



# Communication Policy and Technology Section

Abstracts of papers accepted for presentation at the annual conference of the  
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**Id:** 19435

**Title:** Let's Talk about Regulation: The Revolving Door, Partisanship, and Regulatory Discourses at the FCC

**Session Type:** Individual submission

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**Abstract:** Regulators' political communication is an essential component of the regulatory process – crucial to the accountability and legitimacy of Independent Regulatory Agencies (IRAs).

Policymakers issue statements and give speeches to legitimize their decisions, to justify regulatory action and philosophy, and to signal to the industries which they oversee (Ali & Puppis, 2018; Black, 2008; Puppis, Maggetti, Gilardi, Biela, & Papadopoulos, 2014). At the same time, communications by IRAs remain understudied in the field of communication (Puppis et al., 2014). This research gap is especially salient since communications regulation impacts the capacity of the media system to support democratic discourse and participation (Freedman, 2008; Hardy, 2014). While IRAs are designed to be independent, shielded from political pressure to maintain credibility and regulatory stability, corporate influence on policymaking can manifest itself in various ways, including through lobbying pressure, regulators' passage through the revolving door to and from the industry and, ultimately, regulatory capture (Teachout & Khan, 2014). The consequence of a regulatory agency's loss of independence involves a shift from policymaking in the public interest to exclusively promoting the interests of the regulated industries.

However, rather than overtly manipulating regulation by influencing voting patterns, corporate interests impact policymaking agencies in subtler ways (Kwak, 2013; Teachout & Khan, 2014). Various conceptualizations, including framing bias (Entman, 2007), media policy silences (Freedman, 2010), and discursive capture (Pickard, 2014), this nuanced form of corporate influence manifests in the ideologically-inflected selection and framing of policy options considered by regulators. The revolving door serves as one key mechanism underpinning this influence (Calabrese & Mihal, 2011; Pickard, 2014). However, no systematic analysis examining the relationship between the revolving door phenomenon and policy discourses has been conducted.

This paper takes up this task, examining the public communications of commissioners at the U.S. regulator Federal Communications Commission (FCC) to a) understand the policy priorities of the regulatory agency, and b) to shed light on how political and industry influence on policymaking manifests itself discursively. As a methodological intervention, the paper combines computational text analysis and qualitative document analysis to examine over 7,000 commissioner speeches and statements given over two decades at the FCC. The results shed light on how external factors, like party affiliation and industry background, exert influence on IRAs, namely by impacting agenda-setting processes, and occasionally the actual content of regulators' political communications. As certain topics are privileged over others, media policy silences, or at least media policy inattention emerges. However, the findings also reveal the contingency of this influence in certain contexts, suggesting public mobilization and efforts by individual regulators can upset, if not upend these power dynamics.

**Id:** 19449

**Title:** Responsible innovation framework for avatar embodiment technologies

**Session Type:** Individual submission

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**Abstract:** When people embody an avatar in virtual reality, they experience ownership over the avatar body, and the sense of self extends within its boundaries. Potential scenarios involving physical or psychological harm caused to, or by, embodied avatars give rise to legal, moral, and policy implications (1). Although a vast number of laws and norms might already apply, emerging technologies tend to fall into an ‘institutional void’ (2), lacking specific regulation that guides developers on how to comply with the existing legal framework (3, 4). Furthermore, due to their novelty and emerging conditions, literature still requires studies that reflect on the implications of the use and development of embodiment technologies.

An offense to an embodied avatar is of particular concern because the sense of self extends to the avatar during embodiment. This implies that if the avatar gets harmed, the person who embodies that avatar gets harmed as well (5). Similarly, if the avatar harms someone due to a technical failure, the embodied user might experience guilt and falsely attribute responsibility to him/herself, even if it is not his/her fault (6).

In this contribution, we examine the legal and ethical implications of avatar embodiment technologies. We investigate these issues from the lenses of the responsible innovation framework (RIF) (3, 7). Delving into the RIF's four dimensions of anticipation, reflexivity, inclusion, and responsiveness; we aim at addressing the impact of these technologies in a comprehensive, multi-stakeholder, and interdisciplinary manner. This is in line with the Responsible Research and Innovation (7), which states “societal actors (researchers, citizens, policy makers, business, third sector organizations) work together during the whole research and innovation process in order to better align both the process and its outcomes with the values, needs, and expectations of society.”

In our communication, we highlight the lack of a comprehensive regulatory framework addressing the development and use of virtual reality technologies in shared virtual spaces. We call on policymakers, therefore, to reflect on the implications of avatar embodiment technologies, and to develop guidelines so that developers can implement these technologies in society safely and responsibly.

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**Id:** 19679

**Title:** The Relationship between Mobile Users' Privacy Concerns about, Attitudes toward m-Health Apps, and Health Behavior

**Session Type:** Individual submission

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**Abstract:** The ubiquity of mobile media has impacted on health organizations in integrating these technologies into healthcare delivery (Free et al., 2013; Kay, Santos, & Takane, 2011; Nasi, Cucciniello, & Guerrazii, 2015). About 37% of the US consumers indicate that they have used mobile apps or wearable devices to manage their health and 7% of them has adopted trackable wearable devices (such as Fitbit) (Kantar Health, 2016). Furthermore, the widespread use of mobile devices and apps also contributes to the delivery of healthcare, health information, and health sensing technologies, commonly known as m-health systems (Kumar, 2013; Nasi et al., 2015).

However, the successful deployment of m-health systems still relies on how users would respond to the technology (Adhikari, Richards, & Scott, 2014). Scholars have identified one the most critical factors in the diffusion of m-health systems as patients' or users' privacy concerns (Arora, Ytrri, & Nilsen, 2014; Guo, Zhang, & Sun, 2016; Helm & Georgatos, 2014; Martinez-Perez & De La Torre-Diez, 2015). Therefore, it is important that communication researchers and practitioners, as well as policy-makers, need to take advantage of the ample communication opportunities offered by mobile media in facilitating the diffusion of health information to achieve the vision of Global Health 2035 by "leaving no one behind" to ensure human dignities regardless of their background.

However, m-health systems are innately intrusive, location-based, and pervasive with their ability to reach a person at any time and any location by creating an encompassing communication environment (Cole, 2014). This study combines literatures from past innovation adoption with the rising privacy concerns (Deloitt, 2012; Gagnon, Ngangue, Paye-Gagnon, & Desmartis, 2014; Sunyaev, Dehling, & Taylor, 2014). The objectives are to examine how users' privacy concerns may affect the adoption of m-health systems. Results could help policy-makers to develop user-centric policy initiatives in promoting m-health systems (Ahmed, Lucas, Khan, Bhuiya, & Iqbal, 2014; Barkman, 2017; Michael et al., 2010;).

This study aims to investigate the three questions below:

RQ 1: What are the perceptions of privacy and privacy-related concerns about m-health systems among mobile users?

RQ 2: What are mobile users' attitudes toward m-health systems?

RQ 3: How will mobile users' attitudes toward m-Health affect the effectiveness of m-health systems?

This survey study provided empirical data of conveniently-recruited 115 participants. Among them, 35 participants were male (33.3%), while 70 of them were female (66.7%).

The perceptions of users' privacy and privacy-related concerns about m-health systems (Mean=3.13, SD=0.87) were measured by fifteen 5-point Likert statements (Cronbach's  $\alpha=0.93$ ). Nineteen 5-point Likert statements (Cronbach's  $\alpha=0.92$ ) were used to measure mobile users' attitudes toward m-health systems (Mean=2.84, SD=0.82). The effectiveness of m-health systems was measured by ten 5-point Likert statements (Cronbach's  $\alpha=0.87$ ) (Mean=3.50, SD=1.02).

To examine if users' privacy perceptions, attitudes toward m-health systems, and effectiveness m-health systems in facilitating behavioral changes, a linear regression procedure has demonstrated that users' attitudes positively predict the effectiveness of m-health systems ( $\beta=0.91$ ,  $t=7.90$ ,  $p<0.001$ ) and users' attitudes explained 37.9% of the variance in the effectiveness m-health systems ( $F=62.382$ ,  $df=1/102$ ,  $p<0.001$ ).

**Id:** 19685

**Title:** Digital regulation policies on the Over-the-Top platforms (OTTs). First steps in the Spanish audiovisual regulatory system

**Session Type:** Individual submission

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**Abstract:** The irruption of the new digital platforms as Netflix has carried heavy challenges for the regulators in the European Union (EU) and its countries. The convergence between television and Internet has brought up new challenges that materialized in the new Audiovisual Media Services Directive (AMSD) within the Digital Single Market strategy. This Directive, recently adopted by the European Commission (EC) in November 2018, aims the clarification between the commercial operations from OTTs platforms and telecommunications players as well as the harmonization of the different regulatory systems within the EU.

Now the ball is in the court of the national states of the EU, which have twenty-one months to implement the recommendations from the Directive. In Spain, the Ministry of Economy and Business runs the national adaptation of the Spanish legal framework. Through an analysis of the main official documents from both European Commission and Spanish government, and depth interviews with experts and regulators from these two levels, we tackle the different features of this process through three dimensions:

- The consequences of the digital revolution for the European audiovisual system, with special attention to the variables of diversity, openness, participation, pluralism and public service.
- The evolution of the different modifications of both European and Spanish audiovisual regulatory framework as well as the main challenges faced by the regulators.
- The actors taking part into the process, their interests in conflict and the role which they are performing in the public arena.

This paper is a product of the research work developed within the R+D project ‘Audiovisual Diversity and Online Platforms: Netflix as a case study’ [CSO2017-83539-R], supported by the State Research Agency (AEI), within the National RDI Program Aimed at the Challenges of Society of the Spanish Ministry of Science, Innovation and Universities, and the European Regional Development Fund (ERDF) of the European Union.

**Id:** 19844

**Title:** News Framing of Blockchain Applications in the Arab Press Between 2017 and 2019

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**Abstract:** Blockchain is a relatively new technology and most people only know about it and develop their opinions from the media. This first systematic study of Arabic media coverage of blockchain applications aims to analyze the media framing of this emerging technology in Arab press using data from four Arab countries; Egypt, Lebanon, Saudi Arabia and the United Arab Emirates. The study consists of a quantitative content analysis of the online versions of twenty-one mainstream Arab newspapers from 2017 to 2019. In total, 300 news articles published over a period of two years are collected, read and coded according to two frame dimensions identified in earlier studies: subtopics and cognitive attributes. The study aims to empirically assess the attitudes and perceptions towards this emerging technology in mainstream Arab media as the subject gains an increasing regional and global importance. The study finds that cryptocurrency is the highest covered blockchain application. Furthermore, there is a significant correlation between the application type and the tone; while the coverage is generally positive, the articles display a less positive tone towards cryptocurrencies and a more positive tone towards governance, management and supply-chain applications. In terms of subtopics, the study finds that the majority of the articles focus on the economy. There is a significant correlation between the subtopic and the tone of the article; articles discussing technology are more positive than articles discussing other subtopics. The main perceived opportunities are seen in saving money and the main perceived risks in are seen in various types of crime including money laundering and terrorism. The study discusses the various differences in the media coverage between the four studied countries which can be seen in the amount of coverage, subtopics, applications and tone; the data shows that the United Arab Emirates is the most positive and Lebanon the least positive. The study addresses the shortage of empirical data on the coverage of this emerging technology in the Arab world and offers an insight into the way in which blockchain applications are understood and discussed in the Arab region. Limitations of the study and recommendations of future research are also discussed.

Keywords: Blockchain, quantitative analysis, framing, Arab media, attitudes toward technology

**Id:** 19904

**Title:** "Modeling using Object Types": a graphical representation method for evaluating the scope and limits of standard-setting activity in human rights

**Session Type:** Individual submission

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**Abstract:** The Universal Declaration of Human Rights (UDHR), the International Covenant on Civil and Political Rights (ICCPR) the International Covenant on Economic, Social and Cultural Rights (ICESCR), and their Optional Protocols, are the foundations of the modern international legal and administrative edifice of human rights. The two covenants, which are the principal legally-binding multilateral treaties on human rights, are meant to clarify the standards set out in the UDHR and to establish follow-up mechanisms to ensure their implementation. Described as “imprecise” and “obscure” (Moeckli, 2018), the norms laid out by the covenants have been given detailed official interpretations – known as General Comments – that frame their meaning conceptually (what they are, what they cover, what they exclude) and define the specific obligations of the Member States, which are on the front line of their application. However, the nature of the rights and obligations imposed by the General Comments continues to be a subject of debate (Neuman, 2018).

This presentation will cover the results of using computerized “Modeling using Object Types” (MOT) theory (2002) to evaluate the scope and limits of the General Comments in the conceptualization of human rights. Through the examination of a corpus of General Comments addressing core “communication rights” (rights to freedom of opinion and expression, right to privacy, right to take part in cultural life, etc.), we will show how a modeling process can (1) result in a visual deconstruction of the General Comments to reveal their normative substance (constitutive dimensions, state obligations, limits and scope of rights, links with other rights), (2) shed light on the political interests integrated into the very structure of the official interpretations of the covenants (use of the conditional verb tenses, lack of definitions of key concepts and of enforcement measures), and (3) identify weaknesses in the conceptual framework owing to undefined, polysemic notions that are, therefore, difficult to make operational.

The work that will be presented questions interpretations of human rights that are stated to be “authoritative” by international bodies (Neuman, 2018; Buergenthal, 2011; Abline, 2008). This involves looking at “communication rights” as political concepts that contain interests and power relations.

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**Id:** 19926

**Title:** Privacy paradox

**Session Type:** Individual submission

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**Abstract:** The purposes of this study were two folds: First we discussed the concept of digital privacy concern (DPC) and assessed how DPC was related to individual socio-demographic characteristics, media use pattern, attitude toward future technologies, and intention to adopt future technologies. The second purpose of this study was to elaborate the concept of privacy paradox (i.e., mixed experience of DPC with willingness to offer private information). More specifically, we divided our sample into four clusters based on willingness to accept various privacy-based future technologies (acceptability) and DPC levels: (1) paradoxical (both are high); (2) libertarian (acceptability was high and DPC was low); (3) protective (acceptability was low and DPC was high); and (4) indifferent groups (both were low) and examined how these clusters were different in terms of individual socio-demographic characteristics, media use pattern, attitude toward future technologies, and intention to adopt future technologies. The future technologies include artificial intelligence (AI) based, personal and social data based, and network-based technologies that are either already being adopted or expected to be adopted in near future. They included driverless car, childcare robots, AI based crime detection, virtual medicine, etc.

This study was based on nationwide in-person survey data (n = 4,200), which were collected from individuals aged between 17 and 64 in October in 2018 in South Korea. A cluster sampling method was used for sampling the data. A computer-assisted personal interviewing method was used for interviewing respondents.

Some of the important findings include: (1) DPC was high among the younger, highly educated, and the politically conservative, and among students, white collar jobs, and house-makers (2) use of the common functions of smartphones (e.g., texting, news/ information search, email, etc.) was negatively related to DPC while some of the novel services (health apps, dating apps, smart home apps, reservation service, online shopping, mapping, etc.) were positively related to DPC (social media use was not significantly related to DPC); (3) the majority of our sample showed paradoxical attitude toward personal information based recommendation services: they had both positive attitudes towards recommendation services and DPC toward them at the same time; (4) DPC was positively related to positive attitudes toward future technologies while it was negatively related to willingness to adopt such technologies; (5) there was a positive relation between DPC and willingness to disclose private information for future technologies; (6) Among the four privacy paradox groups (paradoxical, libertarian, projective, and indifferent), more people belonged to the paradoxical group than the other groups; (7) the people in the paradoxical groups were more likely to be richer and more conservative than those in the other groups; (8) the people in the paradoxical group showed more positive attitudes toward future technologies than others while those in the

indifference group showed the least-level positive attitudes toward them; and (9) the people in the libertarian group were more likely willing to adopt future technologies than others. Those in the paradoxical group followed them.

**Id:** 19968

**Title:** Covert Hate Speech: White Nationalists and Dog Whistle Communication on Twitter

**Session Type:** Individual submission

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**Abstract:** Politicians in the United States have long employed racially-coded communication to convey their message to a subset of the population. This kind of communication has acquired the label of “dog whistle politics,” drawing upon the way that dog whistles are perceptible to dogs but not to humans due to high frequency. As Mendelberg (2001) points out, such coded communication enable politicians to make racist appeals without using overt racist language. In the American context, the end Jim Crow rule in the South, and the repudiation of open white supremacy has forced demagogues to repackage racial appeals. Conservative politicians such as George Wallace, Barry Goldwater, Richard Nixon, and Ronald Reagan have all embraced dog-whistle communication to demonize minorities as welfare cheats, illegal aliens or terrorists, and to provoke a sense of white victimization (López, 2015).

Dog-whistling as a rhetorical strategy has been used by not only mainstream politicians but also far-right groups such as White nationalists and neo-Nazis. This trend was particularly visible during the 2016 US presidential campaign, where white supremacist groups utilized dog-whistling to convey racially-coded messages to their followers on social media. Initially, when white supremacist leaders like Milo Yiannopoulos and Richard Spencer made offensive comments about African-Americans, and feminists, social media platforms such as Twitter suspended their accounts. Thereafter, these extremists started using coded-language to refer to blacks, Jews, Muslims, and feminists. Such strategic communication allowed them to circumvent anti-harassment tools used by Twitter to detect hate speech.

In this paper, we study the use of dog-whistling and cryptic messaging by white supremacists and neo-Nazis on Twitter. Using netnography as a method, we examine the tweets posted by white supremacists in order to understand the meanings they associate with particular words. Netnography is a form of digital ethnography, which is widely used to study online communities and their social interactions. This approach uses computer-mediated communications as a source of data to arrive at ethnographic understanding of a cultural phenomenon (Kozinets, 2010).

This investigation enables us to deconstruct racially-coded messages and covert hate speech employed by extremist groups on a public platform like Twitter. Further, it helps us understand the

innovative discursive strategies utilized by white identity groups in online spaces. These insights will likely compel tech firms to develop better policies to counter covert hate-speech being used by far-right groups on social networking sites.

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**Id:** 19971

**Title:** How do traditional media function in social learning about new technology? An exploratory study of Japanese people's intention to interact with AI-powered communication robot

**Session Type:** Individual submission

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**Abstract:** Communication robots are now increasingly used to serve in social roles such as companionship, caregivers, and teachers. These robots are able to support more and more intellectual, physical, and social activities. It seems that the process of integrating communication robots into society is going smoothly. But what if the robot is artificially intelligent? In Japan, the production of more sophisticated AI is encouraged to address social issues. AI-powered communication robots might be deployed in some sectors of Japanese life in the near future, such as education and nursing care, to provide more effective and natural human-robot interaction. Similar to many other emerging technologies, the future development of AI-powered communication robot depends heavily on public acceptance. Perceptions, feelings, and attitudes of the public toward the technology will determine how and to what extent it will be adopted by the society.

The current study is developed on an exploratory basis, investigating Japanese people's emotion, risk-benefit perception, and interaction intention regarding AI-powered communication robot. More importantly, drawing upon the social learning framework, this study proposes that the media, the symbolic environment, where people can gain rich vicarious experiences can play an essential role in influencing public reactions to this new technology of low familiarity.

