Identities and exposure to online violence. Approach to a thematic classification of hate messages

Identidades y exposición a las violencias online. Aproximación a una clasificación temática de los mensajes de odio

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ABSTRACT

Introduction: Ideas that promote justice and equality circulate through social networks, allowing, at the same time, the propagation of hate messages that favour exerting online violence. Under these premises, based on the perception of the youth population within the territory of the Autonomous Community
of Andalusia, violence on social networks is quantified, described and systematized from a gender perspective. **Methodology:** A questionnaire survey was conducted using a quantitative approach. The form was distributed among the population aged between 14 and 30, using the snowball technique, and a total of 938 participants were registered. **Results:** A different impact of violence according to sex and sexual orientation is shown, with women and especially people who declare themselves as non-binary being the ones who have received more aggressions, as well as those people defined themselves with a non-heteronormative sexual orientation. Regarding the themes and categories systematized from the violent accounts collected, clearly those referring to physical aspect and political and ideological stances account for almost half of the total comments. **Discussion and conclusions:** the analysis of networked violence, especially the attack on non-normative bodies, subversive identities and diverse subjectivities, is explored in greater depth.

**Keywords:** Violence; Social media; Hate speech; Digital identity; Gender studies; Youth.

RESUMEN

**Introduction:** A través de las redes sociales circulan ideas que promueven la justicia y la igualdad, permitiendo, a su vez, la propagación de mensajes de odio que favorecen el ejercicio de la violencia online. Bajo estas premisas, a partir de la percepción de la población juvenil dentro del territorio de la Comunidad Autónoma de Andalucía, se cuantifica, describe y sistematiza, desde una perspectiva de género, las violencias que transitan en las redes sociales. **Metodología:** desde un enfoque cuantitativo, se realiza una encuesta a través de cuestionario. El formulario se distribuye entre la población comprendida entre los 14 y los 30 años de edad, utilizando la técnica de bola de nieve, consiguiendo registrar un total de 938 participaciones. **Resultados:** se muestra un impacto diferenciado de las percepciones de violencias en función del sexo y de la orientación sexual, en tanto que son más las mujeres y sobre todo las personas que se declaran como no binarias las que más agresiones han recibido, así como aquellos sujetos definidos con una orientación sexual no heteronormativa. Respecto a las temáticas y las categorías sistematizadas a partir de los relatos violentos recabados, claramente las referidas al aspecto físico y a las posturas políticas e ideológicas concentran casi la mitad de los comentarios totales. **Discusión y conclusiones:** se profundiza en el análisis de las violencias en red, especialmente volcadas en el ataque a los cuerpos no normativos, las identidades subversivas y las subjetividades diversas.

**Palabras clave:** Violencia; Redes sociales; Discurso de odio; Identidad digital; Estudios de género; Juventud.

1. Introduction

Social media has become an essential field of research to understand the new forms of connection and relationships among the global population in the 21st century (van Dijck, 2013; Fernández, 2014; Giraldo-Luque and Fernández-Rovira, 2020). Analyzing this new space of reality construction implies recognizing new patterns and determinants of social relationships (Moral-Jiménez, 2004; Domínguez and López, 2015; Vizcaíno-Verdú et al., 2020). The diversification of this environment is reflected in the data published in June 2020 (DXMedia, 2020), which concludes that Facebook is the most followed social media platform by the global connected population, followed by YouTube and WhatsApp. Instagram ranks sixth in this ranking. However, when the age variable is introduced into the analysis, a slight mutation occurs. In fact, while YouTube was confirmed as the most used platform by young people in 2019, in 2021 Instagram slightly surpasses YouTube (highlighting its transparency, immediacy, simplicity, and lack of footprint). The We Are Social Report (2022) confirms this trend and records an audience of 22.05 million Instagram users in Spain. In any case, generating and consuming
images becomes the essence of social media and the foundation of what young people want/seek in order to relate to others, along with the fact that nearly 60% of users are connected to the TikTok platform, a platform based on sharing micro-videos (between fifteen and twenty seconds long).

