

Monitoring online hate in Malmö



Analyse & Tal



Method: This is how we analyzed the digital city

Method: Malmö as a digital city



Facebook:

- The "broadest conversation" in Malmö.
- 74 % of Swedish people use it.
- Around 700 pages and groups in Malmö

Flashback:

- The most openly hateful conversation in Malmö.
- 32% of Swedish people use it.
- 406 threads that discuss Malmö.

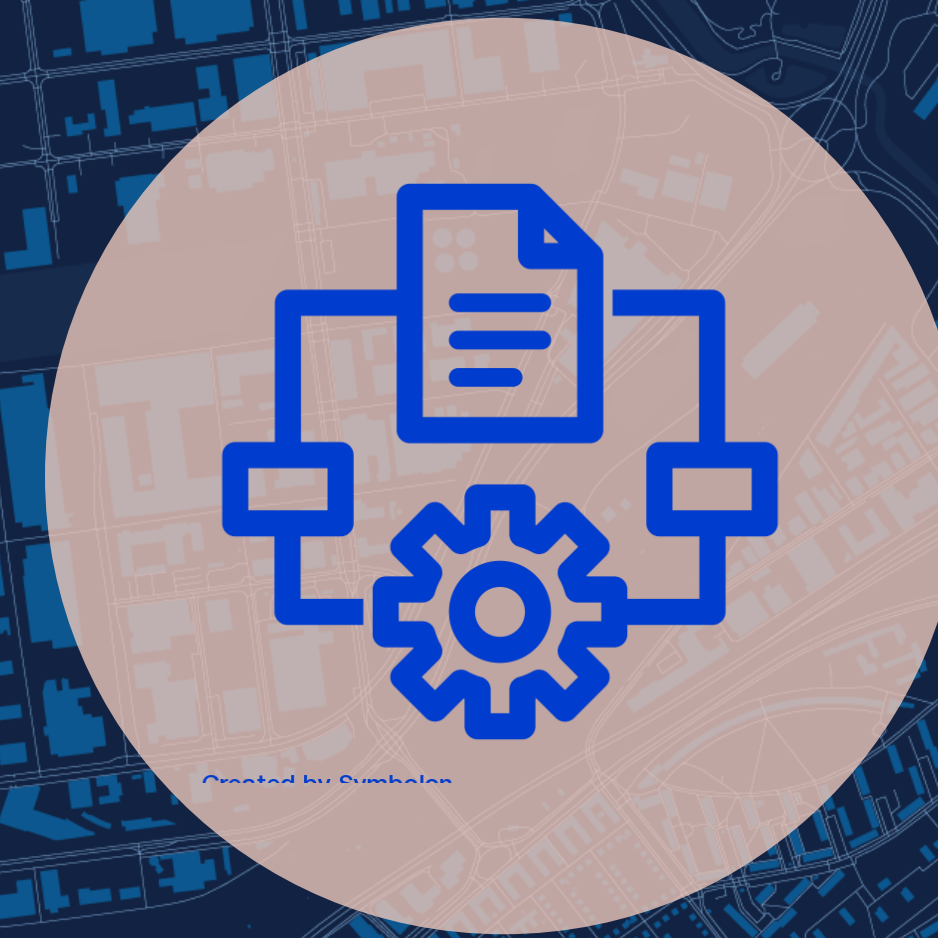
Method: This is how we identified online hate



