

# **IAMCR 2017**

## **Crisis, Security and Conflict Communication Working Group**

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<sup>1</sup> We have endeavoured to ensure that these are the abstracts of the papers actually presented in Cartagena. Nevertheless, due to cancellations, additions and other factors, abstracts may be included here that were not presented and abstracts that were presented may not be included. Email addresses have been intentionally altered to prevent harvesting by spammers.

**Id:** 14539

**Title:** Blind spots and tensions between authorities, emergency management experts and journalists during catastrophe coverage: qualitative analysis on perceptions and expectations of those responsible in the case of Chile

**Session Type:** Individual submission

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**Abstract:** Because of their nature, disasters hinder the ability of the authorities and the population to directly obtain and disseminate vital information (Potter & Ricchiardi, 2009). The media become the first channel of data, thus journalists are often considered as part of first responders (Dart Center for Journalism & Trauma, 2014; Ulmer et al., 2007; UNISDR 2014; Veil, 2012).

However, the audience, experts and authorities are highly dissatisfied with the work of journalists and accuse the media of obstructing their work, being sensationalists, generating panic, reproducing rumors, and portraying those responsible as guilty of crises (Scanlon, 2009; Swindell & Hertog, 2012; Garnett & Kouzmin, 2007). Journalists criticize restrictions on access to information and are wary of the veracity of official data (Netzley & Banning, 2011; Strömbäck & Karlsson, 2011; Freimuth, 2006; Lowrey et al., 2007).

This paper proposes to test from a qualitative approach the hypothesis that, in Chile, these criticisms are due to blind spots between authorities, emergency management experts and journalists, particularly about what they define as appropriate journalistic coverage and their respective roles. During 2016, we conducted 49 in-depth group interviews using a semi-structured questionnaire in four regions of the country affected by catastrophes (earthquakes, forest fires and floods) in the last five years. We chose this technique (Wimmer & Dominick, 1996) since it is the most appropriate to observe the interaction between the prominent members of these groups and to show, collectively, their agreement and disagreement points.

The conclusions point to the fact that the main blind spots refer to the deadlines for the delivery of information, the sources of such information and the processes of channeling and delivery of data. The most critical moments occur in the first hours of the catastrophe, when the population demands information, the media have the need to broadcast it immediately and the experts and official sources delay its delivery, as they must process the data accurately both for the audience and for the authorities and spokespersons. In addition, they all point out the need to collect information quickly and to coordinate the different actors, but there is no clarity on the content of that information (they have questions and seek different answers, but do not communicate it to the other groups) or the relevance of the different sources to deliver data. The agreement points are the need to get to their workplaces as soon as possible, to immediately start collecting information, order it and broadcast it, and, at the same time, initiate their action protocols. Personal and family security, damage assessment, stabilization of communications, and supporting the recovery of the normality of the population are also mentioned as challenges.

The detection of these blind spots and tensions allowed us to develop the questionnaire of a survey that, during 2017, will evaluate in a quantitative and statistically representative way the opinion of these groups.

**Id:** 14546

**Title:** Threatening criminals and 'regular' citizens. News frames and media dynamics in news debates of radicalization and violent extremism

**Session Type:** Individual submission

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**Abstract:** The issue of young Westerners travelling to Syria and Iraq to join the Salafi-jihadist group the Islamic State (IS) has, in recent years, been high on the public agenda in a number of countries, including Norway. The phenomena of so-called foreign fighters have generated renewed interest in radicalization and why young people who have grown up in Western, democratic countries come to accept and engage in political and religious violence.

The aim of the present paper is to explore how issues concerning 'foreign fighters' are presented in the news media, and discuss the possible understandings, causes and political solutions to radicalization and violent extremism implicated in these depictions. To illuminate these issues, the paper draws on framing theory (Entman, 1993). It takes as its starting point that news media reporting matters in the sense that depictions open up for specific understandings of and policy solutions to counter radicalization and violent extremism. For instance, defining 'radicalized' individuals as criminals implicitly or explicitly foreground legal sanctioning as a solution, whereas defining radicalized individuals as marginalized members of society tends to imply 'softer' preventive measures (Fangen and Kolås, 2016).

Methodologically, the paper combines quantitative and qualitative analysis of news texts. The main part of the analysis is based on a content analysis of 741 articles concerning 'jihadist foreign fighters', published in the online version of the four largest Norwegian news outlets – Aftenposten, NRK, TV2, and VG – in 2014 and 2015. The content analysis examines the sources present in the coverage, as well as the main themes within which issues concerning 'foreign fighters' are presented. For instance, whether 'foreign fighters' mainly are depicted as a security threat, as criminals, or as 'regular citizens' having made 'deviant' life choices. In addition, a qualitative textual analysis of a selection of news texts is conducted, exploring more in-depth various ways of presenting the issue of 'foreign fighters', and the implicit and explicit causes and solutions to radicalization brought forth.

