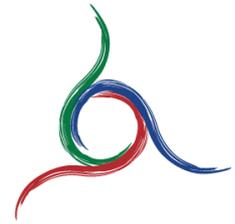


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Id: 17179

Title: Information-Communication Technologies (ICTs) in the Greater China Region: Representing Balancing Acts between Economic Development and Socio-Political Transformation in Mass Media

Session Type: Individual submission

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Abstract: The rapid global expansion of the information-communication technologies (ICTs) have become a pervasive contemporary human experience since they were first launched almost three decades ago. ICTs have been found to have positive influences on the economic, political, and social development of a community, country, or region (Taylor & Zhang, 2007). Hameed's case study of Pakistan characterized the role of ICTs as "enablers" as a result of their contributions to the cost effectiveness, competitiveness, and productivity in the economic sectors. Similarly, Wang and Li (2017) employed cross-national trade data and confirmed empirically that ICTs can create comparative advantages in trade. Hwang and Shin (2017) studied the relationships between ICTs and economic growth in Korea and confirmed similar effects. Other scholars have established the direct linkage between ICTs and socio-economic developments (Palvia, Baqir, & Nemati, 2017). Ample amount of theories have been developed to examine the effects of ICTs, particularly among developing countries, such as the comprehensive theory of social development, dependency theory, economic development theory, moderation theory, social development theory, state theory, or world system theory (Palvia et al., 2017).

In this study, we trace the representations of ICTs diffusion in the Greater China Region and, with the text analysis data, we aim to revisit the theoretical assumptions of the above theories. We argue that the development of ICTs in this region represents a series of balancing acts by the governments to reap the technology's economic benefits while maintaining its tight control over its transformative power on existing political systems. Compared with China's ever tighter control of the Internet through Golden Shield (or Jin Dun in Chinese) and the Great Fire Walls of China (Fallows, 2008), the Chinese majority communities (such as Taiwan, Macao, Hong-Kong, and Singapore) in the Greater China Region have demonstrated striking differences in balancing the impacts of these ICTs. Taiwan's successful and transformative Sunflower Student Movement in 2014 is based on organizers' abilities to use these ICTs to mobilize resources, while Hong-Kong's Occupy Central Movement also relies on these ICTs—these Internet-enabled civil movements have dramatically changed the political landscapes in both societies.

The purposes of this project aim to employ a large-scale text mining method using Diction 7.0 to analyze words, phrases, and themes from English-language mass media corpus in the Greater China Region. The analysis of these mass media contents in this region enables scholars to trace how these ICTs have been represented in the past 3 decades. Specifically, we intend to answer the following research questions:

RQ1: How have ICTs been historically represented in the Greater China Region in the past three decades?

RQ2: What are the historical trends in the framing strategies in each society in this region and at various points of time and historical events?

RQ3: Will these historical variations in framing the ICTs reveals the contestation between technology's economic benefits and political implications in the Greater China Region?

RQ4: How have governments in this region balance the economic benefits of ICTs with un-anticipated socio-political transformation in the Greater China Region?

Id: 17227

Title: EVALUATION OF MALAYSIAN GOVERNMENT INITIATIVES IN IMPLEMENTING VARIOUS INFORMATION AND COMMUNICATION TECHNOLOGY INITIATIVES FOR NATION DEVELOPMENT

Session Type: Individual submission

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Abstract: Abstract

Since the development of the Multimedia Supercorridor initiative by the Malaysian government in 1996, the government has introduced and implemented a number of key national initiatives to promote and to facilitate the application of information and communication technologies in the country for national development across the various sectors in the country. These national ICT-related initiatives are largely steered and monitored by the Economic Planning Unit which develops and monitors the Malaysian Public Sector ICT Strategic Plans. These national ICT initiatives include among others Electronic Government Flagship Application, Telehealth Flagship Application, Electronic Business Flagship Application, the INita project, the e-Bario project, the infodesa project etc. Some of these national ICT-related projects are still being sustained with progressive growth and development while others have ceased operation. Therefore, the main objective of this study is to explore and evaluate the state of development of these initiatives to see whether these ICT-related projects are still in existence or have failed in its implementation objectives. The method of data collection for the study will be based on the mixed method approach by means of i) quantitative survey to the general public and ii) qualitative approach by means of in-depth interviews with key people involved in the implementation of these national ICT-related initiatives and projects. The quantitative survey will involve a total of 1000 people from various sectors across the country which is divided into 5 main regions which covers the northern region, the southern region, the eastern region, the western region and the central region. The findings of the study reveal that some of the ICT-related initiatives and projects are still being sustained and have projected significant growth and development in terms of expansion and the increase in the annual revenue while others have ceased operation due largely to financial constraints and other related issues such as political, geographical and even mindset and mentality of the local communities concerning the ICT-related projects which were implemented in their community.

Key Words: MSC initiative, Economic Planning Unit, ICT Strategic Plans, Electronic Government Flagship Application, Telehealth Flagship Application, Electronic Business Flagship Application, the INita project, the e-Bario project, the infodesa project

Id: 17291

Title: Distributed Intimacies: Robotic Warfare and Drone Whistleblowers

Session Type: Individual submission

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Abstract: This paper adapts the concept of “distributed intimacy” in an effort to identify and analyze unequal relations of power/knowledge in the mediated relationships articulated by drone warfare. Throughout, I contend this notion enhances our understanding of the authoritarian logic of disembodied control at a distance underpinning America’s drone campaign.

The paper proceeds in three parts. The first develops an analytical framework for examining the distributed intimacies engendered and exploited by drone warfare. Doing so, I identify revealing points of comparison between commercial and authoritarian logics of digital mediation. The second considers the affective and political consequences of this new kind of war for drone operators turned whistleblowers. Here I consider the relationship between digital witnessing and trauma in the era of robotic warfare. Based on an examination of press accounts, broadcast interviews, and documentary films, this paper identifies drone whistleblowers – whose intimate testimony exposes the physical, emotional, and psychological brutality of drone warfare – as central actors in the formation of an alternative order of discourse surrounding weaponized drones.

The paper concludes with an assessment of the personal and institutional challenges confronting the ranks of remote-control warriors as Donald Trump, one of the most authoritarian figures in recent American history, assumes the office of the presidency, and with it, command and control of the US drone program.

Keywords: algorithmic calculation, drones, metadata analysis, whistleblowers

Id: 17300

Title: Digitalization and Communication Rights: Finnish Challenges and Solutions

Session Type: Individual submission

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Abstract: This paper introduces the premise and the results of our research project on Communication Rights in the context of digitalization and the Finnish society (2016-2017). Finland has been a pioneer of digitalization, creating an Information Society Program in 1995. The Finnish public broadcaster spearheaded broadcasting digitalization and Finland was amongst the first nations to make affordable broadband access a legal right.

These developments can be understood under deliberative democracy theory, and the long Nordic tradition of the epistemic commons: European modernity is fundamentally based on the assumption that knowledge and culture belong to the common domain. The process of democratisation means removing restrictions on the epistemic commons. Civic education, universal literacy, and mass media are at the heart of the this ideal.

Over the last decades, two major problems have emerged for this tradition of epistemic commons. First, contradictions have deepened between the national and the global, especially for economy, competitiveness, security, and secrecy. Second, we are witnessing polarization of societies pertaining to inequality, distrust, and exclusion. These developments have prompted the reintroduction of the concept of communication rights. The term evoked by the Global South in the 1970s to counter Westernization of communication is employed for the use of civil society manifests and international declarations. Yet, surprisingly little scholarly attention has gone into examining the concept in concrete policy contexts.

In this paper, we first discuss communication rights in the digital era as normative ideals. We employ the basic schema for understanding the rich panoply of communication as four distinct operational categories:

1. Access: citizens' equal access to information, orientation, entertainment and other contents serving their rights.
2. Availability: relevant contents (of information, orientation, entertainment and other) should be equally available for citizens.
3. Dialogical rights: availability of public spaces that allow citizens to publicly share information, experiences, views, and opinions on common matters.
4. Privacy: private life must be protected from unwanted publicity, unless such exposure is clearly in the public interest or if the person decides to expose it to the public. Protection of personal data means that information gathered by authorities or businesses must be confidential.

We then operationalize each category in four levels:

1. The Finnish regulatory-normative framework;
2. Implementation by the public sector;
3. Activity by commercial media and communications technology providers; and
4. Activity by citizen-consumers.

When applicable, we compare different media sectors, as well as reflect on related "megatrends" such as technological convergence of the communication environment, globalization vis-a-vis national regulation, as well as increasing social inequality.

With this conceptual-empirical analysis of the case of Finland we seek to address a need to update democratic theory and its operationalizations in digitalized societies. Is there room for democracy outside national framework? Who are the real political and policy actors today? What are the

current conditions of social dialogue, and where do those dialogues take place? Can the media still mediate between diverging aims and interests?

Id: 17310

Title: Audiovisual content with advertising intention in children's videos on YouTube: the case of "Soy Luna"

Session Type: Individual submission

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Abstract: Advertising on the web has taken new forms (Malin, 2011; Susarla, Oh & Tan, 2012). In this context, videos with a playful appearance, but with an advertising objective, have positioned themselves as the new trend (Craig and Duncan, 2017; Marsh, 2015). In an increasing number of Internet users, especially among children (Davies, Coleman and Livingstone, 2014), these types of videos have penetrated the web space. However, it is still not clear what type and variety of videos with advertising intention it is possible to access when searching for generic audiovisual content for children's audience on YouTube. With a mixed methods approach, this paper presents a content and visual analysis of videos with an undercover advertising focus from a sample of 143 videos provided by the keywords "Soy Luna", a popular Disney Channel series. The main findings indicate that there are three types of sources that provide this type of content, with official channels, YouTubers channels that dedicate space to the series and its merchandising, and to a greater extent channels dedicated exclusively to the exhibition of toys. Also, that the appearance and characteristics of this format makes it difficult for the user to distinguish advertising, since they are presented with a different narrative, playful touches and associated with the series, and that go beyond the use of standardized and identifiable elements, such as graphic ads, overlays or spots that can be omitted that this type of advertising content. Finally, these videos are presented exponentially as you go deeper into the content of the series, that is, the volume of promotional content increases as you go deeper into the succession of hyperlinks, more markedly if the video to visualize is advertising.

Id: 17438

Title: Televisión digital en Uruguay: el fracaso de la oferta ampliada y las posibilidades de desarrollos interactivos

Session Type: Individual submission

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Abstract: En este trabajo analizaremos los factores que incidieron en el escaso despliegue que ha tenido la televisión digital en Uruguay y las alternativas para el desarrollo de la interactividad, una de sus características diferenciales que aparecía como más interesante. Para ello nos basaremos en el seguimiento continuo de las políticas de comunicación del país que venimos realizando desde 2005 y en los resultados de una investigación realizada entre 2016 y 2017.

Tras marchas y contramarchas que incluyeron la adopción de la norma europea (DVB-T) en 2007 y el cambio a la norma nipo-brasileña (ISDB-T) en 2010, a partir de 2012 se adoptaron finalmente las resoluciones políticas para el despliegue de la televisión digital en Uruguay. Se realizaron entonces llamados públicos para la asignación de canales de televisión digital buscando diversificar la oferta de señales y contenidos y estimulando el desarrollo de aplicaciones interactivas. Este proceso culminó en 2013 con la asignación de canales digitales a los operadores que ya emitían señales analógicas y a varios nuevos canales comerciales, públicos y comunitarios. En el caso de Montevideo, la capital del país, estas nuevas señales hubieran significado una triplicación de la oferta televisiva existente. Sin embargo casi ninguna de estas nuevas señales se puso en funcionamiento y ninguna incluyó desarrollos interactivos. A esta altura puede decirse que la transición a la TV digital en Uruguay se ha limitado casi exclusivamente a una mejora de calidad de emisión de la señales analógicas previamente existentes en la capital del país y de algunas de las que operaban en el resto del territorio, todas ellas con poca recepción por parte la población, que en su mayoría accede a sus contenidos a través de sistemas de televisión de pago. Analizaremos entonces los factores tecnológicos, económicos y políticos que incidieron en este fracaso.

En este contexto nos preguntamos sobre las posibilidades de desarrollo de distintas formas de interactividad asociadas a la televisión en Uruguay. Junto a un equipo multidisciplinario analizamos cinco escenarios posibles: sistemas integrados de TV digital e internet, Smart TV, televisión por internet, interacción con “segunda pantalla” y televisión por cable. Para cada uno de esos escenarios se analizaron los requerimientos para los desarrolladores de aplicaciones y para los televidentes/usuarios, el contexto sociocultural, las posibilidades, limitaciones y dificultades a enfrentar. De este análisis se desprende que, sin desconocer sus limitaciones y zonas de incertidumbre, uno de los escenarios que presenta mejores posibilidades en el contexto uruguayo actual es el de la segunda pantalla, es decir la interacción con contenidos televisivos utilizando otros dispositivos tales como computadoras, celulares o tabletas. Realizamos entonces una experiencia piloto con un programa de televisión y una aplicación web asociada que permitió evaluar con más

precisión los requerimientos técnicos, de producción audiovisual y comunicacional para un mejor aprovechamiento de la doble pantalla y para la generación de formatos televisivos participativos.

Id: 17482

Title: Counter-Terrorism Laws, 'Developmentalism,' and Digital Freedom in Ethiopia: A Critical Reflection

Session Type: Individual submission

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Abstract: For nearly three decades, Ethiopia's current ruling party, the Ethiopian People's Revolutionary Democratic Front (EPRDF), has maintained its power through a highly centralized, vanguard party system. By adopting a "development first" rhetoric that deemphasizes other nation-building tenets such as democratization, contemporary Ethiopian politics is characterized by an insular decision-making power concentrated within a detached political clique at the expense of basic human rights provisions granted by the Ethiopian Constitution. As part of this political apparatus, the Ethiopian government has extensively used the provisions of the Ethiopian Anti-Terrorism Proclamation of 2009 to prosecute several Ethiopian citizens and organizations that are critical of the ruling party.

By framing the adoption and execution of Ethiopia's Anti-Terrorism Proclamation as an outcome of EPRDF's long-term hegemonic project coalesced in "developmentalism," this study demonstrates how the Ethiopian state has created a legal-rational bureaucracy that exploits terrorism narratives to stifle critical speech disseminated through both traditional and digital media platforms. Based on data generated from interviews and court documents, I situate Ethiopia's counter terrorism legal framework within a patrimonial-developmental state framework that packages the discourse of development as elite-oriented, top-down diffused, and oftentimes hegemonically engineered enterprise.

