

**PECAO Synthesis
Report on
ANTIGYPSYIST
ONLINE
HATE SPEECH**

ERGO

Network

European
Roma
Grassroots
Organisations
Network



PECAO

Peer Education To Counter

Antigypsyist Online Hate Speech



TABLE OF CONTENT

I.	Foreword	4
II.	Abstract	6
III.	Introduction	8
IV.	Methodology	10
	<i>1. Description of the Monitoring Tool (MT) – details</i>	<i>11</i>
V.	Main findings	13
	<i>1. A brief summary of the main findings</i>	<i>13</i>
	<i>2. Part 1 General information, topic and content appearance: an overview of the antigypsyist online hate speech detected</i>	<i>14</i>
	<i>3. Part 2 Content: a deeper perspective of online discourse and hate narratives</i>	<i>28</i>
	<i>4. Part 3 Personal insights: the peer-educators and young Roma perspectives during the monitoring activity</i>	<i>41</i>
VI.	Conclusions	45
VII.	Set of recommendations – selection	47
VIII.	References	50
	Annexes	51
	<i>Annex 1. Monitoring Tool</i>	<i>51</i>
	<i>Annex 2. Synthesis Report Model</i>	<i>58</i>

LIST OF TABLES AND FIGURES

Table 1. Total number of monitoring tools

Table 2. Personal accounts

Table 3. Media (official page)

Table 4. Public accounts (public figures, institutions, organisations)

Table 5. Online Groups

Table 6. General overview of the main topics about Roma

Table 7. A model of list of explicit expressions from the Bulgarian National Report of PECAO

Table 8. List of coded expression from the Hungarian National Report of PECAO

Figure 1. Online platforms monitored in the period September 2020 – September 2021

Figure 2. The main topics present in the online public space regarding the Roma ethnicity

Figure 3. Headlines analyses

Figure 4. Analyse of the non-textual forms of communication

Figure 5. Forms of manifest / explicit discursive hate

Figure 6. Forms of coded online hate speech against Roma

Figure 7. The scale of frozen vs. motile online hate speech against Roma

Copyright © ERGONETWORK, 2022

Edited by Mustafa Jakupov

ERGO network acknowledges the contribution of all peer educators engaged in the project and would like to thank all of them!

This report was elaborated by Ileana Rotaru, assoc. prof. PhD habil. of West University of Timisoara, research expert of Nevo Parudimos Association and responsible for the research instruments and methodology elaborated and applied for the purpose of the PECAO project. The research and the reports are endorsed by the participants' peer educators involved in PECAO project.

Published by © ERGONETWORK, 2022

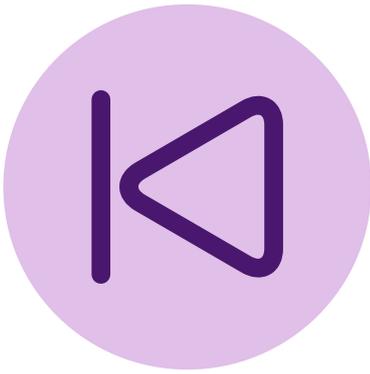
www.ergonetwork.org

Responsible for publication: Gabriela Hrabanova, Director ; Mustafa Jakupov, Policy and project coordinator

Design: [Galadriel Goldberg-Vormès](#)

Publicity Disclaimer:

This publication was funded by the European Union's Rights, Equality and Citizenship Programme (REC 2014-2020) and Google.Org Impact Challenge on Safety. The European Commission's and Google.Org's support for the production does not constitute and endorsement of the contents, which reflect the views of the authors only, and the European Commission and Google.Org cannot be held responsible for any use which may be made of the information contained there.



FOREWORD

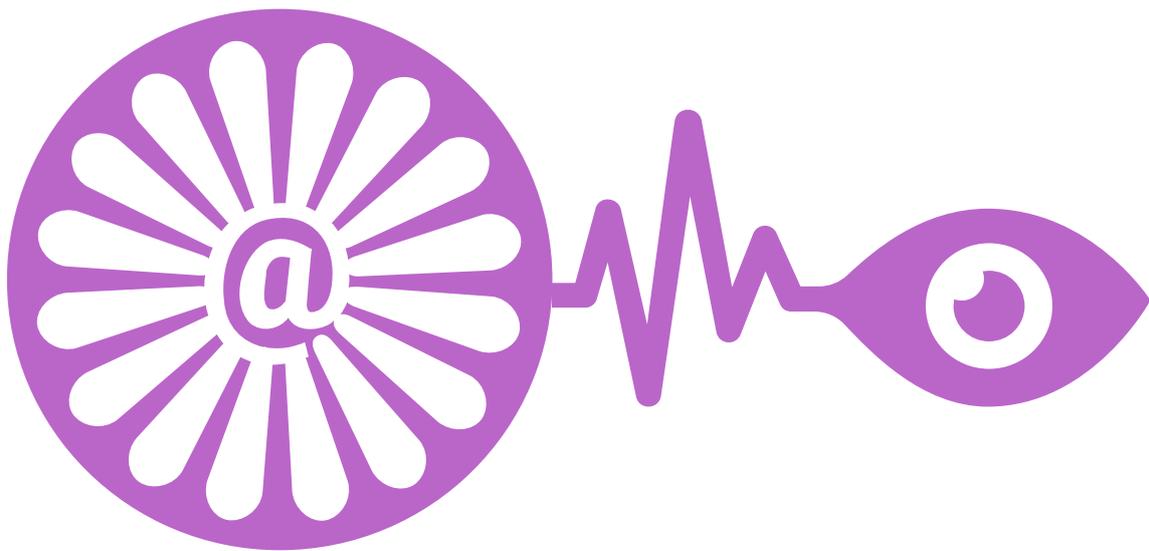
The Peer Education to Counter Antigypsyist Hate Speech Online project focuses to address and counter antigypsyist hate speech online by working with young people, using a combination of peer education and monitoring in order to obtain two-fold results: the peer education methodology serving the purpose to achieve a direct change in attitudes and actions

of a high number of young people, and the monitoring to contribute to better understanding and a more systemic change of policies through advocacy based on the results.

The following report represents a deliverable of the PECAO project in relation to the project's overall objectives:

- **To reach out** to at least 2000 young people in Spain, Hungary, Czech Republic, Romania, Bulgaria, Ukraine, Italy, France, North Macedonia and Albania through peer education activities in universities or youth clubs to raise their awareness of the adverse impact of hate speech on Roma and to empower them to recognise and report hate speech online.
- **To empower** 50 young Roma peer educators in 10 countries to monitor hate speech in online media and report cases of hate speech to IT companies, national equality bodies and relevant state institutions to reinforce implementation of anti-discrimination legislation. Their work will lead to national datasets of at least 150 cases, as well as at least 50 reported cases.
- **To advocate** towards national and EU decision-makers for anti-discrimination policies that take into account the online sphere as well as antigypsyism as a bias motivation for hate speech and hate crime.
- **To use the experiences** of peer educators and results of the monitoring to raise awareness of other stakeholders (wider civil society, educational practitioners, young people) of antigypsyist hate speech in online media and the urgency to counteract.





When it comes to the Roma people: The people most suffering under hate speech are obviously those targeted – Roma, citizens of Europe. The project should have a positive long-term impact on them if hate speech content is reduced in online media as a result of this project. Less hate speech online means less incitement to violence and less stereotyping by the majority of society, leading to a general decrease in antigypsyism.

The Report focuses on the antigipsistic online hate speech encountered by the young peer-educators from 10 European countries, using their personal accounts (on different social media platforms) and their own search on different websites using Google search engine, during a period of one year (September 2020 – September 2021) and it contains data gathered by young people of different nationalities of the adverse impact of hate speech on Roma and of the importance to

report antigypsyist online hate speech.

With the results presented in this report, we aim to take a step further to learn about the presence and impact of antigypsyist online hate speech and to learn lessons that can be brought forward to make the future of an equal and inclusive society in a safe digital environment happen.

This report is part of a multi-country study coordinated by ERGO network and financed by the European's Union Rights, Equality and Citizenship Programme (REC 2012-2020) and Google.Org Impact Challenge on Safety. The study was conducted from September 2020 to September 2021 in 10 countries: Albania, Bulgaria, Czech Republic, North Macedonia, Hungary, Ukraine, Romania, Italy¹, France and Spain. Based on the national reports, a cross-country analysis is presented, in an exhaustive manner, as the detailed situation is described and published in the national reports mentioned above.

¹ Due to the Covid-19 pandemic the monitoring in Italy was disturbed as majority of the local team was affected by it and was unable to send data on time. Their work can be found here: shorturl.at/dqvl5 and shorturl.at/hBNV4



ABSTRACT

This Report presents a subjective, yet exhaustive public image and representation of Roma within the online environment and public space. Through a focused qualitative methodology, the project aimed to understand what kind of discursive repertoires emerges against Roma and who are those that racialize and disseminate the antigypsyistic online hate speech. At the same time, the research tackled the identification of main themes and subthemes in which Roma are to be addressed frequently, of different forms of online hate speech, levels of aggressivity and forms of toxicity

of hate speech (racially loaded toxic discourse) and a finally, a model of web racism.

The report relies on the National Synthesis Report (on 4 periods of reporting) that gathered a number of **1795** Monitoring Tools in total for 9 countries (the main instrument of research analysis). The MT is detailed in Annex 1.

The general situation is presented in Table 1, for each country and partner involved within the project activities of monitoring:

Table1. Total number of monitoring tools

Nr. crt	Country	SR1	SR2	SR3	SR4	Total
1	AL	23	18	25	80	146
2	BG	22	57	75	56	210
3	CZ	38	36	25	29	128
4	ES	43	45	48	41	177
5	FR	97	84	33	61	275
6	HU	50	100	49	0	199
7	NM	24	28	24	66	142
8	RO	80	103	118	87	388
9	UA	27	33	70		130
	Total	404	504	467	420	1795

The project consortium of PECAO consists of the following partners and funding:

Funded by the European Union's Rights, Equality and Citizenship Programme (2014-2020) with co-funding from Google.org:

- [Integro Association](#) (Bulgaria)
- [Nevo Parudimos](#) (Romania)
- [Federation of Catalan Roma Associations](#) (FAGIC), Spain
- [Romaversitas](#) (Hungary)
- [Romanonet](#) (Czech Republic)
- [ERGO Network](#) (Belgium)

Funding from the Google.Org Impact Challenge on Safety in the framework of ERGO Network's project Peer education to counter antigypsyist online hate speech:

- [La Voix des Roms](#) (France)
- [Upre Roma](#) (Italy)
- [Roma Women Fund Chiricli](#) (Ukraine)
- [RROMA](#) (North Macedonia)
- [Roma Active Albania](#) (Albania)





INTRODUCTION

The constant commitment and easy interaction on social media platforms, as well as the increase in the number of users, but also in the time they spend in the online environment, are no longer unknown or intuitions of researchers following the social media phenomenon. Since the beginning of the COVID 19 pandemic (March 2019) and until now, the consumption of online information, the transfer of various socio-economic, professional, cultural activities to the virtual environment due to health constraints, is an increasingly important part of the new online public space².

The conclusions of *the Facebook Papers* case confirm part of the manner in which algorithms and information bubbles are created to develop and maintain certain reactions, especially those with a strong emotional load being searched and ranked in an order based on the criteria mentioned above.

Therefore, this exponential increase in the consumption of media and online information, the proliferation of forms of online communication and the maintenance / consolidation of everyday social relations, have led to the subversive and toxic proliferation and forms of hate speech, exposure to various

forms of discrimination and visible or hidden manifestations of racism and xenophobia both among public figures (see the case of extremists politicians) and among individuals, with more or less hidden / visible profiles. The most common forms of hate-filled messages targeted the Roma minority, and the virtual public space was infested with such racist and discriminatory messages, with the most “innocent” types of messages being those considered ironic – the so-called “jokes”.

Antigypsyism still provokes debates in the public space, both in terms of definition and regulation, and as a constant and conscious attitude / behaviour, almost perpetuated in the collective mind, but which is increasingly visible in the context of today’s digital online society.

Regarding the definition of antigypsyism, there are numerous positions taken over time on the difficulty of conceptualizing and surprising all the issues involved. Despite these struggles, important steps have been made in the last years. In *Antigypsyism a Reference Paper (2017)* a working definition is proposed as it encompassed most of the concept meanings: “*antigypsyism is a historically constructed, persistent complex of customary*

2 Alpha, 2020, “Digital 2020 – raport despre utilizarea internetului si Social Media” [rapport on the use of Internet and Social Media] în *DigitalTreeMarketing.eu*: <https://digitaltreemarketing.eu/2020/03/04/digital-2020-raport-despre-utilizarea-internetului-si-social-media/>

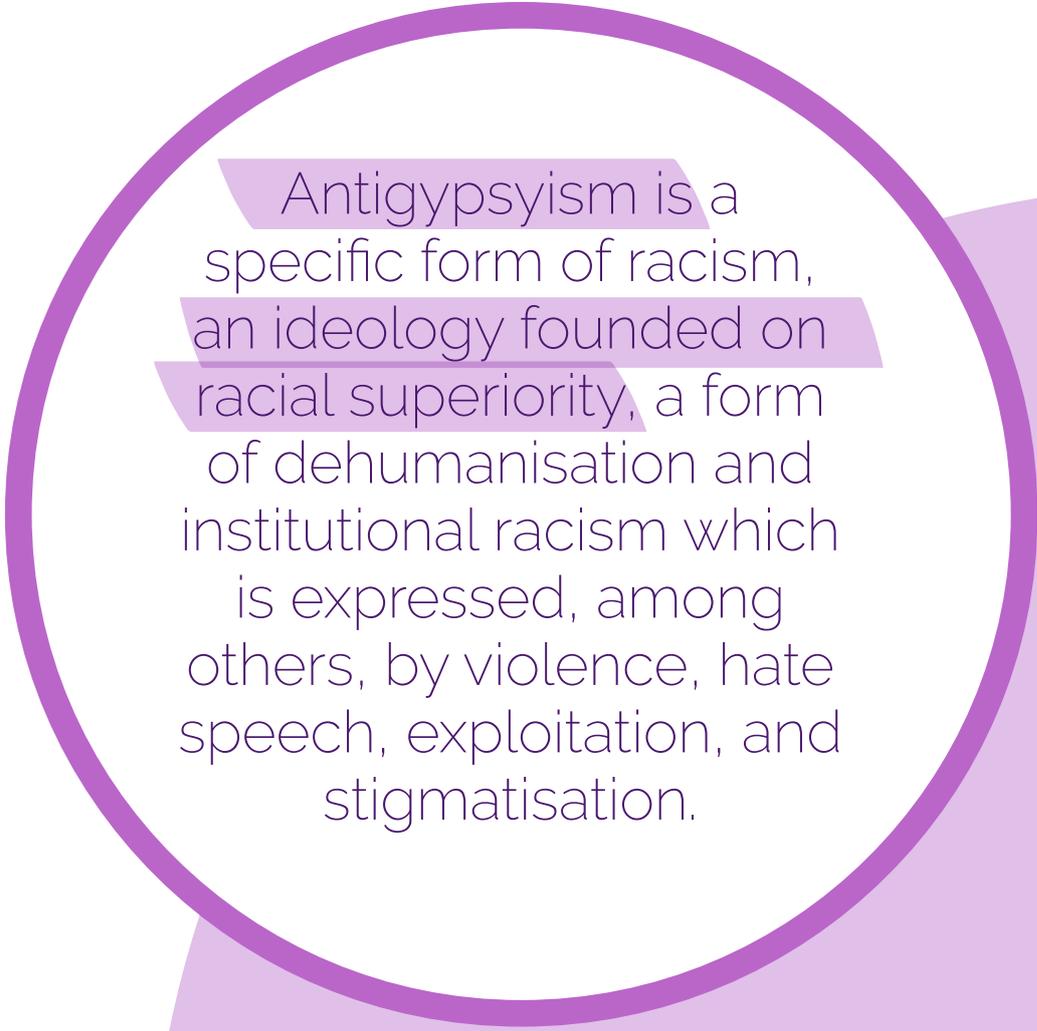
racism against social groups identified under the stigma 'gypsy' or other related terms, and incorporates:

- 1. a homogenizing and essentializing perception and description of these groups;*
- 2. the attribution of specific characteristics to them;*
- 3. discriminating social structures and violent practices that emerge against that background, which have a degrading and ostracizing effect and which reproduce structural disadvantages."*

Antigypsyism is a specific form of racism, an ideology founded on racial superiority, a form of dehumanisation and institutional racism which is expressed, among others, by violence, hate speech, exploitation, and

stigmatisation. On the other hand, it must be added that antigypsyism includes a wide spectrum of attitudes and practices, implicit or motile manifestation that penetrates and perpetuates within the public space by the mass-media and new media.