Preliminary analysis reveals that the majority (sixty percent) of the analyzed news items focuses on political, legal and civic measures to prevent radicalization and extremism. Forty-two percent of the articles concerns indictments and court cases, thus indicating the dominance of a crime frame that foregrounds legal sanctioning. Twelve percent of the articles emphasize 'foreign fighters' as a security threat, whereas twenty-seven percent focus on 'extremism as a phenomena' (i.e. focusing on 'extremist' groups, individuals and viewpoints without foregrounding them as a threat or highlighting counter measures). The above findings will be further elaborated on and discussed, focusing on potential political implications of news reporting, and the role of journalism in political discourses on radicalization and violent extremism.

**Id:** 14563

**Title:** Methodological innovation in impact evaluation of journalism projects. The case of the impact study on Studio Tamani in Mali

**Session Type:** Individual submission

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**Abstract:** For several decades, international donors and media development organisations have supported independent media and professional journalism as a way to enhance democratization (Gonzalez/Khalathil 2015, Arsenault/Powers 2010). High ambitions by both donors and media developers are in stark contrast to both the current state of media effects theory and to empirical evidence gathered all over the world so far (Nosske-Turner 2014). An overview by Schoemaker and Stremlau (2014) shows that the evidence of media interventions' effects on violent conflicts (knowledge, behaviour or practice) is scarce at best, especially with regard to professional news journalism; this is mainly due to a lack of studies focussing on media effects, and secondly on weak methodologies applied within those studies.

Providing evidence on those effects is often difficult, partly because randomization often cannot be applied in media development initiatives, and self-selection (Olsen 2008) becomes a major issue, because media exposure cannot be randomized and thus cannot be controlled by the researchers, making it impossible to find out whether differences in the audience are related to media use.

Furthermore, a lack of baseline studies makes it impossible to measure before-after effects.

As a result, there is very little sound evidence as to whether and how professional journalism as part of media programmes in (post)conflict contexts actually has an impact on people exposed to these programmes. Systematic media effects research, based on a sound research design, would be required, but is often lacking.

With this in mind, a study to identify effects of a radio station in Mali was carried out. The station was part of a media development programme, with clear hypotheses stipulated as the programme's objective. The goal of the evaluation was to first measure media effects to test the programme's hypotheses, and second to develop a methodological approach that could be replicated to evaluate media programmes in other countries.

The researchers chose a multi-method approach (Bruhn-Jensen 2002: 271f), using qualitative and quantitative methods from communication science and conversation analysis (Sacks/Schlegoff/Jefferson 1974), and carrying out four different studies on the quality and the effect of the programme to be evaluated. Concerning the self-selection problem, a new design to identify treatment and control groups was developed.

The findings from the four studies were brought together in a synthesis, complementing, validating and deepening the findings from the four individual studies. For example, the speech act analysis confirmed impressions gathered through qualitative interviews with participants of the discussions and through standardized surveys with listeners. The content analysis of news corroborated the results from listener surveys about audience perceptions on the conflict.

Overall, the study showed that even in cases where a baseline study is lacking, this challenge can partially be overcome by working with a treatment / control group design which simulates a random distribution of a specific treatment in a population, in order to measure possible effects.

**Id:** 14712

**Title:** Picturing the 'refugee crisis'. Visual patterns in the German TV coverage of the refugee and immigration issue

**Session Type:** Individual submission

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**Abstract:** The role of media in the context of migration gained new relevance due to the increasing number of refugees in the last few years. Even though (forced) displacement is a global issue, in 2015, international attention focused on Europe and Germany in particular: Due to the Syrian Civil War and the unstable situation in Iraq and Afghanistan, more than 470.000 asylum claims were filed in Germany in 2015, more than in any other country (UNHCR Global Trends 2015). This situation – often called the “refugee crisis” – still causes heated political discussions and a divided public opinion in Germany, but also serious tension in EU politics. We analyzed visual patterns in the German television coverage of the refugee and migratory movements in 2015 and 2016.

It can be claimed that public perception and political discourse of the immigration issue were shaped by visuals in particular: In the communication process, images have an argument function, they influence the public agenda and the framing of issues. But, above all, visuals – and especially images in motion – can uniquely communicate emotions and indicate emotional reactions to viewers in times of crisis (Schill, 2012). Referring to social-psychological findings, Bleiker et al. (2013) argue that visual patterns in the portrayal of asylum seekers and refugees influence the degree of the viewers compassion and – in doing so – also shape the political discourse. Their analysis of the newspaper coverage in Australia shows that asylum seekers were dominantly portrayed in large groups. The authors claim that this dominant visual pattern favours, among other factors, asylum policy to be framed primarily as a security issue.

However, visuals are still understudied in communication research. When it comes to mass communication related to immigration and asylum policy, specifically, the few existing studies have focused on newspaper pictures so far.

Our study analyzes the visuals in the coverage of two public and two private television stations in Germany whose programs were recorded for one week in April 2015, October 2015 and April 2016 respectively. Our analysis thus covers three crucial moments during the evolution of the immigration issue: 1) The phase when refugees arrived mostly in Italy and Greece; 2) the phase when the number of refugees arriving in Germany peaked; 3) the phase when the numbers of refugees arriving in Germany dropped significantly.