Findings indicate that EPRDF's rationale of aggressively policing online speech through the Anti-Terrorism Proclamation is not necessarily born out of the transformative power of digital technologies in their current limited scope. It is rather based on a realization of their potential to be hosts of counter-hegemonic narratives in an impending digital future. The second most populous country in Africa, today's Ethiopia is characterized by a relatively small but steadily rising middle class with a heightened sense of consumer culture, a shrinking illiteracy rate, and a burgeoning mobile connectivity—all of which are factors that are bound to contribute to a surge in the adoption of digital technologies and Internet use. With a tightly controlled offline media terrain, EPRDF understands the potential of new media technologies and the internet to be alternative speech platforms for a growing number of people. This forthcoming migration of users from a centrally controlled institutional media structure to a more amorphous digital culture brings about an uncertain future for a government that is used to engineer self-sustaining hegemonic narratives.

In this sense, I argue that the Ethiopian government's actions through the Anti-Terrorism Proclamation could be seen as a long-term proactive strategy of creating a legal-rationale

bureaucracy—consistent with the neopatrimonial logic—that is subject to arbitrary interpretation and execution. The result is the making of an online public that is unsure of what could be considered as a “terrorist” message as opposed to “normal” speech, who, in an attempt to not take the risk altogether, may look to avoid participating in political discourse. Consequently, the prosecution of online political activists in Ethiopia today through the Ethiopian Anti-Terrorism Proclamation and other legal frameworks is not necessarily an exercise of stifling the views of the defendants per se, but rather what they represent in terms of a young, critical and digitally literate Ethiopian populace that is in the making.

Id: 17601

Title: The status of net neutrality debates in India: The uneasy position of the digital divide

Session Type: Individual submission

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Abstract: India's adherence to the net neutrality principle -- that no discrimination shall be made in the content conveyed on the Internet -- led to the Telecom Regulatory Authority of India (TRAI) denying Facebook's organization, Internet.org, zero-rating rights for mobile broadband because this would place the organization in a position to privilege certain types of online traffic over others, and thereby violate the net neutrality principle. This example has been cited in a recent article (Kimball, 2015) that examined the ambivalence surrounding certain aspects to net neutrality protections in the United States under the previous administration. The author pointed out the paradoxical position in which TRAI's ruling placed India -- whether some access to the Internet, albeit controlled, will help bridge the digital divide and therefore will be better than no access at all. Nonetheless, this ruling has led the BBC to declare in November 2017 that India's policy on the open Internet could be "the world's strongest" (<http://www.bbc.com/news/world-asia-india-42162979>). In a short span of three years, from an as yet unclear regulatory position India has moved to a firmer stance on net neutrality because of various factors.

In this paper, I propose to explore the current status of regulation of and popular support for net neutrality in India, and the developments that led to this status from 2015, when Wikipedia (https://en.wikipedia.org/wiki/Net_neutrality_in_India) documented that as of that year, there was no regulation on net neutrality in the country. The study would place this issue in light of access to the Internet for the millions who have no access now and explore the two facets of democracy that the technology brings up -- non-discrimination of content (net neutrality), and non-discrimination for access (bridging the digital divide) that, arguably, Internet.org attempted. Drawing from various scholarly, official, media and other works and reports, and using an interpretive analytical lens, the paper will delineate the global as well as local players and stakeholders involved, such as mobile service providers, Facebook's Internet.org, the state, and the public (<https://qz.com/384865/facebooks-internet-org-is-falling-apart-in-india-as-the-country-debates-net-neutrality/>). It will then examine the case with Facebook that drew global attention to Internet access protection for content providers in India, and will finally address the digital divide—what it entails and how it is affected by the net neutrality debates.

The underlying concept and related theories for explaining net neutrality is democracy and the freedoms and rights that democracy encompasses, including right of access to provide content of all types that defines freedom of expression and the right to disseminate, the freedom of access to consume content, and the democracy defined by the market, where the right to seek maximum advantage often overrides these other freedoms and rights. The study seeks to understand and explain the paradox of the digital divide especially when global philanthropic opportunities appear

to promise a bridge for developing countries on the one hand, and on the other, when a national stance of net neutrality carries implications for the digital divide in an emerging economy like India.

References

Upon request

Id: 17613

Title: My Mobile phone, my Doctor: Examining the utilization and acceptability of Portable evaluation eye kit (Peek) app as a referral tool for primary school pupils in Transnzoia county residents, Kenya

Session Type: Individual submission

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Abstract: The introduction of Portable evaluation eye kit (PeeK) has been taunted as the necessary application for people living in rural areas especially in regards to offering ophthalmic services. Part of the advantage of using this ophthalmic app is that it tends to leverage the inequalities brought about by a lack of enough Ophthalmologists in Kenya, even though eye diseases are biting each passing day. With Peek, persons living in remote areas too can access the ophthalmic services. A recent study conducted by a team of researchers namely; Vaishali Lodhia, Sarah Karanja, Shelley Lees and Andrew Bastawrous (2016) in Nakuru to pilot the acceptability and utility of Peek, found out that Peek is largely accepted and in use however and array of challenges followed the adoption of the same. Among documented challenges noted by the researchers include: Shortages in ophthalmic personnel, the high cost, and the difficulty in transporting equipment have made it challenging to offer services, particularly in rural areas. According to Londhia et al, Peek comes as a solution for overcoming barriers of limited access to traditional ophthalmic testing methods that largely involved patients going physically to a medical facility. This study was two-fold. Firstly, this study sought to find out the level of awareness of the Peek in Trans Nzoia that is ranked fourth in eye related diseases in the Kenya, and secondly, the role of mobile phone as a necessary mobile health (mhealth) technology for eye related diseases diagnosis and cure among users(primary school pupil's), implementers(Community health volunteers, teachers, nurses) and Policy makers(Ministry of Education and Health). Selected schools were evaluated based on distance from the hospital (near and far), school size, and schools that had trained screeners. Focus group discussions and one on one interviews were carried out. Findings show that Peek Acuity is accepted and embraced as technology whose time has come, and many would like frequency of screening increased. Enablers of Peek included: its mobility, good will from stakeholders, fast results, and the fact that it is done in schools was cost effective for both contact teachers and parents. Challenges include the size of phones blamed to be small, and inability of contact teachers to respond to auto generated texts from Peek office in Kitale for referred pupils. Barriers stated include: religion, beliefs and myths around eye diseases and distance from the hospital. Successes were numerous key being that pupils have found help with Peek and other disabilities have also been identified and necessary referrals made. Cost of medication and spectacles remain a huge challenge to date.

Recommendations made for Peek to be rolled out to other counties too, screeners to increase their frequencies to schools, increase number of medical camps, resources to increase especially to cater for medication and spectacles and CHV's, teachers' be trained on screening to ease the burden
Key terms: Peek, mhealth, mobile phone, usability, efficiency, referrals

Id: 17717

Title: Hiding from whom' Threat-models and in-the-making encryption technologies

Session Type: Individual submission

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Abstract: While the mantra "I have nothing to hide" is still widespread among Internet users, ongoing 'mass' adoption of encryption has important socio-technical consequences for those whose lives depend on strong cryptographic protocols, because of their risk-related profession or political context. In response to these different use-cases, a dynamic and vibrant field -- that of the so-called privacy-enhancing tools -- offers a large variety of solutions to conceal, obfuscate, disguise private communications and online activities. From the more popular and general public-oriented Signal, Telegram and WhatsApp to activist-oriented Tor Messenger, Ricochet and PGP-encrypted email clients, these solutions are tailored to protect against specific "adversaries". Security and privacy features worked into different protocols offer various degrees of protection and let users "hide" different parts of their online identities.

Our online traces are multi-layered and embedded in the material infrastructure of the Internet. Our identity can be disclosed not only by the content of our messages, but also by the unique identifiers of our hardware devices (such as MAC addresses), our IPs, and the related metadata, thus contributing to the "turn to infrastructure" in privacy and its governance (Musiani et al., 2016). Which of our multiple online identifiers can be considered as personal? Which data should we hide, and from whom? Referring to the "mosaic theory" (Pozen, 2005), when does a combination of several items of a priori un-identifying information construct a degree of personalization sufficient to de-anonymize a user? Designing privacy-enhancing tools requires imagining the "worst of the possible worlds", constructed through various scenarios implying risk, uncertainty and security flaws. Identification of a threat-model serves to agree upon an appropriate threshold of anonymity for a particular context of usage. Thus, an interesting question arises, which will be the main research question this paper seeks to address: how do different users define who their adversary is? How do they agree, if they agree, on which types of data should be concealed?

This paper discusses different use-cases, from "nothing-to-hide" low-risk situations, to high-risk scenarios in war zones or in authoritarian contexts. We will question how users, trainers and developers co-construct threat-models and decide on which data to conceal and on the ways in which to do it. We will also explore the variety of 'arts de faire' deployed by users to "hijack"

[détourner]" (Callon, 1986) existing encryption tools and develop their own ways to conceal themselves.

This article builds upon an eighteen-months-long and ongoing fieldwork conducted as part of the NEXTLEAP (Next-Generation Techno-social and Legal Encryption, Access and Privacy, nextleap.eu) H2020 research project on privacy-enhancing technologies. We have conducted 52 in-depth self-structured interviews with high-risk and low-risk users from Western Europe, Russia, Ukraine and Middle Eastern countries, as well as with trainers and authors of encryption tools. We also observed informational security trainings, where users, trainers, developers and privacy activists conduct risk assessment and construct what is called a "threat-model".

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Id: 17731

Title: The news and the bot, Ethical dilemmas of information produced for and by digital assistants

Session Type: Individual submission

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Abstract: Since the evolution of mobile devices as a way to access internet content we could observe a different relationship between users and the digital information. During the last decade, we also witnessed the rise of the wearable devices and the Internet of Things (IoT). As smartwatches and other tracking gadgets became common objects, smart speakers and other intelligent devices started to be more present on many houses. So, houses became nests where the ubiquity of information (Pellanda, 2005) is achieved, processed and broadcasted listening and learning habits of the users.

These actions describe the routine of Google's Home and Amazon's Alexa, smart speakers that are butler and spy at the same time. With voice recognition and powered by systems connected to data clouds, they enter rooms as furniture and become residents.

One of the key aspects of these devices is the way that they keep the user informed by keeping a voice-based conversation. On this interaction system, the virtual assistant combines different sources of information to create answers delivered in the form of sentences that carries information in each piece of its dialogue. The answers are built upon artificial intelligence scripts created by data scientists, configured by users, action by action, and processed by each company that operates the service. But even with specific patterns that try to be plain and ethical, a choice by the machine is operated. This is not the point of discuss again the ethics of Journalism, but is more urgent, because we have to discuss the ethics and the systems that operates and decides pieces of information that will be read.

To better understand this scenario, this research combines the thought-provoking ideas from Kelly (2017), Ross (2017), Taplin (2017), and McAfee and Brynjolfsson (2017) with the discussion about digital ethics by Ess (2013). A case-study scenario, according to Yin (2013), will be constructed looking to the platforms operated by Amazon and Google. Also, this will be produced discussing modern limits of ethical research, pointed by Salganik (2017).

This text explores the ethical aspects that could involve the human decision and its interaction with machines that will result on programmatic algorithms for these virtual assistants to follow. This

research is part of a larger project that orientates the creation of a Journalistic newsbot for both devices in non-English language.

Id: 17799

Title: The Wireless Last Mile: Canada's Stalled Effort to Bridge the Urban-Rural Digital Divide

Session Type: Individual submission

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Abstract: Canada has a long history of efforts to bring new communications technologies to its vast rural areas. From the telegraph to fibre, Canada's sparsely populated regions have proven a policy challenge to ensure all citizens benefit from new services. As such, it can act as a template for other countries grappling with their own efforts to bridge the stubborn rural-urban digital divide. The Rural Remote Broadband Systems (RRBS) program is a unique Canadian initiative launched in 2011 to provide broadband access to unserved and underserved regions via fixed wireless service operating on unassigned television frequencies (television white space or TVWS). In 2017, RRBS has had mixed success and faces an uncertain future. This study analyzes the early policies that developed this program, draws comparisons with similar international initiatives, and offers interviews with small wireless service providers who struggle to offer service in areas where major providers see little economic incentive.

This study's objective is to evaluate the RRBS policy as a method to bring efficient and affordable wireless internet service to remote and rural regions. Can this program serve as a prototype for other countries who struggle to bring digital services to under populated regions?

The theoretical foundation of this study draws from Dallas Smythe, who challenged the rationale for then-hypothetical spectrum auctions in the 1950s (Smythe, 1952), and Eli Noam who drew attention to the potentials of TVWS in the 1990s (Noam, 1997). The theoretical foundation also explores more recent work from the UK that looks at spectrum use beyond exclusive licences (Cave & Webb, 2012) and emphasizes the social value in spectrum policy (Barwise et al., 2015). This subject ties to the IAMCR 2018 theme of Reimagining Sustainability through its focus on the potentials of digital technologies to enhance social inclusion, and economic growth of rural populations, as well as dealing with issues of social justice, democracy and attempts to raise basic living standards. The Wireless Last Mile also addresses the Communication Policy and Technology themes of the digital divide, and community self-determination.

The methodology includes assessment of primary government documents (Industry Canada, 2010), quantitative data collected via online surveys of RRBS service providers across Canada, and qualitative information obtained via structured interviews.

Among the key questions:

- Is there a viable economic model to provide wireless broadband service in remote regions?

- What is the role of the federal government in supporting the development of small wireless providers?
- Does the current wireless policy paradigm encourage or hinder rural broadband growth?

This research offers the only known study of this unique Canadian wireless broadband initiative. This study contributes to international communication policy development involving TVWS, unlicensed spectrum, and rural broadband. It will prove valuable for any country with rural areas where digital access is a challenge.

Id: 17839

Title: Smartphone Use and Privacy Paradox

Session Type: Individual submission

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Abstract: With a penetration rate of 3G/4G users at about 121% in Q3 2017 in Taiwan (National Communications Commission, 2018), over 90% of the country's population had a social media profile (Miniwatts Marketing Group, 2017). With social media becoming one of the most powerful marketing platforms, smartphone Apps and platforms have become indispensable channels to reach consumers. Although Taiwan has so many smartphone owners, what percentage of them has any privacy concerns and vigilance? Moreover, of those worrying about their privacy being violated, how many actually take up practical measures of protection? These questions are centered on the so-called privacy paradox. People with this privacy paradox behave contradictorily - they are willing to compromise their privacy, despite seeing it as an important asset. For instance, people allow their precious personal data to be traded or compromised in order to have "the free use" of Facebook and other favorite product information through various Apps. Furthermore, many consumers have a casual habit of leaving their contacts, dates of birth, shopping preferences, addresses, etc. in exchange for discounts, memberships, and personalized purchase services, yet they still claim they care about boundaries and privacy.

Given the discussions above, we shall test the following hypothesis. Hypothesis: Perceived mobile advertising relevance relates positively to (a) attention to advertising and (b) privacy concern, yet inversely to (c) privacy protection.

There are indeed people, on the other hand, who are wary of privacy violations and who take the initiative to shield themselves by adopting common defensive behaviors out of privacy concern (Lwin, Wirtz, & Williams, 2007). Therefore, we raise two research questions as follows.

