



**Promo-LEX Association's
experience on the **hate speech
monitoring** in the Republic of
Moldova**

Who **we** are?



Promo-LEX Association

is a national NGO from the Republic of Moldova

Promo-LEX's mission

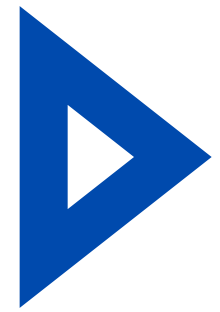
is to advance democracy in the Republic of Moldova, including the Transnistrian region, by promoting and defending human rights, monitoring democratic processes and strengthening civil society.



www.promolex.md

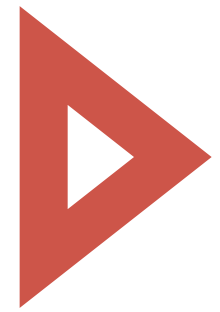


**What is Promo-LEX
doing on hate speech?**



2017

We organized first public debate about hate speech in the public space and mass-media during the Presidential Elections from 2016.

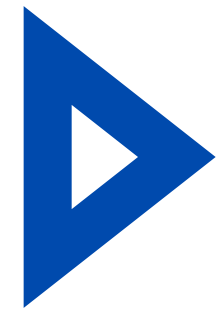


from 2018

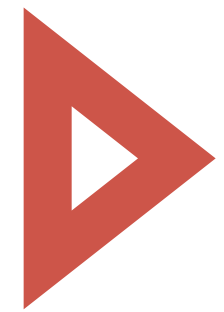
Promo-LEX Association, with Soros-Moldova Foundation financial support, is monitoring hate speech and incitement to discrimination in the public space and media in the Republic of Moldova.

Why do we monitor hate speech?





The Promo-LEX purpose is to analyse and evaluate the use of the discourse that instigates hatred and discrimination in the public space of the Republic Moldova, to assess the legislative framework and public policies, the manner in which public authorities react to hate speech and apply sanctions.

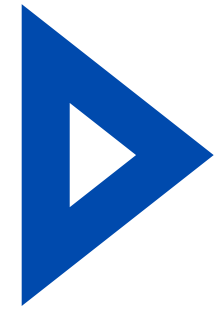


To make recommendations and to contribute to the improving of legislation and developing of hate speech monitoring national mechanisms.

How do we monitor hate speech?

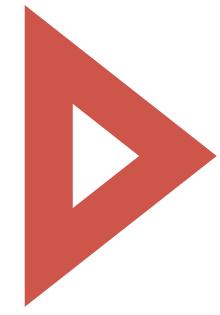
The key points about the hate speech monitoring process



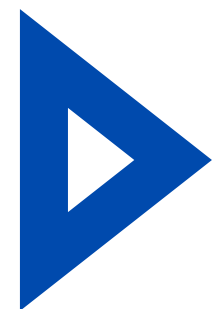


Theoretical and practical approach: to analyse and interpret the data, we have adopted a broad approach to the concept of hate speech, which includes legal definitions of the national and international law and related concepts, such as:

- incitement to discrimination
- sexist, homophobic, racist speech
- incitement to violence
- threat
- supporting ideologies based on the superiority of a certain group
- defamation and public insult based on the depreciation or denigration of a group



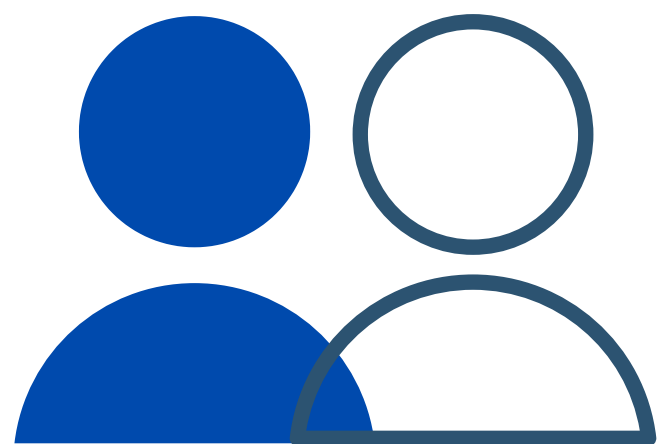
The dynamics and intensity of hate speech have been analysed on the basis of the information gathered in the public space and the media of the Republic of Moldova during the monitoring processes.



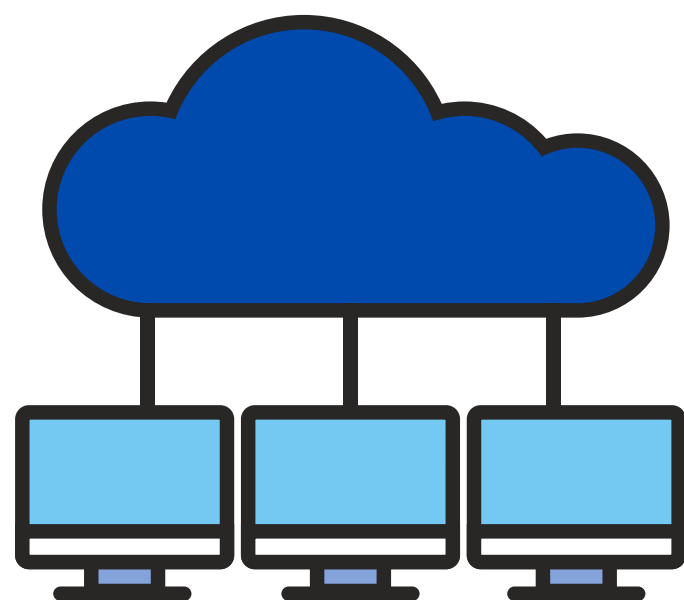
Sources subjected to monitoring: Online media sources, TV channels, social networks, cyber platforms for storing and distributing the information, public events, public statements made by public actors, politicians and religious actors.



