaigns there are different themes like: safety for young surfers, equal opportunities, anti-extremism, anti-fascism, anti-homophobia, equal opportunities, roma empowerment, changing stereotypes, anti-hate speech...etc. The themes can be very different and it is clear that purely fighting against hate speech as such does not exist; it has to be more specific and broader at the same time. Hate speech is a symptom, not a cause; the campaigns are aiming at fighting the cause rather than the accompaniment. Naturally, a fight against online discrimination, or fight against anti-Semitism on the internet will be obviously a fight against hate speech at the same time.

However, the campaigns should be based on themes around hate speech, for it is the manifestation of hate on the Internet, the words that we read and we hear.

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Implementer: The campaigns can be implemented by many actors. Fighting hate speech online requires a lot of knowledge and preparation. Internet is a free space young people navigate usually to places they like, places they got used to. So those people, who are so to say socially active, would not visit sites where hate content can be found. It surely does not mean that the risk of facing hate content is not realistic.

Aims: Setting realistic campaign objectives in relation to hate speech campaigns is especially crucial. Clearly defined goals will give you an idea for what you want, and the tools and services that you need to reach those goals will fall into place. When entering into the planning phase it is important to know that the process may not be easy. There will be some trial and error, and results are not overnight. At least several months are needed to be put in work before start seeing quantifiable results. The most difficult part of jumping into social media is finding programs that fit your objectives and which are effective in generating community around your campaign. Fortunately, there is huge amount of examples and real-world case studies that detail potential social media programs that you can tailor to your specific needs.

SMART objectives (Specific, Measurable, Achievable, Realistic and Timed well) go for campaign planning as well.

Strategy elements: There is clearly a global aim regarding cyberhate, and this is to decrease and possibly spirit off hate content from the Internet, in a way that freedom of expression remains one of its fundamental values. The impact that cyberhate and electronic harassment can have on young people and called on parents, the Internet industry and policymakers, among others, to help stop hate speech and bullying on the Internet and through other forms of modern technology is big. All campaigns should be in line with this vision. In the European context you have to understand what is going on in the Council of Europe as well as in the European Union. Your campaign strategy should be in line with the global and European strategy.

Role of young people: Young people can play many roles in the campaigns. They can initiate, plan, design, implement and evaluate the campaigns. There is big need for their involvement. According to surveys children start using Internet around the age of 6 in general. Children Internet usage is growing rapidly, most notably children between 6-10. So, when we talk about the role of young people in these campaigns, we must say they are the only ones who can do something against hate speech on the Internet in the long term. Not only because they are the most accessed to Internet, but they are the most competent as well.

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Expected results: There are many types of results that can be expected from the campaigns. It can be that a certain number of young people are informed about the necessity of fighting against cyberhate, or a number hate sites are found and deleted, or a number of young people learn how to handle cyberhate in chatrooms and forums even if they are the targets for certain reasons, or it is gathering lobby forces to change legislation, or it challenges stereotypes which can be the bases of malignant attitude etc. It is important that the expected results should also be realistic in relation to the campaign.

Essential features: Looking at the features of the campaigns, a successful campaign involves all possible tools of the Internet. There should be one common campaign portal or some key websites where all the campaigns can be followed. Each campaign should have its character, however in line with a common character. The online campaigns cannot be effective without the use of social media, blogs, video sharing portals and email campaigns.

- Networking gives a very solid and supportive foundation for a campaign, so keep yourself in multiple partnerships, just like all the studied initiatives above;
- The Safer Internet Day campaign could be a stronghold of making the Internet free of hate speech. www.saferinternet.org;
- National and European institutions working in the field of equal opportunities. Antidiscrimination can be involved in the campaigns, and can help in raising funds as well. They also have good resources of information on legal aspects. Look for partners like www.diversite.be, www.jugendschutz.net, or www.inach.net;
- Offline events and offline educational material can support the online campaign very well. Make all materials online or offline specifically user friendly for the targeted group of young people. In all elements of the campaign, involve as many young people as possible and adequate to make the project a good participation scheme for young people. Like in <http://www.jugendschutz.net/materialien/klickts.html>;
- In terms of online campaign websites look at www.islamispeace.or.uk and www.allout.org for seeing a good design and structure. The webpage is well designed and easy to understand and navigate. There is no flood of information; the information is well selected and prepared, only the main messages are presented. Connect your website to your Facebook and Twitter profile, where you constantly blog and share;

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- Involve real people, with real stories, be honest and straight. For an example look at www.youngjewishproud.org;
- Work in partnership, be local as well as global, try to build regional networks like www.ergonetnetwork.org;
- Be careful and remain on the ground of facts with hate sites, hate groups. To see an example of researching about hate crime and hate content see: <http://athenaintezet.hu/en/index> or www.hass-im-netz.info, <http://www.athenea.hu>. These sites are interesting examples of putting hate speech groups, and malignant attitude into a kind of negative light. With the help of the publicity of the Internet they are criminalized and measured against Human Rights and dignity. Fighting against hate content providers require a systematic and long term work. The content is deleted one day and moved to another server the next;
- For reporting, and complaints see: www.inach.net;
- If you gather information and results develop educational material build them in the flow of the campaign.

10.2. Technical considerations for online campaigns

Make a good campaign website! Avoid static presence, boring and complicated website structures. Be as much interactive and up-to-date as possible. Connect your website to social platforms and bloggers. Make it simple and youth-friendly, informative and exciting. If you do not know how to code in one of the programme languages (Java, Flash, Html...) ask for professional help or free online web designer applications:

- <http://www.wix.com>;
- <http://www.homestead.com>;
- <http://www.moonfruit.com>;
- <http://www.webpagedesign.com.au/2008/10/21/17browser-based-free-online-website-creators>;

Use blogging! Blogging is social media. One of the consistently high-performing mediums for attracting new leads to your web campaign is through quality blogging. A few blog posts each month that provide well written, easy-to-follow information that is useful to your target group can help bring targeted, prequalified partners right to your website, and help establish you as an expert. The more often you blog, the higher the chance that Google will return to your site and rank you

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higher in their search results. When tied into your social media platforms like Facebook or Twitter, you will be able to share your blog posts to a wide and varied audience.

Use videos smartly! Online video viewership continues to grow at an astonishing pace. Video testimonials and „Vlogs” are extremely effective ways to get your voice heard in a viral sense. These videos can be shared through your social networks, blogs, and other mediums all bringing people back to you and your campaign. Keep the video to 60 seconds or less. Make it clear to the viewer in the first few seconds why they should watch your video. Immediately spell out „What’s in it for them”. Online videos are a great way to engage potential partners but the key to their effectiveness is to provide immediate value to the viewer. Starting a video by delivering the bottom-line message at the beginning greatly increases conversions. In the right creative hands, producing innovative, compelling and effective online campaign videos can be done at a low cost by using your own existing assets. You do not need to be professional for making a video add, but avoid boring and mis-understandable videos. Many people naturally assume the process of producing a high quality online video requires an onsite film crew and elaborate production (and the associated costs). That’s simply not the case. Just look around your organisation, your home and you will find all you need for a great video shoot. You can use an iPhone or an inexpensive flip camera to create your own viral-friendly videos that provide value to people in the net. You can use free video editors that you can download from the Internet.

For example VideoPad Editor: http://download.cnet.com/VideoPad-VideoEditor/3000-13631_4-10906278.html

Localize your target group online! Find out where your potential target people are going to find the services and ideas that you offer. Once you find out where your „clients” are searching, make sure that your campaign is highly promoted in those areas.

Engage young people online! Online activities, games, contests, giveaways and rewards are great ways to engage interest in your youth campaign. Think of the needs of young people in the specific age you’re working with. Campaign can engage through social networks. Figure out a plan that gets your campaign great exposure, while engaging your social networks. Not only do contests, build it in an organic sense. They also have the potential to go viral if interaction is required in order to take place in the contest. Referral rewards, and word-of-mouth promotions could easily be tied into a social networking campaign.

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Put your plan into action! Now comes the exciting part, you get to engage in your social network! Most people are fairly enthusiastic about this phase. Campaign organisers are action people so now that they've got their goals defined and their plan in place, they are ready to begin „doing”. This is a great attitude; however, these same people tend to lose their interest when they aren't seeing the results that they expected. Again, it takes consistent effort and work to participate and engage in a social network. It can take even five-six months of hard work, constant participation and trial and error before you start to see results of your labour. If your target group is very competitive, you may even need more time before you start bringing young people on board of your campaign. In order for you to have success with your efforts, you must tie your social media programs in with as many applicable parts of your campaign as possible.

Details are very important! Your email signature should invite people to connect with your campaign on LinkedIn, Facebook or follow you on Twitter. You should have a sticker on your campaign window that invites people to follow you on Twitter or become a fan on Facebook. You should be engaging offline as well, ask young people if they use social networks, and invite them to connect with you. Tell them that you give them useful information, tips, and share valuable ideas. Create a social media policy for your campaign that creates guidelines for your volunteers that encourages social media use but regulates it so that it is still appropriate to the campaign. Tie your social media campaign in with your offline campaign events. There are hundreds of details that are involved with successfully executing an online campaign. In order to successfully traverse it, be aware that you might need help, and never be afraid to Google for some answers or ideas. Read and use marketing hints, business sector is well ahead in this respect.

Tracking the success of your social media efforts. In order for you to track the results of your social media efforts you need to have the right tools in place. There are many ways of tracking inbound leads, and opportunities, however, the simplest way to find out is to simply ask your users. When engaging with a user, ask them how they found out about you. Chances are many customers will reference some traditional medium or referral method. However, with consistent effort in your online campaigns, diligent involvement and tracking, you may see that people will begin these social media programs.

Social media isn't automatic! There is no magic about social media. It's simply a different marketing approach. Many campaigns believe that putting a campaign profile on Facebook is enough for involving social media in the campaign. It is not enough, actually it means almost

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nothing. You must create activity around your profile. Create quiz, questionnaire, funny games to make your campaign live on the social network. Many of the common sense rules of campaigning still apply and are in fact instrumental in maintaining a good reputation online. Social networks can be a double edged sword for many campaigns. Sure you can generate lots of leads and get plenty of followers, but if your following systems are not always up to date and interesting, or just put there as a haunted profile you're likely to get some negative attention through those same social networks. Never forget, that social media is not about you, it is about what you can do for someone else.

Be cautious with email campaigns! Trying to embed a video into an outgoing email message presents multiple technical and deliverability challenges. The best method for including video in an email campaign is to simply embed a linked thumbnail image of the video that is shared on YouTube for example. Once the play button is clicked a browser window can be automatically launched to display the video on a video marketing landing page. Do not put thousands of kilobytes into an email. The proliferation of smart phones has made mobile video delivery more important than ever. Be sure all video based email campaign initiatives can be delivered in both Flash and HTML5 formats. Videos delivered in only Flash format will not be viewable from iPads and iPhones. Like most online campaigns, the analytics gathered from video viewership can be of tremendous strategic value to your strategy. Being able to measure important metrics (video views, time viewed/duration, traffic sources) helps you understand when a video is effectively reaching its target audience... and when it's not.

Why should I click here? This is probably the single most important and overlooked question any organisation can ask itself when creating an online campaign strategy. What message are you trying to convey? Your online campaign elements must be able to quickly encourage the user to step in whatever it is that you want to give.

A call to action. Okay, you showed your campaign, highlighted the logo and developed a clear message. Now what? A great banner or well-designed web site is not enough to take the user from an observer to an activist. You need to close your initial online ad presentation with a call to action in a way that is concrete and interesting.

Tears, cheers and fears. Don't underestimate the power of emotional impulse. Drive your message toward emotion, use real situations of hate speech, shocking or embracing it should bring emotional extra for the users. Make sure, that the real examples you are using do not hurt anyone.

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Be relevant! Campaign ads are most effective when the action or service you are advertising online has some correlation to the content of the site users are viewing. What you don't say can say a lot. When you see a commercial with no sound, you stop to make sure the TV is working. It moves from the realm of background noise to the centre of attention, making a lasting impression. Breaking the mould isn't easy, however. It takes a creative, smart and engaging approach to capture the interest of an audience. You can determine whether your campaign is among the greats by closely monitoring the buzz, then being prepared to quickly shift to another approach if the feedback is negative.

Banners should be eye-catching! Look at the evolution of banner ads as they've gone from static images to animated images to interactive flash. Now we have video and expandable banners. A study by ZD Net found animated ads generate click-through rates 15-40 per cent higher than static ads. The same commercial with the same message simply loses its effectiveness over time.

