

GDC

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Squelching Harassment in the Ecosystem

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#GDC23



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Harassment Online and in Games



Harassment: A Brief History



GRATEFUL
AF.



Monica Lewinsky (she/her) ✓

@MonicaLewinsky

@altendprod • anti-bullying activist • @tedtalks giver • • @vanityfair cor
song muse • ex-beret model • knitter • INSTA monica_lewinsky

#GamerGate

Memefication and Normalization



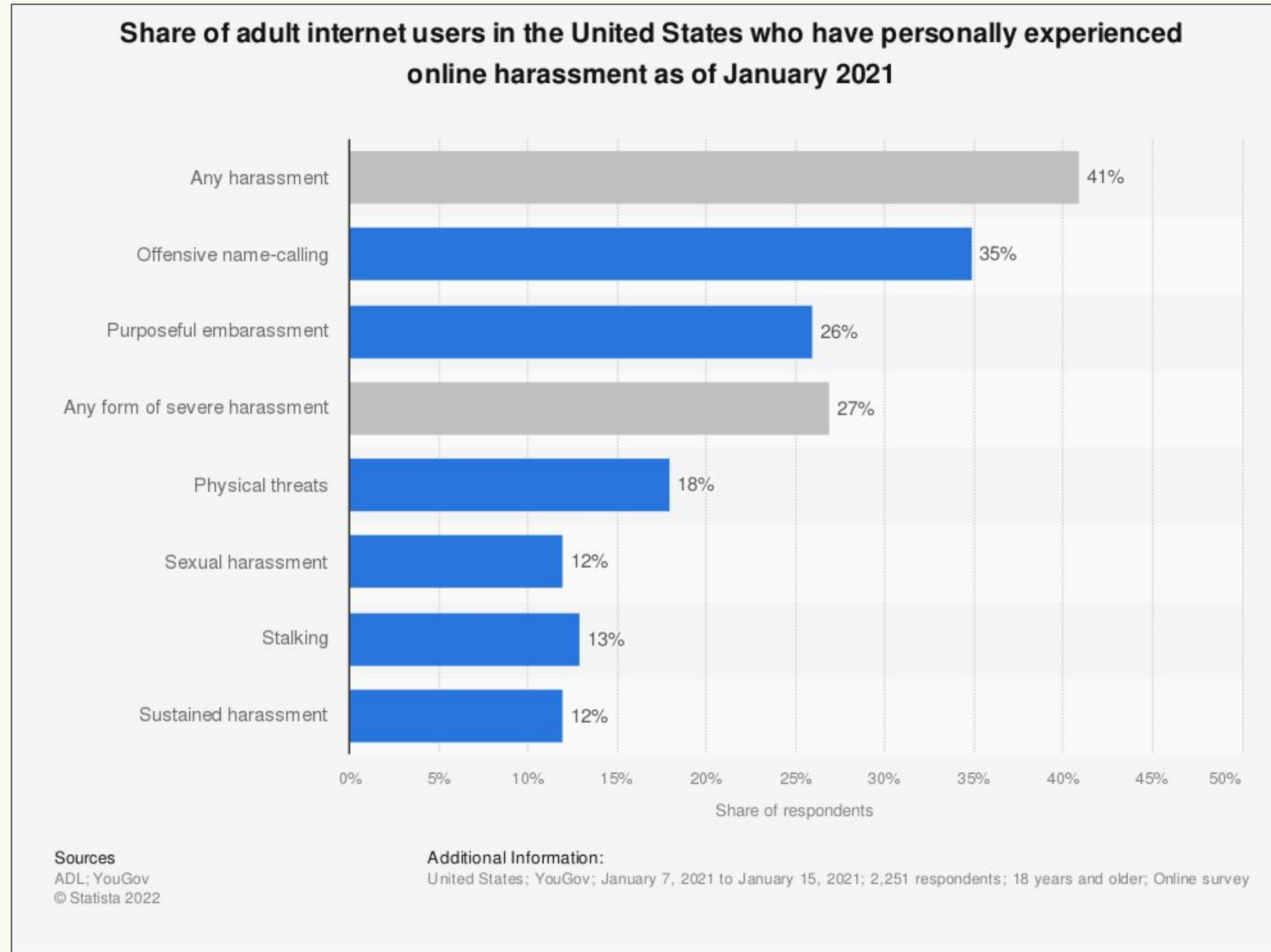
Cyber-racism in gaming

Study: Majority of gamers say they've witnessed racism and hate speech

Racism, misogyny, death threats: Why can't the booming video-game industry curb toxicity?