RQ1: To what degree does privacy concerns relate to smartphone habitual use?

RQ2: To what degree does privacy protection relate to smartphone habitual use?

We conducted our survey in December 2017 at six university campuses, collecting a total of 1,176 questionnaires. Our results show significant relationships among advertisement relevance, attention to advertisements, privacy concerns, and protection behavior. By analyzing how much users' privacy concerns translate into actual protective behaviors and changes in phone use habits, our findings illustrate Taiwanese adolescents' amount of alertness to privacy issues. In this rapidly digitalizing age, public institutions especially need this type of research guidelines on how to accordingly adjust privacy education and regulations for the protection of future generations.

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Id: 17869

Title: How China's Media System Shapes Its Convergence Patterns: Case Study on the Convergence Product of China's Broadcasting Group

Session Type: Individual submission

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Abstract: As a global practice and research topic, media convergence presents distinctive features in different countries. In recent years, the development of the Internet in China has attracted worldwide attention. The rise of new media has accelerated the transformation of China's traditional media as well as the whole media system. But in turn, China's unique media system has profoundly influenced traditional media's performance. Based on in-depth interviews and fieldworks of a broadcasting group in China's central province (Hubei Province), this case study examines how the media system shapes media convergence patterns, making it a path dependence, and analyzes how political power affects the transformation of traditional media.

Under China's current media system, broadcasting groups are owned by party-state with distinctive political attributes; however, they are also market-oriented, capitalized and operated at their own profits and losses. According to China's administrative structure, the broadcasting system is divided into four levels: state broadcasting stations, provincial broadcasting stations, municipal broadcasting stations, and county-level broadcasting stations. Among them, provincial broadcasting stations constitute the backbone of the system. Hubei Broadcasting Group is one of provincial broadcasting stations which have explored media convergence and created a new convergence product called "Changjiang Cloud" in recent years.

Unlike convergence products of BBC, CNN, New York Times and some other world-famous media agencies, the core function of "Changjiang Cloud" is not to provide news or programs but to present local administrative information and service information, integrating the government, media and third-party service providers. To some extent, this is a reflection of the "third dimension" of digital media proposed by Danish scholar Klaus Bruhn Jensen, indicating close relationships among media agencies, the government and the public. However, despite its attempt to work as a media platform similar to China's well-known Weibo, WeChat and TouTiao, "Changjiang Cloud" still lags behind in technology, content, social networking and service development. More importantly, the

main driving force of this convergence product is political power and government management rather than market and capital. This case study reveals a path of media convergence: under China's media system, administrative power is a major driving force for the convergence of traditional broadcasting media. The government supports media convergence with capital and administrative means. Meanwhile, media convergence products satisfy the government's need to learn and guide public opinions on the Internet. This practice shows that discussing China's convergence of traditional media and new media, the role and influence of media system cannot be ignored.

Keywords

China's Media System; Media Convergence; Political Power; Path Dependence

Id: 17886

Title: Net Neutrality: The policy process point of view

Session Type: Individual submission

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Abstract: Net Neutrality (NN) has become one of the major issues regarding Internet governance in general and universal access policies in particular (Denardis, 2014). Basically, NN means that Internet Service Providers (ISPs) are prohibited from speeding up, slowing down or blocking Internet traffic based on its source, ownership or destination (Gharakheli, 2016; Kramer, 2013; Marcus, 2014; Wu, 2003). The worldwide discussion about NN comprises legal issues as well as economic interests, technological principles (Marsden, 2015), different groups of stakeholders' attitudes (Benkler et. al., 2015), and various values involved (Cheng et. al., 2010).

The complexity of the issue and the conflicting interests involved, bring policy-makers and regulators worldwide to address NN from a public policy point of view. Most research on the issue addresses comparisons between NN policies in different countries with reference to the legal restrictions on "walled gardens" and "zero rating" policies of ISPs (Marsden, 2015). There is only a little reference in the research to NN policy processes. Therefore, the current research investigates such a process in Israel: it follows the institutions in which the policy process took place, the various mechanisms through which the NN policy has been shaped, and the different stakeholders and their positions and influence on the process. By analyzing (a) formal documents (such as legislation proposals and experts position papers), (b) parliamentary discussions (both in parliamentary committees and in the general assembly), and (c) NGOs' positions (such as the Israel Internet Association). The main conclusion is that technological developments and professionals' positions have had a great influence on the shaping of the NN policy in 2014. Unlike in the US, in Israel NN did not become a political issue and, in general, politicians adopted the professionals' views.

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Id: 17937

Title: Ethical and communicative challenges of information adversity in changing media environments

Session Type: Individual submission

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Abstract: This paper defines information adversity as a practice established by actors in the media industries to protect information around their strategies and experience in changing media environments. Information adversity as such limits access to data and their interpretability and reliability. As such, practices of information adversity are critical for researchers working along the intersections of communicative, political and industrial processes and related policy challenges. Preoccupations about how to research information adverse environments are on the rise, as big, digital platforms engage into elaborated practices of obscuring information from the public. Facebook recently erased data linked to the Russian dis-information campaign after research (Albright, 2017) on the matter went public. Similarly, Twitter admitted to erasing tweets on the same issue. These recent cases illustrate the problematic levels information adversity can reach.

Under the light of the recent developments, in this paper we identify practices of information adversity and how those can affect the identification of valuable data sources, data access and interpretation. Carrying on from the description of risks encountered when researching information adverse environments, we discuss some potentials for researching these environments. The analysis is based on the experience from three different research projects. All projects investigate situations of change in which long established, industrial interests are at stake. In this paper, we identify emblematic cases within these projects which represent forms of information adversity in the age of digital platforms and in times where their market role was not yet defining the changes we are observing today.

Looking at these cases, we describe information adversity as a) situation sustained by strategies such as obscuration b) immanent when analysing intersections where future access to money, information, influence and reputation is at stake c) transforming as it is increasingly a marker for success. Information adversity represents continuity in the power relations between researchers and researched and their struggles to reach control over scarce information. These struggles are however intensified as immediacy in data use and non-transparent practices of sharing and storing data cause additional fears of potential harm, should data be circulated online and gain prominent momentum in the wider public. The emblematic cases show that researchers studying information adverse environments have limited control.

Using the cases across research project, this paper outlines challenges and lessons learned regarding the ethical and communicative responsibilities we assume when conducting research in information adverse environments. In that line, we argue for a pro-active approach to handle information

adversity by suggesting to increase research cooperations and to re-consider delimitations of our research.

Id: 17940

Title: Cycling the Internet of Things: A Media Policy and Standards Perspective on Sustainable Mobility

Session Type: Individual submission

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Abstract: This paper considers networked cycling devices and practices (e.g. cycling apps, smart locks, shared bikes) - and how this emerging form of sustainable mobility is reflected in relevant international policies and standards (e.g. on IoT, Smart Cities, Transport), in comparison to less sustainable motorized modes (such as 'autonomous cars'). It provides a media and policy perspective on networked and sustainable transport.

The conceptual framework for the analysis of the material brings together three areas of research. The first element of the framework draws on more techno-centric perspectives around 'Intelligent Transport' (Perallos, Hernandez-Jayo, Onieva, & Zuazola, 2016) often used in policy documents, as well as more critical 'Smart Mobility' (Büscher, et al. 2012) perspectives that consider political, social and embodied aspects of mobile people and societies in the digital/data age. It also builds on the 'Smart Velomobility' concept that considers the politics and practices of smart cycling (Behrendt, 2016). The second element of the framework builds on critical approaches to the policy and politics of standard bodies (Delimatsis, 2015) and on research that focusses on the ICT aspects of this (e. g. Lyytinen & King, 2006). The third element of the framework considers how sustainability in conceptualised and used in policy and standards, especially around transport and ICT (Smith, Voß, & Grin, 2010).

After detailing the methodology for collecting and analysing the policy and standard documents, the paper presents the results of the analysis of 2013-2018 EU policy papers, including those published under the themes transport, internet of things and smart cities'. The second body of material analysed are the ISO (International Organization for Standardisation) and IEEE (The Institute of Electrical and Electronics Engineers) online archives, the two organisations widely considered the most powerful standard bodies and of key importance to the current and future shaping of IoT, Smart Cities and intelligent transport/smart mobility.

Sample results of a preliminary analysis show a strong bias towards the automobile and other motorised modes, rather than towards more active and sustainable modes such as the bicycle. For example, the EC's 'Definition of a Research and Innovation Policy Leveraging Cloud Computing and IoT Combination' (2014) mentions "car" 14 times and "vehicle" 19 times, "cycling" and "bicycle" 0 times with "shared bikes" the only reference to cycling in the entire document. The IEEE database returns 1918 results for a search on "car" and 0 for "bicycle".

The discussion of the results provides a counterpoint to the current focus on 'autonomous cars' in discussion of sustainable intelligent transport/smart mobility. It considers how the combination of a media perspective and a sustainability approach can challenge the current continuation of automobile cultures in policy and standards discourses. Increasingly, only those modes of transport/mobility that have data at their heart (i.e. are smart/intelligent) are 'visible' in the socio-economic context, underlining the significance of this research. The paper closes by outlining future research and potential policy implications.

Id: 17998

Title: Power through Algorithms within Hybrid Environments: A Case Study of Automated Journalism in Chinese Newsrooms

Session Type: Individual submission

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Abstract: While technologies as cloud computing and Internet of Things turning more and more objects smart, we are living in environments getting increasingly hybrid with non-human actors acting more and more actively in our lives. With the boom in ICT and the persistent construction of database, a “quantitative turn” is predicted to be the new wave in media industry, which has been summarized by Coddington (2015) with a typology of three dominant approaches: computer-assisted reporting, data journalism, and computational journalism. Among these types, Matt Carlson (2014) points out that “none appear to be as potentially disruptive as automated journalism” (p. 416). Hence, how would automated journalism change journalistic practice and how would the non-human actors be regulated during this process? This research intends to explore and further develop such questions within Chinese context.

Many studies on automated journalism in developed countries could be found (e.g.: Anderson, 2012), while similar attention on developing countries - especially those within authoritarian media systems - are comparatively rare. In fact, Chinese newsrooms are now facing the same turning point: during Sept.10th, 2015, an article published on the finance page of Tencent.com marked the first news article written by an algorithm in China. After this, official media organization Xinhua News Agency has created “Kuai Bi Xiao Xin” on November 2015. On May 2016, Alibaba has got “Writing Master” and the website Toutiao.com has got its AI journalist “Zhang Xiaoming” during the August.

Among these cases, traditional news agency Xinhua certainly deserves attention. Besides the fact that it’s the most well-known news agency in China, its role is traditionally understood as government mouthpiece. Therefore, to what degree could robotic news writers represent such attributes and cooperate or even replace human journalists? Is it possible to do so? More importantly, how would non-human actors be managed and regulated in such an authoritarian media system? As Carlson (2014) points out, in automated journalism, the role of big data shifts from “reporting tool” to “the generation of news content” (p. 419). As a result, this new form of journalistic practice would not only bring a redefinition of labor and compositional forms of news, but also a redefinition of authority in journalism field (Carlson, 2014). In an information age, inequality is more about “exclusion” “behind” someone’s back than about “exploitation” “on” it (Lash, 2002, p. 4).

Therefore, this research intends to unprecedentedly discuss such questions in an authoritarian media system as the one in China with a case study on Xinhua.

To seek answers, this study adopts ethnographic methods and policy/document analysis. By doing observation at Xinhua News Agency and interviewing related programmers and journalists there, the author intends to explore how the automated journalism has reshaped the journalistic routines in official Chinese news organizations. Then, by doing policy/document analysis, this study intends to reveal how these robotic news writers are managed and regulated in an authoritarian media system.

Keywords: authoritarian media system, Xinhua news agency, automated journalism

Id: 18020

Title: Being, Time and Big Data: Temporal Dimensions of Privacy Harms

Session Type: Individual submission

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Abstract: Much of mainstream considerations about privacy protection in the age of big data rely on the dominant paradigm of privacy as “control over information”. With privacy thus understood, it is difficult to formulate and identify privacy harms because, often, many third-party data processors mediate between “privacy leaks” and individual consequences. This paper proposes a different view of privacy, one informed by how commercial big data surveillance focuses on capturing the decisive moments in individuals’ lives and the implications of this surveillance on individuals’ identity. In the paper, two temporal dimensions of surveilled identity will be investigated: 1) how big data surveillance captures individuals’ future self-project (who they want to become in the future); 2) how big data surveillance appropriate individuals’ past by claiming control over their self-narratives.

First, drawing on research on identity and cognition, we will discuss the role played by the ability to engage in “forethought” and anticipate future outcomes play in individuals’ self-building. Then, utilizing anthropological theories on liminality along with trade literature on the applications of big data analytics in marketing communications, we will argue that the “velocity” logic of big data is not merely about enhancing the agility of the analytical process and the decision-making capabilities of its users. Rather, we will argue, the velocity mantra of big data is also about making accessible to marketers micro-moments within which individuals are vulnerable to outside influence while they engage in the act of projecting about their future selves.

Second, we will focus on the constitutive role that introspective access to one’s past behavior(s) plays in selfhood. We will argue that being able to construct self-narratives about what one did (and for what reasons) is a critical capability not only for maintaining a coherent definition of oneself, but also for being able to engage in forethought. Then, utilizing Nigel Thrift’s (2008) concept of “propensity” which characterizes the organizing logic of late capitalism as a logic of the “nudge” and redirection, we will argue that big data analytics function discursively to redefine the meaning of knowledge by dislodging notions of bias and objectivity. Specifically, big data creates an asymmetry between our knowledge of ourselves and ostensibly objective algorithmic inferences about us. We contend that this asymmetry not only implicates individuals’ ability to engage in first-person thoughts about their past actions but also impedes their ability to challenge algorithmic

narratives about selves. We consider the implications of our reflection on temporal identity-formation on how privacy may be usefully conceived as a meaningful protection from big data surveillance.

Id: 18065

Title: Greenest City Mobile: User Experiences with a Sustainability-themed Geolocation App

Session Type: Individual submission

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Abstract: The Greenest City Conversations Project (GCCP) was a multi-institutional research initiative that investigated how various communication media facilitated dialogue about urban environmental sustainability in Metropolitan Vancouver, Canada from 2011 to 2014. One part of this research initiative - Mobile GCCP - involved the development of a trip-tracking application that provided feedback to a group of test users about the impact of their transportation choices and other environmental actions.

The central research question for this user experience study was whether individual feedback about the environmental impact of one's everyday actions would affect participants' behaviours or attitudes, and whether this was related to the geolocational capabilities of mobile phones. This was measured in part by participants' behaviour while using the app, by their responses to survey questions before and after their use of the app, as well as by subjective responses elicited in post-app use interviews. One of the most striking findings of this research was the resilience of participants' attitudes toward sustainability throughout the study, and the overall consistency in their observed behaviours. Despite this overall consistency, subtle differences were observed between different groups of users (within the admittedly small sample) with respect to attitudes toward locational privacy.

