



ONLINE SURVEY SUMMARY AND RESULTS

One of the activities during the project “Combat against hate speech through European perspective”, supported by European Commission through program Europe for citizens was online survey about hate speech, combat against it and people’s awareness about it. 887 respondents from 7 countries were included in this survey. Survey was posted online, and respondents had opportunity to read basics about combat against hate speech and to fill in survey. Survey had following form:

Survey on Hate Speech

Hate speech, as defined by the Council of Europe, covers all forms of expression which spread, incite, promote or justify racial hatred, xenophobia, anti-Semitism or other forms of hatred based on intolerance, including: intolerance expressed by aggressive nationalism and ethnocentrism, discrimination and hostility against minorities, migrants and people of immigrant origin. Other forms of discrimination and prejudice, such as antigypsyism, christianphobia, islamophobia, misogyny, sexism and discrimination on the grounds of sexual orientation and gender identity fall clearly within the scope of hate speech.

KOM 018, Nis, Serbia with its partners:

- “Opcinska organizacija Crveni kriz Novo Sarajevo” – Sarajevo, Bosnia and Herzegovina
- “International Development Alliance” (IDA Network) – Sofia, Bulgaria
- “Europæiske Civile Ressourcer Center Danmark” (ECRC Denmark)– Nørresundby, Denmark
- “Council for Prevention of Juvenile Delinquency” (SPPMD) – Kavadraci, Macedonia
- “Stowarzyszenie Promocji Wolontariatu” – Warsaw, Poland
- “Asociatia Fluturele Visator” – Sannicolau Mare, Romania

Conducts online survey about hate speech within the project "Combat against hate speech through European perspective" supported by "Europe for Citizens" program. Please fill in the survey and share your views about this topic.

SURVEY IS ANONYMOUS!

Thank you.

* Required

Country *

Age *

1. Is there hate speech online? *

- Yes
- No

2. What is more dangerous: *

- Hate speech online
- Hate speech in real life
- Both

3. Who are the victims of hate speech? *

- Roma people
- LGBT population
- Minorities
- People living in poverty
- People from rural areas
- Immigrants
- Ethnic groups
- Members of different religions
- People with disability
- People living with HIV/AIDS
- Other:

4. Have you ever been victim of hate speech? *

- Yes
- No

5. If Yes, in what way

6. Have you ever witnessed any kind of hate speech? *

- Yes



No

7. If Yes, what kind

8. Have you ever been a hater? *

Yes
 No

9. Can your country make more effort to prevent hate speech? *

Yes
 No

10. If Yes, in what way?

11. How can you personally contribute to combat against hate speech? *

Join Hate Fighters program and combat hate speech.



Online survey can be found on the following link:

https://docs.google.com/forms/d/1pHU5FIBcINx_IMeEnY9hEJFItIkH4I2v8INmejuXfkk/viewform?c=0&w=1

Analysis

Survey had both, questions with "YES" and "NO" answers and narrative answers. 887 respondents participated in the survey and many different answers will be presented here.

The first question “**Is there hate speech online?**” was answered in total (all 887 responses) as follows:

- YES – 818 responses or 92.22%
- NO – 69 responses or 7.78%

If it is analyzed by country it looks like this:

SERBIA

- YES – 102 responses or 100%
- NO – 0 responses or 0.00%

POLAND

- YES – 100 responses or 98.04%
- NO – 2 responses or 1.96%

ROMANIA

- YES – 129 responses or 88.97%
- NO – 16 responses or 11.03%

BOSNIA AND HERZEGOVINA

- YES – 177 responses or 94.65%
- NO – 10 responses or 5.35%

MACEDONIA

- YES – 102 responses or 93.58%
- NO – 7 responses or 6.42%



BULGARIA

- YES – 102 responses or 91.89%
- NO – 9 responses or 8.11%

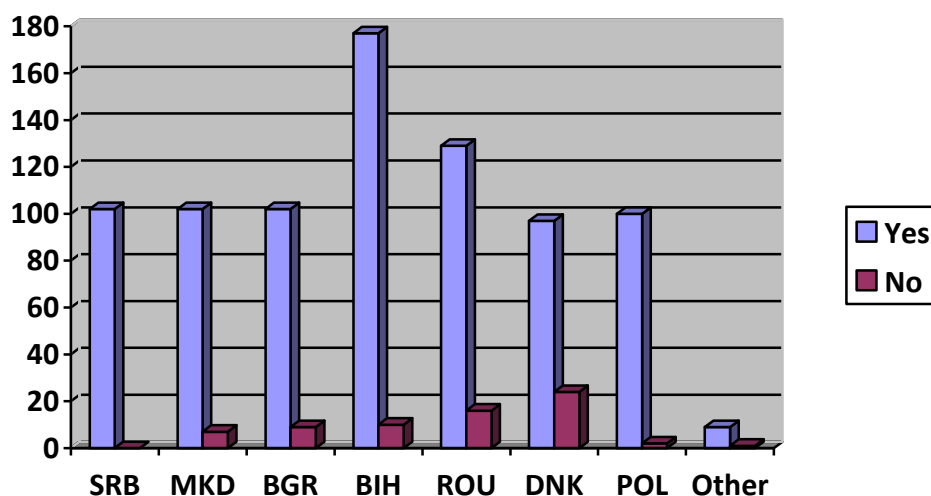
DENMARK

- YES – 97 responses or 80.17%
- NO – 24 responses or 19.83%

Beside 7 countries that participated in survey, option OTHER (country) was added too, and respondents answered as follow:

OTHER

- YES – 9 responses or 90%
- NO – 1 response or 10%.



In conclusion, the majority of participants in the survey believe that there is a hate speech online in their own countries.

The second question "What is more dangerous": with offered answers "Hate speech online", "Hate speech in real life" or "Both" was answered in total (all 887 responses) as follows:

- **Hate speech online** – 200 responses or 22.55%
- **Hate speech in real life** – 78 responses or 8.79%
- **Both** – 609 responses or 68.66%

If it is analyzed by country it looks like this:



SERBIA

- **Hate speech online** – 15 responses or 14.71%
- **Hate speech in real life** – 6 responses or 5.88%
- **Both** – 81 responses or 79.41%

POLAND

- **Hate speech online** – 15 responses or 14.71%
- **Hate speech in real life** – 6 responses or 5.88%
- **Both** – 72 responses or 70.59%

9 responses or 8.82% responses are missing (respondents didn't answer)

ROMANIA

- **Hate speech online** – 15 responses or 10.34%
- **Hate speech in real life** – 6 responses or 4.14%
- **Both** – 58 responses or 40.00%

66 responses or 45.52% responses are missing (respondents didn't answer)

BOSNIA AND HERZEGOVINA

- **Hate speech online** – 15 responses or 8.02%
- **Hate speech in real life** – 6 responses or 3.21%
- **Both** – 142 responses or 75.94%

24 responses or 12.83% responses are missing (respondents didn't answer)

MACEDONIA

- **Hate speech online** – 15 responses or 13.76%
- **Hate speech in real life** – 6 responses or 5.50%
- **Both** – 80 responses or 73.39%

8 responses or 7.35% responses are missing (respondents didn't answer)

BULGARIA

- **Hate speech online** – 15 responses or 13.51%
- **Hate speech in real life** – 6 responses or 5.41%
- **Both** – 79 responses or 71.17%

11 responses or 9.91% responses are missing (respondents didn't answer)