Different studies suggest that in October 2020, the number of daily active users on TikTok exceeded 100 million, especially among teenagers who have grown up with the presence of YouTube. In Spain, the third wave of the EGM already confirms that social media platforms such as YouTube, Facebook, and Spotify have surpassed television as the platform with the largest number of users, especially among younger users. TikTok requires a minimum age of 13 to create a profile, and no consent from any adult is needed, which gives it a special appeal to these teenagers.

Thus, the so-called Generation Z or post-millennials constitutes a particularly active group within social media (Marinas, 2019; Gómez-de-Travesedo and Gil-Ramírez, 2020), especially during a stage where they are immersed in easy and unlimited access to information and knowledge provided by the Internet. These individuals are characterized by not understanding "their world" without mobile devices and consider it important to have an active digital presence. They can be easily influenced by those who have a digital reputation measured by followers and their likes, relationships, and priorities are shaped by the digital realm (Lasén, 2015). This is reflected in the results of a macro-survey conducted with young people in Spain in July 2021, which highlights that 51% of Spanish youth feel more integrated within social media than outside of it (PlayGround, 2021). In a similar sense as proposed by Losada-Díaz et al. (2021), citing Caro and Selva (2017), for the global context of mistrust towards political parties and politics, social media are emerging as useful tools to bring politicians closer to citizens; Similarly, the participation of young people and their public activity is based on the same factors: the disintermediation of traditional media, the progressive visual representation of the medium, and the hybridization of public, private, and intimate spaces. In the case of the analysis we propose, the digital forum promotes a dialogue facilitated by images around violence based on lived, perceived, or observed experiences.

Social media, therefore, serve as a vehicle for the circulation of ideas and values, including those that promote justice and equality and react against patriarchy, especially in the context of national and global events such as #MeToo, #IBelieveYou, #TowardsTheFeministStrike, #NiUnaMenos, among others (Alonso-González, 2021), in an emotional shift towards indignation, anger, rage, or fury (Gómez-Nicolau et al., 2021). From 2017 to 2021, there has been a significant increase, with 50% of Spanish youth considering themselves feminists. However, this does not hide the significant disparity when the terms are concretized and nuances emerge: 74.2% of girls and 50.4% of boys perceive gender-based violence as a very serious social problem, while 20% of males between 15 and 29 years old denying the existence of gender-based violence, claiming it is an "ideological invention" (Reina Sofia Center for Adolescence and Youth and FAD, 2021).

On the other hand, online relationships also allow hate speech and aggression to circulate and expand, creating an environment that seems particularly conducive to the exercise of violence (de-Jesús-Sánchez, 2020; Núñez-Domínguez and Sell-Trujillo, 2021). In this sense, research conducted by the Department of Education, Linguistic Policy and Culture of the Basque Government in 2013 indicates (regarding Basque adolescents) that comments about the female body are one of the aspects that girls identify the most as humiliations, although not necessarily as aggressions, and what bothers them the most is that they are spread without control, without knowing how far they can go. However, this fear does not prevent them from continuing to upload photos (Estébanez and Vázquez, 2013, p. 58). It is also explicitly stated that the group of Basque youth understands that social media is used to exert control over partners, although, from their perspective, this control does not have a gender bias and is exerted indistinctly by girls and boys (Estébanez and Vázquez, 2013, p. 54). And the data provided
by the Government Delegation for Gender-Based Violence is very clear, which, in a report published in 2015 (Ministry of Health, Social Services and Equality, 2015), states that although 96% of women and 92% of men consider gender-based violence unacceptable, not all forms of gender-based violence around the same rejection, nor are all behaviors that constitute abuse identified as such (2015, p. 4). These data also reflect that one in three young people does not identify controlling behaviors as gender-based violence (2015, p. 5). Paradoxically, social media platforms express their opposition to messages that question the promotion of diversity: "It's never OK to encourage violence or attack anyone based on their race, ethnicity, national origin, sex, gender, gender identity, sexual orientation, religious affiliation, disabilities, or diseases"; although leaving a slippery margin for ambiguity: "When hate speech is being shared to challenge it or to raise awareness, we may allow it. In those instances, we ask that you express your intent clearly" (Instagram, 2022). That is, while explicit expressions of hate are prohibited on one hand, an infrastructure is provided that allows for the circulation of messages with violent content, as long as it is explicitly aimed at raising awareness about the content and the person. This creates an accumulation of offensive messages that seek to target and question the other.