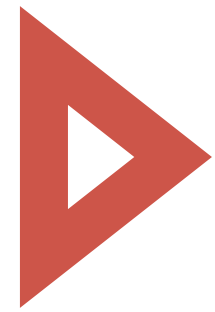
The list of sources is updated before every monitoring process, basing on the audience studies of the TV channels, Radio stations and online media and Public Opinion Barometer.



From 2018, the monitoring is carried out by **five-seven monitors** contracted for this activity.



The identified cases are reported through the monitoring questionnaire, developed by Promo-LEX Association, in **online database** created and managed by Promo-LEX.



In the monitoring process we take into account 9 elements:

Expression
forms

Hatred
as an emotion

Incitement

Forms
of intolerance

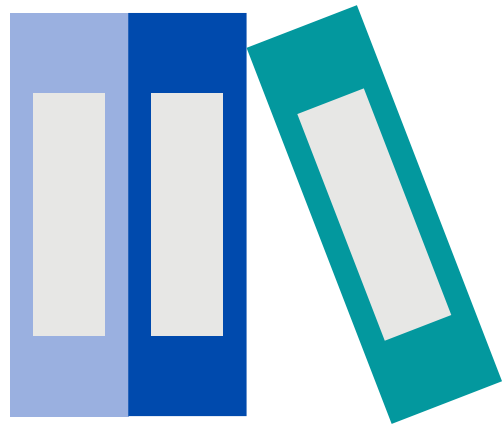
Protected
characteristics

Spaces
where hate
speech is
manifested

Audience

Effects

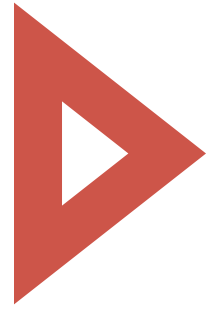
Triangulation



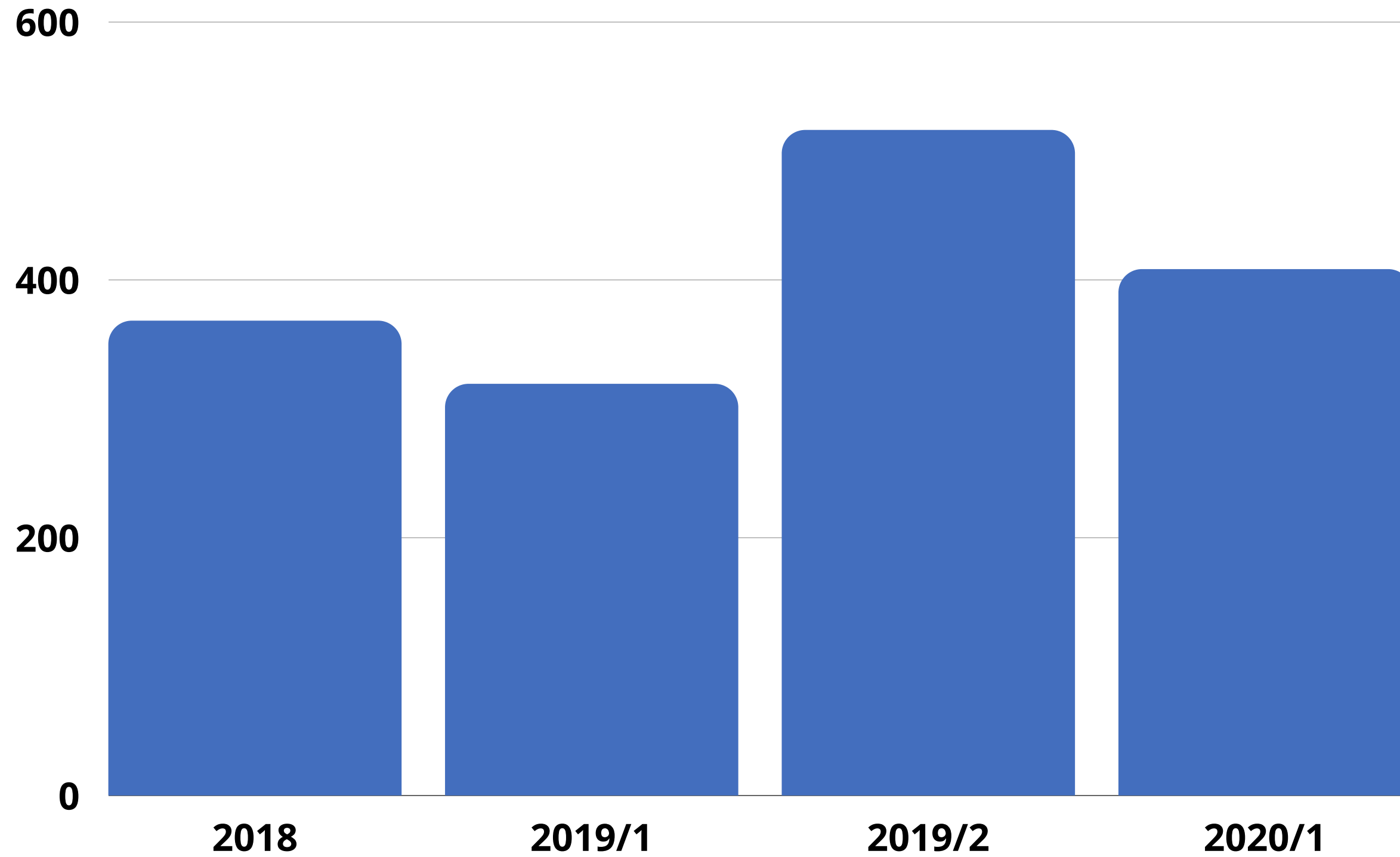
The database offers the possibility to desegregate monitoring information.