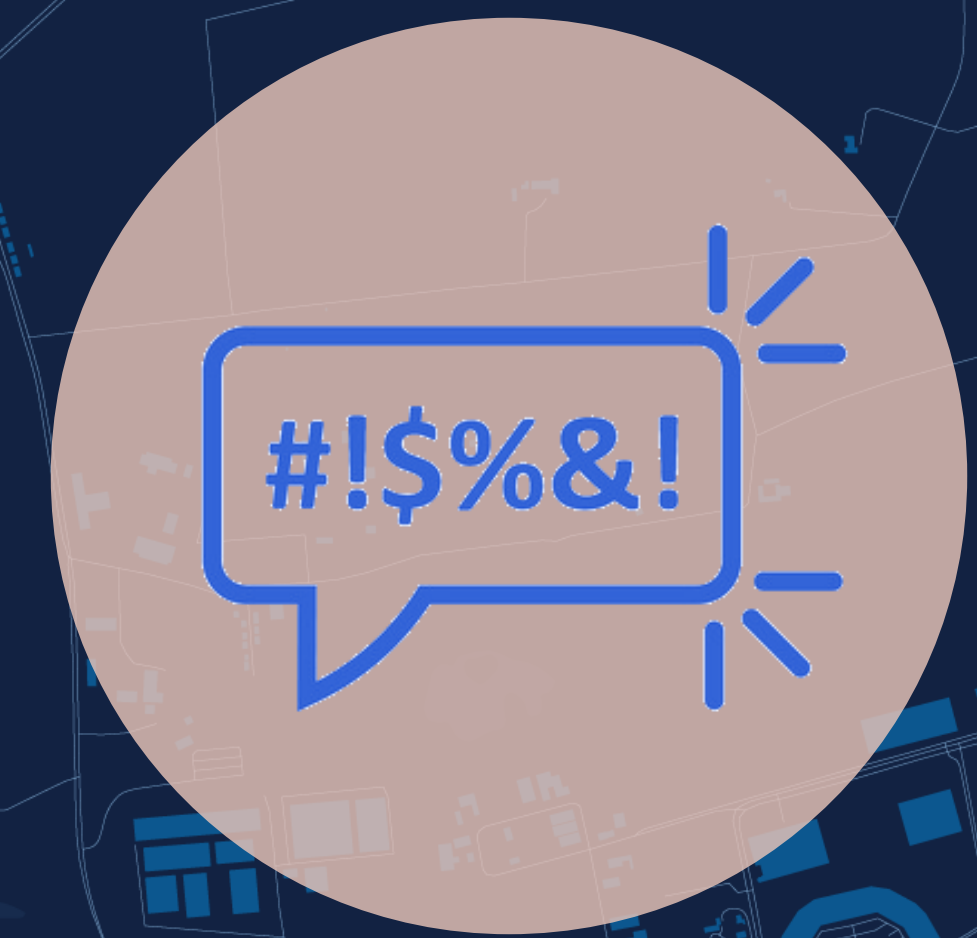
MANUAL
CODING OF:
31.500
COMMENTS



DEVELOPMENT
OF HATE
ALGORITHM



AUTOMATED
CODING OF
255.000
COMMENTS



IDENTIFICATION
OF **17.000**
HATEFUL
COMMENTS

Aggregated behavior **NOT** Individuals

Malmö digital city **NOT** National online activity in Sweden

Preventive work **NOT** Investigation



HATE IN MALMO:

Online hate is connected with
offline events

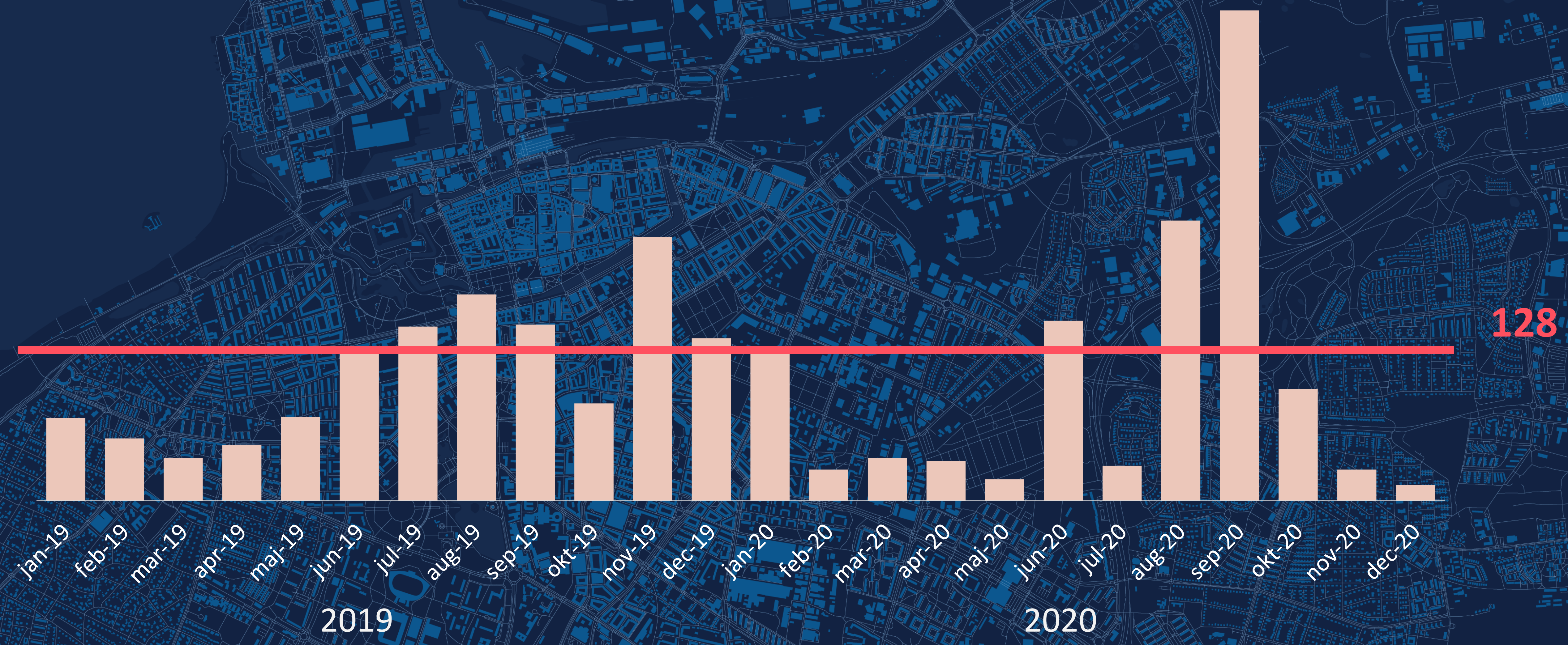
Hate and offline events in Malmo

Almost everything that happens in Malmo is discussed online

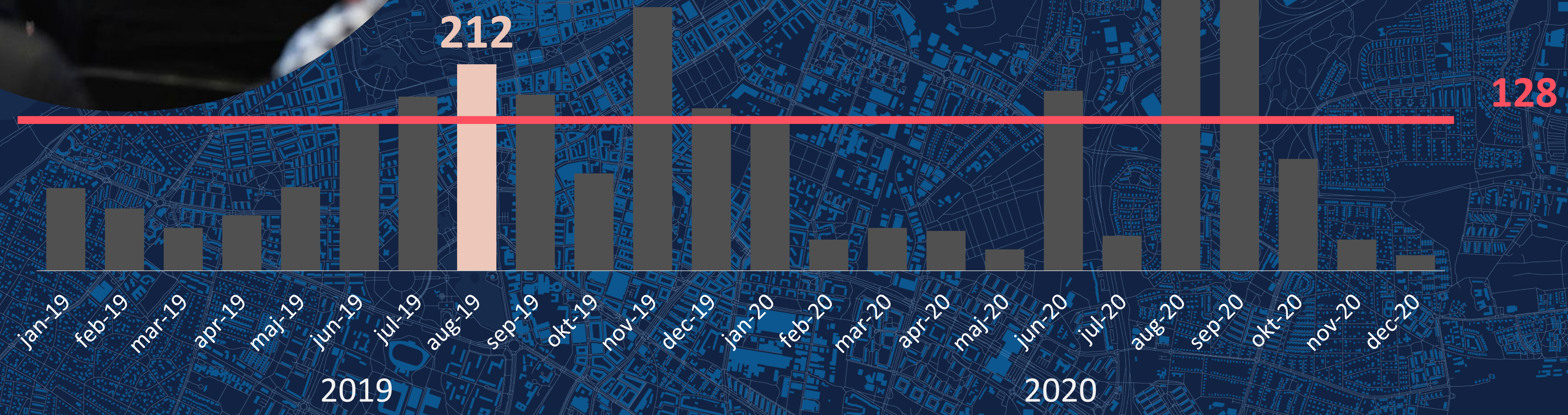
Violent events and crime lead to heated discussions and strong emotions in the digital city.