A web-based survey was conducted among 141 young Japanese people ( $M_{age}=21.55$ ,  $SD_{age}=2.21$ ). By adopting previous scales, frequencies of using four types of media (i.e., television, newspapers, the Internet, social networking services), emotion, risk-benefit perception, and interaction intention (including, intentions of information seeking, communicating, and possessing) regarding AI-powered communication robot were assessed. Hierarchical regressions were performed to examine the potential impacts of the media. Our findings revealed that although Internet-based media have the potential to expand the reach and impact of symbolic modeling, using the Internet and social networking services played no essential role in promoting changes in reactions. In contrast, using traditional media showed close associations with emotional and behavioral reactions. Specifically, reading newspapers can foster positive emotion, which tends to be not only associated with higher perceived benefit and lower perceived risk but also has the potential to increase all three types of intentions; however, watching television can contribute directly to reduced intentions to search for relevant information, to communicate with, and to own AI-powered communication robot.

The current investigation is the first to apply the social learning framework to the prediction of individual reactions to emerging technologies in the Japanese context. By exploring the media's role in affective, cognitive, and behavioral learning about AI-powered communication robot, results of this study have important implications for future research on human-robot interaction and science communication. Content analysis that examines how AI-powered robot is portrayed in different types of media is needed to improve the design of media effects research. Furthermore, future research on AI-powered communication robot may consider comparative analysis to investigate whether the pathways from media exposure to individual decision-making vary according to social and cultural contexts.

**Id:** 20040

**Title:** "Too old for toys, but too young for boys" Exploring the design of mapping apps for Tweens' independent mobility

**Session Type:** Individual submission

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**Abstract:** Past research in European countries has found that 11-12 years-old children experiment higher steps in what is called by Livingstone & Helsper (2008) the “ladder of online opportunities”. That means that their digital media usage increase and becomes more intense and diverse at that age. Having this a departing point, this paper explores how this group of ‘tweens’ perceive their mobility in the urban space and also their perceptions and thoughts on the possibility of moving around where they live without adult’s supervision with the aid of smartphones (the design of a new app) - more specifically, by using wayfinding and locative apps designed for the needs of people their age (e.g., going to school alone by bus or by walking). With this purpose in mind, we conducted a pilot case study with 27 children, all students of a 6th grade (11-12 years old) class in a private school located in Lisbon, between May and July 2018. This pilot study had three main steps:

- 1) Drawing of cognitive maps and questionnaire with open and closed questions such as: “What is the street name of your house?” “Do you have a smartphone of your own?” “Have you ever used Google Maps or Google Earth? Use your imagination to write down which type of functionalities would you like to have in your app?”
- 2) Creation of written narratives about their cognitive maps. During this step, the students were asked to describe chronologically and analytically their itinerary from home to school based on their cognitive map.
- 3) Face-to-face interviews with 24 children (out of 27 participants). Some of the questions were: “How do you use your smartphone?” “What types of activities do you do most on your smartphone?” “And which are your favorite apps?” “What do you not like in these apps?” “What is difficult to use?” “What is easy to use?” “Tell me a bit about your experience with these applications?” “What do you know about public transport in the area where you live?” “Have you ever gone to school by bus or public transport?”

Some of our results suggest that children this age would like to be more independent and to go to school by themselves. They would not mind being tracked by their parents on a navigation mobile app if location tracking lessened their parents’ anxiety and fear. Interestingly, our findings also suggest that children start using mapping apps such as Google Maps at the age of 9, for two main reasons: 1) To see satellite images of a specific place before going on vacation to that same place, 2) To help their parents with navigation while driving. In order to shed light on our results, and to emphasize the interdisciplinary nature of the project, we draw on theories across different disciplines such as sociology of media and children as well as human-computer interaction. The results of this project may inform the creation of policies regarding cutting edge systems related to the design of mobile apps for children.

**Id:** 20068

**Title:** National Internet Governance Needs a Holistic Approach: The Case of Net Neutrality in Israel

**Session Type:** Individual submission

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**Abstract:** Israel was one of the pioneer countries in adopting a pro net neutrality (NN) policy back in 2011 (Marsden, 2016), a policy which was updated and finalized in 2014 (Ginosar, 2019, in review). The current paper follows a previous work on the various phases of the NN policy process (Ginosar, 2018) and addresses the policy's confusing results. Through an analysis of formal documents, such as bills and white papers, stakeholder position documents, debates in parliamentary plenum and committees, this study attempts to examine whether the current policy is the ultimate answer to the issue of NN.

NN as a policy issue comprises contradictory stakeholder interests and various societal and cultural values (e.g. Bauer & Obar, 2014). The core element of NN policy that reflects most of these interests and values is the non-discriminative nature of net transmission (Wu, 2005) which addresses a major public interest. The NN Israeli policy follows this core idea and prohibits – by law – any discrimination of services or applications in terms of transmission priority, speed and price. However, the law includes a wide range of exceptional cases in which transmission "management" is allowed. The general and vague wording undermines the principle of non-discrimination, and an expert committee recommended in 2015 to amend the law and decrease the number of allowed discriminative cases. Since then, nothing has been done. Furthermore, between 2016-2018 a series of legislative initiatives have been launched, all of which address various aspects of networks transmission, although they are not parts of the main NN legislation. These initiatives – such as the Website Blocking Bill, the Pornography Law, the Facebook Law, and amendment to the Copyright Law – relate to various interests and values which are building-blocks of NN policy.

The analysis of the policy process through which NN policy has been shaped, and of the developments that have occurred subsequently, demonstrates that policy-makers have not had the necessary broad perspective on the issue. Consequently, the national NN policy is more like an unfinished patchwork rather than a holistic and comprehensive public policy. This case study is a good example of the way in which politicians who attempt to act in the name of the public interest fail because of insufficient knowledge and understanding of the various technological, managerial and content aspects of Internet governance.

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**Id:** 20090

**Title:** How do Chinese social media users feel about being scored' ---A empirical investigation of the implications of the Social Credit System in China

**Session Type:** Individual submission

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**Abstract:** Governments and institutions in different countries and regions are using machine learning algorithms to process and analyse large quantities of data for governance purpose. The Snowden revelation exposed the collecting and processing of big data or metadata for mass indiscriminate surveillance (Lyon 2015) and the violation of privacy. The Cambridge-Facebook analytical data scandal has levelled up the concerns from big data-aided surveillance to big data-driven decision-guidance (Yeung 2017) and data-score mode of governance (Dencik et al. 2018) in both political and economic domain. In China, a Social Credit System (SCS) using big-data driven algorithms to allocate every citizen with a “credit/trustworthy score” by 2020 has been promulgated. Segmented data from social media, economic history, political engagement, social activities, and other aspects of daily life will be aggregated and cross-referenced on “surveillance assemblage” (Haggerty and Ericson 2000) to assess and sort a person’s level of “trustworthiness”. Citizens are categorised into different groups. Privileges and benefits are provided for those with higher scores while punishments and restrictions are imposed on the “blacklisted”. With the power to affect daily life, the SCS not only aims to rate a person’s behaviour but also to shape it.

Social media, as the most comprehensive personal data collecting sites, is vital to the SCS. Social media users in China have reached 800 million by 2018, taking up more than half of the country’s population. Social media companies have to provide users’ online log and record upon the request of the government. In early 2018, Baihang Credit, led by the National Internet Finance Association and 8 other institutions including Sesame Credit, Tencent Credit and Koala Zheng Xin, was established to conduct personal credit rating service, which signals the establishment of a government-social media companies ally.

This study aims to investigate to what extent and in what ways the SCS will influence social media users in China; and to probe the implications for social media before the system to be completely established in 2020. Social media users are living the SCS and their attitudes and behaviour play a crucial role in shaping the future of social media. To answer the research question, web-based questionnaires were distributed to more than 600 demographically diversified social media users to get a comprehensive sketch of their attitudes and potential behaviour in the future. 50 semi-structured in-depth interviews with Chinese social media users were conducted to further investigate the underlying explanations. Results show that the majority of respondents support the principle of the System and are willing to hand in their online data to government to be watched in return for “a more regulated and secure cyberspace; and they accept to change their behaviour on social media for better credit score. Thus, this study concludes that the SCS will transform social

media in China to an entertainment content-oriented mobile participatory panopticon and eventually create moulded citizens.

**Id:** 20101

**Title:** How can initiatives for e-participation in Latin America and the Caribbean strengthen democracy'

**Session Type:** Individual submission

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**Abstract:** How can initiatives for e-participation in Latin America and the Caribbean strengthen democracy?

The article presents and discusses results of a research carried out in 2018 with 526 e-participation initiatives in Latin America and the Caribbean. The main goal of the research was to analyze possibilities and limitations of democratic innovations as tools to generate effective political change to strengthen democracy.

Fundamental for the theoretical framework were authors that analyze information and communication technologies as means to promote the development and enhancement of democratic practices (COLEMAN, 2017; FREITAS; EWERTON, 2018). The research applied qualitative and quantitative techniques. The 526 initiatives were analyzed and categorized according to four impact variables: implementation, compliance, outputs and outcomes based on the methodological framework of Proyecto Latinno .

Other variables were also applied to understand the initiatives leading to a specific typology. Three main types were identified: the platforms and apps mainly destined to provide information; the initiatives built to engage citizens in political processes and the ones that are planned to directly interfere in formal political processes, working as means to monitor politicians' acts and political facts thus enhancing government transparency mechanisms.

From the 526 initiatives, only 21% of them did generate effective results. In the second stage of the research, those successful initiatives were analyzed to identify the causes of their continuity and success. Among the most interesting results achieved were the need for institutionalization of the initiatives to guarantee them material and immaterial resources; the requirement of focusing on specific stages of the public policy cycle to accomplish more results and the positive impacts of crowdlaw practices (NOVECK, 2018).

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**Id:** 20115

**Title:** Engaging the disengaged: Examining the domestication of mobile telephony among the older adults in Trans-Nzoia and Bungoma Counties in Western Kenya.

**Session Type:** Individual submission

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**Abstract:** The world is growing older. Considering the increasing number of older adults, it is imperative to consider how technology design can meet the needs and wants of these important user groups. Mobile phones offer great potential in improving quality of life for senior citizens or older adults in the areas of health care, independent living, communication with family and friends as well as reduced isolation. There have been numerous studies on technology design for older adults (Fisk, Rogers, Charness, Czaja, & Sharit, 2004), but much of the work has focused on indoor and stationary applications such as desktop computers (Zajicek & Brewster, 2004). Older people, however, need support not only in stationary situations, but also in mobile situations inside and outside their homes (Goodman, Brewster, & Gray, 2004). However, challenges abound as noted by Lee (2007) who noted that older adults used a limited number of mobile functions due to cost-benefit analysis while Nimrod (2015) argues that older people use mobile phones extensively yet little is known about neither relevant domestication processes involved nor the extent to which older adults adopt and use mobile phones. This study sought to contribute to this knowledge by conducting interviews with 30 older persons all retired from public service aged 60 years and above in Trans-Nzoia and Bungoma. With the help of domestication theory, this study examined the appropriation (Possession and ownership), Objectification (meaning and symbols), incorporation of mobile phone in older people's everyday life and conversion (unintended uses) process of the domestication of mobile technology by the said group. Findings showed that mobile phones had a dual effect in older people's lives, for some it isolated them from their relatives and claimed their children rarely visited; others felt they are now closer to their children as many can call from distances. Yet majority felt mobile phones had become their 'extended family members' now since they can listen to news or listen to radio via phones and were in touch with the world more. Among the challenges they faced is the smaller font size of texts and the fact that phones were getting smaller in size making it difficult to use. Their favourite mobile phone application was the mobile money locally dubbed Mpesa as they could now receive cash transfers from the government.

Key words: older adults, mpesa, isolation, connection, domestication.

**Id:** 20183

**Title:** Digital Sovereignty' Past, present and future ideas about self-determination in times of digitalisation

**Session Type:** Individual submission

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**Abstract:** "Digital sovereignty" has become one of the key concepts in debates on the digital transformation. Since the early 2000s, authoritarian regimes such as China have striven for "cyber sovereignty" – a concept used to justify the centralisation of regulatory powers at the national level and the call for more intergovernmental influence at the international level. But after the Snowden revelations in 2013, also democratic governments in Europe, Latin America and Asia have joined the chorus of those who wish to strengthen their sovereignty in the digital sphere. Using the term to refer to countries' and citizens' self-determination, these recent calls are dominated by discourses about the independence of national economies from foreign IT companies and the protection of civil rights. Hence, these recent calls differ regarding both their tone and substance from those of authoritarian countries. Nevertheless, they all add to the same tendency: the proliferation of policies and regulatory measures for digital issues at the national and regional level and, as a consequence, the alleged risk of an increasingly fragmented regulative framework for the global Internet.

This paper seeks to put the discourse on "digital sovereignty" into a historical perspective by retracing the recurrent tension between the concept of sovereignty and the idea of global digital networks since the 1990s until today.

In its first part, the paper builds on the document analysis of primary and secondary sources to identify four phases marked by different perspectives on sovereignty: 1) the cyber-exceptionalist view, which rejects the idea of governments as legitimate actors in cyberspace; 2) the Internet Governance perspective, which promotes an expert-dominated multi-stakeholder approach with limited influence by nation states; 3) the framing of the Internet as a legal vacuum that results from the irreconcilability between decentralized networks and national jurisdiction; and 4) the discourse on digital sovereignty as a means to foster national and regional independence. The paper discusses these different perspectives regarding three aspects: their normative understanding of sovereignty, their discursive framing of digital networks and, lastly, whether the claims for a right to self-determination inherent in these perspectives concern the individual level (e.g. the self-determination of users) or the collective level (e.g. the self-determination of a particular group or state).

In its second part, the paper focusses on the last phase and investigates the different levels of the concept of "digital sovereignty" and their implications for Internet policy-making. Drawing from an empirical analysis of the recent discourse on "digital sovereignty" in Germany, the paper shows how different conceptualisations of self-determination result in different policy approaches that focus either on security, economy or consumer protection.

Theoretically, the paper builds on existing reflections on the role of states in times of digitalisation and on differing interpretations of sovereignty by several disciplines. With its theoretical and empirical findings, the paper provides a historically founded perspective on the current debate on sovereignty in the digital age. Thereby, it aims to contribute to the broader academic and political discussion about the tensions between domestic and global Internet policy.

**Id:** 20235

**Title:** Lifestyles, Technology Clustering, and the Adoption of OTT and IPTV in Taiwan

**Session Type:** Individual submission

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**Abstract:** The proliferation of Internet technologies has brought new types of program viewing into society, one of which is over-the-top television (OTT) services. Another new type of television is Internet Protocol TV (IPTV). The only IPTV operator in Taiwan is Multi-media on demand (MOD), which was established by the largest telecommunications company in Taiwan.

Rogers' diffusion of innovation model is a widely adopted model for examining technology adoption. However, a major flaw in this model is its neglect to examine psychological variables that drive individuals to adopt technologies. This study investigated two psychological variables, lifestyles and technology clustering, to remedy this gap in the existing literature (Rogers, 2003).

According to Rogers' model, individuals adopt technologies not only for the functions provided by these technologies, but also for the social rewards conferred by the technologies. When people adopt a technology mainly for its social rewards, then lifestyles are an important predictor for the adoption. Lifestyles that reflect individuals' needs and desires are frequently used by individuals to communicate their social differentiation. Rogers' model also predicts that individuals adopt a technology because the functions of that technology satisfy their needs and thus, this model identifies the phenomenon of technology clustering as a variable that allows scholars to predict technology adoption. Technology clustering assumes that individuals adopt technologies because the functions offered by these technologies fulfill their needs, and therefore, examining types of technology ownership allows researchers to predict technology adoption (Rogers, 2003).

Adopting Rogers' diffusion of innovation model as the theoretical framework, this study aims to examine the effects of lifestyles and technology clustering on the adoption of OTT and IPTV in Taiwan.

Two methods were adopted by this study to collect data; one was to conduct 20 intensive interviews and the other was to administer a telephone survey with 1,015 valid questionnaires. In the intensive interviews, this study asked the 20 interviewees to identify the technologies that they considered popular in Taiwan, which allowed this study to identify ten technologies that were popular in Taiwan: Facebook, Line, Skype, email, wearable devices, Wii, Kinect, notebooks, tablet computers, and e-books. This study classified these technologies into interpersonal communication technologies, information technologies, and entertainment technologies for exercise.

The findings show that both the adoption of OTT and IPTV were positively associated with the ownership of interpersonal communication technologies, indicating that adding the mechanisms of interpersonal communication to entertainment-oriented technologies is the most unique feature of Internet-related media and makes these media fascinating to users. Another important finding is that the adoption of OTT was positively correlated with two lifestyles, life expansionists and trust in mass media, whereas adoption of IPTV were not associated with any lifestyles. More findings were discussed in the paper.

**Id:** 20318

**Title:** Piratas y creadores: autoría, creatividad y automatización en YouTube // Pirates and creators: authorship, creativity and automation in YouTube

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**Abstract:** PRESENTATION IN SPANISH

Actualmente, nos encontramos en un momento en el que una suerte de histeria colectiva en torno al copyright parece dominar nuestro mundo, un momento en el que se busca proteger desde un libro o una canción a una mera base de datos o un meme. Los autores y las grandes compañías buscan beneficiarse de todo lo que crean (y algunas cosas que no) coartando la libertad de expresión, la creación de contenido y la difusión del conocimiento.

Esta situación se pone de relieve en plataformas como Youtube, en la que contenido original creado por sus millones de usuarios convive con obras derivadas, piratería y contenido patrocinado por los grandes conglomerados multimedia. La historia de Youtube como plataforma social parte de un claro interés por situarse como un lugar en el que poder generar contenido de forma colectiva (los memes, remixes, mashups), con un carácter tanto profesional como amateur; siempre amparándose en el fair use, la reutilización y la creación de obras derivadas.

A partir de 2011, Youtube implementa su conocido sistema de prevención de piratería (ContentID), que registra de manera automática el contenido que se sube para comprobar si es completamente original o si contiene extractos de obras protegidas. A partir de aquí, los autores originales de las obras (normalmente grandes empresas) pueden elegir si monetizar, monitorizar o eliminar el vídeo subido, vetando en muchas ocasiones la subida de obras derivadas originales que se encuentran amparadas por la Ley de Propiedad Intelectual.

La balanza se ha desestabilizado: unos crean y generan contenido, mientras que otros son los que se benefician económicamente de este trabajo. El sistema de ContentID fue creado como respuesta a las preocupaciones de las grandes compañías por vulneración de copyright y pérdida de beneficios, o lo que es lo mismo: supone una muestra de la incapacidad de adaptación a un nuevo sistema de creación de contenido que beneficia a las grandes empresas y perjudica a los creadores individuales.

