

Are online publications doing enough to tackle the trolling of their female journalists online?’

In 2016, *The Guardian* conducted a study titled ‘The Dark Side of the Guardian’ where 70 million comments were collected and analysed dating back to 2006. Within this study, ten journalists who received the most harassment were chosen and eight of these were found to be women and the other two minorities. In an analysis of this study, Gardiner, (2018, p.600) concludes female journalists receive increased trolling online compared to their male colleagues. A study by research body Demos (2016) focused on quantitative analysis and shared Gardiner’s personal conclusion that writings of female journalists resulted in significantly higher levels of abuse compared to articles by men, regardless of the subject to which they referred..

While this may be true in the case of *The Guardian*, this research paper intends to investigate whether this is also the case for female journalists at other online publications, with close to content analysis of Twitter responses to the tweets of BBC political editor Laura Kuenssberg. These responses will be collected from 24 September 2017 until 30 September 2017, filtered by misogynistic words in order to explore the extent of trolling that Kuenssberg experienced during this time, and if there are trends referring to the gender of her trolls and the language the trolls used.

This paper also intends to find out the opinion of the general public on the issue and if they believe either gender is subjected to more or less online abuse and if they believe certain organisations are working more than others to tackle the issue.

By the paper's close, the aim is to answer the question: are media organisations doing enough to combat the trolling of their female journalists, and what measures are they putting forward to do so?

## **Literature review**

## **User comments**

User comments in the 21st century, have reinvented the relationship between journalists and their readers. “User comments represent a new stage in the evolution of user participation in media-provided spaces.” Reich (p.g 97, 2011.) However, as time has passed journalists and news organisations have found it increasingly difficult to deal with the anonymity that comes with online comments from trolls. The anonymity of online comments gives users the opportunity to directly address journalists on their articles and harass them. (Reich, 2011.) In order to understand this phenomenon, the definition of a ‘troll’ has to be explained. Hardaker; 2010; Shachaf & Hara (2010) as cited by Rego (2011, p.472), define trolls by their: “sadistic tendencies, deriving pleasure by shaming and humiliating their targets, and indulging in disruptive, narcissistic behaviour, triggering conflicts among the community of users.”

User comments by trolls are divided into two categories: civil and uncivil comments, and trolls tend to engage in online incivility. Antoci, et al. (2016, p.1) define online incivility by the act of engaging in offensive behaviour such as posting offensive or aggressive comments and engaging in hate speech or harassment.

## **Target areas**

Whilst trolls themselves play an important role in the harassment online of female journalists, online incivility defines which areas trolls are likely to target. (Ridley, 2014) argues: that “abuse is often aggressively sexual. Rape threats are common as are insults about a woman’s appearance. Too much sexuality or not enough seem to be equally problematic: female journalists could be a ‘slut’ or ‘in need of a shag’. The majority of the trolls are men. This is, clearly, a sexism issue.” The report by research body Demos (2016, p.6) into misogyny on Twitter challenges Ridley’s idea, as this report found that “of users in our dataset who had sent a tweet classed as ‘aggressive’, 48 per cent were classified using the gender annotator as ‘female’ and 42 per cent were classified as ‘male’.”

## **The Online Disinhibition Effect**

Perhaps a greater factor in the online harassment of female journalists is the idea of the online disinhibition effect. (Fox et al., 2015; Spears et al., 2002; Suler, 2004) as cited by Chen et al (2018, p.3) propose that because people are anonymous online so, they are more likely to harass others because it can be difficult to identify them through their actions, which is parallel to Reich's idea of the importance of anonymity in online trolling.

Lapidot-Lefer and Barak (2011, p.434), echo the idea that 'online disinhibition' is powered by the inability to identify trolls online by finding their "gender, weight, age, occupation, ethnic origin, residential location, and so on. Online unidentifiability thus makes it possible to use real names while remaining relatively anonymous, as long as other identifying details remain concealed". Dunlop (2013), contests this idea and believes the issue is not with anonymity, but with journalists themselves as it is "less about combating abuse than reasserting their role as gatekeeper, to restore to themselves the right to decide who gets to speak in public and who doesn't".

### **Journalists as Gatekeepers and Citizen Journalism**

Park (1922, p.328) outlines the role of journalists as gatekeepers of news, concluding that everyday events recorded by those working in journalism are chosen by editors for publication based on if they are a priority through how interesting and important they are. Other content is then scrapped as a result. Both Park and Dunlop share the theory that journalists are responsible for being gatekeepers of news and the industry itself. However, due to evolutions in technology and the theory of 'citizen journalism' (Bowman and Willis, 2003), readers are now the gatekeepers of news, in print and online. Shoemaker et al, (2010, p.55) argue "when readers communicate with other readers, they extend the usual gatekeeping process but their selections may not reflect the news values of the journalists who put the sites together."

(*Press Gazette*, 2006) criticises the theory of citizen journalism, highlighting the impact of mass participation "if mass participation in journalism very gradually becomes the norm, it is the small class of people working as journalists full-time for money who will increasingly be the ones who need a

modifier before the J-word.” Nevertheless, it is clear that academics agree that the role of a gatekeeper has been passed onto the readers and online commenters.

### **Case Studies – Kuenssberg and Cadwalladr**

The impact of this transition from journalists to readers is demonstrated in the case of Laura Kuenssberg, who was trolled on Twitter for her coverage of the Labour Party Conference in 2017. The development of mass media sites and social media have allowed trolls to reach Kuenssberg on her platform of over 900,000 followers. In response to her trolling, BBC chairman, David Clementi said at the Royal Television Society Cambridge Conference (2017): “Politicians cannot stand by and watch – they must confront any abuse and make it clear that it is intolerable. The journalists of the BBC, when abused for simply doing their job, should know they have the determined support of the board to stamp it out.” Clementi’s statement is a sentiment shared by many organisations, but others have chosen to respond by disabling their online comments for safety or have decided to ignore the problem. Editor of Reuters Digital, (Dan Colarusso, 2014) wrote about the changes in news and the decision to remove comments: “Informed and articulate discussion around news, as well as criticism or praise for stories, has moved to social media and online forums. Those communities offer vibrant conversation and, importantly, are self-policed by participants to keep on the fringes those who would abuse the privilege of commenting.” This article alone can reiterate that reasons for disabling comments on each site are dependent on the individual articles and guidelines set by the site, and also the levels of trolling that their journalists receive.