This paper discusses and analyzes some of these subtle differences. First, there may be a gendered dimension to attitudes toward locational privacy and urban life. Second, users who knew that their location was being constantly tracked (the Android app group) indicated no greater concern over their locational privacy than did the group who were not geolocationally tracked (the Facebook app group). Third, while users in both groups exhibited no significant increase in their agreement with statements in favour of sustainable environmental choices after completing the study, they report otherwise in post-survey interviews. Fourth, users in both groups indicated a slight decrease in their concerns about locational privacy after participating in the study.

While this set of findings runs partly contrary to the initial hypotheses, analysis of these findings (especially in light of post-survey commentary from app users) has produced several new questions for future research, primarily about the experience of wirelessly connected cities, ubiquitous sousveillance capabilities, and evolving conceptions of urban political power and empowerment (Farman, 2012): notably, that using a location tracking or logging app may be associated with a decreased concern for data privacy (de Souza e Silva and Frith, 2011), and that mobile technologies can play a positive role in reinforcing and rewarding sustainable choices.

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Id: 18074

Title: Adopting Electronic-Government and its impact on the improvement of the internal communication system at the Ministry of Information (MOI) in the public sector in the Sultanate of Oman.

Session Type: Individual submission

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Abstract: The E-Government Transformation Plan (EGTP) in the Sultanate of Oman is a national project that aims to accomplish the full e-transformation in government transactions to ensure a sustainably well-informed society. It also seeks to enhance the quality of government services. The research focuses on Oman's efforts to develop an e-government system and explores the effectiveness of e-government on the development of the internal communication system. Previous studies conducted in the Middle East tended to overlook the effectiveness of E-government, and the small number of studies that were conducted at the Sultanate of Oman mainly reflected the process of implementing E-government systems (Heeks, 2002; Alshihi, 2006; Al Busaidy and Weerakkody, 2008; Qaisar and Khan, 2010; Almarabeh and AbuAli, 2010, and Al Salmi and Hasnan, 2015). Since the 2012 adoption of the E-government Transformation Plan (EGTP) in the Sultanate of Oman, the researcher knew of no study that examined the effectiveness of the internal communication system in any government entity. This study aims to tackle the following questions: 1) What factors influence the effectiveness of internal communications at all organizational levels within the Ministry of Information in Oman (MOI)? 2) What is the Omani Government Transformation Plan and what impact does the Transformation Plan have on the internal communication system at MOI? 3) To what extent does the Omani public-sector culture affect the internal communicational system? and 4) What insights do the findings offer other Omani Ministries adopting the E-government Transformation Plan, and the potential implications it may have on their internal communicational system? This empirical research used a qualitative interview-based analysis of twenty MOI employees from different departments, job descriptions, gender and age groups. An interpretivist philosophy is employed to generate a deeper understanding of communication, as well as the consequences and effect of interactions on the work environment at MOI. The most salient finding of this research is the positive impact of EGTP on MOI's internal communication system. Analysis of interviews have shown that work at MOI has become easier and faster; MOI employees felt significantly more involved and satisfied; and the overall work routine has changed and become more transparent. Additionally, the system improved the effectiveness of MOI Employees interrelationships, and matters such as feedback and employee evaluation became more transparent and credible than with the traditional system. The gender-based analysis revealed another interesting finding which is the positive impact of EGTP on work-place gender relations at MOI. Most of the responses illustrated a general understanding of the role of women and support for them based on the idea of efficiency and excellence in performance. In addition, the system does not distinguish between genders, and therefore work is based on the performance of both the sender

and the receiver without gender discrimination. Another reported benefit of EGTP is the elimination of the tribal role in government since efficiency is determined by the performance of employees.

Keywords: E-government, E-government Transformation Plan, Work place Culture in Oman.

Id: 18165

Title: Good Governance and the Nigerian Media: Imperatives for the Adoption of New Technologies in News Gathering and Writing

Session Type: Individual submission

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Abstract: Since its independence in 1960, Nigeria has constantly been searching for better ways of providing leadership that delivers on the promise of good governance and sustainable development. In all the efforts geared at defining and re-defining the country's socio-economic, political and cultural milieu, the media have played pivotal roles and have indeed shaped the discussions and processes of policy articulation, formulation, adoption and implementation.

However, with new tools and opportunities offered by the burgeoning world of Information and Communication Technologies (ICT) and the Internet, governments, corporate entities, civil society groups and sundry professional bodies have exploited these and made huge successes in their operations.

This study looks at how the media in Nigeria could use the tools and breaks offered by ICT and the Internet in newsgathering and reporting with the objective of making government more accountable, transparent and inclusive while also respecting the rule of law and the rights of the citizens.

This was, however, predicated on the assumption that an ICT-compliant media and practitioners armed with the right tools and infrastructures would better promote the principles of good governance and ensure healthy horizontal and vertical interplay between the government and the citizenry.

Two theories were used for the study viz, the Social Responsibility Theory propounded by F.S. Siebert, T.B. Paterson, and Wilbur Schramm in 1963 and the Diffusion of Innovation Theory propounded by Everett Rogers.

The research design used for this study was the quantitative method (survey). The intention was to determine the extent of diffusion of ICT usage among the 470 journalists in Adamawa State, North-east Nigeria. Census sampling method was used.

While the Nigerian media have served as means to good governance it was found they could do better if journalists avail themselves of the available ICT opportunities and tools in their daily business of news writing and reporting.

It was recommended that as the government and stakeholders work towards the full deployment of e-governance in Nigeria, the media should be factored into the plan because of their strategic importance in the process of governance.

The government was advised to provide an enabling environment for investment, provide regulation and relevant infrastructure and incentives to drive the growth in the media and allied sectors.

On their part, media organisations were advised to invest massively in ICT development and maintain regular training and retraining in computer literacy programmes for their staff.

The media should also train their staff in the use of the latest technological devices and platforms in the industry.

Id: 18177

Title: Rethinking media policy in Peru: the shortcomings of current policymaking and a potential new approach.

Session Type: Individual submission

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Abstract: Among the many challenges for communications scholarship, how to participate in policy making remains significant, as the changes in the media environment continue and force us to convive with traditional mass media and digital media as components of a larger ecosystem of social communications. While the traditional approaches to mass media regulations may still be relevant, to a certain point, incorporating digital media is proving difficult, due to at least three reasons: a policymaking process centered on telecommunications issues and approaches; the growing transnational nature of digital media enterprises; and the overlapping of media and services based on similar platforms but with quite different sectoral demands.

In a country like Peru, that has failed to grow a varied, relevant and democratic media environment, the challenges take an specific form: the policy process is stuck due the lack of significant interest by the political class in media in general, while the telecommunications emphasis from the digital industries is compounded with a policymaking approach with little if any relevance to actual conditions on the ground; the fragmentation of use of the Internet and digital media in two segments, one much more culturally attuned to the larger trends of digital culture, and other more traditional, locally-based, with cultural resonances that are embedded in traditional and emerging cultural practices that could be grouped under the “hybrid cultures” label; and finally, the reality of globalized media being, for all practical purposes, un-regulable from a country of such little relevance to its larger bussiness as Peru.

For these reasons, it is necessary to explore different approaches to policy subjects and regulation in a country with little indigenous production and autonomy but with a large cultural matrix and political uniqueness. This paper will explore three potential approaches that focus on viable state action, regulation and promotion of content, and of a healthy, dialogic digital discussion sphere. These approaches consider the contested nature of each subject and assume that it is possible to provide a better environment without taking sides on political debates that are potentially unresolvable in the short term. Also, these approaches, while unique to Peru, could be considered similar to those that may be of relevance to countries under similar conditions.

The approaches are:

a. promotion of collective memory projects through digital media, especially around already-recorded cultural expressions of a local nature that are about to be lost due to the lack of a proper

inmaterial cultural heritage policy. b. promotion of data justice, in the form of clear and fair regulations about data being collected by all actors and the rights of citizens; and
c. promotion of digital civics: how to best use digital media for dialogue and healthy discussion instead of just for consumption, as a school subject with larger impact into public life than just as recommendations for safe navigation on the Internet.

Id: 18191

Title: On the need for an institutional response to the tension between communication infrastructure and content regulation

Session Type: Individual submission

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Abstract: In this paper, we aim to address a set of longstanding and ongoing tensions between the regulation of communication infrastructures and the regulation of the content. We present an historical overview of paradigmatic differences between these two regulatory logics and pre-occupations. We will argue that these tensions are still very relevant today in an age that is often presented as a convergence era. We develop this argument by considering the case of social media. Mark Zuckerberg's bold claim that Facebook is not a media company, but instead a 'tech company' (<http://www.reuters.com/article/us-facebook-zuckerberg-idUSKCN1141WN>). Such attempts by dominant social media companies to position themselves as a neutral conveyance or communication infrastructures, rather than as 'media' companies, are not only empirically untenable, they are also ethically problematic. Social media platform operators and their operations increasingly make editorial decisions, and, as a result, they are amongst others increasingly playing crucial roles in elections and political campaigns. They are walking a fine line in their claims to be 1) protecting their users – including children – from harmful and racist content and to be 2) promoting an open space for the expression and performance of a radical plurality of views, opinions, representations and identities. We argue that the old recipes for dealing with this tension are problematic and they often yield undesirable results. In the face of freedom of expression concerns, state regulators are not well positioned to intervene and, in any case, near-global services are difficult to regulate by nation states. Self-regulation by dominant companies acting on their own is inadequate because it often leads to arbitrariness and a lack of transparency. Co-regulation recipes implicating both state actors and companies run up against similar issues. We will suggest that the old tensions between communication infrastructure and media content regulation or governance cannot be ultimately solved through existing institutional arrangements. New arrangements and processes are needed to tackle the persistent tension we discuss and the most likely candidate is some form of multi-stakeholderism which embraces relevant stakeholders in a relatively transparent debate about what is acceptable behaviour online and the nature of harms that need to be curtailed. We will consider both the strengths and pitfalls of this approach and the likelihood that any newly articulated rules for governing the performance of the platform companies could be implemented in a way that would change both user behaviour and corporate responsibility assuming they were accompanied by greater transparency.

Id: 18342

Title: Trolling, Hating y otras prácticas de validación identitaria en usuarios mexicanos de grupos de discusión temática en Facebook: grupo Historia

Session Type: Individual submission

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Abstract: Internet, y las tecnologías de la información y la comunicación (las TIC), posibilitaron la comunicación horizontal que se supone contribuye a la construcción de democracias deliberativas pero, igualmente, se tornaron en vehículo de mensajes y conductas que son consideradas la contraparte menos racional de la web. Surgido en los orígenes mismos de la comunicación en línea, el trolling se concibe tradicionalmente como una disrupción de la misma. Asimismo, otros comportamientos del entorno digital como el flaming (conductas incendiarias), o el hating (difusión de hostilidad y contenidos de odio), entre otros, han sido relacionados con los troles.

El presente proyecto pretende investigar cómo una práctica de la comunicación en línea como el trolling se resignifica con usuarios mexicanos de Internet que entran a foros temáticos de Facebook para presentarse ante los demás asumiendo algunos códigos simbólicos e identitarios, que podrían clasificarse –o no– como trolling. Asimismo, se pretenden realizar tipologías sobre estas conductas. La pregunta de investigación es: ¿De qué manera algunas prácticas de comunicación en línea como el trolling y el hating funcionan como recursos de interacción y representación identitaria en usuarios mexicanos de un sitio de redes sociales como Facebook?

A través del estudio etnográfico digital de un grupo temático dedicado a la Historia Universal y de México se encuentra cómo algunas personas apelan a la otredad mediante un proceso de doble agencia, en términos de Bruno Latour, en el que los algoritmos de la plataforma Facebook potencian la visibilidad de quienes despliegan contenidos polémicos. Igualmente, a pesar de lo que asegura gran parte de la literatura sobre el tema, quienes presentan estas conductas no lo hacen necesariamente desde elementos de la cultura trol como el anonimato o el engaño. Por último, se halló que los usuarios observados generan sentido de pertenencia a partir de reducciones dicotómicas de la realidad (liberales vs. conservadores, librepensadores vs. creyentes, etc.) que perpetúan antiguas disputas que creían superadas en el desarrollo sociopolítico e histórico de México.

Id: 18360

Title: Universal Access Policies: Expanding the Frame of Reference

Session Type: Individual submission

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Abstract: Historical analyses of the provenance of universal access policies typically trace things back to the development of the telephone system. This was appropriate and adequate when universal access basically meant physical connectivity to the Internet. Today, as the expanding literature on both universal access (digital divides) and prosumers informs us, we need to go beyond physical connectivity and also think of development of skills and capacity for participation by all sections of society. Otherwise, we will see the deepening and entrenchment of a new divide, wherein a small minority produces user-generated content online and the vast majority merely consumes it. The current discourse tends to approach issues related to skills and participation as if we are now facing an unprecedented situation. This paper shows that here we have much to learn from the experience with the development of broadcasting and cable. It looks at three specific periods: (1) early pre-regulation days of broadcasting when thousands of amateurs created their own content, (2) public access policies after the regulation and corporatization of broadcasting, and (3) advent and evolution of community access television services (CATS) policies over the years.

Id: 18396

Title: Careem Care: How an Uber-style Transportation Changed Women's Life in Pakistan

Session Type: Individual submission

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Abstract: Sexual harassment on public transportation keeps on increasing in Pakistan which affects women's mobility to quite an extent. Most of the women consequently tend to be anxious while using public transportation and some are dependent on their male family members to accompany them when they leave home. Statistics reveal that almost 85 percent of women use public transport and so Careem has instantly become popular among women of these urban cities. Careem, the local mobile app-based ride has been introduced recently in three major urban cities of Pakistan, Lahore, Karachi and Islamabad. Careem follows the model of Uber and has become more popular among women than Uber. Careem and Uber can be easily downloaded on mobile phones. In Pakistan, there are more people with mobile phones than bank accounts. For every bank account holder, there are three mobile phone owners in Pakistan. Information and Communication Technology (ICT) is the main component for development and since the 1990s, it is considered as an engine of growth for political, social, economic and cultural development particularly for developing countries. Mobile phones are a face of ICT and have a significant growth impact in poor countries. This paper attempts to investigate how this app-based ride service is impacting the daily lives of Pakistani women. How is the app-based ride-sharing service Kareem empowering women where the freedom of movement is one of the indicators of empowerment. What are the challenges associated with using Careem? Feminist standpoint theory guides the theoretical framework and looks at women as an active subject rather than passive which has been the conventional approach in the ICT4D framework. The interrelation between technology, gender and power provides a new understanding of women's lived and situated experiences. This paper interviews 15 women of different age groups from the urban city of Lahore about their experiences of using this transport service and aims to understand how their lives have changed.