These discussions spark hatred.

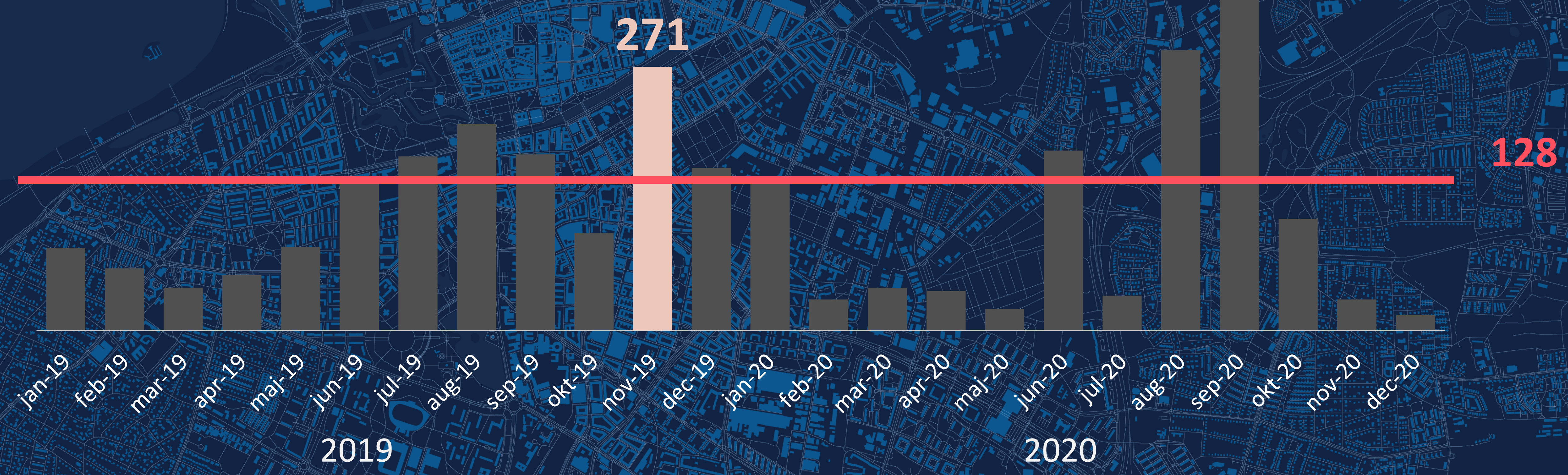
The level of hate is clearly connected to offline events