Press Gazette (2018), highlight the threat of trolling on journalists, specifically investigative journalist Carole Cadwalladr, who warned there is a “war on truth” regarding trolling on social media. Cadwalladr’s claims can be supported by quantitative data in a report published by Ferrier, L. (2018, p.g 22) that revealed “nearly two-thirds of women respondents say they have been threatened or harassed online at least once”, indicating female journalists have to censor themselves and their opinions online to avoid harassment. However, the study doesn't specify in which subject areas the female journalists were increasingly harassed in, so it is important to consider this as a factor for how trolls

pick and choose who to harass. Gardiner (2018, p.g 601) argues quantitative data shows that “57% of the women had received abusive comments that focused on their body, private life, or sexuality, only 17% of male journalists had experienced this.” Considering this research, it can be suggested that a number of factors affect the trolling of female journalists, but gender and topics that they choose to write about are prominent ones.

In terms of taking action, public bodies are adopting greater measures than news organisations to combat the epidemic of trolling. The European Centre for Press & Media Freedom (2019) founded the Women’s Reporting Point, a system that allows female journalists to report threats “via encrypted messaging. The emails will only be opened by female staff at ECPMF headquarters, who will take care of the cases reported.” The National Union of Journalists Scotland leader John Toner (2018) supported Angela Haggerty, a journalist targeted by online trolls after her resignation from the Sunday Herald. He said: “The bigots and the faceless cowards sitting behind their keyboards will not win. The NUJ fully supports Angela and we call on all journalists everywhere to stand up against these bullies. The threats to journalists and journalism are increasing daily and we must stand united against abuse of any of our own”.

## **Methodology**

According to Rowley (2014, p.g 308), questionnaires are “documents that include a series of open and closed questions to which the respondent is invited to provide answers.” A questionnaire was conducted on surveymonkey.com, which included both open and closed questions in order to gather an accurate consensus of what the general public believe about female journalists and the current climate of their online trolling. Respondents were asked to provide basic personal details such as their names and ages, for personal reference. They were then asked open questions pertaining to the subject of what they believe trolling is, and if they believe gender affects it. This approach was needed in order to answer the research paper's question. Qualitative responses were also needed to balance out numerical and textual data. A disadvantage of using the questionnaire was unreliability – there was no specific method

to understand if respondents were being honest with their answer, whereas with interviews, there is a higher validity to responses received.

A content analysis of responses to Laura Kuenssberg's tweets were carried out by using Twitter's 'Advanced Search' feature to filter tweets from 24 September 2017 to 30 September 2017. These dates were necessary as this was the week of when Kuenssberg's trolling was at its worst due to her coverage of the 2017 Labour Party Conference on that week. This week was used to investigate if particular event had an impact on Kuenssberg's trolls. This process included filtering words associated with misogynistic language to investigate whether there were many trends with repetition of words or common words. According to (Kim et al., 2018) argue content analysis of tweets can be problematic because some days may not show any tweets available for data, therefore making it difficult to retrieve and analyse data.

In hindsight, the content analysis was useful but as the sample size was not very large, it was hard to analyse and draw conclusions from the data collected.

## **Presentation of data**

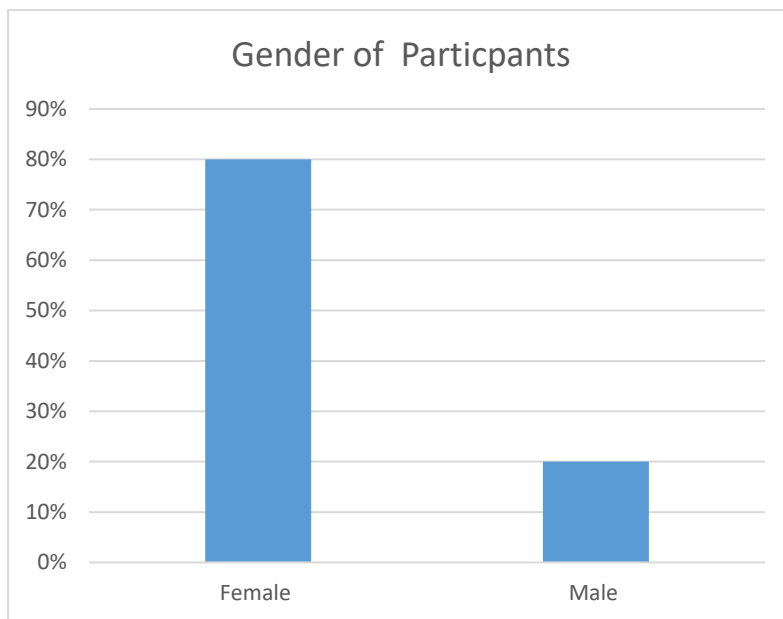
### **Gender**

The first question was a closed question, asking for the gender of the participants. The purpose of this question was to see if there was a trend among which gender was more willing to partake in the questionnaire.

There was a theme that a majority of the respondents who answered were female. Chart 1 shows that 80 percent of respondents were female and 20 per cent were male.

This result could suggest as the research question is a study on female journalists, women felt more comfortable responding to the questionnaire than men, who might not be as familiar with the subject matter. Another factor that could affect this result could be the fact it was a public questionnaire and

not a study answered by journalists, so the sample collected may reflect a random group and not a specific one.

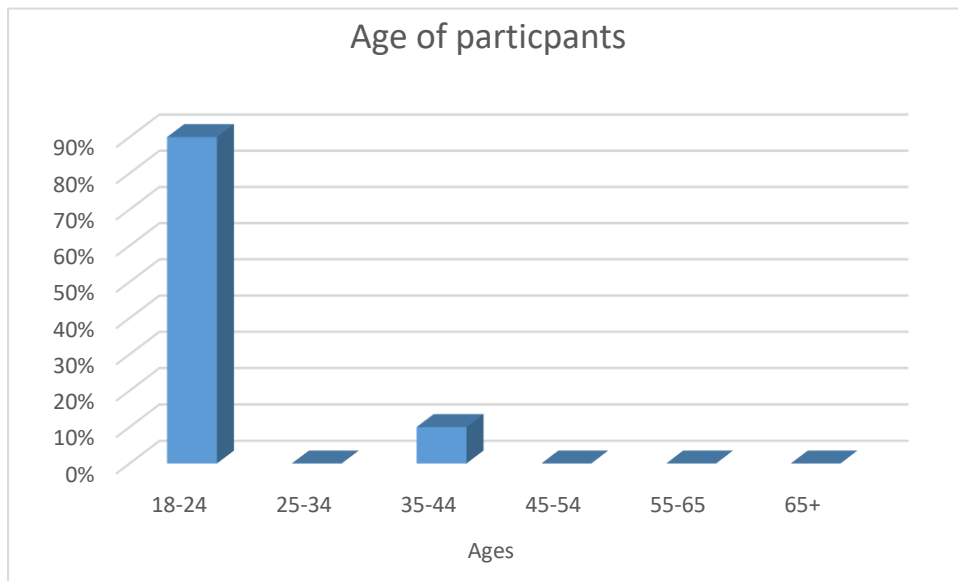


## Age

The respondents were then asked for their age. Demographic questions such as this one are important in questionnaires because they “seek basic information about respondents that allows the survey designer to understand where each person fits in the general population.” (Survey Monkey). Therefore, it was important to understand the common demographic of respondents because age and experience could alter their opinions on the subject.

