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Ethical Reporting and Citizen Journalism

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ETHICAL REPORTING AND CITIZEN JOURNALISM



Guidelines on Reporting Hate Speech

Practical Tips for Citizen Journalists

Even when time is scarce, reporters and editors must pause and take a moment to judge the potential impact of offensive, inflammatory content. The dangers of hate speech in journalism are well known and in many parts of the world they have had tragic consequences. Whenever media are manipulated by politicians and others in defence of country, culture, religion and race, they have the potential to do harm.

Even the best journalists can sometimes, inadvertently, do damage when they report controversial stories out of context. A failure of principle in the newsroom and poor understanding of the potential impact of the words and images can lead to acts of journalism that encourage hatred and violence.

From covering a rally to analysing Twitter feeds, part of a journalist's job is to report on what is said. But sometimes people say shocking things. As journalists, most of us have been confronted by hate speech at some time, whether it's a politician bawling racial slurs at an election rally, angry protesters singing derogatory songs about a neighbouring ethnic group, or a prominent religious leader denigrating other faiths on Facebook.

Hate speech versus freedom of expression

During certain periods, such as election campaigns, media organisations play an important role in distributing political messages. Some journalists believe that by not reporting the actual words said by a politician (even if they are hateful), they aren't allowing that person the right to be heard. Although a person has a right to express themselves, this doesn't mean you are obligated to provide a platform to spread offensive and hateful comments about a particular group.

Excerpts from DW Akademie: Guidelines on reporting hate speech

http://www.dw.com/en/reporting-hate-speech-practical-tips-for-journalists/a-19152896?maca=en-rss_en_akademie_mediadev-15969-xml-mrss



ETHICAL JOURNALISM



#defyhatenow #SouthSudan #GivePeaceAChance

www.defyhatenow.net

5 Point Test for Reporting on Hate Speech

The campaign for tolerance in African Journalism

<http://ethicaljournalismnetwork.org/what-we-do/hate-speech>

The following five-point test of speech for journalism in context has been developed by EJN advisers and is based upon international standards. It highlights some questions to be asked in the gathering, preparation and dissemination of news and information that will help journalists and editors place what is said and who is saying it in an ethical context.

ONE: The position or status of the speaker

Journalists and editors must understand that just because someone says something outrageous that does not make it news. Examine the context in which it is said and the status and reputation of who is saying it. Do not draw undue attention to politicians and other influential people whose only aim is to create a negative climate towards people whose rights should be respected, particularly those from vulnerable and marginalised groups. Journalists have to scrutinise speakers and analyse their words, examine their facts and claims, and judge carefully the intention and impact of their interventions. Claims and facts should be checked and tested, whoever is speaking.

TWO: The reach of the speech

A private conversation in a public place can include unspeakable opinions, but do relatively little harm and not necessarily breach the test of hate-speech. That changes if the speech is disseminated through mainstream media or the Internet. Journalists have to consider the frequency and extent of the communication – is it a short momentary, intemperate burst of invective and hatred, or is it repeated deliberately and continuously? Repetition is a useful indicator of a deliberate strategy to engender hostility towards others, whether based upon ethnic, racial, religious or other form of discrimination.

THREE: The objectives of the speech

Normally, ethical journalists and well-informed editors will be able to quickly identify whether the speech is deliberately intended to attack or diminish the human rights of individuals and groups. They should also know whether such speech is subject to criminal or other sanctions. Journalists and editors have a responsibility to place the speech in its proper context.

Key questions to ask are: What are the benefits to the speaker and the interests that he or she represents? Who are victims of the speech and what is the impact upon them, both as individuals and within their community?

FOUR: The content and form of speech

Journalists have to judge whether the speech is provocative and direct, in what form it is made, and the style in which it is delivered. Journalists need to ask themselves: is this speech or expression dangerous? Could it lead to prosecution under the law? Will it incite violence or promote an intensification of hatred towards others? It might be newsworthy if someone uses speech that could get them into trouble with the police, but journalists have to be wary – they, too, could find themselves facing prosecution for quoting it.

