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MEDIA EVALUATION In Terms Of Diversity And Social Inclusion

Monitoring Report No 1

Monitoring period: September–October 2022

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Author:

Natalia Porubin, Media Expert

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Introduction and Methodological Issues

The media has an important role to play in covering diversity and facilitating the social inclusion of groups vulnerable to discrimination. Journalists can highlight the problems, challenges and injustices faced by these groups, and can also highlight success stories of vulnerable people.

In order to truly contribute to ensuring inclusion, journalists must completely renounce the promotion of hate speech and the use of terminology that incites discrimination. This is because a word or phrase used inappropriately in a news story or report about disadvantaged groups can be picked up by thousands of people who, in turn, turn them into clichés or stereotypes. At the same time, the media is obliged to monitor and manage the comments of media users on media reports so as not to allow hate speech.

According to the legislation in force, discrimination is any distinction, exclusion, restriction or preference in rights and freedoms of a person or a group of persons, as well as the support of discriminatory behaviour based on actual or presumed criteria (Law on Ensuring Equality¹).

The Journalist Code of Ethics² also contains clear provisions on the prevention of discrimination in media reports. Article 3.18 states, “Journalists shall treat fairly all persons with whom they come into contact in the course of their work and shall not discriminate on grounds of gender, age, ethnicity, disability, religion, social status, sexual

1 https://www.legis.md/cautare/getResults?doc_id=106454&lang=ro

2 <https://consiliuldepresa.md/upload/codul-deontologic-al-jurnalistului-din-republica-moldova-2019pdf-5cdd488de6e4c.pdf>

orientation, etc.”. Another article in the Code of Ethics – 3.19, states, “Journalists shall mention a person’s ethnicity, political opinions, religious beliefs, sexual orientation and other sensitive information only when it is editorially relevant”.

The aim of this monitoring is to analyse, quantitatively and qualitatively, how the media cover diversity and social inclusion. The monitoring team followed all materials directly or indirectly referring to representatives of minorities and other groups vulnerable to discrimination. **The groups** were selected based on the criteria set out in the Law on Ensuring Equality: race; colour; ethnic origin; nationality; religion or belief; gender; age; disability; HIV/AIDS status; sexual orientation; language spoken.

In particular it looked at **how the media reports on the following groups:**

1. People with psycho-social and intellectual disabilities;
2. Persons with physical disabilities;
3. LGBT;
4. People living with HIV/AIDS;
5. People of Roma ethnicity;
6. People who do not speak Romanian;
7. Ethnic minorities and people of African origin;
8. Religious minorities;
9. People who were in detention (ex-prisoners);
10. Refugees;
11. Elderly;
12. Women.

The focus of the monitoring was on all materials that refer to representatives of groups vulnerable to discrimination, and the issues of inclusion, tolerance and acceptance were followed. In addition to the content produced by journalists, the comments made by media consumers were also analysed (where they existed) to see whether there were elements

of discrimination and hate speech: disparaging words and expressions, stereotypes, calls for hatred and intolerance, etc.

Quantitatively, we analyzed the number of stories about groups vulnerable to discrimination, the place of such materials in newscasts, newspaper pages or news portals, journalistic genres, the number of photos used and their quality.

Qualitatively, we analyzed the authors' compliance with the provisions of the Journalist Code of Ethics and the Code of Broadcast Services³ (for products broadcast on radio and TV): fairness and accuracy of data, presumption of innocence, tolerance and non-discrimination, protection of people in vulnerable situations, context in which representatives of disadvantaged groups appear.

3 https://www.legis.md/cautare/getResults?doc_id=120081&lang=ro

Outlets monitored

The monitors team monitored a number of media outlets – newspapers, online media, TV and Radio. As planned, ten media outlets were monitored in 2022. In the second project year (2023), the list will be completed with five more media outlets, and in the last year (2024) – another five media outlets will be included in the monitoring list. The monitoring duration for each media outlets is two months per year.

List of media outlets monitored from September to October 2022:

- Newspaper SP, Bălți
- Ziarul de Gardă
- Agora.md
- Newsmaker.md
- Stiri.md
- Canal 3
- Moldova 1
- NTV
- PRO TV
- Radio Moldova

Selection criteria for print, radio, TV and online media: Romanian and Russian language media (national and regional) broadcasting news and other informative content every day.

I. General Trends

This report includes data collected from September to October 2022. The ten media outlets published a total of **442 media reports** on diversity and inclusion. The majority of the material was in the form of news or features, with other journalistic genres such as investigative journalism, editorials, etc. being at the other extreme. Most of the materials published during the monitoring period were on women, refugees and elderly. Much less material dealt with LGBT, ex-prisoners, Roma or people with HIV. Some newsrooms did not publish any material on such groups for two months.

