To: [Corey Murphy]

From: [Ethan Dunzer]

Subject: Twitter Now Labels 'Potentially Harmful' Coronavirus Tweets (PRODUCT)

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This NPR article goes through the new polices and product changes that Twitter has made recently in the light of false COVID-19 information.

Bobby Allyn the author of this article states that “Twitter is now labeling misleading or unverified tweets about the coronavirus.” (Allyn 2020) Even going as far as deleting content that is believed to lead to injury/harm. These labels are used to warn the users about the misinformation but not go as far as deleting the content.

The article also states that Twitter officials “found that users do not want the company to decide which messages are truthful, but they do desire context around tweets.”( Allyn 2020) To comply with this Twitter will not delete content that is deceptive or fake as long as it does not lead to obvious harm/injury. Tweets that are flagged with this new label will also be prevented from trending in order to stop their false information from reaching others.

Other tweets that are deemed dangerous but not causing an imminent risk will be obscured with a warning about how the tweet conflicts with health experts. The user is then shown a link for expert information or they can choose to view the tweet.

The goal of twitter is to better their services by making it simpler to find reliable information on the site and regulate the spread of possibly harmful and fake content. This is also a new goal of other social media sites like Facebook and Google that have also helped stop misinformation with similar methods.

OPINION:

Now this is a great move for twitter to show that they care about what information is being put out to the world, especially since so many people now think that twitter is a "reputable" place for information. But what this also creates is a huge problem for their social media platform product. After all this was meant to be a free place where anyone can say what they want and by taking away from that despite the information not being true it is changing what the platform used to represent. A lot of people are going to see this recent change as a positive and a negative. And the ones that see the negative are going to have a changing view of the twitter product.

CITATION:

Allyn, B. (2020, May 11). Twitter Now Labels 'Potentially Harmful' Coronavirus Tweets. Retrieved May 12, 2020, from https://www.npr.org/sections/coronavirus-live-updates/2020/05/11/853886052/twitter-to-label-potentially-harmful-coronavirus-tweets