The murder of Karolin Hakim

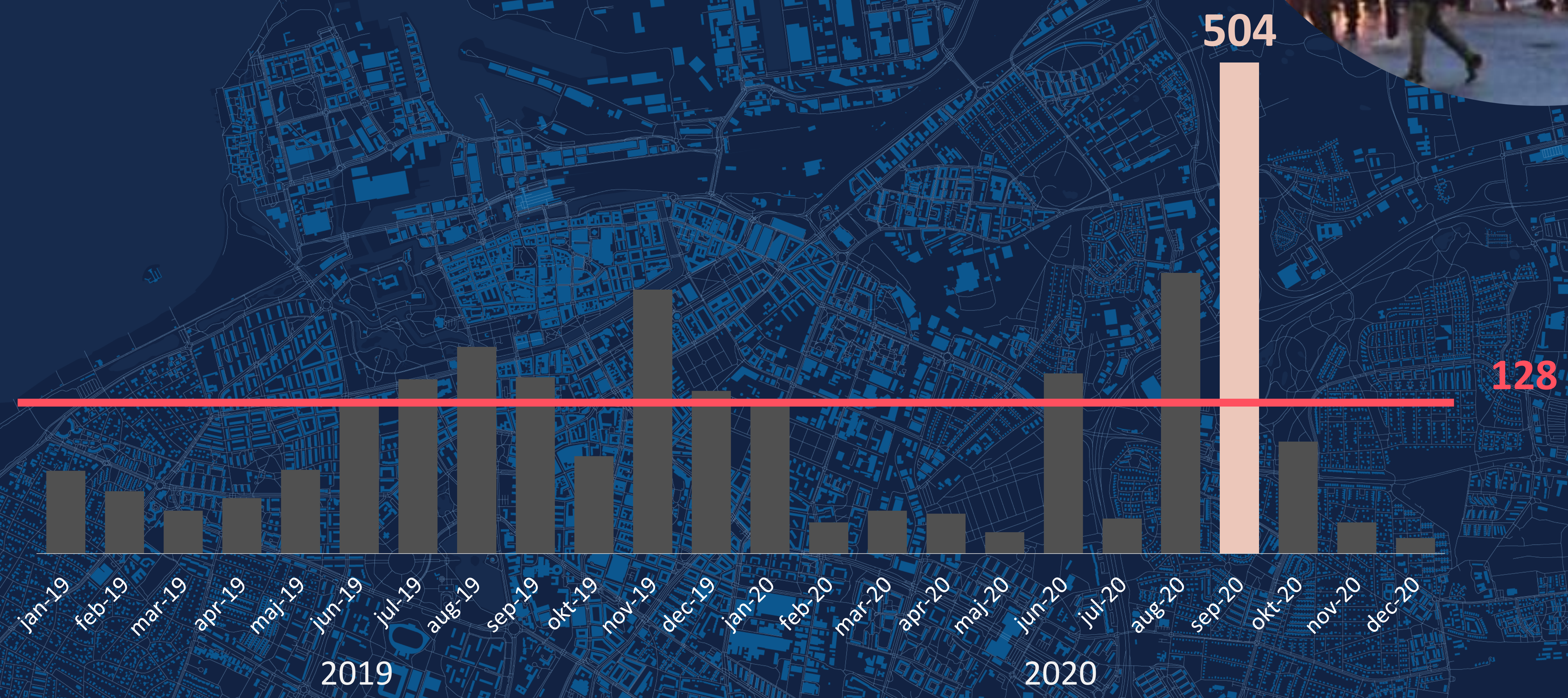


Möllan Pizza shooting