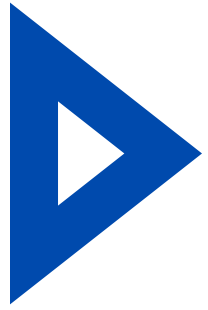


At the moment, Promo-LEX can analyse data regarding:

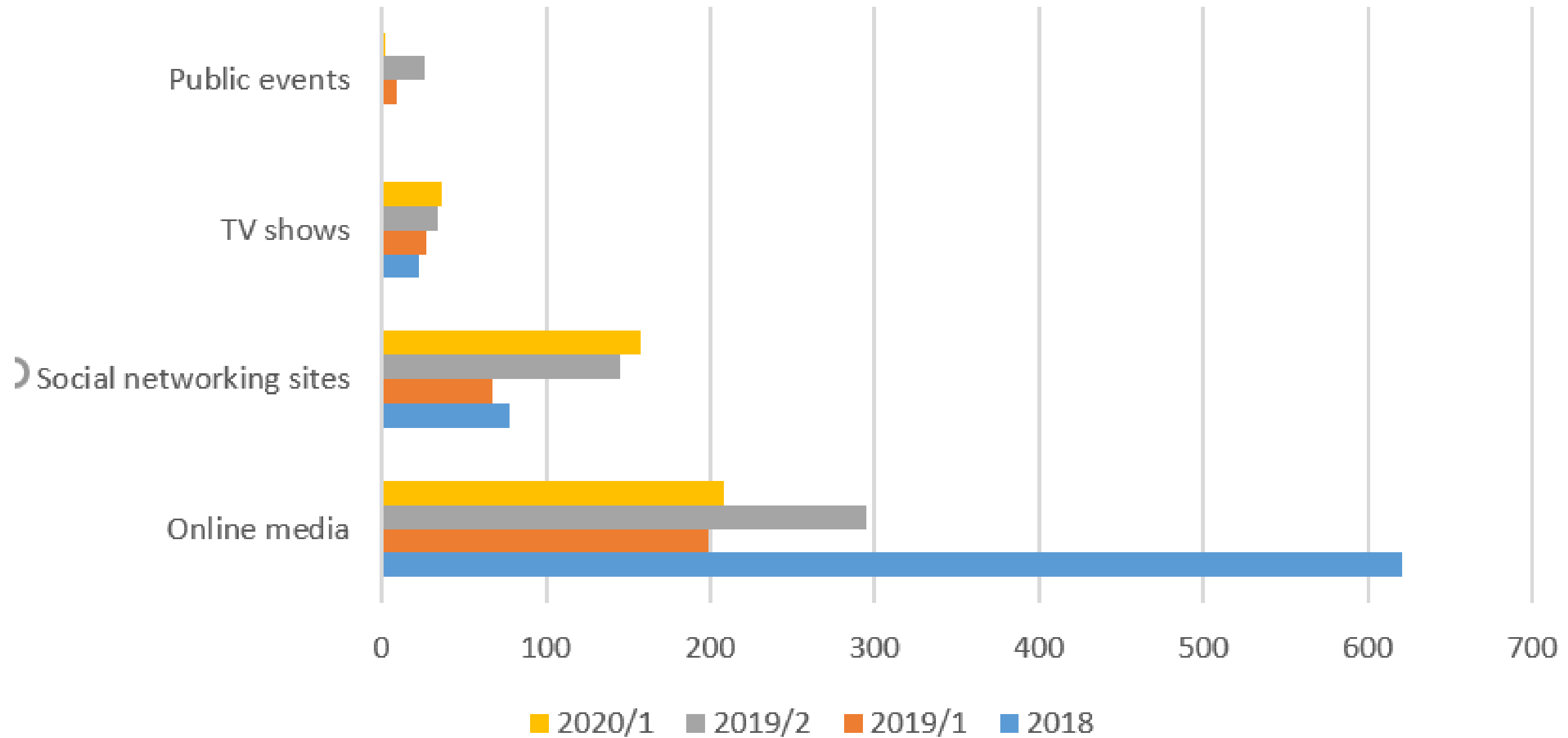


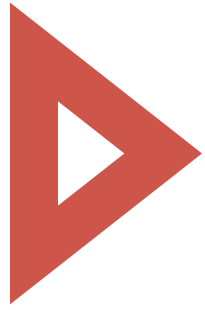
the dynamic of hate speech cases during the monitoring period