Chart 2 shows that 90 percent of the respondents were between the ages of 18-24, and only 10 percent were between the ages of 35-44. This result shows that nearly all of the participants were young people, indicating overall that this group are likely to have the largest online presence. In addition to their online presence, this data may indicate that young people are the most knowledgeable age group on the subject of trolls, which can also correlate to the idea that they are most likely to participate in trolling online. This inference can be supported by evidence from an Australian study conducted by Sest and March (2017, p.69), which discovered that the mean age of online trolls was 23.

Although this study is not reflective of the age of UK trolls, this can indicate that those aged 18-24 may be more likely to become involved with trolling online compared to other age groups within the questionnaire. However, in order to confirm this idea, a counter-study by a UK body would have to be conducted to investigate this theory.



### Definition of online trolling.

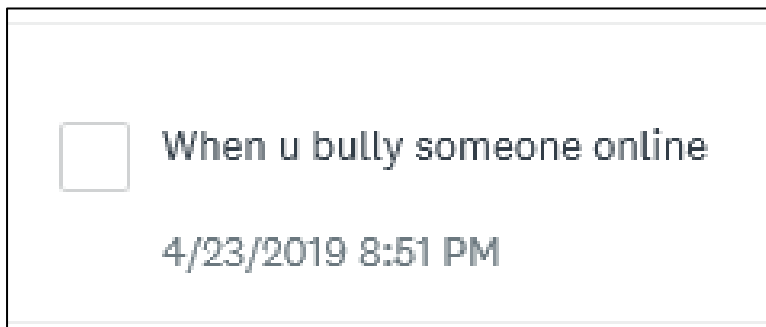
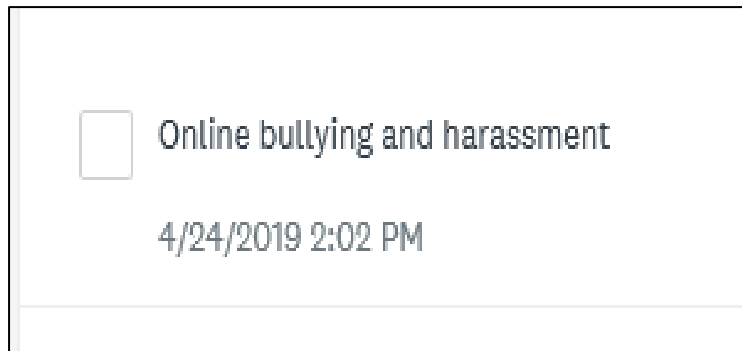
To receive opinions from the public, question three asked: 'What is your definition of online trolling'? This question was necessary to see how the definition of trolling differs from academics to the public.

A common phrase was the idea that online trolling is an act of 'bullying someone else online. Figures 1, 2 and three show the common trend:

☐ Online trolling is when someone is bullying other people online . With hurtful comments

4/23/2019 6:32 PM



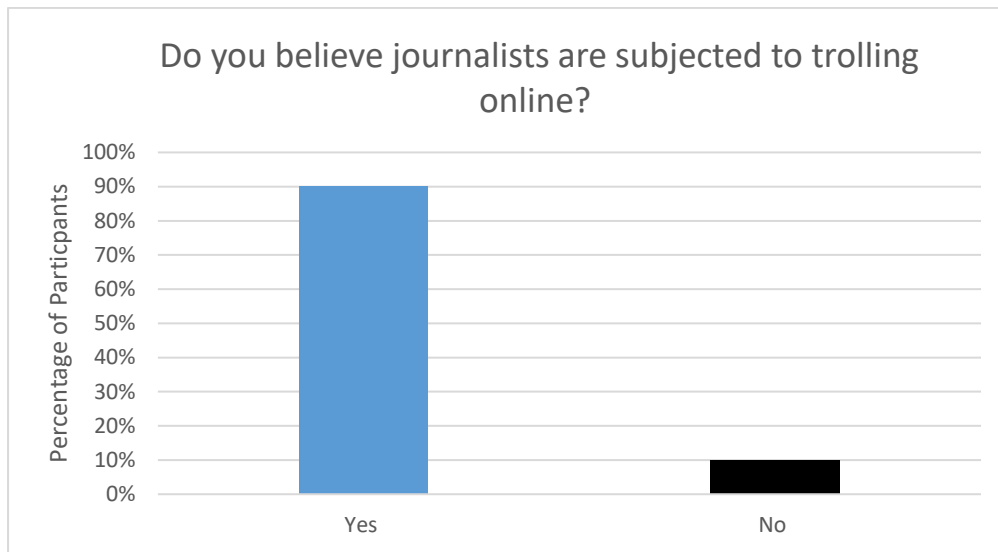


The language demonstrated above showcases that the public believed that online trolling includes the act of extensive harassment, specifically targeting someone and bullying them. The repetition of the word 'bully' indicates respondents thought that those who troll online are comparative of real-life bullies, the difference being that their targets are online. (Urban Dictionary, 2014) claims that online trolling is defined by making controversial comments across the internet, intending to receive emotional responses from the targets as to engage in fights and arguments.

From this qualitative data, it can be seen that the definition of 'online trolling' is interpretative. Some respondents believed it was related to bullying and harassment, but others agreed with the Urban Dictionary definition of trolling and the idea that it is 'intending' to hurt someone online by explicitly targeting them. On the other hand, this data cannot be completely accurate as opinions of the respondents may depend on their personal experience online and if they know anybody who has been victimised by online trolls.

### **Journalists and Online Trolling**

To shift the focus specifically onto journalists, question four asked: 'Do you believe journalists are subjected to trolling online?' As shown in Figure 3, 90 percent said yes and 10 percent said no.



However, as this was an open-ended question, respondents were asked to justify their opinions as well as answering ‘yes’ and ‘no’ so the data from their answers could be analysed.

