



REPORT

HATE SPEECH AND LGBTQ+ PRIDE IN THE DIGITAL CONVERSATION

June 2023



INTRODUCTION

This report analyzes how the conversation on LGBTQ+ diversity has developed over the past four years. We look at 12 countries: the United States, Brazil, Mexico, Argentina, Colombia, Chile, Peru, Ecuador, Panama, the Dominican Republic in the Americas region and Spain and Portugal in Europe. The analysis takes a deep dive into the conversation in these countries, with a particular focus on whether hate speech against the LGBTQ+ community is

evolving and what support for the community looks like in this context.

The report looks at more than 169 million digital messages, generated by almost 36M profiles. The United States, Brazil, Spain, Mexico, and Argentina lead the digital discourse on this topic both in terms of the volume of mentions and the number of profiles involved (the United States and Brazil account for 91% of the total number of profiles).

PERCENTAGE OF COUNTRY PARTICIPATION BY MESSAGE



PERCENTAGE OF COUNTRY PARTICIPATION BY PROFILE





DEVELOPMENT OF THE GLOBAL CONVERSATION

The conversation in the 12 countries included in the analysis averages at around 45 million messages per year. This figure excludes 2020 and 2021, where we saw a decrease that could be attributed to the cancelation of many Pride celebrations due to COVID restrictions. While the total volume of messages doesn't vary much over time, a market-by-market analysis has helped us to determine that:

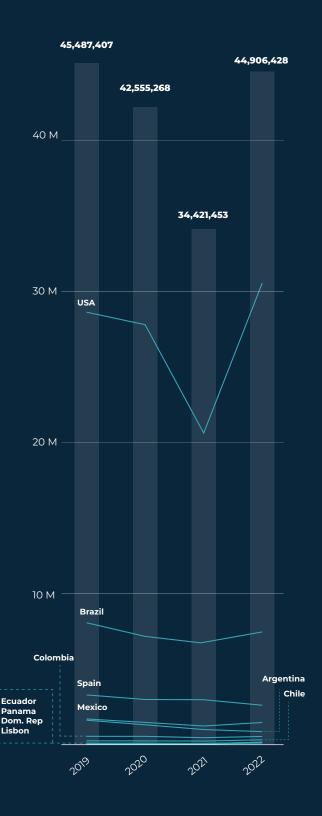
- The analyzed countries that saw an increase in mentions during the 2019-2022 period were the United States (7% increase), Chile (13.3% increase), the Dominican Republic (12.2% increase), and Peru (19.7% increase).
- Most of the other analyzed countries saw a significant decrease in the number of mentions: Argentina (45.3% decrease), Panama (44.8% decrease), and Ecuador (29.9% decrease).
- In Brazil and Spain (both leading countries in the total conversation), the volume of messages has experienced a steady but slight downward trend.

HOW WE CONDUCTED OUR ANALYSIS

The goal of this study, as defined by LLYC, is to better understand how both hate speech and support toward the LGBTQ+ community has changed in recent years. First, we looked at the volume of messages and profiles in each of the countries we studied; second, we identified the supporter and opponent groups, and finally, we categorized them in order to explore the various narratives of each group.

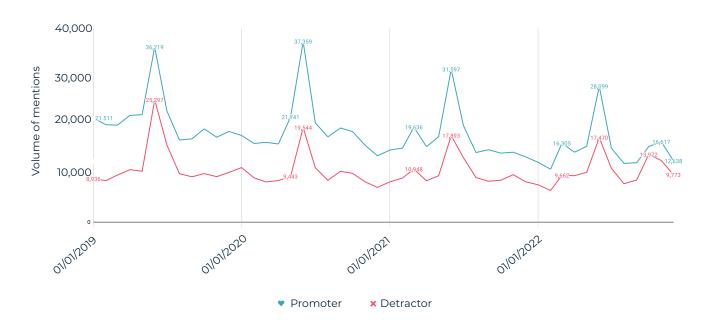
We used Boolean keyword queries to analyze conversations around the LGBTQ+ community on Twitter and employed artificial intelligence techniques and clustering models to group the supporters and opponents in each country. We compared the behavior of these groups over the past 4 years to identify trends. Finally, we delved into the most prominent and extensive narratives to understand the messages used to attack the LGBTQ+ community.







HATE SPEECH GAINS GROUND OVER PRIDE



As demonstrated above, global conversation totals have not experienced major changes. However, the distribution between the volume of messages in supporter and opponent conversations have shifted dramatically over time.

