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8.09.20

Topic of research

The perceptions of migrants and migration on Twitter

Subject

Communication and Information Science

Supervision

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crem centre
de recherche
EA 3476 sur les médiations
communication, langue, art, culture

Questions of research

- The content. What are the representations of migration?
- The interactions and circulation of information about migration and the impact on public opinion.
- The uses of Twitter on the subject of migration.
- The link between offline and online participation and engagement.
- The specificities of the platform.

Choice of the Twitter platform

- Promotes “free speech” since its creation
- A source of information (for journalists too)
- Reputed as a violent place
- Most of the data available for gathering

Method

A technospeech analysis. Qualitative rather than quantitative approach.

Constitution of the corpus :

Preliminary analysis of tweets about migration with the hashtags

#immigration

#immigré

#migrant

#réfugié



Classification in 7 groups :

- Journalists and mainstream media
- Politicians
- Polemicists
- Ordinary users
- Refugees support organizations
- Reinformation/alternative media
- A group of migrants

Corpus composed of both anti-migrant and refugees support tweets.

Interviews to know the uses, practices and strategies of communication

Beginning of the investigation

Interviews :

- 2 members of RN, GN, and La Cocardie
- The group Nemesis (“an identitarian feminist group”)
- Organizations of refugees support (SOS Méditerranée, la Cimade)
- The creator of @MigrantsInfo, @MigrantsDiscussions and @MigrantsSolidarity
- Sleeping Giants
- Twice a moderator of Youtube specialized in hate speech and harassment.

Issues raised by the chosen method and platform

-Problem of data gathering : opacity of moderation.

Pb to evaluate the intensity and quantity of hate speech.

How can we access to representations of migration if they are censored?

-Possible bias in the gathering due to the researcher's Twitter history (supposed tastes and interests, his nationality).

State of research

Few scientific papers about social media moderation. Mostly about the mainstream media moderation

NIKOS, Smyrnaio, MARTY, Emmanuel, « Occupation: “net cleaner”, On the Moderation of Comments on French News Websites », Vol. 205, n° 5, 2017, 57-90.

- Newspapers' articles

- Twitter's own blog

Difficulty to interview social media moderators: strict confidentiality clauses, vagueness of their identity.

What we know about Twitter moderation

-The policies, its definition of hate speech

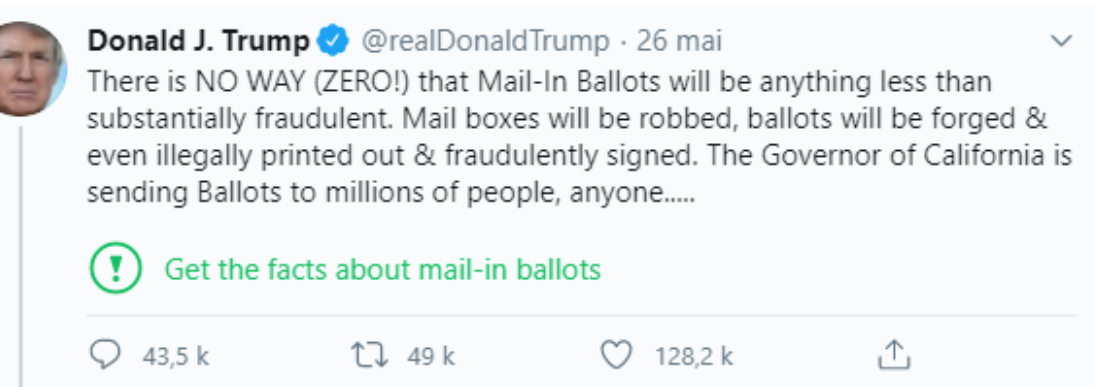
Moderation of violence (threat, glorification), terrorism, CSE, abuse or harassment, suicide, manipulation or interference in civic processes and hateful conduct.


“You may not promote violence against, threaten, or harass other people on the basis of race, ethnicity, national origin, caste, sexual orientation, gender, gender identity, religious affiliation, age, disability, or serious disease.”

More precise and stricter policies over the years.


New tools and labels put in place (fact-checking links)

Change of practice : from simple publisher to editor.