A trend that was apparent within the ‘yes’ group was the repetition of the word ‘opinion’. This can indicate that a majority of the respondents may believe the opinions held by journalists can contribute to widespread trolling online. This can be supported by both Cadwalladr’s and Kuenssberg’s cases, as both journalists are known for their political correspondence so therefore their experiences can disprove Gardiner’s initial research that subject matter doesn’t matter in the trolling of female journalists. A number of other respondents focused on this idea of subject matter in the articles journalists write as a trigger for online harassment. One respondent said:

☐ Yes as if someone disagrees with an opinion they are likely to be trolled on social media  
4/24/2019 2:02 PM [View respondent's answers](#) [Add tags](#) ▼

☐ Every person who gives an opinion on the internet is trolled, not just journalists, from all sides of the political spectrum. It's a normal practice when people have anonymous accounts  
4/23/2019 8:53 PM [View respondent's answers](#) [Add tags](#) ▼

☐ Cause they have strong opinions  
4/23/2019 8:51 PM [View respondent's answers](#) [Add tags](#) ▼

“The subject of their articles could be controversial which could result in them being ridiculed for writing them.”

Therefore, from the combination of answers, it is evident that those who answered ‘yes’ believed that the personal opinions held by journalists and the subjects they choose to target in articles – such as politics - influence the impact and level of trolling online. However, it must be noted that respondents didn’t believe the political leanings of journalists had anything to do with levels of their trolling online, just their publishing of articles relating to the subject of politics.

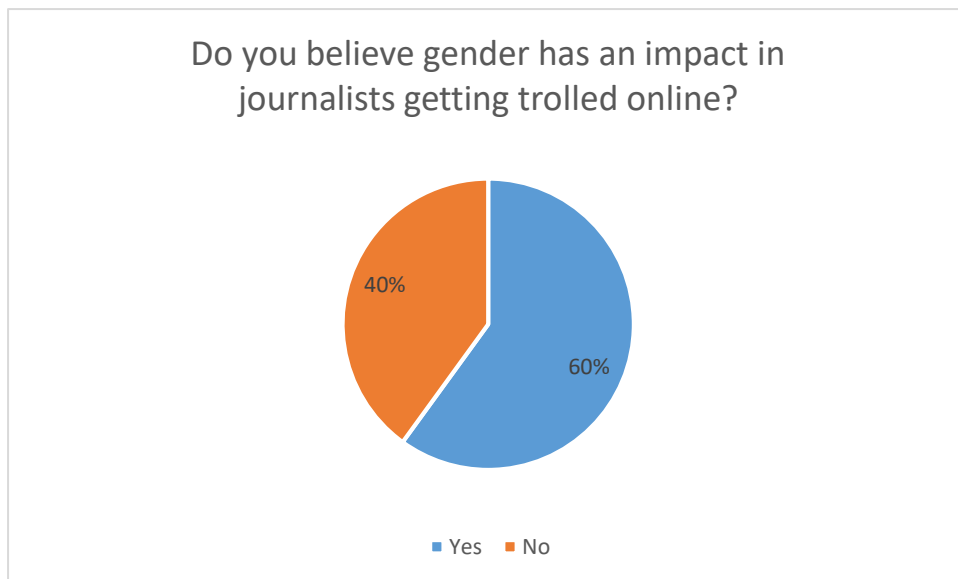
### **Gender and online trolling**

The last question in the questionnaire asked respondents if they believe gender has an impact on journalists getting trolled online. 60 percent answered yes and 40 percent answered no. These findings indicated that respondents were divided on the specifics of gender when it came to online trolling. Quantitative data supports and also disproves the theory that gender impacts journalists being trolled.

In support of this theory, Binns (2017, p.5) discovered that “women were far more likely to say they often receive abuse across all categories. They were roughly twice as likely to say they often receive insults about their brand, work, or personal insults,” in a study of UK journalists. However, as previously mentioned, data found in the Demos study disproves the idea that these aggressors are male.

Data supports the idea that the general public have a variety of opinions on whether gender influences trolling of journalists online. As this question had significant results for both ‘yes’ and ‘no’, it is evident that both genders will hold different opinions on the subject.

In conclusion, these findings can only showcase that the answer to this question is interpretative depending on the size of the sample taken for the questionnaire.



### Content Analysis – responses to Kuenssberg's tweets

In order to complete the content analysis, tweets were collected from the week of 24 September 2017 to 30 September 2017. The tweets contained words that are associated with misogynistic language. The number of tweets were calculated for each day in the week.

**Advanced search**

**Words**

All of these words

This exact phrase

Any of these words

None of these words

These hashtags

Written in

**People**

From these accounts

To these accounts

Mentioning these accounts

**Places**


Near this place

**Dates**


From this date  to


In total, for the week there were 8 tweets responding to Kuessenberg containing the filtered words.

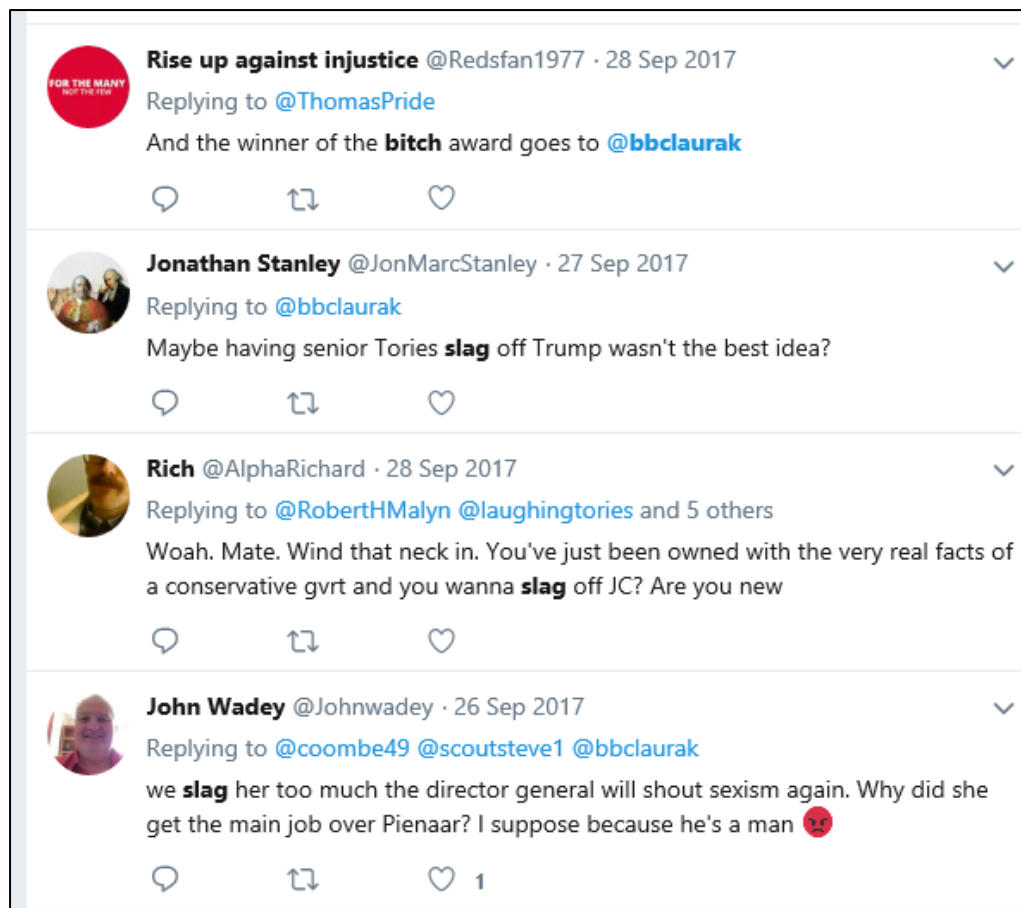
Date	Number of tweets
24/09/2017	0
25/09/2017	0
26/09/2017	2
27/09/2017	2
28/09/2017	4
29/09/2017	0
30/09/2017	0