Specifically, there has been a significant decrease in the volume of messages in the supporter group, dropping from 21,511 messages in 2019 to 12,638 in 2022, a percent change of 41.25%. Conversely, the number of messages in the opponent group, those that encourage hate speech, has increased from 8,936 mentions in 2019 to 9,773 in 2022, an increase of 9.37%.

There has been a clear decrease in the gap between the volume of messages between the two groups. In 2019, there were 12,575 more messages supporting the LGBTQ+ community than those that included hate speech; however this number was reduced to just 2,865 by the end of 2022. It should be noted that during the four-year period in question, the number of messages from the opponent group never surpassed the number of messages from the supporter group,

adding a new aspect to the growing phenomenon of LGBTQ+ phobia on social media.

Other international quantitative studies have drawn attention to the hate directed at the LGBTQ+ community on social media¹. One example is the 2020 Speak Out project, which indicates that 70% of LGBTQ+ people have been victims of some form of attack on social media. Another example is the Annual Digital Youth Index report, which found that LGBTQ+ youth are twice as likely to experience online hate speech than adults². The findings can be attributed to the reduced number of messages of support and celebration by the LGBTQ+ community and its allies in the context of growing polarization. In contrast, the opponent group's conversation is growing. In a sense, it could be said that positive conversation around the LGBTQ+ community is being put back in the closet.

This data calls into question the responsibility the platforms themselves have for guaranteeing a safe space for their users. One notable project tackling this issue is the GLAAD Social Media Safety Index (SMSI³),

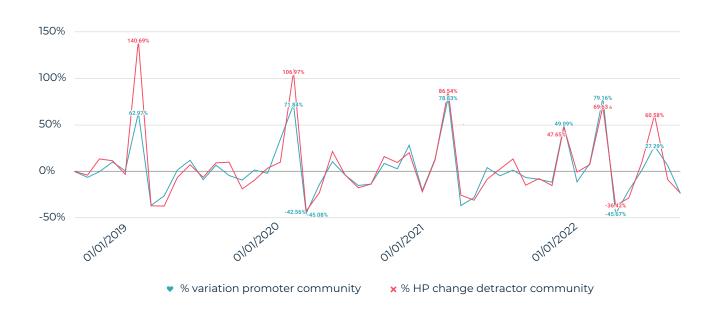
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²https://www.theguardian.com/society/2022/oct/17/young-lgbtq-people-more-than-twice-as-likely-to-experience-hate-speech-online

which provides recommendations for the social media industry on how to address protections for the LGBTQ+ community. This question is particularly pertinent in the context of possible consequences. On this topic, the UN Special Rapporteur on Minority Issues, Dr. Fernand de Varennes, explained that "very often, the growth in digital hate is followed by hate crimes and violence," and that, "this discourse can easily pave the way for the dehumanization and scapegoating of minorities, as well as the normalization of hate. 4"



CHANGES IN THE VOLUME OF MESSAGES FROM SUPPORTER AND OPPONENT GROUPS:



Growth in the number of messages from the opponent group during the months of Pride celebrations is particularly noteworthy. While messages from the supporter group, driven in part by the participation of brands in the conversation, continue to dominate, the percentage growth in the volume of messages is higher in the opponent group.

In June 2019, the volume of messages from the opponent group grew by 140% month-on-month, while the volume of messages from the supporter group grew by just 62% during the same period.

In June 2020, opponent messages increased by 10,101 (up 106.9% month-on-month) while supporter messages increased by 15,618 (up 71.84% month-on-month).

In June 2021, the growth in messages from the opponent group stood at 8,301 messages (up 86.54% month-on month) while supporter group messages increased by 13,928 (up 78.83% month-on-month).

June 2022 was the only month in which the increase in supporter messages (up 79.16% month-on-month) exceeded detractor messages (up 69.63% month-on-month).

"There has been a significant decrease in the volume of messages in the supporter group, dropping from 21,511 messages in 2019 to 12,638 in 2022, a percent change of 41.25%"



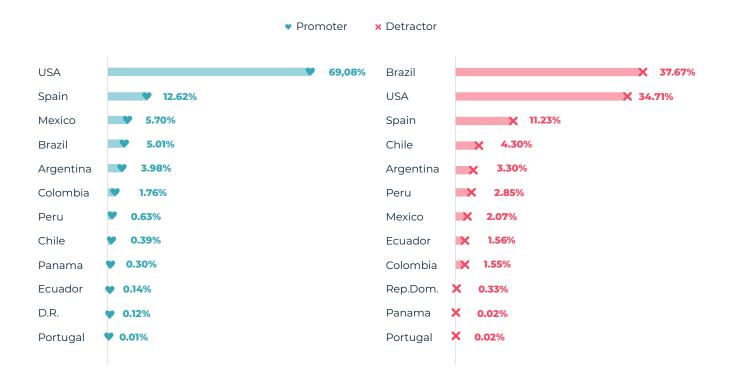


MAIN NARRATIVES AND DISTRIBUTION BY COUNTRY

If we look at the common themes, the principal supporter narratives during the period in question are in relation to President Biden's support for the LGBTQ+ community (with the USA driving this narrative in terms of volume), support for the trans community, celebration of Pride events around the world, the promotion of respect for decisions related to gender identity and demands for the rainbow flag to be flown at key institutions.