At the same time, some groups came to media attention predominantly in a negative context. For example, if we refer to people with intellectual disabilities, some of the outlets monitored dealt with this issue strictly in a problematic context – they wrote about the murder of a patient in a psychiatric hospital, the perpetrator being another patient; about a fire set by a patient in such a facility. In most cases, those reports were based on press releases issued by the police or other state institutions.

1) Portals

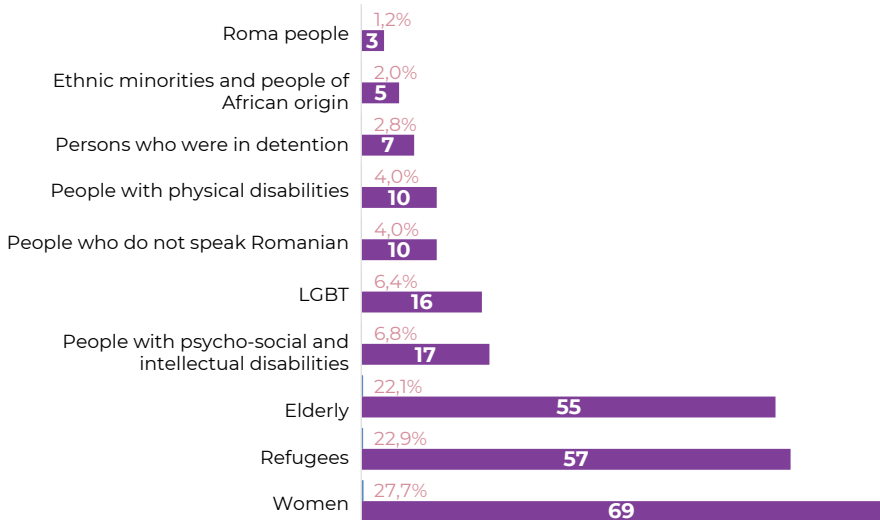
The portals monitored – Agora.md, Newsmaker.md, and Stiri.md in September–October published a total of **249 materials** related to the topic monitored. Most of them – 182 – were news, followed by reports (38), articles (21), editorials (6) and investigative reports (2).

Most of the material – about 80% – falls under social, about 10% – under political, about 3% – under education, and 2% – under economics.

Only one out of two topics on diversity and inclusion (133 out of 246) were original materials, signed by the teams of the portals monitored, while the others had been taken over from other media outlets (this is especially true for Stiri.md portal).

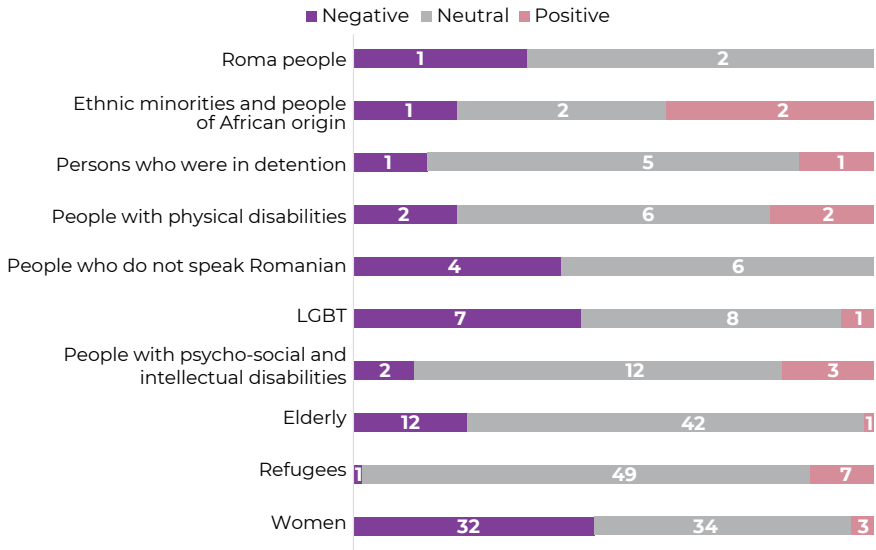
Most of the material concerned women (69), refugees (57) and elderly people (55). The portals monitored published only three materials on Roma people, five materials on ethnic minorities and seven materials on people who have been in detention.