Following a qualitative approach, we analysed 18 broadcasts that were selected consciously in order to grasp central news pieces and to cover a broad range of genres, topics and visuals. The single scenes of the news pieces were identified and systematically described regarding their possible emotional impact; a characteristic screen shot was taken for each scene. The coding focused on the manifest object level of the visuals, differentiating between three main categories (individuals, groups, landscapes/objects). We will present a typology of visual patterns used in the coverage of the immigration issue, providing information on typical motives and how they are depicted as well as possible emotional reactions of the visual patterns.

**Id:** 14733

**Title:** Narratives on the Brazilian crisis in Exame magazine: state of mind and emotions for living through current events

**Session Type:** Individual submission

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**Abstract:** How can we consider the media narrative today? And what about the Brazilian media discourse regarding the current national political and economic crisis here? Critics have identified the current crisis as anchored in discourse, dominated and managed by given visibility regimes which have made it possible to produce other senses and sociabilities of what is Brazilian and Brazilians themselves. Those do not always meet the collective desire for justice and equality, which were present in the discourses built to express theories in the XXI Century. The present analysis is based mainly on descriptions and interpretations announced by Exame journalists as seen in an empirical study of the covers Exame, a Brazilian bi-monthly publication on business and economy, during 2015. The theoretical and methodological presumptions of Foucault's archeology and genealogy, approaches with direct relations to the concept of discourse as a social and historical, which also considers power relationships and aspects of knowledge inherent to such practices. This perspective makes it possible to observe the conditions that favored irruption of the crisis from the viewpoint of the media. Such an analytical logic also maps the network of micro-powers on which the media discourses find support, especially through the will for truth which elevates the current crisis to even more critical levels, producing a sense of disorder in social practices and senses. The debate proposed in the un-contextualized narratives that are observed in the current national atmosphere in relationship to factors of a foreign nature. In that respect, analysis points to a discourse by Exame on the Brazilian crisis liberal (rightist) tendencies that support regimes based on riches and power, sometimes using a self-made man to guarantee the marketing success of those chosen to create the narrative. Facts are not contextualized, which would offer a way to ponder their causes. On the contrary, they are presented isolatedly, in a strictly local way, which makes contextualization impossible. The narrative builds a social image that pictures risk of unrest and fear of the future. A future the magazine paints as being filled with periodic uncertainties. In that sense, the narrative is strongly tied to the culture of emotions and sentiments, in order to create subjective states of mind for living with the crisis. That, in turn, leads to subjective construction, expression and delimitation of the crisis.



Key Words: Brazilian Crisis. Media and Discursive Practices. Exame Magazine. Relations of Power.

**Id:** 14795

**Title:** The Syrian Conflict and the Quest of Hegemony: A Comparative Study of the BBC and RT in Reporting Aleppo.

**Session Type:** Individual submission

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**Abstract:** Irfan Raja and Nasser N. Alotaibi

Once again, during the festive season of Christmas, the world has witnessed yet another genocide in Aleppo akin to that of the Gaza massacre which occurred in December 2008. In an ever-conflicting world, the Middle East has emerged as a flashpoint and an arena where international and regional powers are competing for regional and international hegemony whether it be Russia, Iran, America, Britain, Israel, Turkey or the Saudi Arabia (Miller, 2016; Raja, 2017). A few commentators such as Raja (2017) have warned that Aleppo “is an eye-opening episode of a slow genocide that sooner or later may spread to neighbouring countries” (Raja, 2017). Of course, in this worrying situation, it seems that all key players in the conflict have learned little of their recent experience of turning the whole Middle East into a political, social, ethnic and religious cataclysm.

This study encompasses reporting of the Aleppo crisis over a period of five weeks (November 15 to December 22, 2016) by two major broadcasters namely the BBC and Russian International Television Network (RT) that are of a different political orientation. It asks significant questions: what role has the BBC and RT played in reporting the Aleppo crisis in the wake of Syrian conflict? In what ways, these broadcasters reporting has been different? Has the suffering of the people of Aleppo been overshadowed by political actors dominating media outlets aiming to serve their own personal interests?

In this chaotic state of affairs, and to a certain extent, both broadcasters have manifestly seen and presented the crisis of Aleppo through the lens of their own and their government’s perspective of the issue. On one hand, in most of its reports, RT described the civilian resistance as “armed militants” and “terrorists” and branded the crisis as a “Russian fight against the terrorism”. In comparison, the BBC reported the Aleppo crisis as a “siege” and presented the forces of resistance as “Syrian rebels” whilst questioning the indiscriminate killings of civilians mired in the raging conflict.

**Key Words:** Humanity, Middle East, Syria, Aleppo, Conflict, BBC, Russian Television.

**Id:** 14958

**Title:** Radio, Conflict and Land Grabbing in Sierra Leone. Communicating rights and preventing violence through drama

**Session Type:** Individual submission

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**Abstract:** Within a framework of Communication for Development in Peacebuilding, this article sheds light on the effects of radio drama in addressing conflict over land governance. The discussion is built around the use of radio during the recent land acquisition process that has taken place in Sierra Leone. In 2012, the Sierra Leonean government invited agricultural companies to invest in land in the country. However, the allocation of the land for sale to multinational corporations was not carried out in consideration of people's rights over their land, negatively affecting farmers' livelihood and causing strong tensions between local communities and authorities.