Esta propuesta parte del estudio de una pequeña muestra de contenido alojado en esta plataforma y su relación con la libertad y creatividad de creadores y consumidores. Se analizan por un lado los contenidos (tanto pirata como legales) presentes en Youtube de las diez películas españolas con mayor número de espectadores; por otro, una selección de cortometrajes con alto contenido original. La yuxtaposición de estas dos muestras nos permite analizar la efectividad del sistema ContentID y destacar la importancia del contenido generado por el usuario en un universo red en el que las grandes empresas cada vez cuentan con mayor influencia, lo que repercute en la (re)utilización de obras protegidas por derechos de autor y subidas a la plataforma.

**Id:** 20360

**Title:** Funding state media en Latin America: ¿Wich is the right measure and the most appropriate mechanism'

**Session Type:** Individual submission

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**Abstract:** During 2018 there were public debates regarding the amounts and funding mechanisms of state media in Argentina, Brazil, Chile and Colombia. They developed within a context of accelerated transformations in audiovisual systems, with changes in consumption habits and the generation of new spaces for the circulation of contents.

In Latin America, these changes coexist with highly concentrated audiovisual scenarios dominated by commercial logic. From there it is relevant to ask about the economic conditions of state media to contribute to diversity and pluralism. This work is guided by two complementary questions: What is the right and adequate measure of the budget of the state media in Latin America to provide an effective and efficient service? What are the most successful mechanisms to achieve this measure?

The work starts with the analysis of the mechanisms, the linked legislation, the figures and the most outstanding tendencies of funding of state media in Argentina in the last 15 years. From this witness case, it is proposed a comparison of the average budget per inhabitant and per worker with the cases of Brazil, Chile, Colombia, Canada and the United Kingdom.

The methodology includes: conducting interviews with media officers, evaluating official accounting documentation, reviewing public documents and analyzing the specific bibliography. The work draws trends from the numbers achieved by research and the results of comparisons between figures, but also it is complemented by qualitative evaluations that take up the normative frameworks, the policies towards the sector and the specific and general contexts.

This research takes part of the tradition of critical Latin American studies of communication policies. It understands funding as a relevant and transversal dimension to achieve the distinctive goals of a public media within the framework of a general analysis of the communication policies in a specific nation and stage. The analysis is articulated in a broader consideration on the dynamics of financing diversity and pluralism in media scenarios in Latin America and in its convergent stage. It concludes that the differential characteristics of these medias make insufficient a purely economic conception of the budgetary aspect. The paper suggests approximate figures to achieve adequate incomes, but it stress that funding must respond to specific requirements (indicated) to fulfill mandates of public media.

The excessive dependence of the state media on the national budget can cause problems for its stability and predictability. These are derived from variations in aspects of the national macroeconomy, such as: generalized increases in the cost of living, changes in the exchange rates of the national currency, decrease of tax collection and the pursuit of fiscal goals.

Proposals for alternative mechanisms for obtaining resources for these media should contemplate: the specific characteristics and actors involved in each audiovisual market; the regulatory traditions in each country; the dimensions and particularities of each national economy.

The paper approaches the theme “Policies and debates around public service obligations, pluralism and diversity, convergence and net neutrality in broadcasting and internet/telecommunications services”, and it wish to be considered for a joint CPT/ESN session.

**Id:** 20420

**Title:** Del hashtag a la calle: comunidades en red y políticas comunicacionales en América Latina

**Session Type:** Individual submission

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**Abstract:** Desde los inicios de siglo XXI las políticas públicas de comunicación se enfrentan a los desafíos que implican las transformaciones cada vez más aceleradas que provocan las nuevas tecnologías. Algunas funciones inherentes a las políticas públicas, como el control y la regulación para promover la justicia social y el bienestar general, se encuentran en un proceso de reconfiguración de sus objetivos y sus alcances a causa de la dinámica que originan los entornos virtuales en el espacio público. La ciber militancia de los partidos políticos y de los nuevos movimientos sociales se presenta como un espacio de confluencia de la autocomunicación de masas (Castells, 2009) de la ciudadanía movilizadora, a la vez que una posibilidad de convergencia de los múltiples formatos y dispositivos de la cultura de la conectividad (Van Dijck, 2016). La deslegitimación de las políticas comunicacionales de los gobiernos así como la dependencia política y económica de los medios de comunicación masivos, entre otras causas, han habilitado la emergencia de la autocomunicación de masas en clave digital como un contrapoder a los poderes institucionalizados. En ese contexto, tanto la comunicación política como las políticas públicas de comunicación se debaten entre la preeminencia del conflicto (trolling, fake news, posverdad) y las posibilidades del consenso (comunidades en red para la participación ciudadana que influya en las políticas públicas).

Para comprender el proceso de construcción de nuevas ciudadanía resulta necesario interpretar el sentido de pertenencia que se origina en las sociedades a partir de las “comunidades sociodigitales” (Rodríguez, 2018). Estas comunidades en red refieren a nuevas expresiones de autocomunicación de masas que se manifiestan tanto en los espacios de conectividad digital como en los tradicionales ámbitos de participación en el espacio público (ej. la protesta callejera), con la intención de establecer agendas y promover el debate de cuestiones de interés social.

Esta investigación, iniciada en 2015 y en continuidad, se propone en esta etapa identificar, sistematizar y describir analíticamente los procesos de comunicación política sociodigital de comunidades en red en América Latina, tomando casos de estudio en Argentina, a fin de caracterizar la participación ciudadana en temáticas de género y derechos humanos. Para ello, se llevaron a cabo entrevistas a activistas digitales y se realizaron análisis de contenidos digitales. El principal impacto de estas movilizaciones digitales puede observarse en la difusión y confluencia internacional de consignas contra la violencia de género (#NiUnaMenos) o sobre derechos de género (#AbortoLegal). Asimismo, la participación sociodigital de las comunidades en red vinculadas a género y derechos humanos han provocado la inclusión de estas temáticas en el discurso político y en los debates parlamentarios, como pudo observarse en el período analizado. Los primeros resultados de esta investigación permiten inferir la preeminencia de un modelo de comunicación política sociodigital que privilegia la integración de las comunidades, la consistencia discursiva, la visibilización y el control de las fuentes de información – como intento de

contrarrestar el trolling y las fake news – así como el llamado a la movilización permanente para la participación en el espacio público.

**Id:** 20504

**Title:** When Robots Become Colleagues: A Case Study of the Danish News Agency, Ritzau

**Session Type:** Individual submission

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**Abstract:** Modes of doing journalism have always been influenced, structured and constrained by technology whether this being analog or digital. With the emergence of automated journalism, the ways of doing journalism is once more being affected. In this regard, there is nothing new or unique about automation technology specifically as a new technological development affecting modes of doing journalism. However, while technological tools have long been assisting journalists in a wide range of stages in news production such as collecting, analyzing and communicating data, journalists have always been the authority of this entire process. This aspect of the journalistic practice is changing and is the focus of a rapidly growing body of literature on how automated journalism has the potential to alter journalism, the production of news and its related practices.

This study examined how and to what extent automated journalism contributes to the changing process of journalistic practices at the Danish news agency, Ritzau. In addition, the study sought out to examine how such changes relate to the different actors involved in the process. In order to examine this, the study has used Bruno Latour's all-embracing Actor-Network Theory as a theoretical framework to map and analyze the power relationship between the different actors around the technology who ultimately made up the actor-network. This study took on a case-study analysis by performing four in-depth interviews with different actors involved in the process of implementing the new technology at the news agency. The four interviewees were asked a set of open-ended questions regarding the use of automation technology, the extent to which computational tools and techniques were implemented as part of creating news content and business plans, changing professional standards etc.

The study found that there was an ongoing negotiation of whether to accept the new technological actor in the actor-network. But since automation technology had such positive impacts concerning the improvement of the news production, all the actors were more willing to accept and ascribe the actor with the same agency as the rest of the network. As a result, the study found that because automation technology made the entire actor-network stronger it was more likely to be accepted in the actor-network.

To put this into perspective, this study also found that, advocates of automation technology often point to speed and accuracy as two of the key advances in the context of news production. This is because automation technology allows for producing news in real time and algorithms do not make simple mistakes such as misspelling or calculation errors. These advances fit perfectly into the journalistic profession which is getting more commercialized and because of this, runs increasingly based on business logics rather than journalistic ideals. As a result, the Danish news agency are

adopting automation technology in order to, among many other things, aim for higher profit margins and lower production costs.

**Id:** 20565

**Title:** Ordering sociality with rhythmmedia: Orchestrating people as rhythms in algorithmically mediated platforms

**Session Type:** Individual submission

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**Abstract:** Research problem: Most media and communication scholars use terms such as flow, stream, traffic and channeling to describe the politics of internet arrangements without properly examining the temporal nature of these movements. This paper examines the policies and advertising logic behind the way social media companies order people's experiences in their algorithmically mediated platforms. Specifically, the paper shows that it is important for Facebook to understand people as rhythms, to convince advertisers that they know when users do things. The paper focuses on the Facebook Immune System (FIS) algorithm, which is an 'anti-spam' machine learning algorithm that scans all the behaviours within and outside Facebook and renders them as rhythms to create a dynamic database/archive. With this 'archive' the company categorizes behaviours and decides which ones are valuable (social) and which ones are not (spam), and orchestrates them accordingly. I call this practice rhythmmedia, which is the way media practitioners' render people and their relations as rhythms and (re)order them for economic purposes.

Theoretical framework: Drawing from Raymond Williams' 'planned flow' and Henri Lefebvre's 'rhythmanalysis', I propose rhythmmedia, which describes the ways platforms (re)order people's behaviours and their relations through media. It is the way platforms conduct repetitious training on people through orchestrating their mediated experiences towards more value.

Methods: To understand how Facebook orders people I undertook four methods: 1) I catalogued different term of use sections for one year, to examine what arguments Facebook makes, and how they change over time; 2) Analysing Facebook's research articles in a method I call platform reverse engineering, meaning that I analyse these articles by searching for specific information that can reveal the way the platform develops the policies that inform their algorithms; 3) I followed several pages that Facebook uses to announce news about its platform, mainly Facebook's News Room; 4) I analysed technology websites, which provided in-depth understanding about Facebook.

**Findings:**

This paper shows that Facebook's business model guides its advertising policies and influences the way it (re)orders people's experience towards more value by orchestrating a specific type of sociality. The more Facebook knows what people do in particular times and how frequently, the company can turn this data into a product. This data is then packaged for advertisers who pay and bid to intervene in people's mediated experience and shape it towards economic purposes. By using FIS, Facebook conducts rhythmmedia to regulate any problematic rhythms that can harm its business

model and filter/remove these spammy behaviours. Importantly, this paper shows that by rendering people as rhythms and ordering them, platforms can decide what is human, nonhuman and deviant. Because these advertising policies are hidden from 'ordinary users' and the ordering are conducted in the 'back-end' by high-speed trading systems, such procedures raise ethical, legal and social concerns. In particular, such algorithmic ordering shape the way people understand and experience sociality and hence influence their human rights and what they can demand from such companies and policy makers.

**Id:** 20579

**Title:** Who Becomes a Silver Surfer' Resources, Repertoires and Technological Histories among Connected Seniors

**Session Type:** Individual submission

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**Abstract:** Patterns of exclusion from and inclusion in digitalizing societies have been recurring themes of analytical interest in social science research ever since the Internet's big breakthrough in western societies in the 1990s (cf. Norris, 2001; Selwyn, 2004; van Deursen & van Dijck, 2014). As a consequence, we have rather good insights into what social groups have, and do not have, access to the necessary technology and skills to manoeuvre the fact that both commercial and public services to an increasing extent are offered through digital channels.

These analyses often identify elderly people as one of the groups that are at risk of becoming excluded (cf. Friemel, 2016; Olsson et al., 2018). Regardless of what sort digital divide we are referring to, either to "first order digital divides" (access to ICTs) or to "second order digital divides" (patterns of usage), elderly users, as a group, appear to have less access to and less varied usage of new ICTs than younger age groups.

There are, however, substantial differences between various groups of elderly users. They are not in any simple way a coherent category of ICT users, and in this paper we pay specific attention to a particular category – the so called silver surfers (Cody et al., 1999; Russell et al., 2008; Chondrie, 2010). A silver surfer is an elderly person who, contrary to the overall picture of elderly users, is both "confident and competent" (Russell et al., 2008) when it comes to ICT-usage. S/he has access

to the right technology and skills and is confident to make good use of the opportunities offered in the digitalized society.

What explains why some elderly users become silver surfers? This paper answers the overarching question by help of analyses of two sets of data covering Swedes above the age of 65. It draws on a) data from a national survey (N = 1264), and b) data from qualitative, semi structured household interviews.

By help of these data, the paper first analyses the silver surfers regarding their access to material, social and discursive resources (Murdock et al., 1992; Olsson et al., 2019). It will further pay attention to their online repertoires (Hasebrink & Hepp, 2017; Olsson et al., 2018), how the successful silver surfers typically navigate in the online environment. Finally, the paper will also track traits in their personal, technological histories (Selwyn, 2004) that have contributed to making them silver surfers.

**Id:** 20645

**Title:** Protection of minors in the European digital audiovisual context. A necessary dialogue between: regulators, industry and academy.

**Session Type:** Individual submission

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**Abstract:** Undoubtedly, the protection of minors in the digital audiovisual context is a topic that worries scholars (Lievens, Livingstone, McLaughling, O'Neill y Valerie Verdoodt: 2018; Livingstone, y Third, 2017; Potter y Steemers: 2017) such as well as the authorities that must regulate this matter. However, in both cases there are some gaps about what and how must be regulated, whereas the implication of the industry that should participate actively in this matter is highly missing. The term 'protection' appears in the academic studies and in those documents approved by the European authorities, since it seems inevitable to note that the new universe of contents available in the 'online' environment raises serious concerns. Nevertheless, this urge to control / regulate / protect children it is not materialized in any norm, nor law, while we observe a lack of dialogue between the parties involved in the matter.

From the academy position, the works carried out by Sonia Livingstone, Brian O'Neill, Janet Steemers o Eva Lievens, amongst others, seem to be convinced of the need to regulate this area. In all these cases, it is also clear that in a globalized world it is difficult to agree with all the states when applying common rules, but it is evident that there are basic questions about which there are not any kind of doubt that it is necessary to regulate them in order to protect children in the new digital scenario. Regarding to the European Union, the positioning follows the line of voluntarism expressed for other issues such as media plurality (Humphreys, 2008). In this case, the European Commission, Council and Parliament are concerned about the changes developed in the digital environment and the need to regulate so as to protect those different scopes, including that of minors. On the one hand, the industry seems to be concerned about the protection of minors, for which they activate certain mechanisms such as parental control, but at the same time they are cautious about other issues that may have to do with the contents regulation.

This project is therefore intended to conduct a documentary analysis of the existing academic literature on the protection of minors in the digital audiovisual context as well as a descriptive study of the reports on this subject within the European Union. We will also evaluate the importance that the industrial sector gives to this issue and if there are business initiatives concerning to this regard. Our fundamental hypothesis is that, in order to really reach minors protection in the current European digital scenario, it is necessary to achieve an utter and practical collaboration between regulators, industry and the academics.

**Id:** 20680

**Title:** Ethical issues of Artificial Intelligence on Journalism: a Brazilian perspective

**Session Type:** Individual submission

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**Abstract:** In our contemporary world, the majority of our daily routines flows through digital processes. To order the torrent of data and information according to the interests of users, algorithms emerged as concierges that saves our jobs to think and decide about what to pay attention. Along this, machines also decides for ourselves, from selecting the best pictures from an archive to the best route (and even time) to work. During the last years, a debate emerged about the issues of biased systems, that may reflect a not so fair work ethic and interests of the companies. Broussard (2018) discusses the issues that rises when computers take control, while Costanza-Chock claims that these systems should be designed to avoid any matrix of domination.

The debate should be extended to Social Communication. While the advertising systems used tracking data to present products related to the browsing history of the user, highlighting how privacy changed, Journalism is dealing in the recent years not anymore with combining related stories with others, but creating stories through sensors integrated to networks. It started with apps such as Waze replacing the habit of listening to the radio to hear about traffic and apps that works as news aggregators, and nowadays automation runs inside newsrooms, but it is only the beginning. It is not the case of becoming a digital luddite, but try to draw some lines to help us understand actual scenario and use it correctly.

This proposal is a consequence of the construction of a voice-based system for journalistic purposes in Brazil. During the last two years, a team combining researchers and reporters discussed how some data about the Brazilian presidential election could be automatically transformed into chunks of data and then “read” by Google after interactions with users. The project highlighted how routine decisions later replicated by a newsbot are important. The country is an interesting scenario to think about these limits. Even with the Brazilian Civil Rights Framework for the Internet, a bill created to protect the users, the appetite for technology adoption without proper discussion allows newsrooms to deploy bots without even the consent of the audience.

The study is composed by an initial state of the art about the usage of Artificial Intelligence in Journalism, followed by a multicase study scenario, according to Yin (2013). After this, with the support of contemporary discussion about Journalism in Latin America with ideas from Canavilhas

(2014), Salaverría (2016) and Canavilhas & Rodrigues (2017), the authors will discuss moments when automation may overlap ethical limits and its probable consequences.

**Id:** 20729

**Title:** Media gender equality regimes: exploring media organizations' policy adoption across nations

**Session Type:** Individual submission

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**Abstract:** This paper contributes to our understanding of gender and media concerns, by focusing on an under-researched aspect: the policy dimension. By making use of a 'super dataset' that has been created in the context of a Swedish funded project - titled **COMPARING GENDER AND MEDIA EQUALITY ACROSS THE GLOBE: A CROSS-NATIONAL STUDY OF THE QUALITIES, CAUSES AND CONSEQUENCES OF GENDER EQUALITY IN AND THROUGH THE NEWS MEDIA** and lead by Prof. Monika Dierf-Pierre at Gothenburg University - it addresses the nexus between policies to promote gender equality adopted by media organizations across the world, and the broader socio-economic and cultural environments within which the media operate. In so doing, the chapter investigates the wide variation in the adoption of gender-sensitive policies in different countries and regions, relating them to contextual variables that may favour or hinder media organizations' commitment to gender equality through policy adoption. The chapter also explores if, within such variation, it is possible to identify patterns of policy adoption that may indicate different understandings of gender equality and gender mainstreaming, and signal the existence of different gender equality regimes in the media sector worldwide.

The study first acknowledges existing international frameworks that have recognized gender equality and gender mainstreaming as globally agreed upon norms (Finnemore & Sikkink 1998; Kardam 2004; Krook & True 2012) including for the media and communication sector (Gallagher 2011, Padovani & Pavan 2017, Padovani 2018); and reflects on the extent to which those frameworks have influenced both policy and research interventions over the last twenty-five years. Making an effort of conceptual clarification, it discusses the nexus between equality norms, policy developments and issue framing (Bacchi 1999, 2009) in the gender and media environment, and suggests elements for a research agenda based on media gender equality regimes as an analytical proposal (Section 2).

Building on previous findings from international studies that have investigated gender equality policies adopted by media organizations (Section 3) and working through data collected for the IWFM Global Report on the Status of Women (2011), the analysis focuses on 59 countries, representative of all world regions, and explores – through a cluster analysis - patterns of gender-related policy adoption by media organizations; as well as possible statistical correlations between policy developments and broader socio-economic, political and cultural conditions (Section 4).

