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Hate Speech: Your thoughts, experiences and recommendations

This is a multi-stakeholder online consultation on hate speech and the role of education.

The purpose of this survey is to understand how youth, educators, and civil society organizations understand hate speech and what they believe are effective ways to counter it through education. We hope to unpack your biggest concerns and your possible solutions for addressing and countering hate speech.

The information generated through this survey will bring your voices to -- and inform the discussions at -- the **Global Education Ministers Conference and Multi-stakeholder Forum on addressing and countering hate speech through education** (Fall 2021).

Your responses are anonymous. No personally identifiable data is collected. All data is stored securely. Only members of the research team will have access to the collected data.

* Required

This survey will take about 10 minutes. Your participation is valuable.

About you

A few questions to understand your context.

1. Which category describes you best?

If you belong to more than one category, please choose the category where you would like your views to be represented.

○ A young person (15-24 years old)

○ A teacher/educator

○ Working for a civil society organization

○ [   ]

Other

2. What is your **gender**?

○ Female

○ Gender fluid

○ Male

○ Non-binary

○ Transgender

○ Prefer not to say

○ [   ]

Other

3. What is your **sexual identity/ sexual orientation**?

○ Asexual

○ Bi/ Pansexual

○ Gay

○ Lesbian

○ Questioning

○ Straight

○ Prefer to not say

○ [   ]

Other

4. What is your **age**?

○ 15-24 years old

○ 25-35 years old

○ 36-46 years old

○ 47-59 years old

○ 60+ years old

5. In which **country** do you live? *

○ Afghanistan

○ Albania

- ○ Algeria
- ○ Andorra
- ○ Angola
- ○ Antigua and Barbuda
- ○ Argentina
- ○ Armenia
- ○ Australia
- ○ Austria
- ○ Azerbaijan
- ○ Bahamas
- ○ Bahrain
- ○ Bangladesh
- ○ Barbados
- ○ Belarus
- ○ Belgium
- ○ Belize
- ○ Benin
- ○ Bhutan
- ○ Bolivia (Plurinational State of)
- ○ Bosnia and Herzegovina
- ○ Botswana
- ○ Brazil

- ◯ Brunei Darussalam

- ◯ Bulgaria

- ◯ Burkina Faso

- ◯ Burundi

- ◯ Cambodia

- ◯ Cameroon

- ◯ Canada

- ◯ Cape Verde

- ◯ Central African Republic

- ◯ Chad

- ◯ Chile

- ◯ China

- ◯ Colombia

- ◯ Comoros

- ◯ Congo

- ◯ Cook Islands

- ◯ Costa Rica

- ◯ Côte d'Ivoire

- ◯ Croatia

- ◯ Cuba

- ◯ Cyprus

- ◯ Czechia

- ○ Democratic People's Republic of Korea
- ○ Democratic Republic of the Congo
- ○ Denmark
- ○ Djibouti
- ○ Dominica
- ○ Dominican Republic
- ○ Ecuador
- ○ Egypt
- ○ El Salvador
- ○ Equatorial Guinea
- ○ Eritrea
- ○ Estonia
- ○ Eswatini
- ○ Ethiopia
- ○ Fiji
- ○ Finland
- ○ France
- ○ Gabon
- ○ Gambia
- ○ Georgia
- ○ Germany
- ○ Ghana

- ○ Greece
- ○ Grenada
- ○ Guatemala
- ○ Guinea
- ○ Guinea-Bissau
- ○ Guyana
- ○ Haiti
- ○ Honduras
- ○ Hungary
- ○ Iceland
- ○ India
- ○ Indonesia
- ○ Iran (Islamic Republic of)
- ○ Iraq
- ○ Ireland
- ○ Italy
- ○ Jamaica
- ○ Japan
- ○ Jordan
- ○ Kazakhstan
- ○ Kenya
- ○ Kiribati

- ○ Kuwait
- ○ Kyrgyzstan
- ○ Lao People's Democratic Republic
- ○ Latvia
- ○ Lebanon
- ○ Lesotho
- ○ Liberia
- ○ Libya
- ○ Lithuania
- ○ Luxembourg
- ○ Madagascar
- ○ Malawi
- ○ Malaysia
- ○ Maldives
- ○ Mali
- ○ Malta
- ○ Marshall Islands
- ○ Mauritania
- ○ Mauritius
- ○ Mexico
- ○ Micronesia (Federated States of)
- ○ Monaco