As we argue, the situation described is not only contradictory in the sense that emancipatory discourses and openly misogynistic discourses coexist in the same global digital space (Jane, 2016; Ging and Siapera, 2018; Tortajada and Vera, 2021; Alichie, 2022), but also that instead of expanding the territories of expression, attacks intensify in direct proportion to the degree of participation and as a patriarchal reaction, as we will explore further in this analysis.

2. Objectives

The main objective of this study is to explore the perception that young people have about violent content and messages received through social media. The research aims to develop a typology of violence from a phenomenological approach, considering the perception of violence by our study population: young people between 14 and 30 years old in the autonomous community of Andalusia. It is they who determine based on their perceptions, experiences, and subjective impact, the violence and aggressiveness of such messages. This research was conducted as part of the project "Youth Produsage on Social Media and Manifestations of Gender Inequalities: New Forms of Violence", funded by the National R&D&I Plan (MINECO), between 2018-2022.

The first specific objective was to determine the extent to which our population perceived a high volume of aggression and violent attacks through social media, also considering their perception of whether the attacks they had personally received were related to the gender of the participants. With the formulation of the second specific objective, we aimed to analyze the contents of the messages that were interpreted and reported as violent by the informants in order to develop a taxonomy of violence in social media.

3. Methodology

The data collection was conducted through an online form that contained 14 questions, although only three of them are relevant to the proposed methodological approach. The first two questions were designed to address the first objective, and the third question corresponds to the second specific objective of this study:

a. Have you ever seen or read offensive or violent comments in responses or comments on social media?
b. Have you experienced attacks on social media at any time due to reasons related to your gender?

c. Share an experience you have seen or created on social media that has impacted you in relation to offensive and/or violent content.

The first two questions had closed-ended options for response, including "yes," "no," and "don't know/no answer." The third question was an open-ended question in which participants were voluntarily asked to comment on any experiences they had in their own words.

The questionnaire was distributed using the non-probabilistic snowball sampling technique (Leighton et al., 2021) and received 938 responses. Data collection took place in May 2021 with the collaboration of university students and high school students, as well as their respective contacts.

The social media platforms where participants mentioned witnessing hate messages included YouTube, TikTok, Twitter, Instagram, Facebook, and WhatsApp.

The sociodemographic variables used to clarify the responses were gender and sexual orientation.

A descriptive frequency analysis was conducted using Microsoft Excel version 365 to analyze the collected data. For the systematic organization of data obtained from the open-ended question, an inductive method was followed (Charmaz, 2014), involving an open coding process to construct a typology emerging from the content analysis of the narratives provided by the participants. The initial coding was done through consensus and inter-rater reliability was ensured. Subsequently, the codes were grouped into different categories inductively. These categories were further organized into three overarching thematic groups, considering the heterogeneity of the messages and aiming for maximum internal coherence. As shown in Table 1, the themes that constitute the taxonomy of violence in social media include (i) narratives about the groups or collectives targeted by the violence; (ii) narratives about attacks based on physical appearance and ideas of individuals; and (iii) narratives about the forms of violence mentioned by the study participants.