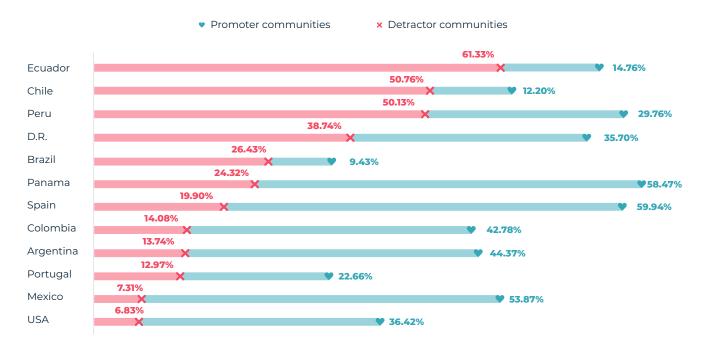
In contrast, the most prevalent opponent narratives are those that refer to an aversion or hatred of the LGBTQ+ community, accusations about the so-called gender ideology, criticism of the community's supposed privileges, and the issue of adoption by LGBTQ+ couples.

Analysis by country shows that the highest volume of supporter messages came from the United States (69.08%), Spain (12.62%), and Mexico (5.70%). As for opponent group conversation, Brazil tops the list with 37.67% of volume, followed by the United States (34.71%), and Spain (11.23%).



It is also important to consider the relative proportion of the supporter and opponent groups in each country.

PROPORTION OF SUPPORTER AND OPPONENT GROUPS BY COUNTRY



The countries with the highest proportion of opponent group conversations are Ecuador (61.33%), Chile (50.76%), the Dominican Republic (38.74%), and Brazil (26.43%).

Conversely, the countries where supporter group conversations dominate the opponent group are the United States (36.42%), Mexico (53.87%), Portugal (22.66%), Argentina (44.37%), Colombia (42.78%), Spain (59.94%), and Panama (58.47%).

The United States and Mexico also top the list when it comes to contribution to the global conversation. Combined, the two countries' dominance of the supporter group contributes a high level of positive conversation.

Against the backdrop of increasing polarization, as previously analyzed in LLYC's report, entitled The Hidden Drug, conservatives or ultra-conservatives center negative or hateful conversation around the LGBTQ+ community, with positive conversation on the downturn. Levels of opponent group conversation topping 40% in certain markets is a cause for concern (as in the case of Ecuador, Chile, Peru or the Dominican

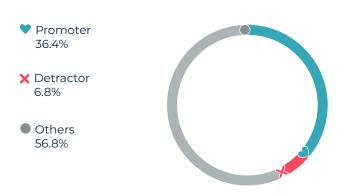
Republic on the threshold). Equally concerning are countries where the supporter group conversation fails to surpass 25% (Ecuador, Chile, Brazil and, to a lesser extent, Portugal). In these countries (as well as in other countries where positive conversation is on a downward trend), it is not only time to think about measures to protect the LGBTQ+ community from attack on social media, but also ways to promote stories that encourage supporter group conversation, both by the LGBTQ+ communities and their allies.

"It is time to think about measures to protect the LGBTQ+ community from attack on social media"



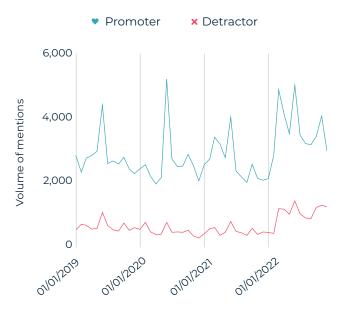
USA

SUPPORTERS VS OPPONENTS



The number of supporter group members increased by 5.01% while the opponent group grew by 129.25%. There were notable increases each June in the supporter group. In general, the supporter group maintained a higher number of members than the opponent group throughout the period subject to analysis.

CHANGE IN SUPPORTER AND OPPONENT GROUPS FROM 2019 TO 2022



PRINCIPAL SUPPORTER NARRATIVES

Support from USA President Joe Biden: Users emphasized the actions taken by the current USA president in relation to members of the LGBTQ+ community as part of his inclusion and equality policy. According to users, Joe Biden not only puts inclusion into practice but enacts laws that favor the community.