In the IAMCR presentation we shall present the main findings (Section 5) concerning the interplay of contextual factors and the adoption of different types of gender-sensitive policy by media

organizations in specific countries; reflect on how different patterns of policy adoption may signal different understandings of gender equality and strategies to address them; and suggest directions for future operationalization of the media gender equality regimes approach. This is view of fostering a policy-focused research agenda, and making scholarly knowledge in this area more meaningful to policy actors and to the media themselves.

**Id:** 20738

**Title:** Signals Intelligence meets Artificial Intelligence: Surveillance, disinformation and power in the public sphere

**Session Type:** Individual submission

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**Abstract:** Recent debates on the nexus between artificial intelligence (AI) and surveillance have focused on the practices in the field of policing. However, also signals intelligence (Sigint) agencies like the National Security Agency (NSA) increase their budgets to expand the use of AI for their data intensive surveillance programs. Given that Sigint agencies have access to much more data than humans can possibly analyse, AI promises to be particularly useful to make sense of these large, unstructured data sets. Concurrently, intelligence agencies prepare to engage in or counter “deep fakes”, that is AI-enhanced disinformation.

This paper explores (1) how intelligence agencies use and could use AI to spy, (2) what is at stake for democracies when AI meets Sigint, and (3) what are possible responses in terms of intelligence governance.

On an empirical level, the paper makes two contributions. First, it helps understanding contemporary forms of communications surveillance by analysing leaked material, public government documents, and media coverage. For example, the NSA has introduced algorithms to decide whom to grant privacy rights, thus determining “algorithmic citizenship”. Other AI systems are implemented to decide what counts as suspicious behaviour that could infringe on the right to freedom of the press. Second, the paper builds on an explorative analysis of intelligence oversight regimes in different European countries in order to illustrate and discuss possible responses to automated surveillance. Examples of these regulatory measures or oversight arrangements addressing AI are the Netherlands, who introduced a “human-in-the-loop safeguard” for automated decision-making by intelligence agencies; or France, where the intelligence oversight body engages in an ex-ante review of AI experiments and other data analysis tools.

On a theoretical level, the paper draws on Titus Stahl who developed a critique of surveillance that focuses on political power in the public sphere instead of solely relying on a liberal privacy concept that is usually related to the idea of protecting individual freedom. Besides infringing privacy, contemporary forms of secret and automated surveillance interfere with communicative freedom, understood as a collective good of democratic societies that comprises a free public sphere and freedom of the press. Considering that intelligence agencies engage not only in surveillance but also take so-called active measures like hacking or disinformation, the concepts of communicative freedom and power in the public sphere represent an important addition to privacy concerns when addressing the problem of secret, automated surveillance.

Adding another layer of secrecy to an existing black box, the introduction of AI to intelligence activities increases the gap between technically complex, transnational surveillance on the one hand, and resource-poor, national oversight on the other hand. By collecting available information on secret practices, reflecting on their impact on democratic principles, and discussing the possibilities to increase accountability of AI in Sigint, this paper will make important theoretical and empirical contributions to address this gap.

**Id:** 20764

**Title:** How could algorithms shape our cities' A structured literature review

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**Abstract:** In this age of ubiquitous computing and big data, many aspects of our daily life are now turned into data. This process of datafication makes our lives subject of quantification (Cukier & Mayer-Schönberger, 2014) and algorithms increasingly impact our everyday life (Willson, 2017); they propose our next dating partner, how to drive and what movie to see. Next to preferences, algorithms also decide more important themes like credit worthiness, the current value of our market funds (Steiner, 2012) and predictive policing (Ferguson, 2017). In this way, algorithms are increasingly shaping how we see, experience and understand the world (Diakopoulos, 2014; Kitchin & Dodge, 2011; Willson, 2017). Beer (2017) shows the disruptive effects of algorithms on our social and economic life and calls for critical studies regarding their societal effects with other authors like Kitchin (2017). A significant amount of attention has been paid to algorithms in domains such as justice, finance, media and healthcare. But datafication has started to arise in our cities as well, making them subject to this algorithmic shaping which is not only affecting the city itself but also how we experience them (Shaw & Graham, 2017).

This paper therefore focuses on the emergence of algorithms driven by data from the public sphere, meaning algorithms driven by data about our cities. The growing body of digitally-augmented cities with every shop, traffic light and tree having its own representation in lines of code, means that the interaction between people and the city will gradually become mediated by algorithms acting upon this city data. However, we do not yet understand the reshaping of the city experience through algorithms and this begs the question, how are city algorithms shaping the experience of city dwellers and visitors?

By means of a structured literature review, this paper investigates theoretical perspectives on studying algorithms in their societal context in order to understand the current state of the art and identify possible avenues for further developments in this field.

The theoretical foundations of this research stem from software and media studies (Bucher, 2016; Gehl, 2014; Gillespie, 2017; Kitchin & Dodge, 2011). Since we assume that algorithms are reshaping city experiences and that algorithms are human made artefacts, this study approaches this topic from a social constructivist point of view. In order to scope our research, we will define smart cities, algorithms and the authors involved in algorithm studies, software studies and media studies.

This paper will present an overview of perspectives to look at the increasing influence of algorithms on city experiences and how this is tackled from different disciplines.

**Id:** 20813

**Title:** Network effects as a determinant of digital services selection, and its effects on privacy considerations: a small scale study

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**Abstract:** Any potential new approach to digital media research and data justice activism leads towards a understanding that users should, at some point, start opting for services that provide them with more control over their privacy and data. Of course, these demands are subject to viability of using such services. As many people adopt digital media as a necessity to communicate and participate in cultural consumption, the question arising is how aware they are of the privacy / service tradeoff, and how network effects influence their decision-making.

In this particular case, a small group of highly connected young people from a private university in Lima, Peru, were asked about their decisions to use a given digital service; their awareness of the potential consequences, short and long-term, for their privacy, autonomy and future control of their data; and the network effects that shaped their decisions. After the results were tabulated and considered, volunteers were asked to consider using more privacy-oriented services, which will in many cases require that they act as promoters of these new connections among their friends and family.

There are at least three network effects identified, at different degrees: decisions taken at a very young age (most of the respondents started using digital services at 13 or around that age); information demands from services and content providers as available in specific digital services; and the amount of information already shared through the services, although this specific effect is weakening for “old-fashioned” services like Facebook. Transactional service history is not seen as particularly critical although it appears to be so after further discussion.

Results indicate that network effects trump privacy concerns in the short term, as the awareness of privacy related issues is low, based on the reality of such concerns being not immediately relevant to this young set, as things stand right away. Network effects are in fact so strong that the switch to a different service becomes a chore and the preference is to stop attempting to proceed, although there are some converts basically because they want to try new services, rather than based on an immediate concern for privacy.

While this is a small, exploratory study, it is the template for a larger, representative one, that can also be easily replicated anywhere where a significant number of people is being perceived as intense users of digital services. The results, even considering their exploratory nature, present interesting challenges for research: is there a way to break through network effects? Are these network effects the result of small-world networks, or rather a larger-world issue that shapes

perceptions and effective usage simultaneously? And finally, how to promote a strong privacy oriented data justice understanding of digital media if the immediate benefits of cultural consumption and communication are overwhelming any potential individual and social concern for the actual consequences of these actions?

**Id:** 20909

**Title:** Análisis de calidad en sitios web desde la perspectiva de la comunicación y los cybermedios: automatización y aspectos éticos

**Session Type:** Individual submission

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**Abstract:** Este trabajo se sitúa en el ámbito de la calidad de los sitios web. Para su evaluación existen diferentes métodos y herramientas (Kurosu, 2015; Sauro, 2010). Algunos son de uso general, es decir, para evaluar cualquier tipo de sitio (Codina, 2008), y otros están especializados en un sector concreto (Pedraza-Jimenez, Codina, & Guallar, 2016). Asimismo, estos sistemas de análisis presentan diferentes niveles de automatización (Hasan & Abuelrub, 2011): desde ser aplicados de manera manual por humanos expertos (Quiñones & Rusu, 2017) hasta estar completamente automatizados mediante softwares con inteligencia artificial o Machine Learning (Jayanthi & Krishnakumari, 2016). ¿Cómo son los dedicados a evaluar los medios digitales o cybermedios? ¿Consideran parámetros propios del periodismo y las políticas de comunicación? En esta investigación se analiza la producción científica sobre calidad web, con el fin de identificar y caracterizar las propuestas realizadas desde la comunicación. Los objetivos específicos son: identificar cuáles son los trabajos académicos y autores más relevantes; realizar un análisis comparativo de las diferentes disciplinas que abordan la materia, dimensionando la presencia de las facultades y departamentos de comunicación; identificar los artículos sobre herramientas especializadas en sitios web de medios; examinar sus metodologías de evaluación; y, finalmente, revisar si en sus dimensiones de calidad consideran aspectos éticos o deontológicos y si hacen referencia a políticas internacionales de comunicación y tecnología. Para ello, se buscaron y recuperaron artículos sobre calidad web en revistas indexadas por las bases de datos Web of Science y Scopus, entre los años 2000 y 2018. En total, se revisaron más de ochocientos trabajos. En estos se estudiaron elementos tales como las citas recibidas y la afiliación de sus autores, y se clasificaron según su disciplina y el tipo de análisis que proponen. Además, se realizó una revisión sistematizada de literatura para detectar la mención a parámetros sobre implicancias éticas o sociales –como enlaces engañosos, protección de datos, corrección de informaciones, entre otros–, y referencias a directrices, estándares y políticas internacionales sobre comunicación y tecnología. Como parte de los resultados se puede mencionar que entre los autores más citados están Nielsen, Shneiderman y Krug, y una parte muy minoritaria del total pertenece a facultades o departamentos de comunicación, predominando los de otras disciplinas, como la computación, la informática médica y el comercio electrónico. Se detectó una treintena de herramientas específicas para evaluar calidad web en cybermedios, en las que predomina la evaluación experta (mediante test heurísticos)

frente a procedimientos automatizados. Además, se constatan muy pocas referencias a asuntos deontológicos, y que en ningún caso se citan políticas de comunicación y tecnología internacionales como las de UNESCO. Estos resultados revelan un escaso interés en el estudio de la calidad web por parte de los académicos del ámbito de la comunicación. También que las herramientas específicas para la evaluación de cibermedios son escasas y, en su mayoría, no consideran aspectos éticos. Este hecho llama la atención en un momento en el que la industria de los medios, y en particular la prensa, afronta una crisis de financiación y credibilidad a nivel global. Esta investigación forma parte del proyecto CSO2015-64955-C4-2-R (MINECO, España/FEDER, UE).

**Id:** 21022

**Title:** Agenda building y la construcción político-social del problema: la llegada de las OTT al mercado audiovisual español.

**Session Type:** Individual submission

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**Abstract:** En los últimos años, los avances en las tecnologías de la comunicación han provocado de manera directa un cambio en los modelos de producción, distribución y consumo de los productos audiovisuales. Una de las grandes revoluciones en este sentido, ha sido la irrupción de las plataformas de distribución de contenidos audiovisuales, las llamadas OTT en los mercados nacionales.

Este trabajo pretende, desde el marco de la construcción de políticas públicas llevar a cabo un análisis del proceso a través de cual se define la agenda y el problema social en el contexto español, es decir, buscamos mediante la utilización de enfoques teóricos provenientes de las ciencias sociales, con un enfoque multidisciplinar, entender y explicar la actividad de los actores públicos y privados implicados en el policy making.

Para ello se lleva a cabo una revisión documental de las reacciones políticas oficiales (diarios de sesiones de las comisiones del Congreso de los Diputados e informes de los Ministerios de Cultura y de Industria, Energía y Turismo, así como los de sus organismos dependientes) y de los posicionamientos de cada una de las partes de la cadena de valor implicadas en la redefinición del modelo de negocio: profesionales en el ámbito de la producción, operadores de distribución tradicionales y de telecomunicaciones y , desde el punto de vista del consumo, los niveles de penetración en la sociedad española de estos nuevos agentes.

El objetivo es valorar en qué términos se está desarrollando el debate en la agenda pública. Los resultados de investigación apuntan a una doble velocidad entre el avance tecnológico y del mercado a nivel de consumo y la adecuación política y de los marcos normativos, con una acusada ausencia de debate en términos políticos. Por otra parte, la reacción de los agentes nacionales implicados en la redefinición de este sector de la industria cultural es heterogénea, indefinida y expectante ante la toma de decisiones desde el punto de vista normativo en España.

**Id:** 21056

**Title:** Communication for everyone: Communication rights and their differing contexts

**Session Type:** Individual submission

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**Abstract:** The rights-based perspective on ethical and political questions presented by the new digital media recently has gained attention in academic and political debates. Calls for the protection of citizens' "digital rights" have resulted in reports and declarations by governments, international bodies, and activist organizations over the past two decades or so (Padovani & Calabrese 2014; Redeker et al. 2018). According to international surveys (Newman et al. 2018; Eurobarometer 2018), citizens expect governments, publishers, and platforms, to come up with solutions to communication challenges such as disinformation. However, thus far there are more academic, public, and policy debates than sustainable legal and policy solutions.

This is not surprising given the complexity of these rights: They have many context-based variations, they keep evolving with technological advances, and they are operating on the cusp of theory and praxis. Communication rights can refer to legal norms but are not principally legal constructs; instead they are related to the freedoms that have special significance to societies and individuals (Sen 2004; Jørgensen 2013). Yet, communication rights are not only abstract principles but they form the normative basis of media and communication regulation in many countries.

The working paper presents a way to operationalize communication rights, including a systematic framework for analysis, and a pilot study of comparative application in several national contexts. The study utilises the much-cited, and amended, model of media systems by Hallin and Mancini (2004) and the modelling of the Nordic countries as Media Welfare States (Syvertsen et al. 2014) as starting points for comparisons. For the pilot, four countries have been selected: Finland from Northern Europe, the United Kingdom from Western Europe, Spain from Southern Europe, and Hungary from Central and Eastern Europe. The aim is to look at differing media systems in Europe and examine how and to what extent the interplay between national capabilities, cultures, histories, policies, politics, resources, and structures, and global forces influences communication rights in the digital era.

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**Id:** 21088

**Title:** European Smart City Policy and Strategy: The cases of Barcelona and Amsterdam

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**Abstract:** The smart cities signifier is more and more incorporated into strategy and policy be it in the local city level, national or transnational. Smart cities tend to be seen as solutions to a variety of urban, organisational and environmental problems. Discussions around technological determinism, power and citizenship are slowly emerging into both academic and policy fields (Hollands, 2015; Söderström, 2014) while there is a tendency to discuss smart cities as top- down approaches and bottom- up approaches (Alizadeh, 2018; Calzada, 2018; Capdevila & Zarlenga, 2015; March & Ribera- Fumaz, 2016; Sabine & Priester, 2016).

Taking a discursive- material approach, in my research I approach the floating signifier of European smart cities from the perspective of EU policy and the local cases of Barcelona and Amsterdam. The main questions I ask are how the space of European smart cities is being conceived, through what processes and for what purpose? Drawing insight from political discourse theory and Henri Lefebvre (production of space and the right to the city), I empirically followed the policy and strategy developments in EU, Barcelona and Amsterdam and their communications between 2010-2018. In 2018 I also attended three key events: (a) the 2018 European Week of Regions and Cities in Brussels; (b) the 2018 WeMakeTheCity festival in Amsterdam and (c) the 2018 Smart City Expo & Congress and Sharing Cities Summit in Barcelona

In this paper, I focus on a comparative discussion of the cases of Barcelona and Amsterdam smart cities looking at the acquired evidence on (a) the changing role of cities in the 21st century as global actors and/ or mediators between stakeholders and regional levels in conjunction with (b) discourses around the role of citizens and technology. The main question I explore here is the material ways the conception of smart cities space impacts citizens, citizenship and everyday life.

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**Id:** 21234

**Title:** Assessing Emergent Threats to Digital Democracy and What Works to Combat Them: A Review of the Recent International Literature

**Session Type:** Individual submission

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**Abstract:** To be considered for a joint CPT/ESN session

The recent ascendance of fake news, hate speech, filter bubbles and surveillance within the public imaginary resulted in a colonisation of the discourse around digital technologies and the internet with pejorative meanings. Trust in the internet, government institutions and the concept of democracy in general are in decline in Western nations (OECD, 2017; World Economic Forum, 2017; Ziegler, 2018). This threatens to undermine policies aimed at extending democracy through digital media, via its potential to broaden the public sphere, extend participation and engagement in political processes and increase transparency and accountability from governments.

Potential regulatory fixes to the emergent threats remain fraught with difficulty. The increasingly powerful social media platforms which disseminate fake news and hate speech and create filter bubbles through their algorithms are international in their reach and influence, and therefore largely beyond the influence of national legislation (Marda & Milan, 2018). Further, attempts by states such as Germany to legislate against fake news and hate speech have been characterised by some as heavy-handed and reactionary (Rohleder, 2018), and risk contravening basic human rights such as freedom of speech (OSCE, 2017).

Following a review of the recent high-quality international literature, this paper argues that both that the recent threats to digital democracy remain poorly defined, and that possible policy responses to them have largely been conceived as technical fixes to individual problems, rather than systemically linked to the financial interests of “platform capitalism” (Srnicsek, 2017). Hence, I argue that fake news, hate speech, filter bubbles and surveillance should all be viewed as at least partly stemming from an economic model which converts behavioural data into advertising revenue (Ghosh & Scott, 2018). Also contributing to the issue are the affordances, or design, of social media platforms, which encourage individualising and consumer-based orientations towards others (Valtysson, 2013). As well as defining the key threats and illustrating their systemic links, I also review the evidence on what has worked in combatting them. These stress the importance of designing new digital tools focused on enabling civic interactions and deliberation, rather than identity battles and culture wars (Bächtiger, Steenbergen, Gautschi, & Pedrini, 2011; Dubow, 2017). Following Shapiro (2018), I conclude by arguing that state governments should collaborate in providing funding for the development of an international, publically owned and controlled digital democracy platform.

**Id:** 21279

**Title:** Data citizenship in Latin America: think globally, act locally

**Session Type:** Individual submission

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**Abstract:** Even if data capitalism involves dynamics that transcend the North-South divide, it develops differently given huge political, economic, social and technological inequalities in the context of digital capitalism. This is why concepts about data capitalism and citizenship in the North need to be approached gingerly. Also, we need to carefully examine experiences in the South in support of control and emancipation, and to be cognizant of particularities and continuities. (Waisbord & Segura, 2019)

With these aims, I will discuss the dimensions of data activism in Latin America. The main question is: Which are the problems it faced, its demands, framework, kind of organizations, and impact? I will analyze how progressive actors of civil society press for the formulation of data rights-based public policies, which put limits on state and market abuses in public communication, and that protect and guarantee the citizen's rights to communication and culture.

Although in recent years there has been multiple works on telecommunication policies, and on digital divide in Latin America, there are still few research about digital and data activism that promote rights-based public policies in the region.