Optimize search engine! The latest wonder of the Internet. You also need to make sure your online campaign can be easily found on the Internet. This means thinking about the key search terms that relate to your campaign and promoting them in articles and blog posts. If you post campaign material on other forums or blogs, make sure they have links back to your website as this is not only good for offering people more information, but links are also important for SEO. Download and read Google SEO Handbook for starters at the following link:

- http://static.googleusercontent.com/external_content/untrusted_dlcp/www.google.com/hu//webmasters/docs/search-engineoptimization-starter-guide.pdf

10.3. Recommendations for the online campaign

Background and focus: The hate content on the Internet is increasing. There is a very thin line between banning virtual hate speech and limiting freedom of speech. The campaign shall be by young people, for young people.

Survey: For more precise picture about what young people think about online hate speech the campaign should be supported by a survey.

Aims of the campaign: One of the aims is to create a community of young people motivated to discuss and act against hate speech online, the other is to put the issue of hate speech on the agenda of youth organisations and wider public,

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Goals of the campaign: The **Short term goals** are to involve young activist, to build a web community, to involve organizations, to collect best practices. **Medium term goals** are to reach young people with information about the serious social harm of hate online, to make young people competent multipliers, to initiate political manifestos (petition, recommendation, law...etc.) on national and European level, to build a web community across Europe. **Long term goals** are to decrease available hate content on the Internet by some percentage with special focus to European countries, to spread information about the social harm of online hate, to bring online hate on the political agenda of European countries, especially where hate speech is not criminalized

Partners and stakeholders: The organizations that should be attracted are as follows:

- Non-governmental organisations-National youth councils; National and local youth organisations that are interested in the matter; Organisations that are working against hate speech, hate-crime and intolerance European youth organisations (for example: UMR, Save the Children, EWC, UNITED, YHRM); European Digital Media Association (<http://www.europeandigitalmedia.org>); Association of European Journalists (<http://www.aej.org>); Youth4Media European Network (<http://www.youth4media.eu>); Youthpress (<http://www.youthpress.org>); INACH;
- European institutions-Council of Europe (its different units, directorates that are relevant for the issue); Partnership of the Council of Europe and the European Commission; European Commission;
- Governments-local, national and European governments;
- Decision makers-National governments; European and national politicians personally (political advocates); Leaders of European institutions personally (institutional advocates);
- Persuaders-Famous people (actors, artists, media stars); Other relevant lobby organisations; Companies in the framework of social corporate responsibility; Internet providers and domains (for example: <http://www.eurid.eu/>);
- Public supporters-People who sign in or sign up online or on paper; Anyone who is interested.

Campaign Strategy: The campaign is for a more tolerant Internet, rather than against hate, however there might be elements when the counter arguments will have to take the floor.

Campaign channels: Internet; Word of mouth; Activities (conferences, trainings, seminars, meetings, flash-mobs, festivals); Radio, television, newspapers; others.

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Campaign elements: The Campaign Hub-online place with central focus of all activity. This is an interactive, informative and easy-to-handle web portal. The central portal should be connected to Twitter blogs, Facebook community, Youtube with campaign videos and reports.

The Campaign Face: The campaign should be youth friendly, provocative as well as politically correct (a good balance) with a clear and coherent image, logo and appearance that are traceable in all elements of the campaign.

The Good Practice: One of the most important elements of the campaign is the collection of good practices on how to combat hate speech online. It would be developing throughout the campaign. It will include methods, ideas, activities that can be used in different virtual situations.

The Activists: They will be the most active agents of the campaign and will be involved in the survey and the collection of good practice.

Online support: There should be closed forums for feed-back to support the young activists to build up their knowledge, develop their arguments and discuss their experiences. An e-learning platform should support the online activists.

The Interactive Elements: There should be several interactive elements that will be able to involve young individuals to take part in the campaign

11. Conclusions

Appropriate measures to change attitudes are information campaigns, sports and other outdoor activities, meetings and trainings with the participation of young people of different backgrounds and cultures. The main focus of action should be the work with the lower age groups due to their susceptibility to influence and building values and philosophy of their lifestyle.

School work, which can be done with the help of teachers and youth workers, can have a serious positive impact on the target group due to easy access to youth, the easy organization of the various activities and strong support for the friendly environment.

Building habits and the need for alternative leisure activities is also a tool that can influence the changing attitudes of young people and enable them to acquire and develop their social skills. These skills are an important factor both for tolerance and acceptance and respect for differences and have a great impact on the personal development and realization of the young people in the public life, including their professional realization. Work on social skills is crucial to achieving rapid



adaptation and flexibility for young people, as well as building solid foundations of national and European citizenship.

The family is an important factor for young people themselves. Work in this direction should focus on the presentation of cultural differences in interactive forms (art, culture, etc.). There is little possibility for young people to influence their parents through their positive attitudes and behavioral model of tolerance.

The results of the survey show that young people who participate actively in organized activities, whatever their type, have a value orientation towards equality, nonviolence, tolerance and recognition of the rights of people of different origins and cultures. Strengthening the influence of non-governmental organizations and targeting young people to them, depending on their interests, is also an impact tool that can achieve the desired results on the topic. Citizenship and civic activity are the forms that empower young people and help them grow.

Activating the peer approach to peer education and creating opportunities for young people to participate directly in organizing and conducting leisure activities and attracting friends and supporters can have a positive effect on the target group as a whole and bring about a change in negative attitudes and respect for people of different origins and cultures.

For the success of these impact measures, there would be a significant contribution to building a partner network of stakeholders (public authorities and non-governmental organizations, media, etc.) to pool their efforts share best practices across the different levels of activity and fight against the reasons rather than the symptoms.

12. Recommendations

12.1. Recommendations on good mutual relations against hate speech

- Do not be silent! Talk openly against hate speech. The echo of the words gets far wherever they are said. So speak, the good words are always stronger than the bad ones. No matter how noisy your opponents are, know that they cannot silence you;
- The ways to deal with hate speech on the Internet are many! Beginning always goes by sharing/reporting. In order not to leave the effect only on an individual level, it is important to become part of the big change. There are many association/ institutions fighting against these issues as per the information given at this analysis. Moreover, the Council of Europe

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within the campaign „For Hateless Language” offer interesting and useful models for sharing the experience;

- When people around you talk and do things that do not fit to your own principles pay them attention, explain and try to convince them that they are not right;
- Give your opinion nicely! Repeat what you have said by changing or intentionally omitting unnecessary racial or ethnic descriptions;
- Use the principles your parents have taught you! Treat people with respect! Don't call people by names that in another situation you wouldn't like to hear about yourself!;
- Initiate a discussion: Ask questions like „Why do you think so?”;
- Explain your point of view by using sentences like: „You know, I think it's not like that exactly”;
- Try to find the basis of mutual understanding - „Can we both agree that this is not right”;
- Don't try to impose your unhealthy habits on others (alcohol, coffee, meals preferences and etc.) Respect their understanding and differences. Be sure to pay attention to the needs of people. People change no matter what we do. It is important to appreciate the changes in their lives in dignity and give them enough freedom to decide what is good for them and what is not;
- Be proactive! When communicating or being host of people with different racial, cultural, age or other backgrounds, as well as with a different level of knowledge, mentality, understanding, learn their special dietary constraints or other needs. Tactfully share the traditions and practices that can affect them;
- Accept information without any unnecessary comments! If someone refuses one thing, offer something else-without unnecessary conclusions or misconceptions. Be tolerant and flexible. Try to comfort the person rather than to judge;
- Respect the differences! The traditional understanding of the family is wonderful. It brings values and understandings that worth respecting;
- Ask for specific changes form the responsible institution! Ask for specific position on the painful question you have during the parenting meeting. Nobody will ever understand your position unless it is officially expressed;
- Seek for help! If you or your child is subject to bullying seek support from the relevant institution or pedagogical counselors. They can greatly help to adapt;

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- Be direct! Express your opinion clearly and accurately. Do not hide your personal feelings if insulted, ask for equity and honesty;

12.2. Recommendations on activities, measures, initiatives against hate speech

- Enforcement of existing legislation and the promotion of self-regulation of electronic media;
- Strict prosecution and court work;
- Organization of wider information campaigns at national level in order to raise tolerance;
- Trainings in media literacy and critical thinking;
- Anti-discrimination training for representatives of different institutions;
- Providing public opinion polls;
- Organization of activities, in which persons with different background could participate together and learn from each other;
- Involve persons from migrants/refugees in creation, decision-making and ideas generating and implementing process. In some cases, guidance may be required to help with this process;
- Activities should link, directly or indirectly, to something of interest to the migrants/refugees targeted, and should be pitched at the right level to maintain engagement. A good way to generate interest and foster engagement are activities with sports, activities with parents, visits, excursions, hiking, disciplines that deepen the learning abilities, etc;
- To provide activities that challenge those involved, but pitch challenges at the right level to ensure participants can achieve success;
- To provide novelty and excitement by regularly changing activities;
- To take into account both the educational level and cultural differences of the targeted groups when communicating with them, either verbally or in writing;
- Initiating partnerships between different local or national actors (public institutions, NGOs, economic agents) through collaboration to find new ways to support those belonging to different ethnicities;
- Attracting and working with the media as a partner in conducting campaigns and initiatives. Promoting good practices and good news;

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- Attracting experts and specialists for individual and group work (social skills for community life, career guidance and career development, emotional intelligence, etc.);
- Conduct public events to discuss policies and share good practices;
- Creating and maintaining specialized websites, blogs, a database of good practices, targeted training and consulting;
- Conduction of more target oriented campaigns taking into considerations given at the current analysis;
- Designing a computer programme to hunt out offensive content and announce it with a „Cyberhater!” flag. This is of interest partly in light of increasing technological possibilities and the increasing use of such methods by large corporate or political actors. But it also raises associated questions about the ethics-or the wisdom-of using computer generated content which masquerades as a human reaction. This may be something to be explored;
- Designing a computer programme to hunt out offensive content and replace it with alternative words. For example, expressions like „Butt breath!” could be replaced with „Smell like evaporated milk!”

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#SendH@teAway Italy Research and Analysis Report

INTRODUCTION

In recent years, online hate speech has become a widespread phenomenon and worrying, which has deep social and cultural roots and that poses new questions and challenges to the issue of freedom of expression on the web. Recent studies show that online hate demonstrations against migrants, refugees and minorities are increasing across Europe. Only a collective commitment to cultural and educational level can be the basis to implement those promises of constitutive freedom and participation. School and media are key areas where it is necessary to promote a strong stand against hate speech, which poisons the online debate and prevents that everyone has the opportunity to express their views.

With increasing migration to Europe teachers, educators, association's activists, journalists, social media managers and youngsters need to better connect and network, intensifying the debate on the role and responsibilities of the media and journalists in combating stereotypes and hate speech on the web and in print about migration and migrants.

Despite the existence of some good journalistic practices, the media coverage on the topic has often proved unbalanced, it pays little attention to the facts and poorly ethics.

Hence the need to provide specific training aimed at media professionals, teachers, school students, and public administration staff to maintain ethical standards and ethics of such a sensitive subject, as well as targeted training and support mechanisms to enable the reporting of cases of hate speech and hate crime.

HATE SPEECH A DEFINITION

EU Law defines hate speech as:

- publicly inciting 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;
- the commission of an act referred to in point (a) by public dissemination or distribution of tracts, pictures or other material;
- publicly condoning, denying or grossly trivialising crimes of genocide, crimes against humanity and war crimes as defined in Articles 6, 7 and 8 of the Statute of the International Criminal Court, 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 when the conduct is carried out in a manner likely to incite to violence or hatred against such a group or a member of such a group;
- publicly condoning, denying or grossly trivialising the crimes defined in Article 6 of the Charter of the International Military Tribunal appended to the London Agreement of 8 August 1945, 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 when the conduct is carried out in a manner likely to incite to violence or hatred against such a group or a member of such a group.

- COUNCIL FRAMEWORK DECISION 2008/913/JHA of 28 November 2008 on combating certain forms and expressions of racism and xenophobia by means of criminal law.

Other definitions:

- ECRI of the Council of Europe defines hate speech as:
Forms of expressions which spread, incite, promote or justify hatred, violence and discrimination against a person or group of persons on grounds of their belonging.

ITALIAN LAW AGAINST CYBERBULLISM

The Italian law against cyberbullism: Legge 29 Maggio 2017, n. 71 “DISPOSIZIONE A TUTELA DEI MINORI PER LA PREVENZIONE ED IL CONTRASTO DEL FENOMENO DEL CYBERBULLISMO”.

FIRST PART:

1. Cyberbullying victim can report to the website/social media admin and ask for the removal of contents. The admin is obliged to remove the post in 24 hours.
2. This law consist of a Technical Table with the aim of prevent and oppose to cyberbullying under the Italian Ministry Council.
3. In september 2017 has started a programme lead by the Italian Postal Police that prevent and fight against cyberbullying inside the school.
4. Within the school institution there is a person in charge of monitoring and coordinating all the activities against cyberbullying together with association and the Italian Postal Police.