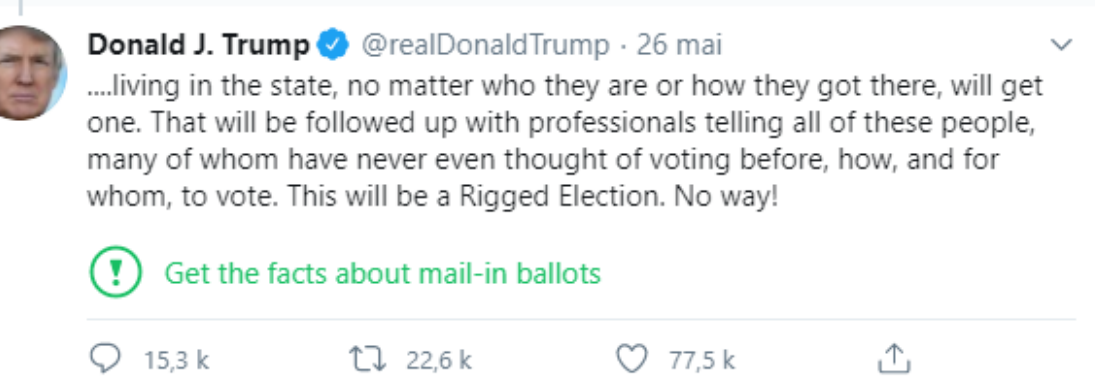



Donald J. Trump  @realDonaldTrump · 26 mai

There is NO WAY (ZERO!) that Mail-In Ballots will be anything less than substantially fraudulent. Mail boxes will be robbed, ballots will be forged & even illegally printed out & fraudulently signed. The Governor of California is sending Ballots to millions of people, anyone.....


 [Get the facts about mail-in ballots](#)

43,5 k 49 k 128,2 k



Donald J. Trump  @realDonaldTrump · 26 mai

....living in the state, no matter who they are or how they got there, will get one. That will be followed up with professionals telling all of these people, many of whom have never even thought of voting before, how, and for whom, to vote. This will be a Rigged Election. No way!

 [Get the facts about mail-in ballots](#)

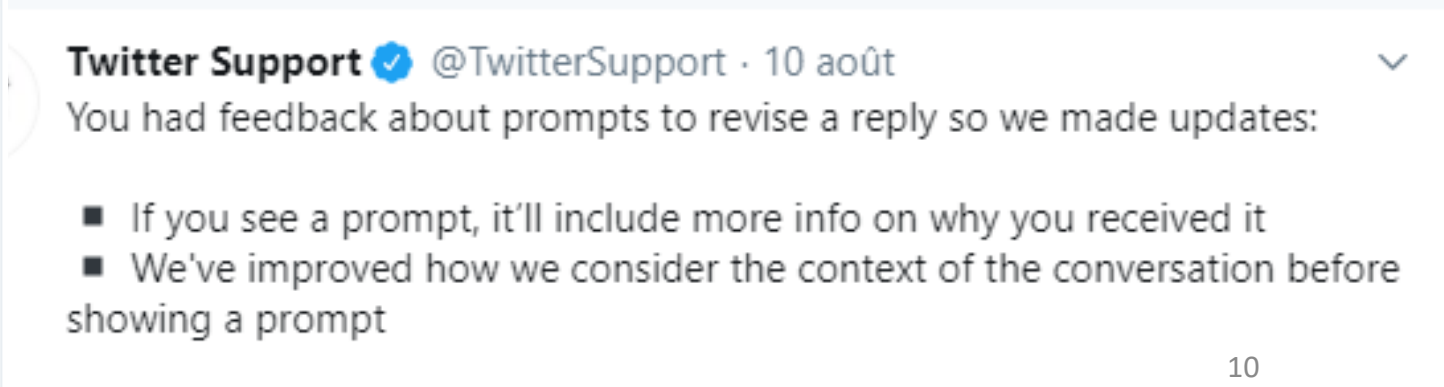
15,3 k 22,6 k 77,5 k




Twitter Support  @TwitterSupport · 5 mai

When things get heated, you may say things you don't mean. To let you rethink a reply, we're running a limited experiment on iOS with a prompt that gives you the option to revise your reply before it's published if it uses language that could be harmful.