I will address this question considering that the formulation of public policies is a conflictive process involving various social actors with different interests, strategies, resources and powers. (Freedman, 2008) It is also necessary to remark that civil society is not an unified whole, but it is complex, conflictive and heterogeneous. (Sorj, 2010) Just like hacktivism, statactivism and information politics, data activism is a form of digital collective action. It politically uses technical expertise and online action to promote more egalitarian access and management of data, engages with new forms of information and knowledge production, and challenges dominant understandings of datafication (Milan & van der Velden, 2016).

The methods used in this research are: CSOs' documents analyzes, and interviews to their participants.

The main findings show that recent experiences in Latin America suggest two types of data activism differentiated by goals and spheres of action: Social data activism that uses various tactics, including data harvesting, data advocacy, and data-grounded reasoning, for social change; and Data-rights activism that is represented by social movements that promote rights-based public policies regarding data production, protection and management, and aim to regulate data extractivism by corporations and states. Their actions are analogous to media movements that championed communication rights in relation to broadcasting policies during the past decades. One of the theoretical contribution of this work is the following: Data citizenship in the South is not bounded by political geography or particular socio-histories, even if it is steeped in local cultures of knowledge and focuses on specific domestic concerns. Data activism represents a hybridization of perspectives, organization forms, and tactics. Just like other media movements in Latin America

(Segura & Waisbord, 2016), it is mindful of local problems and conditions and open to borrowing positions and tactics from other regions of the world, as they confront local and global aspects of data capitalism.

**Id:** 21391

**Title:** [Panel] The increasing importance of competition law and policy in communications: Evidence from various fields [Presentation] Panel description

**Session Type:** Panel Submission

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**Abstract:** The importance of competition law and policy in communications has steadily increased over the past decades. It was driven by liberalization and the convergence of communications markets and has peaked most recently in view of trends like platformization, datafication and the attendant commodification of users. Competition policy governs the behavior of companies and, at least in the EU, the behavior of national governments through instruments like merger control, as well as antitrust and state aid rules. Google has, for example, been repeatedly fined for abusing its dominant position in search and related markets such as ad services. When governments give subsidies to public broadcasters, invest in broadband schemes or exempt big multinationals such as Apple from taxes, they might find the European Commission deciding on the illegality of such State aids.

The application and increasing importance of competition law and policy in communications markets has, however, been controversial. At first mostly with regard to its scope and its adequacy for dealing with markets where also non-economic goals prevail, and increasingly regarding its general adequacy for coping with radically transformed media markets, among other things, with economically strong internet platforms and their business models.

Altogether, there seems to be a gap between what is needed and what is being done (or even what can be done) within the confines of competition policy.

Pressing issues regard the questions of whether competition policy as it is today is adequate to (1) promote pro-competitive effects and to chastise anti-competitive effects; (2) whether it can and should be employed for the safeguarding of public-interest objectives (other than economic) that have been more central to traditional (national) media policies, and (3) whether or not other areas may better be served by competition law than by regulation, e.g, privacy protection or net neutrality. The goal of this panel is to work specifically on this gap between what is needed to ensure not only competitive markets, but also markets that deliver an added value for society. This is done with several contributions that cover varying aspects and parts of competition policy:

- 1) Competition law vs. competition regulation: Which suits platform markets best?
- 2) The way in which (or not) European State aid control of public broadcasters' funding takes into account the internationalisation of broadcasting markets.

3) What are the pro- and anti-competitive claims driving the European Commission's platform policies?

4) What are the effects of network neutrality regulation and competition policy on the evolution of the Internet

This panel responds in numerous ways to the CP&T section call. It deals with an important, yet often neglected policy domain in communication sciences that has massive effects on the media, electronic communications and ICT markets. Competition policy is a part of media and communication governance, it plays a (potentially) crucial role in terms of competition, but also in terms of other aspects like pluralism and diversity, data protection and privacy, fake news, online advertising and increasing targeting, or net neutrality.

The panel organizers (Karen Donders & Natascha Just) will act as moderators and discussants.

**Id:** 21407

**Title:** Algorithmic selfie: on the right to asses algorithmic identity and to exercise Right of Access

**Session Type:** Individual submission

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**Abstract:** This paper aims to investigate two interrelated questions. The first objective is, based on empirical research and data gathered from "algorithmic devices" (social media, apps and data brokers), to investigate the datafication and profiling practices of the data collection ecosystem. The analysis of the data further serves to asses the assumed algorithmic identity and a database of intentions (Jarret, 2014) assigned by platforms and a selection of data brokers. This enables additional insights into the usability and the level of transparency offered through the available instruments made available by platforms themselves (such as Facebook's ad settings and "Why am I seeing this ad" section).

The second aim is to investigate, test and discuss the implementation of the GDPR, in particular the "Right of Access of the data subject" guaranteed by the Article 15 of the GDPR and related Articles and Recitals. This implies exercising the right to obtain data and meaningful information behind the processing purposes, categories of personal data processed, recipients of- and origin of the data and similar.

The methodological framework adopted is that of self-observation and technographic approach (Bucher, 2012), with data collected using both API-based tools as well as manual data recording. In opposition to the practice of dataism and reliance on Big data (Van Dijck, 2014), this research is grounded in "small data" (boyd & Crawford, 2012), as most appropriate data source to investigate the main research questions. Focus on small-scale data (where the researcher is the research/data subject) and adopting technography as a framework, enables an investigation into the operational logic behind datafication, ads personalisation and profiling, and provides insights to understand the workings of the algorithmic devices, without the methodologically difficult task to un-blackbox the algorithms. On the other hand, the exercising of the Right to Access gives insights into the applicability of the GDPR in practice and the (in)sufficiency of the instruments proposed.

In dealing with these questions, the theoretical framework and discourse of datafication and surveillance capitalism will be adopted. The issues of data protection, algorithmic transparency and accountability will be brought into focus as well, as interrelated and underlying concepts.

Preliminary results show that, although platforms offer some tools for better transparency regarding targeting, profiling and personalisation, the underlying algorithmic process is still very much obfuscated. With little offered to understand the reasons behind there is no real opportunity to object and contest the outputs. Exercising the Right of Access also shows tendency towards partial, lengthy and slow disclosure process, often being either incomplete or not providing meaningful information, thus not serving the purpose assigned under GDPR.

The contribution of this paper is in the innovative approach towards investigating datafication and automated profiling and personalisation. It will also significantly contribute towards the policy evaluation of the GDPR, as it will not only assess the effectiveness of the

instruments, but also it will discuss possible improvements in regulation for more transparent and meaningful explanation.

I wish to be considered for a joint CPT/ESN session.

**Id:** 21424

**Title:** Telecommunications Ownership and Control (TOSCO). A new dataset on internet infrastructure in Africa, 2000-2016

**Session Type:** Individual submission

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**Abstract:** The internet provides a space for sharing digital information and communication. This space is built on a physical infrastructure owned by a variety of state and private actors, foreign and domestic, that reflect a multitude of interests. In consequence, internet services are no resource that governments or any other political actor have necessarily and automatically at their free disposal. This paper presents TOSCO, a new dataset on ownership of internet service providers (ISP) and control that allows for comparative large-N analysis of the determinants and effects of varying ownership structures in the transforming context of African countries from 2000 to 2016. Next to a detailed discussion of the conceptualization and operationalization of ownership as a variable, we explore the significance of this variable in explaining patterns of internet penetration across the African continent. Based on these findings, we briefly outline how TOSCO can be used to investigate the existence of ownership effects in the telecommunications sector, i.e. whether there are systematic performance and control differentials between state-owned ISP and privately-owned multinational ISP, among other categories.

**Keywords:** Africa; internet architecture; internet service providers; internet control; owner identity

**Id:** 21442

**Title:** Regulating social media in China

**Session Type:** Individual submission

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**Abstract:** This paper examines the existing regulatory framework and the ways in which it applies to social media use in China, highlighting China's emerging internet regulatory models and challenges agencies face in implementing them, as well as implications for the development of social media in China.

This paper groups China's regulation of social media into five types: regulations and laws, administrative measures, technical mechanisms, agenda control, and industry regulation. Laws and regulations to some extent can be comparable to statutory regulation, which can include laws enacted by the People's Congress and the Standing Committee of the National Congress, judicial interpretations issued by the Supreme People's Court and the Supreme People's Procurate. Administrative measures include regulatory agencies and activities, such as the special Actions or campaigns. Technical mechanism includes the well-known great firewall, Filtering, licensing, data retention. Agenda control refers to measures employed to set the official agenda. With the expansion of social media and threatening stricter governmental control, more and more industry driven regulations impose impact on Chinese social media. This paper discusses all these five types of regulations and their implications to the development of the social media in China.

In general, this paper illustrates the following points.

1. China's social media policy is an offspring of its internet and media policies. Traditional Chinese media and internet regulations, ranging from licensing and registration, to data retention requirements, content prohibition and filtering, are theoretically applied to social media.
2. Chinese social media is multi-functional, it plays the role of information intermediary as well as economic platform (such as wechat can be used for e-commerce). To some extent, administrative and legal intervention come after social media crimes and misinformation, such as non-bank payment, social media advertising, social media pornography, and social media fraud.
3. Chinese traditional internet policies regulate internet portal more than individual users, thus, social media are required to shoulder gatekeeping liabilities as online platforms.

4. Chinese social media begin to take the initiative to regulate the industry. Some of the self-regulations, such as Wechat's measures on copyright, online rumors and false news, do help to discipline the market and to some extent lessen government intervention.

5. Much of research on China's media censorship and governmental internet regulation draws from Western perspectives of technology, socio-economics, and freedom of speech, this paper will investigate the social media regulation from cultural context as well as political-economic perspectives.

**Id:** 21462

**Title:** Ageing in the City: how WhatsApp can turn Sao Paulo into an inclusive place for old people.

**Session Type:** Individual submission

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**Abstract:** The Smart City (SC) emerges as a project of efficiency and prosperity based on technological mechanisms designed to achieve a selected list of political, economic and social demands that coexist in the urban life. As a promise, the city embedded in an informational infrastructure would become a network of connected services capable to learn and to adapt to urban challenges and citizen's needs. As a reality, the smart city should turn the consumption of the city itself smarter. From that perspective, a smart city demands a new set of skills from its citizens who must be able to manage the technologies required to engage and to socialize in this digital urban landscape. Considering that one in four Brazilians would be older than 65 years in 2060, this work aims to discuss how digital illiteracy among old people could let them drift apart from the project to turn Sao Paulo into a Smart City. We address the strategies old people use to engage with technology and with the city, specially by learning how to use a smartphone. The data used to assess the learning process and the impact of smartphones on the everyday lives of old people were gathered by the first author, who conducted a 12-months ethnography with 60+ y.o. students from WhatsApp and SmartPhone free courses offered in Sao Paulo, in 2018. We found evidences that confirm that the lack of confidence can be the main barrier to engage with technology among old people as highlighted in a previous Pew Research Center study (2016). Based on a "smart from bellow" approach, we verified what can be achieved after old people become familiar to mobile technology, particularly as WhatsApp heavy-users. Based on a long-term observation, we present our finding on how old people create a network that emerges as an unformal inclusive communicational layer that allows them to rediscover and to reconnect with the city in their own smart ways. This study contributes to the discussion on how communication and technology can restore dignity among old people by exploring the interfaces between ageing, technology, urban spaces and consumption in a dialogue with the scholars: Henri Lefebvre, John Urry, Daniel Miller, Gisele Castro, Sarah Lamb and Katrien Pype.

**Id:** 21497

**Title:** Online Free Speech in Fake News times: the Regulation We Have and the Regulation We Need

**Session Type:** Individual submission

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**Abstract:** In 2016, the Brexit referendum in the UK and the American presidential elections shifted the world's attention to the spread of fake news and its potential effects on democratic orders. Regardless of the debate that followed these events, in the past three years technology based misinformation campaigns still disrupted democratic procedures in creative ways, constantly updating the reflections on what kind of action is required in order to prevent them.

While social media companies try to implement measures to restrict such activities and some of the specialized literature advocates for media literacy, the question still remains on whether there is a role for state regulation, and in what form would that take place. In that sense, the goal of the paper is to address the misinformation debate through the lenses of the traditional speech regulation doctrines. Regardless of the multidisciplinary approach that such a phenomena demands, it will focus mostly on media and communications policies, approaching liberal and fairness doctrines in order to spot the benefits and shortcomings of each one, as well as their adherence to the technological specific circumstances. As a case study, these considerations will be applied to the current Brazilian scenario (considering the media regulation landscape and the 2018 elections misinformation campaign).

Considering nonstate actions already in place and recent studies that diminish the effects of such campaigns in elections final results, the first part of the paper will debate if there is indeed a role for governmental action. Since a quantitative correlation with elections results is questionable, this analysis will also consider dialectical effects of such practices. After that, regulatory options will be divided in two approaches; one towards the technologies that allow these messages to be spread (data regulation) and one towards their content. This last one is the main object of the paper, and it will contain an analysis of different speech regulation theories (fairness, liberal, interventionist) applied to the phenomenon, in order to identify their legal consequences towards it. This analysis will be referenced on the potential that traditional online speech regulation mechanisms have to restrict the exercise of freedom of expression, while showing little efficiency towards their fundamental goals.

In the second part of the paper, these considerations will be applied to the Brazilian regulatory landscape. Through the correlation of the applicable legislation and the peculiarities of the misinformation campaign held in 2018, the paper will tackle on potential remedies (in force or not) with minimum compromise of free speech guarantees.

**Id:** 21498

**Title:** Talking AI into Being: The Imaginaries of National AI Strategies and their Performative Politics

**Session Type:** Individual submission

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**Abstract:** Facing the current rush towards artificial intelligence (AI) by private tech companies such as Google, Facebook, Baidu or Alibaba and current public media attention for the subject, governments around the globe have proclaimed to partake in a global AI race. During the past four years national AI strategies have been popping up all around the globe, identifying potentials and risks that go along AI development, leapfrogging AI research through huge sums of investments and proclaiming the aim to steer AI future through policy measures.

In the present paper we identify these national AI policy papers as a peculiar hybrid between policy and discourse. They are at the same time tech policy, national strategic positioning and an imaginary of public goods. Conceptually the paper is informed by the the sociology of expectations, socio-technical imaginaries and myths. Empirically we analyse the sociotechnical narratives articulated by AI policy documents of four key players in the field, namely China, USA, France and Germany. The discourse analysis of the documents' rhetoric and argumentative structures show how contested and vague policy documents establish a seemingly inevitable technological pathway towards AI deployment across almost every societal sector. Although the final imagined sociotechnical orders differ across the compared countries, we identify the following themes that serve as shared building blocks in the process of AI imaginary construction in all four countries:

- (1) Situating AI in a grand historical legacy of technological progress and celebrating a "revolutionary" AI break-through moment, the strategy papers (re)create a myth of determinist technological development, and ascribe agency to a technology that "befalls" our societies.
- (2) Talk about an undecipherable AI future opens a window of uncertainty which invites for clarification and leadership intervention. National leaders coin uncertainty into an opportunity to take initiative and to mobilize societal attention in order to co-produce the very futures they envision.
- (3) AI Socio-technological imaginaries as a projection of political culture: The national AI visions unravel different national idealizations of social life and social order. Deconstructing the call for

leadership we identify visions of collectively desired lifestyles that are projected onto AI technology.

(4) Locked in path dependencies. Socio-technological imaginaries materialize in the drafting of policies, the mobilization of industries and the allocation of resources. Thus, the imaginaries are not only be understood as constitutive but as performative: they create situations of irreversibility as investments ask for return and political promises have to be met.

Notwithstanding the obvious differences between the substance of national AI strategies, this analysis identifies a surprising consistency in the narrative construction of the AI imaginaries. As societies and policy struggle to keep up with the perceived dynamic changes, the AI pathway seems to constitute a particular worrisome example of technology-driven, over-hyped development, that is rather fuelled by idealizations, projections and myths around AI than by normative and political reflections on how to serve public welfare.

**Id:** 21526

**Title:** Transformation of Privacy in Chinese Society: A Conceptual History after the year 2000

**Session Type:** Individual submission

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**Abstract:** China had originally no equivalent concepts of privacy to that in Western society, while the process of digital globalization and the influence of ICTs (Information and communications technologies) introduce more privacy concerns along with their functions as platforms for disclosure and data collection. Although Chinese Civic Law has established the protection of privacy in 1970's, what is really privacy and how to protect it still unfamiliar for Chinese people. Privacy is not only a terminology for law, but also a social concept which involves interaction, relationship and social changes. With the diffusion of social media in China, "all part of the contemporary environment that is cultivating and reframing people's understandings of privacy" (Yuan, Feng et al., 2013).

Former studies of privacy in China focus mostly on privacy concern and motivations to disclose personal information (i.e. He & Li, 2014), some other explore the notion of privacy by reviewing literatures in philosophical ethics or in Chinese laws (i.e. Yao-Huai, 2005; Wu, et al., 2011). While what is really "privacy" in contemporary Chinese context and how it transforms is still unclear. This paper aims to explore: (1) the social interpretation of privacy in contemporary Chinese society; (2) how it transforms with the diffusion of ICTs and what the influential factors are.

To explore the social concept of privacy in China, a semiotic analysis is performed in January 10-15th, 2019. In total 2163 newspaper articles on privacy from the year 2000 to 2018 are collected by searching the key word "privacy(隐私, yǐn sī)" on database "Chinese National Knowledge Infrastructure (CNKI)". The 40 most-frequently-used words in each year and in all articles are picked separately to analyze the social interpretation of privacy. From the perspective of conceptual history which can provide a deep and long-term observation of privacy in Chinese society, we explain how privacy transforms and its influential factors by integrating the social interpretation into important issues of Internet development in the last 18 years. This study also has an object to explore the social notion of privacy for both domestic and international privacy policies.

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Wu, Y., Lau, T., Atkin, D. J., & Lin, C. A. (2011). A comparative study of online privacy regulations in the US and China. *Telecommunications Policy*, 35(7), 603-616.

**Id:** 21545

**Title:** How Google and Facebook deal with « Fake News » and « Hate Speech » Controversies in Europe

**Session Type:** Individual submission

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**Abstract:** The online dissemination of « fake news » has struck many western countries since the US presidential elections in 2016, and has raised controversies around their potential influence on the shaping of public opinion. In Europe, several governments have passed new laws that criminalise the publication of « fake news » and « hate speeches » on the web and social networks. In France (« Manipulation of information Act », 2018) and in Germany for instance (« Social Network Enforcement Act », 2017), these new legal mechanisms of content regulation have drawn criticism for delegating censorship powers from governments to private platforms (Musiani, De Nardis, 2016 ; Badouard, 2017).

What is at stake in Europe today regarding the privatisation of censorship is actually much more complicated than a simple delegation process. It encompasses a wide variety of actors, including states, platforms, media and civil society organisations, and leads to a redefinition of their relationships, from open conflicts and legal constraints to tight collaborations and commercial commitments.