SECOND PART:

1. Education of school staff about the topic to cover the period 2017-2019 promoting peer education activities.
2. Public Social and Health Services cooperate with specific actions, policies and activities.
3. School Director who knows about cyberbullying acts must inform quickly the victim parents and value specific punishments.
4. Minor of 14-18 age will be formally called and warned by the city Police Chief and they might be reported and sued.

ITALIAN LAW AND INSTITUTIONS AGAINST HATE SPEECH IN ITALY

Two equality institutions play an important role in countering ‘hate speech’ in Italy through monitoring and positive measures: these are the National Office Against Racial Discrimination (UNAR) and the Observatory for Security Against Acts of Discrimination (OSCAD). UNAR’s tasks include assisting victims of discrimination, receiving and monitoring complaints, promoting research in the area, running training courses, campaigning, and reporting annually to parliament and the government. OSCAD also receives discrimination complaints. UNAR and OSCAD exchange information and data on hate crimes and have previously organised joint training activities and awareness-raising campaigns.

The advocacy of discriminatory hatred that constitutes incitement to hostility, discrimination, or violence should be prohibited in line with Articles 19(3) and 20(2) of the International Covenant on Civil and Political Rights (ICCPR), establishing a high threshold for limitations on free expression as set out in the Rabat Plan of Action, as well as prohibitions on direct and public incitement to genocide and incitement to crimes against humanity.

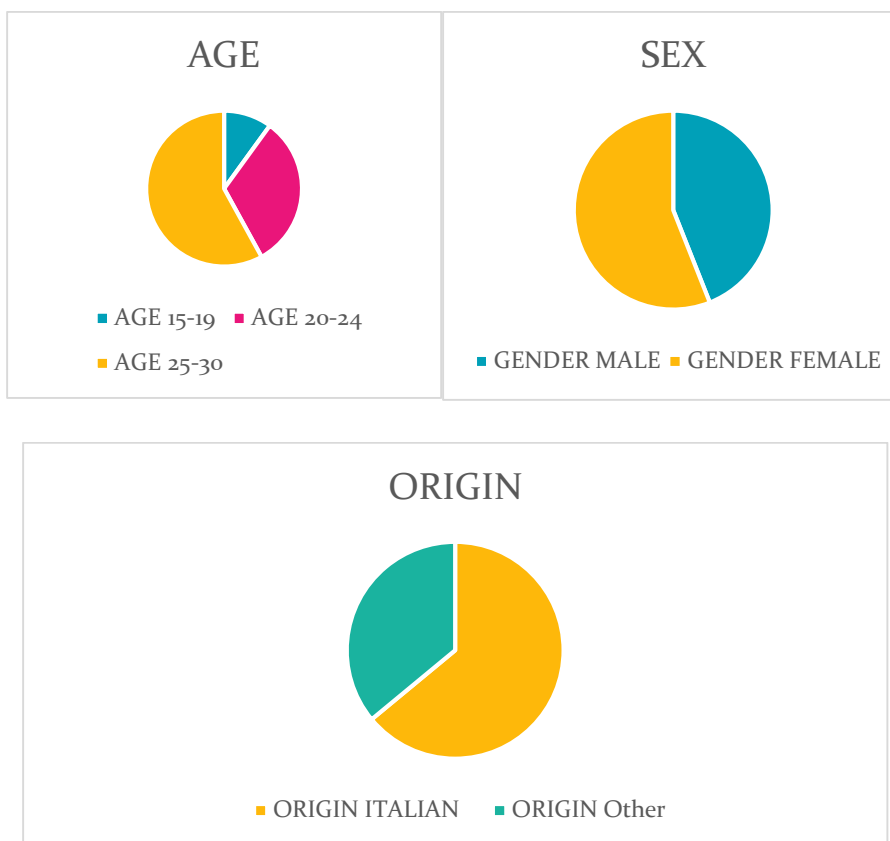
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<https://www.article19.org/>

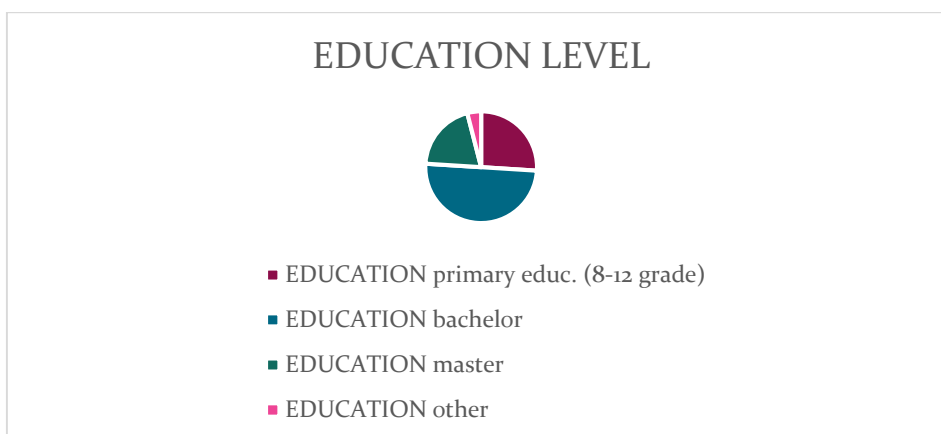
DEMOGRAPHIC DATA

The Voluntary Association Madonna della Carità administered the project survey to 50 young respondents, of which 28 are female and 22 are male. The 64% are Italian origin youngsters and the 36% are young people with different origin (comunitarian or extra UE). These young people are related somehow with our association because they are: volunteers, volunteers friends or relatives, people involved by the national civil service programme, students, boy scouts, refugees beneficiaries of integration and reception programmes (Sprar project).

The 52% live in the city center and the 50% have a bachelor degree.



Educational structure of the survey respondents shows that 50 % of them hold a bachelor's degree and 20 % hold a master's degree. 13 % of the respondents have completed all 12 grades of primary and secondary education, and 4% of people have chosen "other" kind of education.



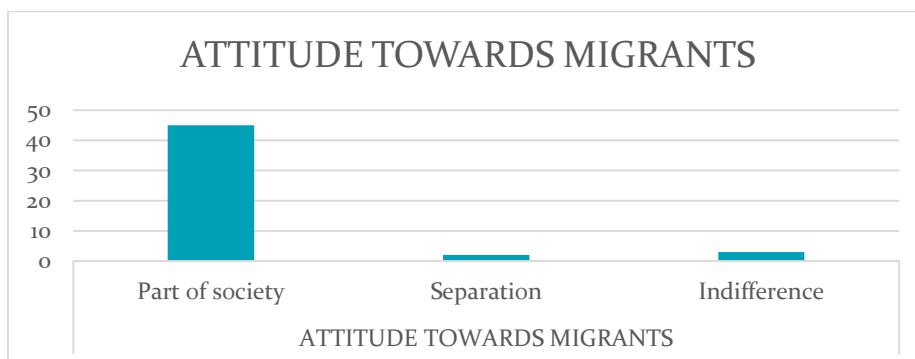
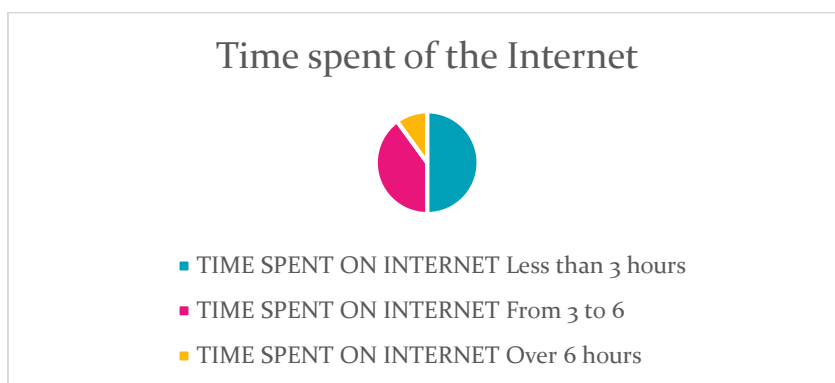
Membership in organizations is very diverse among young people participating in this survey, but generally we can observe most respondents are members of some kind of organization and they are involved and committed to the Rimini community life (68 % globally). The remaining 32% are not involved in the topic (because they are or not a member 26%, or because they just do not care: 6%).



EXPLORING ATTITUDES

Young people spend a lot of their free time on the Internet. The half of the survey respondents (50 %) stated they spend less than 3 hours a day on the Internet, while 40 % spend between 3 to 6 hours a day. 10 % of the survey respondents (5 people) spend over 6 hours of their free time on the Internet each day.

90 % of the survey respondents (45 people) think that migrants/refugees are a part of our society, while 4 % (2 respondents) believe they should live separately from the majority population.



The majority of the young people in our survey (33 respondents or 66 %) have personally witnessed online hate speech and cyber aggression/violence towards migrants or refugees. On the other hand, 34 % of the respondents say that they do not have that kind of personal experience. When asked about the frequency of their encounters of online hate speech towards migrants and refugees, 32 % responded that they encounter it

occasionally and 54 % encounter it continuously. 14 % of the respondents (9 young people) stated that they have not seen online hate speech aimed towards migrants and refugees.

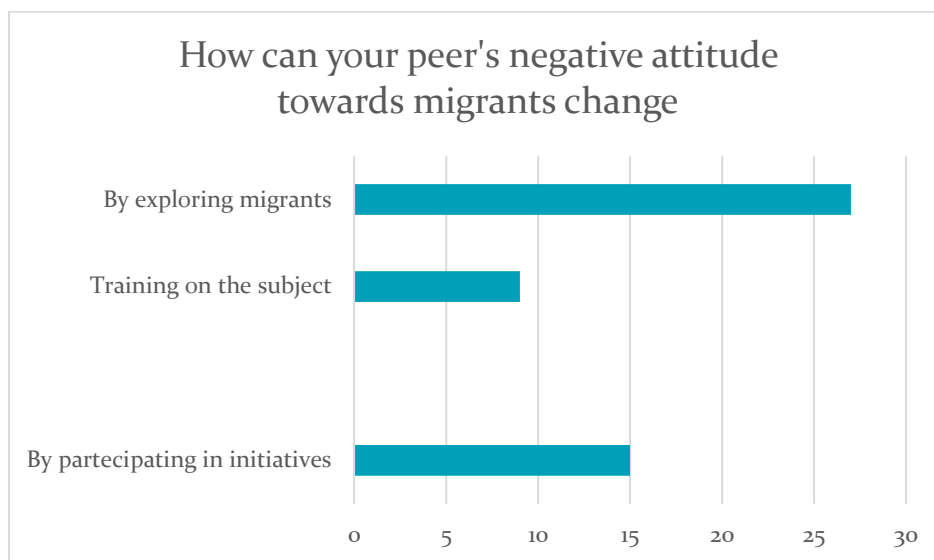
70 % or 35 young people from our survey stated they have never personally commented on social networks on issues related to refugees and migrants. On the other hand, 30 % of the respondents have personally commented on social networks on these issues.

A strong majority of the respondents (92 %) stated that they personally never show aggression and violence towards refugees or migrants on the Internet, while 6 % admitted to showing it rarely. Only 6 young people (12%) said they do have friends who show online aggression and violence towards refugees and migrants. The remaining part of the respondents (25 people) said they do not have such friends showing online aggression and violence towards refugees or migrants.

HATE SPEECH AGAINST MIGRANTS

According to ECRI (European Commission against Racism and Intolerance), the main factors that have helped to fuel the climate of intolerance are the c.d. "Refugee crisis", or rather the increase (albeit limited in relation to the countries surrounding the war territories) of the number of asylum-seeking migrants in the European area, and the recent Islamic terrorist attacks. Even the policies of Governments oriented towards actions of closure, strict control and blocking of migratory flows have certainly contributed to spreading a climate of diffidence, encouraging feelings against reception. And where, instead, there has been a welcoming government policy, it has often been rejected and criticized by the citizens themselves, who at times were the first to express their anger.

If we go back to the surveys we administered to 50 young people in Rimini we can see how their answer to the question "How can your peer's negative attitude towards migrant change?" the 53% answers "by exploring migrants" since they have personally experienced the best way to break the discrimination wall and fear is actually share real life experience with them (voluntary association in this sense is one of the best chance youngster have to mix with refugees and get to know them directly).



HUMAN RIGHTS EDUCATION

Human Rights Education (HRE) is currently discussed as one of the primary means of establishing sustainable and long-term stable democratic societies. HRE contributes to the dissemination of the Universal Declaration of Human Rights (UDHR) from 1948 and to helping create a culture of human rights (for UDHR see appendix). There are dozens of international legal and political binding human rights frameworks, such as conventions and treaties of the United Nations (UNO), the Organization of American States (OAS), the African Union (AU), the Council of Europe (CoE) and the Organization for Security and Cooperation in Europe (OSCE) (see Chapter 3 in this book). They are all founded on the 30 articles of the UDHR, which outline and promote human rights standards and norms, covering both civil and political as well as social, economic and cultural rights

What is Human Rights Education?