The literature on the role of the media in conflict is vast. Through the Rwandan example, Thompson (2007) looked at the different ways in which the media manipulate the masses. Others have analysed the issue from a journalistic perspective and considered the role that media reporting plays in the escalation – or conclusion – of conflict (Allen and Seaton, 1999; Terzis, 2003; Frère, 2007; Terzis and Vassiliadou, 2008; Baú, 2010). Authors such as Lynch and McGoldrick (2005), Hackett (2006), Keeble et al. (2010) and Tehranian (2002) have engaged in the debate surrounding the new role of 'peace journalism', discussing media ethics with an emphasis on pluralism, tolerance and human rights. More recently, a number of scholars (Staub et al., 2010; Paluck, 2012; Tufte, 2012) have emphasised how also entertainment education can contribute to the creation of communication environments that are apt to mediate conflict and prevent violence.

Bush Wahala is a radio drama from NGO Search for Common Ground (SFCG) that promotes popular education to land rights with specific reference to land grabbing by agro-business. The goal of the programme is to strengthen the capacity of communities to negotiate fair land deals without violent confrontation, raising awareness among farming communities of their rights and facilitating a more informed decision-making.

This paper discusses the effects that the storyline of SFCG's radio programme Bush Wahala - including its characters, the problems they faced, the solutions shown and the information provided to the audience – has had on its listeners in relation to the choices they have made or the actions they have taken in their daily lives on the issue of land acquisition. Through the analysis of semi-structured interviews conducted by the author with rural farmers in Sierra Leone, on the one hand, this work generates reflections on the role of radio drama in providing farmers with alternative options to the use of violence and confrontation with the authorities in order to claim land rights; on the other hand, it represents an important contribution to the literature of edutainment in contexts of conflict, with specific focus on the increasingly complex issue of land grabbing in the developing world.

**Id:** 15391

**Title:** The moderating effect of response and sources on the relationship between sadness and reputation

**Session Type:** Individual submission

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**Abstract:** This paper attempts to understand crisis communication as an information process from a social psychology perspective, specifically, the elaboration likelihood model and affect priming theory. The effectiveness of response strategies on social media will be explored through the impact of how the audiences process the information with a perception toward organizational reputation as well as attention to how emotions relate to this process. The effect priming theory illustrated the relationship between emotion and judgment, while based on the elaborate likelihood model, the assumption lies on multiple sources with multiple arguments, the same as personal relevance that will exert different impacts on the degree of elaboration thereby forming different perceptions toward reputation.

By employing a real case in Mainland China, happened on April 2016, as a sample case to test the elaboration likelihood model – young lady attacked in HEYI hotel, this paper intends to detect the relationship between stakeholders' sadness and their perception of reputation or organization and to explore the moderation effect of single/multiple sources and emotional/non-emotional response on the relationship between sadness and reputation.

An experiment was employed of 140 undergraduate students from Mainland China and Hong Kong, for understanding how the response strategy and multiple sources influence public perception of organizational reputation. This experiment followed a 2 (response strategy) X 2 (multiple sources) design; all participants were randomly assigned to four conditions (three experimental groups and one control group). PROCESS was adopted in data analysis of this research.

We find that there is no direct relationship between sadness and perceived reputation ( $\beta = -.10$ ,  $t = -1.1$ ,  $p = .29$ ). But most importantly, after interacting with the emotional/non-emotional response and single/multiple resources, stakeholders' sadness turns to be negatively related to the perception of organization's reputation. In other words, there is a three-ways interaction effect, which is interacted by sadness, response strategy and multiple sources on predicting people's perceptions on corporate reputation ( $F(1,131) = 4.00$ ,  $p = .048$ ,  $R^2 = .01$ ). Under the condition of a single source and unemotional response from the company, the higher level of sadness respondents report, the lower level of perception of reputation toward the company they evaluate ( $B = -.18$ ,  $SE = .09$ ,  $t(131) = -2.06$ ,  $p = .045$ ).

This finding has theoretical as well as practical implications. A theoretical implication is that future researchers should consider the affective and cognitive perspectives of reputation. Also this is a supplement on crisis communication since understanding crisis communication from the relationship between stakeholders' negative emotions and their perception toward company's reputation and moderation effect based on the elaboration likelihood model are not often seen on this field. A practical application is that the awareness of stakeholders' negative emotion and exploring specific strategies to relieve this negative emotion are essential regarding rebuilding company's reputation. Not only emotional/non-emotional response strategy and single/multiple resources exert moderation effect on the relationship between stakeholders' sadness and their perception of company's reputation, but also, these three factors have an impact on reputation respectively. However, the effective and moderate strategies of editing and delivering emotional messages should be identified according to different negative emotions: sadness, fright, anger, and anxiety. A future study could distinguish message strategies/persuasion techniques specifically by different negative emotions.