6,3 k 7,5 k 9,5 k



Twitter Support  @TwitterSupport · 10 août

You had feedback about prompts to revise a reply so we made updates:

- If you see a prompt, it'll include more info on why you received it
- We've improved how we consider the context of the conversation before showing a prompt

Increasing moderation

July 2020 : ban on 7,000 QAnon accounts, limit of 150,000 others.

Supporters of Bolsonaro and Chinese propaganda censored.

Fact-checking links attached to the president's tweets about voter fraud. The visibility of his tweets about the BLM protests limited.

A training for Twitter moderators to learn the cultural specificities of the users' countries.

Both manual and automatic moderation since 2017.

Apparent change of philosophy

- At 1st, promotion of unconditional free speech.
- Then harassment scandals, terrorist attacks of 2015, Cambridge Analytica, desinformation about Covid-19 and voter fraud.
- More attempts of regulation from governments and Europe. German law, Avia law, European Commission's regulation.
- Claims of more transparency and free speech for all.

"Twitter's purpose is to serve the public conversation. Violence, harassment and other similar types of behavior discourage people from expressing themselves, and ultimately diminish the value of global public conversation. Our rules are to ensure all people can participate in the public conversation freely and **safely**."

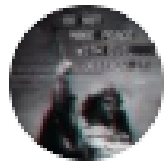
Problem of implementation

-Accounts with large visibility such as Donald Trump's are more monitored and edited.

In May, a testing made by 4 organizations. Report of illegal tweets and follow-up of the moderation. Followed by little action.

Observation attested by my own experiment.

Hatred against PG



 @12ga22lr · 19h

En réponse à [@F_Desouche](#)

On en a plein le cul des arabes.



JChrist @AtinSitaquane · 3h

Depuis 50 ans on incite la femme française à avorter pendant qu'on accueille des maghrébines qui font chacune 15 gosses qu'elles élèvent dans la haine de la France .

Pourquoi s'étonner de l'**#ensauvagement** du pays ?

Exactement ce qu'avaient prédit les mondialistes satanistes ...



Threats and incitement to violence against PG



ckomcaenfrance @ckomcaenfrance · 16h

En réponse à [@F_Desouche](#)

Et à part palabrer sur Twitter on se réveille quand ? On se réunis quand dans nos villes et quartier pour commencer à rendre la justice ? On est combien sur fdsouche? Un peu partout éparpillé? Et me parlez pas de solution par les urnes la solution elle est par le sang 🩸



1



1



9



Dobermann 🇫🇷 @dobe200703 · 18 août

En réponse à [@hsbzh35](#)

Les noirs sur notre sol font déjà un bon boulot de sape depuis les manifs **traore**.

On nous avait appris à ne pas faire de différence, à penser qu'on était tous Français.

Ces cons ont tout saboté avec leurs pleurnicheries **anti-blancs**.

Ils veulent du racisme, ils vont en trouver.



3



Suivre

GENERAL16EME #TEAMPATRIOTES #JAMBONBEURRE

@GENERAL16EME

🇫🇷 Patriote Bourgeois Catholique 🇫🇷 La guerre civile approche: raciale et/ou religieuse et/ou ethnique..patience.....Anti-Bobos-Gauchos-LAREM

📍 Vraie France. 🌐 [fdsouche.com](#) 📅 A rejoint Twitter en juillet 2020

3 967 abonnements 3 188 abonnés



ooo [Suivre](#)

mickal roy

@CarlierRoy

Anti Macron ! Anti migrants ! Anti Gauchos ! Anti voile islamique . Bloqué par le Gaucho Laurent Ruquier ..VIVE LE RN



Nique L'ISlam

@AntiAntiarabe

A rejoint Twitter en janvier 2015

56 abonnements 4 abonnés

Suivi par aucune des personnes que vous suivez



ooo [Suivre](#)