Human Rights Education is much more complex than mere awareness-raising. It consists of legal standards, knowledge, awareness and skills and it aims to influence political and social behaviour. The overall goal of HRE is to educate people to respect each other.

HUMAN RIGHTS EDUCATION IN EUROPE

Europe is the region with most international organizations and human rights NGOs and has therefore established an extensive human rights regime over the years. The peace, human rights and anti-globalization movement started in Europe and it is grounded in a strong civil society. Governmental human rights institutions are generally strong and even in 32 transition countries in Eastern Europe, their impact and progress is widely recognised. HRE, however, has only started to become part of the policy strategy in this regime since the mid 1990s. The Council of Europe is one of the key actors in promoting HRE in Europe. It consists of 45 member states in Eastern and Western Europe and has established one of the most sophisticated and successful human rights regimes in the world since 1950. This regime has helped to create dozens of human rights treaty bodies. It also helps to create human rights monitoring bodies, for instance, the anti-racism commission (Commission against Racism and Intolerance, ECRI) and the European Court for Human Rights (ECHR) in Strasbourg, France. Anyway only the cooperation of all civil and political actors in respect of their resources, power and possibilities in the human rights arena can implement HRE in the society as a whole.

METHODS

Human rights can be taught to all target groups in a given society: police, politicians, NGOs leaders, security forces, social workers, physicians, children, students and scholars of all different social backgrounds and ages. anti-bias, peace, tolerance and anti-discrimination education.

Methods or better ways of teaching human rights are manifold. They consist of lectures, role plays, paintings, observations, research of history and biographies, field research of current events, statistical analysis, panel and group discussions, essays, excursions, movies, interviews, talks, oral history or interactive exchange of experience.

All attempts at changing people's behaviour through ethical discourse, speech and HRE have one thing in common: establishing a stable and sustainable society, which is grounded in mutual respect and a culture of human rights. Thus, it can be assumed that the positive effect of HRE could lead to a long term and sustainable commitment to and compliance with human rights.

CONCLUSION

'Hate speech' is an issue of growing concern in Italy, catalysed in recent years by a number of factors. These include: the surge in migrants and refugees arriving from different countries and their struggle for integration; the incendiary tones used by political parties and movements within public debates; and biased media reporting on issues related to diversity and minority groups. The problem of 'hate speech' has been further exacerbated by the spread of comments in online forums and on articles and social media platforms that incite hatred and violence. Alongside the increased instances of 'hate speech', Italy has experienced an increase in the number of reported 'hate crimes' based on ethnic, racial, religious, or sexual grounds

A multi-stakeholder strategy to counter 'hate speech' in all its forms and in line with the international human rights obligations should be discussed and adopted in partnership by all relevant stakeholders, including state institutions, civil society organisations, broadcast and print media, as well as Internet platforms and operators.

References

<http://www.unionedirittiumani.it>

<https://www.cartadiroma.org/tag/hate-speech/>





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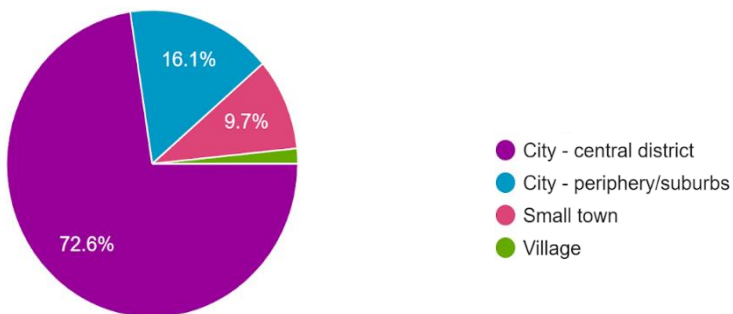
Analysis report for Bulgaria (OMEGA)

Demograph results

Our overview incorporates 62 respondents, of which 79% are females and the other 21% guys. 82,3% of our overview respondents (51 individuals) are of Bulgarian origin and the rest (11) are of Turkish origin. We have 54 respondents (87,1 % of our survey populace) from the most youthful age group, between 15 and 19 years old. 2 individuals or 3,2 % of all respondents are somewhere in the range of 20 and 24 years of age. 6 individuals or 9,7 % of the objective populace, are in the most seasoned age gathering, somewhere in the range of 25 and 30 years old. 72,6 % of the respondents (45 individuals) live in focal regions of urban areas and another 16,1 % (10 individuals) live in an outskirts or city rural areas. 9,7 % of the individuals that rounded out our survey live in small towns while just 1,6 % of our objective populace (1 individual) lives in villages.

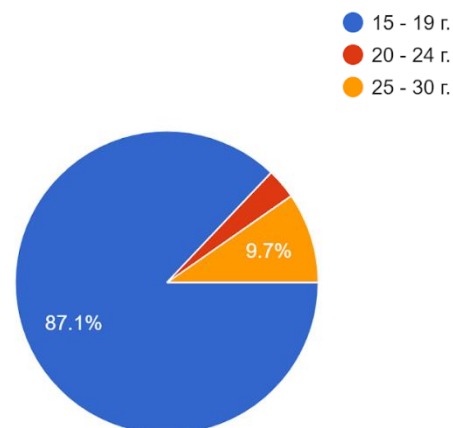
Populated Area

62 responses



Age

62 responses





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Educational structure of the survey respondents shows that 3,2 % of them hold a bachelor's degree and 4,8 % hold a master's degree. 27,4 % of the respondents have completed all 12 grades of primary and secondary education, 39 persons have completed eight grades of elementary education. When asked about their form of employment, 7 people (11,3 %) stated they have employment, 46 people are still studying at school, 9 people (14,5 %) are working while studying. Enrollment in associations is different among youngsters partaking in this overview. Maybe a couple respondents (3,2 %) are individuals from a non-administrative association, 0 % are individuals from a understudy association, 32,3 % are individuals from an adolescent association, and 25,8 % are individuals from a school association. 33,9 % of the review respondents expressed they are not an individual from any association.

Investigating Attitudes

Youngsters spend a great deal of their leisure time on the Internet. 33% of the study respondents (29 %) expressed they go through under 3 hours every day on the Internet, while 56,5 % spend between 3 to 6 hours daily. Just 14,5 % of the review respondents (9 individuals) go through more than 6 hours of their available time on the Internet regular. 45,2 % of the review respondents (28 individuals) feel that migrants/refugees are a piece of our general public, while 29 % (18 respondents) accept they should live independently from the dominant part populace. 25,8 % of the respondents (16 individuals) are apathetic towards migrants/refugees people living in their nation. Most of the youngsters in our review (36 respondents or 58,1 %) have actually seen online detest discourse and digital hostility/savagery towards migrants/refugees. Then again, 41,9 % of the respondents state that they don't have that sort of close to home involvement. Whenever inquired about the recurrence of their experiences of online detest discourse towards migrants/refugees, 41,9 % reacted that they experience it infrequently and



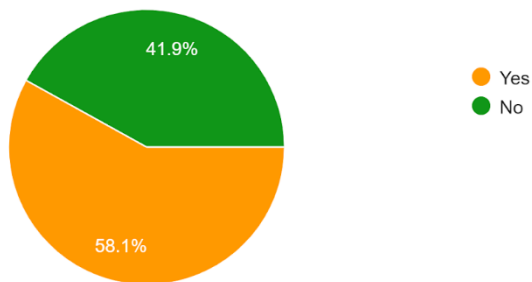
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51,6 % experience it ceaselessly. 6,5 % of the respondents (4 youngsters) expressed that they have not seen online despise discourse pointed towards migrants/refugees.

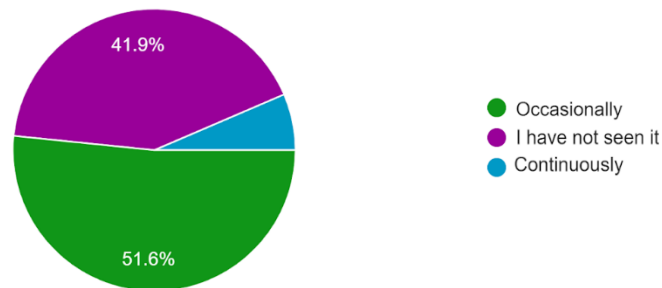
Have you personally witnessed hate speech and "cyber aggression/violence" towards migrants/refugees?

62 responses



How often do you encounter online hate speech towards migrants/refugees?

62 responses



95.2% or 59 young individuals from our study said that they had never personally commented on refugee and migrant-related problems on social networks. On the other side, 4.8 percent of participants commented on these problems personally on social networks. A large majority of participants (95.2%) indicated that they personally never demonstrate aggression and violence against refugees or migrants on the Internet, while 1.6% admitted that they rarely demonstrate it.

22.6% of young people say they don't have a lot of buddies showing internet aggression and violence against refugees and migrants. 74.2 percent (46 individuals) of the participants said they had no such friends at all. 2 The participants indicated that the majority of their colleagues demonstrate internet aggression and violence against refugees or migrants.



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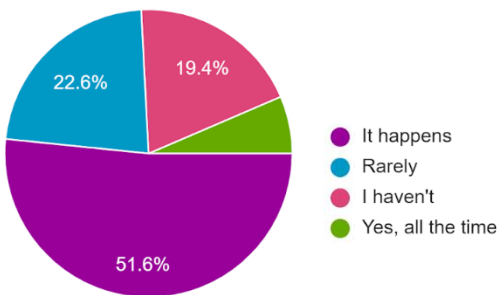


Looking through the relationships

According to our participants, the most prevalent reasons for internet hatred of migrants and refugees are related to their origin (50% of youth think this is the primary reason) and knowledge (24.2% of individuals chose this response). 14.5% of our target population thinks that the primary cause is the appearance of migrants and refugees, while 6.5% of young individuals believe that internet hatred of migrants and refugees is related to their faith.

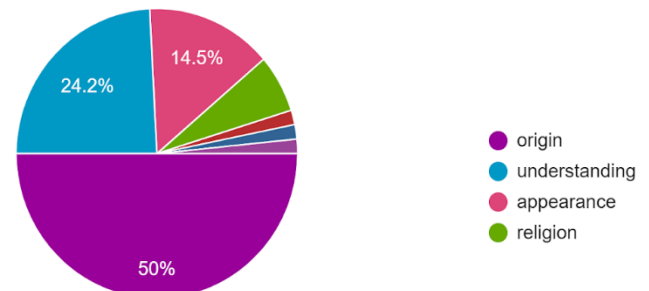
Have you ever seen an online positive attitude towards migrants/refugees from your peers?

62 responses



The most common reason for online hate speech towards migrants/refugees is in connection with their :

62 responses



6.5 percent of our survey's youth say they see their peers ' online favorable attitudes towards migrants and refugees all the time, while 51.6 percent have seen this occur from moment to moment. 22.6% of participants recognize that their colleagues rarely see a favorable internet attitude towards migrants and refugees, with 19.4% never seeing it at all.

Our participants believe that the most prevalent manifestations of internet adverse attitudes towards migrants and refugees are discrimination (37.7% of our study participants believe this), refusal (21.3%), disrespect (14.8%), verbal abuse or insult (6.6%), aggression (6.6%). Our participants also paid some attention to disregard and mocking, with 3.3% and 8.2% respectively.



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Most of the youth involved in the study (83.9% of participants) said they are not personally conscious of measures to address internet aggression against migrants and refugees. Very few individuals said they knew about such actions. In their view, the most efficient way to alter the adverse attitudes of their colleagues towards migrants and refugees would be to explore and learn more about migrants and refugees (40.3% of participants share this conviction), participate in multiple projects (27.4%) and provide extra instruction on the topic (32.3%).

Free time

Thirty-six percent of youth responding to our study take part in extracurricular or other structured activities when they have time. Throughout the year, 24.2 percent engage frequently, while 25.8 percent of participants rarely attend, only when they are interested in something. 19.4% of young individuals responding to our study said they did not engage in any out - of-school or other structured operations. The majority of young individuals engage in extracurricular or other structured activities are social causes and projects (22.6% of our target population), non-participation (21%), voluntary work (12.9%), science culture (11.3%), art (11.3%), sport (4.8%), and foreign languages (3,2 %).

When asked to indicate in which field they would most probably engage in extracurricular or other activities, the responses were very varied. 17.9% of our participants reported social causes and projects, 7.1% said art, 7.1% said voluntary work. 3.6% of our target population would engage in social workshops, while 3.6% would choose foreign linguistic courses. Each of our participants got 3.6 percent assistance from youth workshops, initiatives and volunteering.

62% of the respondents (32 people who completed our survey) said that there are no migrants or refugees present in their activities, but they wouldn't care if there were any. None of our respondents said they are unhappy with their presence in these activities. 14,5 % of the respondents (6 people) stated there are no migrants or refugees currently participating in their



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activities and that they are happy because of it. 21 % of the respondents stated they do not currently participate in any activities.