VULNERABLE GROUP TARGETED IN MATERIAL



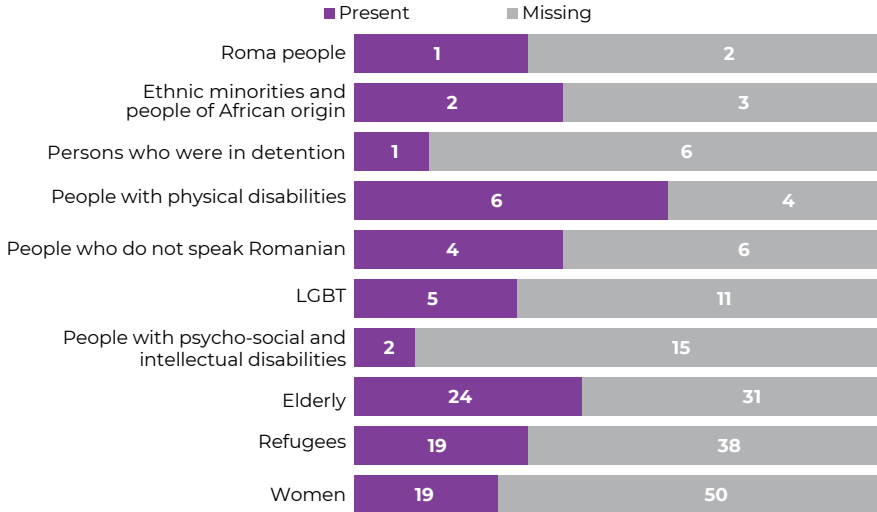
In 63 of the materials published by the portals monitored, people from vulnerable groups were presented in a negative context, in another 166 cases – neutrally, and in only 20 cases – in a positive context.

CONTEXT OF APPEARANCE

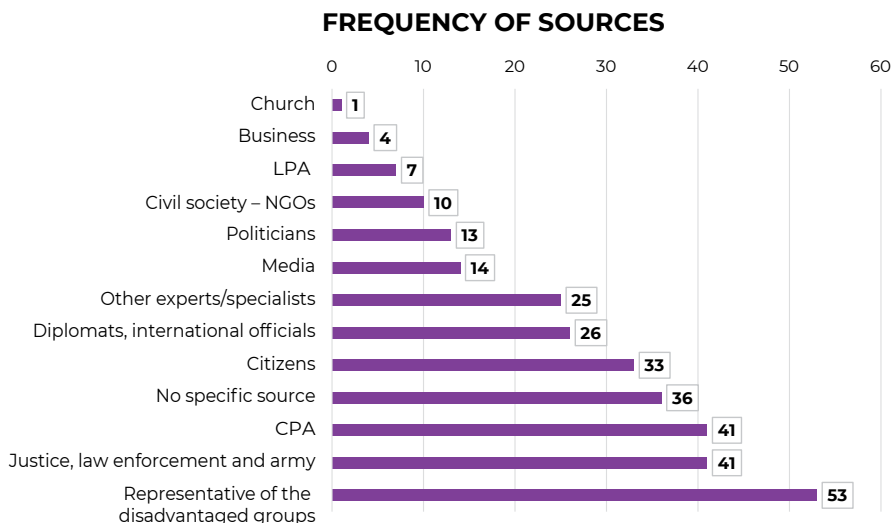


In the majority of cases – 166 out of 249 materials monitored – the opinions of the groups targeted in the material were missing. This means that journalists approached topics about inclusion and diversity without seeking the opinions of the people they were writing about.

VULNERABLE GROUP OPINION



For portals, the majority of the materials – 53 – had representatives of disadvantaged groups as sources, in 41 other cases, the source was a representative or an institution of the central public authorities (ministries, departments). In 36 cases, the materials did not have a concrete source.



Thematic Trends in Portals Monitored

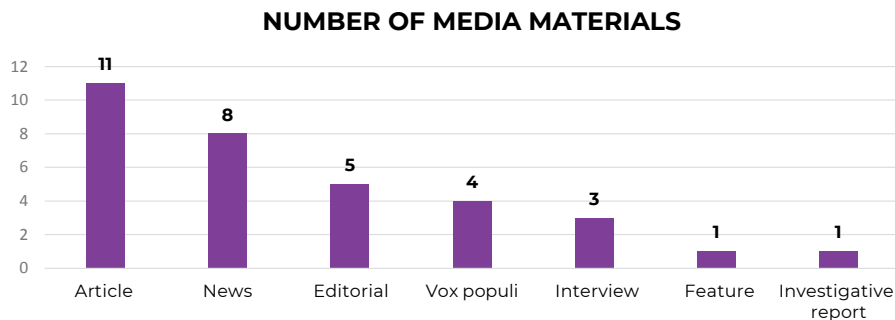
Portal Agora.md published 50 items on diversity and inclusion during the monitoring period, the majority of which – 38 – were social news items (around 80%). The portal addressed the topics monitored in a number of editorials and original materials. The newsroom wrote several pieces about women – including about the experience of women in farming businesses; a number of editorials about women’s issues, including economic violence; about the persecution of female journalists who participated in protests; about women suffering from breast cancer; about women protesters in Iran, including a young woman who was killed during the protests. Similarly, there were several stories about the elderly and ethnic minorities during the monitoring period.