FIVE: The economic, social and political climate

Speech that is dangerous or controversial arises particularly when times are hard, social tensions are acute and politicians are at war with one another. Journalists must take into account the public atmosphere at the time the speech is being made.

They should recognise the context, including where there are patterns of discrimination against ethnic and other groups. It is important for journalists to ask themselves: what is the impact of this on the people immediately affected by the speech? Are they able to absorb the speech in conditions of relative security? Is this expression designed or intended to make matters worse or better? Who is affected negatively by the expression?



KEY QUESTIONS FOR DISCUSSION

- How far should a journalist go when reporting on hate speech?
- Do you need to report verbatim exactly what was said?
- How do journalists judge what is acceptable and what is intolerable?
- What steps can you take to embed in your daily work routine a way of assessing what is threatening?
- How can we do our job of reporting the facts without being used as a mouthpiece to spread incendiary comments and stir up hate and possibly even violence?

If I'm going to report, what should I keep in mind?

- Think about reporting the fact that inflammatory comments were made without directly quoting the person.
- If you are at the event where the inflammatory messages are expressed, ask the person to justify why they made the remarks they did.
- Get critical reactions from those attending the event.
- Get critical reactions from influential figures and/or community heavyweights to underline that the hateful views aren't held by everyone.
- Add context to your report (as you should anyway as a good journalist). Is the person making these statements attempting to draw attention away from other problems? Is there an analyst you can ask to interpret the person's intentions for making such comments? Can you give some background to tensions between certain groups (such as a drought making water scarce)?
- If any of the comments claim to be based on facts, check the validity of those facts.
- Steer away from sensationalised language in your report.



CITIZEN JOURNALISM & SAFETY

#DEFYHATENOW BLOGGERS WORKSHOP, NAIROBI 2017

Kenya is an example of a country where blogging has moved from a revolution to a way of life. The Bloggers Association of Kenya (BAKE) is at the forefront of this transformation. It is a community association of Kenyan bloggers and writers that promotes online content creation & free expression in Kenya.

BAKE connects blogs in Kenya from all areas of interest and expertise. It was formed in 2011 after a series of discussions concerning content creation and consumption of online content in Kenya.

Training South Sudanese bloggers (and would-be bloggers) on the importance of blogging, this two day workshop offered participants basic understanding of how to setup a blog, an overview of citizen journalism, ethical considerations, and storytelling with specific ideas on how these can be used for positive messaging and change in South Sudan. Participants were able to create their own blogs, using Medium and WordPress.

Presentations by Kenyan Bloggers Association (BAKE) and independent writer Kendi Gikunda explored the possibilities of writing for impact and storytelling for positive change. The group examined the role of blogging in South Sudan, and learned best practices for building a successful and ethical blog.

“We sometimes forget that our online voices reach a wider audience than just our friends. #defyhatenow is reminding South Sudanese nationals that we need to continue working together to make the online spaces we inhabit more peaceful and tolerant. We are not just citizens of our respective countries, we are global citizens, and in a minute your online message could help bring peace or exacerbate conflict in the world. Having a platform online gives everyone a voice, and empowers all of us to share our thoughts and contribute to global discussions. We all need to be extremely careful about what we share because we reach an audience of more than our friends. Since you have the choice of how to speak and write, it's important to choose your words wisely, and use them to promote understanding, tolerance and peace - online and offline.”

Kendi Gikunda

<http://www.gasabe.co.ke>

”

Ethical issues in blogging

Posted on July 18, 2017 by Lolyne in Blog, Blogging 101, Internet Freedoms

<https://www.blog.bake.co.ke/2017/07/18/ethical-issues-blogging/>

We have already established that blogging is in part journalism because it fulfils some of the journalistic roles such as education, information and entertainment. As such, bloggers are duty bound by ethics that may also apply to journalists. It is true that sometimes bloggers get carried away when airing their opinions online just as journalists do on air but it is also true that we are bound to our readers to ensure that we inform, educate and entertain within the law.