Support for the black trans community: Mentions of fundraising efforts or support in the face of greater discrimination due to intersectionality.

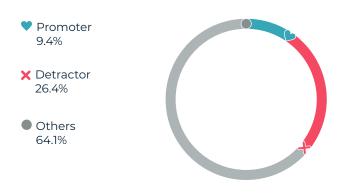
PRINCIPAL OPPONENT NARRATIVES

Criticism of adoption: There is a wide range of criticism regarding adoption by LGBTQ+ couples.

Comments in relation to the term "Gender ideology": Criticisms of the phrase "gender ideology" as an attack on the LGBTQ+ community and demands for equality, with a particular focus on trans youth.

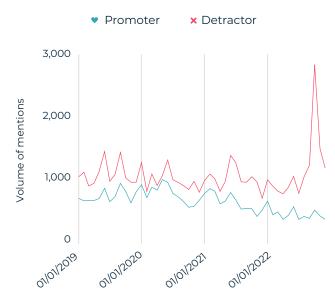
BRAZIL

SUPPORTERS VS OPPONENTS



The supporter group decreased by 46.24% while the opponent group increased by 13.16%. Furthermore, there was an increase in the number of opponent group members toward the end of 2022.

CHANGE IN SUPPORTER AND OPPONENT GROUPS FROM 2019 TO 2022



PRINCIPAL SUPPORTER NARRATIVES

Pride march: Mentions of events to commemorate Pride month. They recognize the Pride march as an event with a "cause" that generates awareness in society.

Promotion of the respect for rights: Members of the LGBTQ+ community defend their rights that allow them to start a family (thanks to gay marriage and adoption).

Violence in prisons: Criticisms of the suffering of trans women in prisons as victims of discrimination and violence.

Sense of hope with the new government: The country's LGBTQ+ community generally rejected Jair Bolsonaro's government after the former president made homophobic comments such as, "we have to stop being a country of faggots." The LGBTQ+ community now hopes that this will improve following the inauguration of the new president, Lula da Silva.

PRINCIPAL OPPONENT NARRATIVES

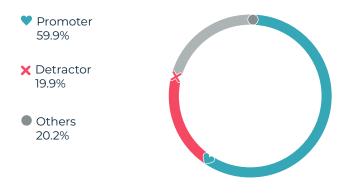
Rejection of LGBTQ+ adoption: Negative comments in relation to the LGBTQ+ community and the adoption of children by same-sex couples. Catholicism and its followers are its biggest opponents.

"Gender ideology": Comments from the opposition, mainly followers of Jair Bolsonaro's party, encourage the use of the term "gender ideology" as an attack on the community and demands for equal rights.

Criticism of alleged "privileges" of the LGBTQ+ community: Accusations of favorable treatment of the LGBTQ+ community.

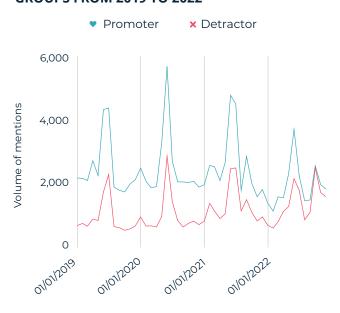
SPAIN

SUPPORTERS VS OPPONENTS



The supporter group contracted by 15.85%, while the opponent group grew by 131.44%.

CHANGE IN SUPPORTER AND OPPONENT GROUPS FROM 2019 TO 2022



PRINCIPAL SUPPORTER NARRATIVES

Presence of the LGBTQ+ flag at institutions: Criticism of the decision by some Spanish institutions not to prominently display the rainbow flag in during Pride month.

Support for the Trans Law: Numerous users celebrate the development and approval of the so-called Trans Law because of what it means in terms of increased rights for one of the most disadvantaged sectors of the community. It is important to note that the topic also generates opposing group conversation.

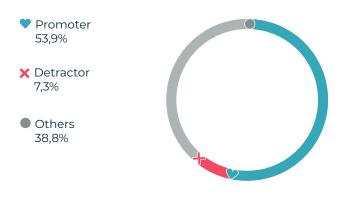
PRINCIPAL OPPONENT NARRATIVES

Messages from the Catholic Church: Some users share and propagate the ideas expressed by the former head of the Catholic Church, Benedict XVI, who maintained an inflexible stance in his criticism of equal marriage.