**uqor** @JohnFr101 · 26 Sep 2017  
@bbclaurak "who are they?"  
YOU you stupid **cow**. #bbcnews  
3


**Matt Pound** @iMattPound · 28 Sep 2017  
3. Seeing a passer by repeatedly shouting the word '**bitch**' at @bbclaurak as she walked down the street minding her own business.  
4 22 25  
[Show this thread](#)


**Bugremol** @Crumblepop · 28 Sep 2017  
Replying to @bbclaurak  
That should please you all at BBC and gives you personally even more opportunities to show your blatant bias and **slag** off the Government!

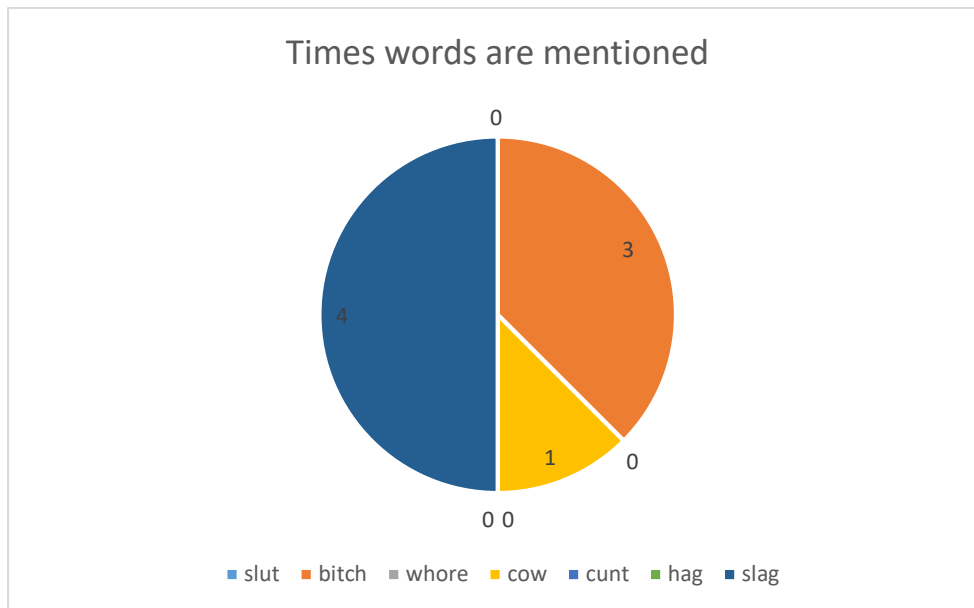

**Josh Left** @JoshLeft92 · 27 Sep 2017  
just seen a load of tweets saying i'm sexist for thinking @bbclaurak is a tory **bitch** so in the interest of balance so is @bbcnickrobinson  
2



A majority of tweets were found to address Kuenssberg specifically, but 3 of the 8 tweets were in responses to other Twitter conversations, indicating that not all trolling towards her was direct. Additionally, the words from each tweet were analysed. 'Slag' was the most common word appearing four times, and 'bitch' was second. In terms of the gender of Twitter users, 80 percent appeared to be male with male-associated display names. It can be noted the other two Twitter users' genders could not be identified due to their usernames and display names not correlating to either gender.

In regards to the selected dates, half of the tweets were from the 28th, suggesting that the Labour Party Conference occurring on that week had nothing to do with Kuenssberg's trolling, nor did it cause an escalation in trolling tweets. This may suggest that Kuenssberg's trolls are consistent.

Upon analysing this research, it can be seen that trolling of female journalists, particularly on Twitter, is reflective on the tweets sent by the journalists' themselves, regardless of dates and times of tweets sent.



The trend of 'bitch' in the following tweets suggests that misogynistic language is an immense part of the way trolls chose to operate with Kuenssberg, inherently showcasing that female journalists are likely to be targeted online due to their sex and also positions in journalism – such as Kuenssberg's as a political editor. This conclusion supports Gardiner's findings that a majority of comments received by female journalists online are associated with their body and gender. This case of trolling is supported by the idea of 'gendertrolling'. This sensation described by (Mantilla, p.565, 2013) and involves "specifically gender-based insults, including the widespread use of pejorative terms that are levelled particularly at women – 'cunt', 'whore', 'slut' – and comments designed to insult and humiliate women, especially in regard to their weight and physical appearance." Through Mantilla's research and the data displayed, it is indicated that misogynistic terms are a common usage of online trolls and that female journalists alike, regardless of their country or organisations, can be subjected to these. To challenge this idea, the research conducted that showed repetition of the word 'slag' showed that only twice the word was used in a derogatory word towards Kuenssberg, so it can be argued that use of these words to journalists online does not always equate to trolling.

However, with this small sample size, there is not a definitive way to prove Gardiner's findings may be correct, as a larger sample size is needed in order to test and review more tweets and trends that may appear in analysing them.

## **Summary and Conclusions**

In conclusion, it appears that female journalists are more likely to be trolled online than their male colleagues, according to both academic research and public opinion. Supported by evidence from both (Gardiner, 2018) and the theory by (Ridley, 2014) trolling of a sexist nature was very apparent to both female journalists and the public.

The findings from the questionnaire indicated that respondents thought that this was because of the opinions that may be held by journalists, with one respondent identifying that particular subjects may be 'controversial', therefore increasing online trolling.

Further research suggests that online publications in the UK are not taking sufficient action in order to combat the trolling of their female journalists. This is shown by both Cadwalladr and Kuenssberg, who are continuously harassed online by trolls each day, despite working for huge publications like *The Guardian* and the *BBC*.