However, the legislative activity of different national and European institutions (e.g. national councils for fighting against discrimination, national commission for the surveillance of the mass-media) is limited to the online space as long as there are no framework regulations at the European and national levels regarding the creation of a secure, creative and inclusive digital space, while respecting the fundamental rights to freedom of expression and opinion.



Antigypsyism is a specific form of racism, an ideology founded on racial superiority, a form of dehumanisation and institutional racism which is expressed, among others, by violence, hate speech, exploitation, and stigmatisation.



METHODOLOGY

This Report is based on the content analysis research method that used a monitoring tool (MT) instrument (see Annex 1). It contains a number of 1795 MT (see table 1 for detailed MT applied for each country) that were applied during one year period (September 2020- September 2021). The MT as the main research instrument of the study was adapted from from Siapera, Moreo and Zhou (2018) and Lentin (2016) and it was elaborated together with experts from the partners' organisation. The content analysis was realized based on the MT results, having specific codes and descriptions for each situation encountered and adapted for social media monitoring activity, according to the research questions and project objectives. The results are consistent with the general situation from each country and they are described in particular in each of the 9 National Reports.

Each partner used the same MT that was applied and adapted to the national specificities by a number of between 4 - 6 young Roma and peer-educators that were special trained and counselled, familiarized with the research instrument during a period of trainings and piloting according to the social research ethics and standards. They aged between 20 – 30 years old, they were of different formal levels of education (e.g. students, volunteers, employed etc.) and they were selected based on a special call of selection and motivation interviews (including ethnic criteria, geographical diversity, English medium level, experience in participating in other projects on discrimination, motivation and determination, time

and internet access). According to the project's activities and objectives, the MT instrument was applied in a subjective manner, as the operators have the freedom to choose the content and the online platform they monitor, including their own personal account (Fb, Instagram, Tik Tok or Youtube) as the information appeared in their news feed. A number of approx. 5 MT/ person/ per month of MT were enclosed to the periodical Synthesis Reports (see Annex 2). For developing a better and a common ground, in order to keep a constant check and valid step for all the partners involved, each partner filled and transmitted to the research coordinator a Synthesis Report as it follows:



The National Synthesis Reports, on periodical agreed reporting, were used for the purpose of creating a common database that permitted the present analysis and also served as an instrument for the cross-national comparative analysis in a common language as each monitoring tool had been filled in the national language of the young Roma.

The sampling of the cases was based on non-probabilistic bases (conveniences), on random selection and on subjectivity of the operator. The main reason for using this type of sampling was to give an insight of how the ordinary one Roma young person, personal account appears and also to underline the constant emotional pressure one can face in the online public space. On the second register, our purpose was to

observe how the media informational algorithms are targeting (the Roma) users based on their preferences, consumption and user profiles when using social media platforms and internet on private, personal accounts (see some of the study cases presented in the *Peer-educators perspective chapter*).

Although the results have reached a certain level of expectancy and saturation, they should not be generalized to the entire Roma community. However, the total number (N=1795 for 9 countries) represents a solid insight and a foundation for developing and advocating social, digital and even educational policies to fight against the proliferation of the antigypsyist online hate speech, for a more safe, inclusive and creative internet public space.

1. Description of the Monitoring Tool (MT) – details

The Monitoring Tool is organized in 5 parts.



General information

refers to social media platform monitored and internet page identification, types of accounts (personal, public, groups or institutional/ private companies), themes and subthemes, general title of the article/ media post and its subjective evaluation (on a 3 scale range: positive, negative and neutral), details on influence and popularity (numbers of likes, shares etc.);



General topic and content appearance

refers to types and forms of the content (text, visual, videos), the place of the content (first page, shared, special page, story page etc.), the relevance of the relation (if any) between the content and title/ visual element, types of non-textual content (images, videos etc.) and (if any) evaluation of the emotional impact of the non-textual content on (a 3 scale range: very little, so and so, very much).

3

Content (adapted from Siapera, Moreo, Jiang, 2018, Hate Tracking and Monitoring Racist Speech Online)

describes in different scales forms of racism of the online hate speech in 2 dimensions that were also scaled on 3 levels of perceived intensity (1- no hate; 2- weak; 3- extremely strong): **Open discourse**: crude epithets, racist slurs, grossly offensive, dehumanizing utterances and **Coded discourse**: Using slang, circumlocutions, irony, ambiguity, pseudo-scientific references, reborn of white supremacist ideologies; “whataboutery”, narratives of elsewhere, bogus statistics, metonymies. A third dimension was included for measuring the **levels of aggressivity/ toxicity of hate speech**, using **frozen vs motile scale** (Lentin, 2016) and it was also adopted on the same 3 levels of perceived intensity. A racially loaded language is toxic when it conveys messages that: reinforce stereotypes, entrench polarisation, spread myths and disinformation, justify exclusion, stigmatization and inferiorisation, reinforce exclusivist notions of national belonging and identity. Main **forms of racially loaded toxic discourse** are described by crude forms of racism: insults, slurs, criminal comparisons, direct denigration, racial stereotypes (colour, smell, physical features), notion of “nation” (ad hominem attacks, right-wing discourse, race, ethnicity, religion, culture), “over-sensitive” or “played the race card”: being racist against white people, coming from cultures of

victimhood, reverse fake news, bogus statistics, research published with dubious credential, recited truths. We paid special attention to *trigger events* (the media frame and present news in a special manner that can influence the readers and their comments) and to the *non-textual forms*: memes, multimedia materials, hashtags, tagging etc. A **comments** section was also added to describe types and number of comments, intensity, persistency, popularity (likes, shares etc.). For all the 3 dimensions analysed, a **list of most used expressions** (frequency) within the content met in the online was made.

4

Personal observation
(Narrative)

it describes in a short abstract the main idea of the content and how this content affects the Roma person correlated with (possible) certain national specificities;

5

Background information

identification data of the operator (respecting the GDPR regulation), used only for the purpose of coding and research.



MAIN FINDINGS

The present report is a synthesis of the national reports realized by the 9 partners involved in the project and it includes:



A brief summary of the main findings



Part 1 General topic and content appearance: an overview of the anti-gypsist online hate speech detected



Part 2 Content: a deeper perspective of online discourse and hate narratives



Part 3 Personal insights: the peer-educators and young Roma perspectives during the monitoring activity



A set of recommendations based on the findings and of the conclusions reached from the national reports



A brief summary of the main findings

The main finding is that **racially loaded toxic discourse is a constant feature of the new online public space and it is widely spread** between different categories of people (users and producers), with different cultural and educational backgrounds, with little or very few consciences of their online behaviour, especially an empathy towards “the other” that is victimized. Usually, this **type of behaviour is not taxed or reported nor by the**

social media platforms algorithms, nor by the individual reaction against. They are seen and **classified in a soft manner as “innocent jokes”** (when it is about more of the visual content), or **tacit agreement of the aggressive comments/ content.** At the same time, a wide repertoire of aggressive and violent expressions referring to Roma has been detected that settles a trend in hidden the open discourse (in order to avoid media platforms interdiction),

but not its disappearance. The new forms of coded expression are largely known and understood as their use has become a common practice when referring to Roma in a negative, anti-gypsyistic attitude. Due to the pandemic and the rise of the new virtual life, narratives of blaming, of exclusion and even of life-threatening are observed to be more visible and more used to polarize, to divide and to create engagement (an item targeted by the social media platforms' algorithms, websites, search engines and of their private owners).

One of the remarks among the peer-educators and monitors is that they expressed their frustration and negative feelings, strong emotions about how their ethnicity is aggressed constantly and their lack of power (or fewer means) to avoid or to stop these types of violence within the online public space. The cases reported to the different institutions and media companies represented a short-term instrument, a soft patch for their frustration. Long-term solutions and tailored instruments and measures are proposed in the Set of recommendations section of this report and also, they are addressed more specific to the national contexts in the National Reports of the 9 countries.



Part 1 General information, topic and content appearance: an overview of the antigypsyist online hate speech detected

In the first part of the monitoring tool, our attention was focused on capturing some relevant general information to outline the context of this analysis and to identify the main social media platforms used, as well as the typology of user forms. It is important to mention once more that the choice to apply the monitoring tool on certain platforms or sites was a subjective one, a personal choice of the 5 operators and the teams coordinated by them. Therefore, the data presented are not representative, but should be interpreted only as an orientation and as a favourite indicator of young operators to online social platforms (private accounts and groups) and sites (where they get their information, both from local and national press).

As shown in Figure 1 (Online platform users), the largest numbers of types of users who were part of the research belonging to young Roma operators are private accounts (people who are part of the online network), on Facebook, Instagram, Youtube and TikTok, and the percentage of "news" information is more evident on Twitter and, of course, on sites promoted by Google. The operators' attention was also focused on the social networks they frequently use, which explains a higher share of personal accounts (individual actors) than official news pages (which were analysed when they were taken over and distributed online).

At the same time, online discussion groups, forums, were also included in the restrictive monitoring activity: on the one hand, due to their private / closed nature, and on the other hand, the Roma ethnics (with real account - according to the instruction) are obviously excluded from racist and xenophobic groups.

From the perspective of the frequency of use of the online platform, the most used is represented by Facebook in North Macedonia (40%), Hungary and Romania with a similar percentage (26 and 24) and less used in Spain and Albania (1% and 3%). Other countries met other specificities as Instagram is preferred in Ukraine (19%), Albania (29%) and Romania (13%), while Twitter is in the top of preference of the users in France (37%) and Spain (31%). The video platform of Youtube is frequented in Bulgaria (31%), France (26%) and Albania (24%). From the sites monitored on Google, the Romanian team analyzed 61% of the MT as their preference, followed by Albanians (24%) and Hungarians

(11%). Other countries reported monitoring Google as a preferred source of information in the online space with less than 5 points: the Czech Republic 5% and Spain 2%. Other platforms were mentioned as their raise within the last few years has been more attractive, especially for the young, is Tik Tok, which gains more space and users in the online. For example, 38 % of the MT in Romania addressed this platform, and except for Hungary were no other platform from the list given was mentioned, in all the countries new platforms such as Tik Tok were mentioned. These results should be further analyzed in future monitoring activities as they show and a confirm a migration trend of the online users to new, challenging or more tailored social media and online platforms.

In Figure 1 there is a general picture of the platform used in the monitoring activities according to with the operators' subjective preference (but still representing an overview of the current situation in the national context).



The preference for an online platform is detailed according to typology of accounts: private/ personal, public (officials, institutions, public figures etc.), groups (publicly opened), and media (websites). The situation for each type is presented in the next tables:

Table 2. Personal accounts

	Countries								
	AL	BG	CZ	ES	FR	HU	NM	RO	UCR
Twitter	0	16	0	18	21	0	0	0	0
Instagram	15	0	0	3	7	5	0	6	0
Youtube	19	5	0	1	27	0	0	9	1
Google	1	0	0	0	0	1	0	13	0
Other (e. g. Tik Tok)	67	2	25	61	77	1	0	123	13

Table 3. Media (official page)

	Countries								
	AL	BG	CZ	ES	FR	HU	NM	RO	UCR
Facebook	0	50	4	0	47	39	11	30	13
Twitter	0	0	0	0	2	0	0	4	0
Instagram	0	0	0	0	0	0	0	0	1
Youtube	2	23	0	0	3	0	0	1	4
Google	6	0	3	0	0	5	0	22	0
Other (e. g. Tik Tok)	0	14	15	1	0	0	2	54	1

Table 4. Public accounts (public figures, institutions, organisations)

	Countries								
	AL	BG	CZ	ES	FR	HU	NM	RO	UCR
Facebook	7	3	25	3	10	86	1	17	9
Twitter	0	1	0	2	1	0	0	0	0
Instagram	0	2	2	0	0	1	0	1	5
Youtube	7	8	3	0	1	0	0	2	1
Google	4	0	0	1	0	0	0	0	0
Other (e. g. Tik Tok)	0	0	7	0	0	0	0	2	5

Table 5. Online Groups

	Countries								
	AL	BG	CZ	ES	FR	HU	NM	RO	UCR
Facebook	0	0	14	0	0	32	3	20	38
Twitter	0	0	0	0	0	0	0	0	0
Instagram	0	0	0	0	0	0	0	0	4
Youtube	0	0	0	0	0	0	0	0	0
Google	1	0	0	0	0	0	0	0	0
Other (e. g. Tik Tok)	0	0	0	0	0	0	0	2	0

The general situation confirms the use of a large scale of Facebook (for all the 9 countries), but at the same time, it is observed an interest towards other social media platforms as Tik Tok and Instagram (8 of 9 countries).

