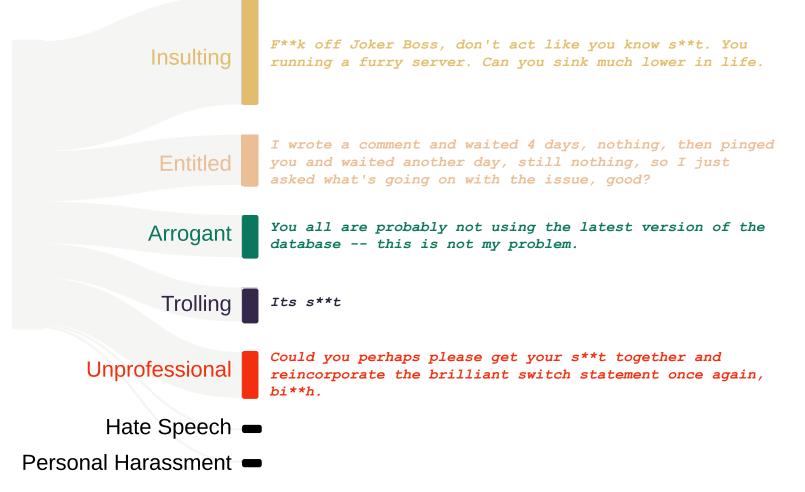
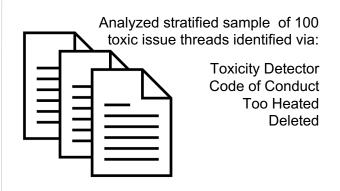
Understanding Toxicity in Open Source Discussions

Toxicity Presents Differently on GitHub

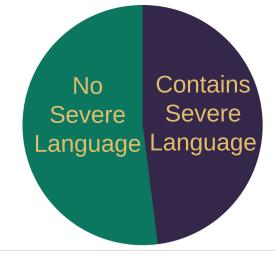
The nature of toxicity has unique characteristics compared to other platforms. It is commonly **insulting**, **entitled**, and **arrogant**.





Severe Language is Not a Prerequisite

Only about **half** of the toxicity in our sample contained severe language.



Toxicity Triggers Commonly Development Related

The toxicity was frequently triggered by **experiencing errors** or having a **technical disagreement**.

"Again, I'm so sorry for your embarrassment, these are the baselines for developers, next time use Google."

Failed Use/Error

Technical Disagreement

"I just tried reinstalling your buggy, sh**ty software for the third time. Maybe you guys can get one that works right and stick to it without changing it all the time"

"It doesn't work. F**k this"

Open Source Experience Does Not Prevent Toxicity

Toxicity in open source is authored by a wide range of stakeholders, from new accounts to **project members** and **experienced developers**.