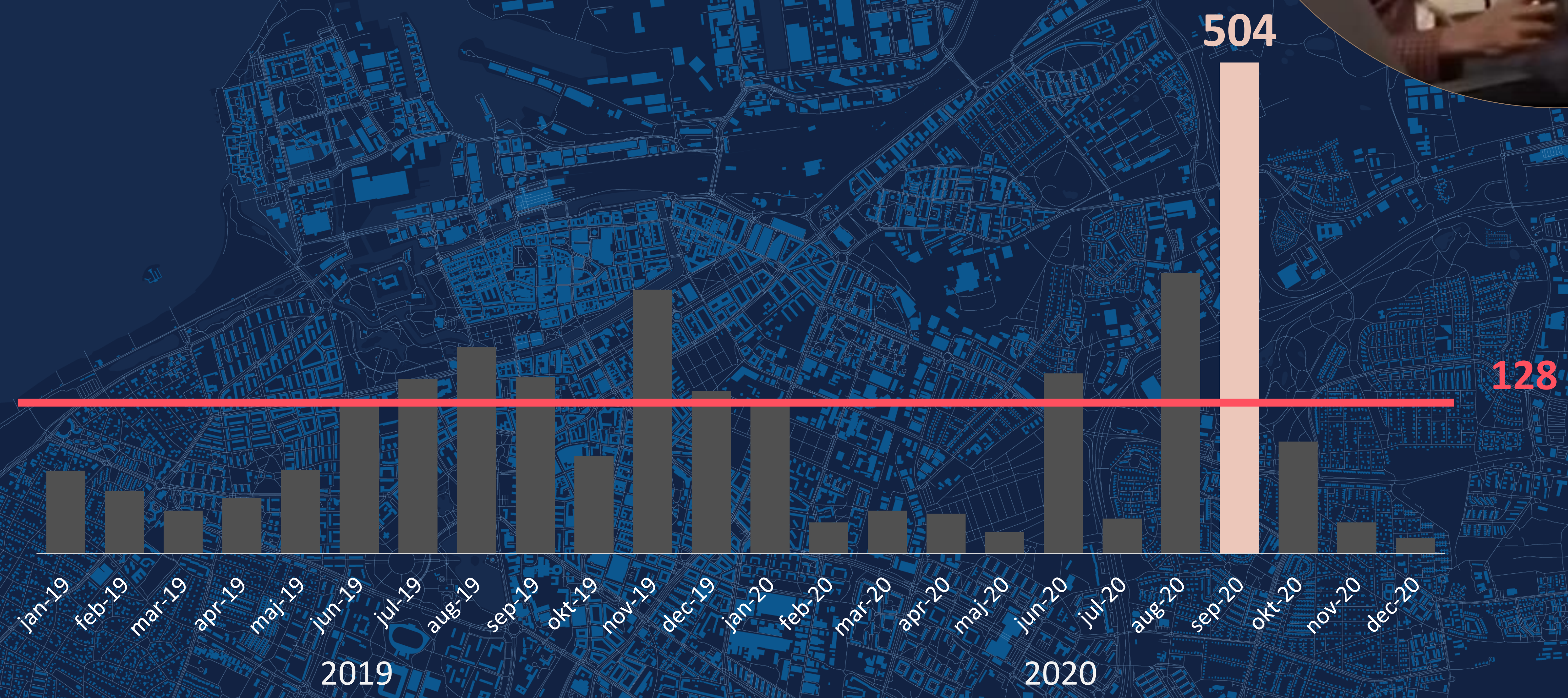
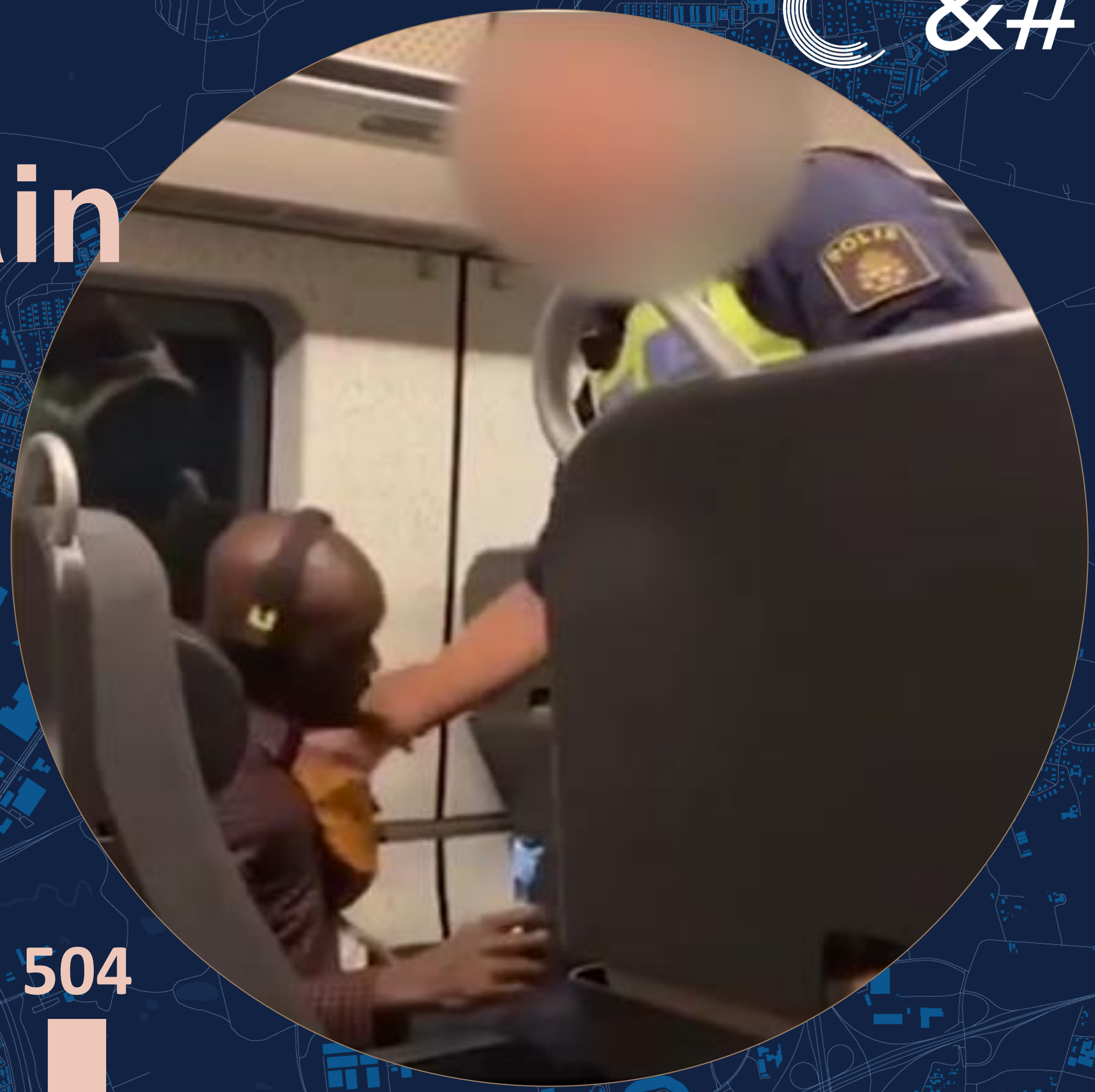
128