Portal Newsmaker.md published 58 articles in the period from September to October 2022. Most of them (80 percent) were published under the social section. This portal's journalists chose to write stories about women who do not return to work after maternity leave; about women's protests in Iran; about the death in childbirth of a woman in Cahul; about a woman in Cantemir who had been set on fire by her boyfriend; about the court decision to force Ilan Shor to pay moral damages to the President of the Republic of Moldova Maia Sandu; a series of articles about ethnic Gagauz; about disabled people who had taken part in the Chişinău marathon; about a murder in Bălţi Psychiatric Hospital etc.

Portal Stiri.md, during the monitoring period, published 105 materials, most of which had been taken from other media outlets. The portal reported on the International Conference on Preventing and Combating Violence against Girls and Women and Domestic Violence; testimonies of a Ukrainian woman tortured by Russians; the story of a girl who gave birth at 14; the case of a woman who had been stabbed by her boyfriend; an 86-year-old woman who had been physically abused by her grandson; the dismantling of a pimping scheme; a protest against domestic violence in several cities in Romania; several international news stories about violence against women and girls, people with disabilities; the case of a woman raising her grandchildren on her own; news about the need for Romanian language lessons for non-native speakers, etc.

2) Newspapers

The two newspapers monitored – *Ziarul de Gardă* and *SP (Bălți)*, published a total of 33 items about disadvantaged groups, mostly articles and news.



Only one of the 33 materials were published on page 1; the others were placed inside the publications. Most of the 33 materials were published under the social section, another 3 – under political and 2 – under education. For newspapers, most of the material is original – 31 out of 33 monitored.

Most of the 13 topics (out of 33) were about elderly people, six others – about refugees. At the other end of the scale were people who have been in detention, with only one item published on this topic. In the majority of cases (24 out of 33) vulnerable groups were mentioned in a neutral context, in six cases – in a positive context, and in three cases – in a negative context. Only in 19 out of 33 materials was the opinion of the vulnerable group presented, in the other cases, the journalists wrote the materials without using the opinions of those people. Experts and representatives of civil society, central public authorities and citizens were quoted as sources for the material in most cases.

Thematic Trends of Newspapers Monitored

SP (Bălți) published only seven materials that were the subject of this monitoring. They concerned two vulnerable groups – refugees from Ukraine and the elderly. SP journalists published news about pensions and allowances for the elderly; the story of a Ukrainian refugee doctor; a survey about the integration of Ukrainian children in Moldovan schools. The other groups were not covered in the materials produced by the SP team.

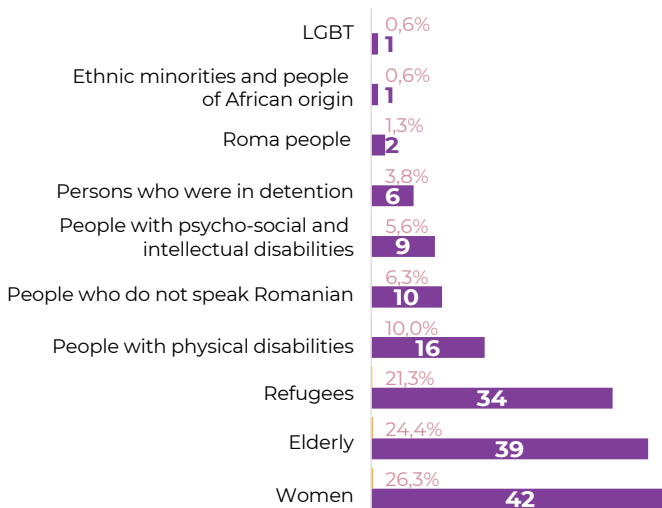
Ziarul de Gardă published 26 materials, mostly issue stories and editorials. ZdG journalists wrote several pieces about women, including refugees from Ukraine; ethnic minority issues; people with physical disabilities, in particular the issue of school inclusion of children with special education needs but also good inclusion practices in the Netherlands; an interview about the problems of people diagnosed with Alzheimer's; several stories, news items and surveys about the elderly and the problems they face.