Id: 18422

Title: The contested balance between communications rights and economic sustainability: The Telling Case of Australia's National Relay Service

Session Type: Individual submission

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Abstract: Inherent in today's digital society is an acceptance of Communications Rights -- Full Digital citizenship is predicated on individuals having the capacity to connect and engage economically, socially, culturally and politically using digital and online platforms. However, this is not always possible for people with disability. The United Nations Convention on the Rights of Persons with Disabilities (CRPD) articulates access to these digital platforms as a fundamental right for people with disability; specifically, Article 9 (g) promote access for persons with disabilities to new information and communications technologies and systems, including the Internet.

A rich case study of the evolving dynamics of disability and communications rights is found in an Australian case of communications technology for Deaf, hearing-impaired and speech-impaired people — which will be analyzed in this paper.

While Universal Service has been a cornerstone of Australia's communications market since 1975, it wasn't until 1995 – the year that the Australian Government introduced a National Relay Service (NRS) — that equitable access to the standard telephone service became available for Deaf, hearing-impaired or speech impaired Australians.

However the public policy framework guaranteeing the ongoing provision of the national relay service has created growing tensions between the communications rights of nrs users and the economic sustainability of the service as currently funded – through an industry levy on eligible telecommunications carriers. In the current NRS contract, starting in 2013 and anticipated to finish mid-2018, two seemingly contradictory policy decisions were adopted.

Firstly, the introduction of a number of new relay channels – SMS relay, captioned relay, video relay – and secondly, a funding cap of \$20 Million per annum. The increased uptake of these new services has increased the delivery cost of the service to more than \$32 Million for the last financial year. The contested policy framework underpinning this initiative is exacerbating the tensions between human rights and neoliberal economic policies.

The underpinning theoretical approach for this research is that of an 'emancipatory' critical interrogation of the nexus between communications policy, neoliberal economics and disability inclusion. As we approach the 10th anniversary of Australia's ratification of the CRPD, this paper interrogates, from a Critical Disability Studies framework, the efficacy of Australian public policy and related Commonwealth contracts underpinning the NRS – utilising qualitative research

methodology to investigate how inclusive communications social policies remain sustainable in a neo liberal economic environment.

Through my own participant observer research as disability policy advisor with the Australian Communications Consumer Action network (ACCAN) and a rigorous thematic analysis of government reports, discussion papers, public submissions to consultations and resultant policy documents this paper illuminates the contest between broader social policy goals and rights based aspirations and those of market forces, analysing contested stakeholder narratives.

The paper concludes with recommendations for emancipatory pathways incorporating sustainable access and inclusion for people with disability in future Australian communications policies

Id: 18450

Title: ICT4D ' Issues in digital sustainability among rural women

Session Type: Individual submission

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Abstract: This article is the outcome of a major research project on women empowerment and digital sustainability, carried out over a three-year period, funded by the University Grants Commission, a statutory body, set up for maintenance of the standards of higher education by the Indian government. The study is an analysis of the impact of the ICT initiatives of non-governmental research organisations in the lives of rural women of the south Indian state of Tamil Nadu and the Union Territory (UT) of Pondicherry, India. There have been numerous ICT initiatives by many non-governmental organisations all over India. Most of these ventures have remained as “projects” and have failed to become ‘initiatives’ in a given society (Gaved, Mark and Anderson, Ben, 2006). The economic and social benefits alleged to have been reaped by the beneficiaries of these initiatives are generally exaggerated. It has only heightened the ‘dependency syndrome’, despite the fact that in these initiatives women had greater access to the ICTs than men (Amirtham, 2011). It has been widely observed that, the benefits of these initiatives and the so-called ‘development’ associated with them are short-lived, and seem to vanish as soon as the funds of the initiative/project are exhausted. Hence, through this project, it has been decided to study the impact of these initiatives and measure the digital sustainability quotient of the rural women. Van Dijk’s ‘Causal and sequential model of digital technology access by individuals’, is used to measure the levels of access and extent of rural women’s exposure to ICTs, during and post the initiative period. Findings expose the ineffectiveness of the heavily funded (nationally/internationally), yet, unsustainable ICT projects (digital infrastructure/material and social resources) in ushering in long-lasting impact on the target groups, while bringing forth stark variations between the ‘development’ reported and the one encountered at the ground-level. The Village Knowledge Centre (VKC) initiatives of M.S.Swaminathan Research Foundation in Tamil Nadu and Pondicherry is one such instance. Once, the fund from International Development Research Centre, Canada was exhausted, by 2007-2008, the VKCs stopped functioning effectively, and were wound up, eventually. Now, a few of the villages are being used as testing grounds for mobile apps developed by the research organisation. The ineffectiveness of the brief exposure to ICT facilities, to bridge the wide-gap of digital divide is established through a quantitative study of women in the areas that once had boasted of “successful” ICT initiatives in the chosen State and UT in India. The triangulation methodology employed to study the impact of ICT initiatives also tests the possibilities of using mobile phones as a viable and affordable alternative for ICT access to rural women. Smart phones were given to rural women for a period of over a year and the outcome or progress related to their internet usage and technology acceptance has also been, qualitatively, recorded. Beyond the absence of physical and material access to technology, the results highlight the impediments owing to the mental, social and cultural barriers.

Id: 18518

Title: Dual screening and crisis communication: Exploring Indonesians' motivations to use dual screening during a terrorist attack

Session Type: Individual submission

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Abstract: Indonesia has a long list of bombing attacks and the latest terrorist attack occurred in Kampung Melayu (KM), Jakarta in May 2017. During terrorist attacks, individuals utilize dual screening, the use of two separate screens for videos and social media simultaneously (Lin & Chiang, 2017), for obtaining, producing, and disseminating information, increasing the public's role in crisis communication. Growing body of literature has explored dual screening, but little scholarly research has investigated dual screening use for crisis communication; thus, this study attempts to investigate the dual screening use during terrorist attacks.

This study employs the Communication Mediation Model (McLeod et al., 2001) as the theoretical framework which suggests that the relationship between information consumption and individuals' participation is mediated by interpersonal interaction. Past political communication studies identified two motivations of dual screening use: cognitive and social motives. However, during a crisis, the affective dimension is also important as individuals need media to cope with negative emotions (Stephens & Malone, 2009). These personal social-psychological factors lead to different responses on social media during crises (e.g. emotion-related, information-related, and action-related contents) (Heverin & Zach, 2010). Additionally, Lefebvre and Armstrong (2016) identified five different roles of digital participants on social media during emergency (e.g. key mobilizers, unwitting mobilizers, etc.).

This mix-method research proposes to investigate two research questions: RQ1: What patterns of terrorism-related online discussions are shown on Twitter during the KM bombing attack?; RQ2: Which personal socio-psychological factors are associated with dual screening use among different digital participants categories during terrorist attack? To answer RQ1, this study conducted Twitter content analysis of the hashtag #KamiTidakTakut (#WeAreNotAfraid) that was used consistently during the incident. Using Python library Tweepy, this study collected 7,101 tweets from May 24, 2017 (the bombing day) to June 5 2017 (the conversations subsided) and coded using the framework from Heverin and Zach (2010) (e.g. emotion-related, information-related, and action-related). In response to RQ2, 30 participants from five digital participant categories by Lefebvre and Armstrong (2016) will be interviewed in order to investigate their motivations in using dual

screening during a terrorist attack. The Twitter analysis helps to identify the five digital dual screeners on Twitter for recruiting participants. The in-depth interviews are in progress until February 2018.

The preliminary Twitter analysis results showed that among the 7,101 tweets, action-related tweets took the biggest portion as the users encouraged the government to enforce anti-terrorism law, call other Indonesians to unite in order to counter terrorism and to stop circulating pictures of the victims on social media to respect the victims and their families. Moreover, the findings from the interviews will highlight the socio-psychological factors (i.e., social, cognitive, and affective motives) that trigger someone to use dual screening during terrorist attacks. Theoretically, the findings contribute in the literature of dual screening in crisis communication by explaining the online discussions and the motivations of dual screening use during terrorist attacks. Practically, the research offers beneficial insights for governments and authorities in crisis management to mitigate negative effects of terrorist attacks.

Id: 18519

Title: Internet policy as a discursive struggle: a comparative perspective on an emergent policy field

Session Type: Individual submission

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Abstract: The paper presents the conceptual approach of a comparative research project, which was recently initiated and investigates the role of conflict and discourse for Internet policy-making in six different countries. The objective of the project is to develop a comprehensive perspective on the Internet policy field at the national level. To this end, it analyses the increasingly stable constellation of actors, institutions, discourses and policies that emerge around Internet-related policy issues as a new policy field. In addition, it compares the evolution and current state of this emergent field in six countries: Germany, France, the UK, the USA, Brazil and India.

The presented project aims to assess how today's societies make sense of the ongoing digital transformation and try to shape it through public policies. This means it seeks to understand how public authorities and non-governmental actors at the national level respond to the political and societal challenges of digitalisation by developing new expertise and competences, by engaging in conflicts over discourse, problem perceptions and policy options, and by adapting their country's regulatory repertoire. For the purpose of this analysis, the project develops a comparative framework that combines theoretical and methodological elements of field theory (Bourdieu, Fligstein & McAdam) and discursive institutionalism (Schmidt, Kjær and Pedersen) with interpretive policy analysis (Hajer, Gottweis, Yanow). Building on this conceptual work and a qualitative-interpretive approach which combines document analysis with expert interviews, the project consists of six case studies and their systematic comparison. To limit the research scope and render the conceptual approach operational, each case study zooms into three to five key moments in the emergence and evolution of the Internet policy field and provides an in-depth analysis of the discursive processes related to major controversies over policy issues and the institutionalisation of particular discourses in the form of regulatory competences and responsibilities. The subsequent comparison serves to draw attention to the contingency and peculiarity of each case and, at the same time, to identify patterns and regularities across cases. The latter will allow us to draw conclusions about more general characteristics of the emergent Internet policy field and the relations amongst its actors.

Rather than presenting empirical findings, the conference paper will focus on the conceptual and methodological approach of the international comparison, for which it seeks feedback from the audience. Building on a paper presented at IAMCR in 2016, the theoretical ideas of the conceptual framework will be illustrated using examples from the already concluded case study on the Internet policy field in Germany and from the preliminary research concerning the other five countries.

Id: 18538

Title: From a New World Information Order to 'Swing State': Ideas and interests in India's Internet policy agenda

Session Type: Individual submission

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Abstract: The internet has emerged as an iconic socio-technological network signifying an unprecedented level of global communications and interconnectedness. Unsurprisingly it is also a subject of intense politics, particularly the contentions surrounding policies concerning norms of online privacy and surveillance has led scholars to reconsider the political histories of its governance. However, much of the literature has focused primarily on the role of powerful Western countries and their geopolitical interests to dominate the world's communications since the 1970s. In this paper, I draw attention to the global periphery, in particular to India's role not just as a geopolitical entity but also as source of new ideas and discourse about norms of internet governance and policies related to Internet user's privacy online.

I begin with recounting India's role in the emergence of the movement that sought to establish a New World Information Order in the pre-internet era dominated by satellite and emergent computer technologies. I revisit this period to show that not only India was key actor in the international arena but also to the fact that its participation was in turn a result of a pivotal battle in its domestic arena that was witnessing the rise of aggressive cultural nationalism. By situating the international engagement within a deeper historical and political context, I map the role that scientists, IT specialists, technocrats as well as political and ideological leaders played in policy debates over the decades. Using an analytical approach, I trace how India's role has changed from demanding a new international order to becoming a 'swing state' since the 1990s, especially in the context of Internet governance and norms relating to privacy for its citizens online.

In methodological terms, I focus on the framing in India's international agenda and in particular the various strategies adopted by ideational antagonists in its domestic arena to establish their interpretations of technology. By analyzing the strategic communications and discursive practices shaping these policy contentions (van Hulst and Yanow 2016; Chong and Druckman 2007), in this paper I argue that the shift in India's role as a 'swing state' could be seen as a result of an ideational and discursive contest new media activists and the cultural nationalist groups in the country. Using primary data, archival as well as interview based, I identify the decline in the dominance of cultural nationalist frame and show the rise of an alternative alliance that has introduced counter-frames such as anonymity to demand a recognition of Indian citizens' rights online.

Id: 18649

Title: AIRING IMPERIUM: A HISTORIOGRAPHY OF RADIO GOVERNANCE IN SOUTH ASIA

Session Type: Individual submission

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Abstract: The year 1927 emerged as a landmark in the world history of radio, more particularly in South Asia. Over ninety years hence, this paper seeks to stitch together a critical historiography of radio governance in colonial South Asia. In doing so, the paper seeks to unravel colonial constructions, norms and rationalities associated with the modern medium of radio in the South Asian context. This paper draws on the works of Alasdair Pinkerton (2008), Joselyn Zivin (1994, 1998, 1999), Brayne (1929), Simon Potter (2012) and gleanings in their work of the autobiographical writings of Lionel Fielden (1960) and John Reith (1949), the First Broadcasting Controller of All India Radio and the General Manager of the British Broadcasting Corporation, respectively, besides some official documents cited in these works, pertaining to the goings-on in British South Asia and its broadcasting. Ultimately, this paper seeks to not only historicise eventual decolonization and democratization that occurred, but also sets the stage to locate, understand and move towards sustainable media governance in a post-2015 world.

Keywords: radio broadcasting; colonial radio; broadcasting governance; South Asia

Id: 18682

Title: A Systematic Review of Big Data in Communication Research: Objectives, Theories, and Methods

Session Type: Individual submission

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Abstract: With an unprecedented development of information and communication technologies especially the mobile Internet, cloud computing, and the widespread use of social media, data from social production and daily life are explosively growing and accumulating, which has given birth to the era of big data. The visualization and analysis of large amounts of data have facilitated the transformation of traditional social science research.

In the field of communication, big data as a new research paradigm has been applied in exploring various communication phenomena and addressing many different research problems. The current study aims to review and discuss the application of big data in current communication research. Specifically, to identify relevant studies, we locate studies using the following key words: big data, network analysis, computational communication, computational social science, topic modeling, machine learning, text mining, semantic network, social network, etc.. Then, 79 communication Journals in the Social Sciences Citation Index (SSCI) database were searched. To be thorough, this study reviewed the reference lists of the collected publications for additional studies. First, the original search process identified 201 relevant studies. After going through the abstracts of all the articles, most these articles are about theoretical investigations and philosophical discussion and only 52 articles are empirical studies on big data. This study systematically reviews and compares the applications of big data approaches in sub-disciplines of communication studies, including political communication, health communication, science communication, and computer-mediated communication, from following perspectives: 1) research objectives, 2) theoretical applications, 3) data sources, 4) methods.

