

Moderating Social Media Discourse for a Healthy Democracy | Good Systems at UT Austin

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The prevalence of hate speech and misinformation on the internet, heightened by the COVID-19

pandemic, directly harms minority groups that are the target of vitriol, as well as our society at

large (Müller & Schwarz, 2020). In addition, the intersection between the two only exacerbates

their harmful effects leading to an increase in intolerance and polarization (Kim & Kesari 2021).

Current platform moderation techniques, as well as Section 230 under the Communications

Decency Act, have been insufficient in addressing this problem, resulting in a lack of transparency from internet service providers, clear boundaries on user-platforms relations, and

sufficient tools to handle a rapidly expanding internet.

[...]

Source: [Moderating Social Media Discourse for a Healthy Democracy | Good Systems at UT Austin](#)