Accuracy – Ensure that you deliver error free content and any story published that is distorted should be corrected at once. It is understandable that human beings make mistakes and bloggers are no different. Ensure that once you have realised that there was misinformation in your article admit that you were wrong and correct it. Bloggers have the responsibility to be truthful even if it means admitting that you were wrong. Also ensure that you inform the public without bias or stereotype.

Copyright and attribution of sources -Attribute content and ensure copyrights. Always provide links to sites where your information was obtained. Ensure that you identify and link to sources your information because the public is as entitled to know where the information was obtained. As they say, give credit where credit is due.

Distortion of pictures and videos- Never distort videos and photos without disclosing what has been changed or digitally altered. Image enhancement should only be acceptable for technical clarity. You should also not stage videos to prove a point and never put together words spoken at different times to suggest they were uttered at the same time.

Facts and opinions – Clearly distinguish between factual, commentary and advocacy information when writing so that they are not confusing to the reader.

Integrity – Bloggers should ensure that they uphold integrity and avoid conflict of interest. Be independent and ensure that you avoiding bias. You should ensure that whatever you write has been verified. Also resist people who would influence what you write in your blog and if you are paid to give comment or opinions while writing for someone else’s blog ensure that it is public knowledge.

Sources – Always reveal your sources unless revealing will put them in danger. Being transparent in your blogs ensures that you have credibility.

Protect -Also use your power as a blogger to protect those who are defenceless. Shine your light on the injustices that happen around you. With great power comes great responsibility and as such, ensure that you use this power wisely.

Be truthful- Always tell the truth at all times. Use evidence such as photos and videos to support your facts and also ensure that these facts are not distorted in any way. With the rise and frequency of fake news, it is important to ensure that what you write in your blog is factual.

Opportunity to reply- As a blogger you should give a subject who was shown in a negative light the opportunity in your blog to give his or her side of the story and voice their opinion as well. That way you won't be biased. Bloggers should ensure that they are not caught on the wrong side of the law by adhering to these simple ethics. Remember that we are not only duty bound to your readers but to ourselves as well.

Adapted from the Media Council of Kenya Code of Conduct for the practice of Journalism in Kenya. Second schedule of the Media Act 2013.

Posted on July 18, 2017 by Lolyne in Blog, Blogging 101, Internet Freedoms
<https://www.blog.bake.co.ke/2017/07/18/ethical-issues-blogging/>



WOMEN AND GIRLS SAFETY ONLINE



Women and girls are most often the targets of harassment and hate speech in social media spaces. Here we briefly outline some challenges faced by women and girls in safety online.

Girls have a basic knowledge of the use of facebook; they can post and comment but many can't do deeper things like untagging themselves from embarrassing posts, leaving groups or limiting access to their social media accounts by only their friends.

Girls may opt to use the balance of their budget from buying food to get internet access, says a local student. Girls also sometimes play games and tricks for money to buy bundles says one Head Prefect, in order to be able to use their facebook pages.

To keep themselves online, women and girls need internet access and smart phones. Both are expensive and many girls are students and dependents with no income of their own. The main way to get those things is through having relationships with men. These relationships can lead to unplanned pregnancies and early marriages, school dropouts, and poor performance as a result of lack of concentration on their studies.

For the young men who have been taken advantage of or abused through groups or by persons who claim they can provide them with a decent life, yet they end up being

recruited to groups to be able to provide for these girls or be able to get a girl of his dreams says one of the students. Groups of young boys allegedly steal phones, laptops, snatch people's bags, and hijack persons from banks, leading to accidents or even death as they try to provide the means to buy smartphones and internet access.