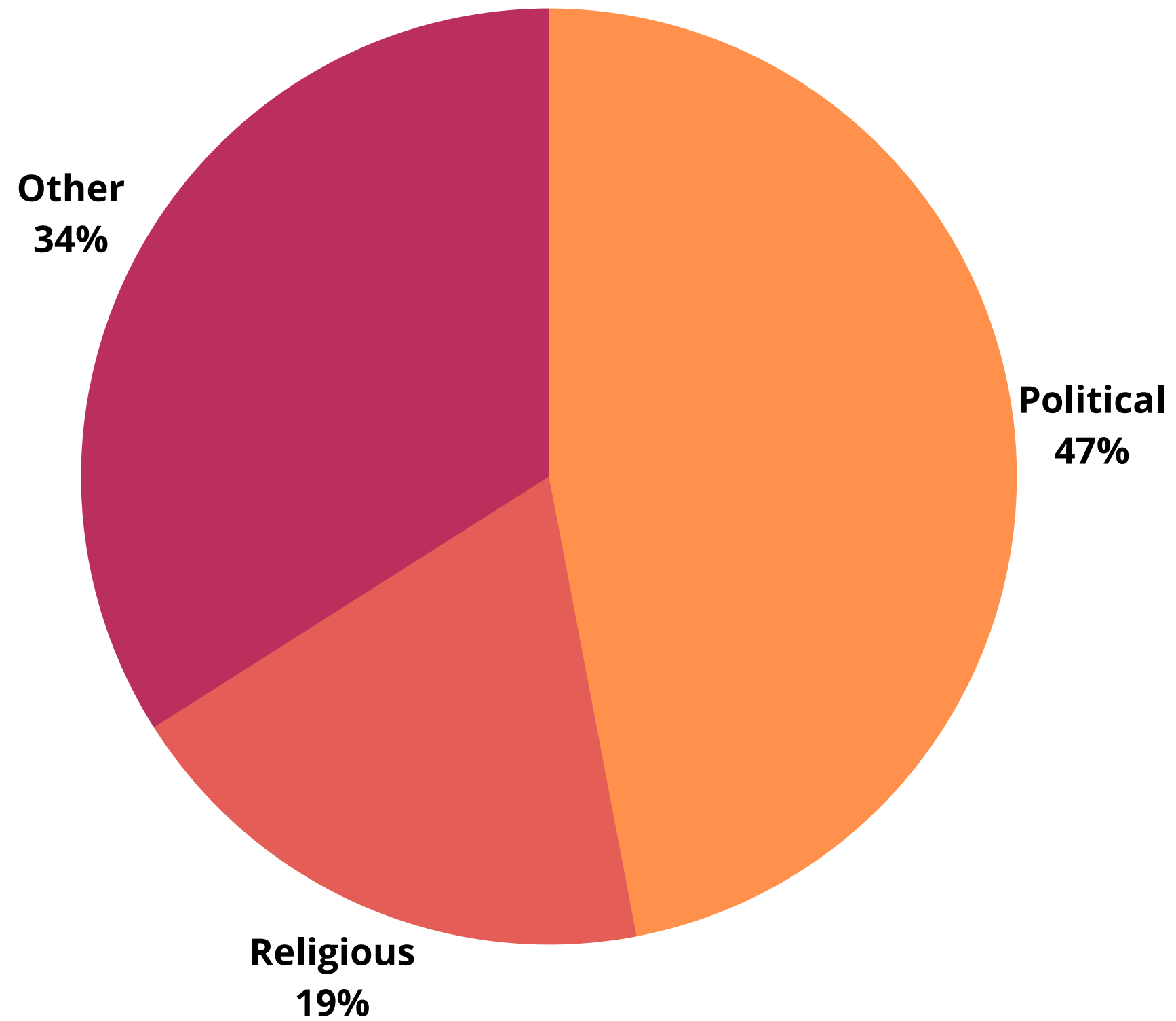


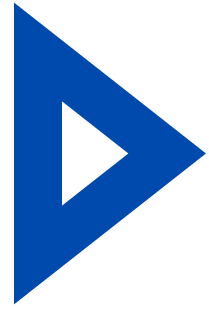
the categories of sources where hate speech is identified