Online Gaming and Racism: Impact on Psychological Distress Among Black, Asian, and Latinx Emerging Adults

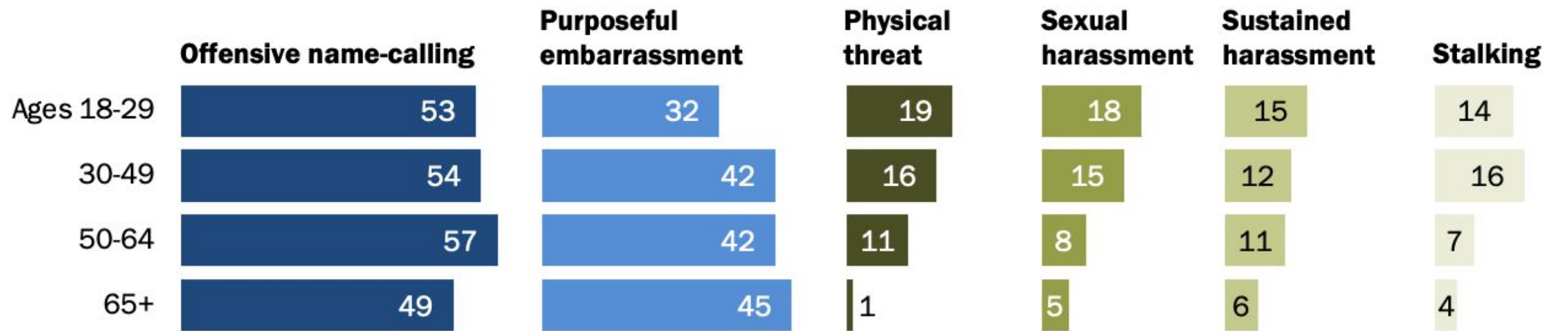
Abuse, Harassment & Games



Abuse, Harassment & Games

About a fifth of online harassment targets ages 18 to 29 say their most recent experience involved physical threats