Conclusion

None of our participants said their involvement in these operations was dissatisfied. 14.5 percent of participants (6 persons) indicated that there are presently no migrants or refugees involved in their operations and that they are pleased about it. 21% Of the participants indicated that they are not presently engaged in any activity.



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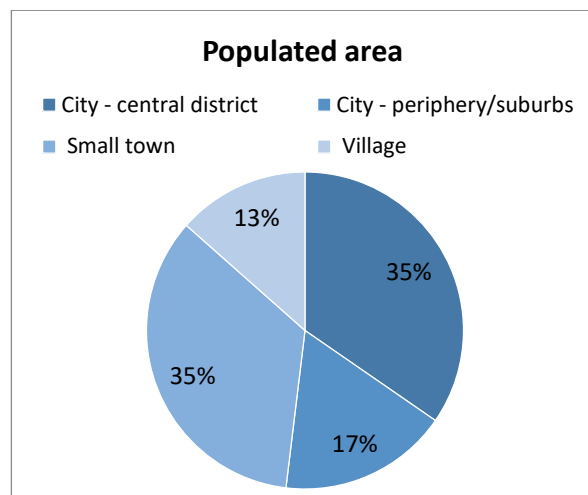
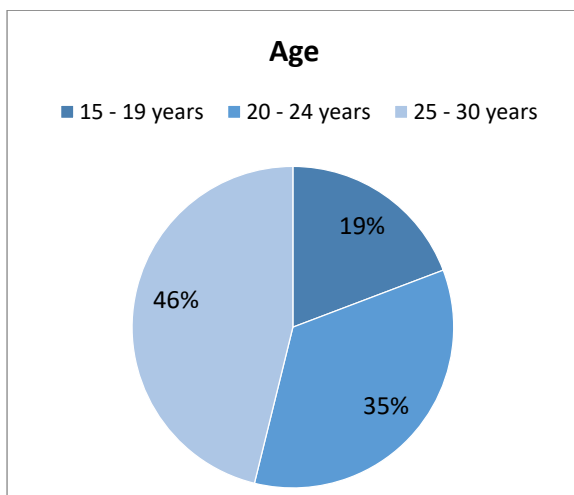
Research and analysis report for Slovenia (DRPDNM)

Demographic data

Our survey includes 52 respondents, of which half (26 respondents) are females and the other half males. 98 % of our survey respondents (51 people) are of Slovene origin and one is of Roma origin.

We have 10 respondents (19 % of our target population) from the youngest age group, between 15 and 19 years of age. 18 people or 35 % of all respondents are between 20 and 24 years old. The majority of our respondents, 24 people or 46 % of the target population, are in the oldest age group, between 25 and 30 years of age.

35 % of the respondents (18 people) live in central districts of cities and another 17 % (9 people) live in a periphery or city suburbs. 35 % of the people that filled out our survey live in small towns while only 13 % of our target population (7 people) lives in villages.



Educational structure of the survey respondents shows that 40 % of them hold a bachelor's degree and 21 % hold a master's degree. 27 % of the respondents have completed all 12 grades of primary and secondary education, 1 person has completed eight grades of elementary education and 4 people (8 %) have completed first four grades of primary education.

When asked about their form of employment, 24 people (46 %) stated they have employment, 15 people are still studying at school, 12 people (23 %) are working while studying and one respondent is neither employed nor studying.



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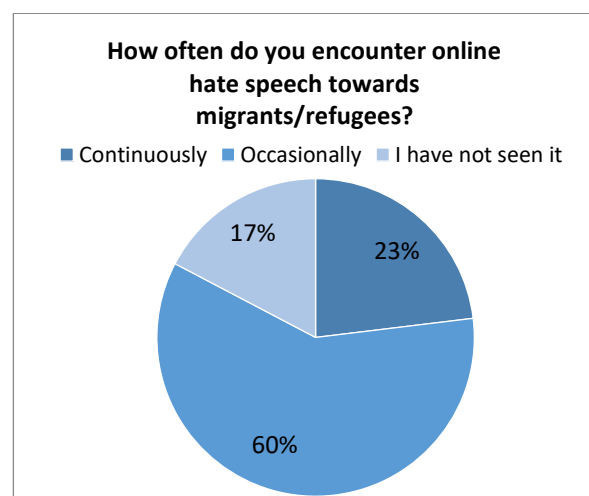
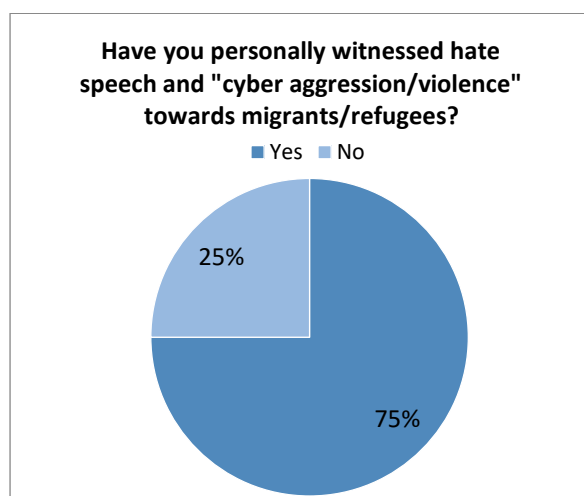
Membership in organizations is very diverse among young people participating in this survey. Most respondents (38 %) are members of a non-governmental organization, 16 % are members of a student organization, 10 % are members of a youth organization, and 9 % are members of a school organization with another 9 % being members of a sports organization. 16 % of the survey respondents stated they are not a member of any organization.

Exploring Attitudes

Young people spend a lot of their free time on the Internet. The majority of the survey respondents (54 %) stated they spend less than 3 hours a day on the Internet, while 37 % spend between 3 to 6 hours a day. 10 % of the survey respondents (5 people) spend over 6 hours of their free time on the Internet each day.

73 % of the survey respondents (38 people) think that migrants/refugees are a part of our society, while 4 % (2 respondents) believe they should live separately from the majority population. 23 % of the respondents (12 people) are indifferent towards migrants/refugees living in their country.

The majority of the young people in our survey (39 respondents or 75 %) have personally witnessed online hate speech and cyber aggression/violence towards migrants or refugees. On the other hand, 25 % of the respondents say that they do not have that kind of personal experience. When asked about the frequency of their encounters of online hate speech towards migrants and refugees, 60 % responded that they encounter it occasionally and 23 % encounter it continuously. 17 % of the respondents (9 young people) stated that they have not seen online hate speech aimed towards migrants and refugees.





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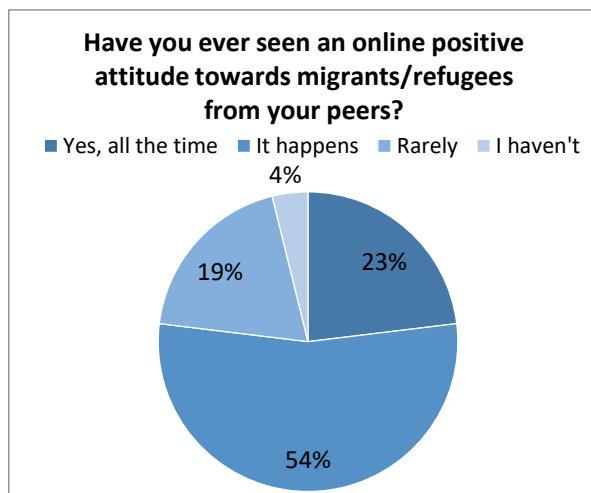
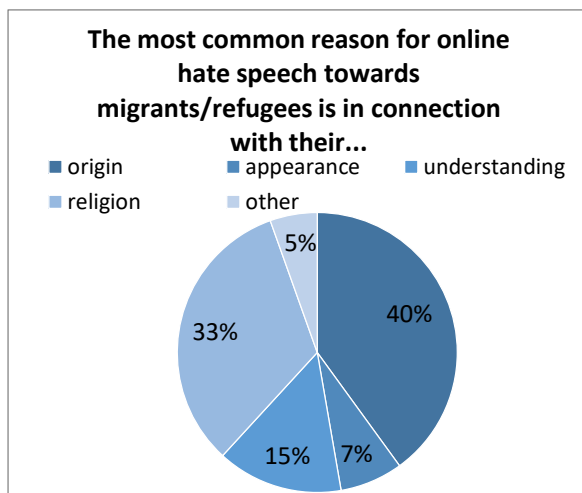


77 % or 40 young people from our survey stated they have never personally commented on social networks on issues related to refugees and migrants. On the other hand, 23 % of the respondents have personally commented on social networks on these issues. A very strong majority of the respondents (96 %) stated that they personally never show aggression and violence towards refugees or migrants on the Internet, while 4 % admitted to showing it rarely.

26 young people, half of the survey respondents, said they do not have many friends who show online aggression and violence towards refugees and migrants. 48 % of the respondents (25 people) said they do not have such friends at all, and one respondent stated that most of their friends show online aggression and violence towards refugees or migrants.

Exploring relationships

According to our respondents, the most common reasons for online hate against migrants and refugees are in connection with their origin (40 % of young people believe this is the main reason) and religion (33 % of people chose this answer). 15 % of our target population believes the main reason has to do with the understanding of migrants and refugees, while 7 % of young people think the online hate towards migrants and refugees has to do with their appearance.



23 % of young people participating in our survey say they see an online positive attitude towards migrants and refugees from their peers all the time, while 54 % have seen it happen from time to time. 19 % of the respondents admit seeing an online positive attitude towards migrants and refugees from their peers rarely, with 4 % never witnessing it at all.

Our respondents think the most common manifestations of online negative attitudes towards migrants and refugees are discrimination (28 % of young people participating in our survey believe



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this), rejection (16 %), disrespect (15 %), verbal aggression or insults (14 %), aggression (8 %), and indifference (7 %). Disregard and mocking also received some attention from our respondents, with 4 % and 2 % respectively.

Most of the young people participating in the survey (92 % of the respondents) stated they are not personally aware of measures to tackle online aggression towards migrants and refugees. Very few people said they are aware of such measures. In their opinion the most effective way for their peers' negative attitudes towards migrants and refugees to change would be by exploring and learning more about migrants and refugees (38 % of respondents share this belief), by participating in various initiatives (35 %) and through additional training on the subject (27 %).

Free time

31 % of young people responding to our survey participate in extracurricular or other organized activities when they have time. 23 % participate regularly throughout the year, while 19 % of the respondents participate rarely, only when it is about something interesting to them. 27 % of the young people responding to our survey stated they do not participate in any extracurricular or other organized activities. Most common extracurricular or other organized activities young people participate in are volunteering (23 % of our target population), sports (19 %), culture (13 %), foreign languages (9 %), social causes and initiatives (9 %), art (6 %), and science (4 %).

When asked to specify in which field of extracurricular or other activities they would most likely participate in, the answers were very diverse. 13 % of our respondents stated sports, 10 % said art, with another 10 % saying culture. 8 % of the young people from our target population would participate in social workshops, with another 8 % choosing foreign language lessons. Youth workshops, initiatives and volunteering each received 2 % support from our respondents. Most young people (44 %) wrote in "other activity" without specifying what exactly.

62 % of the respondents (32 people that filled out our survey) stated there are migrants or refugees present in the activities they already participate in and that they enjoy interacting with them. None of our respondents said they are unhappy with their presence in these activities. 12 % of the respondents (6 people) stated there are no migrants or refugees currently participating in their activities, but they would not mind if there were. 27 % of the respondents stated they do not currently participate in any activities.

Conclusion

81 % of the respondents (42 people) stated they would personally engage in non-formal activities aimed at activating young people to achieve better online attitude towards migrants and refugees, with 6 % (3 people) refusing to do that, and 13 % (7 people) being undecided on this issue.



