
From Self-harm To Terrorism, Online Recommendations Cast A Deadly Shadow | John Naughton

Four major themes about the future of the online social climate

Theme 1 Things will stay bad because to troll is human; anonymity abets anti-social behavior; inequities drive at least some inflammatory dialogue; and the growing scale and complexity of internet discourse makes this difficult to defeat

- Trolls have been with us since the dawn of time; there will always be some incivility
- Trolling and other destructive behaviors often result because people do not recognize or don't care about the consequences that might flow from those actions
- Inequities drive at least some of the inflammatory dialogue
- The ever-expanding scale of internet discourse and its accelerating complexity make it difficult to deal with problematic content and contributors

Theme 2 Things will stay bad because tangible and intangible economic and political incentives support trolling. Participation = power and profits

- "Hate, anxiety, and anger drive participation," which equals profits and power, so online social platforms and mainstream media support and even promote uncivil acts
- Technology companies have little incentive to rein in uncivil discourse, and traditional news organizations – which used to shape discussions – have shrunk in importance
- Terrorists and other political actors are benefiting from the weaponization of online narratives by implementing human- and bot-based misinformation and persuasion tactics

Theme 3 Things will get better because technical and human solutions will arise as the online world splinters into segmented, controlled social zones with the help of artificial intelligence (AI)

- AI sentiment analysis and other tools will detect inappropriate behavior and many trolls will be caught in the filter; human oversight by moderators might catch others
- There will be partitioning, exclusion and division of online outlets, social platforms and open spaces
- Trolls and other actors will fight back, innovating around any barriers they face

Theme 4 Oversight and community moderation come with a cost. Some solutions could further change the nature of the internet because surveillance will rise; the state may regulate debate; and these changes will polarize people and limit access to information and free speech

- Surveillance will become even more prevalent
- Dealing with hostile behavior and addressing violence and hate speech will become the responsibility of the 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

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