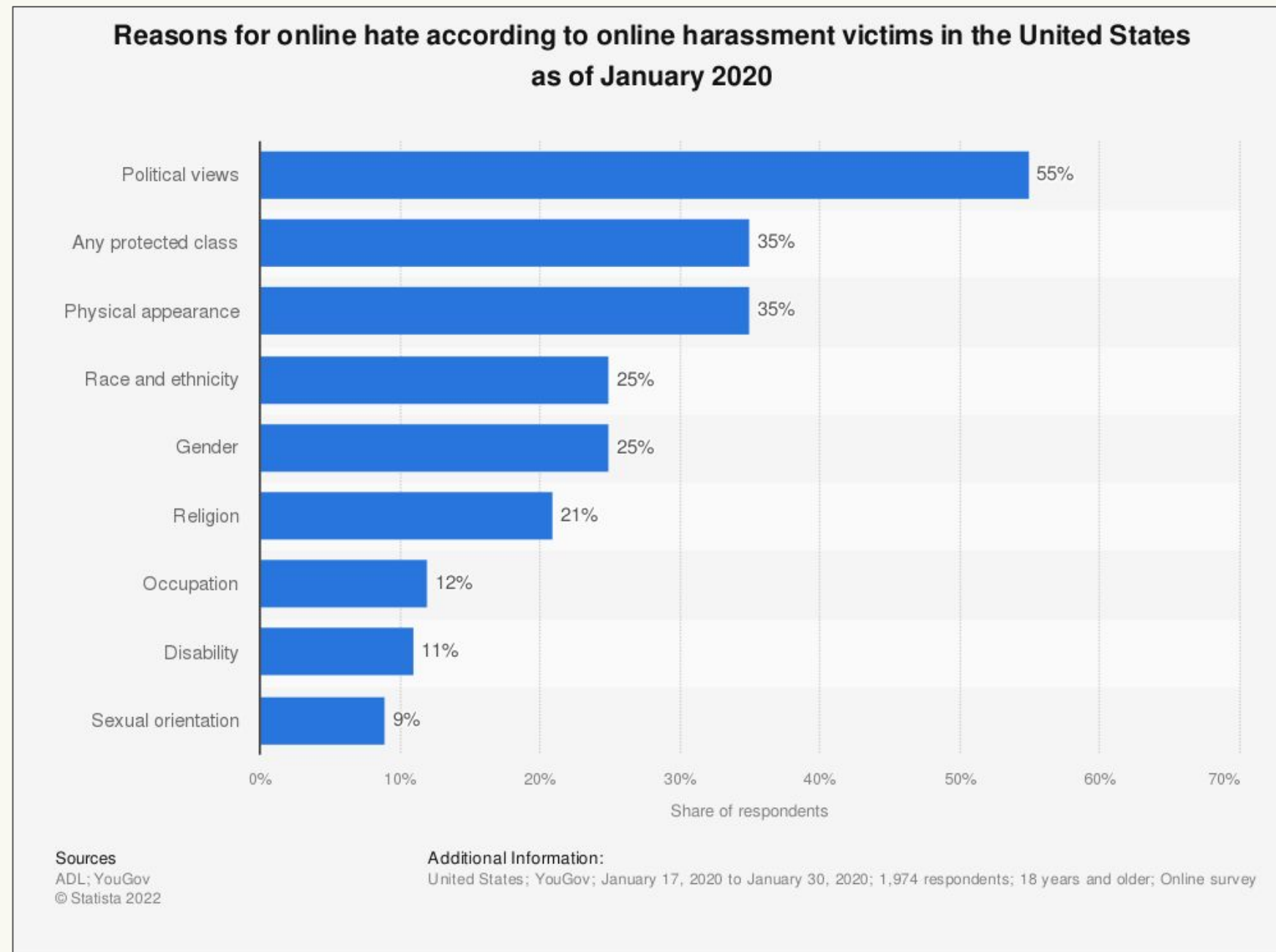
Among the 41% of U.S. adults who have personally experienced online harassment, % who say ___ was involved in their most recent experience