This communication will tackle the issue of platform regulation by comparing the strategies of Facebook and Google faced with "calls for responsibility" by public authorities in Europe. Our analysis will first be based on a comparison of legal acts in France and Germany and on the study of public communication of Facebook and Google in these two countries, related with « fake news » and « hate speech » controversies. It will be completed with interviews with public servants, platforms representatives, journalists and civil society organisations involved in these controversies in France. Then, the analysis will be extended to the European level by analysing the reports and communications of the European Commission and the European Parliament in the framework of the EU « Action Plan against Disinformation ». At the crossroad of Communication Studies and Science and Technologies Studies, our theoretical approach both pay a specific attention to the governance of technical resources and infrastructures (Musiani et al., 2016), and on the processes of « meaning making » that are enacted through the production of political discourses (Pohle et al., 2016) during these controversies.

Thus, the communication will show how Google's and Facebook's strategies differ. Google for instance, adopts a global strategy that fails to address national specificities and faces criticisms for contributing to grant « hate speech » and « fake news » websites through its advertising program AdSense. Facebook on the contrary adjusts to national contexts by changing its newsfeed algorithm, by removing pages and accounts on demand, by funding fact-checking teams with well-known editors, or by working with governments.

The communication will argue that the political power of platforms, based on their technical infrastructure and their oligopolistic position on the information market - that provides them with

operational censorship mechanisms (Tufekci, 2018 ; Benkler, 2016), is challenged by the strategies of governments that reaffirm their political power over technical design and content regulation. Thus we will show that platforms strategies are related to two main factors : the legal constraints over their business activities and the capacity of media and civil society organisations to enter into these debates in order to make it a public issue.

**Id:** 21566

**Title:** The datafied university: Critical questions about academic analytics and the production of student privacy

**Session Type:** Individual submission

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**Abstract:** Higher education institutions have become important producers and consumers of big data. The global academic analytics market is expanding rapidly. Educational institutions increasingly incorporate data-driven predictions about students in areas as crucial as admissions, financial aid, advising, or student retention.

Several phenomena are converging to ramp up demand for student data. First, performance-based funding for public universities ties legislature-determined budgets to student success initiatives such as increasing retention and graduation rates. Embedded in the broader corporate school reform agenda, funding imperatives prompt universities to invest in predictive analytics that claim to identify the likelihood of failure among students and single them out for additional intervention. Second, trendy concepts such as “personalized learning” create a market for vendors of academic technologies whose business proposition is not only learning improvement but also (and often unbeknown to university partners) the marketing of secondary products that use student data (Roberts-Mahoney et al., 2016). Last but not least, data-driven predictions, such as the anticipated growth of a major, are in high demand as tools for more efficient decisions in all areas of academic administration.

As a result, academic technologies and enterprise systems currently used in campuses everywhere have become “calculative assemblages” (Rieder, 2017): they track, link, and aggregate student past and current activities across a variety of areas—course registration and attendance, learning activities online, housing and dining activities, health data, advising activity, or even physical movement on campus—and use such data to build predictive models of student success.

Scholarship on student privacy in a “datafied” school environment is at the beginning. This two-year study investigates how university data custodians negotiate and communicate the tension between student privacy, on the one hand, and student data collection and mining as an ingredient of campus efficiency and innovation, on the other hand. The study uses 26 semi-structured interviews with data custodians at every level (from LMS administrators to Chief Information Officers) collected from several campuses inside the California State University system. Our analysis employs a grounded theory approach to identify the main themes that encapsulate ethical tensions regarding student data handling.

In this paper, we focus on four major tensions extracted from the interviews and discuss their ethical implication: (a) the varied understandings of student privacy, from data security to privacy understood as a student’s ability to determine his or her academic trajectory; (b) the perceived balance of benefits and concerns involved in student profiling, and its implications on the creation of baseline expectations about students as a basis for intervention (including who those expectations are shared with); (c) the tensions between a data steward’s understanding of the complexities of a situation and the need to oversimplify a situation for decision-making and communication purposes; (d) the interplay between a normalized culture of student metrics and considerations of fairness in academic and administrative decision-making. We conclude with recommendations regarding transparency, data care needs, communication, and social justice considerations in university policies regarding student data.

**Id:** 21582

**Title:** [Panel] The increasing importance of competition law and policy in communications: Evidence from various fields [Presentation] Which is to be master? Competition law vs regulation in platform markets

**Session Type:** Panel Submission

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**Abstract:** Competition law and policy historically played a minimal role in the media and communications industries, because these markets were owned by the state and/or regulated as (state) monopolies, thus protecting them from competition. Liberalization ended monopolies and brought about a first wide array of sector-specific competition rules targeted, among other things, at opening telecommunications markets or at controlling the structure of media industries through ownership rules. At the same time, competition law gained in relevance, leading to a system of formal concurrent application of competition law and sector-specific (competition) regulation. There was a general agreement among policymakers that in due course, i.e. as markets become more competitive, there would be an increased reliance on competition rules, while sector-specific rules would be gradually phased out. This acknowledgement was contested, especially with regard to media markets, where deregulatory efforts worldwide were expected to result in concentration processes. For the first time, this brought to the fore the question of which instrument is to be master in communications. The dispute revolved around the different policy priorities and normative goals each instrument pursues: For competition law, the dominant, albeit critically discussed, view holds that its goal is to protect competition and to enhance consumer welfare and economic efficiency. To the contrary, regulation most often aims at public-interest considerations other than economic competition such as media diversity.

The question of relationship between regulation and competition law has recently re-emerged with regard to platform companies and, for example, privacy protection. In essence this is a question of whether data, consumer and privacy protection are a case for competition law or if and when they should be left to regulation. While these discussions are in a sense comparable to earlier debates on such relationships, e.g., the above-mentioned case of media concentration, they thus far do not involve a comparable struggle over normative standards and value choices. This is also due to the fact the former were predominantly focused on abolishing sector-specific competition regulation in favor of the sole application of competition law, while the discussions now center more on the efficiency and respective strength of each area of law and the allocation of competencies.

Drawing from these two instances of controversy over instruments, this paper theoretically (1) assesses the relationship between regulation and competition law in electronic communications in general and with regard to the increasing platformization of markets in particular, (2) pursues the questions of which instrument is adequate for what policy goal, and (3) assesses how a potential division of labor could look like. Altogether, this paper argues that instead of focusing on the instrument, the focus should be on the ends of communications policymaking. Communications policymaking pursues various ends—each with their own justification and legitimation—and there are

diverse instruments available to do this. This paper calls for a concurrent application of both. The emphasis needs to be shifted to balancing the appropriate mix of competition law and regulation in order to apply each instrument where it fits best, especially to adequately cope with economically strong Internet companies.

**Id:** 21593

**Title:** [Panel] The increasing importance of competition law and policy in communications: Evidence from various fields [Presentation] EU State aid control of public broadcasters' funding: How is the European Commission evaluating public broadcasters' potentially market distortive role in an internationalising market place'

**Session Type:** Panel Submission

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**Abstract:** Ever since the early 1990s, the European Commission has been evaluating the funding of public broadcasters across Europe. Whether funded on the basis of a license, subsidies or a combination of public and commercial funding, the assumption is that state aids may distort the internal market and can only be allowed in very exceptional circumstances. This concretely means that the European Commission determines on a case-by-case basis and setting out from the 'Broadcasting Communication' whether the funding of public broadcasters such as the BBC, NRK, France Télévisions, or RAI is in line with the Treaty on the Functioning of the European Union (article 107(1) specifically). So far, over 30 cases have been closed. Often, this comes with Member States adapting parts of their public broadcasting policies to meet European requirements. The so-called public value tests of new media services, the limitation of financial reserves accumulation to 10% of annual grants, the separation of public and commercial revenues in accounts, etc. are all examples of such requirements.

State aid assessments have had a largely national focus. Usually, the European Commission acts after a complaint of a competitor or multiple competitors of a public broadcaster. They investigate and engage in discussions with the national government (not the public broadcaster!). Media markets are not national anymore though. Public broadcasters increasingly deliver services in a market that is somewhat hostile to them. While pressure on advertising revenues might be less of an issue for public broadcasters that are mainly funded on the basis of a license fee or direct government subsidies, the intensification of merger and acquisition activities, the subsequent further internationalisation of markets and the organisation of media markets around fairly closed platform infrastructures owning data of users, is also an issue for public broadcasters. Is the European Commission aware of this or are they still analysing the possibly market distortive nature of public broadcaster funding in an exclusively national market analysis framework?

The question is relevant because public broadcasters might be one of the few governance tools to safeguard important non-economic values in an internationalising media environment. In case, the European Commission sticks to rather old-fashioned analysis paradigms, they might be missing the point and in fact not protect the interests of European consumers.

The analysis is based on a qualitative content analysis of European Commission decisions issued between the 1990s and the beginning of 2019. The analysis of 41 documents also allows to discern trends, if these are to be observed at all.

**Id:** 21596

**Title:** [Panel] The increasing importance of competition law and policy in communications: Evidence from various fields [Presentation] What are the pro- and anti-competitive claims driving the European Commission's platform policies'

**Session Type:** Panel Submission

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**Abstract:** The European Commission's digital single market policies are becoming increasingly concerned with the impact of so-called 'platforms' on competition in the internal market. Whereas the European Commission acknowledges the contributions of platform companies such as Amazon and Google to innovation and consumer welfare, it also sees actual and potential damages occurring from their powerful position in media, electronic communications, ICT, retail, social media, search, etc. markets. As a consequence, it has adopted a threefold approach to deal with platforms. First, it has introduced platform-related rules in existing legal frameworks such as the Audiovisual Media Services directive. Second, it has published a draft communication on 'platform to business' (P2B) behavior, spelling out transparency and fair trading rules. Third, it aims to strengthen the enforcement of its anti-trust rules in this area. It is particularly this latter domain that is focused on in this paper. We do not focus on the actual outcome of the application of anti-trust rules, but more so on the claims made about the pro- and anti-competitive effects of platforms that inform both agenda-setting and actual decision-making.

The main question asked in this paper is on what grounds the European Commission feels 'special attention' for platforms is needed under anti-trust policy? To answer this question, we, firstly, carried out a literature review on the pro- and anti-competitive effects attributed to platforms. A classification is made on the basis of this review. This classification is, secondly, confronted with the European Commission's view on the matter. Speeches, press releases, proposed soft or hard law, other European Commission interventions are subjected to a qualitative document analysis. We argue that the European Commission is (1) rather confused about what a platform actually is; (2) vague concerning the pro- and anti-competitive effects of platforms; (3) dominantly reliant on ex post enforcement of anti-trust rules; and (4) rightfully or not hesitant to move into extensive ex ante regulation of platforms. We, moreover, observe that the European Commission's stance is largely inspired by legal and economic experts. There is indeed a growing attention for privacy and data related issues. But, more wider concerns about the architecture of our media and communications industries, freedom of speech, cultural diversity, pluralism, local content, etc. are largely missing from the debate. Therefore, more research of communications scholars on this issue is warranted.

**Id:** 21598

**Title:** [Panel] The increasing importance of competition law and policy in communications: Evidence from various fields [Presentation] Effects of network neutrality regulation and competition policy on the evolution of the Internet

**Session Type:** Panel Submission

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**Abstract:** This contribution explores the multifaceted roles of network neutrality regulation and competition policy in safeguarding an open, non-discriminatory Internet. Network neutrality policy pursues political and economic objectives that are challenging to reconcile and may require a mix of policy instruments. However, debates are often complicated by differences what the key attributes of the socio-technical system Internet are and how network neutrality can support them. The political goal to keep the Internet free of state or corporate gatekeepers is broadly shared but the specific forms such protections should take and how they can best be implemented are controversial. Similarly, while there is widespread acknowledgement that competition in the Internet ecosystem is an important tool to mitigate dominance and facilitate “permission free” innovation by application and service providers, there is disagreement as to what constitutes such effective competition and how its conditions should be enforced.

During the past decade, countries have adopted different policy approaches that may use both sets of instruments but typically privilege one over the other. In most cases, legislative and/or regulatory safeguards were established, with competition policy relegated to an ancillary role. One major exception is the United States, where, after the elimination of specific network neutrality regulation in 2018, competition policy and consumer protection are first instruments to address distortions of the marketplace while regulation plays a secondary role. Network neutrality regulation is typically rooted in the notion of strict neutrality. Supporters of “strict” neutrality assert that each datagram should be treated in exactly in the same way to assure an Internet that is agnostic to content, speakers, and devices. In most practical implementations, exceptions to this general rule may be granted, typically subject to regulatory scrutiny and approval.

Models that primarily rely on competition policy often support the concept of “weak” neutrality. Supporters of “weak” neutrality argue that differentiation of quality of service will be necessary to accommodate increasingly heterogeneous applications and services but that safeguards against undesirable discrimination are needed. This is in line with a basic tenet of competition policy, which has long recognized the importance of price and service differentiation as an inherent attribute of workable competition. Neither regulation nor competition policy have fully developed robust tools and practices of dealing with multi-sided and platform markets as are typical for the present Internet ecosystem. Of the two, competition policy offers a broader framework within which the dynamics of rivalry in such markets can be assessed.

There is considerable theoretical and growing empirical evidence that the best policy approach would combine insights from both policy domains by allowing differentiation (e.g., of service quality) and multi-sided pricing (e.g., contributions from players other than consumers) while

establishing safeguards against anti-competitive discrimination. The currently implemented models achieve this balance differently with interesting implications for the further evolution of the Internet. Since policy, technology, and business models co-evolve dynamically, it is likely that the Internet will evolve in different directions depending on the specific policies adopted for network neutrality. The contribution will explore these implications for the political and economic goals that are at the heart of network neutrality.

**Id:** 21710

**Title:** Exit M4D, Enter Data4D' Exploring the potential for data-driven development

**Session Type:** Individual submission

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**Abstract:** Debate in international development is shifting towards the role communities can play in generating, processing and utilising data for their socio-economic transformation. A community media in Kenya's slum town, Voice of Kibera, represents the way data is collected in a decentralized way. The citizen at the grassroots claims the role of creating data through production of mobile media content. We argue that this represents ways through which datafication could broaden our conception of mobile data for development. The age of datafication (Mayer-Shönberger and Cukier, 2013) calls for new ways of conceptualizing development – taking into account how communities perceive, access, process, utilize, and engage with their own data through technologies such as mobile phones. Research in development studies is however still limited to previous conceptions of mobile for development (M4D) and is yet to respond to recent debates on big data . Research in the potential of data for development or data4D is therefore urgently needed to expand the notion of data for development. This study interrogated the process in which data in development practice can be conceptualized while using the case of Voice of Kibera, a community media that promotes participation of community in production and consumption of its own content, which we take as data (aggregated facts and information) in this paper. We engage with debates and early conceptualizations surrounding data in development practice (Heeks & Renken, 2016), mobile for development as well as media participation. The paper concludes that through voice of Kibera a perspective of data for development is emerging that takes into account community ownership and thus suitable additive for digital empowerment. However, concerns still remain over data literacy and capacity of communities to engage.

Key words: Data4D, mobile for Development, Media participation, Debates

**Id:** 21717

**Title:** Órganos de regulación de la comunicación en África: mapa y modelos.

**Session Type:** Individual submission

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**Abstract:** África subsahariana es la zona en la que se concentra, después de Europa, el mayor número de países dotados de un órgano de regulación de la comunicación. Así concluye un estudio encargado por la Organization Internationale de Francophonie en 2008.

A un ambiente de cierta democratización experimentada a finales de la década de los 80, se suman algunas circunstancias que explican la emergencia de los órganos de regulación en África. La experiencia de caos experimentada en la eclosión de la prensa libre en esa etapa genera cierta inquietud entre los responsables políticos, que temen en años posteriores una situación similar en el desarrollo del sector de la radio e incluso la televisión, con el agravante que podría tener el uso descontrolado de un recurso como el espectro radioeléctrico.

En este contexto, la llegada de las primeras solicitudes de frecuencias de empresas, personas o colectivos interesados en incorporarse al paisaje radiofónico, obliga a los Estados a pensar en regular la apertura de los procesos y a hacerlo con los mecanismos apropiados. Para hacer frente a cuestiones como la planificación del espectro radioeléctrico y el modo de distribución de ese espacio audiovisual, en muchos países, animados por el ejemplo de algunas naciones europeas y con el apoyo de organizaciones no gubernamentales a favor de la libertad de expresión, se inicia la implantación de la figura de la autoridad independiente en materia de comunicación.

Los principales objetivos de la investigación que se propone son los siguientes: identificar los apoyos con los que los países africanos han contado en el proceso de creación y desarrollo de sus órganos reguladores de la comunicación; ofrecer un mapa de órganos de regulación en materia de comunicación en África; describir los modelos de Órganos de regulación africanos; y finalmente averiguar qué redes de órganos de regulación se han desarrollado en África.

Para afrontar los objetivos el método de trabajo establecido consiste en la localización e identificación de los órganos de regulación nacionales de los países africanos, en el diseño de una ficha de análisis que sirva para la recogida de datos de la consulta de páginas webs y de documentos de los órganos reguladores (leyes, normas o informes). Aplicando esta ficha se logrará sistematizar la información para proceder posteriormente a su tratamiento.

Se estudiarán aspectos como: la denominación del órgano, la legislación y normativa de creación, forma de nombramiento de los consejeros, y competencias de las autoridades reguladoras. De esta forma se estará en condición de ofrecer una visión panorámica de la figura del órgano de regulación de la comunicación en el continente Africano.

**Id:** 21778

**Title:** [Panel] Internet surveillance and censorship in Russia : distributed control and agile circumventions [Presentation] Panel description

**Session Type:** Panel Submission

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**Abstract:** The Internet has become one of the main symbols and engines of globalization. However, in recent years, national regulations have been tightened as states have sought to maintain their grip and extend their control via digital means (Kohl 2017). Russia is a particularly salient case, insofar as its government firmly asserts its “digital sovereignty” both at home and abroad (Nocetti, 2015). Internet governance and policy can thus be seen as a key issue within a wider strategy aimed at establishing a closely supervised information and communication sphere. In Russia the first decade of the century was marked by both rapid development of a free Internet and the strengthening of vertical political governance. Since the early 2010s however, hopes of a Russian-style “Internet democracy” have been dashed (Oates 2013), as political tensions have risen at home (protest movement during winter 2011-2012) and abroad (Ukraine in 2014). Internet policy has become more restrictive, illustrating the government’s desire to establish national control within the digital arena.

This panel will examine the varied ways through which online surveillance and censorship have been set up and enforced in Russia over the past decade, but also the ways in which these new limits can be trespassed, circumvented or resisted. The contributions will draw on empirical work and on interdisciplinary approaches combining media studies, science and technology studies, and Internet governance.

As the papers will show, control over the digital realm involves coercive measures at the legal and technological levels (e.g. blockage of websites or services such as Telegram, data and server localisation within the Russian territory, VPN bans etc.), but also the promotion of closely monitored national digital champions (e.g. in the search engine industry with Yandex or social media with VKontakte), the enforcement of moral standards within the public sphere (through public speech regulation for both journalists and publishers), and the enrolment of volunteer vigilantes actively engaging in forms of online social control.

