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| <b>Intellectual Output:</b>       | <b>O1</b>   |
| <b>Intellectual Output Title:</b> | <b>European Report: Common Forms of Hate Speech ONLINE (Social Media) and OFFLINE (Face to Face Communication) (Consortium countries)</b> |
| <b>Activity:</b>                  | <b>A2. Preparation of an Interview Guide for Focus Groups</b>   |



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MATE – An Innovative, Student-Centered Approach  
to Intercultural Skills Acquisition for Students and Young Migrants

Coordinated by



Partners



|                                  |  |
|----------------------------------|--|
| <b>Program:</b>                  | Erasmus+   |
| <b>Key Action:</b>               | Cooperation for innovation and the exchange of good practices  |
| <b>Project Title:</b>            | MATE – An Innovative, Student-Centered Approach<br>to Intercultural Skills Acquisition for Students and Young Migrants                   |
| <b>Project Acronym:</b>          | MATE   |
| <b>Project Agreement Number:</b> | 2018-1-CY01-KA203-046923   |
| <b>Intellectual Output:</b>      | (IO1) European Report: Common forms of hate speech ONLINE (Social media) and OFFLINE (face to face communication) (consortium countries) |

**Intellectual Output 1 – [European Report: Common forms of hate speech ONLINE (Social Media) and OFFLINE (face to face communication) (consortium countries), A2. Preparation of an Interview Guide for Focus Groups]**



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The MATE project is an Erasmus+ project, of which the purpose is to develop a holistic and innovative methodology for the acquisition of intercultural competences and social networking between youngsters of local and immigrant background. The project aims at promoting cultural awareness through interventions among students of Tertiary Education Institutions with local and migrant background (including asylum beneficiaries/seekers).

## **1. OBJECTIVES**

- To understand the perceptions and interpretations of the participants regarding the hate speech (example anti-immigrant discourses, violent/hate political speech) from their own perspective.
- To help identifying common forms of hate-speech.
- To help developing an accurate questionnaire for the later survey (O1A4 and O1A5) and to carry out the rest of the project tasks (O1A6, O1A7 and O1A8).

Every MATE partner will conduct **two focus groups**, in order to fulfil the project requirements of 12 focus groups (2 CUT, 2 AUTH, 2 ALICANTE, 2 EUROCIRCLE, 2 FU, 2 JOANNEUM). Each group will count on approximately **10 participants**, ideally 5 students of a local background and 5 of a migrant background (including migrants from an EU or Third Country, refugees, asylum seekers).

## 2. METHODOLOGY

### 2.1. Participants

The participants will be selected using the convenience sampling method, according to the following criteria:

#### A. All participants

- The participants should be recruited among students of any stage of studies (undergraduate, postgraduate, Master, PhD, Erasmus Students, students hosted for a long period -min 3 months- in the respective university in the framework of other projects
- The participants should be ideally familiarized at a very basic level with social media and ICT. If they are not, then the questions addressed to them should comprise only the offline hate speech.
- The composition group by gender should be ideally balanced: 50% men, 50% women.
- Participants should be able to express their opinions and concerns respectfully and to allow others to feel free to agree or to disagree.

#### B. Participants of foreign background

- They should be sufficiently fluent in the spoken language of the host country in order to be able to express themselves adequately during the focus group interview. If not, the interviews should be conducted in English or the focus group team should count on the help of translators or intercultural mediators.
- The geographical origins of the participants should be ideally selected based on the representativeness of the largest immigrant communities residing in each partner country. If there is not obvious analogy between migrant student communities and the respective general ethnic communities (i.e. a lot of migrant students for example from Egypt but a very little Egyptian community of non- student habitants in the region of the university).

## 2.2. Participation and consent forms

Participation forms will be completed by every participant in order to collect basic personal and socio-demographic data and so to form an individual anonymous profile of each interviewee (See template in point 5). The participants will also be asked to sign a consent form beforehand, giving their permission to be audiotaped during the session (See template in point 6). The partners should store the audio recording safely and according to EU GDPR regulation.

## 3. RESOURCES

### 3.1. Focus group team

The focus group team should count on at least a researcher/moderator/facilitator and an assistant/note taker with an good knowledge of the topic.

- A successful moderator has the ability to facilitate the discussion, allowing the participants to feel free and confident expressing their point of view. He/she is a good listener, who can encourage the group interaction, keeping his/her personal views and ego out of the discussion. He/she is comfortable in front of an audience and facing radical opinions and challenging groups dynamics with patience and empathy.
- The assistant moderator/note taker takes notes during the focus group interview, supports the group management and audiotapes the session if the participants consent to that.

Focus groups will last from **90 to 120 minutes** per session, structured as suggested in point 7. The duration is up to the moderator given the specific context of the focus group.