### Table 1. Categories and Themes

<table>
<thead>
<tr>
<th>Description</th>
<th>Categories</th>
<th>Themes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Derogatory expressions or discriminatory language against the women's collective based on various aspects related to attitudes and ways of being and existing of women within the social environment.</td>
<td>Women in general</td>
<td>Narratives of violent situations and offensive comments against specific groups or communities.</td>
</tr>
<tr>
<td>Derogatory expressions or discriminatory language against the men's collective based on various aspects related to attitudes and ways of being and existing of men within the social environment.</td>
<td>Men in general</td>
<td>Narratives of violent situations and offensive comments against specific groups or communities.</td>
</tr>
<tr>
<td>Narratives of situations of homophobia, and specifically transphobia, and attacks against the LGBTQ+ community in general.</td>
<td>LGTBIQ+</td>
<td>Narratives of violent situations and offensive comments against specific groups or communities.</td>
</tr>
</tbody>
</table>
Comments that imply racism and that blame immigrants for the situation in the country. | Ethnic groups and immigrants
---|---
Attacks against influencers and illustrators considered feminists based on different aspects such as their appearance and ideas. | Influencers
Attacks against the appearance, lifestyles, and ideas displayed by famous or popular individuals on social media. | Famous People
Hurtful or mocking comments and images against individuals based on their disability. | People with disabilities
Offensive expressions against the physical appearance and looks of anonymous individuals, especially women, occasionally related to the expression of feminist ideas. | Physical aspects and appearance
Expressions of animosity or hostility towards feminism, including conflicts between different currents within the feminist movement, with particular reference to criticisms against March 8th (International Women’s Day). | Feminism
Sexist comments in general, specifically focused on the endorsement of traditional gender roles applied to women. | Sexist expressions
Attacks against all kinds of political ideas and trends of any political orientation. | Political ideologies
Description or narrative of aggressive, offensive, and violent situations and comments of a general nature. | Violence in general
Comments that reflect trivialization and justification, especially of sexual violence, and in general, related to gender-based violence. | Gender violence
Accounts of bullying situations, where those primarily targeted are girls, and cyberbullying. | Bullying
Images and situations depicting animal abuse are included. | Animal abuse

**Source:** Results of the investigation. Author's own work.

4. **Results**

As mentioned, a total of 938 responses were obtained. Regarding the distribution of the sample, it should be noted that women's responses accounted for approximately 2/3 of the total records. That is, 65.4% of women compared to 32.4% of male participation, with 2.2% identifying as non-binary among the surveyed individuals. Additionally, three-quarters of the respondents identified as heterosexual (75.8%), with 24.2% identifying as part of the LGBTQ+ community.
The age of the participants in our study is concentrated between 18 and 22 years old: approximately eight out of ten respondents (77.4%) fell within this age range. Following them are young people between 14 and 17 years old (12.3%), with a sharp decrease in the last two age intervals. Only 6.5% were between 23 and 26 years old, and 3.8% indicated being in the age range between 27 and 30 years old.

Regarding occupation, 81.6% reported being exclusively dedicated to studying, although an additional 13.2% combined this activity with paid work. In turn, 3.6% stated being exclusively dedicated to working, and finally, 1.6% were unemployed.

4.1. Aggression on social media: Differential impact on the perception of violence based on sex and sexual orientation

When asked if they had seen or read comments that they considered offensive or violent on social media, the respondents overwhelmingly answered yes, with 91.5% of affirmative responses compared to a low 6.0% who had not seen such comments, while 2.6% were unsure or did not want to answer this question.

Interestingly, the trend is reversed when the question is directed at attacks based on gender and personally addressed to the respondents. When asked if they had ever felt targeted by attacks on social media for reasons related to their gender, the majority response is no (78.9%). However, there is a significant percentage of respondents who answered affirmatively (17.1%), and 4.1% who do not know or did not answer.

However, these findings are nuanced when filtered by the sex and sexual orientation of the interviewees.

Only 8.2% of men reported feeling attacked on social media due to their gender, while this percentage rises to 20.4% for women, and further increases to 47.6% for non-binary individuals. In conclusion, the differences in perceived gender-related attacks among these groups are significant.

Table 2. Perception of violence received due to gender issues based on sex and sexual orientation.

<table>
<thead>
<tr>
<th>Gender % (absolute values)</th>
<th>Yes</th>
<th>No</th>
<th>NS/NC</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Man (304)</td>
<td>8,2 (25)</td>
<td>91,1 (277)</td>
<td>0,7 (2)</td>
<td>100,0 (304)</td>
</tr>
<tr>
<td>Women (613)</td>
<td>20,4 (125)</td>
<td>74,1 (454)</td>
<td>5,5 (34)</td>
<td>100,0 (613)</td>
</tr>
<tr>
<td>Non binary (21)</td>
<td>47,6 (10)</td>
<td>42,9 (9)</td>
<td>9,5 (2)</td>
<td>100,0 (21)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sexual orientation % (absolute values)</th>
<th>Yes</th>
<th>No</th>
<th>NS/NC</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heterosexual (711)</td>
<td>14,2 (101)</td>
<td>82,1 (584)</td>
<td>3,7 (26)</td>
<td>100,0 (711)</td>
</tr>
<tr>
<td>LGTBIQ+ (227)</td>
<td>26,0 (59)</td>
<td>68,7 (156)</td>
<td>5,3 (12)</td>
<td>100,0 (227)</td>
</tr>
</tbody>
</table>

Source: Results of the investigation. Author's own work.
Sexual orientation also highlights the differences among the surveyed subjects. Those who identify as having a non-heteronormative sexual orientation have felt attacked by 11.8 percentage points more than those who identify as heterosexual.