**Id:** 15650

**Title:** Digital dynamics of accountability and public legitimacy ' Finnish Immigration Service during the "European refugee crisis"

**Session Type:** Individual submission

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**Abstract:** In the contemporary hybrid media system, civil society organisations, groups and networked individuals (the Fifth Estate, see Dutton 2009) join the press (the Fourth Estate) in efforts to hold authorities accountable. As a result, social accountability can be approached as a dynamic, interactive process in which a public authority is obliged to publicly explain and justify its conduct (Bonner 2009). In this process, the legitimacy of a particular actor is maintained or eroded through socially constructed discourses (Van Leeuwen 2007). This paper examines these digital dynamics of accountability by focusing on the Finnish Immigration Service which came under heavy public scrutiny during the so-called “European refugee crisis”. Following the publicity and online discussion around an investigative media report that revealed a heightened political pressure on the agency and deteriorated working conditions endangering due processing of asylum applications, we examine the role of the legacy media and various citizen online groups promoting the interests of asylum seekers for activation of social accountability. Using hyperlink tracing and big data sets collected from various social media platforms we focus on the negotiation of the Finnish Immigration Service’s institutional legitimacy. This is done by, first, examining the interaction between the Immigration Service and its critics, assessing the capacity of both news media and citizen actors to force the Immigration Service to account for its performance to the public. Second, a more detailed analysis using Discourse Network Analysis is carried out to explore the legitimization claims presented by different actors. We conclude, on one hand, that networked actors can take advantage of social media affordances and successfully hold public authorities accountable in crisis situations. On the other hand, we argue that social media functions as an important forum for public agencies to inform the public about their conduct and gain social legitimacy.

Bonner M.D. (2009). Media as social accountability: the case of police violence in Argentina. *International Journal of Press/Politics* 14(3), 296–312.

Dutton, W. H. (2009). The Fifth Estate Emerging through the Network of Networks. *Prometheus*, 27(1), 1–15. <http://doi.org/10.1080/08109020802657453>

Suddaby, R., & Greenwood, R. (2005). Rhetorical strategies of legitimacy. *Administrative Science Quarterly*, 50, 35–67.

Van Leeuwen, T. (2007). Legitimation in discourse and communication. *Discourse & Communication*, 1, 91–112.

**Id:** 16013

**Title:** Public Sphere along the Balkan Route: How Serbian, Hungarian and German Newspapers discuss the Migration Crisis

**Session Type:** Individual submission

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**Abstract:** Europe is in the midst of what many call the migration crisis: People are fleeing from the war in Syria, and are seeking refuge in the European countries. After reaching the borderland in South-Eastern Europe, they often travel along the “Balkan route” towards Germany or other destinations. Being confronted with this stream of migrants, the countries alongside and at the end of the route are constantly evaluating the situation, taking into account both the refugees’ needs, and the countries own interests. The news media play an important role in mediating this public discourse.

In our paper, we address this evaluation processes from the perspective of three countries located along the Balkan route: Serbia, Hungary and Germany. We show how the stream of migrants is depicted in two of their broadsheet newspapers – a right wing and a left wing oriented one. Our findings stem from a comparative content analysis that was conducted at London School of Economics and Political Science in 2015 and 2016. Our analysis is based on a shared codebook and covers three two-week-periods, which allows us to trace changes in news coverage over time.

The findings were analysed using a binary that guided the whole project: humanitarianism vs. security. The struggle between the two concepts can be observed in two ways: On the one hand by analysing how the refugees travelling along the Balkan route are represented (e.g. how they are addressed, and whether they are considered “illegitimate”), and how the effects on the country are perceived. On the other hand, it can be tackled by analysing the measures that are suggested for taking action, like offering asylum or closing national borders.



Aside from each countries' internal discussion, our paper specifically focuses on the question how the newspapers discuss the actions planned or taken by other European countries or on the EU level. Seoane Pérez (2013) is one of many authors discussing the structural and cultural limits of a European Public Sphere (see e.g. also Trenz 2004, Koopmans/Erbe 2004). The pan-European character of the migration crisis does however challenge the news media to look across borders. Furthermore, other than most studies in this field, we also take into account that our countries different stance towards the EU influences the newspapers reporting.

**Id:** 16177

**Title:** Diplomatic disputes over media strategies in post-conflict countries: explaining the trans-Atlantic divide

**Session Type:** Individual submission

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**Abstract:** During the interventions that followed the conflicts in Bosnia and Herzegovina (1992–1995) and in Kosovo (1998–1999), international organizations and governments engaged significant resources to reform the Bosnian and Kosovan media space. These reforms aimed to depoliticize the media environment by establishing media regulatory bodies and transforming the broadcasting sector, which was a cause for concern due to the presence of propagandist media that incited ethnic and religious hatred.

These reforms, especially in the broadcasting sector, caused heated debates among American and European diplomatic actors. In Bosnia, a law developed in 2001–2002 targeting the public broadcasting system spawned an acrimonious debate between the American embassy and European officials at the Office of the High Representative (then the highest civil authority in Bosnia). American diplomats felt that the High Representative (an Austrian diplomat) and his team unfairly favoured public broadcasters over private ones in their strategy to reform the Bosnian media space. In the early stages of Kosovo's reconstruction, a similar debate took place between European officials at the OSCE mission, in charge of broadcasting reform, and their American counterparts at the U.S. Office in Pristina.

