Hate speech online exercise

I personally believe that there is not a single person with social media account that has never experienced hate speech online. Not necessarily in the role of victim but definitely from the position of an observer. Digitalization brings access to information; an opportunity to read, listen, watch, stream, share, etc., but what we have to keep in mind is that the ability to "be connected" does not bring about critical thinking. Therefore, no one is protected from online hate. Anything can be misused and anyone can hurt or get hurt with so little as smartphone. Imagining that there are 3.5 billion smartphone users worldwide editing, posting, sharing with or without the intention to hurt. That is why I think that the national governments should think about implementing a "smart" education, and increase the general knowledge and quality of teaching encouraging application of critical thinking into practice. On the other hand, the internet and social media providers should take measures to do everything in their power to protect the general public from hate speech online, and if they fail to do so, should be held accountable. Overall, we all should act with our best intentions to make online space better, safer and free from hate.