DENMARK

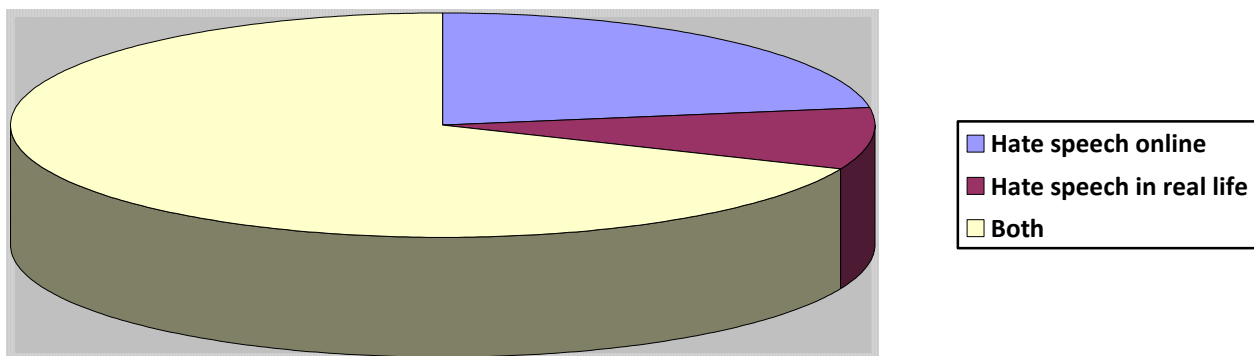
- **Hate speech online** – 15 responses or 12.40%
- **Hate speech in real life** – 6 responses or 4.96%

- **Both** – 88 responses or 72.73%

12 responses or 9.91% responses are missing (respondents didn't answer)

OTHER

- **Hate speech online** – 1 response or 10.00%
- **Hate speech in real life** – 0 responses or 0.00%
- **Both** – 9 responses or 90.00%



In conclusion, most of participants in survey answered that both hate speech online and hate speech in real life is more dangers that this separated categories.

The third question was about victims of hate speech and what respondents think who they were. Respondents had opportunity to choose multiply answers among following: Roma people, LGBT population, Minorities, People living in poverty, People from rural areas, Immigrants, Ethnic groups, Members of different religions, People with disability, People living with HIV/AIDS and Others.

In conclusion: The most of the answers (almost 80%) included Roma people, among other chosen group of people, which shows that racial hatred and hate speech based on racial hate is very widespread and common in countries participated in this online survey. Many answers included all of listed groups, which mean that respondents couldn't decide who mostly victims of hate speech are. Small percentage of answers was only one or two group of listed options.

The fourth question "**Have you ever been a victim of hate speech**" with offered answers "YES" and "NO" was answered (all 887 responses) as follows:

- YES – 307 responses or 34.61%
- NO – 580 responses or 65.39%



If it is analyzed by country it looks like this:

SERBIA

- YES – 19 responses or 18.63%
- NO – 83 responses or 81.37%

POLAND

- YES – 26 responses or 25.49%
- NO – 76 responses or 74.51%

ROMANIA

- YES – 93 responses or 64.14%
- NO – 52 responses or 35.86%

BOSNIA AND HERZEGOVINA

- YES – 70 responses or 37.43%
- NO – 117 responses or 62.57%

MACEDONIA

- YES – 19 responses or 17.43%
- NO – 90 responses or 82.57%

BULGARIA

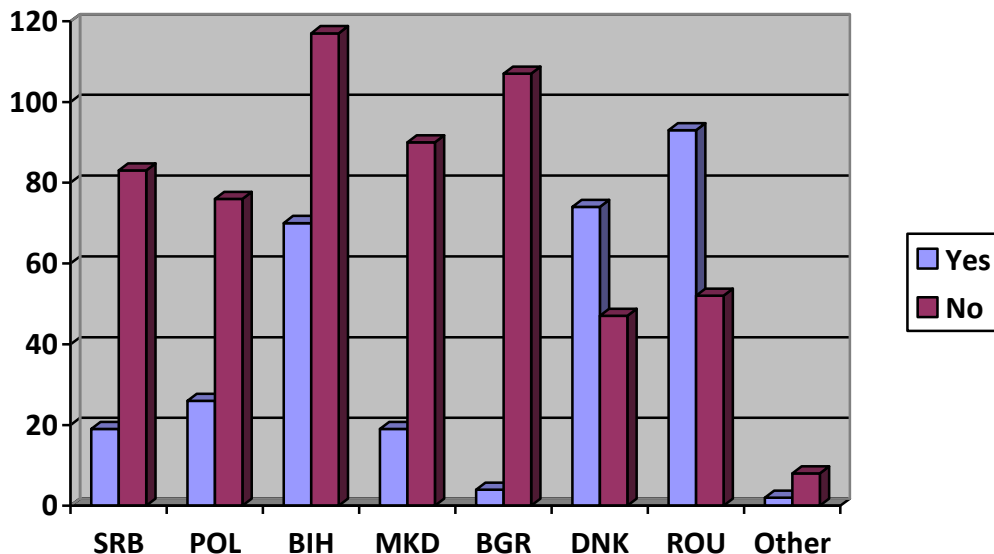
- YES – 4 responses or 3.60%
- NO – 107 responses or 96.40%