How can we explain these debates, which reveal contrasting intervention philosophies toward media reforms in post-conflict countries? In the literature, a few authors have alluded to – without further elaboration – the “ideological” battles among international actors involved in broadcasting reforms in Bosnia and Kosovo (Price and Thompson, 2002; Putzel and van der Zwan, 2006; Haselock, 2010). However, no study to date has sought to explain the causes of these disagreements.

By analyzing the work of communication scholars (Christians, Glasser, McQuail, Nordenstreng, and White, 2009; Nerone, 1995; Raboy, 2002, 2011; etc.) and data collected from interviews with 50 stakeholders (diplomats, policy makers, etc.), I will examine these debates. I will argue that the typology of media systems proposed by Hallin and Mancini (2004) – the characteristics of their liberal and democratic corporatist models in particular – can shed light on the media strategies and divergences of American and European officials in Bosnia and Kosovo.

This research is an important step toward furthering our understanding of the normative agendas of international actors involved in media reform in post-conflict countries – an overlooked problem that intersects the disciplines of communication and political science, and the field of international relations.

**Id:** 16201

**Title:** #iProtest: The case of the Colourful Revolution in FYRMacedonia

**Session Type:** Individual submission

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**Abstract:** Social media are transforming how people transmit and share information, while at the same time providing tools for building innovative structures and the organization and mobilization of different actors. These major shifts have intensified the discussion of their actual role in contemporary conflict-burdened societies, especially after their role in Iran (2009), Tunisia (2010) and Egypt (2011), as well as the subsequent so-called ‘Arab Spring’ movements. The changing dynamics between political actors, journalists and citizens, mainly through Web 2.0 platforms, has prompted several claims for the transformation of their relations as well as for the facilitation of new forms of political participation. While their actual impact on the transformation of politics remains very debatable, the unquestionable massive popularity of social networks in conflict-ridden societies and the profound changes in flows of information via online social media are challenging the timeliness of mediated political participation in a contemporary globalized world.

In our analysis, we highlight a series of technological, communication and organizational shifts that have influenced information and communication flows and structures, as well as the interrelations and interactions between the different actors (politicians and political groups, journalists, users/audiences, NGOs) who were, until recently, heavily reliant on the mediating role of journalists and the media. In this paper, we focus on social media and networks and their role in conflict-ridden societies by examining the Colourful Revolution, a social movement that was sparked during the ongoing political crisis in FYROMacedonia that has swept through the country since 2015. The case of the 2016 Macedonian protests has been chosen as an example of a manifestation of a social protest that engaged a large number of active citizens and was extensively mediated and remediated through social media. The Colourful Revolution belongs to the category of so-called ‘colour revolutions’ that have mostly used non-violence, also called civil resistance, employing protest methods such as demonstrations, strikes and urban interventions. They strongly oppose corrupt or authoritarian governments and strive to advocate democracy and the need for change.

For the purposes of our analysis, we will employ a typology of social media and networks that focuses on their roles as a. direct and interactive communication channels, b. alternative information providers/ sources and c. self-organized participatory networks for mobilization purposes. Using content and network analysis, we aim to capture the various discursive and interactive shades/ flows of the Colourful Revolution and to investigate how the movement operated within the broader political crisis that has been fuelling national/ interethnic conflict since 2015. We put particular emphasis on the prominent actors that led and lead the Twitter debate, as well as on unfolding patterns of communication to understand the different political and social narratives that evolve online.

**Id:** 16226

**Title:** War reporting from above: has the use of drones to cover the Syrian civil war provided more than just spectacular images'

**Session Type:** Individual submission

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**Abstract:** The civil war in Syria is the first major conflict to see drones deployed not just by combatants but also by civilians and media workers on a regular basis to record and disseminate information for propaganda or information purposes.

Unmanned aerial vehicles, or drones, were initially developed by the military during World War One and have been primarily associated with their use as a method of surveillance or weapons delivery. In the last five years they have increasingly been adopted by non-military industries as a cost-effective and portable way of gathering information. Journalists have made use of them to gather footage; particular in disasters and conflicts where they offer a cheap and less dangerous alternative to meet the desire for spectacular footage. (Goldberg et al 2013, Tremayne and Clark 2014, Deuze 2012)

This paper draws together research conducted for the author's book *Drones and Journalists: How the media is using unmanned aerial vehicles* (Routledge 2017), by looking at the use of drones for news and propaganda purposes in the Syrian civil war. This paper will present findings from a rigorous content analyses of the type of drone footage generated by this conflict for news broadcast. There is an established body of literature on the media coverage of conflicts (eg Robinson 2002). The literature on the media use of drones in general, and in conflicts in particular, is far less developed. The dominant discourse in media reports of civilian drones is one of awe for the technology and either anticipation of its promise of a social good or fear over its misuse. This is supported by a manufacturing industry which sees a huge profits opportunity in a civilian drone market (Rothstein 2015). This paper will critically analyse the coverage in the light of this discourse.