3) TV and Radio Stations

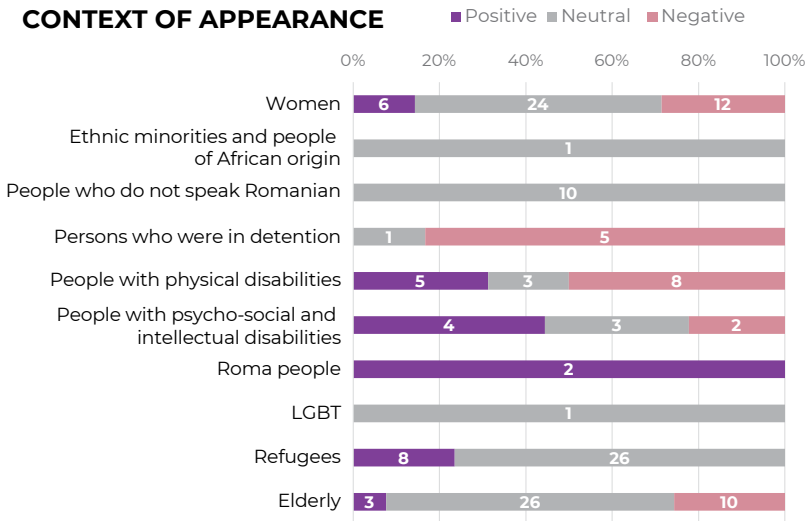
The five TV and Radio stations monitored – Canal 3, Moldova 1, NTV, PRO TV, Radio Moldova broadcast a total of 160 materials, mostly reports and news stories. In most cases, they were placed towards the end of newscasts – the last or the last but one story before the sports block. Of the total number of stories – 85% were published under the social section, another 7% were on education topics.

For TV and Radio, most of the material concerned women, elderly people and refugees. At the same time, TV stations published a total of one item each on LGBT people, ethnic minorities and people of African origin.

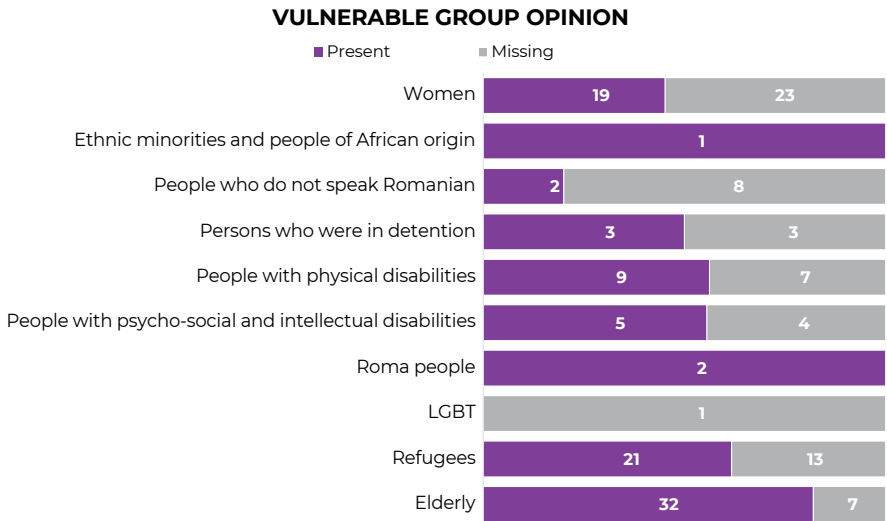
VULNERABLE GROUP TARGETED IN MATERIAL



The majority of mentions of disadvantaged groups (95) were made in a neutral context; in another 37 cases, the groups monitored were mentioned in a negative context, and in 28 cases – in a positive context. The majority of news items in a negative context referred to women, elderly people and people with physical disabilities, i.e. the groups most often featured in the newscasts of the TV and radio stations monitored.



As for other media outlets monitored and for the TV stations, in many materials the opinion of the group monitored was missing.



In the majority of reports on inclusion and diversity, TV and radio journalists were informed by citizens (in 87 cases). Representatives of disadvantaged groups appear as a source in only 44 cases, and experts and specialists in the field – in 42 cases.

Thematic Trends of TV and Radio Stations Monitored

Canal 3 published 26 news items and reports between September and October 2022. Among the topics covered were the protests for the rights of women and girls in Iran; the case of a man who had raped his concubine's daughter; the case of a woman stabbed by her life partner; the conviction of members of a human trafficking network; people in detention, most of them about repeated crimes committed by these people; a murder that took place at Bălți Psychiatric Hospital; several news stories about the elderly in the context of rising utility prices or in the context of compensation granted by the government.

Moldova 1 broadcast 52 materials on the topic of inclusion and diversity, mostly news and reports. Journalists from the public broadcaster chose to report on: socio-economic integration problems faced by refugees from Ukraine; employment of people with disabilities; access to education for children with cerebral palsy; the fire at the psychiatric hospital; distribution of food packages to the elderly in Comrat, etc.

NTV published 15 journalistic materials that were the subject of this monitoring. This broadcaster's journalists chose to write about the situation of refugees; the elderly; and women. The other groups monitored were missing from the newscasts broadcast by this TV station.

Pro TV published 38 materials on inclusion, the majority of which (35) were features. The TV station reported on a woman who allegedly killed her child; a priest who helped elderly people; a young Moldovan woman who became a volunteer to help refugees; Ukrainian children who started online lessons; a 99-year-old woman who was a refugee from Ukraine; a young man with physical disabilities who spoke about the inhuman conditions in the orphanage where he grew up; and a

Moldovan man with disabilities who participated in marathons and played football.