DENMARK

- YES – 74 responses or 61.16%
- NO – 47 responses or 28.84%

OTHER

- YES – 2 responses or 20%
- NO – 8 responses or 80%.



In conclusion less than a half participants in survey were victims of some form of hate speech.

The fifth question was opportunity for respondents who answered "YES" on previous question to write in what way they were victims of hate speech.

In conclusion: Many responses were about harmful comments about someone ethnicity, religion, beliefs, nationality, sexual orientation, and in most cases they experienced hate speech in their schools, faculties and job interviews. Many answers were about hate speech toward people with disability, immigrants and people with difficulties in speaking English. Some of them were victims of hate speech just because of their appearance and extra energy they have, and because they were different. Some of responses were about sexism and misogyny, as well as towards people living in poverty.

The sixth question "**Have you ever witnessed any kind of hate speech**" with offered answers "YES" and "NO" was answered (all 887 responses) as follows:

- YES – 594 responses or 66.97%
- NO – 293 responses or 33.03%

If it is analyzed by country it looks like this:

SERBIA

- YES – 70 responses or 68.63%



- NO – 32 responses or 31.37%

POLAND

- YES – 84 responses or 82.35%
- NO – 18 responses or 17.65%

ROMANIA

- YES – 114 responses or 78.62%
- NO – 31 responses or 21.38%

BOSNIA AND HERZEGOVINA

- YES – 125 responses or 66.84%
- NO – 62 responses or 33.16%

MACEDONIA

- YES – 52 responses or 47.71%
- NO – 57 responses or 52.29%

BULGARIA

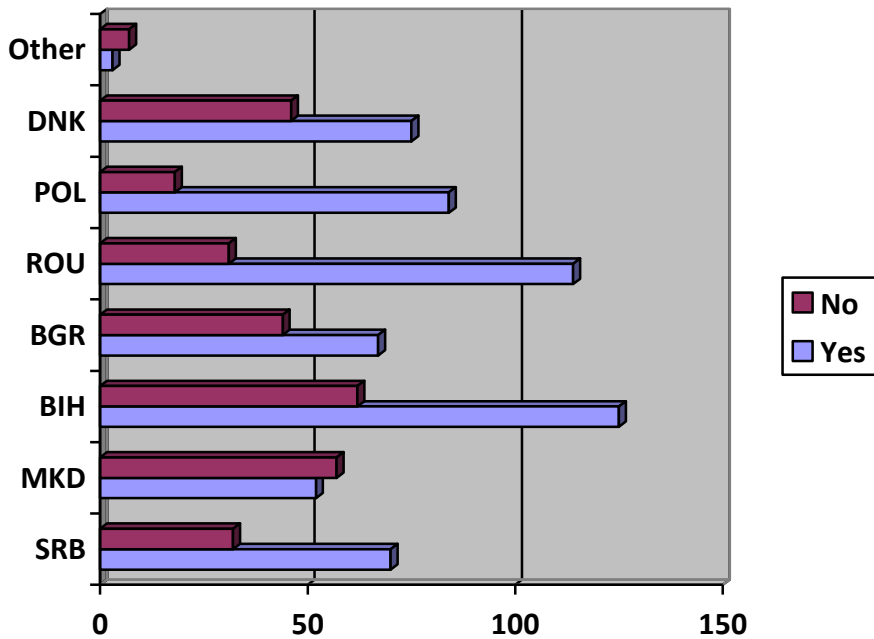
- YES – 67 responses or 60.36%
- NO – 44 responses or 39.64%

DENMARK

- YES – 75 responses or 61.98%
- NO – 46 responses or 38.02%

OTHER

- YES – 3 responses or 30%
- NO – 7 response or 70%.