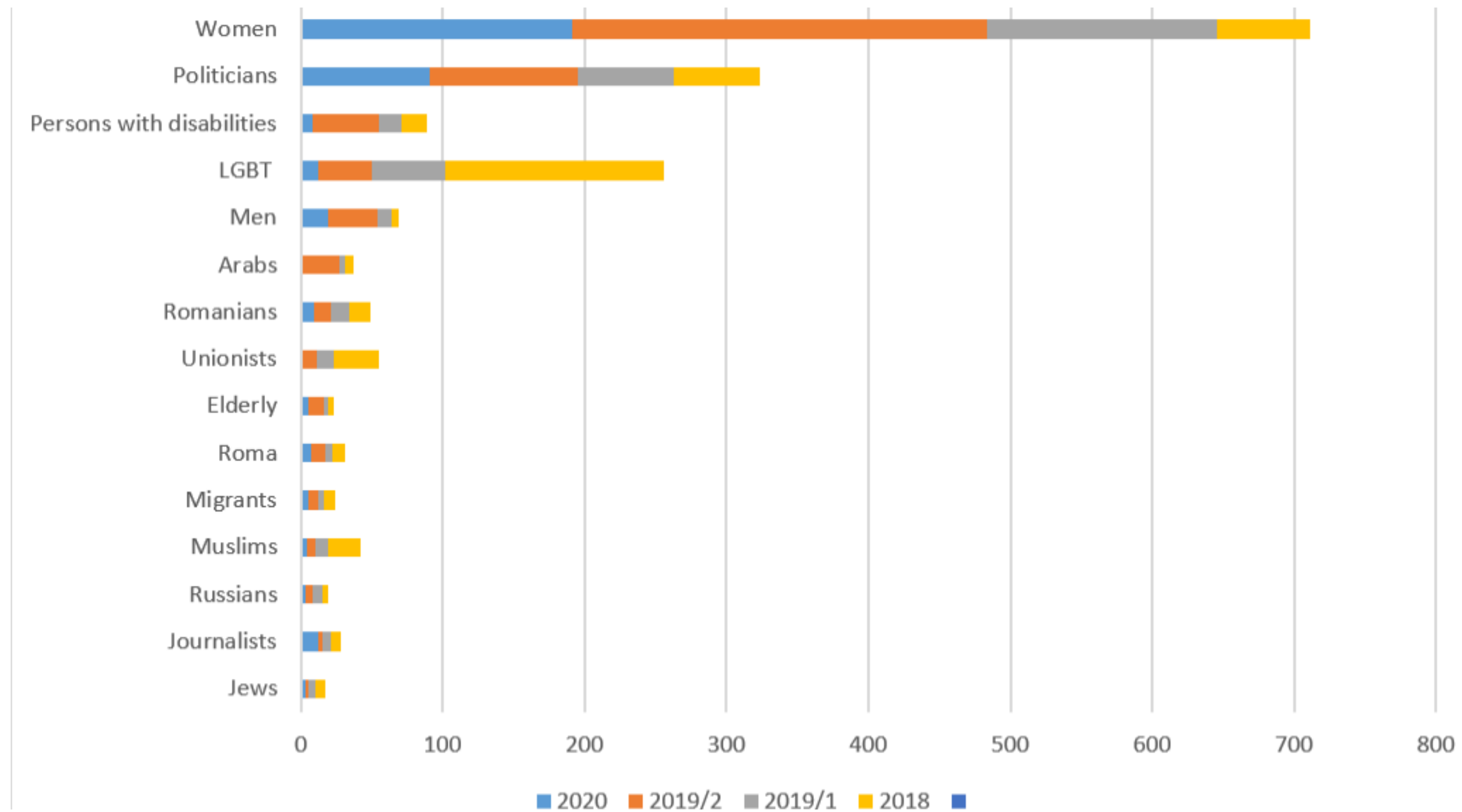


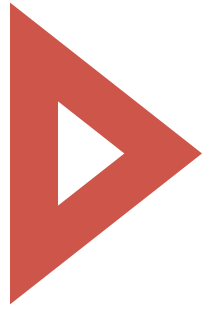
the context which hate speech is manifested in