### 3.2. Equipment

- Paper Sheets and Pencils
- Whiteboard, Flip Charts or Easel Paper
- Focus Group Script
- Introduction to the Subject
- Voice Recorder
- List of Participants
- Sign-in Sheet
- Consent Forms
- Markers
- Name Tags
- Clock / chronometer app
- Refreshments

## 4. ANALYSIS

Each focus group team should begin the analysis immediately after the session so that no information is left out or forgotten. Then, the researcher can further analyse the data in order to provide CUT with a final report of conclusions for the specific focus group to fulfil activities O1A6, O1A7 and O1A8. The partners should keep any recording, notes or other relevant material in file, for the case of an audit.



## 5. PARTICIPATION FORM

|   |  |
|---|--|
| Participant identification<br>(e.g.: FG1-07 or FG2-10)  |  |
| Date of birth<br>(day/month/year)                       |  |
| Gender<br>(male/female/others)                          |  |
| Education<br>(degree level and course)                  |  |
| Languages spoken<br>(mother-tongue, 1st language, etc.) |  |
| What social media do you frequently use?                |  |
| If born abroad:   |  |
| Country of birth  |  |
| Year of arrival to the host country                     |  |



## 6. CONSENT FORM TEMPLATE

### CONSENT FORM

I [.....] agree to take part in the MATE PROJECT focus groups. I have read and understood the study purpose as described by the moderator of the focus groups. I understand that agreeing to take part means that I am willing to:

1. I agree to be involved in a focus group
2. I agree to allow the focus group to be audiotaped.
3. I agree to provide the responsible MATE partner and the coordinator of the project with the personal data I will be asked for.
4. I agree that my personal data may be safely transferred exclusively by the coordinator of MATE project to the competent EU authorities in case of an audit or a request from their part

I understand that my participation is voluntary and that I can withdraw at any stage of the project, event after having signed the current consent form without any legal or other consequence. I understand that any data that the researcher extracts from the focus group for use in reports or published findings will not, under any circumstances, contain names or identifying characteristics.

**Participant's name:**

**Signature:**

**Date:**



## 7. FOCUS GROUP INTERVIEW SCRIPT

### 7.1. Opening (20 minutes):

- a. The moderators introduce themselves and the focus group topic
- b. They hand out the participation and consent forms
- c. They go over the focus group rules (turning off the cellphones; only a person talking at a time; no interrupting each other; confidentiality, etc.);
- d. The participants introduce themselves.

### 7.2. Introductory questions (10 minutes)

- a. Proportionally to the total population, how many immigrants do you think live in the country?
- b. And how many refugees or asylum seekers do you think are there?
- c. Question for local students: Have you ever had a personal contact or relationship of any kind with a refugee or asylum seeker?

### 7.3. Main questions (50 minutes)

- a. Have you ever heard expressions such as ‘hate speech’ or ‘anti-immigrants discourse’?
- b. How would you define hate speech?
- c. Any examples?
- d. Have you ever witnessed a hate speech, whether on the press, on social media or “face to face”?
- e. What reasons / factors do you think motivate the hate speech?
- f. In what scale would you rank your country in terms of intolerance towards immigrants, distinguishing between newcomers and long-term residents?
- g. What measures would you propose to get rid of hate speech?

### 7.4. Closure (10-20 minutes)

Have you ever heard expressions such as ‘hate speech’ or ‘anti-immigrants discourse’?

## 8. TEMPLATE FOR FOCUS GROUPS

Partner \_\_\_\_\_

Moderator \_\_\_\_\_

Assistant moderator \_\_\_\_\_

Date \_\_\_\_\_

|                        |   |  |
|------------------------|---|--|
| <b>1. INTRODUCTION</b> | Relevant notes, background information and main findings  |  |
| <b>2. METHODOLOGY</b>  | 2.1. Participants recruitment, number of participants and profile<br>a. Students of local background<br>b. Students of migrant background |  |
|                        | 2.2. Participation forms  |  |
|                        | 2.3. Consent forms  |  |
|                        | 2.3. Setting<br>a. Location<br>b. Timing  |  |

|                           |  |  |
|---------------------------|--|--|
| <b>3. RESOURCES</b>       | 3.1. The Focus group team<br><br>a. Facilitator profile<br><br>b. Assistant/note taker profile |  |
|                           | 3.2. Materials   |  |
| <b>4. RESULTS</b>         | 4.1. Summarize responses   |  |
|                           | 4.2. Representative Quotes from focus group interview  |  |
| <b>5. CONCLUSIONS</b>     | 5.1. Findings summary  |  |
|                           | 5.2. Viewpoints on different topics  |  |
| <b>6. RECOMMENDATIONS</b> | Recommendations based on the focus group conclusions and according to the project purpose      |  |