In the second part of the research, the aim was to identify the main topics (and related sub-topics, in depth) that refer to the Roma from the perspective

of the analysed media content. The period September 2020 - September 2021 was generally marked by the pandemic context, but also had some peculiarities related to the Romanian electoral elections (presidential and parliamentary elections), cultural and religious holidays, sports events. The main categories of topics analysed were classified as follows:

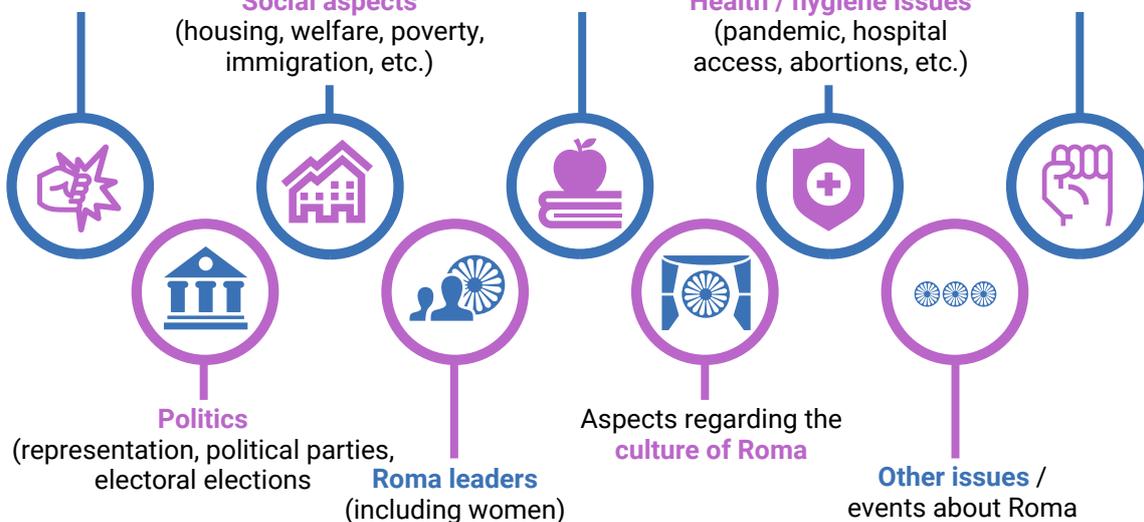
Crimes committed by Roma
(theft, murder, begging, vandalism, etc.)

Educational aspects
(school dropout, schooling conditions, scholarships, etc.)

Social movements
(protests, civil rights, representation) and NGOs

Social aspects
(housing, welfare, poverty, immigration, etc.)

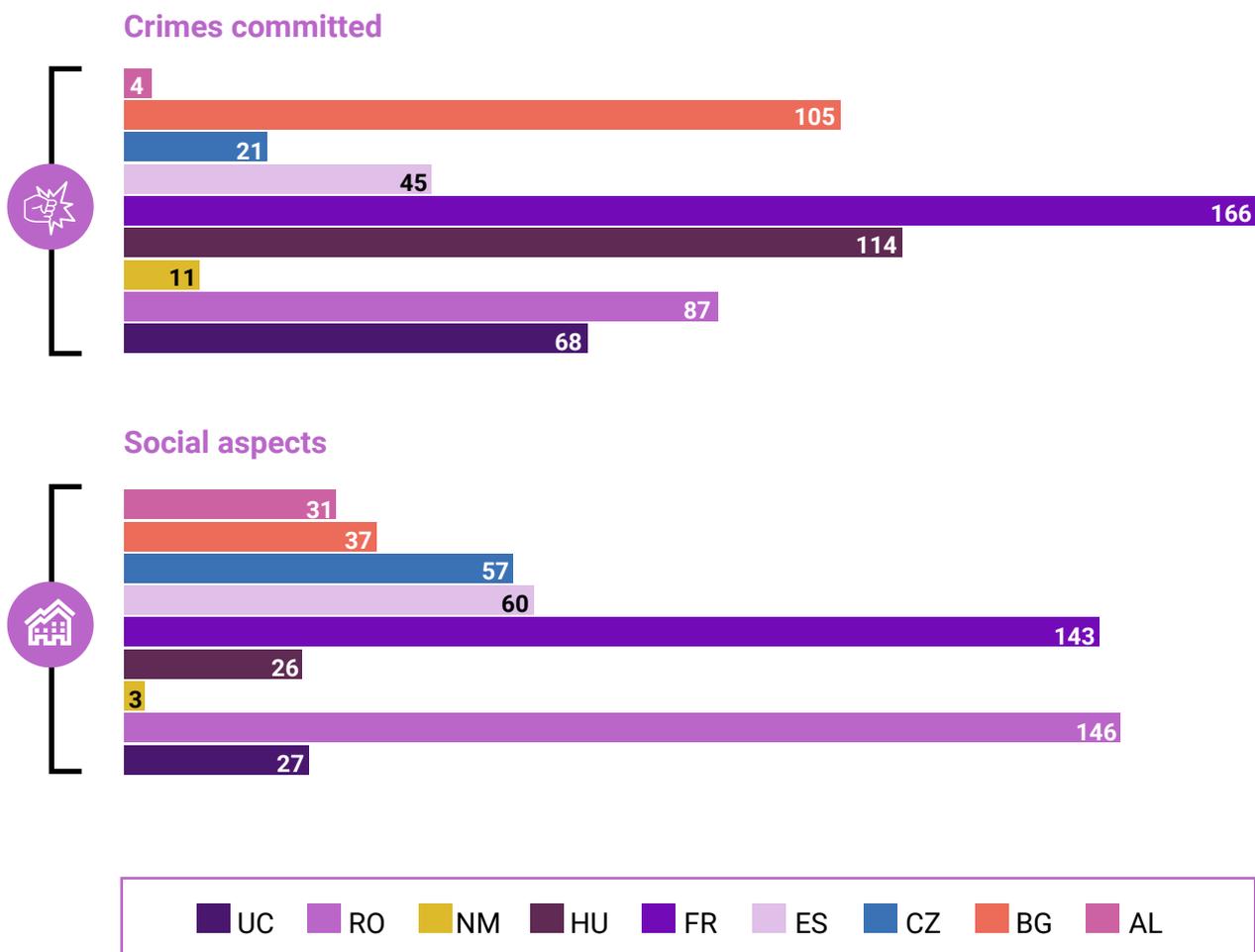
Health / hygiene issues
(pandemic, hospital access, abortions, etc.)



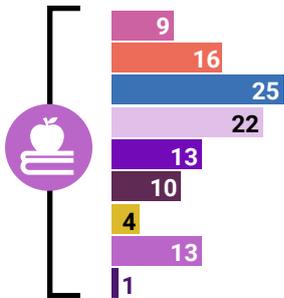
For each of these main topics, operators were asked to complete the monitoring tool with the related sub-topics and provide examples (in the form of quotes from the respective article / content, where possible) so that one could complete a correct classification of the main theme, but also to try to capture possible constants between the same theme or the same event, which, through the process of multiplication, other connotations or distorted interpretations are attached.

In general, such situations could be noticed in the case of excessive polarizations that started from certain events independent of the situation or the actual participation of a Roma citizen (see the case of the #black lives matter movement): “blacks and gypsies are stinky and useless criminals”, “Gypsy bitcoin”).

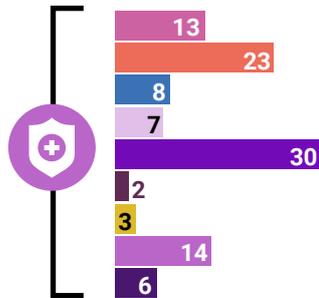
Figure 2. The main topics present in the online public space regarding the Roma ethnicity



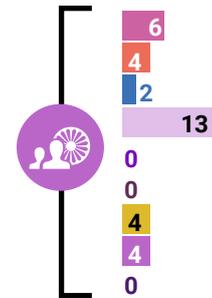
Education aspects



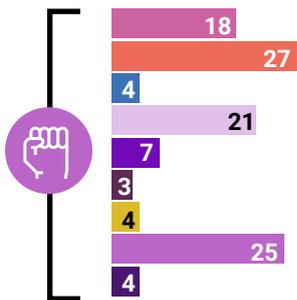
Health/ sanitary aspects



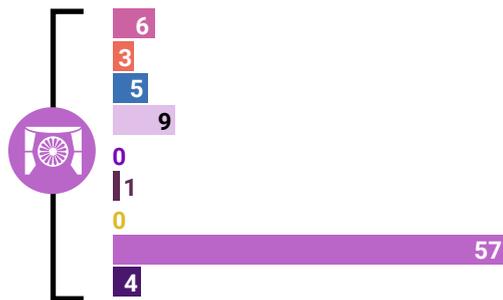
Roma leaders (including women)



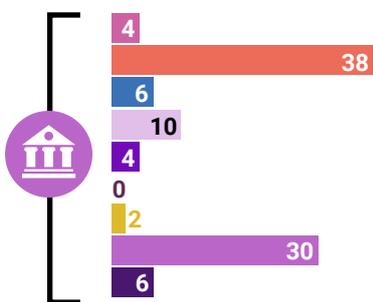
Social movements and NGOs



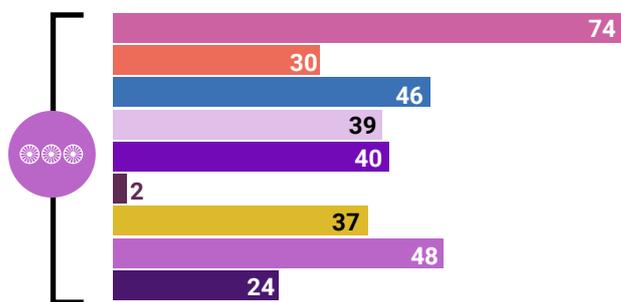
Cultural events



Politics/elections



Other facts



UC
 RO
 NM
 HU
 FR
 ES
 CZ
 BG
 AL

Crimes committed by Roma represent the narrative that is most present in the online space (including mainstream media) in countries like France (166 from the total of 275 MT), followed by Bulgaria with 105 cases reported and Hungary (114 out of 199). The variety of crimes includes a large spectrum from begging and stealing to human traffic and violence. The second most met theme is related to different social aspects: poverty, living conditions (including nomadism and illegal settlements), poverty, migration (within the EU countries from East to West). This theme is central in countries like: Romania (146), France (143), Albania (31 of 146MT) , but is a constant red wire for all the others involved. Education as a dimension of the online rethoric, associated with the negative representation (e.g. school dropout, lack of education, schooling condition) is referenced in countries like the Czech Republic and Spain, while health and sanitary conditions encountered the highest negative scores associated with Roma in France and Bulgaria. As we addressed the social movements (e.g. protests, civil rights, civic representation) and Roma or proRoma non governmental organisation, although the numbers are few comparing with the themes mentioned above, all the countries reported some aspects within. The leading positions are occupied by Bulgaria, Romania and Spain, followed by Albania. Politics and elections are most visible in Bulgaria and Romania (there were

national elections during the monitoring period) and no mention at all in Hungary. Compared with the other themes above, the ones related to Roma leaders (including Roma women) and cultural dimension are shadowed, and there are some countries that were not registered any mention: France, Hungary and Ukraine (for Roma leaders) and North Macedonia and Romania for cultural life.

From a longitudinal perspective, we notice the same prominent positioning of the social aspects concerning the Roma. The main issues regarding the Roma in the period Sept.2020-Sept.2021, and the various crimes that are attached exclusively to the Roma ethnic group romă (the case of the 2 Romanian citizens that were attacked in Paris because they were speaking Romanian) is presented in Table 5. Low visibility continues to be recorded (even among the information bubble of young Roma operators) of cultural events (the proliferated media content is related to music) and a minimum of political and / or civic leadership of Roma community members.



Crimes committed by Roma represents the narrative that is most present in the online space in countries like France, Bulgaria and Hungary.

Table 6. General overview of the main topics about Roma

Main Topic	Countries								
	AL	BG	CZ	ES	FR	HU	NM	RO	UA
Crimes committed	4	105	21	45	166	114	11	87	68
Social aspects	31	37	57	60	143	26	3	146	27
Education aspects	9	16	25	22	13	10	4	13	1
Health/ sanitary aspects	13	23	8	7	30	2	3	14	6
Social movements and NGOs	18	27	4	21	7	3	4	25	4
Politics/ elections	4	38	6	10	4	0	2	30	6
Roma leaders (including women)	6	4	2	13	0	0	4	4	0
Cultural events	6	3	5	9	0	1	0	57	4
Other facts	74	30	46	39	40	2	37	48	24

One aspect that we aimed to analyse was the relationship between the headline, the content and the presence of a non-visual material to establish the meaning / direction (positive, negative or neutral) of the entire media content, but especially to detach a certain degree of relevance of the “attraction” of the title and image to the rest of the article / message. In the case of non-visual content, the impact is much easier to achieve, and the intentionality given by the title transmits the author’s reading register. These issues are highlighted by the results presented in

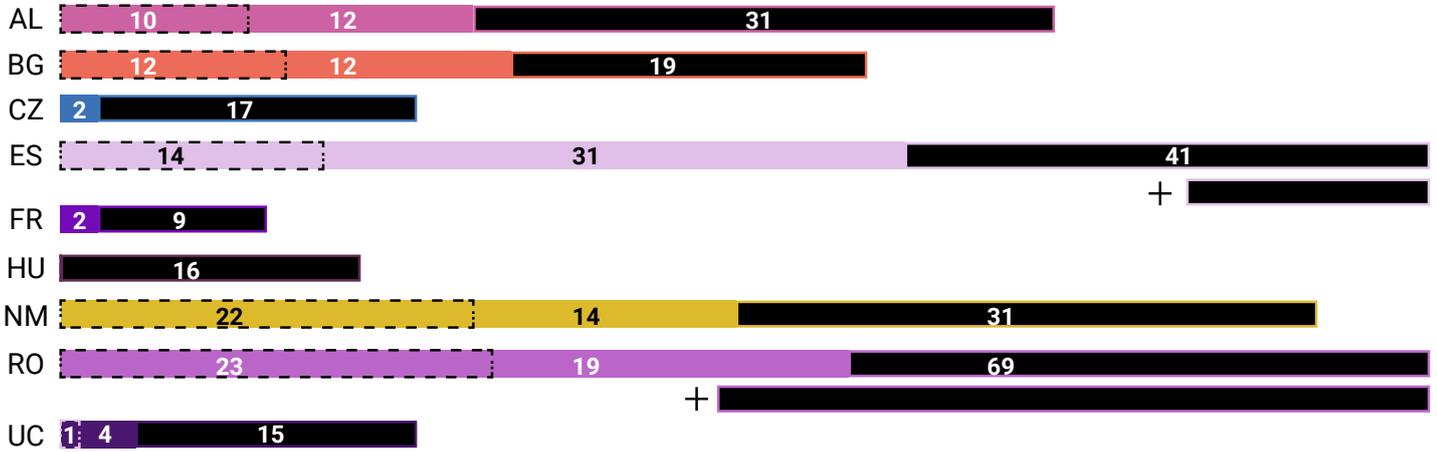
Figure 3 (Headline analysis). The share of the negative type is predominant, regardless of the type of media content, the most common being the editorial type (so that expresses a personal point of view, assumed, expressed in the online public space).