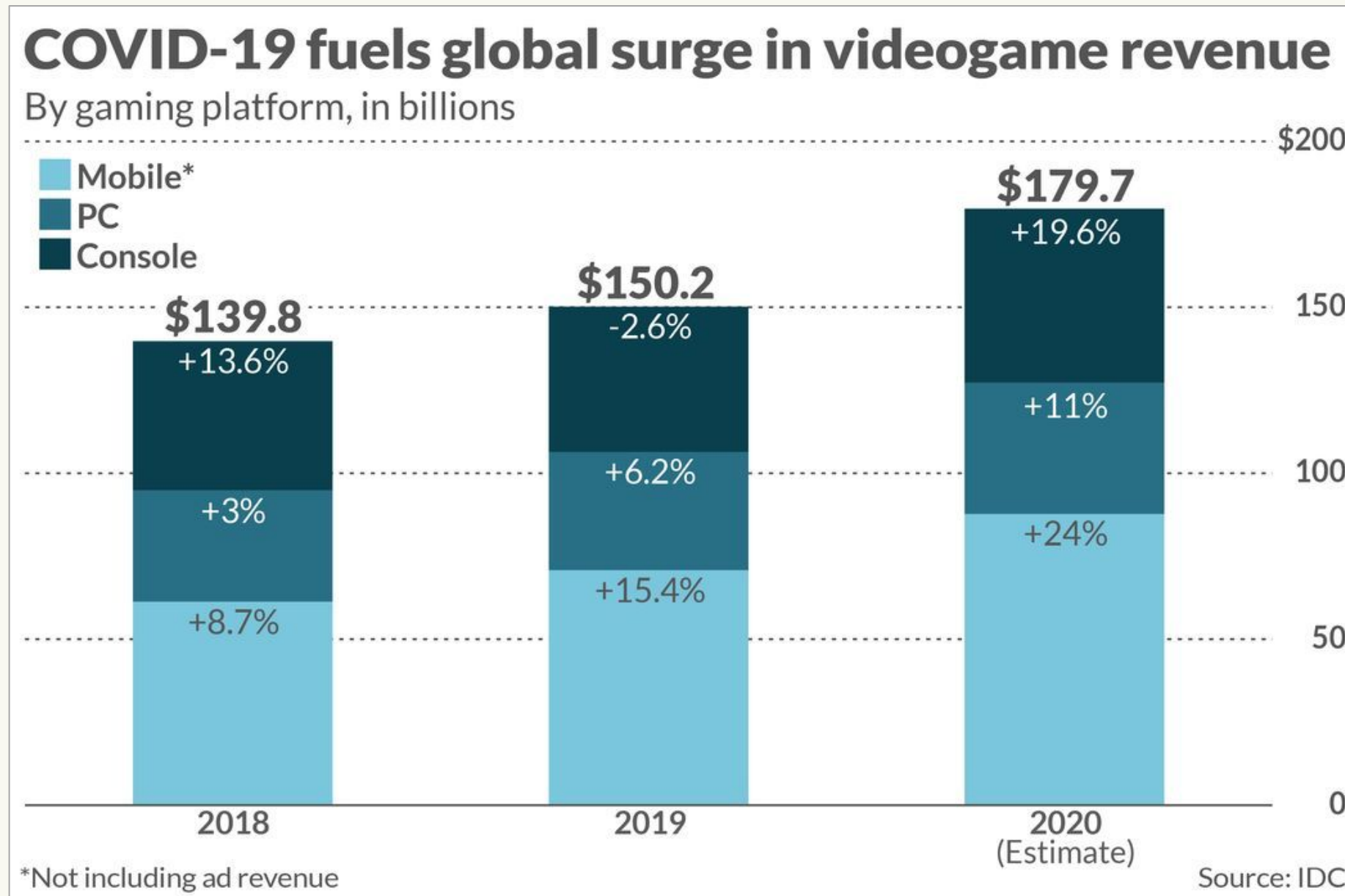
Note: Total may not add to 100% because respondents could select multiple options. Those who did not give an answer are not shown.
Source: Survey of U.S. adults conducted Sept. 8-13, 2020.
“The State of Online Harassment”

PEW RESEARCH CENTER

Abuse, Harassment & Games



Big Business in Gaming



Abuse, Harassment & Games

Do you think player toxicity and harassment directed at developers/studios is an issue in the video game industry?



Yes, it's a very serious issue **42%**

Yes, it's a serious issue **36%**


Yes, it's a minor issue **13%**

No, it isn't an issue **4%**

Unsure **5%**

Abuse, Harassment & Games

Have you experienced harassment from the player community during your time on a project?


Yes, directed at me **11%**


Yes, directed at a colleague/team **19%**


Yes, directed at me and a colleague/team **10%**


No **54%**


Unsure **7%**

The Clients



A Community Manager's Twitter



June 2, 2022 - 11:00 AM

 **Destiny 2** 
@DestinyTheGame

What's your D2 story?