Neglect of the population's welfare: Users criticized the government for neglecting subsidies intended for campaigns that benefit all citizens, such as ophthalmological health. They criticized the benefits and budget assigned to the trans law, arguing that it only benefits a small sector of the population.

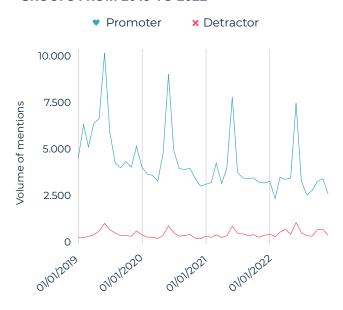
MEXICO

SUPPORTERS VS OPPONENTS



The supporter group contracted by 41.18% and the opponent group grew by 38.77% during the period in question.

CHANGE IN SUPPORTER AND OPPONENT GROUPS FROM 2019 TO 2022



PRINCIPAL SUPPORTER NARRATIVES

Advocates for LGBTQ+ rights and Pride celebrations: Criticisms of hate speech, the media, and conservatives who normalize this type of behavior. Importance of Pride celebrations in Mexico City and their social impact.

Making progress toward inclusion and equality:

The LGBTQ+ community celebrates the day when the World Health Organization (WHO) stopped considering homosexuality as a mental illness. They also advocate for the elimination of transsexuality as a pathology. Also, there are mentions of establishments dedicated to serving transgender individuals as part of the range of state projects.

Promotion of respect for gender identity:

Messages promoting respect and the protection of decisions in relation to gender identity.

Respect for love in the LGBTQ+ community:Messages supporting the right of the LGBTQ+

community to celebrate and experience love the same way as heterosexual couples. Mentions of major brands that promote acceptance of the universal right to love.

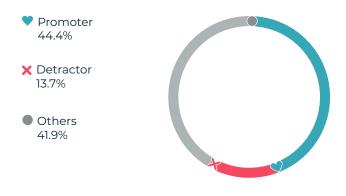
PRINCIPAL OPPONENT NARRATIVES

Normalization of hate against members of the LGBTQ+ community: Mentions that encourage the normalization of hate.

Gender ideology: Statements against members of the LGBTQ+ community for the alleged imposition of what they call "gender ideology." They allege that the government prioritizes this issue and trans activism at the peril of public policies that serve the entire population and not only minorities.

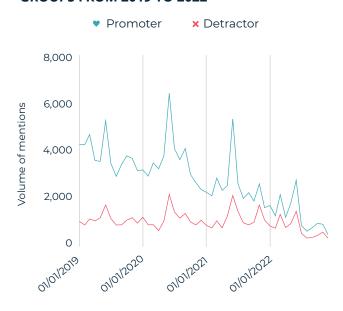
ARGENTINA

SUPPORTERS VS OPPONENTS



The supporter group contracted by 88.03% in terms of volume of mentions while the opponent group fell by 66.10%.

CHANGE IN SUPPORTER AND OPPONENT GROUPS FROM 2019 TO 2022



PRINCIPAL SUPPORTER NARRATIVES

Advocates of LGBTQ+ rights: Comments about public policies that promote inclusion and respect for the LGBTQ+ community in society. Mentions of the inclusion of a trans woman in the Ministry of Gender is particularly noteworthy.

Pride march: Comments pertaining to the large march celebrating Pride month. Users recognize the event's importance in promoting respect for diversity, inclusion of the LGBTQ+ community, and increasing awareness of LGBTQ+ rights.

Respect for love in the LGBTQ+ community:

Comments celebrating the 13th anniversary of the approval of the Equal Marriage Law and recognizing the efforts of Argentina's government to further important rights such as adoption, gender identity and trans inclusion in the workforce.

PRINCIPAL OPPONENT NARRATIVES

Normalization of hate against the LGBTQ+ community: There is a notable presence of hateful and discriminatory messages.

Gender ideology: Comments against the LGBTQ+ community for promoting what opponents refer to as "gender ideology."

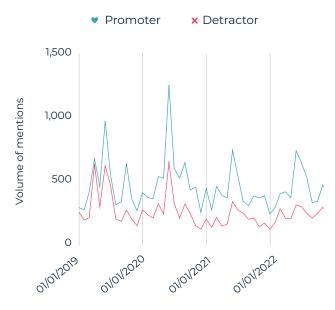
COLOMBIA

SUPPORTERS VS OPPONENTS



The supporter group grew by 60.96%, while the opponent group grew by 14.34%.