the distribution of the number of hate speech cases by affected groups

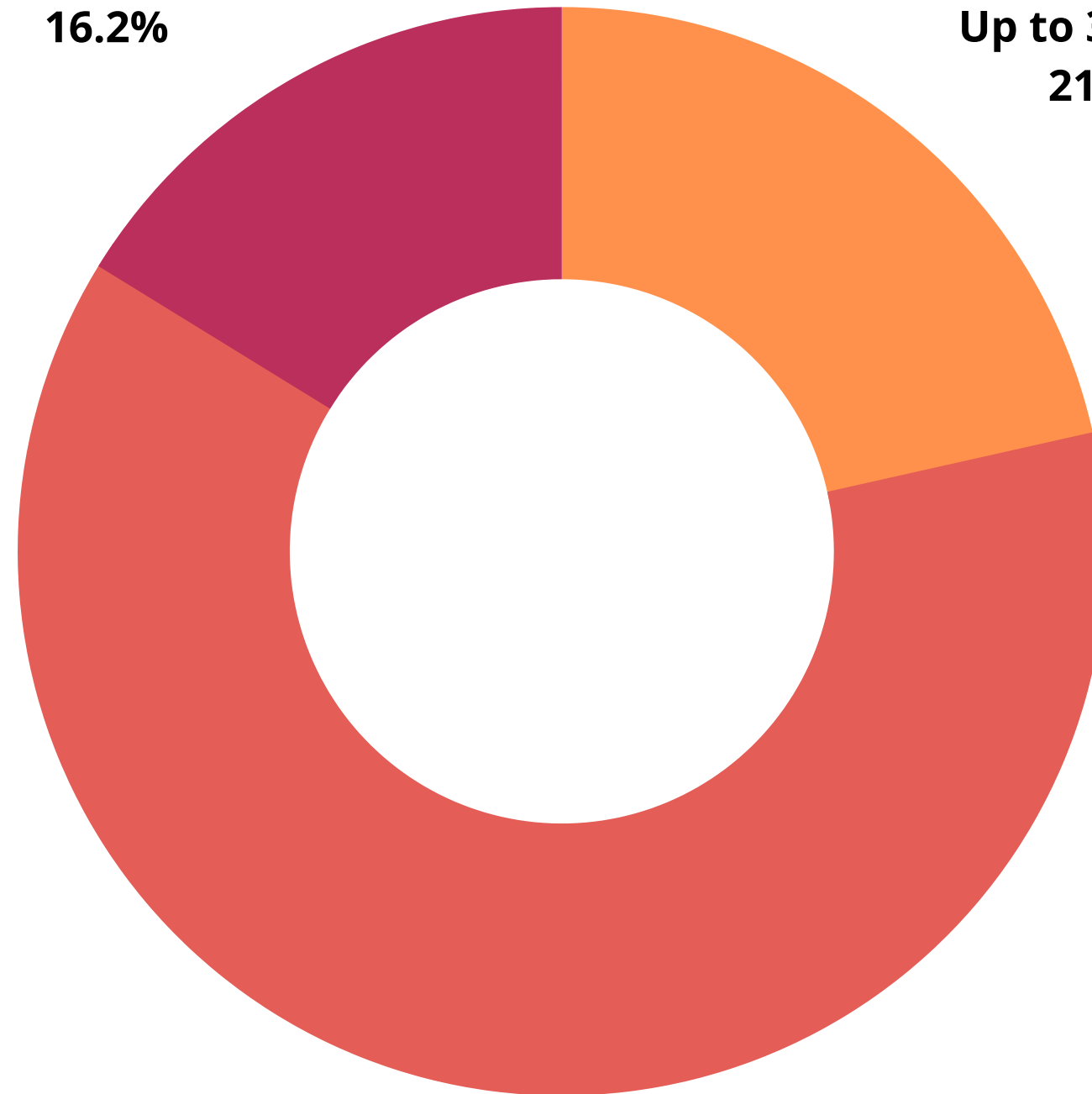




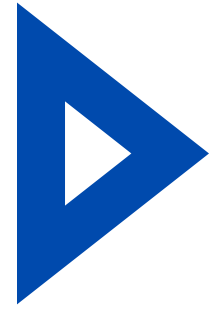
the age of the hate speech victims

Over 50 years
16.2%

Up to 35 years
21.5%



Between 35-50 years
62.3%

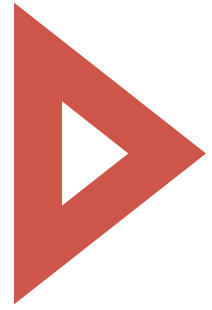


the sex of the hate speech authors

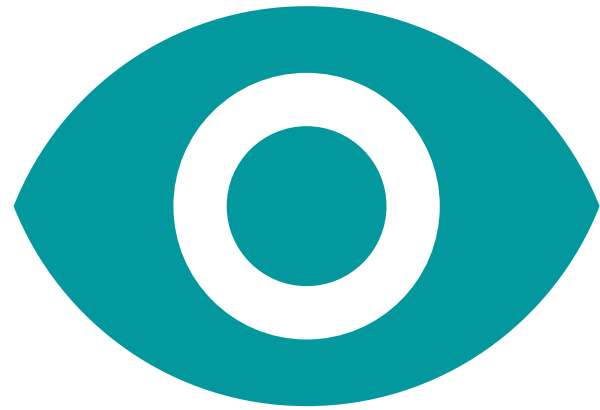
15,25%



84,75%

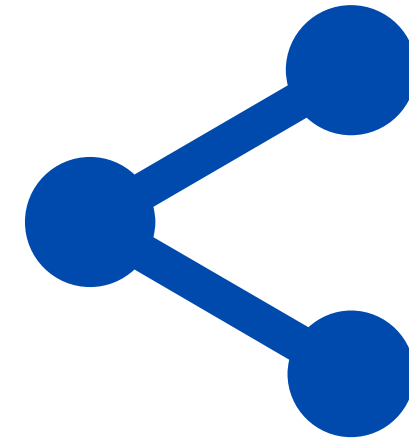


public resonance



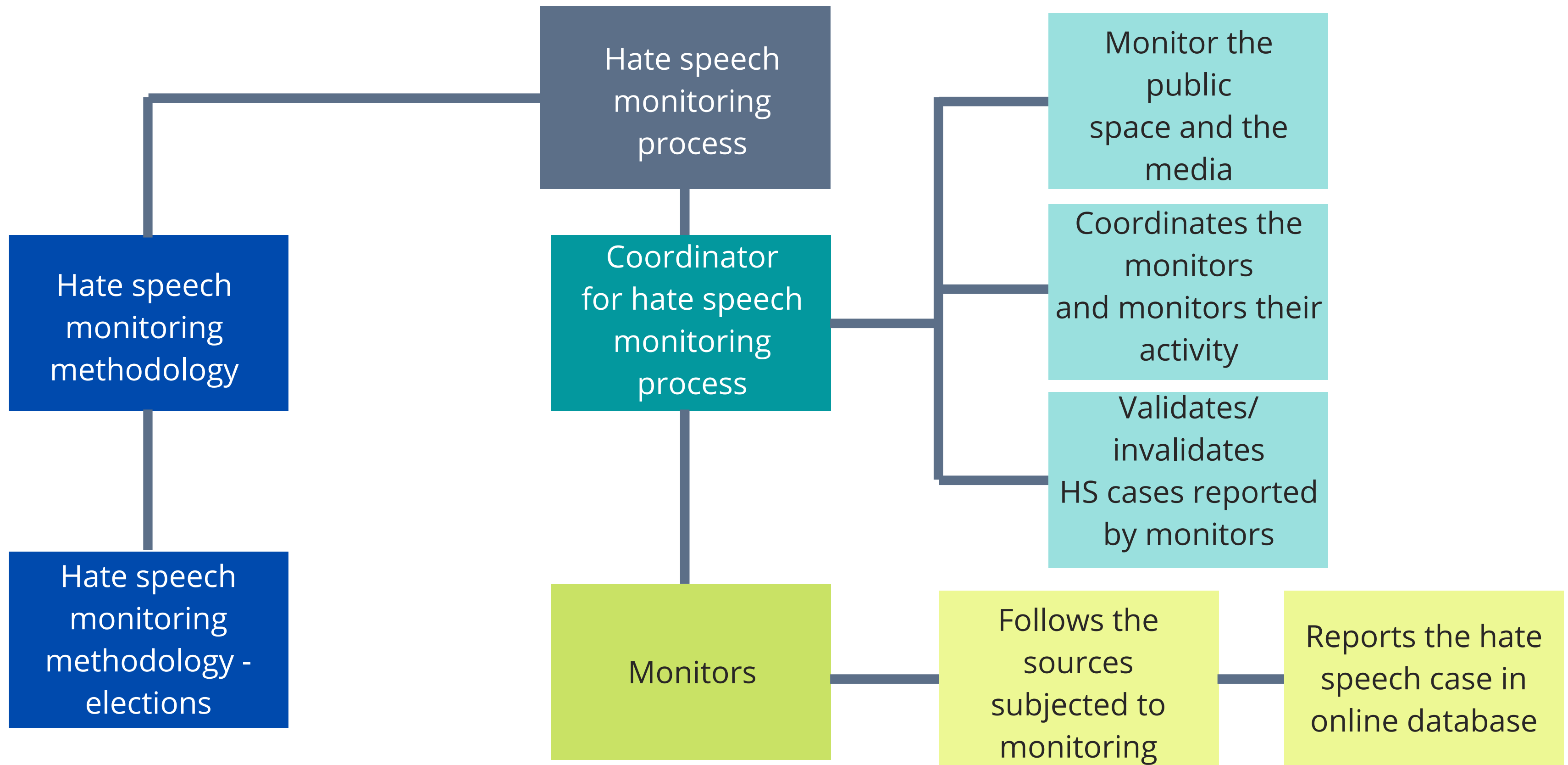
13 875 556

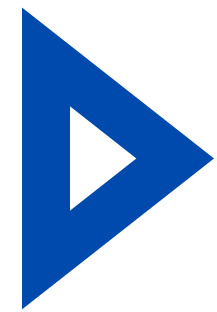
views



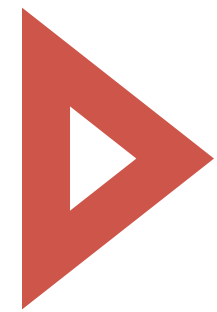
367 298

shares





Only hate speech cases which have been validated are analysed. All information is included in the monitoring report.



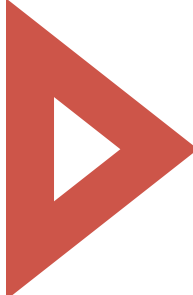
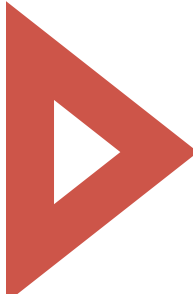
From 2018, Promo-LEX has published 4 reports, one of them is about hate speech and incitement to discrimination during the World Congress of Families which was held in Chisinau, in 2018. [\(links\)](#)

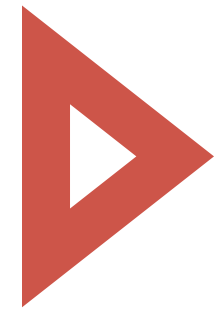


How do we use desegregated data regarding hate speech?