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Research on hate speech online and cyber aggression/violence towards migrants/refugees

Definition of hate speech

Hate speech is expression of opinions and ideas, which are discriminatory (xenophobic, racist, homophobic or sexist) and directed against different minorities (ethnic, national, religious, cultural or sexual). Article 297 of the Slovenian Penal Code defines hate speech as a public incitement to hatred, violence and intolerance towards certain social groups. This contributes to a general climate of intolerance, which in turn makes attacks more probable against those given groups and their individuals. Due to the high criteria necessary for the prosecution of controversial speech in Slovenia, very few cases have been officially recognized as a criminal act. Most cases of hate speech in Slovenia can be found in the comment sections of news stories, on social media and various online forums. ^[1]

Background

Previously one of Yugoslavia's socialist republics, Slovenia has been an independent state since 1991, which makes it a relatively young nation-state. In its 25 years of independent statehood, it has already experienced three significant periods of pronounced anti-immigrant sentiment. Firstly, in the early 1990s, echoing the break-up of Yugoslavia and the armed conflicts that resulted in Slovenia facing thousands of refugees, mostly from Bosnia and Herzegovina. In those times nationalistic sentiment was prevalent and it affected the treatment of refugees as the non-national Other. Secondly, around 2001 a number of asylum seekers and irregular migrants from countries outside of Europe (e.g. Iraq, Iran, Sierra Leone) were placed in asylum centres, which stirred reactions of moral panic and opposition from the local population. Until around 2001, media reports on migrants in Slovenia were often xenophobic and intolerant; the attitude was particularly anti-migrant and anti-refugee. Unlike migrants and refugees from war-torn Yugoslavia, who were historically understood as culturally and linguistically closer to the Slovenians, the global migrants who began coming to Slovenia from afar represented a novelty. Migrants from places like Pakistan, Iraq, Afghanistan, China, or the African countries were portrayed in the media as "illegals", spurring fears in the local population regardless of their factually small numbers. Thirdly, the recent developments surrounding the current European refugee crisis represent arguably the biggest and most overarching of the three temporal cases of Slovenian racist anti-immigrant hate speech. With the popularity of social media and instantaneous spread of online messages, the anti-immigrant sentiment has thus gained an unprecedented public resonance. ^[2]

The period between September and December 2015 was a time when the so-called refugee crisis particularly overwhelmed the political actors (especially the government) and the media in Slovenia, as well as non-governmental and humanitarian organizations and the public in general. The increased arrival of refugees to Slovenia in the fall of 2015 also resulted in changes to certain state



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policies and procedures, such as amendments to the Defence Act, setting a razor-blade wire fence along Slovenia's southern border with Croatia, and in the tightening of the Asylum Law. In effect, we have witnessed an unprecedented militarization with yet unforeseen long-term consequences for the state of human rights and democracy. ^[2]

Current situation

The current social climate in Slovenia is marked by the rise of hate and discriminatory speech. Most of the students and young people in general have already been in contact with hate speech over social media and express a great deal of fear and distrust on migrations as well as refugees. Incomprehension of the situation of minorities is in modern societies strongly associated with ways of informing; therefore the understanding of the functioning of the media is crucial in promoting a culture of tolerance and solidarity. ^[3]

The number of anti-migration commentaries seems to be spreading faster than ever before over social media, such as Twitter and Facebook. In an attempt at curbing such blatant warmongering, individuals started reporting as hate speech various newly established Facebook groups, such as "Slovenia Guard Your Borders" (Slovenija Zavaruj Meje), "Radical Ljubljana" (Radikalna Ljubljana) or "STOP Migrants to Slovenia" (STOP migrantom v Slovenijo). Apart from individual reports to Facebook, which usually does not react due to its community standards not recognizing refugees as a vulnerable group in need of special protection, no official action has been taken. These online posts most commonly consist of nationalistic, xenophobic, homophobic messages, and spread fear of and hatred towards migrants, especially towards Muslims and Islam. When faced with Facebook reports and eventually public reactions, the online groups change their rhetoric to a more subdued cultural racism that cannot be detected by Facebook online parameters that search for hate groups based on visibly recognizable racist symbols and language. ^[2]

Specific phenomena, such as anti-Gypsyism, have been encountered in different forms in Slovenia. For example, use of the word "cigan" (i.e. Gypsy), which is a derogatory designation for the Roma. However, this term is still used widely and often claimed not to be derogatory, but simply "how they refer to themselves as well". This example is of particular interest because it relates to an increasing trend, based on which the border between what is considered hate speech and what is not can be very thin. The so called "haters" are becoming more and more aware of what kind of terms and languages are generally accepted on the web, for instance, and what instead can be subject to censorship. This puts us in front of a worrying scenario, where the use of discriminatory words can be justified as they become part of a widely accepted narrative and not considered unacceptable. ^[4]

At the same time, research has confirmed that contemporary racism and anti-immigrant prejudice are frequently disguised in allegedly patriotic safeguarding of the homeland, protection of the nation, "our" language, culture, women. As such, when accused of hate speech and spreading racist



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intolerance, the standard reaction is that the Slovenian nation is the one under threat and thus in dire need of protection from the Other (e.g. the Muslims, the immigrants). The visual materials and messages that get posted in racist Facebook groups disseminate hostility, reject the idea of coexistence, equating refugees with Islamic terrorists and presenting them as a threat to the "Slovenian nation" or "European values". Moreover, the predominant pattern of Othering based on ethnic and religious terms is also frequently coupled with exclusionary attitudes towards the LGBT population and other minorities that are claimed to threaten the allegedly homogenous Slovenian (white) nation and the lifestyle of the "common people". The authorities in Slovenia do nothing to condemn such blatantly hateful, racist, discriminatory rhetoric. It took the President of the Republic of Slovenia, Borut Pahor, until November 2015 to publicly comment on hate speech. [\[ibid 2\]](#)

At that time Slovenia's Public Broadcaster opted for a partial shut-down of its online portal MMC, allowing public commentary only below one news item pertaining to the refugee crisis a day. This was not terribly efficient since it resulted in commentators migrating to the news item where comments were still possible. Certain newspapers and magazines also shut down their online forums, and eventually the biggest private television disabled online commentary on its web portal 24ur.com. Hate speech related to the refugee crisis therefore also re-opened the public debate on whether or not online participation in the form of comments is in fact contributing to the enactment of active citizenship or not. [\[ibid 2\]](#)

Conclusion

Since Slovenia faces a lack of mechanisms for the prosecution of hate speech, resulting in the fact that it is permissible to say practically anything, a number of civil society actors have lately taken up the initiative to act. A number of individuals and initiatives have taken a stand against hate speech, including resorting to public exposure of those who spread hate speech. In the face of a growing number of calls for the annihilation of refugees, especially Muslims, the state apparatus has long remained silent, even though Article 63 of the Constitution of the Republic of Slovenia prohibits any incitement to discrimination, intolerance and violence. Yet any and all discussions of hate speech are inevitably connected to the debate on freedom of speech, since this is considered one of the cornerstones of democracy. At the same time, freedom of expression also remains one of the most contested rights. Since in Slovenia hate speech remains a largely non-resolved topic, there is an even higher need for alternative mechanisms of response, as well as continued cooperation of existing key actors responding to hate speech in the public debate. [\[ibid 2\]](#)

References

1. <https://www.spletno-okno.si/english/hate-speech>
2. http://www.academia.edu/23405483/Anti-Immigration_Hate_Speech_in_Slovenia

Project: 2017-3-BG01-KA205-046907
"#SendH@teAway"



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3. <http://www.mirovni-institut.si/en/projects/workshops-on-hate-speech-media-and-migration/>
4. https://www.emoreproject.eu/wp-content/uploads/2018/10/Emore_ComparativeReport.pdf



Structure of Analysis with results

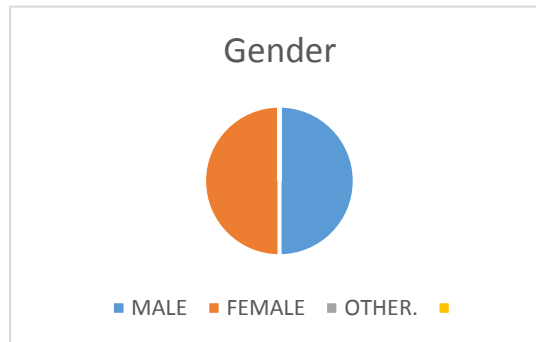
SURVEY RESULTS.

Data at national level - Numbers and graphs only

Demographic data:

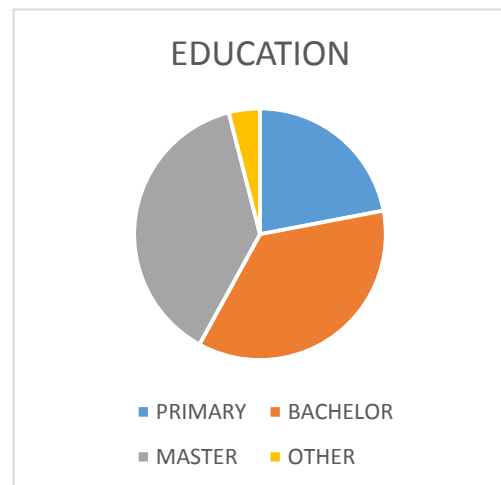
1. Gender:

- Male; 50%
- Female; 50%
- Other.



2. Education:

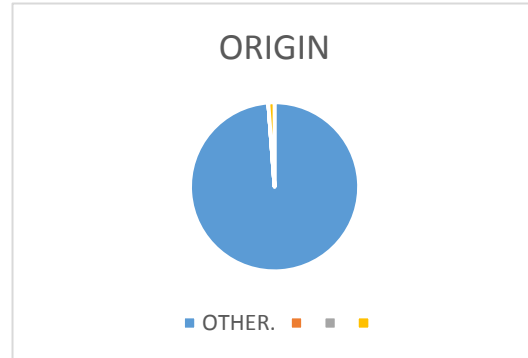
- No education;
- Completed primary education (1-4 grade) ;
- Completed elementary education (5-7 / 8 grade);
- Completed primary education (8 - 12 grade); 22%
- Higher education – bachelor; 36%
- Higher education – master 38%
- Other. 4%





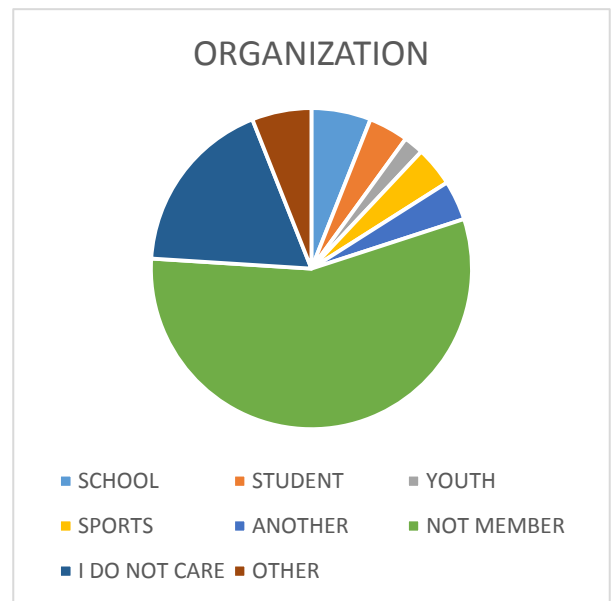
3. Origin (ethnic and cultural):¹

- Bulgarian origin;
- Turkish origin;
- Roma origin;
- Armenian origin;
- Jewish origin;
- Other. 100%



4. Membership in organizations:

- I'm a member of a school organization; 6%
- I'm a member of a student organization; 4%
- I'm a member of a youth organization; 2%
- I am a member of a sports organization; 4%
- I am a member of another non-governmental organization; 4%
- I'm not a member in an organization; 56%
- I do not care; 18%
- Other. 6%



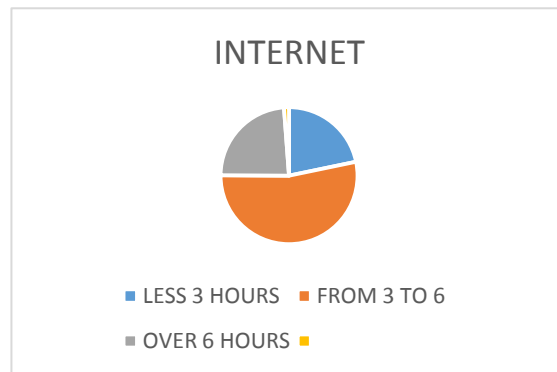
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Exploring Attitudes

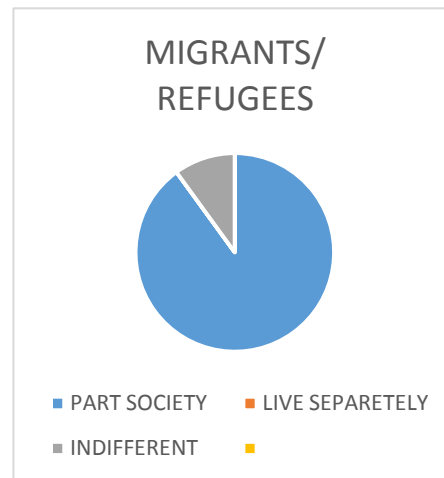
8. What part of your free time do you spend on internet?