Through systematically reviewing the literature, first, the results reveal that there are a greater number of political communication studies using big data approaches. Most of these studies used text mining and topic modeling to describe various political content in media, particularly, messages regarding electoral events. Applying the agenda-setting theory, many studies compared the attribute agenda of certain political events on between traditional media and social media. Second, science communication research mainly applied semantic network analysis and sentiment analysis to explore public sentiment and attitudes on social media. Nuclear energy and

nanotechnology have become the hot topics in this field.. While political communication and science communication studies using big data approach usually focused on exploratory and descriptive investigations . many health communication and computer-mediated communication studies used social network analysis to examine the ways in which information is disseminated on social media and the user's online interactions. Furthermore, some of these studies used message content features or users' personal attributes as dependent variables to explain or predict the message dissemination network and the user relationship network, but these studies are usually lack of strong theoretical evidence.

Finally, this study also puts forward the future research trends and directions of big data in communication studies. First, empirical research on big data should be transited from description to explanatory and predictability. Second, in the process of transition, studies should also apply and develop communication theories. Although some current empirical studies of big data have used some communication theories, the mismatch and inaccuracy in research objective and theories still exist.

Id: 18730

Title: Governing online platforms: The need for a paradigmatic change in competition policy

Session Type: Individual submission

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Abstract: This paper argues that a paradigmatic change in competition policy is needed and empirically under way to cope with the challenges posed by economically strong online platforms and their big-data-based business models.

Its contribution is two-fold:

First, it theoretically draws from the economics of two- or multi-sided markets (e.g., Armstrong, 2006; Caillaud & Jullien, 2003; Evans, 2003; Rochet & Tirole, 2003, 2006; Rysman, 2009) and argues how these theoretical insights – coupled with the rise of economically highly significant Internet companies – are forcing a paradigm change in the area of competition policy. In essence, theoretical advances and new market conditions require (1) a shift in attention to non-price competition through, e.g., quality, innovation, and privacy, (2) the acknowledgement of markets in the absence of price and adequate protection for users as well as (3) a focus on the role of user data and big data, including data appropriation strategies by market dominant companies.

Second, the theoretical discussion is coupled with an analysis of more than 30 ongoing and concluded competition cases and investigations, which shows how – after periods of ignorance and conceptual pondering – competition authorities are now partly and hesitantly theoretically embracing such a shift in competition policy, while at the same time struggling in practice to reconcile all pending challenges and systematically taking all new dimensions into consideration. As regards non-price factors the analysis shows that there is a general consensus regarding the need for the wider integration and acknowledgment of such elements but still substantial uncertainty as to what factors should be taken into account and how to cope with the myriad of methodological challenges involved in extending competition analysis to factors traditionally foreign to competition law.

Similarly, with regard to the acknowledgement of markets in cases of zero-pricing there is increased awareness and readiness to protect these through competition enforcement, yet the question remains of whether this competitive protection will ultimately similarly be accorded both to users (here with a view, for example, to decreases in non-price elements such as quality or privacy) and competitors, or whether the latter will be given preferential treatment.

In the wake of the general acknowledgement that user data is particularly central in the business models of online platforms, there is inchoate disagreement as to which instrument – i.e. competition law or regulation – is adequate for dealing with issues that arise in the context of increased data collection, especially regarding non-price attributes such as privacy or violations of intellectual property. Because there is an underlying disquiet that competition law may be weakened if broadened so as to remedy every kind of market deficit, the insights gained and arguments applied in pending cases, most notably the case of the German Bundeskartellamt against Facebook, will be

telling regarding future approaches towards online platforms at the intersection of competition law and regulation.

Id: 18743

Title: Do States Dream of Biometric Citizens': Tracing the development of the Aadhar Citizen Identification Project in India

Session Type: Individual submission

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Abstract: The industrial revolution led to the automation of government record keeping while the ICT revolution of the 20th century made citizen data easily transferable across locations. Currently, the expansion of mobiles, wearables, and the 'internet of things' marks a 'data revolution' that is morphing the ICT landscape by enabling device data to be married with user networks. This raises three interrelated questions about the consequences of 'big data' on state governance – How are states marshaling big data infrastructure for their governance goals? What role do private-high technology firms play in operationalizing governance? And how might these developments effect citizen-state relations? This study examines these questions through a case study of The Unique Identification (UID) Project in India, running under the brand name 'Aadhaar'.

The Aadhaar system is a citizen identification project, officially initiated in 2009, that aims to assign a unique twelve-digit number to all Indian residents. This number is linked to biometric information (scans of fingerprints, face and irises) and as demographic information (name, date of birth, gender, residential address). It is currently the largest national biometric database in the world with information of over 1.19 billion individuals stored in India's Central Information Data Repository servers located in the country's 'IT Capital', Bangalore as of November 2017. While the Aadhaar project has been presented by the state government, implementing partners and select media outlets as a technological innovation aimed at helping the government to provide residents with easier and more efficient access to social benefits.

There remain serious concerns by national and international civil society organizations about risks implicit in the project. These include, but are not limited to – citizen surveillance, security breaches and violations of an individual's right to privacy. Through an in-depth case study of the project based on an archive of policy documents, research reports, industry analysis, media discourse, private sector contracts and advertising materials this paper seeks to examine how a new form of state governed data infrastructures negotiate citizen state relationships and opposition against these systems. In the process, we map the ways in which the Aadhaar project becomes constructed (over the last decade) as a mundane yet affective way to imagine belonging and selfhood in contemporary India.

Id: 18754

Title: Empowerment socio-écologique et politiques algorithmiques des plateformes. L'exemple de groupes Facebook de covoiturage et d'agriculture urbaine.

Session Type: Individual submission

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Abstract: [Our summary is in French (as authorized in the call for proposals). However, do not hesitate to contact us for any translation needed. Sincerely, NP]

Introduction :

Le développement durable est marqué par un idéal de la participation (Bruntland, 2005) et de l'empowerment citoyen. Cette notion polysémique est employée par diverses institutions et organisations. On croise ainsi l'empowerment dans les programmes de développement durable de l'ONU, dans les stratégies RSE des entreprises ou dans les « Villes en Transition » (Hopkins, 2010). Ces logiques sont également convoquées par les plateformes du Web dit « 2.0 » (O'Reilly, 2005) et notamment par les acteurs de l'économie du partage (John, 2013 ; Botsman et Rogers, 2011). L'empowerment technologique (Peugeot, 2015) correspondrait ici aux possibilités de partage permises par une désintermédiation des échanges.

Cet empowerment est également abordé de manière critique. Pour les tenants du digital labor, il correspond à un discours masquant le processus d'exploitation du travail des utilisateurs (Scholz, 2013 ; Casilli et Cardon, 2015 ; Matthews, 2015). Différentes approches en Science de l'Information et de la Communication s'attachent également à déconstruire cet idéal de l'empowerment 2.0 en se concentrant sur le rôle clé des politiques et stratégies algorithmiques des plateformes (Gillespie et al., 2014 ; Sarrouy, 2014).

Problématique et supports théoriques :

Comment aborder ce lien entre empowerment citoyen et politiques algorithmiques des plateformes dans un contexte d'urgence énergétique ? Nous souhaitons montrer comment ces calculateurs reconfigurent les processus d'empowerment de collectifs auto-organisés et impliqués dans des démarches de transition socio-écologique. Nous aborderons ces enjeux dans une perspective info-communicationnelle critique. Pour cela nous nous appuyerons sur des théories de l'émancipation (Castoriadis, 1999) et de la rationalisation du monde vécu (Habermas, 1987 ; Boltanski et

Chiapello, 1999) ainsi que sur des recherches en communication soulignant l'instrumentalisation marketing des TIC (Miège, 2007) et des communautés en ligne (Galibert, 2015).

Terrains et méthodologie :

Nous nous appuyerons sur les résultats de la troisième année du projet de recherche « Empowerment 2.0 » (co-financé par le Conseil Régional de Bourgogne Franche-Comté et la société Deloitte Développement Durable), dédiée aux rapports entre empowerment communautaire écologique et politiques algorithmiques des réseaux sociaux. L'étude porte sur six groupes Facebook de covoiturage et d'agriculture urbaine. Ces terrains seront abordés à travers une méthodologie croisant : 1) les politiques algorithmiques auxquelles ces groupes sont soumis, à travers le recueil de documents portant sur l'évolution des conditions d'utilisation et des standards de communauté de Facebook, émis par le réseau social ou la presse spécialisée ; 2) les usages au sein des groupes et leurs adaptations aux politiques algorithmiques, à travers six observations netnographiques de trois mois chacune (Kozinets, 2015) ; 3) les discours des administrateurs et utilisateurs des groupes à propos des politiques algorithmiques de Facebook (recueillis à travers vingt entretiens semi-directifs « compréhensifs » (Kaufmann, 2006). Le croisement de ces trois corpus nous permettra de montrer que l'empowerment socio-écologique se construit, dans ce cas, comme adaptation et comme critique des logiques algorithmiques et économiques des plateformes du capitalisme numérique.

Id: 18762

Title: Beyond 'zero sum': Charting the relationship between Network Neutrality, the Digital Divide and Zero Rating in the global South

Session Type: Individual submission

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Abstract: Network neutrality was the single most contentious international communications policy issue of the last decade (Bauer and Obar 2014; Stiegler 2013). The loci of attention for this issue were the USA and the EU, but the focus of digital rights organizations and communications scholars has steadily diverted to the telecoms markets of the global South. Therein the question of zero rated mobile Internet access, and its relationship to network neutrality, dominates the regulatory landscape and is advocated for and resisted by a diverse array of local and global actors. Zero rating refers to the offer of a preferred set of web content or services by a mobile ISP for which the user downloading costs amount to zero (Marsden 2016). Essentially the contestation of zero rated services centres on this question: does permitting mobile phone users free access to selected websites constitute a “pernicious” threat to network neutrality (Crawford 2015), or an Internet on-ramp for the 4 billion people for whom access is prohibitively expensive (ITU 2015)?

Unfortunately this question, in common with other prevailing analyses, is reductionist and presents zero rating as a zero-sum game; one torn between the apparently incommensurate goals of facilitating access and preserving a neutral network. False binaries never provide the basis for sound public policy, however, and it is therefore the goal of this paper to present a more nuanced and contextualized analysis of the panorama of regulatory issues surrounding zero rating in the global South and its relationship to network neutrality and the digital divide.

By cataloguing every mobile Internet plan offered by the major wireless carriers in South Africa, Colombia, Brazil, Mexico and India, I make two significant contributions toward this endeavour. The first is a detailed typology of zero rated services available in the global South. The second is a fine-grained analysis of the extent of zero rated mobile data offerings in these five wireless markets. I then proceed to examine this data across three major dimensions in order to assess the factors that influence the extent to which zero rating compromises network neutrality and/or facilitates access. These three dimensions are: legislative, where I examine existing network neutrality legislation, the goals it seeks to advance, and if and how zero rating is regulated; developmental, where I assess the affordability and penetration of mobile Internet, the level of local technological innovation as well as state-led initiatives to boost Internet access; and finally political-economic where I scrutinize the wireless market in terms of concentration, market-share, as well as the presence of global operator groups and content platforms.

Through the above analysis I identify particular sets of circumstances in which zero rated services can be legitimately sanctioned as a means to provide mobile Internet access to those otherwise economically marginalized from the network. Conversely, in other contexts, zero rated services constitute an intolerable infringement upon network neutrality, local technological innovation and freedom of expression and should be aggressively regulated.

Id: 18763

Title: The Digital Inclusion Role of Libraries: Rural communities and the information environment

Session Type: Individual submission

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Abstract: Background and Research questions: Broadband access issues face both urban populations and rural regions, but while affordability may be the most consequential issue in urban environments that keeps people from home-based Internet access, both affordability and straightforward access availability are consequential in rural environments. As of 2016, around 39% of the U.S. rural population lacks access to broadband at the FCC standard of 25 Mbps download and 3 Mbps upload speeds. Libraries have assumed a major role in providing broadband access in rural areas in the U.S.

Framed by digital inclusion literature and theories, this research investigates three broad research questions:

- (1) How do hotspot adoption and use affect these small communities? Can such library-based programs constitute meaningful routes toward digital inclusion?
- (2) What are the primary purposes and outcomes reported by users behind checking out hotspot devices?
- (3) How might such programs reflect libraries' roles in the local information ecosystem of their communities? How do digital platforms function in rural regions?

Theoretical framework: Rural libraries are highly used by their constituencies and they may be important local gateways to the types of social and economic development information that cannot be found elsewhere in remote locations. Some researchers have found rural libraries and their Internet services were instrumental for educational, job training and civic engagement purposes. Internet access, wired on-site as well as wireless, now are typical components in their service profile. Wireless services and hotspot lending constitute ways to extend the walls of the library beyond the physical structure with its limited hours. We use previous research on digital literacy as well as institutional literature that frames the operation of social capital in order to explore libraries' role in rural information environments.

Research Methods: We gathered qualitative and quantitative data from 24 rural libraries in two states with hotspot lending program experience, focusing on librarians, the hotspot users, local community stakeholders, and non-users. We conducted 8 focus groups with users and gathered data from over 100 stakeholders in rural Maine and Kansas, the target areas of the hotspot programs.

Findings: Our research found that libraries are important in small rural communities in providing trusted and alternative sources of information and access to broadband. The issue of scale emerged as a significant factor since our two research sites had very different broadband network connectivity scenarios. Users in these sites faced profound affordability challenges, suggesting that the contemporary market environment with its high charges for broadband services is simply not sustainable in these areas.

Policy relevance: Policymakers from local, state and national – and international – domains are confronted with the problems of inadequate rural broadband. This research is directly relevant to the question of what policies might function well in rural regions, and provides more information on the shape of the information environment in rural regions. Broadband has now entered the arena of basic infrastructure, but few viable solutions exist in market-based economies that face the challenges of rural regions. Our research directly addresses the matters of scale and sustainability.

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Id: 18786

Title: Communications Policy in Satire TV Formats: The case of Neo Magazin Royale in Germany.

Session Type: Individual submission

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Abstract: Neo Magazin Royale is a prize winning and controversially discussed satire format, aired by German public service broadcaster ZDFneo. ZDF is committed to public information and education, and a major communications and media policy stakeholder in Germany. The format ZDFneo uses digital cross-promotional strategies through distributing the original content and shorter, additional clips on social media (facebook, youtube and twitter). This distribution strategy makes the digital audience of young adults the main target group of the format.

In this paper, we describe, analyse and identify strategies employed by Neo Magazin Royale that aim at educating and sensitizing their audiences about communication policy norms, rules and their distinct interpretations. Our analysis is based on a qualitative content analysis of the format since its beginning in 2013 until December 2017 (n= 134), and complemented by findings of an online survey among satire users, conducted in July 2017 (n=116).

In the content analysis, we focus on a) communicative presentation and related strategies over time and b) representation of communication policy values and development throughout the format. We show how communications policy was established as theme, and also how the satire format constructed a framework for communicating and questioning institutionalized normative perspectives in communication policies in Germany and thus contributed to a deliberating public discourse in the field of communications policy. Communications policy in Germany is originally a stable policy field, difficult to change (Vowe, 2009). Neo Magazin Royale established mobilizing moments through a dialectic with government and policy similar to those detected in non-democratic and non-western contexts (Jones, 2017).

