

The end of the social network

The weird magic of online social networks was to combine personal interactions with mass communication. Now this amalgam is splitting in two again. Status updates from friends have given way to videos from strangers that resemble a hyperactive TV. Public posting is increasingly migrating to closed groups, rather like email. What Mr Zuckerberg calls the digital “town square” is being rebuilt—and posing problems. (...)

The striking feature of the new social media is that they are no longer very social. Inspired by TikTok, apps like Facebook increasingly serve a diet of clips selected by artificial intelligence according to a user’s viewing behaviour, not their social connections. Meanwhile, people are posting less. (...) Debate is moving to closed platforms, such as WhatsApp and Telegram.

The lights have gone out in the town square. Social media have always been opaque, since every feed is different. But TikTok, a Chinese-owned video phenomenon, is a black box to researchers. Twitter, rebranded as X, has published some of its code but tightened access to data about which tweets are seen. Private messaging groups are often fully encrypted.

Some of the consequences of this are welcome. Political campaigners say they have to tone down their messages to win over private groups. A provocative post that attracts “likes” in the X bear pit may alienate the school parents’ WhatsApp group. Posts on messaging apps are ordered chronologically, not by an engagement-maximising algorithm, reducing the incentive to sensationalise. In particular, closed groups may be better for the mental health of teenagers, who struggled when their private lives were dissected in public. (...)

Yet this new world of social-media brings its own problems. Messaging apps are largely unmoderated. For small groups, that is good: platforms should no more police direct messages than phone companies should monitor calls. In dictatorships encrypted chats save lives. But (...) politicians in India have used WhatsApp to spread lies that would surely have been removed from an open network like Facebook. (...)

More urgent even than the rise of fake news is a lack of the real sort. Mr Zuckerberg once said he wanted Facebook to be like a personalised newspaper. But since the network’s pivot to entertainment, news makes up only 3% of what people see on it. Across social media only 19% of adults share news stories weekly, down from 26% in 2018. Publications like BuzzFeed News, which relied on social distribution, have perished. That is their lookout (and ours). But it is everyone’s problem when nearly half of young people say that, just as the platforms decide news is no longer interesting, social media are their main source of news. (...)

Some people argue that social networks’ defects can be fixed by better governance, clever coding or a different business model. Such things can help. But the problems raised by the new generation of apps suggest that social media’s flaws are also the result of the trade-offs built into human communication. When platforms swing back towards private groups, they inevitably have less oversight. When people escape their echo chambers, they may well face more extreme content. When users embrace harmless entertainment, they see less news. As social networks wither, platform operators and users should devote less time to the old battles and more to grappling with the new.

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