Some girls find out they are in a relationship with men who are dating more than one woman; when they discover this, the girls end up fighting each other. They form cliques and post on each others' walls, they exchange insults and harass each other. These leads to violence offline as these groups team up against each other to enact revenge, or show who is stronger and as a result the girls hurt each other.

Some posts online are meant to be jokes that poke fun at women and girls. Many women might find the content and tone of these 'jokes' offensive, especially those who have experienced first-hand the situations or related trauma depicted in the posts.

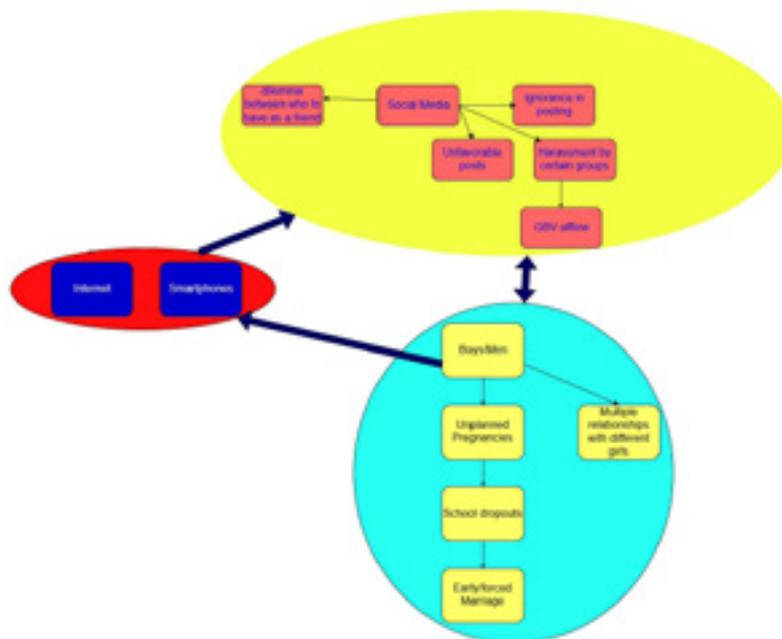
Lack of knowledge about the safe use of online media spaces is coupled with illiteracy. "Some girls have taken advantage of the ignorance of their parents to get phones and internet," says one student. Many learn through friends or jumpstart using these platforms without knowing how to go about it safely, resulting in others being taken advantage of. And the prevailing mentality: "I know it first and everyone should hear it from me first" has led to many girls and boys being victims of abuse or taken advantage of in the rush to believe everything they read, post or share online.

GoGirls ICT is a Juba, South Sudan based non-profit initiative founded by a group of dedicated young women in the fields of computer science, hacktivism and peacebuilding. Following a philosophy of 'Chain Based Trainings (CBTs)' it focuses on mentoring independent, innovative and confident girls and women who can proudly compete with their male counterparts in the world of ICT.

<https://gogirlsict.org/>

<https://www.facebook.com/GoGirlsICT/>

@GoGirlsICT





STUFF YOU SHOULD NEVER POST ON FACEBOOK!

BAKE - BLOGGERS ASSOCIATION OF KENYA

In this age of social media, sharing events, memories and thoughts have become part of us. It's like the air we breathe for some people while in others, it is downright annoying. Social media users do not always realise the danger they get themselves into when they put some posts online. Most take it literally when Facebook asks, 'What is on your mind?', and proceed to post such personal information that leaves nothing to the imagination.

To prevent that, here is a checklist of stuff that you should NEVER post on Facebook:

Clues to passwords and financial safety

The route to unbreakable digital security is not putting up posts that could hint to your passwords. If you do, hackers might use them to gain access to your accounts and use it to cause you harm. Ensure that you do not post unnecessarily the names of your pets, childhood friends and boyfriends, all information that can be used against you. Ensure that you have an unbreakable password with characters that include a mix of capitals, alphanumeric letters, numbers, and symbols.