Radio Moldova broadcast 29 news items on inclusion and diversity during the reporting period. The public radio station reported on the reorganisation of a school for children with hearing disabilities; refugee children attending the country's education system; the job fair organised in Bălți, including for refugees; the festival of elderly organised in Fălești; Maia Sandu's promulgation of the law on the one-time payment for pensioners with revenues of less than five thousand lei.

II. Qualitative Assessment

This chapter of the monitoring looked at how journalists complied with the general principles of journalistic ethics: separation of facts from opinions, objectivity and accuracy of data, terminology used, treatment of victims, tolerance and non-discrimination, etc.

1) Treatment of Protagonists

This part of the monitoring looked at how the journalist treats the people they write about. For drug users, people living with HIV/AIDS, ex-prisoners, survivors of violence as well as people who are in a negative situation, the team of monitors also looked at whether data that would lead to identifying those people had been provided or not. This is because they could later be discriminated against by members of the community or exposed to new risks.

Contrary to the provisions of the Code of Ethics, in a news item published on 11 October on Stiri.md portal, such data can be identified, with details of a woman who had been physically abused by her partner – the name of the town, the woman’s age and her relationship with the alleged abuser.

“A 33-year-old woman was stabbed to death by her partner following a dispute. It all happened yesterday afternoon, 10 October, in the village of Fântânița in Drochia district. Following a conflict between the cohabitants, both under the influence of alcoholic beverages, the 34-year-old man allegedly hit the 33-year-old woman with a sharp object in her back,” the news story read <https://stiri.md/article/social/conflict-la-betie-o-femeie-din-raionul-drochia-injunghiata-de-concubin>

In another story published on the same portal on 24 October (the story was based on a broadcast taken from Jurnal TV), the identity of a survivor of violence is not protected at all, the woman's name, details of her current whereabouts and her photograph being shown. The news is full of shocking details. For example – *“I was sleeping on the floor and he would come and cover my mouth and rape me”*.

<https://stiri.md/article/social/drama-unei-femei-batute-de-sot-voiam-sa-ma-sinucid>

Shocking details and data that may lead to identifying the victim are also presented in another news item on the same portal, published on 12 September – *“Young Woman In Râbnița, Nailed And Hit With Pipe.”* In this case, too, the news item presents shocking details *“The suspect employed there as an unskilled worker, being in a drunken state, allegedly nailed the young woman's hands with some fence nails, fractured her legs and hands with a metal pipe and nailed her in the temple.”* The name of the locality – Jura, in the district of Râbnița – is given. <https://stiri.md/article/social/o-tanara-din-rabnita-batuta-n-cuie-si-lovita-cu-o-teava>

Shocking details are also presented in a news story about the murder of a woman in Orhei (portal Stiri.md, 17 September). *“Initially, the man allegedly punched the woman multiple times, then took a hammer from the household yard and struck her in the head, after which he took an axe from an annex of the house and struck her a few more times over her knees, leaving her unconscious,”* the news item read.

Details about the victim are also revealed in the story *“Cimișlia: Woman Beaten And Raped By Neighbour,”* published on Stiri.md on 18 September. From the news we learn that *“A 62-year-old woman was allegedly beaten and raped by her neighbour, a 29-year-old man, in Mihailovca, Cimișlia district.”* <https://stiri.md/article/social/cimislia-o-femeie-ar-fi-fost-batuta-si-violata-de-catre-vecinul-sau>

2) Observance of Presumption of Innocence

According to the Constitution of the Republic of Moldova, everyone is considered innocent until proven guilty by an irrevocable court decision.

In reporting on criminal investigations or court cases, journalists shall use accurate language so as not to harm trial participants, Article 3.11 of the Journalist's Code of Ethics reads.

The presumption of innocence is violated in the news story *“Woman Tortured To Death By Husband: Drunken Man Was Detained,”* published on News.md on 17 September. The article does not use correct terminology, implying who the perpetrator is, when in fact his guilt has not yet been proven.