CHANGE IN SUPPORTER AND OPPONENT GROUPS FROM 2019 TO 2022



PRINCIPAL SUPPORTER NARRATIVES

Fight for inclusion: The fight for inclusion of the LGBTQ+ community is gaining more and more traction. This is reflected by the inclusion of the LGBTQ+ community in Equality Fairs where they receive health care, and grants directed for vulnerable groups to develop enterprises. In addition, the Inclusive Work Environments strategy pursues workplace inclusion of trans people in the public and private sectors.

International LGBTQ+ Pride Day: This celebration is gaining more recognition in Colombia. Mentions are made that Pride Day helps to fight and defend freedom and human rights. As part of this celebration, tweets cite other countries, such as Spain and Argentina, as being more advanced in terms of anti-discrimination laws.

Rejection of criminal offenses directed at the LGBTQ+ community: There is outrage over homophobic offenses and acts of violence and

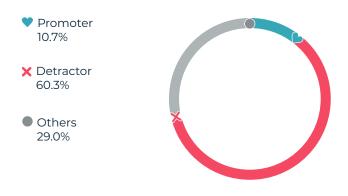
intolerance toward members of the LGBTQ+ community. This includes the case of Felipe Garzón, a 22-year-old man who was tortured, murdered, and wrapped in a gay flag. Other mentions of hate crimes include the cases of René Estrada and Mariana Jaramillo.

PRINCIPAL OPPONENT NARRATIVES

Messages of hate toward the LGBTQ+ flag:
Actions and mentions against displaying the
LGBTQ+ flag are frequent in Colombia. Videos and
images of people lowering the flags and destroying
are shared, with multiple mentions supporting
these actions.

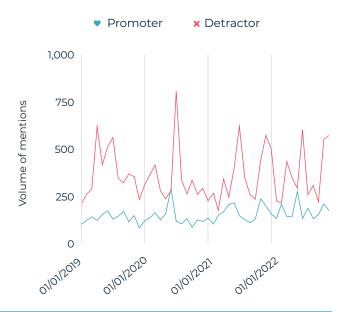
CHILE

SUPPORTERS VS OPPONENTS



The supporter group grew by 41.46%. The opponent group grew by 117.56%.

CHANGE IN SUPPORTER AND OPPONENT GROUPS FROM 2019 TO 2022



PRINCIPAL SUPPORTER NARRATIVES

Equality and respect for the LGBTQ+ community:

The Trans OTD Association celebrates the decision of the Ministry of Education to recognize the right to a free education without discrimination. Furthermore, there are other comments in favor of the fight for LGBTQ+ rights and diversity and inclusion.

Love and LGBTQ+ relationships: Users demand recognition for gay marriage. They insist that this right does not interfere with the institution of marriage and that all people deserve the right to have their love recognized before the law.

Mental health and self-acceptance in the LGBTQ+ community: Comments on investment and public policies promoting the health of the LGBTQ+ community in developed countries such as the United Kingdom and the USA. Additionally, multiple specialists share information to break stereotypes about the community and that these stereotypes are often an impediment to people coming out of the closet.

Crimes against members of the trans

community: Users complain about multiple crimes perpetrated against trans women. Worth mention is the murder of Chilean trans activist Claudia Díaz Perez in Cartagena. In response to these events, various groups, such as Movilh, have issued statements against acts of hatred.

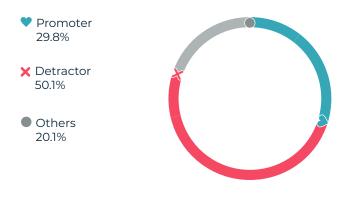
PRINCIPAL OPPONENT NARRATIVES

Controversy caused by the candidacy of Felipe Kast: Felipe Kast, a senator and former Chilean presidential candidate, was caught on camera accompanied by a trans woman. Given that his party is perceived as being opposed to LGBTQ+ rights, his actions were subject to criticism. According to his opponents, his actions contradict the image of a "Christian and family man."

"Gender ideology": The messages reflect disagreement with the inclusion of what is referred to as "gender ideology" in the school curriculum and its expansion to other areas of society, such as the entertainment industry. Users complain about entertainment companies including LGBTQ+ characters in their productions.

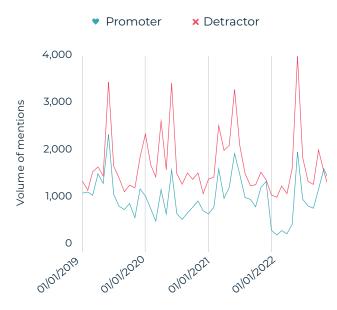
PERU

SUPPORTERS VS OPPONENTS



The size of the supporter group grew by 21.10% and the opponent group dropped by 11.08%.