Also, the amount of information that should be assumed as objectives (reports, studies, news) is perceived from the headline with a certain negative connotation, which entails a certain key to interpretation or focus the reader’s / consumer’s attention only on those aspects highlighted negatively.

Figure 3. Headlines analyses



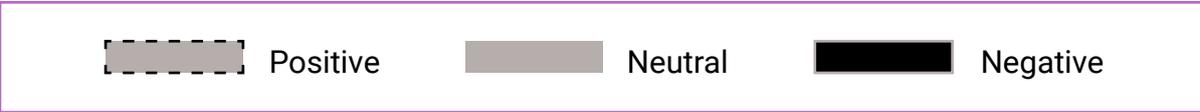
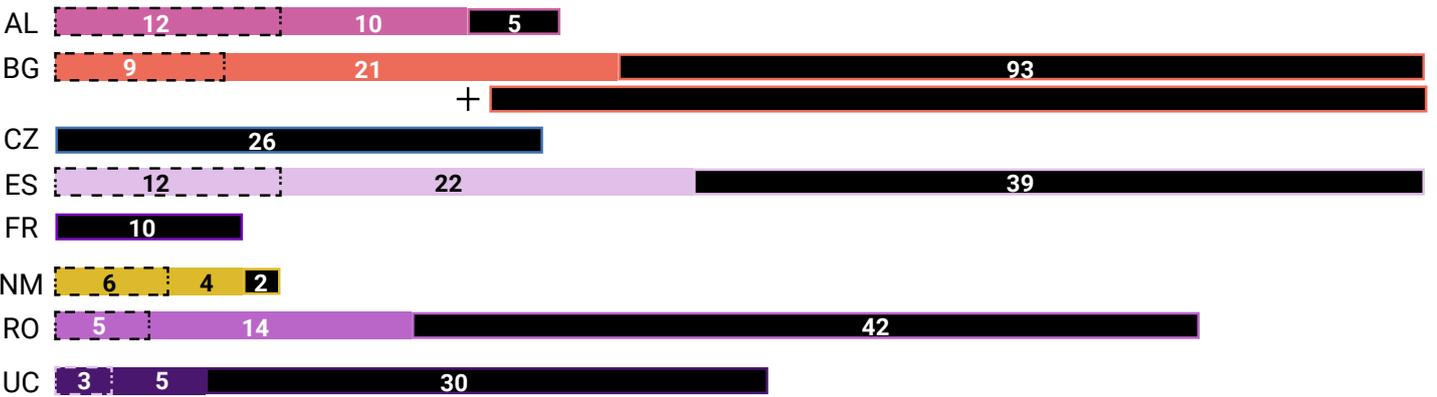
Reports, analysis, stories



Invitation (call to action, cultural events, webinars)

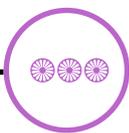
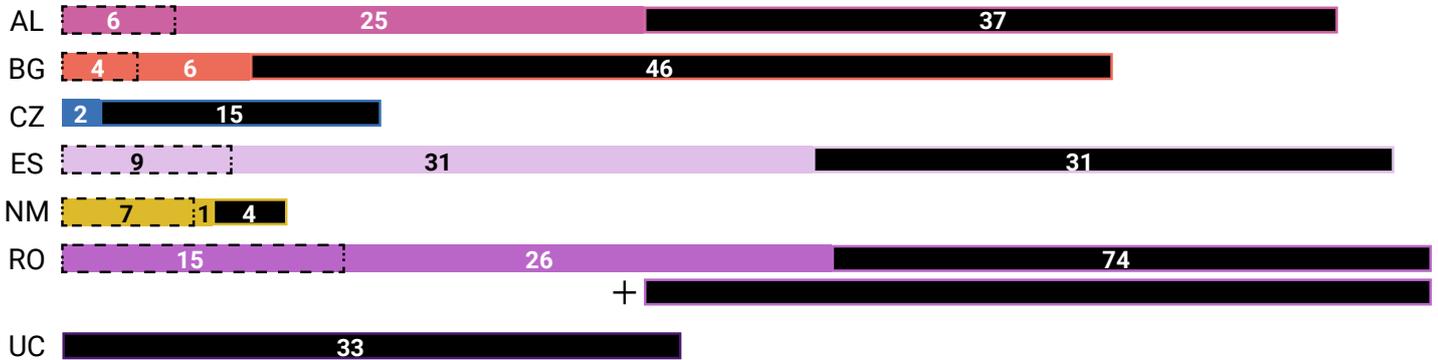


News

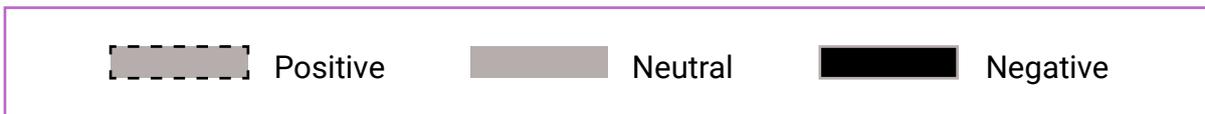
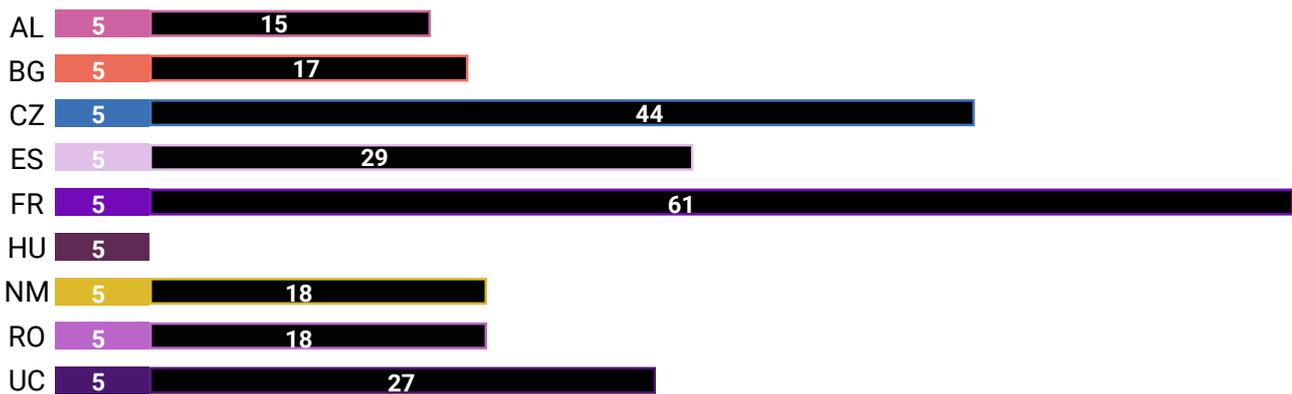




Points of view (editorial type)



Others



Most of the content developed for the online environment is built using visual forms (images and / or video). On the one hand, they trigger sets of emotions of different intensities or support the text more or less, with a much greater impact on the audience. In this regard, we aimed to assess in the second part

of the formal analysis of the content, the extent to which visual elements appear in articles and posts in the online environment, fall into and with their actual text and have an emotional impact on users (respectively our operators).

The first relationship is demonstrated in Graph 4, Visuals, which shows that most of these forms of communication have solid visual support. This graph presents in a multidimensional way a typology of the most common such forms found on different platforms and sites: the largest share is that of photographs (the largest share of the total materials analyzed for 8 out of 9 countries, the only exception being Albania), followed by videos / movies (Albania records the highest number of all non-textual forms listed) and memes / gifs (with an average of 4.2% for the 9 countries where Romania has the highest percentage is 10%, and for

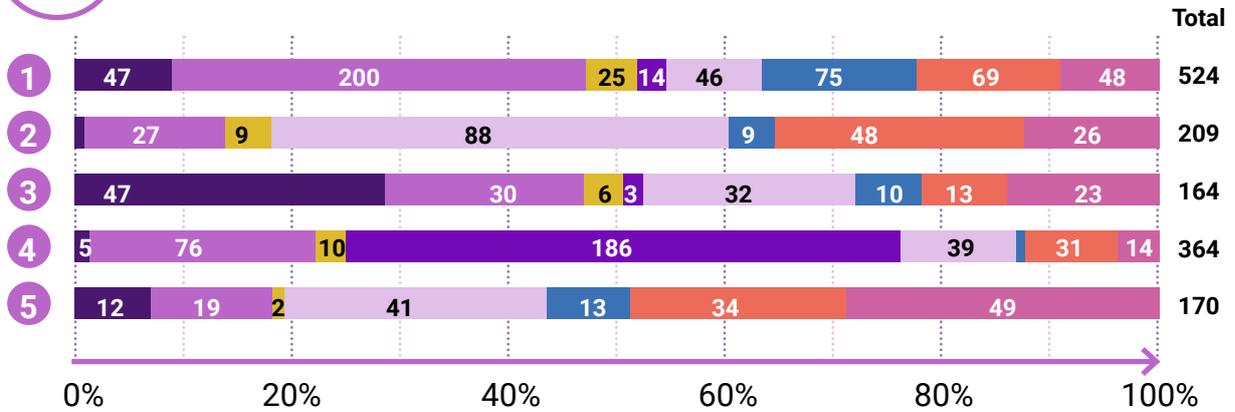
Spain and North Macedonia there is no record). Caricatures have the highest percentage in France.

Regarding the concordance between text and visual, constructed as a whole structure, the analysis shows that: for Spain and the Czech Republic the relevance of the content with the visuals is not consistent, while for the other countries it is relevant and extremely relevant and images are connected with the content. The relationship is correlated with the monitored platform, where Facebook represents more than 50%, followed by Google (websites) and Youtube.

Figure 4. Analyse of the non-textual forms of communication



Place of the post/media article

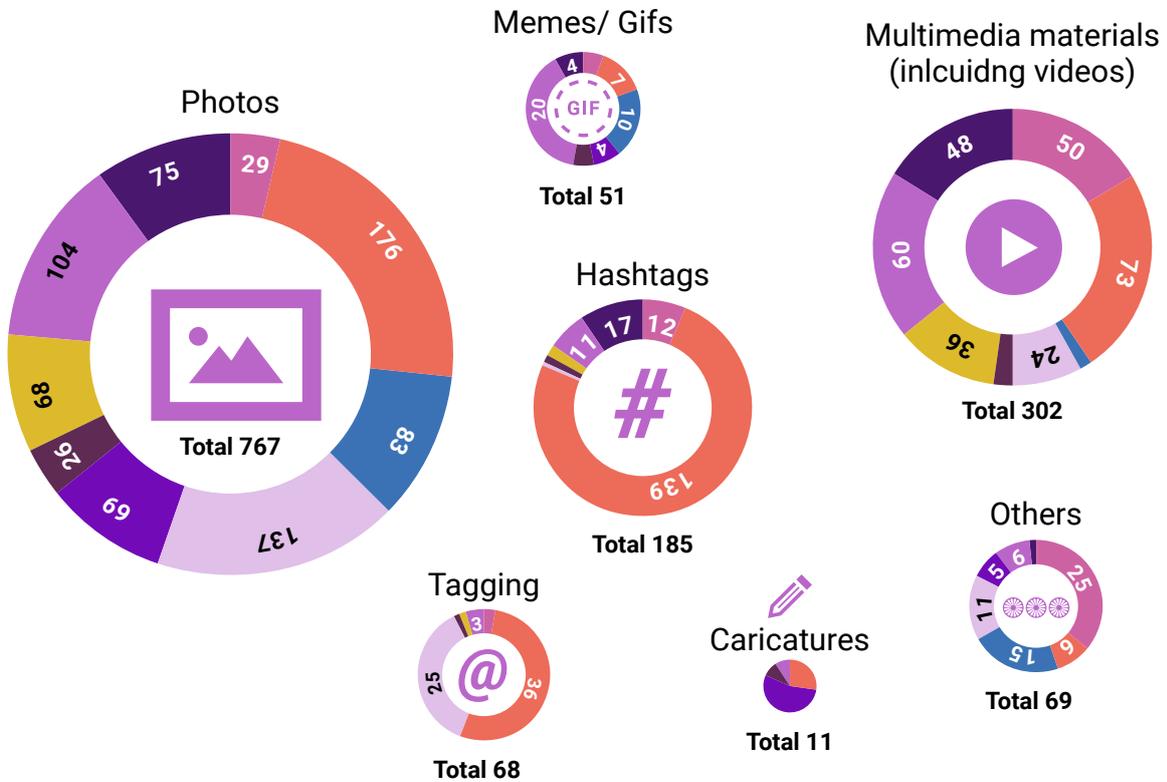


- 1 Title page/ front page
- 2 Internal page (story page/ temporary post)
- 3 Special post/ page (reaction towards a trigger event)
- 4 Column for messages (within other topics not related specifically to Roma)
- 5 Other situations (group)