The potential effectiveness of sensitizing for media policy in satirical formats is supported by survey data: interviewees agree that its function is to point out problems of the political system (97.3%) and to reveal flaws in the media system (77.6%). Besides that, satire users agree that it would help them to reflect on their media diet (73.8%), and they perceive satire as incentive for gathering further information on topics discussed (87.1%). Among those who watch Neo Magazine Royale regularly (n=43), about 60% indicate that the show would make them more aware of privacy and surveillance issues, press freedom and freedom of speech and the actors of media policy. Furthermore, when asked for political satire and social media activities, 48.8% indicate to

participate actively in social media (e.g., through sharing content) at least once a week, which they do significantly more often than those using other satire formats.

The analysis reveals the transmission and communication of institutionalized normative perspectives in communications policy as strategy of creating awareness regarding communication policy issues. At the same time, the analysis shows the dialectic momentum of the integration of communication policy into this TV-format. Through employing dialectic strategies such as for example the active involvement of the audiences into this satirical perspective on communications policy issues, Neo Magazin Royale engages actively into the governance of communications policy issues in Germany.

Id: 18788

Title: Cloud Control: The National, the Global, and the Media Policy of Apple in China

Session Type: Individual submission

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Abstract: Cloud Control: The National, the Global, and the Media Policy of Apple in China

The debate between the role of national media systems and globalization has shaped contemporary scholarship on global media policy. Terry Flew and Silvio Waisbord (2015) compellingly argue for the “continuing centrality of the nation-state to media processes and the significance of the national space in an age of media globalization (626).” This paper advances the assertion of the centrality of national media for the nation-state to argue that the regulatory frameworks of the nation-state in large, highly restrictive markets like China can also shape global media policy when they intersect with the interests of multinational technology companies. Using the case of Apple’s investments in Chinese data centers, this paper argues that the failure of the US government regulate US tech companies’ operations abroad and Chinese tech companies’ operations in the U has led to China’s increased oversight over a key area of global media governance: user data generated by commercial platforms. Consumer data, the type gathered by social media sites, online video portals, payment apps, and the other platforms that shape our digital lives, is one of the most valuable resources of the twenty-first century. Yet consumer data is held captive by a web of internal corporate servers (both US and Chinese), Chinese government efforts to nationalize data storage.

In 2017, Apple was one of the first firms to build a new joint venture data center in China in order to comply with China’s cybersecurity law of the same year. Apple, like many foreign firms operating in China, relies heavily on data centers to operate within the Chinese market. However, for Apple, as for many other firms in areas ranging from engineering services to enterprise computing, the decision to open data center held with major ownership by a Chinese firm transforms the politics of power and access to data within the company. Yet Apple’s decision also calls into question how China’s cybersecurity law will fundamentally transform both the ownership and the circulation of data not only within China, but for all global companies that operate in China.

Flew, T., & Waisbord, S. (2015). The ongoing significance of national media systems in the context of media globalization. *Media, Culture & Society*, 37(4), 620-636.

Id: 18869

Title: Privacy Lost in Transparency & Terms of Service Agreements

Session Type: Individual submission

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Abstract: This paper critiques the dominant role that transparency plays within Internet privacy policy through terms of use and service agreements. This paper argues that these agreements are an exercise in transparency by private companies who are providing contractual language that detail their conduct, and through the consent process when users agree to the terms, typically alleviate themselves from any specific liability or regulatory enforcement.

Terms of use or service agreements confer a bundle of rights and legal provisions that govern privacy and the parameters of personal data collection, use and sharing. These arrangements generally take the form of non-negotiated contracts of adhesion as so-called “click-wrap” agreements, which define providers’ relationships with their users. The dependency on terms of use or service as a form of transparency and law relies on an important assumption and critique of so-called click-wrap agreements. Most individuals rarely read the varied terms that they consent to prior to obtaining service. Furthermore, individuals may lack the literacy in understanding all of the legal and technical jargon of conditions that specify rights and liability. Lastly, terms are typically non-negotiable from the standpoint of the provider giving consumers little recourse other than to refuse consent and participation or litigate the provider for breach of contract.

Through legal research and analysis, this paper will first review the various definitions and conceptions of transparency and disclosure. This paper will then discuss the role of terms of use and service agreements and the legal rights that these confer as valid contracts, as exemplified within case law in the U.S. The paper will then discuss recent literature and Federal Trade Commission cases involving the Internet that demonstrate why transparency, notice and consent, and terms of use agreements are a controlling form of market-friendly privacy policy.

Terms of use agreements are fundamentally flawed as a form of transparency because they fail to adequately account for best practices, namely accuracy, clarity, accountability and theoretical models (e.g. principal-agent). Because targeting advertising, marketing and big data is an important revenue stream, many content and Internet service providers monitor their users’ digital behavior better than the user is able to monitor the provider in terms of what specific data is collected, stored and shared. When described in principal-agent terms, it is in essence the content and Internet provider, through consent given in the disclosed terms of service agreement, who gets to act as the principal (monitor) of their users instead of simply serving as an agent to facilitate Internet connectivity, communication and participation. Because these practices are embedded within a valid legal contract, users simply have very little ability to control their data privacy if they wish to use a particular Internet provider, app or social media site beyond technical controls that may be offered to help limit the collection, use and sharing of their information.

Id: 18923

Title: Media Plurality Monitor as a soft policy tool: the question of power

Session Type: Individual submission

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Abstract: The proposed paper presents research into the use, effectiveness and influence of the Media Plurality Monitor (MPM) as a soft power tool in the area of risk regulation. MPM is a monitoring tool funded by the European Commission (EC) for assessing the risks for media pluralism, and identifying threats to pluralism based on a set of legal, economic and socio-cultural indicators in the EU Member States. The EC has been restricted by the lack of Treaty provisions that would allow it to act in the area of media plurality, thus it has been forced to resort to soft governance measures (Harcourt and Picard, 2009). MPM has been implemented as a pilot project in 9 EU countries in 2014, in 19 countries in 2015, and in 28 EU and 2 accession countries in 2016. The research about the use of the MPM analyses it as a soft policy tool. The theoretical base and framework for the analysis of soft power and types of power has been based on the works of Joseph Nye, Michael Foucault, and Stephen Lukes, and the analysis firstly aims to determine what type of soft power MPM uses (for example, the power of attraction or affect) and what mechanisms are used (eg. agenda setting or framing). Secondly, the aim is to outline who uses this tool, in what ways, and how influential these uses are in practice. Thirdly, the aim is to determine how effective and powerful MPM is as a risk-based regulatory tool. Here the work of Julia Black and Robert Baldwin is primarily used. The research is a comparison between MPM's utilization in Ireland and in the UK, and the research methods used have been content analysis, semi-structured interviews, and document analysis. Main findings show very limited influence of MPM due to both contextual factors, such as lack of political will at the national level, but also due to factors intrinsic to the tool, such as lack of convincing and coherent data.

Id: 18940

Title: Platform Empires and Building a World Beyond Google: Data Activism, Neo-Fascism and Digital Civil Society Infrastructures

Session Type: Individual submission

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Abstract: In the aftermath of the Trump electoral victory, the United States has seen a flourishing of mass protest and engagement in both issue-based and electoral politics. This renewed (or new) engagement in protest has been led by both social movement organizations and a mass base of the self-organized. While the ideological foundations of these democratic actions are varied, it is clear that we are witnessing a nascent, but growing storm of protest against Trumpism and the rise of Neo-Fascism. Furthermore, this collective response in the United States is also part of a diverse set of global protest movements engaged in coordinated and simultaneous democratic actions across geographies and populations. While many commentators have critiqued the masses of marchers for foregrounding a centrist and liberal politics, others have also analyzed the impact that social platforms have played in both fomenting non-traditional mechanisms for coordinated action, but also limiting the diversity and sustainability of participation.

In large part, academic debates in media studies have not caught up with these emerging political conversations and few have applied the critical lens of data activism to examine the relationship between empire and social movement organizing at this moment. In the backdrop of the rise of the Neo-Fascist American state, we ask how can we build and sustain mass movements for social justice that emphasize autonomous anti-colonial digital infrastructures and recognize the parallel empires of the surveillance state and the hegemony of U.S.-based internet platforms.

Our paper bridges political economy's critique on empire and media infrastructures and the empirical implications of the data activism research agenda proposed by the DataActive project and other critical, interdisciplinary interventions concerned with digital justice and civil society. Applying an internet layers framework (content, social, logical and physical) to examine media coverage, public testimony, and organizational reports, we analyze the current landscape of data activism in the United States. We link these results to the policy implications for building and sustaining digital civil society infrastructures.

Id: 18969

Title: Implementación de la TV Digital Terrestre y nuevas audiencias: la interactividad delegada a las segundas pantallas

Session Type: Individual submission

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Abstract: El año 2017 fue el último del sistema mixto de televisión chilena, donde convivían la televisión pública estatal, la universitaria propiedad de algunas universidades y la televisión privada. Con la venta al sector privado del canal de la Pontificia Universidad Católica de Valparaíso, primero, y de la parte que aún mantenía en Canal 13 la Pontificia Universidad Católica de Chile en noviembre pasado, se acabó un modelo que tenía casi sesenta años. Hoy la industria de la televisión abierta de libre recepción en Chile, con un canal estatal de cobertura nacional y seis canales que llegan a las principales ciudades del país, se financia principalmente por medio de la inversión publicitaria, la cual no ha tenido buenos resultados en los últimos años (Julio, Fernández, Mujica, 2017). Ello, sumado a la inyección de parte del Estado de financiamiento por una sola vez a la estación pública, TVN, ha encendido el debate sobre la necesidad o no de contar con un canal de este tipo. Por otro lado, la implementación de la Ley de TV Digital no ha tenido las esperadas repercusiones en términos de aprovechar al máximo la tecnología de la televisión digital terrestre, en una sociedad que cuenta con 83% de penetración de conexiones de internet móvil (SUBTEL, 2017). En este sentido, el beneficio se ha centrado solamente en contar con una mejor recepción de imagen y sonido, y en la posibilidad de recibir una mayor oferta de canales de televisión abierta en aquellas zonas de difícil acceso que han sido beneficiadas por un programa especial de equipos de recepción satelital.

En este contexto, donde las ventajas de interacción con el contenido audiovisual no se desarrollaron en la televisión abierta, presentamos los resultados preliminares de un cuestionario online de 27 preguntas enviado a una muestra de 1200 jóvenes entre 18 a 30 años para conocer sus conductas de consumo de televisión abierta y de dispositivos móviles como segunda pantalla. Entre los principales resultados, destaca que 89% usa el celular de manera simultánea al ver televisión, y casi la mitad un computador estacionario o laptop. Las redes sociales son lo más consultado mientras ven televisión, con 52,6%, y de ellas, Whatsapp y Facebook son las más frecuentes. El estudio se complementa con entrevistas semiestructuradas a los encargados de contenidos digitales de los canales de televisión abierta que concentran el 90% de la audiencia, en las cuales se reconocen estas nuevas conductas de los usuarios y se da cuenta de estrategias que aprovechan el uso de segundas pantallas, aunque de manera muy disímil y con escaso uso de recursos convergentes o transmedia (Jenkins, 2005; Scolari, 2008, 2013).

Con este estudio se espera poder identificar las principales conductas interactivas de las audiencias en un contexto en el cual a la televisión digital terrestre sólo le queda poder realizar estrategias mixtas de interacción usando segundas pantallas.

Id: 19003

Title: "I don't want to be exploited anymore!": Open government data initiative and civic hackers' struggle in S. Korea.

Session Type: Individual submission

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Abstract: Since the global success of the 'adopt-a-hydrant' in 2011, a notable civic hacking project by Code for America, many governments in various countries are actively trying to collaborate with civic hackers to construct data-driven governance systems. With the slogan of the "Government 3.0", Korean government set up the National Plan for Public Data Use I (2014-2016) and II (2017-2019) to facilitate the provision and use of public data, and established the Open Data Portal and Open Data Center as two main institutions to carry it forward online and offline. This study focuses on the motivation and frustration of civic hackers who are computer technologies experts or civic society activists working with the government for open government data (hereafter, OGD).

Although civic hackers played a crucial role in making data policies as 'citizen digital intermediaries', who are the extra-institutional actors that obtain, use, and translate data for the public (Schrock & Schaffer, 2017), not many studies have focused on their efforts and struggles to increase the democratic potential of data for citizen empowerment.

Although Korea was ranked No. 1 by the OECD's open data index (OUR index) in 2015 and 2016, there is a huge gap between the official accomplishment and the actual state of openness and usability of public data. Due to the low expertise and recognition of policymakers and a weak system for citizens' participation in public sector, most of public data are useless or not accessible to citizens, which made civic hacking projects for public service in Korea to be quite underdeveloped. Addressing this discrepancy between the policy and reality, this study provides a critical analysis of the widely-held assumption about the positive impact of OGD and citizens' participation for establishing digital governance system. To explore how to achieve a greater political accountability and more equitable social participation by enabling OGD, this study investigates what hinders the government data to be open and used by citizens, and what discourages citizen digital intermediaries when they work for OGD initiatives.

First, this study investigated how the main concepts of OGD (such as 'open', 'public', and 'participation') were interpreted in OGD-related policy documents, especially, the National Plan for Public Data Use and its enforcement decrees made during 2010s. I also examined how the relationship between the government and citizen digital intermediaries was assumed for policy implementations, often in a way of exploiting citizens' participation and labor. Second, through the interview with 12 people composed of a working-level government officials, civil society activists, and individual experts who participated in a diverse range of OGD-related projects, I present how civic hackers as citizen digital intermediaries are struggling to balance two different goals: One is to develop government service and policy of public data, and the other is to facilitate civic engagement in governance and politics. In doing so, this study shows how civic hackers articulate the democratic notion of open data through their experience of collaborating with the government for

OGD. Finally, this study concludes with the normative assessment of OGD from the perspective of sustainable citizen participation and empowerment.

Id: 19049

Title: Digitalizing public services and the rising development paradox: A critical reflection on the Bangladeshi National ICT Policy and the Digital Security Act

Session Type: Individual submission

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Abstract: Bangladesh has been going through a massive digital transformation under the aegis of the current government's political vision of "Digital Bangladesh" and the decade-long Access to Information (A2I) Programme. This technological development is ostensibly ushering the prospect of democracy and digital freedom in the country while the partnership of global actors such as USAID and UNDP in this digitalization process adds new momentum. However, the recent adoption of a digital security Act by the government of Bangladesh, which have already sparked controversies and criticisms, not only casts misgivings about the state motives with the ongoing digital agenda as well as the democratic future of the country but also raises concerns over Bangladeshi citizens' freedom of information and expression in digital sphere. Drawing on Norman Fairclough (1995, 2001), this paper applies a three-dimensional analytical framework of critical discourse studies to understand the discursive development of "Digital Bangladesh" and explores how the state attitude toward digital freedom has shifted over time. In doing so, this project analyzes three important policy steps of the government – National ICT Policy, ICT Act, and the Digital Security Act. The study found that while the government articulates its clear vision for a digitally transformed Bangladesh by 2021 in terms of public service delivery, it has taken a paradoxical stance by adopting another repressive law recently even if a controversial ICT Act had already existed, thus apparently posing a compromise with the future of democracy and digital freedom in the country. The Bangladesh case also suggests that the discursive positioning of digital technology and digitalization processes in public policy is complex in that the understanding of it would remain incomplete if construed from just a local policy perspective while overlooking the stakes and influence of global political economy. While the digital security act seems to be curbing freedom of expression in Bangladesh, future research should explore the role of media and the response from civil society and citizens.