Burning of the Quran and subsequent riots



128

Benjamin Antwi is pulled off the train by police





**This is what the hate in
Malmö looks like**

#1 The level of hate

#2 Victims of the hate

#3 The types of hate

#4 Where is the hate

There is a significant level of hate in the conversation in Malmo on Flashback and an 'average' level on Facebook

3,9%

hate

Flashback

0,1%

hate

Facebook

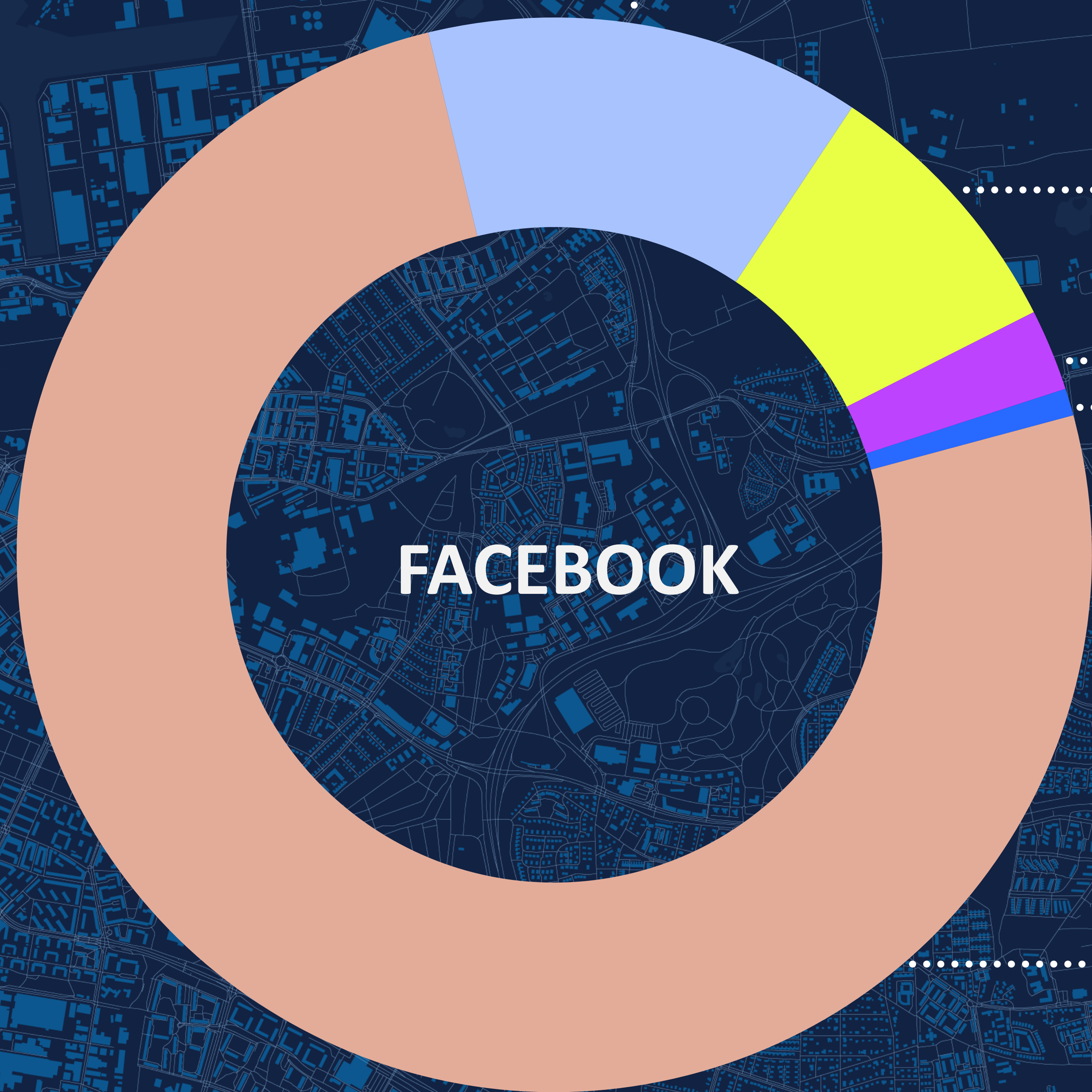
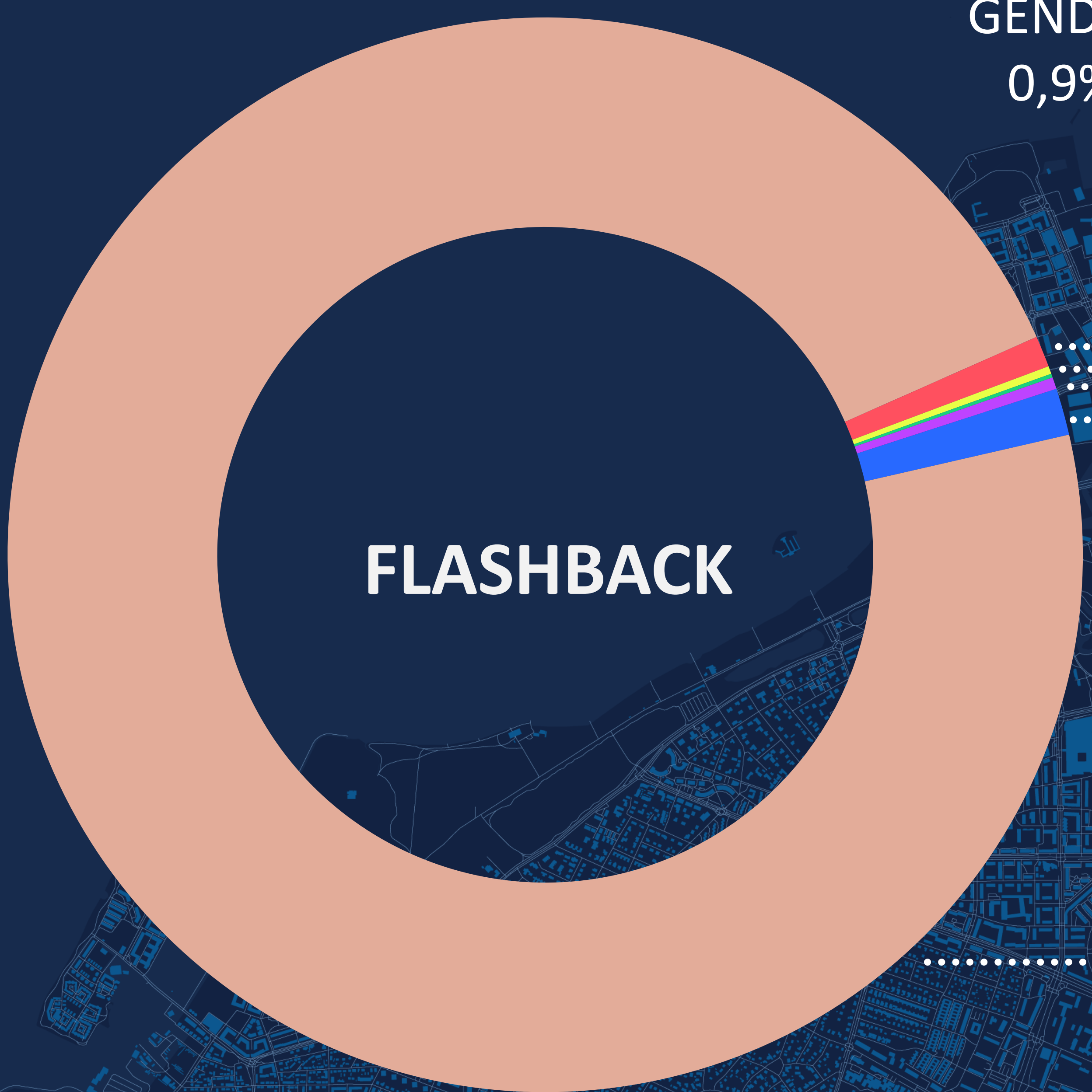
#1 The level of hate