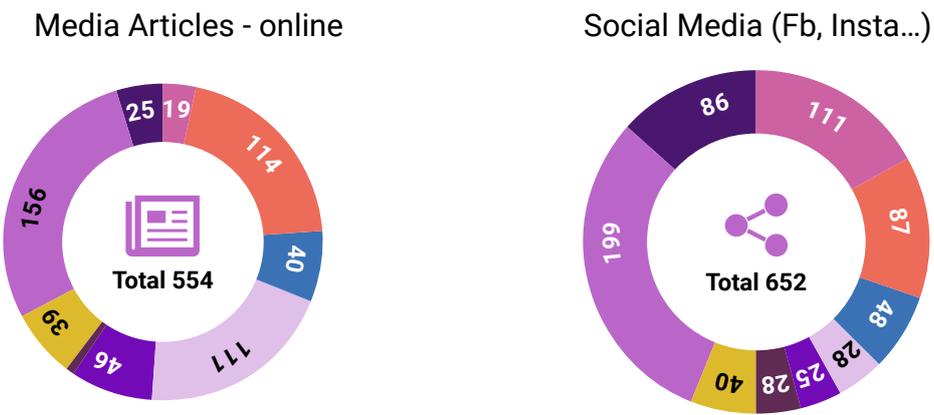




Non-textual forms

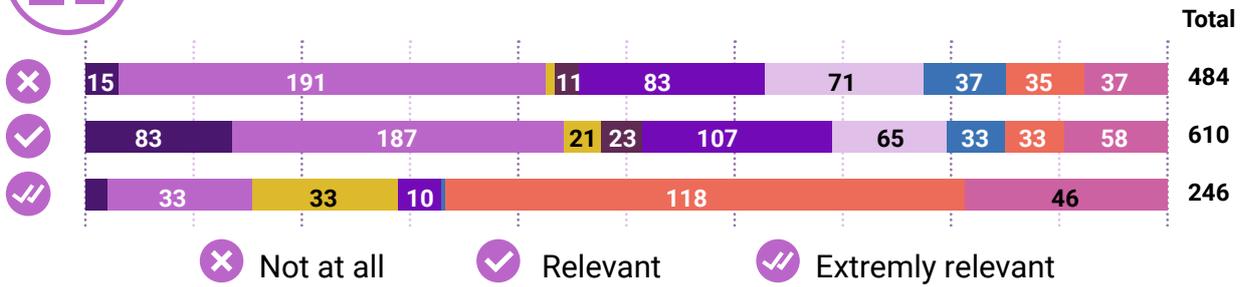


Visual annexes

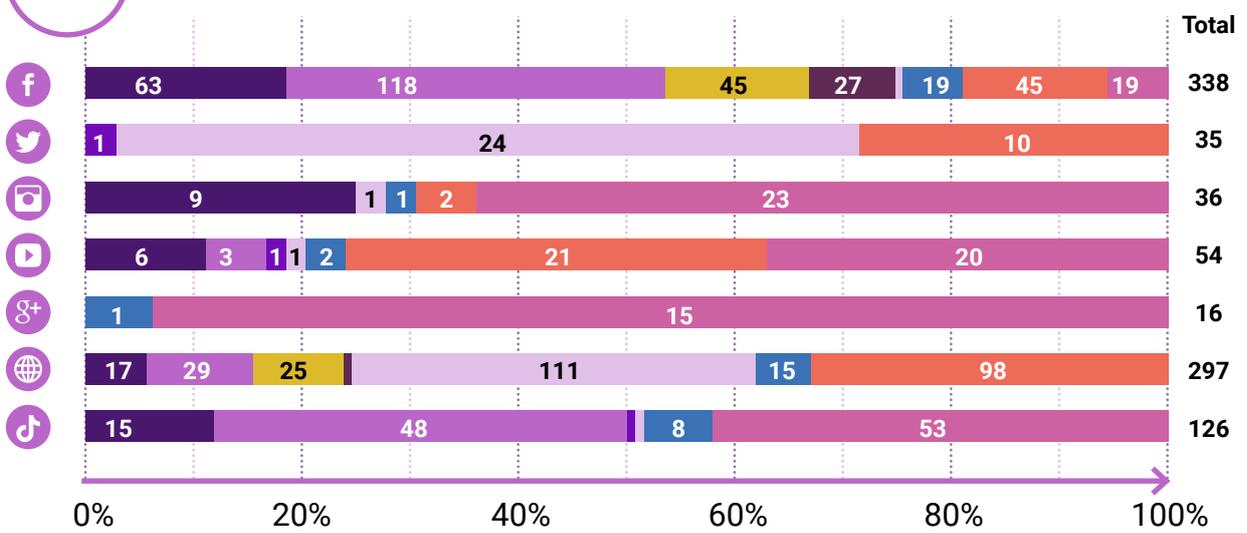




Relation text-visual



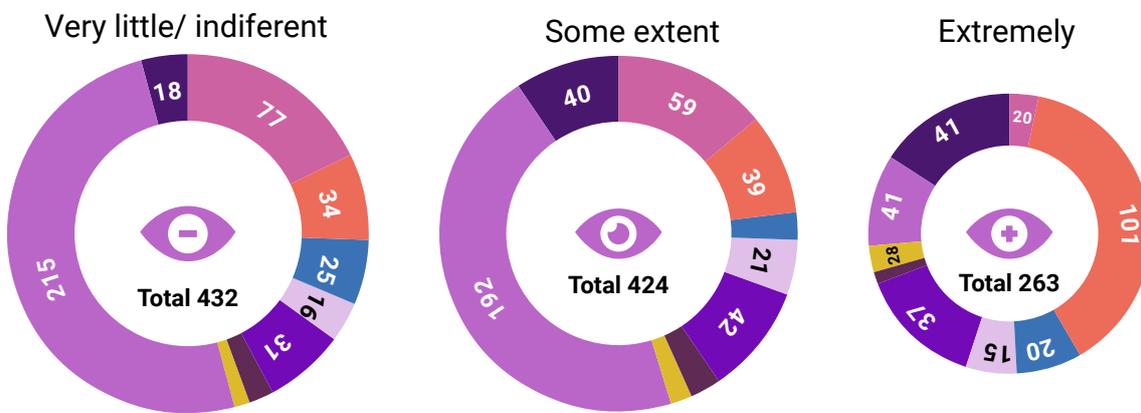
Match between content and visuals



f Facebook Twitter Instagram Youtube Google Sites/ Webpages Tik Tok



Visual impact



UC RO NM HU FR ES CZ BG AL

The last aspect that we followed in this part of the analysis, aimed at a first evaluation from the young operators regarding the emotional impact felt, especially the visual one. Thus, with an average of 36%, the operators from all 9 countries confirmed that the visual impact affected them to some extent, and 29% declared that they were extremely affected: Bulgaria (58%) and Ukraine (42%) met the highest scores.

The strong emotional state was also confirmed by the statements made to the operators after the end of the analysis period. This effect is all the more relevant for the nature, for example, of the declared “innocence” of ironic jokes and posts, accompanied by visual elements, but which have a strong negative side, with visible racist and xenophobic connotations.



Part 2 Content: a deeper perspective of online discourse and hate narratives

The second part of the monitoring tool focused on identifying the different forms of hate speech, using and adapting the analysis model described by Siapera, Moreo and Zhou (2018)³ for the monitoring of racist speech in the online environment. Given the constraints of the project, the collaboration with young Roma operators and the methodological aspects of how to collect data and build a specific database for each country / partner, we chose to use a simple scale to measure the impact of the reported cases (0 without hatred / impartial; 1 - a low level of the intensity of verbal violence; 2 - strong / extreme aggression), filled in according to the personal perspective of the young people involved. The element of novelty brought consists in the personal appreciation, proper to the Roma youth who come into contact with such forms of manifestation of hate speech and whose impact is

felt mainly by them, at a variable intensity; and providing specific examples of the situations encountered.



Scale to measure the impact of the reported cases



Without hatred / Impartial



A low level of the intensity of verbal violence



Strong / Extreme aggression

³ Siapera, Eugenia, Moreo Elena and Jiang Zhou (2018). Hate Tracking and Monitoring Racist Speech Online (<https://www.ihrec.ie/app/uploads/2018/11/HateTrack-Tracking-and-Monitoring-Racist-Hate-Speech-Online.pdf>)

The first part of the analysis of the forms of hate speech manifestations aimed at recording the explicit discursive elements, taken as such from the analyzed online content, regardless of its type (visual, text) or platform / site on which they were found. As can be seen from Graph 5, the discursive forms revealed are limited to indicators with an extremely high degree of aggression on the following levels:



Crude epithets: Bulgaria (196 mentions of 210 MT), Romania (124 mentions of 388 MT) and France (109 mentions of 275);



Saturated emotions (anger, indignation, hostility): Bulgaria (354 mentions) and Romania (156 mentions) and Ukraine (the highest number of the total levels – 58);



Racist slurs: Romania (208), France (119) and Hungary and Bulgaria (109). A high number is registered compared with the total number of MT for Spain, Czech Republic (the highest number), Albania and Ukraine;



Mockery and sarcasm: Romania (224) and Hungary (138). This level is very strong represented for each country, all of them encountered high frequency compared with the other levels and the number of MT filled;



Deshumanising utterances: France (144), Hungary (107) and Romania (102);



Appeal to violence (including killing): France has the highest number of mentions 115 with more than 50% more than in the other countries. The lowest number of mentions on the most strong level of aggressivity expressed explicitly is mentioned to Albania and the Czech Republic.



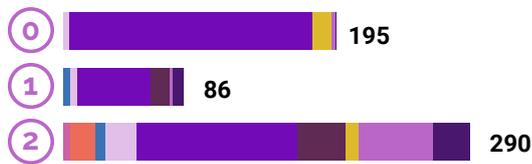
Ad-hominem attacks: Romania(86) and France (76);



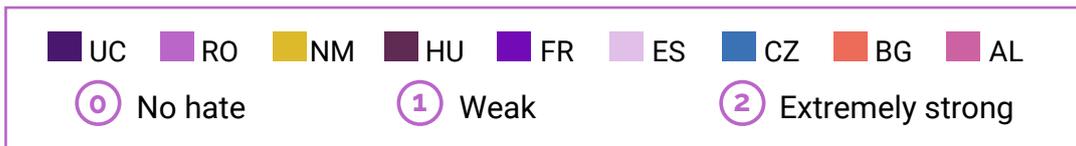
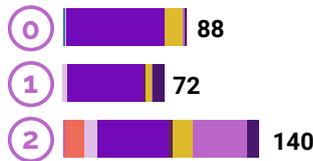
Mockery and sarcasm



Appeal to violence (including killing)



Others



These forms of anti-gypsyist discourse can be easily recognized and detected as such, which can sometimes lead to the reporting or temporary blocking of the account of the respective users, both by the platform’s own monitoring system by the algorithms specific to the private company owning the platform. That site, but also by other users. There is a relatively equal distribution of explicit discourse between

the mentions recorded by the operators. Romania and Bulgaria stand out in a few cases at the level with the highest degree of explicit aggression, and France with the most cases specified at a level of no hate, but still very few compared with the total number. Spain, the Czech Republic and Hungary also show an average level of explicit anti-gypsyist discourse online.

Table 7. A model of list of explicit expressions

Forms of explicit hate speech online:	Examples (the most relevant to the monitors):
Crude epithets	"Cheeky gypsies", "Impudent gypsies", "trash", "dirty", "a brazen gypsy";
Racist slurs	"Black dirty gypsies", "Unwashed gypsy for months", "residents of the ghetto", "dirty gypsies";
Dehumanising utterances	"Black-skinned primates", "He buys gypsies", "Someone has to teach them that they can have abortions";
Ad-hominem attacks	"We are not such braziers", "Someone has to teach them that they can have abortions", "Fuck the gypsies", "A neighbourhood with 200 gypsies selling their votes for kebabs", "Minor gypsies harass citizens";
Saturated emotions (anger, indignation, hostility)	"Beasts", " Half of the Roma are illiterate" "A neighbourhood with 200 gypsies selling their votes for kebabs", "Minor gypsies harass citizens";
Mockery and sarcasm	"We need Uncle Hitler", "We are all 100% gypsies and we are for GERB", "It starts to smell";
Appeal to violence (including killing)	"Let's close them", "Now I'll show you, you filthy garbage"
Other	"Is the tension between Bulgarians and Roma growing?", "Cultural influence".

Source: Bulgaria National Report on Pecaos

However, the persistence of rhetorical aggression in the online environment has drawn our attention to follow and detect possible coded / implicit manifestations meant to avoid such blockages or temporary suspensions of online activity, but also as alternative ways of connotative penetration of

online public space to maintain and continue racist and xenophobic demonstrations without repercussions. In this regard, we have applied and adapted (from the same source mentioned above) an intensity scale developed on a refined set of indicators, based on implicit rhetorical figures.

Figure 6 shows the coded forms of these indicators, thus recording, on a 3-step intensity scale, for the most intense level (extremely strong):



Using slang: Romania (111 mentions), Hungary (102), Bulgaria (99) and France (97). The highest number of all the dimensions is registered by Albania (22) and North Macedonia (22);



Ambiguity: Romania (124) and Hungary (68). Examples: "the bombers", "ciorex", "social plague";



Circumlocutions: France (100) and Romania (80);



Pseudo-scientific references (genetics determinism): Romania (80) and France (44). Spain is the only country that met only one case at this section. Examples: genetic waste, femeile ar trebuie duse la medic si pus steriliet. Imi pare rau de copiii aia, dar cand vezi ca tu nu ai sa iei o paine, la ce faci de 4-5-6 copii?



Irony: The highest number is registered by Romania (211) followed by France (136) and Hungary (109). This dimension is most frequently mentioned also in MT of: Albania (22), Czech Republic (81) and Ukraine (38). Examples: "they cannot go to heaven are too heavy to fly" ... for how many jewellery they stolen);



White supremacies:

Romania, Hungary and Spain have the highest scores, but all the countries mention at least 6 cases (Ukraine). Examples: cannot be educated, they should not have rights as the normal people, we want a normal country, without them;



Bogus statistics:

France (106) and Romania (71). The lowest number is observed for Albania (2), Spain (3) and North Macedonia (3). Examples: "5 % are working, 95% are stealing";



Whataboutery ("our own type"):

France (123) and Romania (89). The frequencies are distributed almost equally between the other countries, only Ukraine registered one case and Albania 6;



Metonyms:

France (138) and Romania (89). In all the other countries there are few mentions on this level, less than 29 (Bulgaria) to only 2 (Czech Republic). Examples: religion of stealing, "un popor cu foamea in gat", "cetateni care sunt alergici la bulane si gloante", "Pasarile nu sunt obligate sa poarte masca, le incurca la zbor".