CHANGE IN SUPPORTER AND OPPONENT GROUPS FROM 2019 TO 2022



PRINCIPAL SUPPORTER NARRATIVES

Advocates of LGBTQ+ rights: Mentions encouraging awareness of diversity and LGBTQ+ rights, free of violence or discrimination. The state ensures the protection of these rights in cooperation with the district attorney's office.

Pride march: Users recognize the importance of this major event, which transcends gender identity and recognizes and promotes respect for the LGBTQ+ community.

Limited representation of the LGBTQ+ community: The LGBTQ+ community mentions that a culture of hate still prevails in Peru and indicate that they do not feel represented in Congress. One example is the refusal to host the Organization of American States (OAS) and provide a gender-neutral bathroom at the event.

PRINCIPAL OPPONENT NARRATIVES

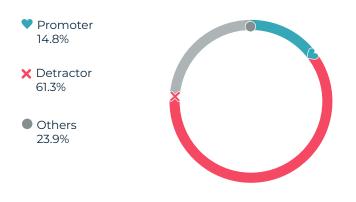
Criticism and hatred in response to LGBTQ+ rights advocacy: Users negatively criticize
and respond hatefully toward the demands to
acknowledge LGBTQ+ rights. These demands
include equal access to justice and health services
for all members of the community.

Mentions expressing disagreement with "gender ideology": Comments by users who identify as belonging to the right criticize "progressive" movements in favor of abortion, feminism, the LGBTQ+ agenda and what they consider "gender ideology."

Opposition to gay marriage: Discussions prior to the rejection of same-sex marriage by Congress. There are also religious comments that oppose gay marriage and other rights demanded by the LGBTQ+ community.

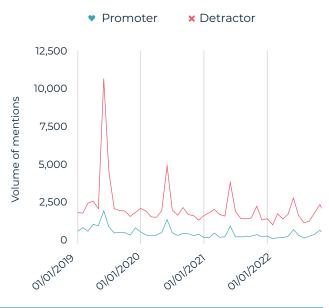
ECUADOR

SUPPORTERS VS OPPONENTS



During the period in question, the supporter group contracted by 34.78% and the opponent group contracted by 13.51%.

CHANGE IN SUPPORTER AND OPPONENT GROUPS FROM 2019 TO 2022



PRINCIPAL SUPPORTER NARRATIVES

Promoters of LGBTQ+ rights: Members of the LGBTQ+ community celebrate the triumph of Guillermo Lasso and the failure of "correísmo," as a result of the president-elect's support for LGBTQ+ rights. There are also mentions against hatred and discrimination toward members of the LGBTQ+ community.

Pride march: Organizers and participants of the Pride march and demonstrate their interest in engaging in activities to combat homophobia.

Gender identity law: The conversation includes testimonials promoting the acceptance of gender identity. There are also demands for opponents to respect the gender identity listed on the identity cards of trans people.

Rejection of homophobia and transphobia:

Users complain about employment terminations, discrimination and violence directed at LGBTQ+ workers. Of note, mention is made of the attacks suffered by members of the trans community, who

attest to being victims of homicides caused by hatred of their identity.

Conflicts in relation to health: Users demand an end to the of transexuality as a pathology and demand the implementation of public policies addressing problems associated with the trans community's self-administered hormone treatment.

PRINCIPAL OPPONENT NARRATIVES

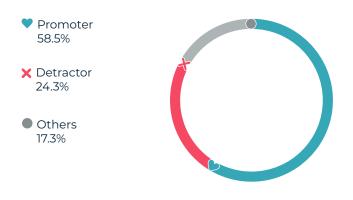
Comments on what is referred to as the "gender ideology": Comments against those advocating for legal abortion, gay marriage and gender education. There are also negative comments about the participation of trans women in sports.

Refusal of LGBTQ+ marriage and family planning: Multiple comments against the approval of same-sex marriage in Ecuador (2019). Also worth mentioning are hateful comments against members of the community for demanding other rights, such as the adoption and modification of the school curriculum.



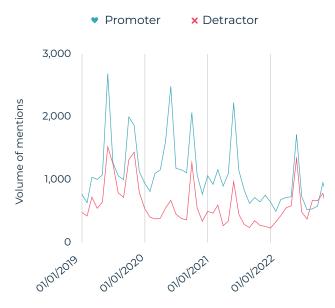
PANAMA

SUPPORTERS VS OPPONENTS



Both the supporter and opponent groups decreased by 12.69%.

CHANGE IN SUPPORTER AND OPPONENT GROUPS FROM 2019 TO 2022



PRINCIPAL SUPPORTER NARRATIVES

Fight for LGBTQ+ rights: Users from this community, and many others who support them, advocate for the recognition of equal rights under the law and call for the approval of legal civil marriage between same-sex individuals. Among other significant issues, there is a demand to combat the violence and discrimination faced by people within the community.