4.2. Towards a taxonomy of violence

In this section, narratives about experiences of offensive and/or violent content on social media are analyzed, encompassing a wide range of motivations, reasons, and purposes of those who engage in such behaviors, including hate speech, violent communication, and their potential relationship with acts that may cause physical harm, moral harm, or attacks on honor or dignity, as well as incitement or offense to collective sensitivity (Miró, 2016).

Firstly, 777 individuals out of the total of 938 surveyed subjects shared their experiences. Table 3 shows the contribution of narratives based on sex and sexual orientation.

It is observed that men participate in slightly more than half the percentage compared to women, who do not report experiences to the same extent as non-binary individuals. Clearly, the majority of the narratives come from the group of women. Firstly, because they constitute the majority of surveyed individuals, with approximately two women for every man; Furthermore, in percentage terms, this ratio increases to 2.4 women who report experiences for every man who does so.

Regarding sexual orientation, it is noteworthy that despite the smaller representation of the LGBTQ+ community compared to those who identify as heterosexual, the former report a slightly higher percentage than the latter.

Table 3. Contribution of narratives about offensive and/or violent content based on gender and sexual orientation.

<table>
<thead>
<tr>
<th>Contribution of narratives</th>
<th>Sex % (absolute)</th>
<th>Sexual orientation % (absolute)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Man</td>
<td>Women</td>
</tr>
<tr>
<td>Does not report.</td>
<td>26,3</td>
<td>12,7</td>
</tr>
<tr>
<td>(80)</td>
<td>(78)</td>
<td>(3)</td>
</tr>
<tr>
<td>Report</td>
<td>73,7</td>
<td>87,3</td>
</tr>
<tr>
<td>(224)</td>
<td>(535)</td>
<td>(18)</td>
</tr>
<tr>
<td>Total</td>
<td>100,0</td>
<td>100,0</td>
</tr>
<tr>
<td>(304)</td>
<td>(613)</td>
<td>(21)</td>
</tr>
</tbody>
</table>

Source: Results of the investigation. Author's own work.
Regarding the themes and categories systematized from these narratives, it is clear that the themes related to physical appearance and political/ideological stances account for nearly half of the total comments.

As shown in Table 4, the categories with the highest frequency distribution are those related to physical appearance and looks, which make up more than one-fifth of the total responses; and feminism, which accounts for 15.3% of the narratives, constituting a significant portion of the previously mentioned themes, which we previously highlighted for having the highest number of mentions.

In terms of gender differences, men reported the most attacks related to feminism (17%), closely followed by perceptions of general violence and attacks on physical appearance, with the latter category accounting for 14.7% of the total response frequencies from this group. Interestingly, this category is most prominent among women, accounting for 26.7% of the citations, while feminism is mentioned in the second position but at a considerable distance from the previous category.

If we analyze the percentage ratio between the concerns of men and women, we can highlight some interesting results as shown in Table 4. Attacks on physical appearance and looks of individuals through social media concern twice as many women as men who report such situations. Similarly, we find four women for every man who is alarmed by attacks on influencers. On the other hand, there are two men for every woman who reports violence against the LGBTQ+ community. In terms of references to gender-based violence, while the frequency may not be significant, it can be concluded that for every two men concerned about this issue, there are three women.

Regarding individuals who identified as non-binary, considering that they constitute a very small presence in our study, they primarily reported experiences related to attacks on the LGBTQ+ community, influencers, and general situations of violence.

Regarding sexual orientation, individuals who identify as heterosexual emphasize attacks based on physical appearance, with 23.7%, followed by 13.7% for feminism and 12.9% for general violence. However, LGBTQ+ individuals report a very similar percentage for attacks on physical appearance and attacks on feminism, with both categories accounting for 40% of the total, ranking third and fourth in frequency. Aggressions against the LGBTQ+ community and perceptions of general violence also rank closely. It is noteworthy that, when it comes to references to hostility towards feminism, this topic concerns the LGBTQ+ community 50% more in percentage terms than the heterosexual community.
Table 4. Typology of stories by themes and categories based on sex and sexual orientation.