Guardian and streamer [@uhmaayze](#) shares his in a way only he can 🔥.
Share yours with [#MyD2Story](#).

bungie.com/heroeswelcome



▶ 429K views 0:08 / 1:44 🔊 ↗

11:01 AM · Jun 2, 2022

June 2, 2022 - 11:00 AM

<https://www.youtube.com/watch?v=0b7cOn6DIso>

June 2, 2022 - 7:00 PM



June 2, 2022 - 8:45 PM



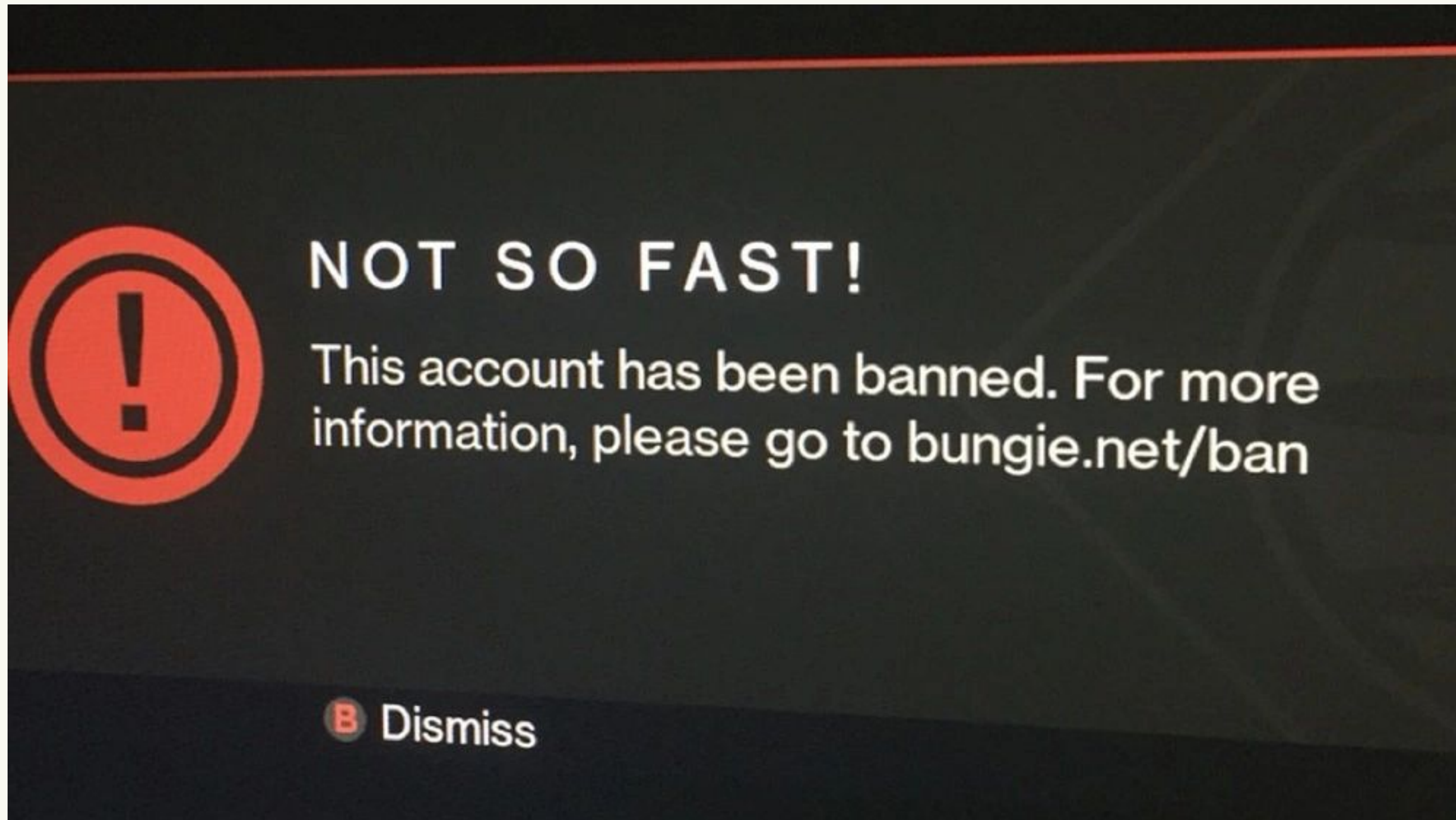
June 2, 2022 - 9:45 PM



July 2, 2022 - July 6, 2022



July 12, 2022



Audiogram [REDACTED]



The Attack

From: [REDACTED] <[REDACTED]>

Sent: Thursday, June 2, 2022 8:58 PM

To: [REDACTED]; Threat Management Team <[REDACTED]>

Cc: [REDACTED]

Subject: RE: Receiving racist voicemails and text messages

Hello.