#2 Victims of the hate

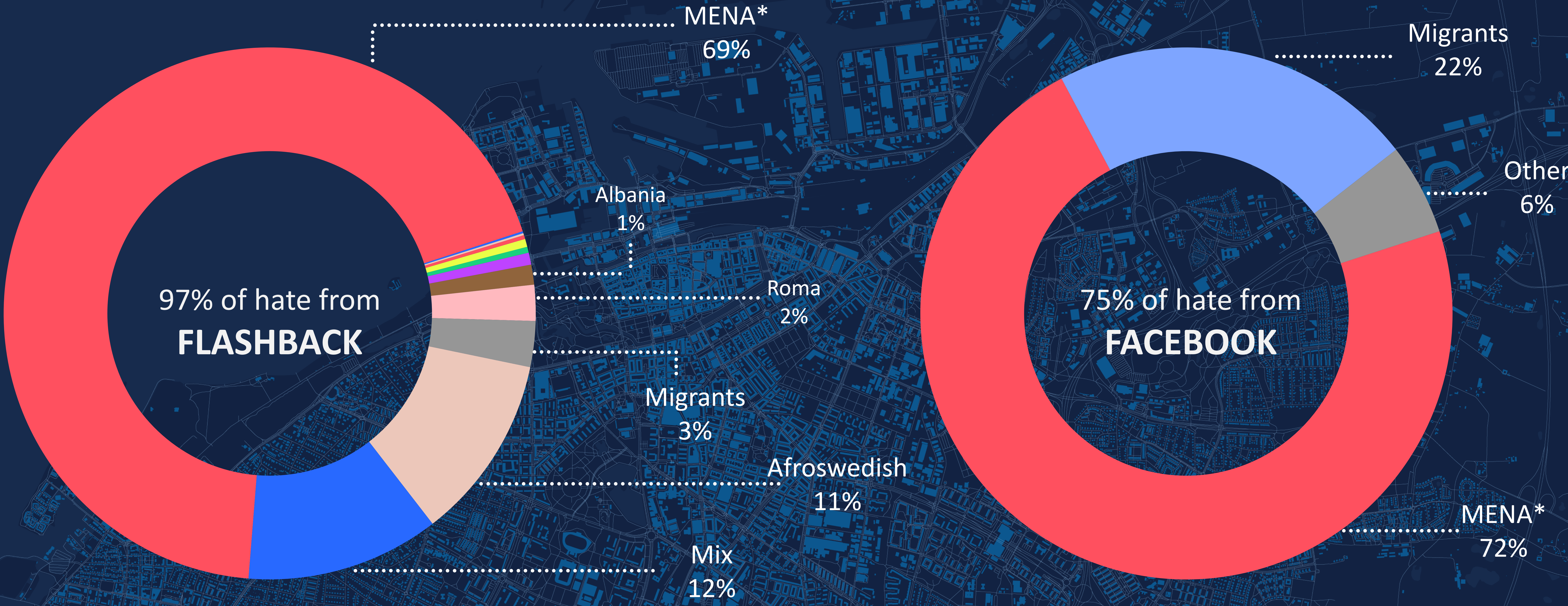
#3 The types of hate

#4 Where is the hate

Almost all of the hate is directed towards ethnicity...



... and the majority of ethnic hate is directed towards people with Muslim and MENA* backgrounds



#1 The level of hate

#2 Victims of the hate

#3 The types of hate

#4 Where is the hate

Types of hate in Malmo

Hate as ideology

”

This is what the civil war is gonna be about. I don't giva a fuck about [minority] or [minority]. They are outsiders and have shit for brains and psycopathic personalities.



Hate as a narrative

”

[Minority] who become rich continue raping, killing and murdering. They become corrupted and manipulate through their companies..



Hate as language

”

Isn't it only [degrading term for minority] who hang out at the llbrary?