In conclusion more than a half of the participants in survey were witnesses of some form of hate speech.

The seventh question was also opportunity for respondents who answered "YES" on previous question to write in what way they witnessed hate speech.

In conclusion: Many of the respondents were witnesses of hate speech in schools and at their jobs. Answers are repeatable like in the fifth question, and most of them cover all forms of hate speech towards most vulnerable groups, from ethnicity, religion, sexual orientation, appearance to people live in poverty, people with disabilities and people with difficulties in English language. Most of the respondents were witnesses of hate speech toward immigrants and people with immigrant origin as well as hate speech online, which is relevant for this project as it combats both hate speech online and offline.

The eighth question "**Have you ever been a hater**" with offered answers "YES" and "NO" was answered (all 887 responses) as follows:

- YES – 302 responses or 34.05%
- NO – 585 responses or 65.95%



If it is analyzed by country it looks like this:

SERBIA

- YES – 18 responses or 17.65%
- NO – 84 responses or 82.35%

POLAND

- YES – 25 responses or 24.51%
- NO – 77 responses or 75.49%

ROMANIA

- YES – 97 responses or 66.90%
- NO – 48 responses or 33.10%

BOSNIA AND HERZEGOVINA

- YES – 45 responses or 24.06%
- NO – 142 responses or 74.94%

MACEDONIA

- YES – 30 responses or 27.52%
- NO – 79 responses or 72.84%

BULGARIA

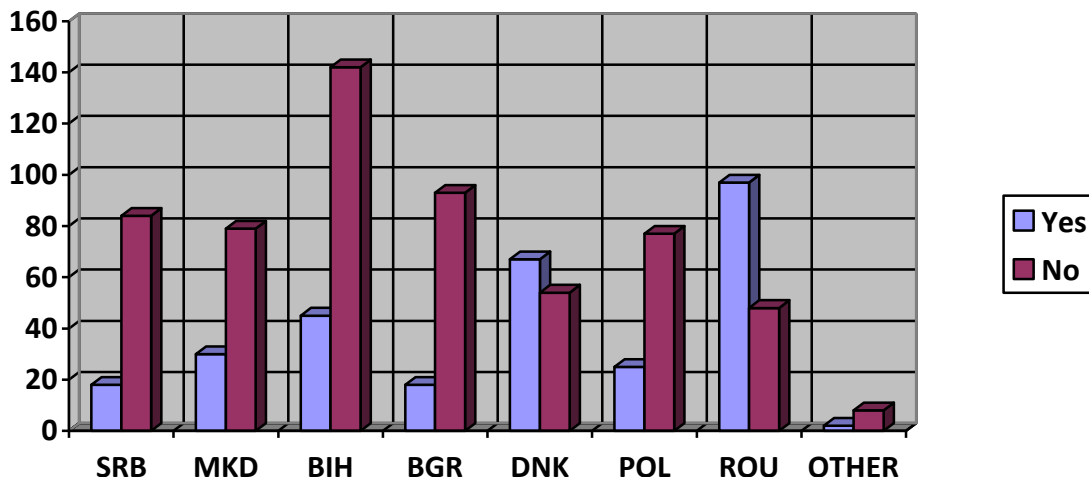
- YES – 18 responses or 16.22%
- NO – 93 responses or 83.78%

DENMARK

- YES – 67 responses or 55.37%
- NO – 54 responses or 44.63%

OTHER

- YES – 2 responses or 20%
- NO – 8 response or 80%.



In conclusion more than half respondents answered that they have never been a hater in any form of hate.