Information about your location and travel plans

Do not post on social media your address, or if you are planning to be away on vacation. Robbers can decide to come to your house and steal from you when you are away. It also puts a target on your back from stalkers to find you if you tell them where exactly you are.

Too much personal information [TMI]

I know that social media is for sharing stuff but telling us what you ate for breakfast, boasting about your vacation plans and posting about your good fortune is downright annoying. If you must post, share an interesting story or make a specific point.

Complaints about your job

As you know, most companies have connections with each other. Do not ever troll your previous employer on social media. Chances are wherever you are applying to, someone knows him/her. Also, your potential employers can access your posts. The internet never forgets and chances are your digital footprints will be on display.

Other people's news

It is understandable that sometimes you are excited to share the good news. You should not share other people's news before they have a chance to share it. Don't steal their thunder!

Politically charged comments

It is never a good idea to post politically, religiously or racially motivated posts. Such can fuel hate online. Instead, share articles that reflect your sentiments without necessarily speaking out of tone or posting comments that can be taken out of context.

Funeral photos

Funerals are times when people mourn the death of their loved ones. Be careful when sharing these moments with the world, as some people find these posts uncomfortable and posting them won't make your pain any less.

Nude photos of yourself or others

It is okay waking up feeling like Avril, Rihanna or Beyoncé but, those nude pictures, keep them to yourself. Always be careful of what you put on the internet because the internet never forgets. Keep your personal lives to yourselves and just share materials worth sharing.

Things you should never share on facebook! Lolyne

<https://www.blog.bake.co.ke/2017/09/08/things-never-share-facebook/>



I AM MAURA AJAK, I REPORT ON GENDER-BASED VIOLENCE IN SOUTH SUDAN



On July 4, 2017

<http://defyhatenow.net/2017/07/i-am-maura-ajak-i-report-on-gender-based-violence-in-south-sudan/>

South Sudan will be rebuilt by the South Sudanese people. Everyone is passionate about building a little piece of their South Sudan and impacting the country in their own little big way.

This is the first article in our “I #defyhatenow” series, in which we feature South Sudanese citizens talking about their daily lives and how they defy hate and opt for peace through their work.

We caught up with the courageous Maura Metbeni Paul Luigi Ajak, an award-winning reporter working for The Catholic Radio Network in Juba, South Sudan.

Have you lived in South Sudan all your life?

I was born in Wau but I grew up in Khartoum, Sudan. I came back to South Sudan in 2008. I started my studies in Khartoum, where I did both my primary and secondary school certificate at Combonian Catholic Schools.

What inspired you to become a journalist?

I have witnessed a lot of gender-based violence. I have heard of massive rape done by uniformed men where women/girls are randomly raped by two or three men at a go. Underage girls between the ages of 11-15 are gang raped like they are toys to play with. They lose their

innocence and are scarred for life because of such experiences. Being a woman in South Sudan I knew I had a voice and an opportunity and I knew I wanted to tell these stories, so that maybe someone can help. It was my way of helping my fellow women.

I also happen to speak both English and Arabic which helps in communication and reporting.

Tell me a gender-based violence experience you have witnessed.

One time, early in the morning at around 6:30 AM I heard a woman screaming, “HE WILL KILL ME, HE WILL KILL ME” I dressed in a hurry and I rushed outside. I found a husband beating his wife with a black leather belt, at first I thought it was the guy who sells water as the whips sound similar when applied to a donkey. Looking closer I saw a woman wailing and a man hurling insults at her while beating her, as the men surrounding them watched laughing and encouraging the husband.

Our neighbour grabbed the leather belt and shouted at him to stop it. That’s when everyone left in a hurry. As a woman there was nothing I could do to stop him. I stood there and painfully watched because if I dared to interfere I would be harassed endlessly but it was painful to stand by.

Has someone been violent towards you directly?