- ○ Mongolia
- ○ Montenegro
- ○ Morocco
- ○ Mozambique
- ○ Myanmar
- ○ Namibia
- ○ Nauru
- ○ Nepal
- ○ Netherlands
- ○ New Zealand
- ○ Nicaragua
- ○ Niger
- ○ Nigeria
- ○ Niue
- ○ north Macedonia
- ○ Norway
- ○ Oman
- ○ Pakistan
- ○ Palau
- ○ Palestine
- ○ Panama
- ○ Papua New Guinea

○ Paraguay

○ Peru

○ Philippines

○ Poland

○ Portugal

○ Qatar

○ Republic of Korea

○ Republic of Moldova

○ Romania

○ Russian Federation

○ Rwanda

○ Saint Kitts and Nevis

○ Saint Lucia

○ Saint Vincent and the Grenadines

○ Samoa

○ San Marino

○ Sao Tome and Principe

○ Saudi Arabia

○ Senegal

○ Serbia

○ Seychelles

○ Sierra Leone

○ Singapore

○ Slovakia

○ Slovenia

○ Solomon Islands

○ Somalia

○ South Africa

○ South Sudan

○ Spain

○ Sri Lanka

○ Sudan

○ Suriname

○ Sweden

○ Switzerland

○ Syrian Arab Republic

○ Tajikistan

○ Thailand

○ Timor-Leste

○ Togo

○ Tonga

○ Trinidad and Tobago

○ Tunisia

○ Turkey

- ○ Turkmenistan
- ○ Tuvalu
- ○ Uganda
- ○ Ukraine
- ○ United Arab Emirates
- ○ United Kingdom of Great Britain and Northern Ireland
- ○ United Republic of Tanzania
- ○ United States of America
- ○ Uruguay
- ○ Uzbekistan
- ○ Vanuatu
- ○ Venezuela (Bolivarian Republic of)
- ○ Viet Nam
- ○ Yemen
- ○ Zambia
- ○ Zimbabwe

6. What is your **highest level of education**?

◯ Secondary school level, or equivalent

◯ Undergraduate/Bachelor Degree level, or equivalent

◯ Master's Degree level, or equivalent

◯ Ph.D. and above, or equivalent

7. What is your **racial / ethnic background**?

8. What is your **religion or belief**?

How do you understand hate speech?

9. In your opinion, what is hate speech?

   In this question, consider that hate speech is always against a group or individual based on their nationality, religion and belief, ethnic or social origin, race, sex, gender, sexual orientation, belonging to a linguistic, religious and ethnic minorities, immigration status, or other protected characteristic under international human rights law.

   Select two possibilities that you think are the most true.

   ☐ Threats made against a group or person

   ☐ Online harassment of a group or person

   ☐ Speech that victimizes or belittles a group or person

   ☐ Trolling a group or person

   ☐ Supporting conspiracy theories against a group or person

   ☐ Hurtful memes, jokes or songs that target a group or person

   ☐ Words that are not hateful in themselves, but support threats, harassment, etc. made by other people

   ☐ Any hateful expression that brings opinions or ideas towards an individual or group based on their protected characteristics

10. Please provide an example of a phrase or sentence that you consider to be hate speech.

11. In your opinion, which of these society-level issues lead to hate speech?

Select two options that you think are the biggest causes.

- [ ] The fact that social media interactions are anonymous

- [ ] Increased attempts to spread false information about a group or individual based on protected characteristics

- [ ] Lack of education

- [ ] Lack of respect for human rights

- [ ] Lack of laws or regulations addressing hate speech

- [ ] Lack of consequences for those who use or promote hate speech

- [ ] Oppression and discrimination in communities and societies

- [ ] Lack of public policies that address the main causes of discrimination, inequality and exclusion

- [ ] Public officials, religious and minority leaders, or other influential figures that promote or tolerate hate speech against groups or individuals

Your experiences with hate speech

12. Have you experienced hate speech (online or off-line) at least once in your life?

   ○ Yes

   ○ No

   ○ Can't say

13. If yes, how did you respond?

   ☐ I did nothing.

   ☐ I reported it.

   ☐ I walked away or signed off from the online platform.

   ☐ I reacted in similar (hateful) language.

   ☐ I vented to family, friends, and/or other outlets for support.

14. Have you ever initiated hate speech?

   ○ Yes

   ○ No

   ○ Can't say

15. If yes, what motivated you to do this?

Select all that apply.

☐ My past experiences with others

☐ I felt angry

☐ I felt powerless

☐ I disagreed with other perspectives

☐ [   ]

Other

16. **Sense of safety online:** To what extent do you agree with the following statements?