However, this conclusion does not eliminate organisations who are battling the trolling of their female journalists. Those who aren't may not be due to a number of reasons. As (Dunlop, 2013) suggested, one of these reasons may be that journalists and editors are less concerned with the scale of the problem and more concerned with losing their authority as gatekeepers of news and its publication. It seems to be individual female journalists and women who are engaging in the fight against trolls alone such as Cath Saunt (2017) of the NUJ, who encouraged the use of the app Trollbusters at the TUC Women's Conference. The app, according to (Reynolds, 2015) "aims to tackle online harassment by providing a platform where journalists and commentators can type in the URL of an offensive message and locate the troll." Therefore, it can be suggested that online publications, particularly newspapers, may not be tackling the issue sufficiently to protect their female journalists.



This paper has also concluded other factors have had an impact on trolling and how online publications decide to deal with them. A big development this paper has recognised is the use of technology and the development of online comments as (Reich, 2011), previously has noted. However, this paper believes that the technological developments can be an advantage, as said by (Chamorro-Premuzic, 2014) who argues that “the biggest advantage of dealing with the online manifestations of antisocial behaviour is that we can use technology to tackle them.” However, it is also evident that the development of technology has also hindered the effort to decrease online trolling due to the increased accessibility provided by the internet.

In order to understand and investigate if online publications are doing enough to stop the trolling of their female journalists, further research must be done. Semi-structured interviews of journalists from different online publications, including both news sites and other websites should be carried out. The focal point would need to be on these journalists and their particular experiences with trolling, and answering the question if they believe their specific organisation is doing enough to stop trolling and what measures they have adopted to do so. A comparative analysis of the organisations and actions they have taken is essential in order to draw a conclusion from each journalist on the topic. In summary: This research question cannot be fully answered because as we have seen through prior research, it will depend on the individual opinion of the female journalist and the measures taken by the organisation they work for. As there are millions of online news sites and publications, this question does not have a definitive answer. It can be seen that certain publications like *The Guardian* are moving forward in order to do so, but this is not the case for all UK online publications.

Word count: 4056

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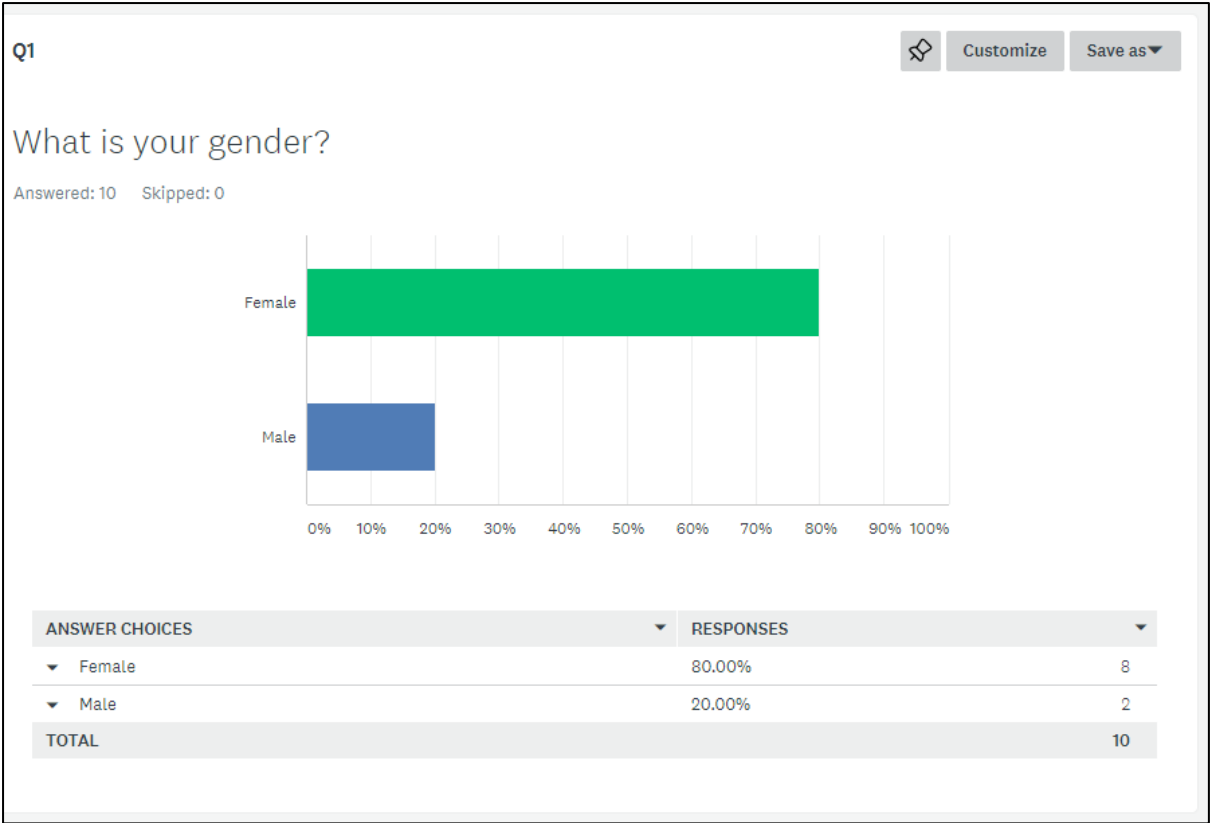
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## **Appendix**