<table>
<thead>
<tr>
<th>Themes</th>
<th>Categories</th>
<th>Sex % (absolute)</th>
<th>Sexual orientation % (absolute)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Man</td>
<td>Women</td>
</tr>
<tr>
<td>Narratives of violent situations and offensive comments against certain groups.</td>
<td>Women in general</td>
<td>2,2</td>
<td>4,1</td>
</tr>
<tr>
<td></td>
<td>(27)</td>
<td>(5)</td>
<td>(22)</td>
</tr>
<tr>
<td></td>
<td>Men in general</td>
<td>0,9</td>
<td>0,0</td>
</tr>
<tr>
<td></td>
<td>(2)</td>
<td>(2)</td>
<td>(0)</td>
</tr>
<tr>
<td></td>
<td>LGTBIQ+</td>
<td>12,9</td>
<td>6,9</td>
</tr>
<tr>
<td></td>
<td>(70)</td>
<td>(29)</td>
<td>(37)</td>
</tr>
<tr>
<td>Ethic groups and immigrants</td>
<td></td>
<td>2,7</td>
<td>1,5</td>
</tr>
<tr>
<td></td>
<td>(14)</td>
<td>(6)</td>
<td>(8)</td>
</tr>
<tr>
<td></td>
<td>Influencers</td>
<td>2,7</td>
<td>10,8</td>
</tr>
<tr>
<td></td>
<td>(67)</td>
<td>(6)</td>
<td>(58)</td>
</tr>
<tr>
<td></td>
<td>Famous people</td>
<td>7,6</td>
<td>5,8</td>
</tr>
<tr>
<td></td>
<td>(48)</td>
<td>(17)</td>
<td>(31)</td>
</tr>
<tr>
<td></td>
<td>People with disabilities</td>
<td>1,8</td>
<td>0,4</td>
</tr>
<tr>
<td></td>
<td>(6)</td>
<td>(4)</td>
<td>(2)</td>
</tr>
<tr>
<td></td>
<td>Subtotal</td>
<td>29,5</td>
<td>67,5</td>
</tr>
<tr>
<td></td>
<td>30,1% (234)</td>
<td>(69)</td>
<td>(158)</td>
</tr>
<tr>
<td>Narratives of offensive and violent comments regarding the physical appearance and the political and ideological positions of people.</td>
<td>Physical aspects and appearance</td>
<td>14,7</td>
<td>26,7</td>
</tr>
<tr>
<td></td>
<td>(177)</td>
<td>(33)</td>
<td>(143)</td>
</tr>
<tr>
<td></td>
<td>Feminism</td>
<td>17,0</td>
<td>14,8</td>
</tr>
<tr>
<td></td>
<td>(119)</td>
<td>(38)</td>
<td>(79)</td>
</tr>
<tr>
<td></td>
<td>Sexist expressions</td>
<td>5,4</td>
<td>5,0</td>
</tr>
<tr>
<td></td>
<td>(40)</td>
<td>(12)</td>
<td>(27)</td>
</tr>
<tr>
<td></td>
<td>Political Ideologies</td>
<td>8,9</td>
<td>5,6</td>
</tr>
<tr>
<td></td>
<td>(52)</td>
<td>(20)</td>
<td>(30)</td>
</tr>
<tr>
<td>Narratives about forms of violence.</td>
<td>Subtotal</td>
<td>26,5 (103)</td>
<td>71,9 (279)</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>----------</td>
<td>------------</td>
<td>------------</td>
</tr>
<tr>
<td>Violence in general</td>
<td>15,6</td>
<td>10,7</td>
<td>16,7</td>
</tr>
<tr>
<td>(95)</td>
<td>(35)</td>
<td>(57)</td>
<td>(3)</td>
</tr>
<tr>
<td>Gender violence</td>
<td>4,5</td>
<td>6,5</td>
<td>11,1</td>
</tr>
<tr>
<td>(47)</td>
<td>(10)</td>
<td>(35)</td>
<td>(2)</td>
</tr>
<tr>
<td>Bullying</td>
<td>2,2</td>
<td>0,9</td>
<td>0,0</td>
</tr>
<tr>
<td>(10)</td>
<td>(5)</td>
<td>(5)</td>
<td>(0)</td>
</tr>
<tr>
<td>Animal abuse</td>
<td>0,9</td>
<td>0,2</td>
<td>0,0</td>
</tr>
<tr>
<td>(3)</td>
<td>(2)</td>
<td>(1)</td>
<td>(0)</td>
</tr>
<tr>
<td>Subtotal</td>
<td>33,6</td>
<td>63,2</td>
<td>3,2</td>
</tr>
<tr>
<td>20 (155)</td>
<td>(52)</td>
<td>(98)</td>
<td>(5)</td>
</tr>
<tr>
<td>Total</td>
<td>100,0</td>
<td>100,0</td>
<td>100,0</td>
</tr>
<tr>
<td>100,0 (777)</td>
<td>(224)</td>
<td>(535)</td>
<td>(18)</td>
</tr>
</tbody>
</table>