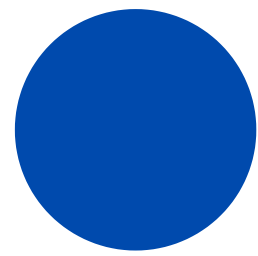
at national and international level

At national level:

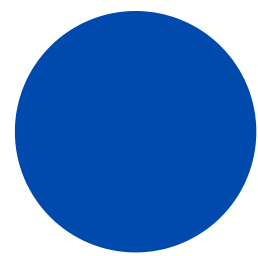
-  Advocacy for improving the national legislation and national mechanisms
-  Awareness campaigns



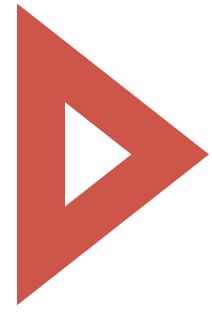
Advocacy for improving the national legislation and national mechanisms



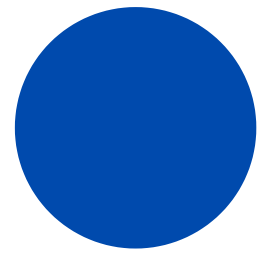
Promoting the recommendations regarding the draft law no.301/2016 - amending the Criminal and Contravention Code for the investigation and sanctioning of prejudice – motivated offenses and hate speech.



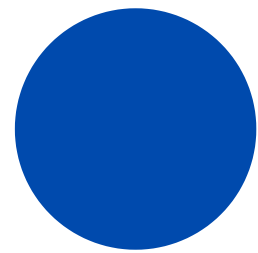
Promoting the importance of amending the Electoral Code – draft law 263/2020.



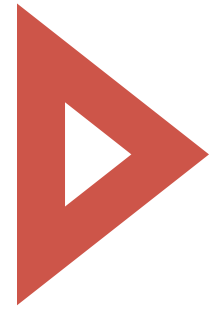
Advocacy for improving the national legislation and national mechanisms



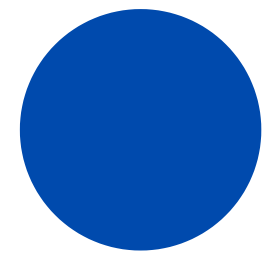
Promoting the importance of establishing the internal mechanisms for monitoring hate speech by the Central Electoral Commission, Audiovisual Council and Police.



Promoting the importance of developing a disaggregated data collection system.