### **Questionnaire**

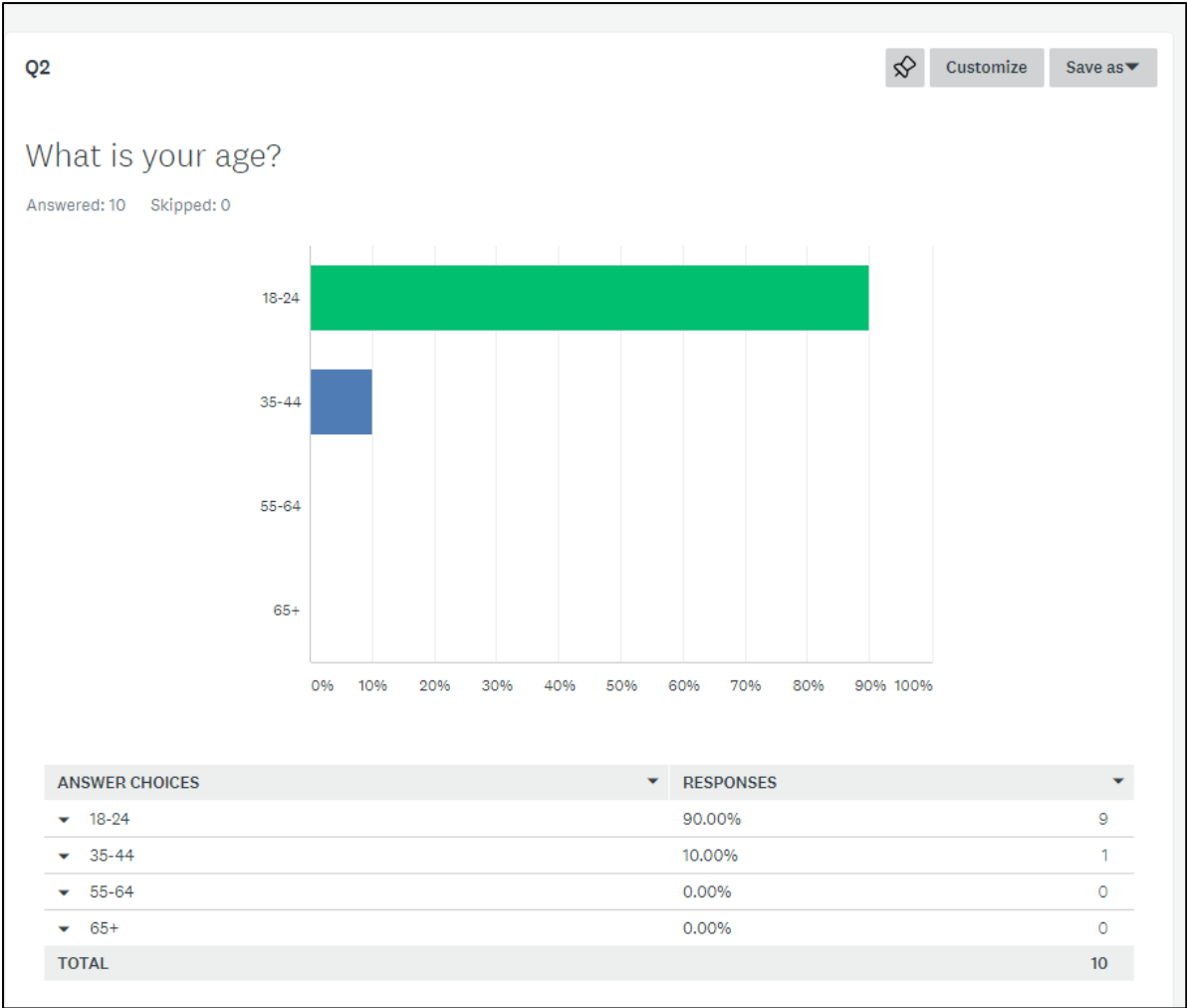
#### **Question 1**

##### **Gender**



Question 2

Gender



Question 3 definitions of online trolling

Responses from the public



## What is your definition of online trolling?

Answered: 10   Skipped: 0

**RESPONSES (10)**   WORD CLOUD   TAGS (0)

☐ Apply to selected   Filter by tag   Search responses

Showing 10 responses

<input type="checkbox"/> Online bullying and harassment	4/24/2019 2:02 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags</a>
<input type="checkbox"/> Persistent harassment of an individual	4/23/2019 8:53 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags</a>
<input type="checkbox"/> When u bully someone online	4/23/2019 8:51 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags</a>
<input type="checkbox"/> Online trolling is when you is a person who finds the only way they can speak is the keyboard, upsetting people on YouTube and other social platforms to target their emotions for their own satisfaction.	4/23/2019 8:34 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags</a>
<input type="checkbox"/> Taking a joke too far and offending someone online.			

Showing 10 responses

<input type="checkbox"/> Harrasing and being mean to others	4/23/2019 7:25 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags</a>
<input type="checkbox"/> Saying things with the intent to annoy or upset someone online	4/23/2019 6:51 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags</a>
<input type="checkbox"/> Someone trying to upset or distract an individual with off-topic messages	4/23/2019 6:37 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags</a>
<input type="checkbox"/> Online trolling is when someone is bullying other people online . With hurtful comments	4/23/2019 6:32 PM	<a href="#">View respondent's answers</a>	<a href="#">Add tags</a>
<input type="checkbox"/> I would say it's when someone attacks another person online based on their race, gender, ability etc. If someone is trolling a			

## Question 4: Do you believe journalists are subjected to trolling online?

### Yes responses



**Q4**Save as▼

Do you believe journalists are subjected to trolling online?

Answered: 10 Skipped: 0

ANSWER CHOICES	RESPONSES
If yes, why? <a href="#">Responses</a>	90.00% 9

**RESPONSES (9)** **WORD CLOUD** **TAGS (0)**

☐ Add tags▼ ☐ Filter by tag▼   

Showing 9 responses

☐ Yes as if someone disagrees with an opinion they are likely to be trolled on social media

4/24/2019 2:02 PM [View respondent's answers](#) [Add tags▼](#)

☐ Every person who gives an opinion on the internet is trolled, not just journalists, from all sides of the political spectrum. It's a normal practice when people have anonymous accounts

4/23/2019 8:53 PM [View respondent's answers](#) [Add tags▼](#)

☐ Cause they have strong opinions

4/23/2019 8:51 PM [View respondent's answers](#) [Add tags▼](#)

☐ Yes because the Sun newspaper is known for journalist making comments about people that even though is rude 'can be in their titles' or the way they word certain things in their article can affect celebrities as well as the people reading.

4/23/2019 8:34 PM [View respondent's answers](#) [Add tags▼](#)

**Q4**



Save as ▼

Do you believe journalists are subjected to trolling online?

Answered: 10 Skipped: 0

ANSWER CHOICES ▼	RESPONSES ▼
If yes, why? <a href="#">Responses</a>	90.00% 9

**RESPONSES (9)** **WORD CLOUD** **TAGS (0)**

☐ Add tags ▼ ☐ Filter by tag ▼   

Showing 9 responses

☐

The subject of their articles could be controversial which could result in them being ridiculed for writing them.