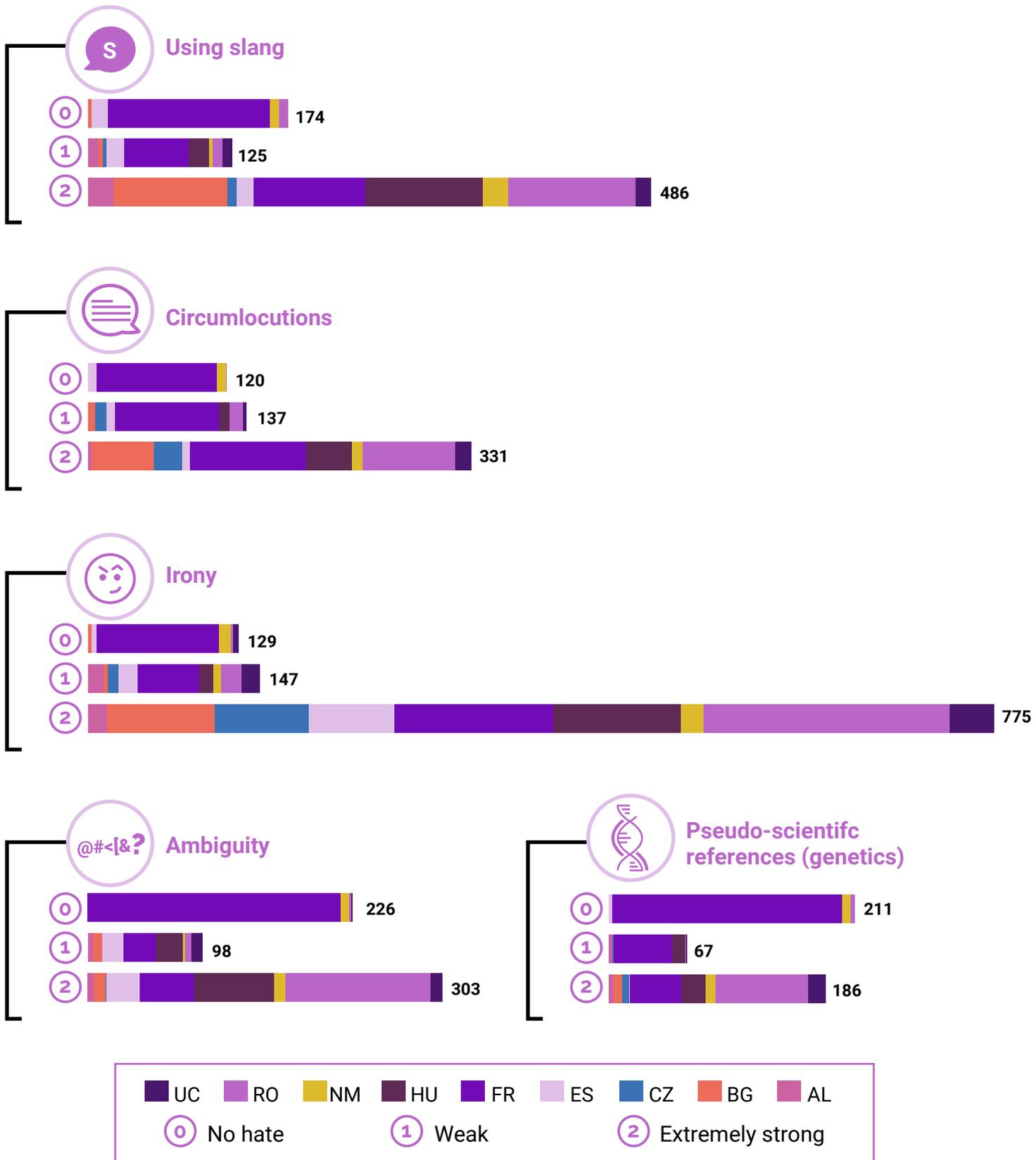


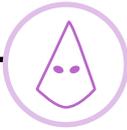
Narratives of elsewhere:

France (134) and Bulgaria (76). The lowest number is observed for Albania and Ukraine each with 4 mentions;

the persistence of rhetorical aggression in the online environment has drawn our attention to follow and detect possible coded / implicit manifestations meant to avoid such blockages.

Figure 6. Forms of coded online hate speech against Roma





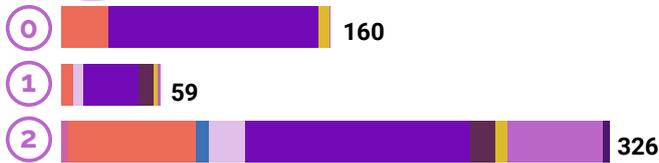
White supremacies



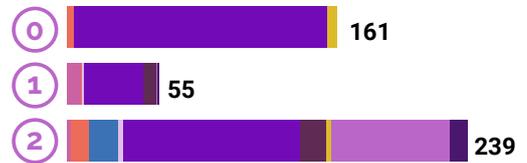
Whataboutery



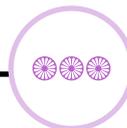
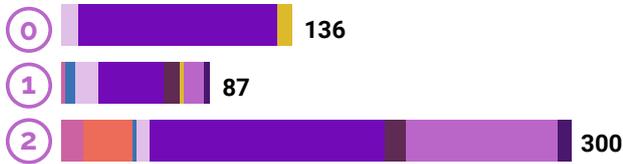
Narrative of elsewhere



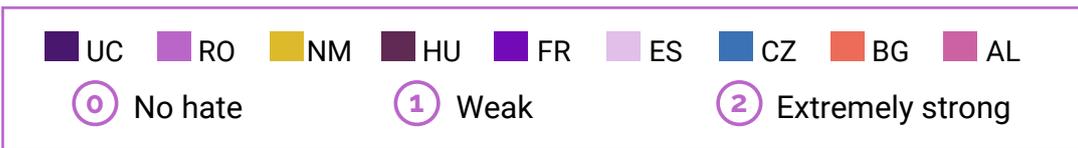
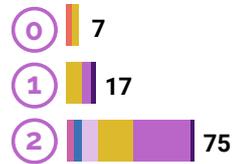
Bogus statistics



Metonyms



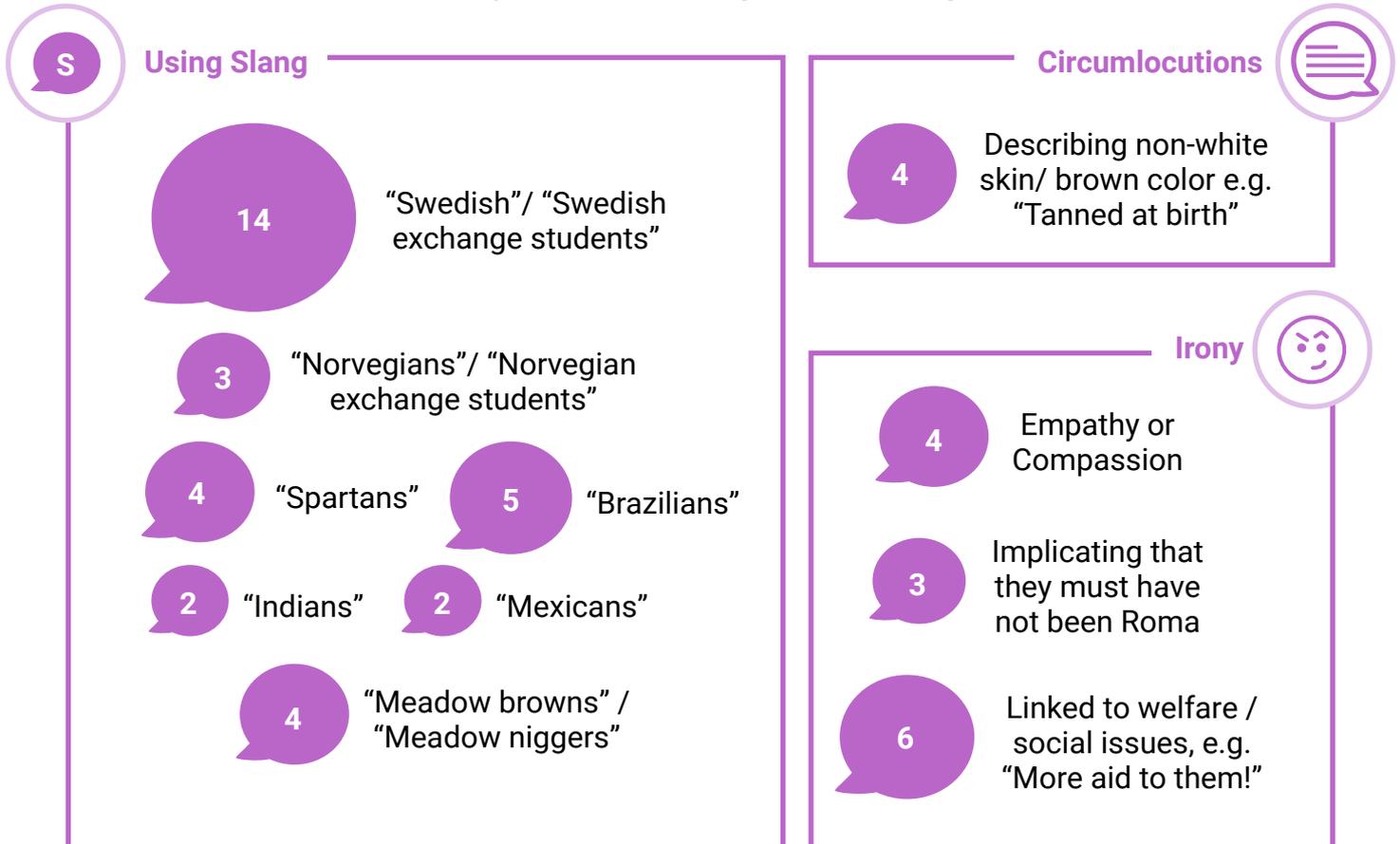
Others



- For France and Romania the most severe and concluding transformative narratives can be observed towards aggressive, yet coded, subtle narratives of hate speech.

This form co-exists with the traditional, explicit one, but it is a trend that should be mentioned and followed in future analyses.

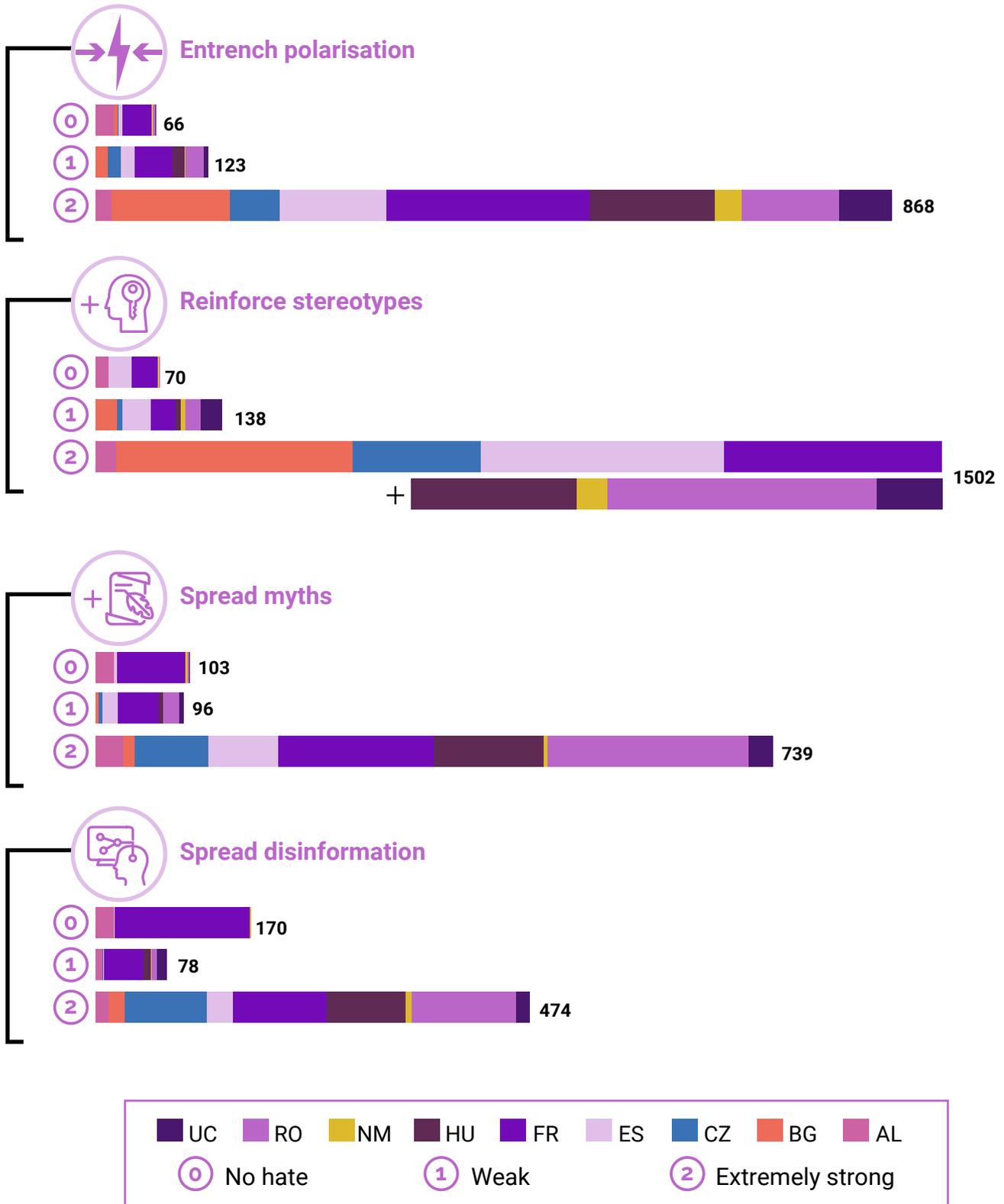
Example of recurred forms of coded racism: List of coded expression from the Hungarian National Report of PECAO p.25



The effects of the two forms of analysis of hate speech in the online environment are visible in the mutation from an ordinary anti-sexist discourse, already confined to stereotypes deeply entrenched in collective social representations of Roma, to a fluid, mobile, adapted to restrictions and constraints. (Limited) Coexistence in online communities, as well as in the entire virtual public space.

In this context, that of the effects and impact produced at the level of victims and users in the online environment, in Graph 7 are represented the most visible such consequences, following the analysis activity carried out on the basis of the monitoring grid. The levels of frozen online hate speech are unfolded on 3 range scale where no hate and weak levels of hate express the frozen hatespeech while the 3rd indicates a motile, transformative anti-gypsistic repertoire (Lentin, 2016).

Figure 7. The scale of frozen vs. motile online hate speech against Roma

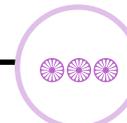
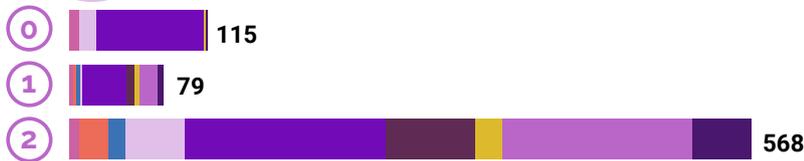




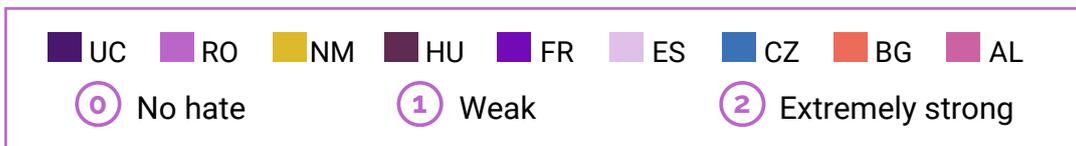
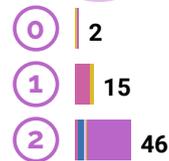
Justify exclusion, stigmatisation and inferiorisation



Reinforce exclusivist notions of national belonging and identity



Others



The general situation is explained below:



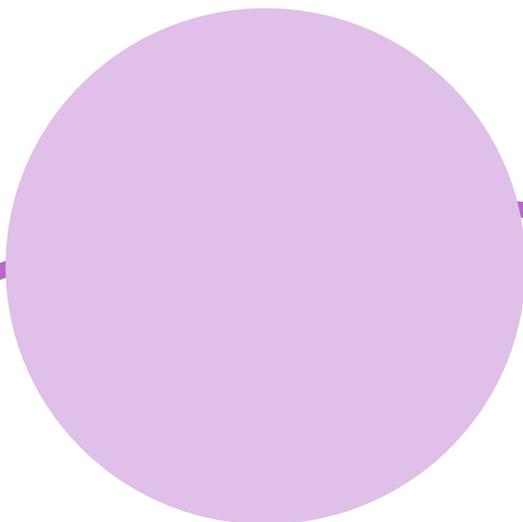
Entrench polarisation:

France (222), Hungary (136) and Bulgaria (129) registered the highest scores, although all the other countries mentioned this dimension;



Reinforce stereotypes:

this dimension is most mentioned from Romania (293), Spain (265) and Bulgaria (258) monitors. Also this is the most mentioned, with the highest levels of the total 6 dimensions of the model for Ukraine (72), North Macedonia (34), Hungary (180) and Czech Republic (140);





Spread myths: Romania (219), France (170) and Hungary (120). The Albanian operators indicated a number of 30 mentions, the highest level of mentions of the entire monitoring grid;



Justify exclusion, stigmatisation and inferiorisation: Romania and France with over 200 mentions, followed by Hungary and Spain (over 100) and Bulgaria (81);



Spread disinformation: all the countries registered high scores, but the most relevant is observed for Romania (114), France (102), Czech Republic (89) and Hungary (86);



Reinforce exclusivist notions of national belonging and identity: France and Romania registered a high number of mentions 168 and 158, also all the other monitors mentioned expressions that were framed within this dimension.