The ninth question "Can your country make more effort to prevent hate speech" with offered answers "YES" and "NO" was answered in total (all 887 responses) as follows:

- YES – 610 responses or 68.77%
- NO – 277 responses or 31.23%

If it is analyzed by country it looks like this:

SERBIA

- YES – 85 responses or 83.33%
- NO – 17 responses or 16.67%

POLAND

- YES – 75 responses or 73.53%
- NO – 27 responses or 26.47%

ROMANIA

- YES – 96 responses or 66.21%
- NO – 49 responses or 33.79%

BOSNIA AND HERZEGOVINA

- YES – 122 responses or 65.24%
- NO – 65 responses or 34.76%



MACEDONIA

- YES – 69 responses or 63.30%
- NO – 40 responses or 36.70%

BULGARIA

- YES – 72 responses or 64.86%
- NO – 39 responses or 35.14%

DENMARK

- YES – 84 responses or 69.42%
- NO – 37 responses or 30.58%

OTHER

- YES – 7 responses or 70%
- NO – 3 response or 30%.

In conclusion most of participants in survey think that their country can make more effort in combat against hate speech, which means that they are not satisfied with countries combat so far.

In answers for the tenth question, regarding countries' more effort in combating hate speech, various comments were made. All respondents that answered "YES" on previous question could give suggestions and comments about how their country can contribute to combat against hate speech and if they can put more effort in the future.

In conclusion: All comments can be summarized in respondents' couple of suggestions. Some of responses were that countries where they come from can use more media to promote combat against hate speech, and to raise awareness about this dangerous topic. They were writing about educating people in this field, and to start education since elementary school, so we can build healthy society and raise our children in normal environment with respect for differences and diversities. Education is the most powerful weapon, so governments should use it to protect people from hate speech and to show to future generations that we have to respect each other, regarding all differences and diversities. Also, there were comments that countries and governments should provide more control in cyber space, on free online forums, web sites that promote violence and intolerance, racial hatred and hate against all vulnerable and social endangered groups. One of the most repeatable comments was that country (government) should pass stronger and stricter laws against hate speech, and to punish more seriously those who are spreading, promoting and using hate speech against others. Respectable and famous people should speak in public about importance of combat against hate speech, since many of them are role models, and young people are following them. Countries should respect all their citizens, regarding political views, sexual orientation, skin color, religious believes, race, origin, economical status, education level, and in that way, people are following that kind of positive



behavior from their leaders and representatives, and start to respect each other, no matter all previously mentioned characteristics. Respondents also pointed out importance of these kinds of projects, because this is one of the positive influences on young people to combat against hate speech and to involve other young people. They also pointed out that NGOs have important role in promoting combat against hate speech, and that we have to continue in this manner. Some of respondents said that countries should integrate socially vulnerable groups actively in society, and this is also one of the things that NGOs do. All responses can be divided in a few categories: positive use of media to promote combat against hate speech, education and awareness raising, political engagement, more NGO activities and projects, and passing stricter laws and penalties for those who use hate speech.

The eleventh question was about how respondents could personally contribute to combat against hate speech, and there were various comments, which can be summarized in a few categories.

In conclusion: Many respondents wrote that they could be more active in existing programs and campaigns against hate speech that promote combat against hate speech. There were answers that they would like to participate in Hate Fighters program in future, and to be more active in their communities. Many of them repeated answers from the tenth question where they wrote that they could use their profiles on social media to spread positive energy and promote combat against hate speech. They also said that they would stop hate speech if they witnessed some forms of hate speech, and to help people who were victims of hate speech. Some of respondents were not interested in personal combat against hate speech, but it was a small number of responses. Some of them wrote that they would be example of good behavior to other people and to respect others. Many of them said that they would definitely try to change the environment and society, promoting differences and diversities among people with stereotypes and prejudices. Many of them will report any king of hate speech online, and be more cautious in future, regarding hate speech online and offline.

As a conclusion of this online survey, it was above expected, since there were many various, different and constructive comments in all countries. Respondents were aware of all negative consequences of hate speech and importance of combat against hate speech. We hope that we will continue our combat together, and do our best to establish more democratic, hate free communities and societies so that people can live without fear of being labeled and marked as different and undesirable.