

Forum: Liberté d'expression

Thématique: Comment garantir un accès à l'information fiable à la Génération Z tout en la protégeant contre les dangers des médias?Nom du/de la Citoyen.ne : Eszter Vörös

Situation familiale ☒ Marié/en couple ☐ Célibataire ☐ Avec enfants, si oui combien _____	Niveau d'étude ☐ Primaire ☐ Secondaire ☒ Universitaire
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1. De quelle manière êtes-vous concerné.e par le sujet?

My name is Eszter Vörös, I am 28 years old and I work as an online content moderation specialist at the Korean Internet Self-Governance Organisation(KISO). My work involves monitoring and reviewing online comments and harmful content, while contributing to an internet environment in which diversity of thought and expression is respected.

With the modest salary I receive, I am fortunately able to share an apartment with my girlfriend in Seoul. When my financial situation allows me to support children of my own, I desperately hope they will grow up in a world where online public debate is not frowned upon.

Being part of Generation Z, I believe that online platforms have become an important part of how people form opinions and participate in society. As a licensed comment moderator at KISO I see firsthand how essential the internet has become as a space for public debate especially among this generation.

Over the past several decades, there has been a substantial increase in the number of people relying on the internet as a primary source of news and information. Today, approximately 75% of South Korea's population consumes news online, while the figure rises to 80% among Generation Z.

However today anyone can virtually publish content and articulate their opinions online. While this accessibility is fundamental to the freedom of expression, it can also carry unintended consequences and risks, including the rapid spread of misinformation, harmful content, and abusive or discriminatory speech. Therefore our role at KISO is to take a delicate approach as to what gets to appear online.

KISO emerged in 2009 as a response to growing concerns about the regulation of South Korea's rapidly expanding internet. In 2008, political conflict over government restriction on online speech raised anxiety about censorship. A part of users migrated to less restrictive portals which were not subject to Korean legislation (Google,

Youtube, etc.) known as the "cyber asylum" to express themselves freely. This is the climate that contributed to the creation of KISO with the aim to promote web portals' self-regulation.

KISO operates within the legal framework established by the Korean government, but it is largely independent from it. It is a voluntary self-regulatory body, not a government agency. Its Policy Committee develops guidelines and policies which member platforms then implement voluntarily.

Overall, as a member of KISO and Generation Z, my job is to enhance users' freedom of expression, encourage responsibility, protect users, and create a trustworthy space for communication.

2. Que proposez-vous à votre échelle?

I strongly believe that protecting the audience from the dangers of the internet should not imply radically restricting what they can consume. The wider the range of media and perspectives a person is exposed to, the more balanced and objective their understanding can become.

At the same time, clear rules and guidelines are necessary to maintain a safe space for communication without being exposed to serious harm. It is KISO's objective to address abusive content and develop guidelines that help platforms deal with misinformation, defamation, harassment and discriminatory content in compliance with legislation.

Given the latest legislation in South Korea, it is becoming increasingly challenging for platform operators to comply with their legal obligations in their duties to monitor the application of rules and for KISO to provide detailed guidelines and reliable advice.

Identifying what material is harmful can be particularly challenging because moderation can easily be perceived as censorship. This requires clear guidelines, transparency, and a consistent approach to content moderation.

For example, manipulated information can cause ordinary users to mistake altered content for factual information. However, the legitimate editing, satire, and parody can be difficult to distinguish from harmful manipulation, as the boundaries between them are often blurred. Another difficulty arises when certain sources are considered reliable because they are supported by official data, certified fact-checkers, or reputable media outlets. This can unintentionally privilege mainstream sources over minority voices.

In conclusion, my objective is to safeguard freedom of expression and maintain a safe and respectful online environment by establishing clear, transparent rules and guidelines for online platforms.