Progress with the integration of the LGBTQ+ community: Users mention that the LGBTQ+ community has gradually been integrated into Panamanian society. Also, there are mentions that Convive Panamá, a Panamanian non-profit, is part of this fight.

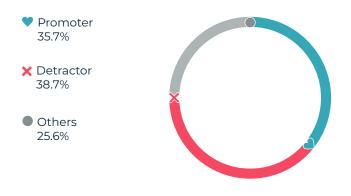
X PRINCIPAL OPPONENT NARRATIVES

Reasons against same-sex marriage: Users call on citizens to participate in marches in the defense of traditional marriage.

Same-sex adoption: The issue of same-sex adoption is one of the biggest controversies in the conversation.

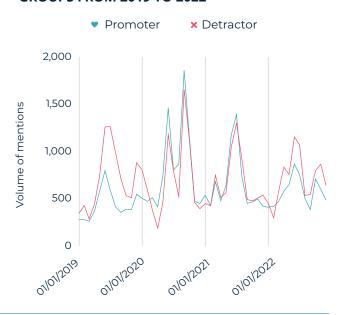
DOMINICAN REPUBLIC

SUPPORTERS VS OPPONENTS



The supporter and opponent groups grew by 72.24% and 85.76% respectively.

CHANGE IN SUPPORTER AND OPPONENT GROUPS FROM 2019 TO 2022



PRINCIPAL SUPPORTER NARRATIVES

Respect and laws that guarantee the community's rights: Users mention asking the State to guarantee and enforce LGBTQ+ rights.

X PRINCIPAL OPPONENT NARRATIVES

Rejection of equal marriage: In the Dominican Republic, the legalization of equal marriage is still subject to debate. This topic has triggered opposition, for example, during June 2020, conversations peaked with Catholic leaders asking citizens not to vote for candidates who promoted laws in favor of same-sex marriage, arguing that it was "immoral."

Fight against abortion: As part of the conversation about LGBTQ+ rights, many users mention the controversial topic of "abortion". Mentions opposing

abortion state that the law should not support lesbian women who want to abort, since, in their opinion, they shouldn't even have children.

Comments on what is referred to as "gender ideology": Users who position themselves as against the community and the concept of "gender ideology."

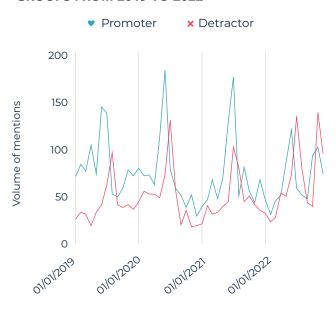
PORTUGAL

SUPPORTERS VS OPPONENTS



The supporter group contracted by 12.05% and the opponent group increased by 184.85%.

CHANGE IN SUPPORTER AND OPPONENT GROUPS FROM 2019 TO 2022



PRINCIPAL SUPPORTER NARRATIVES

Support for the LGBTQ+ collective: Mentions emphasize the support for the LGBTQ+ community from artists, the media, TV series like "Smiley" or "She," and posts that encourage individuals to report homophobic comments on social media. All these efforts promote tolerance, freedom, and support.

Fight against entrenched homophobia: Criticism of entrenched homophobia inside the Catholic Church.

PRINCIPAL OPPONENT NARRATIVES

Comments on what is referred to as the "gender ideology": The most common narrative is associated with users who position themselves against the community for promoting the concept of "gender ideology."



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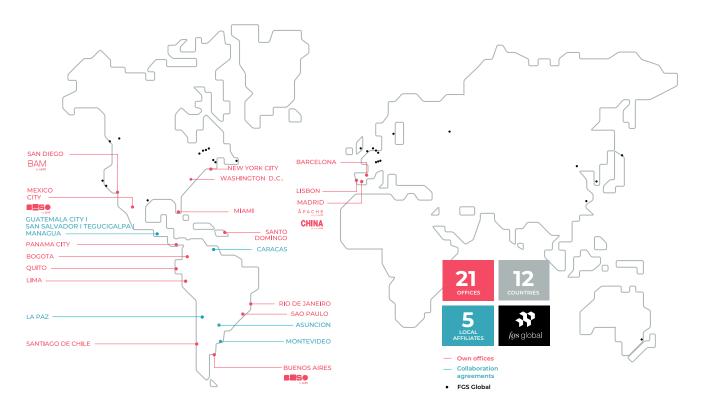
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