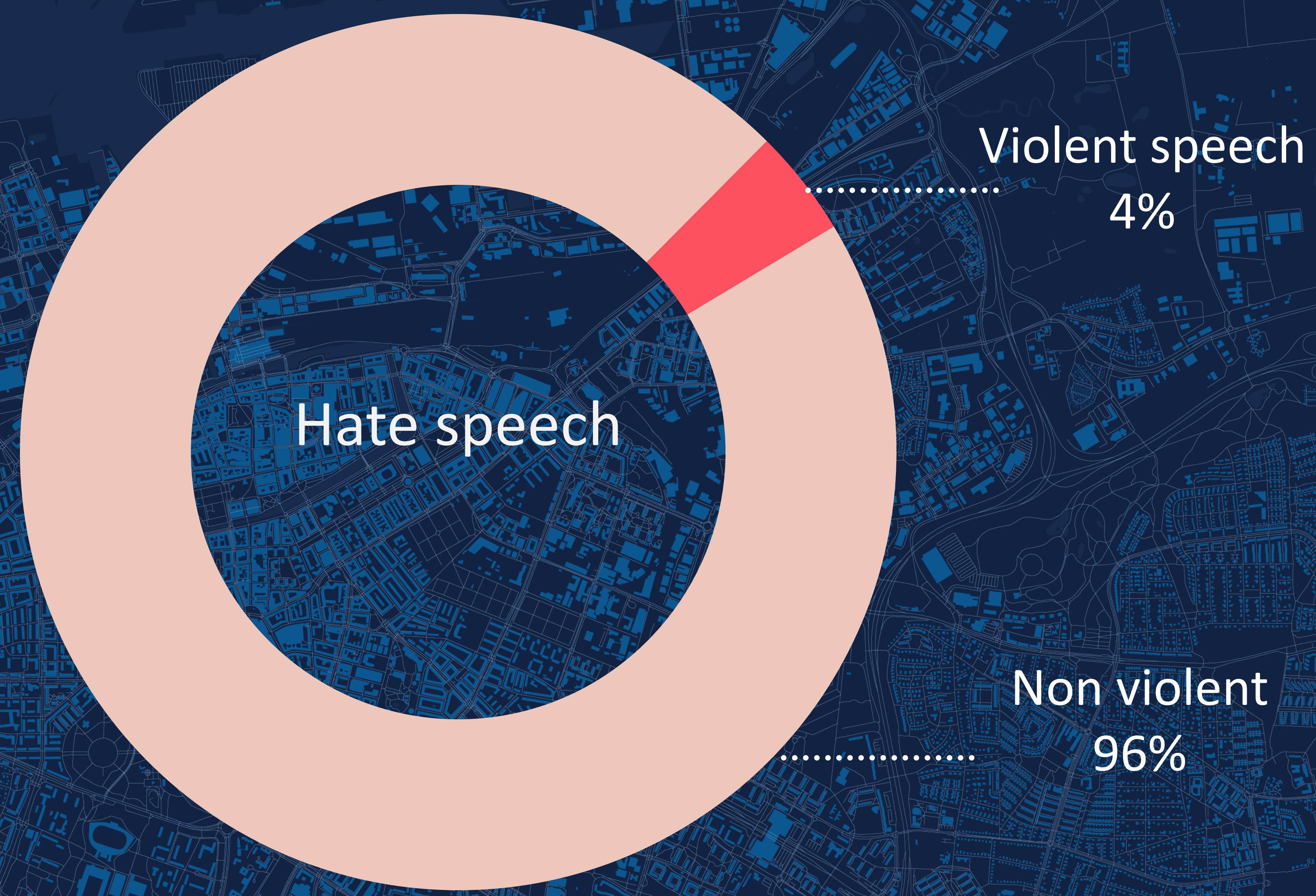


As shown there is a considerable level of hate in the conversation in Malmö on Flashback



3,9%
hat

A smaller part of the hate contains violent speech



Violent speech

Indirect encouragement of violence

Personal intention to use violence

” *I hope that some of the police will use their service arm tonight when the fighting starts and that they take out a [minority].*

” *Great job of the police by the way. I would have been less nice and kicked the shit out of that [minority].*

#1 The level of hate

#2 Victims of the hate

#3 The types of hate

#4 Where is the hate

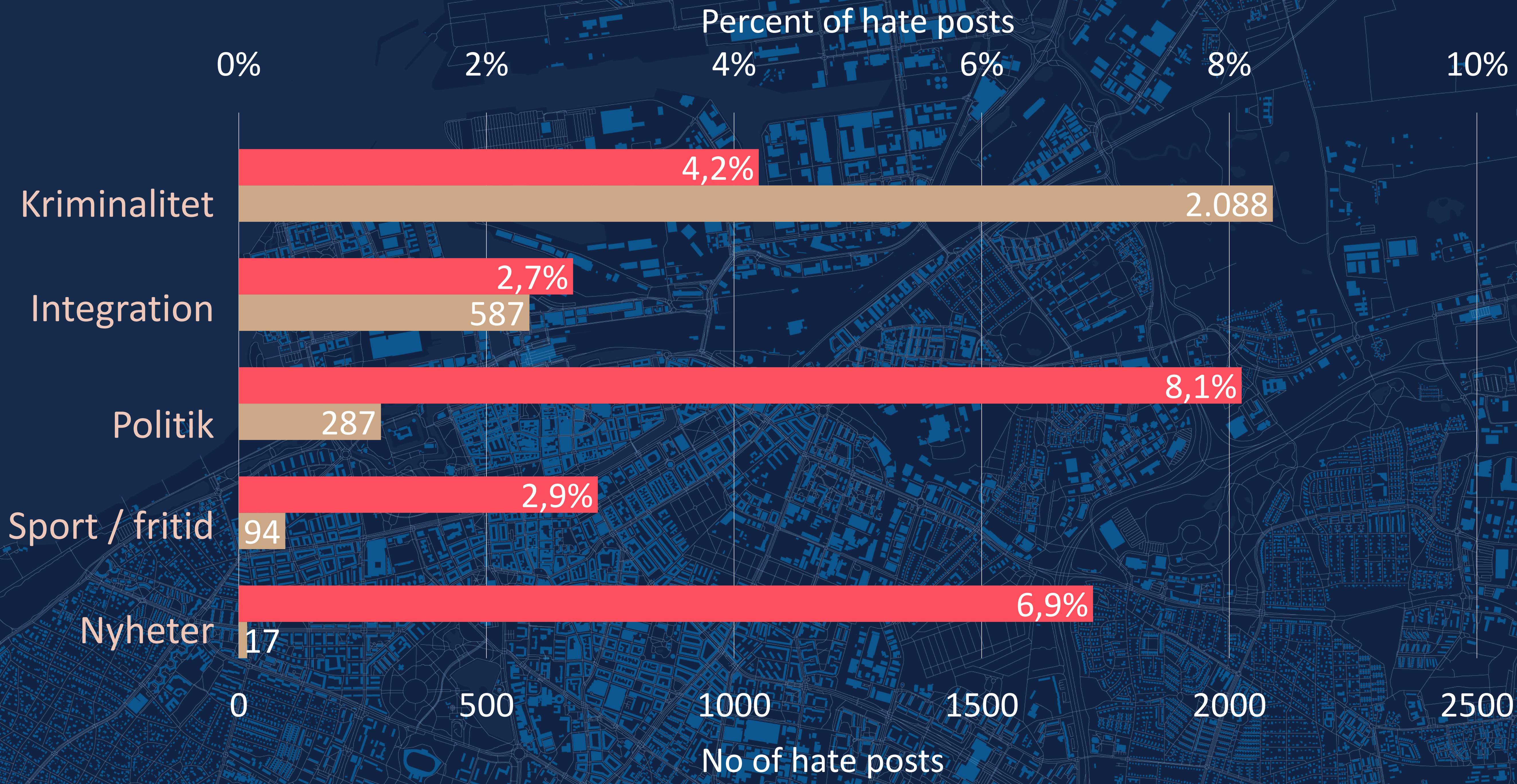
On Facebook the hate is on local political and news and pages



On **Flashback** discussions about crime triggers most hate ...



...but discussions of local politics are the most hateful



Three conclusions

- Online hate is a problem in itself and a safe city is also a safe digital city.
- Online hate is connected to offline events in Malmo. Particularly, crime and violence triggers hate.
- The majority of hate is directed towards Muslims and people with MENA backgrounds.