	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)
I feel safe to express myself freely online.	○	○	○	○	○
The fear of encountering hate speech online has made me reduce how often I freely express myself online.	○	○	○	○	○
I am aware of resources I can use to learn how to prevent hate speech online.	○	○	○	○	○
I feel safe reporting online hate speech.	○	○	○	○	○

17. **Identifying and reporting hate speech:** To what extent do you agree with the following statements?

	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)
I know how to identify online hate speech.	◯	◯	◯	◯	◯
I know how to identify hate speech when it is off-line.	◯	◯	◯	◯	◯
I know how to report online hate speech.	◯	◯	◯	◯	◯
I know how to report hate speech when it occurs off-line.	◯	◯	◯	◯	◯
I believe that reporting online hate speech makes a difference.	◯	◯	◯	◯	◯
I believe that reporting hate speech happening off-line makes a difference.	◯	◯	◯	◯	◯

18. In your experience, has hate speech increased over the last 12-18 months with regard to the COVID pandemic in **your country/local community**?

☐ Yes, it has increased online.

☐ Yes, it has increased off-line.

☐ Both of the above

☐ Neither of the above

☐ Can't say

Solutions to overcome hate speech

19. Have you ever been taught about hate speech as part of your formal education (at school, in college, at university)? *

   ○ Yes

   ○ No

   ○ Can't say

20. Were these courses helpful in understanding and addressing hate speech?

   ○ Yes

   ○ No

   ○ Can't say

21. In your opinion, can education make a difference in reducing the effects of hate speech? *

   ○ Yes

   ○ No

   ○ Can't say

22. What can education potentially do to reduce the effects of hate speech?

Select two possibilities that you think are the most important.

☐ Inform people about what hate speech is, how it is expressed and address the underlining causes of discriminatory behavior and hate speech.

☐ Enhance the perception of the freedom of expression in a way that is relevant to countering hate speech.

☐ Help people understand the impact of hate speech on individuals, families, communities and societies.

☐ Build resilience of learners against and instill within them principles of diversity, plurality and inclusion.

☐ Build educators' skills to recognise and address hate speech.

☐ Provide learners with tools to recognize and address hate speech.

☐ Combat negative stereotyping and help people commit to peace and non-violence.

☐ Provide access to mental health and other protective resources.

☐ Regularly revise school curricula for the promotion of intolerance within the materials.

23. Globally more young people are leading educational initiatives that contribute to youth's active role in developing learning processes. In your opinion, can this build understanding of human rights and thus contribute towards addressing hate speech?

○ Yes

○ No

○ Can't say

24. In your opinion, can well-trained, well-resourced and supported teachers create curricula and teaching strategies that address the impacts of hate speech?

○ Yes

○ No

○ Can't say

25. In your country, are you aware of national policies that address hate speech through legal, public safety, security and/or other means?

○ Yes

○ No

○ Can't say

26. If yes, do these national policies address hate speech through education?

○ Yes

○ No

○ Can't say

27. What should educational policy makers prioritize to counter hate speech?

Please select three responses that you think is the most important.

☐ **Broadcast materials.** Develop and broadcast relevant educational programmes (example: Human Rights Education, Global Citizenship Education and Media Information Literacy).

☐ **Teacher training.** Develop specific trainings for teachers and educators on how to address and counter hate speech in both online and off-line environments.

☐ **Training for the general public.** Develop trainings for youth and adults related to freedom of expression, hate speech and digital citizenship.

☐ **Training within communities.** Invest in training within communities on the main causes, motivations, harms and realities of online hate speech.

☐ **Peer-to-peer learning.** Develop peer-to-peer learning programs and initiatives to build and strengthen a common understanding and respect for human rights.

☐ **Collaboration between ministries.** Adopt a multidisciplinary approach to working with other ministries to counter hate speech.

☐ **More focus within education ministries.** Appoint a focal point within Ministries of Education to address and counter hate speech.

☐ **Partnership with media companies.** Partner with news outlets and digital media companies to address how they report on issues that pertain to groups and individuals of certain characteristics.

☐ **Partnership with social media companies.** Partner with social media companies to address and counter hate speech.

☐ **Partnership with civil society organizations.** Address and counter hate speech, both online and off-line.

☐ **Partnership with schools.** Create partnerships between clusters of schools to build understanding about hate speech through research.

☐ **Revision of educational curricula.** Revise or address materials that may promote, directly or indirectly, negative stereotyping, prejudice and intolerance against certain individuals.

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