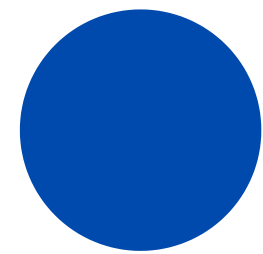


Awareness campaigns



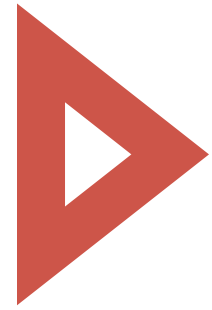
September, 2018 – online information campaign” Families create traditions, not traditions create families”

Context: World Congress of Families

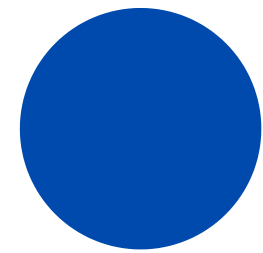


March, 2020 – online information campaign

Context: COVID pandemic

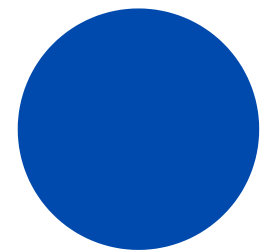


Awareness campaigns



May, 2020 – online advocacy campaign” VOTE for the law.
STOP hatred.”

Context: stagnation of the process of updating the draft law
no.301/2016



July, 2020 – online general information campaign” Filter the
words. Report hatred.”



1 DIN 5 COPII
s-au născut în afara căsătoriei,
în 2017

**Ei au o
FAMILIE!**

Famiile creează tradiții, nu tradițiile creează familii!
Asociația Promo-LEX

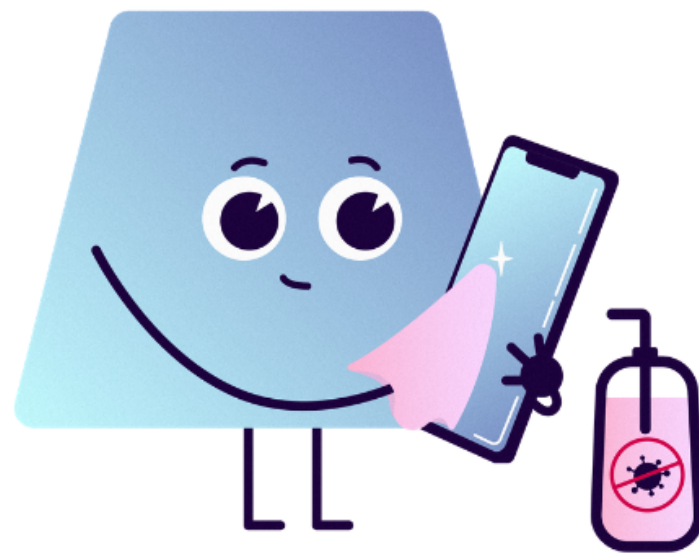


Congresul Controverselor
Reporter de Garda

zdg Share

trebuie condamnată cu fermitate,
poate chiar scoasă în afara legii.

Dezinfectează
telefonul
și nu incita la ură.



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A podcast cover for 'PUNCT pe URĂ.' is displayed against a black background. The cover art is a 3x3 grid of colored squares (red, blue, yellow) containing various icons: an eye, a mouth with teeth, and a hand with a thumb up. Below the grid, it says 'un PODCAST produs de Promo-LEX'. To the right of the cover is a large, detailed image of a professional microphone. Below the cover art, the text 'Despre drepturile omului fără ură.' is written in white. At the bottom, there are logos for Google Podcasts, Spotify, and Soundcloud.

PUNCT
pe URĂ.
un PODCAST
produs de Promo-LEX

Despre drepturile omului fără ură.

Google Podcasts Spotify Soundcloud



At international level:

2020 - Report about hate speech and incitement to discrimination against women in the Republic of Moldova – CEDAW

CEDAW recommends:

Adopt Law on hate speech and enhance the protection of women from hate speech, including awareness raising campaigns among politicians, monitor the use of discriminatory stereotypes and sexist language in political discourse and ensure effective remedies for victims.



At national level:

- actions plan 2021-2024 on concluding observations on the sixth regular report of the Republic of Moldova provided by the UN Committee on the Elimination of Discrimination against Women
- Ministry of Health, Labour and Social Protection wants to elaborate a draft law regarding sexism in elections.

Partnership
with equality bodies,
NGOs and public
institutions



- participation at public consultations regarding the draft law no.301/2016 and draft law no.263/2020
- promoting the civil society recommendations
- collaboration in the information campaigns
- collaboration in the developing of the information materials



Conclusions and Reflections

Based on the monitoring data

We managed to attract public attention to the hate speech phenomenon in both political and religious context.

We showed that hate speech number of cases increases during the elections campaign and it was another argument for the necessity to amend the Electoral Code, Contravention Code and Criminal Code.

Based on the monitoring data

We contributed to bringing the deputies' attention back to the draft law no.301 after 3 years from the moment when it was adopted in the first reading by the Parliament.

Mass media starts to bring more attention to the severe hate speech cases, especially during the elections campaign. We will continue to develop the partnership with the mass media institutions.

In 2018, we created a Facebook page, Monitor Hate Speech Moldova, where people can find more information about hate speech cases registered by Promo-LEX, how to prevent hate speech and what people can do if they are affected by hate speech or witness it.

When we receive messages about hate speech in comments of the news, we inform our colleagues from Press Council.

Internet represents a” perfect” space for hate speech spreading and it cannot be controlled.

After this monitoring process, which will end on 30th November, we will analyse if we must or must not include some Instagram pages in the list of sources subjected to monitoring.

The duration of the monitoring period must not be longer than 3 months, because this activity includes an emotional impact on monitors.

A common platform at the regional level could be useful for the exchange of the experience about the prevention of hate speech, especially during the elections campaign.

Thank you for your attention!

Irina Corobcenco



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www.promolex.md



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