



Pew Research Center

Internet & Technology

MARCH 27, 2017

THE FUTURE OF FREE SPEECH, TROLLS, ANONYMITY AND FAKE NEWS ONLINE

Four major themes about the future of the online social climate

Theme 1: Things will stay bad because to troll is human; trolls have been with us since the dawn of time; there will always be some incivility

Theme 2: Things will stay bad because tangible and intangible economic and political incentives support trolling; hate, anxiety, and anger drive participation; participation = power and profits

Theme 3: Things will get better because technical and human solutions will arise; AI sentiment analysis and other tools will detect inappropriate behavior and many trolls will be caught in the filter; human oversights by moderators might catch others

Theme 4: Oversight and community moderation could come with a cost

NOTE: This document has been modified for use in PSY 532.

state instead of the platform or service providers

- Polarization will occur due to the compartmentalization of ideologies
- Increased monitoring, regulation and enforcement will shape content to such an extent that the public will not gain access to important information and possibly lose free speech

PEW RESEARCH CENTER, ELON UNIVERSITY IMAGINING THE INTERNET

(http://www.pewinternet.org/2017/03/29/the-future-of-free-speech-trolls-anonymity-and-fake-news-online/pi_2017-03-29_social-climate_0-01/)

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