However, such policies do not follow a coherent hierarchical model, and the barriers they raise are not so clear-cut. The panel will demonstrate how the laws regulating online activity are numerous, varied, and constantly adapting. Their enforcement is often arbitrary or ineffective, and may be thwarted by the globalized dimensions of the Internet environment. Close examination shows not a centralized domination of the Russian web but rather a multiplicity of types of control that are partial, fluctuating and sometimes contradictory. The papers will show the specificities of establishing distributed forms of control over the digital realm in Russia but also the ways in which they can be trespassed, circumvented or resisted.

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**Id:** 21788

**Title:** Transnational Capital and National Legal Regimes: Analysis of Internet domain name disputes in India

**Session Type:** Individual submission

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**Abstract:** A dominant theme of globalization is competition between transnational capital and national legal regimes for mutual accommodation. One such contest is the struggle over brand names and trademarks in the Internet domain name space; characterized by transnational corporations seeking to protect their intellectual property in jurisdictions governed by national law. To address increasing conflicts over domain names, including allegations of “cybersquatting” and “website spoofing,” the Internet Corporation for Assigned Names and Numbers (ICANN) formulated a Uniform Dispute Resolution Policy (UDRP), which national governments then duplicate within their own jurisdictions.

However, analysts have questioned whether the UDRP provides neutral and fair results (Armon, 2003; Bridy, 2017). A prevailing theme of criticism is that it favors transnational corporate interests over those of individuals and local entities. However, this criticism is based on analyses of individual cases, or anecdotal opinions of trademark specialists (for example, see Roy & Marsoof, 2016; Singh, 2018). Though some studies have examined UDRP decisions by WIPO (Simon, 2012), no systematic large scale study of the UDRP has been conducted in a developing country context.

This paper examines the operation of the Internet domain name dispute resolution policy in India, through a quantitative analysis of all domain name cases between April 2006 and December 2017. The question we seek to answer is: is the domain name dispute resolution procedure of India biased against any party?

Data including the type of complainant and respondent (individual, corporation, university, etc.); nationality (domestic, international); decision (cancel registration, cancel and transfer to respondent, reject petition); and the identity of the arbitrator, are collected from a database maintained by the .IN registry. Cross-tabulations are performed and checked for statistically significant differences. We predict that complainants will be more successful than respondents in arbitration, and corporations, as complainants or respondents, will be more successful than other types of entities in securing favorable results.

The analysis of the operation of the Indian INDRP deserves attention because the adaptation of international rules to a developing economy is a test case for the emergence of a “non-national” form of dispute resolution that can be applied to other areas with trans-border impact (Helfer & Dinwoodie, 2001).

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**Id:** 21830

**Title:** Redes sociales y mass media como espacio de reflexión y acción en la participación política de los jóvenes del oriente colombiano.

**Session Type:** Individual submission

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**Abstract:** PRESENTATION IN SPANISH.

Esta ponencia se centra en presentar los resultados de la investigación “Incidencia de los contenidos que circulan en redes sociales y mass media en la participación política y electoral de los jóvenes votantes. Un estudio desde Santander y Norte de Santander en Colombia”. La pregunta central fue ¿qué incidencia le otorgan los jóvenes votantes del oriente colombiano a los contenidos que circulan en las redes sociales y mass media al momento de decir participar política y electoralmente?

Por ellos se indagó sobre los mecanismos de participación política de mayor recurrencia por parte de los jóvenes votantes, así mismo, conocer las redes sociales y contenido mass media de mayor uso y consumo y cómo estos pueden incidir en las decisiones de tipo político y electoral en el país y sobre las condiciones sociales que intervienen en los procesos de decisión de participación política.

La investigación se propone conocer más de cerca a los jóvenes de una zona colombiana, con características tan particulares como son: rasgos culturales, composición social y familiar, también distinguir las posiciones ideológicas con las que se analiza el sistema político del país, además de concebir nuevos escenarios para la reflexión y participación política de los jóvenes. Autores como Caldevilla (2009) propone que se está ante una “nueva forma de hacer y pensar la política, que entiende la importancia de la conversación e interacción social y el cambio cultural hacia el soporte virtual como quehaceres al menos tan importantes como el ejercicio de la Administración”.

Se contempla la investigación de las dinámicas juveniles de acuerdo a las líneas planteadas por Botero y Torres (2008) quienes comprenden la participación juvenil como forma de integración del sujeto al luchar por causas sociales o a grupos determinados y cada uno de ellos le genera identidad. El trabajo tiene como antecedentes teóricos latinoamericanos como: Rossana Reguillo (2000), Valenzuela (1998), Martín-Barbero (1994), entre otros, quienes han brindado aportes significativos sobre la temática de los jóvenes en la sociedad actual y su accionar político.

Desde lo metodológico la investigación se desarrolló con enfoque mixto con prevalencia de lo cualitativo de tipo explicativo, (Losada & Casas, 2010) y una muestra de tipología “típica o intensiva” de carácter no probabilístico bajo criterios de selección. La entrevista estructurada y el grupo focal, fueron las técnicas usadas en el ejercicio.

Los resultados indican que los jóvenes del oriente colombiano usan y apropian las redes sociales para fines de relacionamiento y a través de ellas y de los medios tradicionales se informan sobre la agenda pública. Los jóvenes participantes de la investigación concluyen que son conscientes de su realidad social, de su compromiso con las decisiones que le corresponden y que desean ser reconocidos como tal por la sociedad en general.

De lo anterior se colige que existe un modelo de multi-comunicacionalidad, donde la interacción es permanente en más de una dirección, sin embargo, coinciden en que se necesitan esfuerzos ingentes por fortalecer los contenidos y la creatividad en las narrativas utilizadas para incentivar la participación política en los jóvenes.

**Id:** 21860

**Title:** Periodismo audiovisual para no oyentes: un estudio sobre legislación y accesibilidad comunicativa en la televisión brasileña

**Session Type:** Individual submission

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**Abstract:** Desde 2004, el gobierno brasileño regula normas para promover la accesibilidad para personas con movilidad reducida y discapacidad. La legislación vigente establece, entre otras cosas, que las empresas de telecomunicaciones garanticen el pleno acceso de deficiente auditivo (y visual) a la información ya la comunicación, a partir de la adopción de recursos técnicos. En los planes de medidas técnicas se considerarían: I - la subtítulos por medio de leyenda oculta o closed caption; II - la ventana con intérprete de LIBRAS (Lengua Brasileña de Señales); y III - la descripción y narración en voz de escenas e imágenes, una vez que las empresas de fabricación de TV serían obligadas a obtener tecnologías que dieran soporte a los recursos previstos, además de que el desarrollo del sistema brasileño de TV digital ya tendría que venir con ellos integrados. En el año 2015 entró en vigor la Ley 13.146, la Ley Brasileña de Inclusión de Persona con Discapacidad (Estatuto de la persona con discapacidad), que revisa todas las leyes anteriores y, al mismo tiempo, refuerza que se cumpla lo que se venía postulando para propiciar condiciones de igualdad en el acceso a la información. Sin embargo, actualmente, cerca de 10 millones de personas con sordera parcial o total tienen acceso a la producción televisiva comprometida. Siendo la principal fuente de información para la mayoría de la población, como los noticieros de las mayores emisoras del país se adaptaron a la legislación? Es en este contexto que el presente trabajo lanza discusión sobre la inserción de LIBRAS en el periodismo audiovisual, como uno de los recursos de accesibilidad para sordos en la televisión abierta brasileña. A fin de comprender mejor los obstáculos que involucran el tema, revelaremos algunos argumentos teóricos sobre la accesibilidad comunicativa, los conceptos relacionados con los recursos posibles de ser implementados en la televisión para no oyentes (leyenda oculta, Libras), además del levantamiento de la legislación brasileña. El análisis es ampliado por un estudio de caso, teniendo como objeto la iniciativa pionera del "Repórter Visual", de la TV Brasil, donde el presentador es también traductor intérprete del noticiero. Los resultados iniciales de esta investigación exploratoria apuntan que iniciativas de producciones periodísticas audiovisuales con recursos asistenciales para deficientes auditivos todavía son puntuales en Brasil. Si por un lado el país es uno de los suscriptores de la Convención Internacional sobre los Derechos de las Personas con discapacidad, anunciada por el Decreto nº 6.949 / 2009, la legislación del país aún no garantiza que las emisoras adecuen o desarrollen producciones inclusivas. De esta forma, los sordos dependen permanentemente de las personas oyentes o oralizadas para explicar las noticias

que circulan en los telediarios. Este estudio, además de trazar un panorama sobre esa situación, puede auxiliar a repensar los formatos periodísticos audiovisuales y el lenguaje inclusivo.

**Id:** 21925

**Title:** Global Approach, Dialogue and Collaboration: An Analysis of National, International and Private AI Initiatives

**Session Type:** Individual submission

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**Abstract:** Artificial intelligence (AI) has become an issue of global significance and a national strategy in areas such as the United States, China, and the European Union. In 2018, The Age of Artificial Intelligence: Towards a European Strategy for Human-Centric Machines, was announced. Before that, the U.S. National Science and Technology Council also announced AI research and development plan under the Obama Administration in 2016. China came up with its three-year action plan for Internet + AI in 2016, stating the nation would particularly increase research in applying AI to smartphones, self-driving cars, and security. AI was also listed by China's State Council as part of the national plan for scientific and technological innovations during the 13th five-year plan (2016-2020). China expects to become the world leader in AI by 2030.

In addition to the states, global Internet stakeholders such as Google, Apple, and Baidu have made huge investment setting up AI labs. World-class prominent universities such as Stanford pioneer AI development with research teams led by Li Fei-Fei. Leverhulme Center for the Future of Intelligence was established at the University of Cambridge in 2016 to understand AI and relevant ethical issues by collaborating with academics from the University of Oxford, Imperial College London, and the University of California, Berkeley. In deep learning, a subfield of AI, published articles by Chinese researchers' have outnumbered their American counterparts in 2017, according to the Atlantic Monthly.

AI is planned or being applied to daily environments such as senior care, as well as life-and-death decision-making situations such as self-driving cars, automatic transactions in the financial market and surgical operations. Given the wide reach of future AI development in national security, international competence, and worldwide human welfare, governance of AI requires a global approach, dialogue and collaboration.

Using theories of machine ethics and AI ethics, this study aims to conduct a semantic network analysis of AI initiatives to examine the ethical and social concerns by governments, international organizations, and the private sector, and whether regional or national differences exist. The data of this study will be retrieved from OECD's website where there are 22 national AI initiatives by 12 European, North American and Asian countries, 10 international initiatives by the UNESCO and ITU, and another 21 initiatives by 18 privates stakeholders including Internet companies and higher

educational institutions. The study will contribute to understanding the stance of different governments, organizations, businesses and researchers in dealing with AI development and provide a global scenario of how and what policies have been proposed to address issues related to this new change in communication technology.

**Id:** 21979

**Title:** Guerra de bots, la lucha por la tendencia.

**Session Type:** Individual submission

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**Abstract:** En tiempos de redes sociales, conceptos como post verdad, fake news, hashtags y más fenómenos de internet, la palabra bot resuena todo el tiempo en las conversaciones creando desconocimiento de qué es un bot, cómo funciona y para que se puede utilizar. Lo que es de conocimiento general es que se han vuelto una maquinaria a merced de grupos de interés político y/o económico que los usan para posicionar temas, disminuirlos o eliminarlos de la conversación digital.

El estudio que presento está centrado en la red social Twitter y analiza un fenómeno que denomino: Guerra de bots, la lucha por la tendencia.

A partir de la etiqueta #AMLOPresidente se explica cómo los bots interactúan en la conversación del ecosistema impactando en la agenda de temas con el fin de modificar el posicionamiento de los 10 primeros lugares de tendencia

Además de exponer quiénes integran la batalla y los diferentes frentes en los que se desarrolla.

Se explica a partir de la teoría de Agenda Setting la importancia de ganar, mejorar o eliminar un hashtag de los primeros lugares de Twitter, la teoría es aplicable en este caso a la red social partiendo de lo que menciona Shaw (Citado por Wolf, 1987, p. 163).

(...) como consecuencia de la acción de los periódicos, de la televisión y de los demás medios de información, el público es consciente o ignora, presta atención o descuida, enfatiza o pasa por alto, elementos específicos de los escenarios públicos. La gente tiende a incluir o excluir de sus propios conocimientos lo que los medios incluyen o excluyen de su propio contenido.

La base de datos #AMLOPresidente fue monitoreada durante la campaña presidencial de 2018 en México; consta de un universo de 50 mil tuits, de esta se tomó una muestra mensual que fue dividida en tres periodos de tiempo: Campaña presidencial, periodo de transición y gobierno.

La muestra fue analizada para determinar el número de bots que participan, en dónde y se analizó el impacto que tuvieron en el posicionamiento de las tendencias de twitter y como jalaban a usuarios reales a la conversación.

El estudio demuestra como la teoría tradicional puede ser aplicada con sus diferencias en las nuevas tecnologías y nos ayudan a entender que los fenómenos comunicativos se replican en las nuevas plataformas.

**Id:** 21992

**Title:** #NotMyDebt : Assessing the intersection of bureaucracy, social welfare policy, technology and social media in Australia.

**Session Type:** Individual submission

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**Abstract:** In 2016 the Australian Department of Human Services (DHS) introduced an automated welfare payment compliance system. Within months of the distribution of the first letters informing recipients of debts accounts of problems with the ‘Robodebt’ system began to circulate online. By late 2016 a social media campaign was collecting and tracking the stories of a large number people who had received debt notices in error or demands for erroneous amounts, and highlighting their frustration in communicating with the DHS. This campaign drew further attention to the problem with the new system and instigated significant broader media and public discourses about the intersection of technology, bureaucracy and government policy. In February 2017 the Australian Senate established an inquiry into the system, its failings, and its effects and consequences – including the traumatisation of people who challenged debt notices, or who spoke publicly about the debt system. By February 2019 the Department had removed, reduced or written off nearly one in six of the debt notices issued, and a challenge about the legality of the system was launched by the Victorian Legal Aid Service.

This paper uses media and social media content analysis to examine and assess how bureaucracy, punitive social welfare policies, automated technological systems, online social media and traditional media communication channels converged to make #NotMyDebt a national political issue. It examines how technology was recruited and designed to create a system of compliance, and how it relied on data from another department in the Australian government public service, thus raising issues about privacy and government data management practices. It also examines how information about debt was communicated to welfare recipients and explains the difficulties faced by people who received debt notices in communicating with the Department of Human Services. It assesses how the design and use of the technology and the methods of communication employed were defended by the DHS and the Australian government in spite of sustained criticism and clear evidence of errors. It also discusses how #NotMyDebt intersected with and drew on public concerns about the use of technology to deliver complex information and welfare services, and the problems of communication with government via technological systems.

The convergence of issues, systems, technology and media that occurred in the #NotMyDebt issue provides a case study that highlights some emerging and unresolved issues relevant to the use of data and communication technology by governments. It also illustrates some of the effects produced by this practice, the response to those effects by citizens, media, bureaucrats and politicians, particularly via social media platforms.

**Id:** 21993

**Title:** Assessing the impact of Community centre schemes, used for addressing 'Digital Exclusion' in Nigeria'

**Session Type:** Individual submission

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**Abstract:** Nigeria has Africa's largest mobile telephone market, with 140 million active subscribers. Yet over 20% of the land mass of Nigeria has no access to basic telephony (ICT Policy, 2012). Thus, USPF identified 207 clusters with an estimated population of 36, 800, 000 people with no access to basic telephony (USPF , 2013). Consequently, Government embarked on Community centre schemes aimed at addressing the 'digital exclusion' to provide affordable communication access to citizens/users in the unserved and underserved areas. However, these schemes have yielded insignificant result. Related Studies attributed this to poor implementation strategies of the schemes (Arakpogun, Wanjiru and Whalley, 2017; GSMA, 2014, ITU 2013).

This research seeks to investigate the interplay between the USPF institutional policy, legal and regulatory frameworks, with focus on broadband penetration etc. and community implementation and operational frameworks to understand USF's limitations in achieving digital inclusion. The study is guided by property right and public participation frameworks to provide optimal scale for assessing the discourse using the research question: To what extent have community centres contributed to achieve internet inclusiveness and social equality in the unserved and underserved areas in Nigeria?

The methodology adopted for this study comprises of two stages: scooping and assessing of relevant policy and legal documents, using document analysis and interviewing the policy makers/regulators, elites, community centre developers, the community dwellers and those responsible for project adoption and implementation.

The findings include: lack of local ownership; absence of community participation in project development and implementation; Obsolete policy and laws, unrevised since last gazetted in year 2000 and 2003 respectively; no sustainability strategy of the communities centres, after the intervention phase; Nonexistence of transparency and accountability mechanisms.

Insights developed from this study will stimulate debates among policy makers, academicians and key industry players that will contribute to a robust review of the relevant obsolete frameworks in Nigeria and across Africa

Keywords: USPF, Community centre, Public participation, Accountability, Transparency Nigeria

**Id:** 22004

**Title:** Disinformation refutation of China's new media platforms

**Session Type:** Individual submission

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**Abstract:** According to Collins Dictionary, fake news refers to “false, often sensational, information disseminated under the guise of news reporting.” Fake news tends to be disseminated faster than the authentic news because the fake news is generally more novel and it can invite more negative and robust human emotions such as fear and disgust, whereas true stories are more likely to generate anticipation, joy, and sadness (Vosoughi, Roy, Aral, 2018). And the reason fake news could successfully prevail among the social media is attributed to less cognitive efforts accepting information takes than evaluating the authenticity of information (Lewandowsky et al., 2012). However, disinformation can give people a strong false impression which would continuously influence people but is difficult to be corrected (Lewandowsky et al., 2012). An apparent proliferation of inaccurate and misleading news stories has led to calls for new policy interventions, from fact checking by social media companies to new laws imposing fines for posting or sharing fake news, some preliminary researches suggestion that The example of China’s crackdown on “online rumours” since 2013 is a useful illustration of the dangers of (i) establishing structures of prepublication regulation and (ii) having too wide definition of what constitutes unverified fake news or “rumour” (Tambini, 2017). To have a comprehensive understanding of the complex online rumour refutation in China, besides the study of government's regulations, this paper will explore the methods of new media including local online news media portals, social media platforms, third party anti-rumour platform in China in detecting and refuting online disinformation. Three social science research methods are utilized in this research: documentary research, online observations, and in-depth interviews (online media companies, algorithm developer and academics). The findings suggest that 1) official online news media, especially the government affairs platform, have followed a strict process of disclosing news, which requires journalists and editors to verify and confirm the information continuously. They act as gatekeepers for the filtering of disinformation; 2) Algorithm is still far away from reality: current algorithms cannot achieve accurate identification of disinformation largely due to lack of data samples; 3) Manual verifications and algorithm need to be combined together in the misinformation refutation. In addition, the effect of rumour refutation on Internet users are also explored through online observation.