**Source:** Results of the investigation. Author's own work.

5. **Discussion and Conclusions**

We can summarize our reflections into two main lines of force. On one hand, while our informants almost unanimously reported witnessing exchanges that could be perceived as offensive or violent on social media, this trend is reversed when they are asked if they have personally experienced violent or aggressive reactions to their posts or comments based on their gender or sexual orientation. It seems that although young people have been exposed to situations of violence, they do not feel personally targeted, especially boys, who do not feel attacked in relation to women or particularly those who identify as non-binary. Similarly, from the perspective of sexual orientation, individuals with non-heteronormative sexual orientation felt targeted by hate messages to a greater extent than those who identify as heterosexual. Thus, the implications differ when we cross the variables of gender and sexual orientation. In this sense, there is full agreement with the results of the Hate Crime Survey (2021, 30-31), which indicates that the main discriminatory motives are: sexual orientation or gender identity (35.47%); sex/gender (27%); ideology (22.88%), or racism/xenophobia (20.14%), sometimes even in combination.

Secondly, with regards to the accounts of offensive and/or violent experiences, more than 4/5 of the participants provided comments, with girls offering the most reflections. These girls had also witnessed mostly attacks on physical appearance and looks on the internet, a fact consistent with the results of the study by the Department of Education, Language Policy, and Culture of the Basque Government mentioned at the beginning. The Ministry of the Interior of Spain (2021, p. 28) reports that in this edition, more than 50% of hate crime victims received insults or threats through social media or the internet, which highlights the importance of hate speech in this communication channel. Women also expressed concern about hostile messages against feminism online, in line with the results of Menéndez et al. (2021), although at a far distance from the offenses against individuals based on their appearance, with attacks against feminism being the most prominent aspect highlighted by men.
Exacerbation of these hostile messages corresponds to the situation described by Núñez and Fernández (2019, p. 386) when they establish that, at this moment, feminist activism has been forced to compete for discursive space on social media, and narratives become tense and compete for the symbolic territory under construction.

On the other hand, people who identified as non-binary mainly reported attacks on the LGBTQ+ community, influencers, and situations of violence in general. Sexual orientation also highlights some differences, as heterosexual individuals, while reporting violence against physical appearance and looks, attacks on feminism, and situations of violence in general in descending order, those with orientations defined within the LGBTQ+ community reported similar percentages of attacks against physical appearance and against feminism, with the combination of both categories accounting for almost half of their reviews. It is revealing that, focusing on references to feminism, this last group is 50% more concerned in percentage terms than the group that identifies as heterosexual. Among the small percentage of reports (according to the Ministry of the Interior, this type of crime shows a level of underreporting that hides 90% of cases and 80% in Europe according to the FRA. Ministry of the Interior of Spain, 2021, p. 50), LGBTQ+ individuals filed the most complaints compared to the rest of the sample. In line with Momoitio (2014, p. 25), the logics, if any, are both anti-feminist and lesbophobic, reactive to the visibility of narratives about violence, about non-normative bodies, subversive identities, and diverse subjectivities.

6. References


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