“A woman from Drochia was stabbed in her back by her partner,” Canal 3 writes in a news item published on 12 October. The man is presented as the culprit although his guilt has not yet been proven. https://www.canal3.md/ro/o-femeie-din-drochia-a-fost-injunghiata-in-spate-de-concubinul-ei_110604.html

“Man Steals Bronze Bust From Cemetery” is the headline of another news item broadcast by Canal 3. The information about the man whose guilt has not yet been proven is supplemented by other details such as *“The individual was tried before.”* https://www.canal3.md/ro/stirile-canal-3-22-30-20-09-2022_110359.html

Another case in which the presumption of innocence is violated can be found in another Canal 3 news item – *“Shocking Case At Bălți Psychiatric Hospital. Forty-Year-Old Patient Was Murdered”* – we learn from the headline. Later, it is mentioned that *“Police officers on the scene determined that the 40-year-old victim had had a conflict with another 41-year-old female patient. Following the altercation, the 41-year-old woman strangled the 40-year-old one.”*

3) Original or Cliché Approach

Monitoring results show that in many stories about people from groups vulnerable to discrimination reporters choose to write about tragic cases, accidents. Regrettably, such stories are not professionally produced either: no attempt is made to use a different angle, the problem as a whole, its cause and who are the specialists responsible for preventing such cases in the future are not addressed. Often, the journalist simply presents the story in detail, pedalling sensationalism.

One such example is the news story *“Drama Of Woman Struck By Lightning When She Was Only Six Months Old,”* published on 10 October on the portal Stiri.md, the material being taken from TV 6 channel.

“She was born healthy but when she was only six months old, she was struck by lightning and now she leans on her elbow and crawls her body so she can move around. Because of the disease she is condemned to live her days within four walls, not leaving the house for weeks, and that’s because the greatest torment is the step of just a few centimetres she takes down when she gets off the bed,” the author says.

<https://stiri.md/article/social/drama-femeii-lovite-de-fulger-cand-avea-doar-sase-luni>

In an international news story about the conditions in which many ethnic Roma live in Europe, only the dramatic side is exploited, without providing a balance. *“About 80% of them live in poverty and only 43% have a job. More than half of the Roma live in filthy, dark housing without proper sanitation (compared to 61% in 2016) and 22% have no running water (compared to 30% in 2016). In terms of education, the figures are dramatic: 71% of young Roma leave the education system early, a proportion that is only 10% among 18-24-year olds in the EU”* (Stiri.md portal, 25 October *“Dramatic Situation of Roma in Europe: They Live in Deplorable Conditions”*,

<https://stiri.md/article/international/situatia-dramatica-a-romilor-din-europa-trai-esc-in-conditii-deplorable>

Certainly, in all cases, other aspects of the same issues could have been addressed, so that the media could fulfil its role not only as a source of information about certain shocking events but also as a means of educating citizens.

4) Terminology Used by Journalists

The Code of Ethics and guidelines of good journalistic practice advise media professionals to treat representatives of all social categories in a tolerant and non-discriminatory manner, regardless of age, gender, race, ethnicity, political affiliation, religious affiliation and sexual orientation.

It is recommended to avoid highlighting the ethnicity of a suspect, a defendant, a convicted or sentenced person, or of another person in a negative context. Likewise, it is recommended that the terms “disabled”, “handicapped” be avoided and replaced by other non-discriminatory words that allow the condition of the person being reported on to be described. In general, during the period monitored, the media followed the principle of tolerance and non-discrimination. In most cases the wording used by journalists was correct. However, there were exceptions.

Moldova 1, in a report from the south of the country where the felling of wood for sale had started, used the discriminatory term ‘invalid’ – *a worker who appears in the news says that the wood is felled and will be distributed according to lists to the needy, pensioners and invalids.* <https://trm.md/ru/mesager/mesager-din-9-octombrie-2022>

Again, in a news broadcast by Moldova 1 on 17 October, the discriminatory term ‘Gypsy’ appears. It is a report from the Congaz Ethnic Festival where 11 dance troupes gathered. A young dancer says: *“We come with a gypsy dance because there are Roma in Gagauzia as well.”* To recall that even if the sources in a material use inappropriate terms, it is the duty of journalists

not to allow such expressions in the material they broadcast/publish.

<https://trm.md/ro/mesager/mesager-din-17-octombrie-2022>

A terminology error was also committed by Pro TV in the “Revelations from Orphanage” – ... about the testimonies of a young man with physical disabilities who speaks about the inhuman conditions in the orphanage where he lived – *“More than 180 people with disabilities or mental retardation live at the Orhei orphanage. Each of them has their own story”*. To recall that the term ‘mentally retarded’ is discriminatory and should be avoided by journalists.