Not physically, just verbally and mostly from men. I think for just being a woman with a job and also being a journalist is enough to warrant some form of violence here.

Most of your work is based on human rights and transparency issues and South Sudan, why is that?

I am a woman and most of the cases concerning human rights violations involve women being abused in one way or another. Not many people want to talk about these issues but they need to be told openly to the world.

Underage girls and women who are gang raped need someone to tell their stories to, even if it's anonymously. I had a case where a girl had been brought to the hospital by the Bishop. She had been gang-raped; her clothes were soiled and bloody. Her body was swollen; she was crying and was inconsolable. I was so angry and bitter with the world. If I was alone I might have punched the air to release the tension but I remained calm because I had to do the story and give that girl strength.

What challenges do you face because of your work?

It can be scary especially in South Sudan but I like my work so I always ensure I get my information from trusted sources to avoid complications. It's also hard to gather sensitive information, especially when it is fresh so I give it time to cool down then I start digging for information afresh.

You have been recognised and awarded for your reporting on transparency and gender issues in South Sudan; how did that feel and what does this award mean to you?

I really felt honoured, it is a lift up stage for me to do more as a human rights defender. The award has given me the courage to bring up the unheard voices In terms of issues that considered a taboo in some communities.

How do you think South Sudanese nationals can use social media to defy hate and preach peace?

We should feel free to share our experiences in a way that impacts the world positively. Childhood stories, old stories from our ancestors and day to day stories showing the progress and steps we have made as a country. These stories would help to achieve peace by creating awareness about the consequences of war.

What would you tell anyone reading this?

No one thrives in war. Most people love peace and peace begins with you and me. Let's not incite each other and especially with this era of social media let's thrive to preach peace. #defyhatenow

This interview was conducted & written by Kendi Gikunda. The opinions expressed in this article are the Interviewee's own and do not necessarily reflect the official policy or position of #defyhatenow.



MEDIA ARTICLES ON SOUTH SUDAN AND ONLINE HATE SPEECH

Examples of Media Reporting on Online Hate Speech and Incitement to Violence

<http://defyhatenow.net/media/>

How To Use Facebook And Fake News To Get People To Murder Each Other

by Jason Patinkin, BuzzFeed January, 2017

https://www.buzzfeed.com/jasonpatinkin/how-to-get-people-to-murder-eachother-through-fake-news-and?utm_term=.taoz3qrml4#.qtp7xVPYo2

Diccionario del odio en Sudán del Sur 'El Pais' by Gloria Pallares

https://elpais.com/elpais/2017/04/05/planeta_futuro/1491394133_546526.html

Hate Speech Lexicon in South Sudan, by Gloria Pallares El Pais

English translation by Johanna Schnitzler, April 2017

<http://www.peacetechlab.org/press-coverage/2017/4/17/hate-speechlexicon-in-south-sudan>

Social Media fuels war in a country on the brink of genocide.

The Hate Speech Lexicon is the first to identify the terms used to incite violence.

Facebook and Social Media Fanning the Flames of War in South Sudan

Matthew leRiche July 12, 2016 Centre for Security and Governance

www.ssrresourcecentre.org/2016/07/12/facebook-and-social-media-fanning-the-flames-of-war-in-south-sudan/

South Sudanese Journalists Face Increasing Threats as Political Violence Peaks

by Pernille Baerendtsen, July 2016

<https://globalvoices.org/2016/07/31/south-sudanese-journalists-face-increasing-threats-as-political-violence-peaks/>

Online fake news and hate speech are fueling tribal 'genocide' in South Sudan

By Benjamin Reeves PRI Conflict and Justice GlobalPost

<https://www.pri.org/stories/2017-04-25/online-fake-news-and-hate-speech-are-fueling-tribal-genocide-south-sudan>



ADDITIONAL RESOURCES, LINKS & VIDEOS

iFreedoms Kenya is a program that promotes human rights and media rights online in Kenya. It does so through documentation of important occurrences (threats, events, legislation, important cases) online and on our annual report, public interest litigation, policy intervention, advocacy and training. iFreedoms Kenya amplifies the voices of citizen journalists on freedom of expression and engagement, utilize art and culture to promote internet rights (artivism) and continue to document threats to access, privacy and security online in East Africa.