Id: 19081

Title: Towards a Radical Reimagining of a Sustainable Internet Future

Session Type: Individual submission

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Abstract: The Internet itself is quickly approaching a crisis of unsustainability at all conceivable levels. Vertical integration and consolidation of telecommunications companies and neoliberal regulatory approaches reduce competition among service providers and reduce investment in infrastructure not seen as providing a dramatic return on investment. The dominant advertising economy encourages panoptic tracking of all online user activity in order to produce ever more fine-grained data profiles for the purposes of marketing products and services. And the design of software and hardware is increasingly closed off through physical design, management and access policies embedded in software, and legislative actions that recast the end user as lessee rather than owner of their devices and online experiences.

The countercultural roots of personal computing framed the computer as a liberatory devices which promised the possibility of a sort of romantic individualism through interaction with these machines, argues Thomas Streeter. These notions of romantic individualism carried forward through the birth of the Internet, which was accompanied with utopian promises of the democratic possibilities of a global, decentralized computer network. This reality never came to pass, and the romantic individualism of the 1960s and 1970s soon morphed into a techno-libertarianism that Richard Barbrook and Andy Cameron termed the “Californian ideology,” which soon came to be the dominant logic under the post-dotcom bust emergence of “Web 2.0.” Wendy Brown argues that the idea of “democracy” has become an empty signifier that has increasingly come to gesture towards neoliberal logics of exploitation almost diametrically opposed to a popular imaginary of “democracy;” so too have the narratives of fierce individualism and the emancipatory potential of the Internet persisted even as the logic of online spaces becomes colonized by what Shoshana Zuboff calls “surveillance capitalism.” At the center of these ideological and technological shifts sits the user, a once empowered agent of its own online experience that is increasingly reduced to a simple data commodity as the conditions of possibility in online spaces are deliberately and consistently eroded.

This paper will imagine the possibility of radical resistance to these changes that seeks to place the user as the subjective center of the online experience and restore the rhetoric of the Internet’s democratizing potential to something more than just an empty signifier. Drawing on real-world examples of distributed mesh networks, privacy-centered alternative social media (both actually existing and as argued by Robert Gehl, among others), software that not only permits but assumes user agency in its control and operation, and alternative economic models that don’t envision all online activity as simply labor to be capitalized upon, I will outline both the stakes of and practices that will result in a sustainable, equitable Internet that realizes—and gives definition to—its democratic potential.

Id: 19116

Title: Embodied Identity in the Age of Virtual Reality and Its Implications for Equity and Inclusion

Session Type: Individual submission

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Abstract: Technological transformation is raising critical questions regarding the future of work as automation, augmentation and virtual or augmented reality are changing the nature of jobs, of the workplace and of the labor force. Automation is eliminating some jobs while creating others. Employers continue to seek top talent in lean economic circumstances and increasingly those jobs can be done online or remotely. Although a definitive number is difficult to assess, a 2016 survey reported that as many as 45% of employed Americans work at least some hours remotely (Gallup, 2016). As we face the challenges at the human-technology frontier such as job loss, the need for new types knowledge and skillsets, defining efficient and productive workplaces, and the potential of increasing the digital divide, there are likewise emerging opportunities. Important research questions this paper addresses is 1) how might online identity be defined in virtual work environments and 2) what are the technological attributes of these technologies that provide access to individuals as emerging technologies such as virtual and augmented reality improve the fidelity of imagery and global collaboration?

Consider, for example, the emergence of virtual reality environments that are increasingly realistic and accessible. Although historically these environments have been used primarily as social and gaming spaces, their designers -- as well as organizations such as Facebook -- have been investing heavily in VR technology, recognizing its potential beyond social connection and entertainment. In an ongoing study of the evolving state of social VR, specifically addressing disability communities, the theme of embodied identity has consistently revealed the power of embodiment when the user is able to represent themselves in ways that may or may not reflect their physical world identity. This research explores the technological affordances of emerging social virtual reality platforms where individuals are represented in avatar form. Like their earlier online predecessors, in these environments individuals can choose a realistic self-representation or an avatar that may not reflect human form at all. However, the complexities of these technologies may create new barriers to accessibility for individuals who have found freedoms in their embodied online surrogate.

In an ongoing 3-year ethnographic study of disabled individuals in a social virtual world, a number of issues of technological design revealed the importance such affordances of voice technology for the sight-impaired, text communication for the hearing-impaired, and the ability to choose a body that reflected a quality of their character rather than the physical attributes typically associated with identity. The implications of this embodied identity lead to new ideals of identity that transcend ability, race, gender, age, weight or perceived beauty. This work challenges and builds on emerging theories of social presence. The results also reveal interesting possibilities for the future of the

digital workplace as new skills and technological design may create different advantages and disadvantages for the future worker regardless of their health, social, education or geographic status.

Id: 19122

Title: Trends in the communication of environmental social movements. A state of the art for Colombia, Argentina, Ecuador and Bolivia 2000-2017

Session Type: Individual submission

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Abstract: This paper presents a state of the art of trends in communication as a repertoire of confrontation, of environmental social movements in Colombia, Argentina, Ecuador and Bolivia between 2000 and 2017.

The repertoire of confrontation is understood as "the totality of the means available to a group to make demands of different kinds or to different individuals or groups" (Tilly, Charles, 1986, p.2) In Latin America, these groups live in constant confrontation with the State to make effective their constitutional rights, among which are highlighted: the right to land and its permanent and abusive exploitation, causing the displacement of thousands of families. The right to life, given that as a result of the aggressive exploitation of multinationals from different resources and the poor management and treatment of solid waste, a variety of diseases are produced. In turn, other problems persist, such as the deforestation of wild forest areas and the misuse of many urban and rural green areas, the increase in the number of animal and plant species threatened with extinction or with some degree of danger.

Faced with this, the current trend of environmental social movements in Latin America has been evolving in their confrontational repertoires, because with the technological boom, new ways of protest and more effective means have been created where information circulates. In the same way, technological platforms have begun to be used by movements as mechanisms of pressure to the State or to a specific sector of the same.

According to Castells (2012) over time "social movements have always depended on the existence of specific communication mechanisms: rumors, sermons, pamphlets and manifestos, disseminated from person to person from the pulpit, the press, or by any means of communication available "(p.32).

However, with the development of ICT has been evolving social movements in terms of communication as it is now more interactive and self-configuring horizontal as a result of this there is a lower hierarchy and greater participation among its members leading to better organization.

Id: 19139

Title: Hostile Media Perception and Social Media Sharing: Spread of Misinformation

Session Type: Individual submission

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Abstract: The Corrective Action Hypothesis has been studied recently in the political communication theory. According to this theory, people who perceives media as biased may provoke an opinion expression aimed to correct the wrongdoings they perceive in media. This study hypothesizes that share news in social media is another form of corrective action. Although different authors show the links between hostile media perception and corrective opinion expressions online there is no evidence of use of social media sharing as a corrective expression. This evidence is vital in the highly polarized social media ecology where opinions are often expressed in the information and misinformation people like or share with his contacts. This paper fills this gap of knowledge analyzing a national survey data that was designed to represent Colombia's adult urban population. The survey was elaborated in an online panel by Survey Sampling International (SSI). This analysis takes the information of 521 respondents between April 26 and April 29 of 2016. Specifically, the research search for the existence of Hostile Media Perception and Third Person effect in the sample, to show the relation of this effects with Corrective Action Hypothesis, and juxtapose them against social media sharing, to reveal this action as a new form of demonstrate opinion expression in these environments. The study found that people who often share content they like in social media are the ones who perceive media as biased and have high levels of trust in social media news, even if this can be considered misinformation. There is however no support for the third person effect as mediator in the social media use as a corrective action. These findings show the differences that corrective action hypothesis have in social media environments and expand this theory to consider the centrality of trust in media news as a moderator of this action. In conclusion, this project, shows how the action of share content in social media networks like Facebook or WhatsApp are related with hostile perception against media news, and high levels of trust in online news, not necessarily related with political polarization or third person effect, and could shed new lights in the way of expansion of partisan news in this media environment.

Id: 19140

Title: Who Owns our Data? Policy, Social Participation, and Privacy Issues in Brazilian Smart Cities

Session Type: Individual submission

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Abstract: The “smart city” formula has gained traction in academia, business, and government to describe cities that, on the one hand, are increasingly composed of and monitored by pervasive and ubiquitous computing and, on the other, are striving to restructure their economy and governance based on innovation, creativity and entrepreneurship. This tendency has gained attention of those producing and utilizing data to monitor, regulate, profit from, and make sense of the urbanization process in both developed and developing countries. In such context, the hype and hope of big data is fostering a transformation in the knowledge and governance of cities, since it provides much more sophisticated, wider-scale, real-time understanding and control of urban planning for local governments. However, many smart city initiatives have failed to go beyond high-tech marketing rhetoric and to improve everyday life conditions for all citizens. While the use of these systems in Brazil is quite recent, they already raise concerns on human rights, inequality, systemic poor governance, or biased urban planning agendas. Ultimately, smart city initiatives based on big data techniques of personal data mass collection might also produce or deepen current social, cultural and economic inequalities, and produce discrimination, especially in developing country cities. Having this context in mind, the main goal of this work is to present the preliminary findings of a project that aims to analyze how the three Brazilian cities ranked as “smartest”—Rio de Janeiro, São Paulo, and Curitiba—are dealing with challenges of adopting ubiquitous computing and networking. We will focus on privacy, social participation, and policy issues. Through literature review, qualitative in-depth semi structured interviews with key stakeholders, and evaluation of current legislative and regulatory frameworks, the research aims to help to shed light on current implementation of smart cities initiatives in Brazil. It will be the first time some of the research findings will be presented (such as information from interviews with stakeholders and preliminary regulatory/legislative evaluation) and we expect to contribute to the critical approach on smart cities, from an urban communication perspective and with a public interest background. This research is part of a larger project on discrimination and personal data control in smart cities.

Id: 19143

Title: Classifying Transparent Censorship: Legalities of the MPAA v. BBFC

Session Type: Individual submission

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Abstract: Concern over film content (violence, language, sexuality drug use etc.) has been a matter of legal and ethical debate almost since the dawn of cinema. Practically every country, region, or culture has a different opinion on what content is acceptable to be viewed by children and even adults within their society or nation. Today, virtually every country has one or more organization that censors or classifies (rates) commercial movies that are exhibited within their jurisdiction. Film censorship is frequently implemented because of religious influence, but also as a result of specific legal holdings, statutes or other forms of bylaws determined within a particular country.

My paper will explore the United States and the United Kingdom were two of the first countries to create organizations with a sole purpose to classify or censor films. Although known by different names over time, the Motion Picture Association of America (MPAA) and the British Board of Film Censors (BBFC) each originated in the early days of film exhibition at the beginning of the 20th century. Together the systems, within the United States and the United Kingdom, have become the foundation for practically all other classification and censorship organizations throughout the world.

Today, each country has laws protecting free speech and freedom of expression concerning film content, but this has not always been the case. Even with these constitutional and statutory laws, the content within Hollywood films is still often censored by each country's rating and classification boards. In the United Kingdom, for example, films are regularly required to be cut, or edited, because of legal Acts that restrict certain types of content. Raters from both classification systems also often request filmmakers or studios to censor their films, in order to attain a more desirable rating. Some individuals feel the MPAA and the BBFC use their organizations regulations to impede an artist's freedom of expression.

In the digital information age, transparency of information to the public is more accessible than ever and has become almost expected. My paper explores the transparency of both the MPAA and the BBFC to determine what amendments may improve each system and their perception in the public. The MPAA and BBFC have regularly applied aspects of the other system in an effort to improve their own operations. A brief history of censorship within each country will offer clarification on how each system was operated and changes to their management today. A detailed breakdown of the major court rulings in the United States and legislative Acts in the United Kingdom will present explanations of how censorship has been applied over time and its effect on censorship in modern-day films. An exploration of the organizations similarities and differences and how transparency plays a role in informing the public to each system's classification decisions, will aide in arguing that less ambiguous operations can improve public perception and outside

operational assessments. The notion of censorship continually prompts critical reaction, despite the societal benefits each organization think they bring.

Thank you for your consideration.

Id: 19177

Title: Reconstructing Digital Rights; or Reimagining and Sustaining Communication Rights

Session Type: Individual submission

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Abstract: Digital rights has become an important rallying cry in a changing world in which digital cultures, technologies, key to social and political struggles as we reimagine media and communications (not least if sustainability matters). We have seen the phrase invoked in contexts as diverse as the World Economic Forum, international corporate accountability, cybersecurity and information technology advocacy.

One especially important area that theorists, activists, policymakers, and platform providers alike have sought to explore is evolving citizen uses of digital platforms, and their associated rights and responsibilities -- especially in light of emergent concerns about privacy and consent, voice, visibility and accountability, participation, marginalisation and exclusion.

Important interventions and research are well underway in relation to leading instances such as: the right to be forgotten; design justice; data justice; the right to transparency and fairness in the operation of algorithms, artificial intelligence, the Internet of Things, and smart cities.

Yet the turn to digital rights has been roundly critiqued for its incoherent and partial nature, with a notable paper arguing that it does not offer a coherent framework for analysis -- rather more a diverse set of debates, visions, and perspectives on the process of contemporary media transformations (Karpinnen 2017).

Against this background our paper aims to clarify the conceptual and theoretical underpinnings of digital rights. Firstly, we provide a brief review of the imaginaries and uses of digital rights as they have evolved so far -- pointing to the ways in which digital rights need to be properly 'internationalized'. Secondly, we propose key elements that could underpin a robust conceptual and policy-relevant framework for digital rights research. Thirdly, to illustrate the productiveness of such a framework, the paper draws on survey findings and case studies from a interdisciplinary project on Digital Rights in Australia and Asia (Goggin et al. 2017). In particular, we focus on digital rights' attitudes and policy in relation to: privacy, profiling, and data analytics; government data matching and surveillance; work; and speech rights and regulation.

Above all, the paper argues for the need to ensure that digital rights is brought into the fold of human and others' rights, debates and struggles; and that the challenges and implications of digital rights are grappled with by the full range of rights institutions and technology policy actors. Here, how we reconstruct digital rights stands to be especially consequential for the future of communication rights.

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