Further, it is common for those writing about drone journalism to suggest that it isn't only cheap and safe but also offers a new and original perspective (Gynnild 2014). There is also a long tradition of critically analysing aerial views (Dorrian, and Pousin 2013). Using the product of the content analysis the paper will consider to what degree the drone footage of this conflict offers a new view from above.

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**Id:** 16385

**Title:** "This is the duty of our work': post-earthquake challenges faced by Nepali journalists

**Session Type:** Individual submission

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**Abstract:** This paper explores challenges faced by Nepali journalists in the aftermath of the 25 April 2015 earthquake. Building on existing work that documents the impact of natural disasters on news organisations and journalistic practice (e.g. Olsson 2010, Veil 2012), we analyse how such devastating events leads to both a transformation of their routinised practices (e.g. Quarantelli 1996, Matthews 2017) and challenges their professional roles due to their dual role as victims and journalists (e.g. Richards and Rees 2011, Usher 2009).

This research draws on in-depth semi-structured interviews with 46 journalists, editors and other officials responsible for news reporting during the aftermath of the Nepal earthquake. Interviewees were from the main city areas of Kathmandu and Patan, as well as regional areas affected by the earthquake: Sindhupalchok, Nuwakot and Gorkha. We conducted an inductive content analysis of the interviews, grounded in theoretical thematic analysis (Braun and Clarke, 2006). The analysis was therefore guided by both the research questions and themes that evolved during the analytical process.

The paper will focus on four main areas that highlight the challenges experienced by journalists in the aftermath of the Nepal earthquake. Firstly, practical challenges that are typical of post-disaster environments, where the destruction of buildings and infrastructure, including loss of electricity and communications channels, hinders not just relief work but complicates news gathering and publishing. Secondly, despite Nepal being particularly earthquake prone, journalists we interviewed described a lack of preparedness for the disaster (both personally and in terms of infrastructure). We find the effect of both of these areas were exacerbated by the lack of structured information management systems in Nepal, the lack of backup systems or procedures for dealing with the crisis, and the subsequent Government failure to effectively distribute relief.

Thirdly, we explore the tension between journalists' professional identity and their emotive response to experiencing the disaster first-hand, as victims. Respondents revealed tensions between traumatic experience of themselves and their family, and their perceived professional duty to report. Finally, we explore the impact of challenges that were culturally specific, including the cohabitation of large family units and 'afno manche' family support system. In many cases this delayed journalists returning to work, and aggravated the capital centric reporting by limiting their ability to travel to report from regions near the epicentre. The cultural tradition for maintaining face and avoiding contradiction, meanwhile, meant several journalists struggled to interview victims. Echoing previous research (Usher 2009), we also find a clear commitment to advocacy of their national

identity and resilience. We conclude by examining the journalist's own reflections on lessons learned, and contextualise these in the broader theoretical framework of disaster journalism.

**Id:** 16614

**Title:** Violence and Human Rights in the Brazilian Press: spectacle, statistics and recognition

**Session Type:** Individual submission

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**Abstract:** Crime, violence and public security are a topics that have always been present in the Brazilian press, even though the coverage have undergone important changes. In the 1950s and 1960s, large teams of up to 40 people were formed to keep up with these topics. In São Paulo, police sectorists from different media outlets sat together in a police room, waiting for cases that were registered in police stations. Passionate critics, serial killers and famous criminals - such as the Red Light Bandit in the 1960s - were the protagonists of these stories, which aroused popular interest. Over the years and with the sophistication of the criminal scene - especially after the expansion of the drug trade and more sophisticated crimes such as car theft, which depend on the building of a wide network of contacts -, as well as of the police apparatus, public security and justice, new challenges have been set to address these issues. Problems arising from this new scenario, such as police corruption, violence, militias, mass incarceration, and other issues have also increased. The press has been struggling to escape the classic model of police coverage - especially popular television programs - and little progress has been made in covering this more complex reality. Given this historical background, the study will provide a qualitative and comparative analysis of news on crimes and human rights violations selected from the database of the Center for the Study of Violence, which monitors 30 years of press violence, and from the Vladimir Herzog Journalism, Amnesty and Human Rights Prize, with is given yearly since the end of the 1970s to the best news stories on the topics. The proposal is to identify distinctions between the news materials and changes in the narratives and characterizations of the facts and subjects involved over the last three decades (80, 90, 2000 ), as well as in the technical and ethical aspects of the reports. We start from the hypothesis, oriented by criminological studies (Foucault) and critical theories of the "media effect" (Julian Petley), that in order to understand society's and the institution's perceptions of violence, crime and human rights, it is paramount to understand how the press covers these matters. In normative terms, we use the Habermasian presupposition that human rights are internal norms of journalism, and therefore can serve as both a criterion for analyzing editorial guidelines of newspapers, and as a normative parameter for evaluating news. Our hypothesis is that the materials found in the two banks will not distinguish very much from each other, even though the Herzog Prize is given to the best news stories, and that the interpretive keys that seem to best explain these news and their changes over time are dislocations between the notions of spectacle (Debord), statistics (Sergio Adorno) and recognition (Axel Honneth).