<https://protv.md/jurnale-de-%C8%99tiri/stirile-pro-tv-de-la-ora-20-00-cu-valeria-capra-07-09-2022--2624214.html>

The portal Stiri.md, which calls ‘lazy’ those who do not learn Romanian. The news taken over from the Nordnews.md portal and published on 27 September reads, *“Some people from Bălți speak three or even four foreign languages but they are also among the laziest people who do not learn even the state language.”* <https://stiri.md/article/social/baltenii-intre-doua-extreme-unii-studiaza-limbile-europene-iar-altii-nu-stiu-nici-limba-romana>

In most cases, the titles were relevant and informative and reflected the essence of the material. However, there were also cases where journalists used sensational headlines to draw readers’ attention to the material,

Here are some examples:

- Drama Of Woman Struck By Lightning When She Was Only Six Months Old;
- Plight Of 46-Year-Old Woman Battling Crippling Illness;
- Sad Story Of Old Woman Selling Socks At Central Market Entrance;
- Shocking Testimony Raped Pensioner: I Live In Fear;

- Drama Of Little Girl Waiting For Cochlear Implant. Mother: Knocking On Every Door;
- (VIDEO) “So There Would Be No Children On Earth.” How LGBT Were Used to Scare, Journalist Was Threatened, And Poetry Was Read in Shore Protest”

5) Photographs

Most of the material was accompanied by images, most of which were relevant pictures (in online media) that did not convey discriminatory messages. In most sensitive cases, symbolic photos were used. Regrettably, many photos did not contain a caption to explain their link to the text.

6) Comments

The Code of Ethics stipulates that all comments containing hate speech, discrimination or war-mongering should be moderated, and newsrooms should educate their readership on the rules of civilised debate on the Internet. While some of the media outlets monitored do not have the option to comment on their portals, others fail to manage the entire flow of comments to exclude those containing insults or promoting hatred and discrimination.

“The picture ‘Savages Brought To See The City. The faces of these ‘protesters’ speak for themselves. Just look at this collective farm, this is how the whole Moldova will be like if Socialist and Shor Parties are allowed to rule the country a little more” – a comment to a Newsmaker report from the opposition protests on 9 September.

There is a saying: If the third husband also punches in the face, the problem is not the husband, it's the face – such a comment remained unchanged on

the portal Stiri.md to a material containing the testimonies of a survivor of domestic violence (Drama Of Woman Beaten By Husband: I Wanted To Kill Myself, October 24).

Like gypsies have it – another discriminatory comment published on a news item on Stiri.md (Young Man In Wheelchair Blown Up At Car Competition, 26 September).

Roma are different – spoonsmiths, blacksmiths, musicians, dairymen, and so, the dairymen are the laziest, they have to clean first and keep it. Forget the sorrow!” – this is another comment perpetuating stereotypes about Roma ethnicity, published on the same portal Stiri.md (Dramatic Situation of Roma in Europe: They Live in Deplorable Conditions).

To recall that moderation of comments on news/articles on websites and social media is, together with the journalistic content, the editorial responsibility of a newsroom. The Moldovan Journalist’s Code of Ethics stipulates (art. 2.40) that “media outlets, while managing their websites as well as their social networks, shall not allow or accept from the public, in reactions (comments), deviations from legal and deontological norms.”

Each newsroom chooses individually whether to leave its comment space open or close it. However, once it chooses to allow comments to be published, the newsroom is obliged to take responsibility for that content. The Press Council had previously urged newsrooms to develop internal policies on moderation of user comments.⁴

4 <https://consiliuldepresa.md/ro/news/view/redaciile-ar-trebuie-s-manifeste-maxim-pruden-la-moderarea-comentariilor-de-pe-online-pentru-a-preven>

III. General Conclusions

- The ten media outlets monitored did not give enough space to inclusion and diversity issues. Most of the material on this topic was presented in the form of news stories, some taken from other media outlets in the country or abroad.
- Most of the material concerned women, elderly or refugees, while other groups, such as Roma, LGBT, people who have been in detention, had hardly been in the sight of media monitored.
- In some cases, the opinions of the representatives of the group targeted in the material was missing, with journalists preferring to get their information from representatives of the associative sector, state institutions or ordinary people.
- With some exceptions, in most journalistic material on the subject of inclusion and diversity journalists used balanced, neutral language. The materials did not promote hate speech towards ethnic minorities, disadvantaged groups. For the most part, journalists followed the rules of ethics when writing and editing news about the groups monitored.
- Not all online media offered users the opportunity to comment on topics published. At the same time, some portals that allowed comments to be published did not moderate their content.

IV. Recommendations

- Media outlets should take a more responsible and professional approach to stories that focus on people from groups vulnerable to discrimination;
- Topics should be covered in depth, providing the public with as much information as possible about the subject matter;
- The media should protect the identity of survivors and people in situations with negative connotations;
- Journalists should abandon a narrow, sensationalist approach to the subject. An in-depth analysis of the case is required, as well as an analysis of the complexity of the phenomenon, the causes of the situation or problem;
- The views of representatives of vulnerable groups should be heard on decisions affecting them and their daily lives;
- The media should be more careful about the terminology it uses, so that journalistic content does not violate people's rights and does not discriminate;
- Content managers in every newsroom should be aware of and take into account the provisions of the Journalist's Code of Ethics and the recommendations of the "Style Guide with Ethical Rules for Journalists" when writing news stories or moderating comments by media consumers.