- Less than 3 hours a day 22%**
- From 3 to 6 hours a day; 54%**
- Over 6 hours a day. 24%**



9. What is your attitude towards migrants / refugees? They ...

- are part of our society. 90%**
- have to live separately.**
- They are indifferent to me. 10%**



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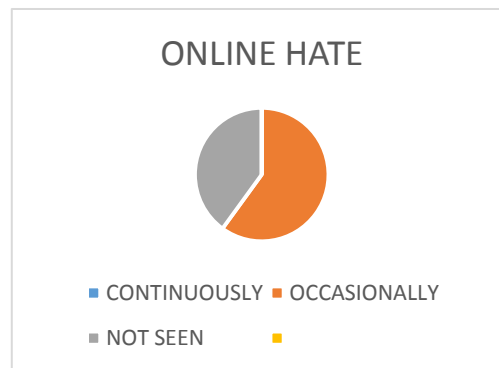
10. Have you personally witnessed online hate speech and "cyber aggression / violence" towards migrants / refugees?

- Yes; 48%**
- No. 52%**



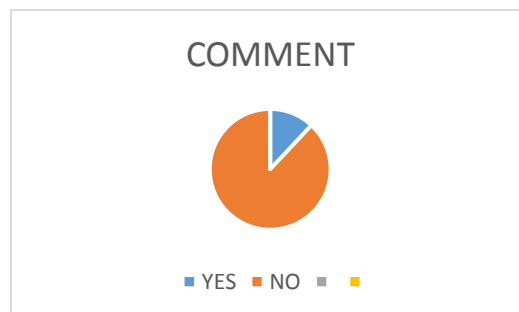
11. How often do you encounter online hate speech towards migrants / refugees?

- Continuously;**
- Occasionally; 60%**
- I have not seen one. 40%**



12. Have you ever personally commented on social networks issues related to refugees, migrants?

- Yes; 12%**
- No. 88%**





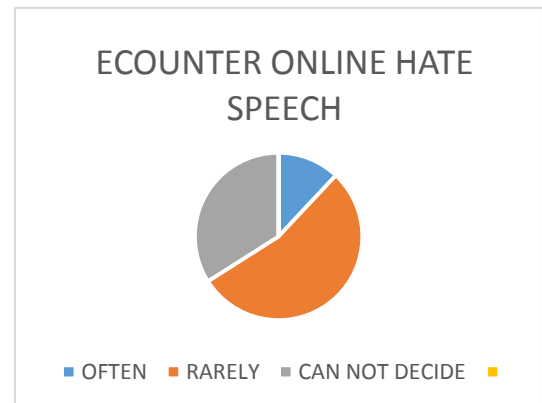
13. Do you have friends who show online aggression / violence to refugees, migrants?

- Yes, most of my friends; 6%**
- I almost do not have such friends; 24%**
- No 70%**



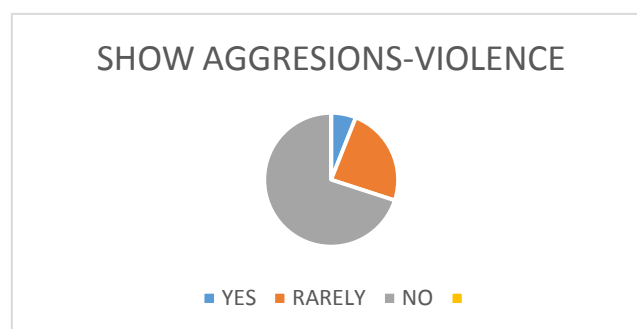
14. How often do you encounter online hate speech targeting migrants / refugees on the Internet?

- Often; 12%**
- Rarely; 54%**
- I've almost never met. I can not decide. 34%**



15. Do you personally show aggression / violence towards refugees, migrants, on the Internet?

- Yes, very often; 6%**
- Rarely; 24%**
- No. 70%**

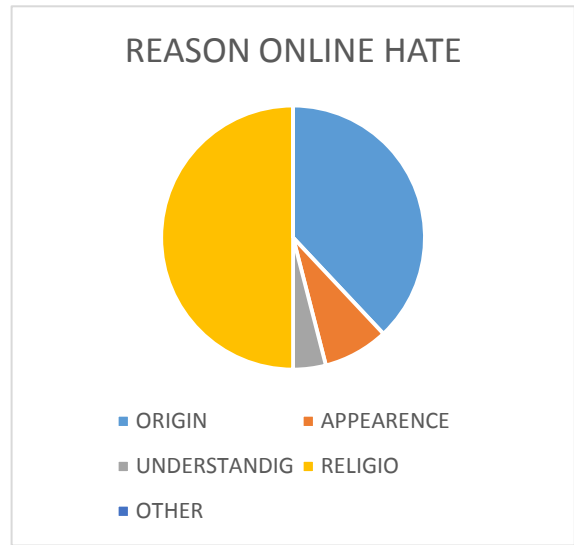




Exploring relationships

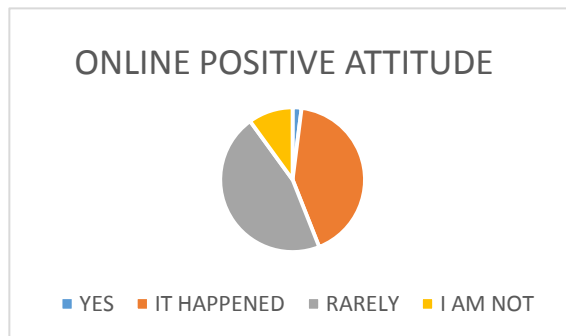
16. What is the most common reason of online hate against migrants / refugees, according to you?

- In connection to their origin; 38%
- In connection with their appearance; 8%
- In connection with their understanding; 4%
- In connection with their religion; 50%
- Other, please specify



17. Have you ever seen an online positive attitude towards migrants / refugees from your peers?

- Yes, all the time; 2%
- It happened; 42%
- Rarely; 46%
- I'm not.. 10%

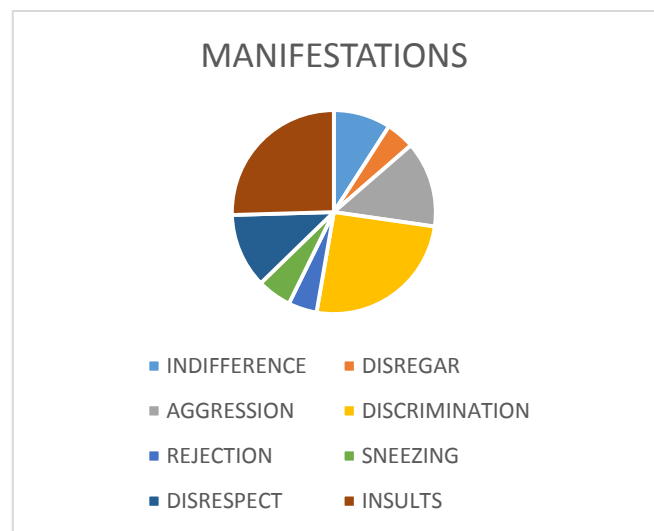


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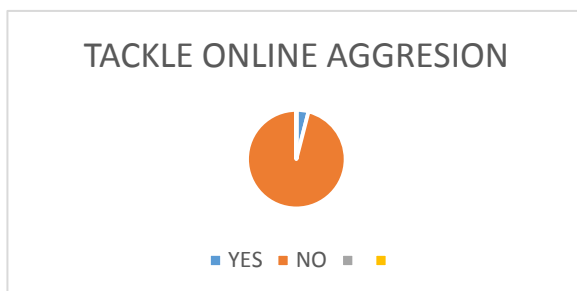
18. What do you think are the most common manifestations of online negative attitudes towards migrants / refugees?

- Indifference 10%**
- Disregard 5%**
- Aggression 15%**
- Discrimination 28%**
- Rejection 5%**
- Sneezing, mocking 6%**
- Disrespect 13%**
- Verbal aggression, insults 28%**
- Something else 0%**



19. Are you personally aware of measures to tackle online aggression towards migrants / refugees?

- Yes, please specify DENOUNCE DE COMMENT ON FACEBOOK ; 4%**
- No. 96%**

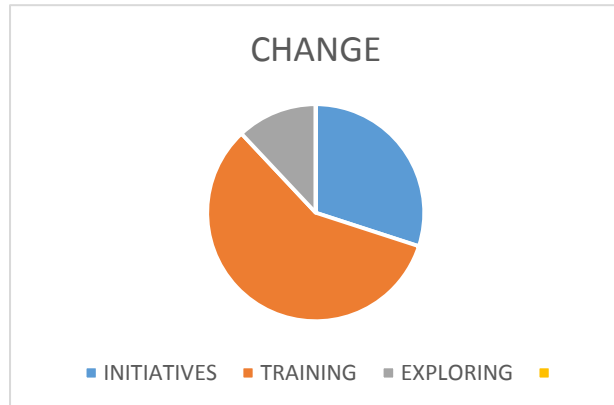


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20. In your opinion, how can your peers' negative attitudes towards migrants / refugees change?

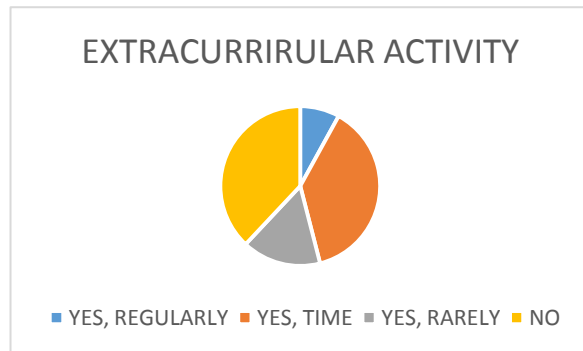
- By participating in various initiatives; 30%**
- Through additional training on the subject; 58%**
- By exploring migrants / refugees. 12%**



Free time

21. Do you participate in any extracurricular or other organized activity?

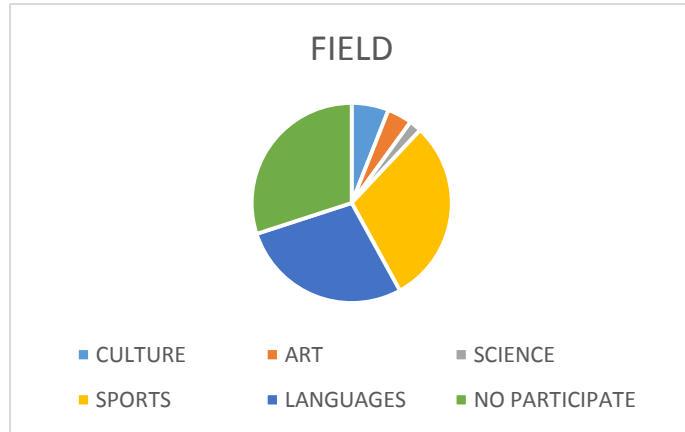
- Yes, regularly - throughout the year. 8%**
- Yes, when I have time. 38%**
- Yes, but rarely - only when is about something interesting. 16%**
- I do not participate. 38%**





22. In which field of extracurricular or other organized activity do you participate?

- Culture; 6%
- Art; 4%
- Science; 2%
- Sports; 30%
- Foreign languages; 28%
- Volunteering; 0%
- Social causes and initiatives; 0
- I do not participate; 30%

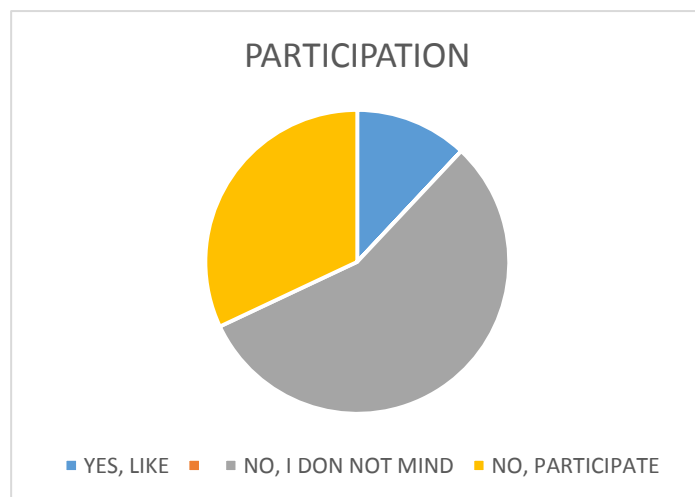


23. In which field of extracurricular or other organized activity would you participate? (Please specify!)

VISIT MUSEUMS, DRAWING CLASS, PLAY FOOTBALL, GO TO GYM, STUDY ENGLISH, FRENCH.