4/23/2019 7:31 PM [View respondent's answers](#) [Add tags ▼](#)

☐

Because people will take things they say personally and then decide that insulting the journalists' credentials or anything else is a way to defend whatever they took offense to

4/23/2019 6:51 PM [View respondent's answers](#) [Add tags ▼](#)

☐

Yeah because they can be intimidated and harassed. You get people threatening them all the time with messages intended to harm an individual

4/23/2019 6:37 PM [View respondent's answers](#) [Add tags ▼](#)

☐

Yes. Because not everyone is going to agree with their version of the facts as everyone has different opinions and because of that journalists subjected to this type of behaviour online

4/23/2019 6:32 PM [View respondent's answers](#) [Add tags ▼](#)

If no, why? <a href="#">Responses</a>	20.00% 2
---------------------------------------	----------

### 'No' responses – Question 4

☐

Yes. Because not everyone is going to agree with their version of the facts as everyone has different opinions and because of that journalists subjected to this type of behaviour online

4/23/2019 6:32 PM [View respondent's answers](#) [Add tags ▼](#)

☐

Yes I think they are. Some people may not agree with an article and then may troll that journalist based on something irrelevant e.g their appearance

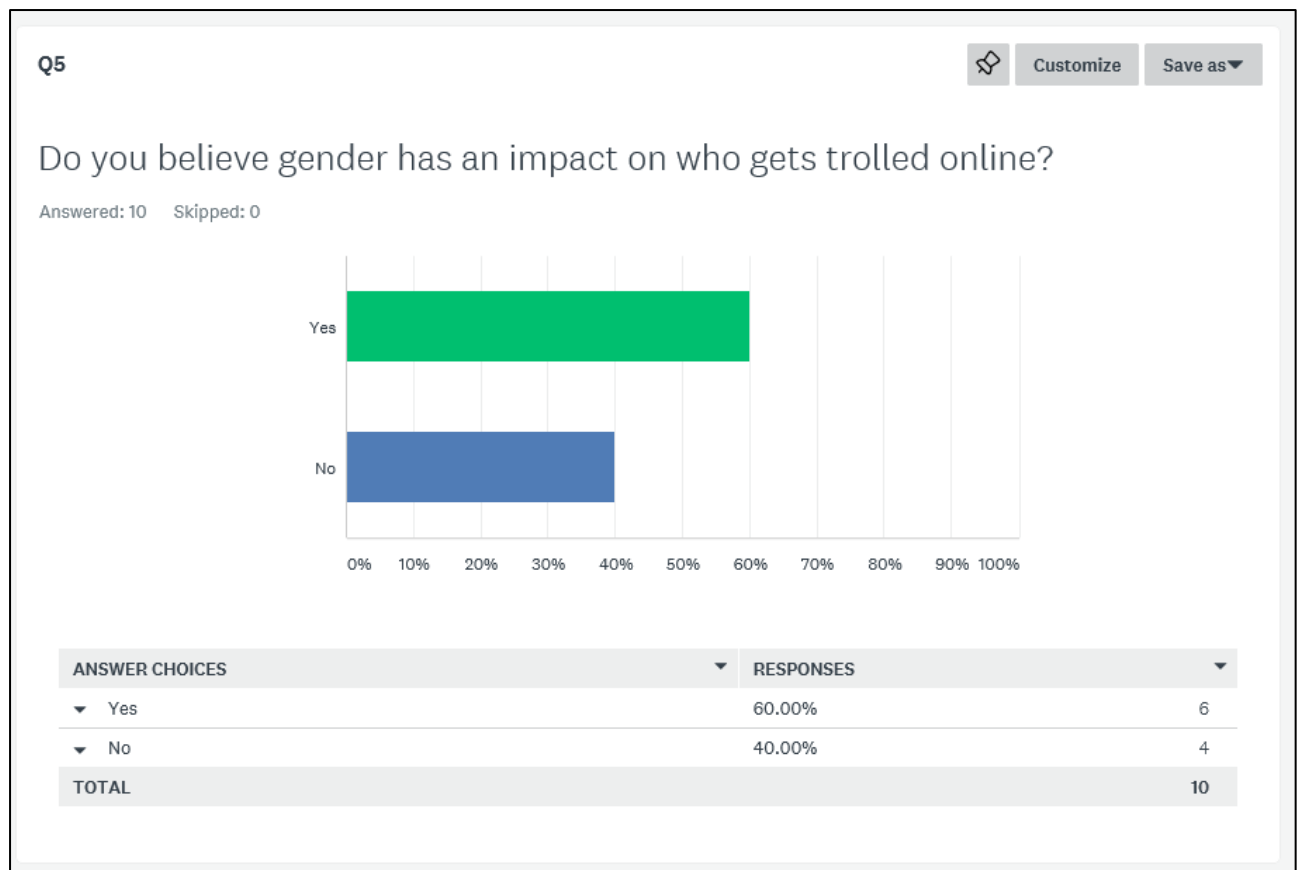
4/23/2019 6:29 PM [View respondent's answers](#) [Add tags ▼](#)

Showing 2 responses

☐ Generally, I don't think they are - trolling normally happens with small groups like friends ?  
4/23/2019 7:31 PM [View respondent's answers](#) [Add tags](#) ▼

☐ I don't know  
4/23/2019 7:25 PM [View respondent's answers](#) [Add tags](#) ▼

**Question 5:**



## Twitter content analysis

### Proof of conducting the search

### Advanced search

#### Words

All of these words

This exact phrase

Any of these words

None of these words

These hashtags

Written in

slut bitch whore cow cunt hag slag

All languages

#### People

From these accounts

To these accounts

Mentioning these accounts

@bbclaurak

#### Places

Near this place

#### Dates

From this date


2017-09-24


to


2017-09-30


Search


### Tweets found


**uyor** @JohnFr101 · 26 Sep 2017  
Replying to [@bbcclaurak](#) "who are they?"  
YOU you stupid **cow**. [#bbcnews](#)  
3


**Matt Pound** @iMattPound · 28 Sep 2017  
3. Seeing a passer by repeatedly shouting the word '**bitch**' at [@bbcclaurak](#) as she walked down the street minding her own business.  
4 22 25  
[Show this thread](#)


**Bugremol** @Crumblepop · 28 Sep 2017  
Replying to [@bbcclaurak](#)  
That should please you all at BBC and gives you personally even more opportunities to show your blatant bias and **slag** off the Government!  
1

**Josh Left** @JoshLeft92 · 27 Sep 2017  
just seen a load of tweets saying i'm sexist for thinking [@bbcclaurak](#) is a tory **bitch** so in the interest of balance so is [@bbcnickrobinson](#)  
2

**Rise up against injustice** @Redsfan1977 · 28 Sep 2017  
Replying to [@ThomasPride](#)  
And the winner of the **bitch** award goes to [@bbcclaurak](#)  
1

**Jonathan Stanley** @JonMarcStanley · 27 Sep 2017  
Replying to [@bbcclaurak](#)  
Maybe having senior Tories **slag** off Trump wasn't the best idea?  
1

**Rich** @AlphaRichard · 28 Sep 2017  
Replying to [@RobertHMalyn](#) [@laughtingtories](#) and 5 others  
Woah. Mate. Wind that neck in. You've just been owned with the very real facts of a conservative gvrt and you wanna **slag** off JC? Are you new  
1

**John Wadey** @Johnwadey · 26 Sep 2017  
Replying to [@coombe49](#) [@scoutsteve1](#) [@bbcclaurak](#)  
we **slag** her too much the director general will shout sexism again. Why did she get the main job over Pienaar? I suppose because he's a man 🤔  
1