These results should be considering alarming if they are interpreted in the contexts of some national political situation.

On the lowest level (no hate), France is most relevant of all the countries with a large number of mentions on this level of the scale: 418 mentions of 275 MT; a low level of frozen hate speech is registered by Ukraine with only 3 mentions from 130 MT monitored.

The 3rd level indicates an extremely strong impact of the media content and the scores of the monitoring grid are heavily balanced on this side of dynamism and transformative antigypsistic online hate speech. The aggressivity of the repertoires is affected deeply the social public space and it underlines

the trends of a pathological spring towards profound racist, xenophobic and illegitimate attitudes and behaviour in all the countries. Some tops of this uncontrolled iceberg are more visible in France, Romania, Bulgaria and Hungary, but also in other national online public space in several degrees. These results should be considering alarming if they are interpreted in the contexts of some national political situation, of deepend social and economic divide and within the on-going sanitary restrictions due to the spread on a long and undetermined COVID-19 pandemia.



Part 3 Personal insights: the peer-educators and young Roma perspectives during the monitoring activity

From the perspective of involving young Roma in detecting and analyzing hate speech, we were concerned with achieving the research objectives proposed by the project itself, and attracting and awareness of these issues (and ways to build appropriate responses) so the team of young people involved throughout the project, but also of others, attracted in monitoring teams on a tutoring system, based on training activities specific to the rigours of the project. However, our concern was also the emotional impact (intense and lasting) that these young people felt. In order to understand the magnitude of the analyzed phenomenon, the degree of toxic load of the experienced aggression, as well as an own formulation on the consumed contents, the monitoring grid was composed also with a dedicated section:

Formal aspects (how the study cases monitoring and reporting activity impacted them) – a country overview selection

Bulgaria

On the perception of the young people about the project results:

- The young people pointed as a first result the number of MT elaborated in the project;
- The complaints submitted to the Commission for Protection from Discrimination and the National Council on Journalism Ethics;
- The direct communication with media and the possibility to discuss their position;
- The removal of posts with antigypsyist hate speech and the possibility to decrease the level of HS online;
- The online and onsite training of young people and the involvement of 270 in total in the implementation of PECAO;
- The multiplication effect of PECAO and the fact that they managed to engage more young people to counter antigypsyist hate speech online.

Spain

An important contribution to the project and to the report is to show the effects of the monitoring among the educators. They suffered emotionally because of the comments and writings about the Roma; they felt rage, anger and fury and in some cases it was hard for them to control it. This is why, in the first meeting after presenting the first summary report in January 2021, FAGIC decided to reduce the monitoring and to reach the minimum number agreed with the European

Commission. It means that the number provided by the report is only a small sample of the real situation. But it was a decision taken in order to avoid adding emotional pain and stress to the educators. The emotional feelings of the Roma people must be taken into consideration to advocate a better and inclusive society and to claim a better policy to act against antigypsyist online hate speech.

France

The success of peer education in the project was reflected in the enthusiasm of the young people we met, who asked many questions and were able to put the experiences of the PECAOs into perspective based on their own experiences. Intervening directly with young people allows for more empathy thanks to direct contact with the

people concerned. *This experience allows us to affirm, even if it seems obvious, that it is essential to allow access to the public and media sphere for people affected by antigypsyism.* How many of them are journalists, editorialists, politicians, how many of them occupy a visible position in the media and institutional space today?

Informal aspects that emerged of the model of web racism

Bulgaria

For the young people involved in the implementation of PECAO the positive impact on the young Roma involved and on countering antigypsyist hate speech is beyond question. For them the follow-up advocacy and the continuity of the project are imperative. Moreover, the network developed by them has to be further supported.

“I do not want to see the end of this project... I feel that we are empowered and we should continue the monitoring

of antigypsyist hate speech online. One of my favourite activities was the training which we implemented with other young Roma. We trained them to understand and recognise hate speech and how to combat hate speech online. We created a snowball effect and all together 270 young people started to monitor online media. It is great feeling to see that your work is affecting other young Roma people too! (Laza – young Roma monitor)”.



Spain

“Regarding the feelings and emotions, at first the feeling was more of outrage, but as the project and the monitoring progressed it affected them much more. Feelings of anger, pain and frustration arose. It was difficult for them to understand that people were left unpunished for so many racist comments and so much hatred towards Roma. Reading comments about characteristic aspects of Roma culture and having people laugh or make fun of it or speak in a disrespectful way generated frustration. Dealing with comments about the extermination of the Roma was very difficult to manage emotionally for them and they even had to stop monitoring for weeks.”

France

“The project mentor in France had to process raw data in order to produce quarterly reports (available in the Appendix). He repeatedly noted the difficulty of handling such data. Reading hundreds of hate messages, reducing Roma to animals, ‘parasites,’ or proposing their extermination, could be overwhelming.”

“Even if they are at fault, people do not have the right to express themselves in this way in public, or in private for that matter. In my opinion, this is the limit of freedom of expression. All this can have serious consequences as in March 2019. Here we are not even taken for human beings but rather for food or animals because it is the food that is put in the oven not human beings.”

(Denisa, France)

During the monitoring period, I experienced a certain mix of emotions. If at first I was quite outraged and tend (but I refrained every time) to respond



to those discriminatory statements against the Roma - which I found on the Internet - I began to detach myself emotionally from such things. I realized that no matter how much I tried to respond to such racist comments or statements, I would not be able to get racism out of such people who post such a thing, even worse I would amplify my hatred and racism would multiply by the appearance of more comments. The feelings I had about the media content were as follows: anger, dissatisfaction, injustice, frustration, most of the media content was negative. (Alina, Romania)

After the time I was part of this project, I strengthened my conviction before I started, namely that racism in the online environment is extremely widespread and spreads much more easily, perhaps due to the "safety" which racist people feel ... who would not have the courage to express their hatred

in the offline public. For this reason, I believe that any measure that can at least combat such a phenomenon must be taken as soon as possible! (Ciprian, Romania)

These testimonials of some of the peer-educators and monitors involved in the project express on a large scale the effects of a long term exposure to antigypsyt online hate speech for young persons, young Roma. The online space should be a space of freedom and of creative, safe environment that should be open and inclusive for any person, especially for the young generation that has been born and raised in a digital society. The cases revealed in this research denote a severe need for addressing online hatespeech and the deep effects that emerge beyond the virtual space, having and expressing consequences in different layers of life.



The online space should be a space of freedom and of creative, safe environment that should be open and inclusive for any person, especially for the young generation that has been born and raised in a digital society.



CONCLUSIONS

Analysed data and results indicate the matrix of a model of web racism that is fixed on 3 coordinates:

1. Spectacular racism: highly visible racism that follows highly publicized events (death, pandemic, etc.)
2. explicit racism: milder events such as statements by politicians or public figures, media reports (housing and welfare, elections)
3. ambient or long tail racism forms a constant drop, not necessarily triggered by any event), but which presents the main feature of the online public space with reference to the Roma.

For all the countries the discourses of racism and hate speech against Roma met in the online is a consequence of deep and rooted perception and attitudes towards Roma and the level of intensity when analysing coded or implicit forms of hate speech is high.

The antigypsyist public imagination is continuing in its new online environment through a multichannel digital communication that combines and interlinks text with image and video, on every social media network, on websites and other new media forms of expression. The results show a preference of the image, of the visual which it is easily understood by the users, rapidly propagated and very facile (for the young users) to be created and online

launched. New social media platforms are being developed and new consumers are targeted due to their digital mark. The media algorithms profile their news chambers and enclose their users to specific commercial (sometimes political and ideological) purposes. The online aggressivity against Roma, generating strong emotions and reactions determines a proliferation of this type of rhetoric that, for now, cannot be stopped or, at least, diminish. The Lentin scale of frozen vs. motile hate speech used in our analyses demonstrates that not only disinformation is spread to a very strong degree, but polarisation, myths, exclusivist notions of belonging and identity, pseudo-scientific references and bogus statistics which are constant themes that are detected in right wing extremist parties and groups across all over Europe. The appeal to violence (including killing) as well as dehumanising utterances and ad-hominem attacks reveal a constant and yet, explicit behavioural and attitudinal threat towards Roma, as virulent as in the offline daily life.

Another aspect that should be underlined is the use of mockery and sarcasm, of irony against Roma that is evidenced in the data interpretation. The use of "innocent jokes" does not soften the online hate speech against Roma, but it perpetuates stereotypes

and prejudices under an umbrella of humour where other aggressive comments and xenophobic spreads are distributed and multiplied. Some of the peer-educators testimonials described in the National Reports underline this dimension. It is also an issue of detecting it and reporting it as it gains more power within the coded online hate speech by the use of visuals and multimedia materials.



They become more acceptable for the social media consumers as they are categorized as not harmful and they express a history of irony (in a negative social representation) against Roma in society at large. This is another common observation expressed in the national reports and also in this comparative data interpretation.

Antigypsism manifests itself not only through racial categorization, which postulates the inferiority of Roma, but mainly through straight-forward dehumanization of Roma;

Based on our informants' understandings, we shifted the focus from 'racist hate speech' to racially-loaded toxic speech, in the hope that it will lead to a better diagnostic of the operations of race and racism and their pervasiveness in the online context.



The virality and the variety of internet non-textual forms (memes/ fotos/ gifes etc.), underline the current understanding of their effect in the terms of emotions and spread of hate speech and antigypsism discourse. The so-called "innocent jokes" hurt and they represent a disruptive form of violent rhetoric that target Roma.



SET OF RECOMMENDATION – SELECTION

Specific sets of recommendations for each of the country and framed by the national contexts, are detailed in the National Reports.

What is to be done next? We consider that the next key points should be advocated:



Media companies:

- To rule and facilitate the interaction within the online public space that they manage in order to defend the liberty of expression and to promote a free, creative and safe online environment;
- To provide special guidance and support to fight against all the violent slips and toxic aggressive behaviors that are happening under their own jurisdiction;
- To fully cooperate with other stakeholders (public institutions, universities, civil society representative organizations etc.) in order to be permanently and continually upgrade their services with the purpose of assuring a safe, creative and inclusive online space;
- Social media platforms which are popular communication channels for Roma related content should find ways to be more proactive and effective in controlling and removing antigypsyist hate speech content.



Mass-Media professionals

- To respect the core principles and fundamental ethics of the journalism profession when doing their jobs in order to respect the civil right to information;
- To strengthen their relationship with civil society activists in order to assess and to condemn publicly the cases of aggressive and violent behavior, including antigypsyistic hate speech encountered online or offline.



Political representative bodies and associations

- To advocate for active measures and regulations and to elaborate legally based frameworks and instruments in order to diminish and to fight the antigypsyistic and all the violent and aggressive behaviors of the online and offline public space;
- To elaborate necessary tools and instruments together with media companies and media professionals to defend the freedom of expression and opinion in relation with human rights core values and principles;
- Leaders of all political parties should stand firm against all manifestations of anti-Roma hate speech and respond with much stronger anti-hate speech messages in case of incitement to hatred by other political actors.



Civil society

- The field of online hate speech is not only vague because of the pervasive nature of the virtual field, but also because different actors of power (national governmental; international; EU-level; etc.) have different often conflicting policies and laws on hate speech. These stakeholders should take steps toward reevaluating and if possible harmonizing rules applied on online hate speech. Action plans are needed against anti-Roma hate speech with specified programs, financial resources, and the involvement of independent civil organizations;

- Educational programmes targeting the dominant society in order to eradicate the stereotypes of the Roma is needed. The participation of Roma people in policies targeting the Roma community is indispensable and essential. The collective imagination of the society has to be replaced by the real image of the Roma if people want to reach a more inclusive society;
- Advocacy against online hate speech An essential step toward change would be to disseminate the idea that online hate speech is prevalent and have a harmful impact, and to combat it, people's awareness, involvement, and everyday acts are crucial. Awareness raising campaigns, kicking off online discussions and guidelines on how to cope with online hatred would be important to show the relevance of acts against hate speech on local levels in accordance with local specificities and start eliminating online hate speech against Roma.
- Antigypsyism should be included in the (penal) codes and laws and more legal tools to combat antigypsyist online hate speech are needed;
- Reevaluate existing policies and create more complex, up-to-date measures in a inclusive and common bases criteria to strengthen the cooperation and the field work of Roma and pro-Roma civil society organizations to continue their commitment fight against antigypsism scourge across Europe.