Pizza guy just showed up.

They have our address.

Investigation, Identification, and Litigation



Basic Facts



Dominos Order



List of Creeps



Areas of Observation

Facebook
Reddit
Discord
Twitter
Telegram
Users
OG
4chan

Textnow



Third Party Cooperation



The Target



Today at 6:51 PM

I got banned from Destiny 2

Poggers

you'll never guess why either

@ Poggers you'll never guess why either

Today at 7:04 PM

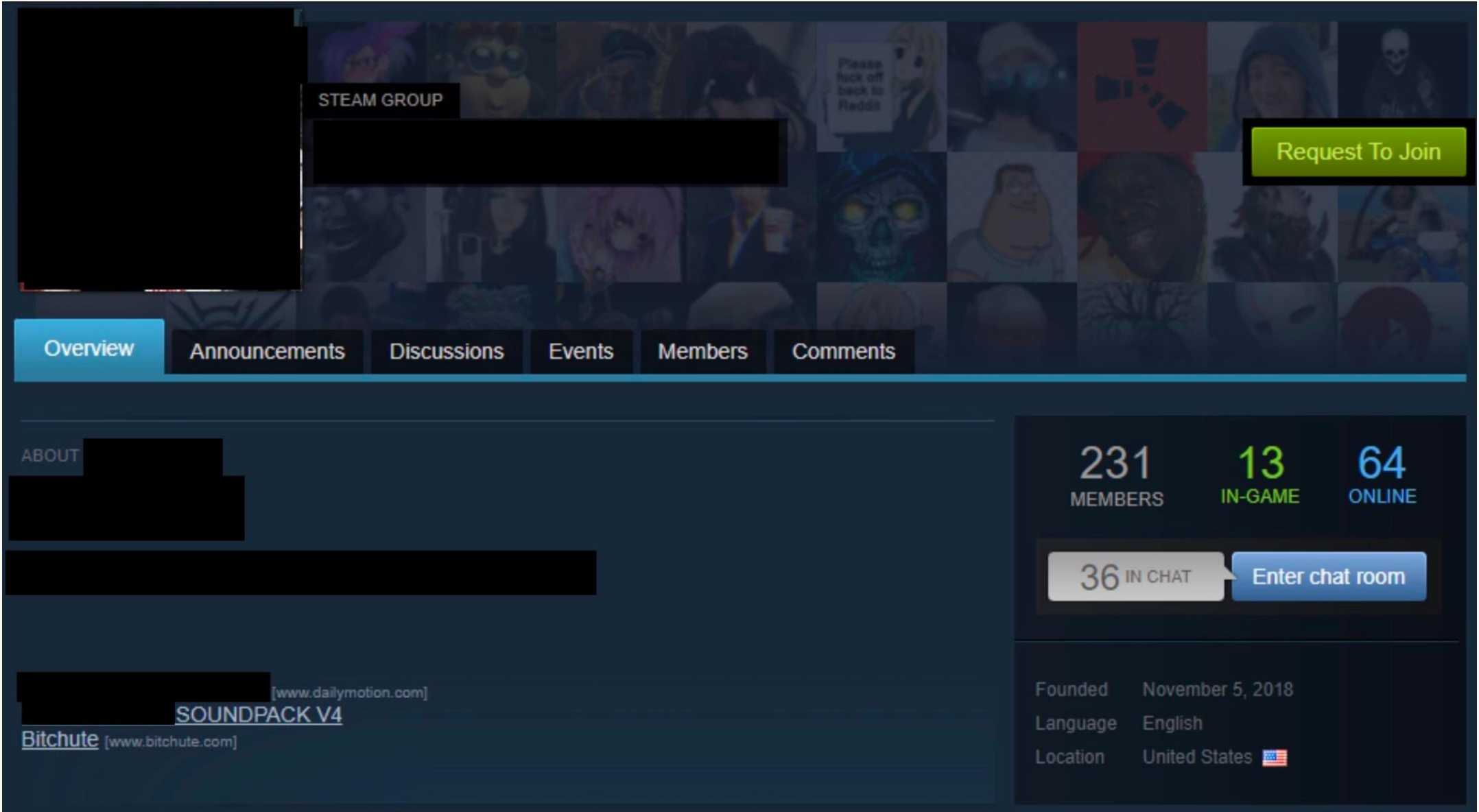
you sent a dev a racial slur in game chat (edited)