<https://www.ifree.co.ke/>

FREEDOM HOUSE

<https://freedomhouse.org/about-us>

An independent watchdog organization dedicated to the expansion of freedom and democracy around the world. We analyse the challenges to freedom, advocate for greater political rights and civil liberties, and support frontline activists to defend human rights and promote democratic change. We recognise that freedom is possible only in democratic political environments where governments are accountable to their own people; the rule of law prevails; and freedoms of expression, association, and belief.

MEDIA AGAINST HATE

<http://europeanjournalists.org/mediaagainsthate/>

The media and journalists play a crucial role in informing both policy and societal opinion regarding migration and refugees. #MediaAgainstHate is a Europe-wide campaign led by the European Federation of Journalists (EFJ). We aim to counter hate speech and discrimination in the media, both on and offline, by promoting ethical standards, while maintaining respect for freedom of expression. Involving partners from across Europe, including ARTICLE 19, Media Diversity Institute (MDI), Croatian Journalists' Association (CJA), Cooperazione per lo Sviluppo dei Paesi Emergenti (COSPE), Community Media Institute (COMMIT), Community Media Forum Europe (CMFE) and the EFJ.

Tools for Journalists

Ethical Journalism - 5 Point Test for Journalists covering hate speech

The campaign for tolerance in African Journalism

<http://ethicaljournalismnetwork.org/what-we-do/hate-speech>

English - Infographic 5 point test

<http://ethicaljournalismnetwork.org/resources/infographics/5-point-test-for-hate-speech-english>

ARABIC – Infographic 5 point test

<http://ethicaljournalismnetwork.org/resources/infographics/5-point-test-hate-speech-arabic>

Conflict Sensitive Journalism Handbook, by Ross Howard

<https://www.mediasupport.org/wp-content/uploads/2012/11/ims-csj-handbook-2004.pdf>

Toolbox for Journalists Covering Violent Conflict and Atrocities, by Peter du Toit

https://internews.org/sites/default/files/resources/Internews_ReportingAtrocitiesToolkit_2014-11.pdf

Citizen desk/ Verdade, Mozambique

<https://ijnet.org/en/blog/new-tool-empowers-citizen-journalism-community-mozambique>

The editorial team at Mozambique's @Verdade newspaper is gearing up to report on the country's municipal elections in November, and national elections next year. For the first time ever, citizens are helping @Verdade to report on the election process. With Citizen Desk, @Verdade can collect, verify, reward and publish reports sent by citizens through Facebook, Twitter, YouTube and SMS.

ONLINE SAFETY

SECURITY IN A BOX - SOCIAL NETWORKING

<https://securityinabox.org/en/guide/social-networking/web/>

You are the product: Social networking websites which are the most popular and widely used social networking tools are owned by private companies and, as noted in chapter 'How to protect yourself and your data when using social networking sites', these companies make their money by collecting information about users and selling it on to advertisers. Companies managing social networking servers have access to all your information, including your private data and password. Look at alternatives to these sites, such as Diaspora, Crabgrass, Friendica, Pidder, or SecureShare which have been designed with digital security and activism in mind.

TACTICAL TECH: GENDER PRIVACY AND DIGITAL SECURITY RESOURCES

<https://tacticaltech.org/news/the-other-internet-gender-privacy-and-digital-security/>

<https://womankind.org/tactical-tech-educates-womens-rights-advocates-on-online-safety/>

FEMINIST GUIDES & RESOURCES FOR A SAFER INTERNET

<https://www.theengineerroom.org/towards-a-safer-internet-feminist-guides-and-resources/>