**Id:** 16634

**Title:** Local journalism in war: Experience from Latin America

**Session Type:** Individual submission

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**Abstract:** This paper will examine the world of conflict local journalists' praxis and rationale reporting on 'their' war. By using Colombia as a case study—the oldest conflict in Latin America, interwoven with drug trafficking, guerrillas and paramilitary groups—this paper examines six dimensions of journalism: war journalist education, professional ethos and the construction of a concept of 'responsible' journalism that answers their informational, societal and professional needs. The methodology is media ethnography, namely in-depth interviews to journalists and editors.

Academic discussions of journalism and war have centred on international correspondents—from the 'West'—and international wars; however, there is little ethnographic research on professional practices of local journalists covering war or conflict, particularly from the Global South. Therein lies one of the challenges of this study: to observe and closely examine these dynamics and to offer a new analysis of unseen reporters from the periphery, helping to decentralise journalism studies.

The importance of this case study is that it allows us to analyse a phenomenon with unique characteristics that questions traditional concepts of war reporting, thus allowing us to understand journalists' professionalism as they work to improve their practise, as agreed upon in their 'interpretative communities' and professional conflict-specialised guilds. This understanding sheds light onto the important role they play in society in the midst of war.

The paper concludes with a broader discussion of the role of the journalist in conflicts, focusing on the Global South and countries with weak democratic states and particularly on journalists covering conflict in their own countries. By addressing the flaws, limitations and successful constructions of journalism in conflict, we can develop tools to be used in any context of intricate war and weak democracy.

**Id:** 16947

**Title:** Semiotic-Discursive Analysis on news regarding the murders of social leaders in Colombia between August 2016 and January 2017: A case of study

**Session Type:** Individual submission

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**Abstract:** This paper aims to expose the final results of a semiotic-discourse analysis on news regarding the assassination of social leaders in Colombia, after Colombian government and FARC-EP guerrilla reached a peace agreement. Just between August 2016 and January 2017, more than a hundred social leaders were murdered in different regions of the country.

The political-related murders are not new in Colombia. Back in the 1990s, paramilitary groups and some members of the far-right wing Colombian political scene, killed most members of the political party of FARC, known as Unión Patriótica. So that, the recent phenomenon has turn on the alarms of the possible come back of an old tradition: silencing the difference.

To do the analysis, the phenomenon will be explored as a case of study, using tools from both discourse and semiotic analysis –this, aiming not only to understand the words on speeches but also images, colors in letters and locations in pages. Some of the theoretical framework will be taken from the work of theorist such as Ernesto Laclau, David Howarth, Emmanuel Levinas, Jacques Derrida, Jonathan Bignell, and Johan Galtung.

The data will be taken from the news of the two most read newspapers in Colombia, El Espectador and El Tiempo; the two most watched TV news channels, RCN Noticias and Caracol Noticias, and the news site La Silla Vacía. The timeline will go from August 2016 to January 2017.

What is the context of those assassinations? How has been the mainstream media coverage of the phenomenon so far? How different has it been different on television, newspapers and Internet platforms? What kinds of words were used? How are they referring to the victims? Is there any victim blaming? Are they making pressure on the State to protect the leaders in risk? Are the sending voices of concern to the Colombian people? Those are some of the questions that will be answer in this paper.

By doing so, it will be possible to draw some concluding remarks in regard to how proper has been media response to this phenomenon; how close is Colombian mainstream media to produce peace journalism, in the midst of the current intricate context; and what can they do to make good journalism for the new Colombia.

**Keywords:** Colombian peace process, discourse analysis, semiotic-analysis, post-war societies, peace journalism.

**Id:** 16995

**Title:** Terrorism and the Politics of Sentiment in Kenya

**Session Type:** Individual submission

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**Abstract:** This paper presents the results of a content analysis of Kenya newspaper coverage of three attacks on civilians that took place between the years 2013 – 2015. The research drew on Luc Boltanski’s theories on distant suffering to examine the question of how news coverage of these events evolves over the course of a news cycle, particularly in regard to how culpability for the suffering caused by the event are portrayed. The project is a response to concern in Kenya that the outpouring of grief and indignation expressed in the wake of recent terror events subsides as the media and citizens “move on,” quickly allaying pressure for meaningful changes and reforms in the security sector. As such, the research provides a fresh perspective on coverage of terror events in two ways. While several scholars have looked at the changing portrayals of terrorism and security over time, none have sought to observe patterns in the narrative arc that evolves course of a news cycle, i.e. over the three weeks in which the event is gradually relegated to the inside pages. Second, no study has focused, as this one has, on the issue of government accountability in the framing of terrorism events, and certainly not with regard to how the media may or may not prompt citizen action for accountability. By and large, studies on the coverage of terrorism have instead focused on how the rhetoric of terrorism and framings of terrorist events have implied particular causes, and hence particular kinds of political or military responses, to root out terrorism – a related but distinct issue. The paper lends support to the importance of incorporating some notion of emotion or sentiment into studies of “framing” and offers a view into why the outpouring of public grief in these cases was not channeled into sustained citizen action for reform. By presenting this paper at IAMCR, I hope also to solicit input on how this study might be broadened to include an analysis of social media posts with the same framework.