Anti Musulman

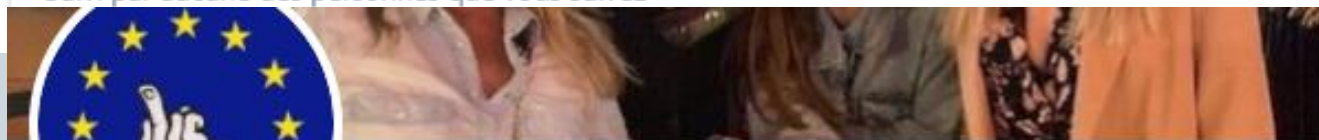
@MusulmanAnti

je suis ultradroite celibataire sans enfants... un conseil faites moi pas chier 🤔🤔🤔🤔🤔

A rejoint Twitter en février 2019

18 abonnements 1 abonné

Suivi par aucune des personnes que vous suivez



ooo [Suivre](#)

Telle est la vie des hommes 🇫🇷🇬🇷🇷🇺

@allforFrance

Anti migrants, anti européens, anti libéraux, anti progressistes, anti soros bref anti Macron, et surtout déteste le communautarisme #Frexit #Teampatriotes

Suisse A rejoint Twitter en janvier 2013

709 abonnements 884 abonnés

Suivi par aucune des personnes que vous suivez

What we don't know

- The implementation of moderation.

Does it apply the new laws ?

Same treatment for every countries/users/all topics?

- Opacity of the material and human means dedicated to moderation.

Stronger over the years ?

- Opacity of the moderators' identity and work (number, nationalities, language, delocalization, work rate).

- Number of reports of hate speech made by the users. Number of strikes made by the algorithm.

- Number and criteria of manual withdrawals. Number of reports to the authorities.

-The efficiency of the IA (enunciation context, censorship circumvention).

-The place of the moderator's subjectivity in the moderation.

Tricky cases : artistic content, dark humor.

-Migrants considered as a PG?

-Cases when hatred is not explicit.



Lycanthrope 13 🇫🇷🇮🇹🇪🇺
@Lycanthrope13_

Senior. #HCQ Stop hystérie covid. La rem, racisés, communautarisés, gauchos : 🇺🇸
Classifié complotiste et facho ? 🤪 Amateur de fantastique..

📍 Phocée en Provence 🕒 Naissance le 2 novembre
📅 A rejoint Twitter en décembre 2016

2 724 abonnements 2 789 abonnés



yoan le français
@Yoyane4

Qu un sang impur abreuve nos sillions 🇫🇷

📍 France 📅 A rejoint Twitter en juillet 2020

43 abonnements 32 abonnés



OUI c'est un fait.
LaRacailleTv

Malcom Navarre 🇫🇷
@malcom_navarre

Patriote Français | Nationaliste 🇫🇷 16 ans 🤝 #LaRacailleTue Décimons-les ! 🇫🇷
#TeamPatriotes

📍 Paris, France 📅 A rejoint Twitter en décembre 2019

206 abonnements 166 abonnés



Leduc Christian
@LeducChristian7

chasseur d'envahisseurs

📍 la Bretagne 📅 A rejoint Twitter en août 2020

61 abonnements 36 abonnés

-Opacity of Twitter users' responsibility



Fabelouche
@Fabelouche

Je déteste l'injustice;
Je dis parfois des bêtises pour rire;
Retweeter n'est pas valider c de l'info;
Je respecte les lois de la république;
ouvrez les yeux;

📅 A rejoint Twitter en juin 2013

3 577 abonnements **1 639** abonnés

⋮ Suivre



fernandes
@fernandesarma22

Inscris depuis 2015, mais participe uniquement depuis 2018,retweeter n'est pas signe d'approbation.

📍 Twitterland 📅 A rejoint Twitter en décembre 2015

1 836 abonnements **573** abonnés

Suivi par aucune des personnes que vous suivez

⋮ Suivre

Potential leads to solve the lack of information

- An interview with a Twitter moderator.

Remaining problems :

- The access to the moderator.

- Constant changes in the policies and laws.

- New functionalities raising new issues concerning moderation (vocals).

Promising perspective :

May 11 : Twitter sued by NGOs (l'Union des étudiants juifs de France, J'accuse, SOS-Racisme et SOS-Homophobie). They ask for a legal expert to get any document regarding human and material moderation.