24. Are in the activity you participate in, migrants / refugees?

- Yes, and I like to talk to them. 12%
- Yes. but I'm not happy to be together with them.
- No, but I do not mind to have . 56%
- No, and it is good that there aren't.
- I do not participate. 32%



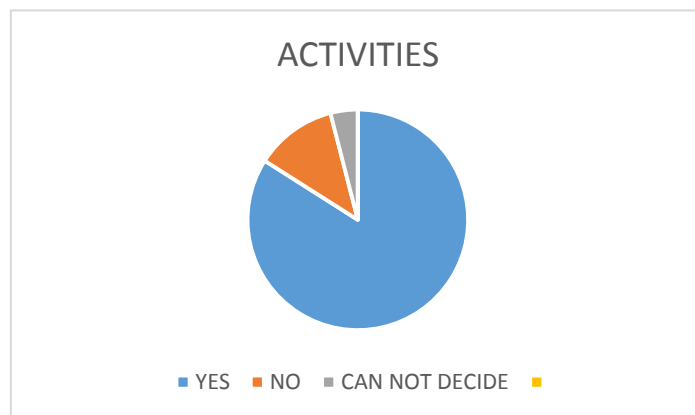
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Conclusion

25. Would you personally engage in non-formal activities aimed at activating young people to achieve better online attitude towards migrants / refugees?

- Yes; 84%**
- No; 12%**
- I can not decide. 4%**



Conclusions:

These results are based on the answers obtained in the poll of fifty people. People belonging mainly to a rural area of the environment in the "Association el Cerro de Extremadura," this is in the region of Extremadura, in the South East of Spain. It was distributed to people who usually collaborate with the association, people close and diverse. We have tried to get many different types of people to take part, of different age groups with diverse interests and character. We can say it's balanced evenly between men and women, with 50% of the participants being female and 50% male, and the majority of them having superior education. 100% of these people originate locally.

After collecting all of the completed data we can extract the following results:

- It has come to our attention that 56% don't belong to any organisation and 18% don't have any form of hobby, it's a sample of how complicated it is to involve the young in issues like we treat in these projects.

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- In how much they use the internet in their free time, the results are the following:

54% use the internet between 3 and 6 hours
24% use the internet more than 6 hours a day
22% use the internet less than 3 hours a day.

So our measures and activities must be oriented to work with young people on social networks such as YouTube, Facebook, Twitter...

- As to their attitudes towards the immigrants and refugees, 90% assure us they consider them part of the society. They don't demonstrate any discrimination. However 48% of them assert they have seen hateful attitudes against migrants or refugees on social networks. 60% responded occasionally they have encountered these examples of hate and 40% say they haven't seen it. 88% assure us they have never commented on social networks regarding these people.

70% assure us they don't have friends who participate in these forms of aggression on social networks and emphasize that 24% say that they wouldn't have them as friends.

- As to the relations with immigrants and refugees, it's emphasized 50% have the opinion that the hate attacks originate from the religion of these people. And 46% say how they rarely see positive attitudes towards them. It's important to say that 96% have answered they never take action against this type of aggression online, and take a passive attitude in these situations. 58% assert there needs to be more training in respect to this subject.

- With respect to what they do in their free time, 38% say they participate in extracurricular activities when they have time, and however another 38% say they don't participate in any. A disturbing fact as to participating in exercise. And in the cases in which they take part in sports and languages. 56% say it doesn't matter to them if in these activities they had migrants or refugees.

- 84% said they would like to take part in informal activities to help young people have a better attitude towards migrants and refugees. Which is most important to keep in mind when organising these types of activities.

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Analysis at national level:

The Spanish contribution in the migration crisis and of refugees

More than 1.1 million people have arrived in Europe since the beginning of 2015 escaping from their countries of origin or looking for a better future. This situation has given incentive for the international community to adapt and begin a series of measures to enable us to satisfy the basic necessities needed for these vulnerable groups.

Spain, country of ample experience in migration management and who also supports a strong, irregular force of migration, especially in the case of maritime borders, maintain our compromise on the assistance of migrants and refugees in the national and international levels. Our country exercises its responsibility as a member of the EU and from the commitment of collaboration with the organisations and international agencies dedicated to keep vigil over our assistance and protection in agreement with the international legality, participate dedicated in the search of the crisis of migration and of refugees.

Within the framework of the EU, Spain is an active member and promised to the measures put in place to respond in a way coordinated with the rest of the countries members and institutions to the current migration crisis and of the refugees unprecedented in our time, based on the experience management of migratory flows and under an integrative prospect, in which combines the fight against the irregular immigration and the criminal networks that profit from them, the collaboration with countries of origin and transit, and the promotion of organised and legal migration.

We specifically contribute to more than 10 thousand million euros that the EU have mobilised in 2015 and 2016 to cope with this crisis and assist the countries most affected. One example of the contribution of Spain are the 3 million euros that are destined for the trust of emergencies for Africa, on whose impulse and creation Spain has actively participated.

On the other hand, Spain collaborates on the mechanism of emergencies for the relocation or resettlement put in place in 2015, in the frame of the European Agenda of Migration. Its committed to relocating 16,000 refugees and resettle 1,449 to third countries.

Also in order to achieve a functioning agreement of these emergency programmes, Spain has responded to the petition of the European Asylum Support Office (EASO) with 30 experts that support the management authorities of asylum in Italy and Greece in the process of registration, and work with information related with the relocation and detection of possible false documents. In the same mode, we have also responded favourably to the request of the Frontex Agency to send national experts in the field of border that allow effective management of the exterior borders of the EU, like in the case of Spanish participation in the operation Poseidon in Greece.

In relation of this, we have promised the participation of liaison officers in Italy and Greece to support the management of the migration in the "Critical Points" (sections on the border outside the EU or of a region with extraordinary migratory pressure that asks for help reinforcing and concentrate from the agencies of the EU) and has designated the points of national contact that coordinated the relocation with Greece and Italy.

It should be noted that we have compromised since 2015 more than 300 support staff. Besides in addition to support within the EU to the member states with most pressure, Spain has participated voluntary in the civil protection mechanism of the EU, to order and provide a coordinated solution, effective and efficient by means of pooling the capabilities of the response of the member states.

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In these moments this mechanism in which another 20 countries are involved, remain active to more support material like accommodation, higienic material and medical supplies, as well as technical advice for Greece, Croatia, Slovenia and Serbia, countries that ask for assistance attending the strongest flow of migrants and refugees.

Just as signalled before, another of the aspects the Spanish Government collaborates with the Union in immigration matters is the fight against the people trafficking networks in the prevention of irregular migrants flows and to avoid the death of people in the Southern Central Mediterranean. It's important to point out the mission of the Common Security and Defence Policy deployed in the Mediterranean (EUNAVFORMED Sophia) with the contribution of a Spanish airplane of the coastal recognition in Sigonella (Sicily) as well as the Spanish weapon frigate "Numancia." Besides maintaining a provision of cash and the Army and Navy personnel in the commanders headquarters of the operation in Rome and in the General Headquarters of the strength established in the Italian aircraft carrier "Cavour."

The Spanish participation in the other European missions, like the EUCAP-Sahel, and EUBAM-Libya, also results in the Spanish commitment in the fight against the networks of illegal immigration in Africa and the improvement of border management on that continent.

At national level, and to stand up to, and deal with commitments made with the EU, we have redimensioned and reinforced the national system of benefits and national protection. In this sense, in the matter of international protection, we have increased by 100% the quote of the Interior Ministry and 2,500% of the Employment Ministry and Social Security.

More over the Spanish Government maintains efforts in the attention of foreigners arriving on the coast of Spain who find themselves in a vulnerable situation, like the protection of unaccompanied children. On the other hand we proportion the necessary courses to better the enablement of attention and collection for the temporary stay centre for immigrants (CETI) and the Refugee welcome centres (CAR.) For the attention of the Asylum seekers, we have maintained offices with operatives since 2014 on the borders of Ceuta and Melilla. It should be noted on this point that in Spain we registered in 2015 around 20,000 applications of Asylum.

Other than the measures that the government carries out for the necessary attention of the migrants in the subsidy of the associations and ONG that permit financing programs destined for the integration of the immigrants and their voluntary return, and likewise in the management of migration flows.

The largest part of their national programs are co-financed, in virtue of the principles of solidarity and sharing of responsibilities, by European funds. In particular, by the fund of Asylum for Migrants and Integration in the EU (FAMI) which gave continually in the period 2014-2020 to the actions developed in the old funds of Solidarity (SOLID) and for the European Social Fund (FSE) that finances the new Programme of Social Inclusion and Social Economy (POISES).

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Extremadura

Extremadura has taken in 119 refugees in the framework of the process carried out for the EU about the relocation from Greece and Italy and reassessment from Lebanon and Turkey of refugees, according to data from the government of Extremadura.

Of the 119 refugees that have arrived in Extremadura (81 male, 29 females and 9 children) 27 have been received in Caceres by the Foundation Accem, an organisation without state profit, who's mission is to defend the fundamental rights, give attention and accompany the people who it finds in a situation of risk and social exclusion.

Another 61 were received in Naval Moral de la Mata by Cepaim, an independent organisation dedicated to help migrants, and help against social exclusion.

The 31 remaining were placed in Merida with the Red Cross. By nationality and with the data collected by the local government, the majority of these people are national's of Syria.

The reception centre in Merida has attended more than 400 immigrants since the end of July.

More than 120 volunteers have participated in this project of humanitarian attention.

Origin of the immigrants:

The people who arrive at CAED come from different countries of Africa that fled due to persecution, conflicts and disasters of general violence. They are only a small part of the more than 68 million people who suffer forced displacement in the world, according to the data managed by the United Nations.

In 2017, more than 200 people of the Spanish Red Cross intervened in 56 countries asking for humanitarian assistance.

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http://elpais.com/elpais/2018/06/19/planetafuturo/1529394869_752488.html

<https://www.hoy.es/extremadura/extremadura-acogido-refugiados-20170926201411-nt.html>

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Conclusions and recommendations at national level:

We think that the best guarantees of a continuing democracy is an informed people.

We need international and global agreements between the States and the cultural and political identities if we want to avoid the most dramatic effects of the actual cultural shock.

We think that the best way to disseminate the knowledge is **Formal education** because is the most powerful means to provide knowledge to society. But we must have the support of the academic sector to educate new generations as well as government organizations because formal education is not enough due to:

- The educational system excludes part of the population once it leaves the classroom.
- The knowledge is being generated with a very high speed.
- The interest of people in some subject changes very fast.

But Non-formal education can contribute to a better knowledge, because it's:

- Relevance to the needs of disadvantaged groups.
- Concern with specific categories of person.
- A focus on clearly defined purposes.
- Flexibility in organization and methods.

We also believe that **social networks** are a good way to disseminate knowledge. Governments should establish programs to educate the population on the use of social networks because many people think that they are free to publish or spread hate messages through the networks with total impunity.

Hate speech is a communication that carries no meaning other than the expression of hatred for some group, especially in circumstances in which the communication is likely to provoke violence. It is an incitement to hatred primarily against a group of people defined in terms of race, ethnicity, national origin, gender, religion, sexual orientation, and the like. Hate speech can be any form of expression regarded as offensive to racial, ethnic and religious groups and other discrete minorities or to women.

There are some problems to fight against hate speech:

- Low number of complaints.
- Insufficient investigations.
- Few training in equality and non-discrimination of the institutions involved.
- "Social networks": problems of jurisdiction, territoriality, identification and obtaining data of aggressors, etc.

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HOW CAN WE USE THE SOCIAL NETWORKS?

In the same way that hate messages are disseminated by social networks (10,000 - 15,000 each day) we can use SOCIAL NETWORKS to show the opposite message. We can report fake news and make videos explaining the reality and the reason why they come to our countries, we should try to find the empathy of society!

In the same way, using photos, we make comparisons of people of the same age from different countries in which we can see the differences that exist in terms of their:

- work
- culture
- economic development
- the way they thinking about their future.

THE NON-LEGAL STRATEGIES TO COMBAT HATE SPEECH ON SOCIAL NETWORKS

Monitoring and research strategies: try to understand the magnitude of the problem of hate speech and to explore the possibility of using early warning systems capable of identifying it automatically.

Pressure strategies to the operating companies (social networks), aimed to modifying their policies due to the type of contents that can be shared

Strategies focused on changing the perceptions and attitudes of the users of Social Network

Campaigns, whose objective is usually to attack prejudice and intolerance as the main root of the problem of hate speech

Strategies that are based on training and education, which include the holding of workshops, seminars and other types of activities aimed at providing people, especially young people, with the necessary skills to identify and combat hate speech on the internet

WE THINK THAT EDUCATION IS THE BEST STRATEGY TO STOP THE HATE SPEECH AND PROPOSE THE FOLLOWING METHODS:

- Critical thinking and reflection as tools against hate speech on the Internet. Educational strategies must adapt to this new reality, promoting the critical reception of messages.
- Young people need to acquire critical thinking that allows them to filter content.

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- Young people need to make a self-critical reflection before sharing their own or other people's content on social networks, young people are especially vulnerable because they use the networks more than adults.

WE DECIDED THAT A GOOD METHOD IS TRAINING CYBERACTIVIST:

Strategy aimed to training conscientious collectives. You can carry out initiatives specifically designed to empower people already aware or people who have suffered harassment in social networks. The victims can speak about their experience and show the consequences of hate speech on the Internet.