REFERENCES

- Alpha, 2020, "Digital 2020 - raport despre utilizarea internetului si Social Media" (document electronic), în DigitalTreeMarketing.eu: <https://digitaltree-marketing.eu/2020/03/04/digital-2020-raport-despre-utilizarea-internetului-si-social-media/>
 - PECAO (**Peer Education to Counter Antigypsyist Online Hate Speech**)/ European Roma Grassroots Organisation (ERGO) Network financed by DG Justice si GOOGLE (<https://ergonetwork.org/pecao/>);
 - Siapera, Eugenia, Moreo Elena and Jiang Zhou (2018). Hate Tracking and Monitoring Racist Speech Online (<https://www.ihrec.ie/app/uploads/2018/11/HateTrack-Tracking-and-Monitoring-Racist-Hate-Speech-Online.pdf>)
 - Smahel, D., Machackova, H., Mascheroni, G., Dedkova, L., Staksrud, E., Ólafsson, K., Livingstone, S., and Hasebrink, U. (2020). EU Kids Online 2020: Survey results from 19 countries. EU Kids Online. Doi: 10.21953/lse.47fdeqj01of0
 - Lentin, Alana (2016) 'Racism in Public or Public Racism: doing anti-racism in post-racial times', Ethnic and Racial Studies, 39(1): 33-48.
 - Velicu, Anca (2021). Viețile digitale ale copiilor în timpul COVID-19 (primăvara 2020). Riscuri și oportunități. Raport KiDiCoTi pentru România. București: Institutul de Sociologie. Disponibil la https://www.insoc.ro/institut/Raport_kidicoti_final_RO.pdf
-
- *Annex 1 Monitoring Tool
 - *Annex 2 Synthesis Report

ANNEX 1

MONITORING TOOL FOR CONTENT ANALYSIS OF ONLINE HATE SPEECH

General information

Online platform	Type				Observations
	Personal accounts*	News articles (official e-page)	Public accounts/ Public figures	Groups	
Facebook					
Twitter					
Instagram					
Youtube					
Google					
Other (please, specify)					

*including fake accounts (trolls), please name it at the observations box

Name of the site/ account/ publication/ channel: (e.g. Right Wing Alternative):

Date of publication:

Author of the post:

Individual/ personal	
Administrator/ Moderator of the account	
Author of the news article/ channel (name/ surname, publication)	

General Topic

Main topic	Related topic (subthemes)	Examples ("...")
Crimes committed by Roma		
Social aspects (housing, welfare, poverty, immigration etc.)		
Education aspects (drop-out, schooling conditions, scholarships etc.)		
Health/ sanitary aspects (pandemia, access to hospitals, abortion etc.)		
Social movements (protests, civil rights, representation) and NGOs		
Politics (representations, political parties, elections)		
Roma leaders (including women)		
Roma cultural events		
Other facts/ events about Roma		

General frame of the topic (identified in section II 1)*

Topic/ subtheme	Positive +	Negative -	Neutral 0

*please, multiply the rows as many times as needed for each of the topic/ subtheme

Popularity and influence (number)

Likes	Favourites	Shares	Comments	Observations

Headline Analysis	Positive +	Negative -	Neutral 0	
Objective information (reports, news etc.)				
Invitation (cultural events, webinars etc.)				
News				
Points of view (editorial type)				
Others				

Content

Please, make a short resume of the post/ article/ channel (2-3 phrases) or copy the entire post if it is shorter than 2- 3 phrases:

--

Indicate the link:

Place of the post/article/ channel	Yes/ No (description, if needed)
Title page/ front page	
Internal page (e.g. story page, temporary post)	
Special page/post (e.g. reaction towards/ against a trigger event)	
Column for messages (within other topics not related specifically to Roma)	
Other situations	

Does the post/ article/ includes visuals?	
Yes	No

If yes, are the visuals relevant to the content of the post?	
Yes	No

Please, indicate the non-textual forms used (and their number, if more than one)*	
Photos	
Memes/ Gifs	
Caricatures	
Multimedia materials	
Hashtags	
Tagging	
Others	

*keep the same classification if there is only a non-textual form used for part IV.

Does the post/ article/ video match with the title and/or visuals?	
Yes	No

7.

Do the non-textual forms (image/photos) contain emotional appeal?	
Yes	No
If yes, please describe in what extent (2 sentences)	
On a scale from 1 to 3 (where 1 represents the lowest level and 3 the highest level), please mark how much the non-textual form affects you emotionally)	
1 (very little)	2 (in some extent)
3 (very much, extremely)	0 (not the case)

Online Hate Speech – Intensity and levels of hate

Forms of explicit online hate speech	Levels of hate			Numbers of units
	1 no hate	2 weak	3 extremely strong	
Crude epithets	“flower coloured dress”	“big black hat”	“dirty gypsy”	
Racist slurs	Roma families	“poor Roma”	“Gypsy thieves”, “Gypsy baggers”	
Dehumanising utterances		Roma as they/ others	Roma are not human, “other species”	
Ad-hominem attacks		They are too many, having too many children, women are procreating	They should be “eliminated”/ gazed,	
Saturated emotions (anger, indignation, hostility)	Beautiful, free type of living	They should not be our neighbours	They must leave, beaten etc.	
Mockery and sarcasm		There are no good gypsies	The resemblance with birds (crows), stealing, iron (see S. Halep winning Roland Garos)	

Forms of explicit online hate speech	Levels of hate			Numbers of units
	1 no hate	2 weak	3 extremely strong	
Appeal to violence (including killing)		Just leave, not bothering the rest of the community	Let's get them out of here, eliminate...	
Other				

Forms of coded online hate speech	Levels of hate			Numbers of units
	1 no hate	2 weak	3 extremely strong	
Using slang				
Circumlocutions				
Irony				
Ambiguity				
Pseudo-scientific references (genetics)				
White supremacies				
Whataboutery ("our own type")				
Narratives of elsewhere				
Bogus statistics				
Metonyms				
Other				

Using slung= using Roma language/ words to amplify the community membership

Circumlocutions = talking around ("lots of misery in our area", "so dark in this block of flats")

Irony = see also sarcasm and mockery ("they cannot go to heaven are too heavy to fly ...for how many jewellery they stolen")

Ambiguity = using some punctuation marks in order to make rhetoric remarks ("should they be sent to concentration camps, or not?!")

Pseudo-scientific references (genetics)/ Bogus statistics = using statistical data that are not official, some obscure scientific sites or researches; 80% of Roma do not want to work

Whataboutery = "what about our own", the referring to us and them, the dialectical common gasp between us and they

Metonyms = "religion of cheating", expressions that are used to replace the direct referring to Roma (not specifying the word as it is)

Does the content convey the next messages? In what extent?

Frozen vs. motile online hate speech (Lentin 2016)	Levels of hate toxicity			Numbers of units (how many times)
	1 no hate	2 weak	3 extremely strong	
Entrench polarisation				
Reinforce stereotypes				
Spread myths				
Spread disinformation (fake news)				
Justify exclusion, stigmatisation and inferiorisation				
Reinforce exclusivist notions of national belonging and identity				
Other				

*if not the case, please mention in any blanks!!!

Entrench polarisation = us vs. they

Reinforce stereotypes = especially the negative ones (lazy, dirty, not educated etc.)

Spread myths = supernatural powers, sorcery etc.

Fake news = they spread the COVID 19 by their travelling

Personal observations (5 – 6 sentences including examples from the text/post/ image)

When fill in the blank with your own observation, please try to refer to the next sub points:

- Negative findings of real problems
- Objectively presented problem/ conflict;
- Reflection of a positive fact;
- Explanation of the problems/ conflict (are the reasons explained; is it indicated who is responsible for the problems/ conflict; is there a tendency for the blame to be transferred entirely to the Roma);
- Whose views are expressed; Are there presented other points of view?
- What are the sources of information;
- What recommendations are made, to whom, how is the decision made; Is the entire Roma ethnic group blamed?
- What was the “trigger event”? The way the media presented the event had an impact on the type of comments/ shares?

Please give some details about **comments** of the analysed post/ article/ image (if there are any)

Comments analysis	Frequency	Examples (if the case)
Number of comments		
Type of language (aggressive vs. peaceful)		
Fake accounts (trolls, hidden identities)		
Intensity of the comments (no hate -0 , mockery- 1, aggressive – 2, threats to killing - 3)		
Persistence (insists in commenting with one or more persons, goes to opponent page and makes comments there or make reviews on the page)		
Sharing		
Types of popularity and influence (likes/ favourite/ shares)		

For the comments: Make a list with expressions/ sentences you find within the text/ video/ image. Give a rank of the level of hate you appreciate on the intensity.

Expression	Levels of hate			Numbers of units
	1 no hate	2 weak	3 extremely strong	

Pls. attach a print screen of the post !!!!

Background information:

Country:	
Name of the organization:	
Data collected by (name):	
email address:	
Date of the analyse made:	
Date of the report submitted:	

ANNEX 2

ID Cod:

SUMMARY OF THE SYNTHESIS REPORT OF THE MONITORING TOOL FOR CONTENT ANALYSIS OF ONLINE HATE SPEECH

Month	
Period	
Number of Monitoring Tools analysed	
Organization/ Country	

A (I) General information

Online platform		Type				Total number
		Personal accounts	News articles (official e-page)	Public accounts/ Public figures- Institutions/ organizations	Groups	
a		b	c	d	e	f
Facebook	1					
Twitter	2					
Instagram	3					
Youtube	4					
Google	5					
Sites (webpages)	6					
Other (please, specify) - e. g. Tik Tok	7					

Author of the post:	Number
Individual/ personal	
Administrator/ Moderator of the account	
Author of the news article/ channel (name/ surname, publication)	

B (II) B1

Main topic		Number	Related topic (subthemes)	Examples ("...")	Number
a		b	c	d	e
Crimes committed by Roma	1				
Social aspects (housing, welfare, poverty, immigration etc.)	2				
Education aspects (drop-out, schooling conditions, scholarships etc.)	3				
Health/ sanitary aspects (pandemic, access to hospitals, abortion etc.)	4				
Social movements (protests, civil rights, representation) and NGOs	5				
Politics (representations, political parties, elections)	6				
Roma leaders (including women)	7				
Roma cultural events	8				
Other facts/ events about Roma	9				

Headline Analysis		Positive + (number)	Negative – (number)	Neutral 0 (number)
a		b	c	d
Objective information (reports, news etc.)	1			
Invitation (cultural events, webinars etc.)	2			
News	3			
Points of view (editorial type)	4			
Others	5			

B(II) B2 General frame of the topic (mentioned above)

a*		b	c	d
I don't get honoured because I am Roma	1			
Trolling Roma while bullying a kid	2			
Politics	3			
Troll(Humor)	4			
Roma in marriage removed from apartments	5			
Roma appeal to the government ; Give us land to build our barracks away from the river	6			
Bulling	7			

*please, multiply the rows as many times as needed for each of the topic

B(II) B3 Popularity and influence (total number)

Likes	Favourites	Shares	Comments	Observations you may indicate the platform and the post	
a	b	c	d	e*	
				Facebook	1
				Youtube	2
				Instagram	3
				Web/ Google	4
				Tik-Tok	5
					6
					7

*please, multiply the rows as many times as needed for each of the topic

C(III) Content

Place of the post/article/channel	Numbers
Title page/ front page	
Internal page (e.g. story page, temporary post)	
Special page/post (e.g. reaction towards/ against a trigger event)	
Column for messages (within other topics not related specifically to Roma)	
Other situations	

How many investigated materials such as post/ article/ include visuals?	
Media Articles – online pages	Social Media (Fb, Insta, TikTok)

In what extent the visuals are relevant to the content of the post?		
Not at all (Number)	Relevant (Number)	Extremely relevant (Number)

Please, indicate the non-textual forms used (and their number, if more than one)*	Number
Photos	
Memes/ Gifs	
Caricatures	
Multimedia materials (videos)	
Hashtags	
Tagging	
Others	

*keep the same classification if there is only a non-textual form used for part IV.

How many of the post/ article/ video match with the title and/or visuals?*	Number
Facebook	
Twitter	
Instagram	
Youtube	
Google	
Sites (webpages)	
Other (please, specify) Tik Tok	

*keep the same classification

In what extent the non-textual form affects you emotionally? (from the total number of the materials investigated)		
Very Little (Number)	Some extent (Number)	Extremely relevant (Number)

D(IV) Online Hate Speech – Intensity and levels of hate

Forms of explicit online hate speech		Levels of hate (numbers)			Examples (the most relevant to you)
		no hate	weak	extremely strong	
a		b	c	d	e
Crude epithets	1				
Racist slurs	2				
Dehumanising utterances	3				
Ad-hominem attacks	4				
Saturated emotions (anger, indignation, hostility)	5				
Mockery and sarcasm	6				
Appeal to violence (including killing)	7				
Other	8				

Forms of coded online hate speech		Levels of hate (numbers)			Examples (the most relevant to you)
		no hate	weak	extremely strong	
a		b	c	d	e
Using slang	1				
Circumlocutions	2				
Irony	3				
Ambiguity	4				
Pseudo-scientific references (genetics)	5				
White supremacies	6				
Whataboutery ("our own type")	7				
Narratives of elsewhere	8				
Bogus statistics	9				
Metonyms	10				
Other	11				

Does the content convey the next messages? In what extent?

Frozen vs. motile online hate speech (Lentin 2016)		Levels of hate (numbers)			Examples (the most relevant to you)
		no hate	weak	extremely strong	
a		b	c	d	e
Entrench polarisation	1				
Reinforce stereotypes	2				
Spread myths	3				
Spread disinformation (fake news)	4				
Justify exclusion, stigmatisation and interiorisation	5				
Reinforce exclusivist notions of national belonging and identity	6				
Other	7				

Please give some details about comments of the analysed post/ article/ image (if there are any)

Comment's analysis		Frequency/ Total Numbers of all	Examples (if the case)
a		b	c
Number of comments	1		
Type of language (aggressive vs. peaceful)	2		
Fake accounts (trolls, hidden identities)	3		
Intensity of the comments (no hate - 0, mockery - 1, aggressive - 2, threats to killing - 3)	4a		
	4b		
	4c		
	4d		
Persistence (insists in commenting with one or more persons, goes to opponent page and makes comments there or make reviews on the page)	5		
Sharing	6		
Types of popularity and influence (likes/ favourite/ shares)	7a		
	7b		
	7c		

Make a list with expressions/ sentences you find within the text/ video/ image. Give a rank of the level of hate you appreciate on the intensity.

Expression no hate		Levels of hate (numbers)		
		weak	extremely strong	
a* Examples		b	c	d
Leave Albania and never come back	1			
Berat is a city of Gypsyis	2			
Dirty Race	3			
Wildlife	4			

Go to Egypt where is your place	5			
This one must be killed	6			
Why do you even consider these people	7			
We must not let this race live in this life or the next	8			
They are dirty	9			
They are just gypsyis	10			

*please, multiply the rows as many times as needed for each of the topic

Personal observations (5 – 6 sentences including examples from the text/ post/ image that you consider one of the most relevant for you). You may include a short description of the study case/ reporting mechanism you have analysing

When fill in the blank with your own observation, please try to refer to the next sub points:

- Negative findings of real problems
- Objectively presented problem/ conflict;
- Reflection of a positive fact;
- Explanation of the problems/ conflict (are the reasons explained; is it indicated who is responsible for the problems/ conflict; is there a tendency for the blame to be transferred entirely to the Roma);
- Whose views are expressed; Are there presented other points of view?
- What are the sources of information;
- What recommendations are made, to whom, how is the decision made; Is the entire Roma ethnic group blamed?
- What was the “trigger event”? The way the media presented the event had an impact on the type of comments/ shares?

db_Personal obsevation

Please, make a short resume of the post/ article/ channel (2-3 phrases) or copy the entire post if it is the most relevant for you, if there is something exceptional. Describe the situation in 3-4 phrases as revealed in the online (it may be also a study case you follow for a longer period of time) db_Resume

Indicate the link (most relevant):

Link1

Link 2

....