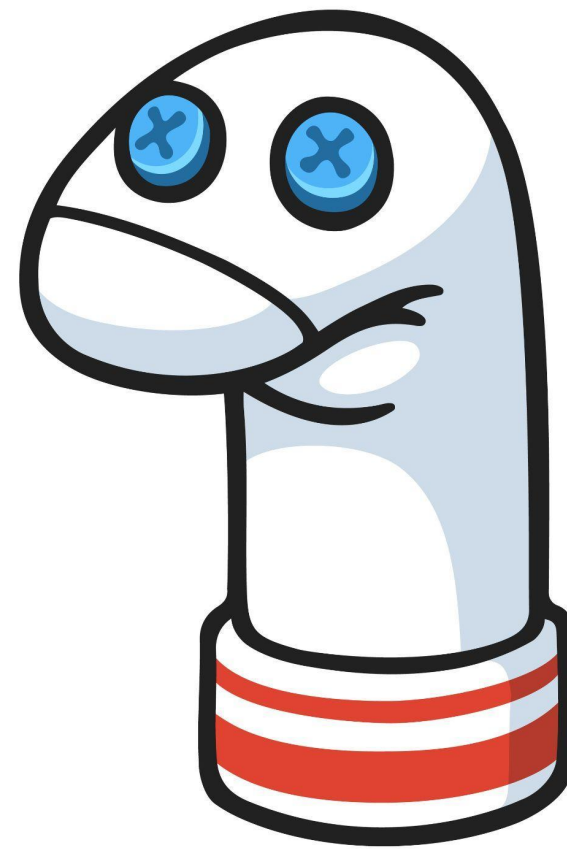
Today at 7:05 PM

I'd say more around the realm of sending a certain community manager a dominos order irl and they traced it back to me lmao

Culture of Harassment



Sock Puppet Accounts



Pattern of Abuse

[REDACTED]	I can't even post what this t[REDACTED] sent me
[REDACTED]	thats a whole a n[REDACTED] dude
[REDACTED]	F [REDACTED]
[REDACTED]	Its some [REDACTED] t[REDACTED] [REDACTED]

Find out



Aftermath

harassment of bunge staff on or off platform can lead to bans, yes.

6:37 AM · Mar 17, 2023 · **19** Views

countless people have been banned through social media and not in game offenses

4:21 AM · Mar 17, 2023 · **46** Views

Mitigation



Mitigation

What factors have you considered for choosing your next job? (Choose all that apply)

Salary/compensation 81%

Company culture 67%

Specific project or franchise 56%

Work/life balance 56%

Remote work policies 55%

Benefits 54%

Job title 40%

Location 39%

Length of workweek/workday 34%

Change in discipline/career path 25%

Other (please specify) 8%

Some Positive Developments



Advocacy and Further Reading

- <https://cyberbullying.org/bullying-laws>
- <https://www.takethis.org/>
- <https://feministfrequency.com/>
- <https://www.gamesforchange.org/>
- <https://igda.org/resourcelibrary/harassment/>
- <https://themelaningamers.com/>

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