**Id:** 22025

**Title:** Vietnam Broadband Internet Policy: Problematic Modernization Discourse and Rural Residents' Voices

**Session Type:** Individual submission

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**Abstract:** In 2011, Vietnam approved a telecommunication and information development plan, which included the building of 420 million CAD broadband network infrastructure intended to link all communes (or smallest administrative units) in rural Vietnam by 2015. The country did not meet its goal to connect all rural communities and is extending the deadline to 2020. Because of Vietnam government's political will to prioritize the telecommunications infrastructure and to modernize and industrialize the country by 2020, the country has determined to build broadband internet networks in rural areas. However, the way in which the public utility telecommunications policy is made and implemented embodies the modernization paradigm. In this paradigm, the technology is deemed a key determinant for economic growth but rural residents' awareness, training, and participation in forming and using broadband internet are dismissed. In other words, the government and telecommunications companies make political and business decisions about which technologies to import and implement, where to roll out the technologies, how to run the networks upon completion without consulting the rural residents. The prominence of modernization paradigm, which has helped gain political consensus of expanding the Internet to Vietnamese people in the early 2000s, reveals the broadband internet policy's shortcomings in the evolving context of implemented, multi-purpose technologies that can not easily reversed. I adopted qualitative content analysis method in analyzing broadband internet policy documentations in Vietnam from the 1990s to 2018. I also conducted interviews and focus group with 79 interviewees in six provinces across the country. None of the interviewees ever heard of the rural broadband internet connectivity plan and few understands what broadband means. The philosophy driving the government's internet development must continue to change to achieve its connectivity objectives as part of its rural broadband internet development plan. I argue that the capability approach and critical constructionism, which disregard economic growth as the ultimate goal of a society and value contributions and voices from regular population in social, personal, and technological developments, can shed light on broadband internet policy making and probably help Vietnamese government achieve its goal of connecting all rural areas in the country by 2020.

**Id:** 22062

**Title:** [Panel] Internet surveillance and censorship in Russia : Distributed control and agile circumventions [Presentation] Codes of conduct in the Russian search industry: the case of Yandex

**Session Type:** Panel Submission

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**Abstract:** Russia is among the few countries in the world where Google does not dominate the search industry. The Russian-language equivalent Yandex, which has also diversified in many other businesses and services, holds over half the market share. Since 1997, Yandex is a private globalized company incorporated in the Netherlands. According to journalists “Yandex and the Kremlin do represent two different Russias with little overlap” (Osetinskaia, 2017). Since then however, the Russian government has increased its pressure on the company (Oates, 2013). Yandex is considered a national champion, ensuring a degree of independence from foreign (especially American) web companies. Its activities are constrained by political, legal, technical and economic means (Vendil Pallin, 2017). Yandex’s owners sold a ‘golden share’ to Sberbank, the Russian savings bank – giving the government veto powers over strategic issues. Although it has been criticized, loyalty towards the state has also brought the company certain benefits. For instance, Yandex won an anti-trust conflict with Google.

This double identity, between criticism and loyalty, places the Yandex company at the heart of technical and political controversies in contemporary Russia. It is also revealing of both the strategic nature of search platforms and algorithms today (Pasquale 2015) and the ways in which the Russian state increasingly seeks to assert its dominance over internet governance understood as a dimension of “information security” (Maréchal 2017). This paper will trace the different controversies associated with Yandex, and show how the authorities have attempted to regulate ‘code’ and search algorithms in order to shape the digital environment. It will focus on the Yandex News issue which developed in 2014-2016. The news aggregator was suspected of political bias in the context of the Ukrainian crisis (Daucé, 2017). The research will be based on interviews with current and former members of the Yandex company (such as the former head of Yandex News, Tatyana Isayeva, who moved to Spain) in order to present a socio-ethnography of conflicts and circumventions, between public justifications and private interests. The Yandex case will contribute to understanding the specificities of Russian Internet policy as an assertion of “digital sovereignty” and the new codes of conduct which may be set up in the networked public sphere in contemporary societies.

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**Id:** 22064

**Title:** [Panel] Internet surveillance and censorship in Russia : Distributed control and agile circumventions [Presentation] The Telegram ban: how censorship "made in Russia" faces a global Internet

**Session Type:** Panel Submission

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**Abstract:** April 2018: the Russian Internet (RuNet) watchdog Roskomnadzor orders to block the popular Telegram messenger. RuNet users respond with an unprecedented wave of actions, ranging from satirical memes to flashmobs and rallies. The movement for the defense of Telegram, quickly baptized “Digital resistance”, has a rich “e-repertoire of contention” (Costanza-Chock, 2003; Rolfe, 2005), inspiring a burst of technical creativity, with dozens of new obfuscation and circumvention protocols, proxies and VPNs designed by tech-savvy users -- and by the Telegram team itself -- in order to help bypass governmental censorship.

Drawing from perspectives in science and technology studies (STS), infrastructure studies in particular (Bowker, Star, 1999; DeNardis, 2012; Musiani, 2013) -- and relying on a qualitative approach including interviews with Russian technical experts, ISPs, and Internet freedom activists - - this paper analyzes the Telegram ban in Russia as a socio-technical controversy that unveils the tensions between the governmental narrative of a “sovereign Internet” (Nocetti, 2015; Freiberg, 2014), based on Russian-made censorship and filtering technologies, and the transnational character of global Internet infrastructures.

Our analysis pays a particular attention to the “infrastructural battle” between Telegram and Roskomnadzor, and tracks the “cat-and-mouse” dynamics between protocols for filtering and circumvention. It shows how the Telegram circumvention technique, also known as IP-hopping, depends on Internet giants such as Amazon and makes the targeted blocking of Telegram very complex without also provoking collateral damage. This overblocking results in creation of new “concerned publics” (Geiger et al., 2014) including entrepreneurs, tech experts, previously depoliticized users.

Ultimately, the Telegram case is yet another arena where the “turn to infrastructure” in Internet governance can be observed (Musiani et al. 2016); it questions technical and geopolitical boundaries and challenges the approach to Internet governance currently adopted by Roskomnadzor. However, the paper also questions the role of Telegram as a “training ground” for Roskomnadzor for a more efficient filtering and global control over the Russian Internet. Indeed, the most recent developments of the “Battle for Telegram” show that new technical and legal tools deployed by the regulator can be further applied to other online services.

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**Id:** 22066

**Title:** [Panel] Internet surveillance and censorship in Russia : Distributed control and agile circumventions [Presentation] Digital vigilantism and the control of moral and legal frontiers on the Russian Internet

**Session Type:** Panel Submission

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**Abstract:** By contrast to some recent publications on vigilantism focusing on violent and law breaking aspects (Favarel-Garrigues, 2018) or those aiming at classifying the whole range of more or less disruptive cyber vigilantes' varieties (Loveluck, 2016), this paper will shed light on some more discreet forms of online crowd-sourced surveillance on the Internet et social networks. They target mainly the implementation of newly adopted laws of Russian federation and proceed to the denunciation of web sites and social network pages containing illegal information, aiming at their blocking.

This paper is based on a comparative research of different groups of vigilantes.

The Youth security service (MSB) in St. Petersburg seeks to protect young people by identifying pedophiles or organizers of suicide games online. They act in close collaboration with local police becoming even its subsidiary and playing a role of communicational human oriented interface between citizens (often reluctant to officials) and the police itself. Rather ideologically neutral, these grassroots police helpers develop an advanced technical expertise in order to investigate online crimes and build legal cases, sometimes using ethically disputable tools of social networks' surveillance such as big data agregators and API applications revealing hidden informations on users' profiles.

By contrast the Moscow-based 'League for a secure Internet', affiliates such as the 'cyber Cossacks' (emerging through several russian universities) and 'Media-gvardia' (the online division of the youth wing of the ruling party United Russia) have developed less technical expertise but rather a "microparticipation" in form of reiterative and simple tasks (Myles, 2016), as they control nor strategies neither final usages of the data collected. Therefore, they develop more explicitly pro-government stances. Another purpose appears to be the civic education of the young volunteers themselves, ensuring loyalty to a socially approved set of conservative values. Comparing these groups of vigilantes, will allow us to reveal different repertoires of action and an extreme diversity of the field of Russian cyber vigilantism, recently targeted by some new law projects aiming at taking it under a state control and bringing it closer to law enforcement authorities, through the tools and in the forms that are still to be defined.

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**Id:** 22186

**Title:** GDPR boundary objects for participation in smart cities

**Session Type:** Individual submission

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**Abstract:** Most ongoing smart city projects are technical. They are most often proof of concepts aimed at paving the way toward citywide (social) innovations. For example, it fuses together sensors and the aim of the project is to see if they produce reliable data. What this data may enable or solve is vague, its potential is assumed. The focus on technology makes it hard to see what way they are paving for whom and in what direction. It remains debatable to say they are real social innovations and not just innovations.

Luckily, smart city innovations rely on data and a large part of this data is personal data. Here, the GDPR offers an opportunity to increase transparency and overcome technical aspects. In smart cities, GDPR obligations are most often seen as obstacles. This also provides opportunities for the GDPR to become more than a compliance procedure in smart city projects.

Could the GDPR contribute to creating more transparency and participation about smart cities in the form of boundary objects that use a language that is easily accessible to multiple stakeholders? Can we render GDPR-tools more relevant tool for smart city transparency and legitimacy? In this paper we assume that both the concept of smart city and GDPR are still interpretive flexible (Pinch & Bijker, 1984). Meaning that multiple actors give different interpretations of these concepts. They are therefore still malleable and changeable. But to get the widest relevance or biggest potential for smart cities and GDPR, we require boundary objects (Star & Griesemer, 1989) to bridge the different social worlds that divide or even exclude smart city stakeholders at this moment.

This paper builds on the STS concept of interpretive flexibility and defines GDPR and smart city projects (Walravens, Waeben, Van Compernelle, & Colpaert, 2018) as concepts in need of boundary objects. We adapt boundary objects of Star (2010) to fit the empirical needs of this paper.

Our empirical research comprises an overview of boundary objects proposed in the GDPR and boundary objects used in smart city projects the author is part of. It will describe to whose information needs the current boundary objects cater and what we should do to further improve these so they become relevant to more stakeholders.

This exploratory research provides relevance to GDPR as a tool to enhance participation in smart cities and it aims at rendering smart city development more participatory. On a scientific level it explores the use of boundary objects in a new setting, privacy and innovation in a multi-stakeholder environment.

**Id:** 22266

**Title:** Marketing Phones to the Poor: A Case Study of a Chinese Phone Company in Africa

**Session Type:** Individual submission

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**Abstract:** “Development” as an idea and a practice has been in a state of flux over the past century. Since the start of the new millennium, the “bottom of the pyramid” (BOP) approach has gained prominence with its new conceptualizations of poverty and the world’s poor (Cross & Street, 2009; Schwittay, 2011; Elyachar, 2012). Through a set of market technologies, practices, and discourses, BOP model shifts the development beneficiary from “a rights-bearing subject” to “a value-driven consumer”, rendering the spaces and actors at the bottom of the pyramid knowable, calculable, and predictable to global business (Dolan & Roll, 2013; Blowfield & Dolan, 2014; Arora, 2016).

This article examines Chinese tech companies’ engagement with the African poor in reference to three development paradigms in history, including the BOP model.

Africa has experienced profound digital transformation in the past decade. What marks Africa’s digital landscape now has been the role of China, be it its capital, its technologies, its firms, or its people. Based on the ethnographic study of Transsion, a Shenzhen-based phone company which has gained the largest market share in Africa, this article aims to explore how Africa’s digital dreams are linked to Chinese companies’ global dreams. On African side, mobile phones are seen as vital to its digital future. It is assumed that phones will serve as a backbone for an array of other services, including e-commerce, e-health, e-education, e-government, and so on. On Chinese side, mobile phone industry has been a landmark sector in Chinese companies’ pursuit of “indigenous innovation” as well as globalization.

Focusing on how it markets big battery phones to rural Africa, this article shows how Transsion combines Mao-style mass mobilization, black culture and western management into its marketing strategies. Taking a historical approach, this article demonstrates how African demand for big battery phones is shaped by colonial and postcolonial infrastructure, urban-rural inequality and western-centric design and marketing practices in the global phone industry. In such context, selling affordable big battery phones to rural Africa serves as both a response to and a readjustment of existing social structures in Africa and in global phone industry. This article argues that Transsion as a case sheds new light on the operation and social consequences of Chinese capital in Africa.

**Id:** 22345

**Title:** Is there a urban concentration in digital media' The case of Spain

**Session Type:** Individual submission

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**Abstract:** Digital native news organizations have been born into a ubiquitous media environment (Daubs & Manzerolle, 2018), which allows them to reach wide audiences, and are accessible to people who, otherwise, would be to some extent isolated by language, geography, or scarcity of resources. The headquarters of these digital media outlets might have a peculiarity in the geographical distribution where they are located, which affect their content production as well impact the people's lives.

So far, most of the studies that have investigated the concentration of media have focused on their ownership (Doyle, 2002; Marinoni, 2015) or have interrogated how the digital media companies challenge mainstream media (Harlow & Salaverría, 2016). Researchers have also explored how location-awareness influences mobility, spatiality, and sociality, in a research line known as, locative media (De Souza e Silva, 2013; Wilken, 2015). However, few studies have examined on how these media organizations are located and influence the life, economy, and urban concentration of the countries (Djankov et al., 2003; Winseck, 2010).

This paper presents a granular analysis of the geographical distribution of digital news media in Spain, which aims to explore the relationship between media concentration and geographical distribution of their headquarters. The digital news organizations were mapped in a database that gathers more than 3,600 digital media outlets, both native and legacy, that were carefully identified and located.

Therefore, this paper deliberately steps outside the usual way of studying media concentration and, instead, it focuses on exploring how the digital media organizations are distributed in Spain, a relatively big Western country with 47 million inhabitants and heart of the second most spoken language in the world.

To accomplish this, we predict two hypotheses. The first one is that the digital native media are concentrated in the major cities of the country and located in the most populated and wealthy areas; instead, the non-native digital media are more expanded through the country, with a lesser level of

urban concentration. The second hypothesis assumes that the specific content media have a higher geographical concentration level than the ones that cover general information. The assumption is that media organizations located in the major cities are in better position to cover more specialized information than those of small cities and less developed territories.

Based on the empirical evidence of the large database used for this study, this paper analyzes and visualizes the digital news media concentration in each and every of the 17 regions of Spain. The paper concludes with an agenda for future research.

**Id:** 22391

**Title:** The development of Video Games policy within the EU - a comparative analysis

**Session Type:** Individual submission

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**Abstract:** The audiovisual industries operate within an environment that is increasingly subject to globalised flows; of production, of distribution and of consumption (Kerr 2017, Dyer-Witheford & de Peuter 2009). The video games production industry is an example par excellence of how an industry can mutate to take advantage of the multiple complexities of such a production environment, transcending physical and intangible borders to become a significant force in the cultural life of many.

However, despite the globalised nature of the video games industry, it is contended that the national continues to be of significance for the development of the industry. Of course, within member States, policy development at national level takes place within the supranational context of the European Union. The policy design and implementation process is subject to competition law regulations and to state aid rules, and further able to take advantage of the various support mechanisms in place in the EU for production.

This paper explores recent policy developments at EU level towards video games in the context of audiovisual industries policies. Simultaneously cultural and economic, the audiovisual industries are supported by a number of different policy developments within the EU, including the Creative Europe framework and the application of the cultural exemption for state aid as contained in Article 107(3)(d) of the Treaty of the Functioning of the European Union.

The policy framework for video games within the EU is put into comparison with the policy framework for more traditional audiovisual industries (primarily film and high-end television). This comparative analysis allows for consideration of the role of audiovisual industries (as widely defined to include video games) as both cultural and economic goods in both an EU and a national context. This approach questions the fundamental rationale for support of the production of cultural goods by both nation states and by the supranational institution that is the EU (Throsby 2010, Herold 2008). It interrogates how audiovisual policies can be theorised in the context of EU integration theories, given the increasingly significant role of the cultural and creative industries (Littoz Monnet 2007, Hooghe & Marks 2018, Jessop 2016).

**Id:** 22450

**Title:** 'This is China's Sputnik moment': The politics and poetics of Artificial Intelligence

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**Abstract:** A seemingly perfect alliance is shaping up between venture capitalists, technology companies and the Chinese government in inscribing layers upon layers of significance into AI as the technology of the future. What is the historical lineage of this imagined future? What are the key components of a better life sustained by intelligent machines? What does this future entail for different social groups? Inspired by sociologists who study the social and cultural shaping of technology, by anthropologists who interrogate the everyday production of meaning in relation to technologies and by Marxist scholars such as Frederick Jameson who examine the relationship between Utopian desire and the social imaginary of science and technology, this paper endeavors to unpack the politics and poetics of artificial intelligence in the Chinese context.

By politics I am referring to the political economy of ICT development and communication governance in general and the recent government initiatives promoting AI industries in particular. As Larkin elaborated on Foucault's notion of technopolitics in his review of anthropological studies of infrastructure, more often than not, forms of political rationality underline technological projects and give rise to an "apparatus of governmentality" (Larkin, p.328). The poetics, on the other hand, highlight the combination of aspirationalism and ambivalence that allows the social imaginary of AI to register in popular discourses. Again drawing on Larkin (2013), who builds on Benjamin's contemplation in *The Arcade Project* to dissect the poetics of infrastructures, I intend to explore how current discussions of AI in the Chinese context 'emerge out of and store within them forms of desire and fantasy and can take on fetish-like aspects' (p.329).

Based on discourse analysis of both policy documents and media reports, I make three main points about the ways in which an AI empowered digital future is constructed as well as the political implications of such construction. First, elite discourse on artificial intelligence is yet another manifestation of what Wang Hui calls 'depoliticized politics', which seeks technocratic solutions to deeply political problems. The second layer of AI fetishism is reminiscent of Marx's familiar critique of how commodity fetishism substitutes social relations between men with 'the fantastic form of a relation between things' (Marx, 1915, p.83). What is rarely mentioned, in the eager anticipation and earnest celebration of the futuristic technologies, is the scale and intensity of human labor needed to sort out large quantity of data for building artificial intelligence. Third, AI, or the prefix of 'intelligent' is increasingly used to promote consumer products that conjure the spectacle of the future. As Harvey (2003) explains the crucial importance of sustaining consumer demand for the accumulation of capital, 'while the labor process produces the fantasy of the worker as an appendage of the machine (as robot), the consumption side induces the fantasy of the

insatiable consumer totally hooked into the circulation of capital and its endless output of products (the cyborg customer)' (p.17).

**Id:** 22500

**Title:** From Crisis to Uncertainty: Ghana Broadcasting Corporation's Public Service Broadcasting future and the Digital Migration Process.

**Session Type:** Individual submission

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**Abstract:** What future holds for the Ghana Broadcasting Corporation, GBC, after digital migration? The process, so far, has not seen any coherent policy to address GBC's and Public Service Broadcasting's, PSB, place in the coming digital multi-channel broadcast market. From a northern hemispheric perspective, particularly on Europe, there is an extensive and rigorous body of literature on PSB (Raboy,1996; McQuail & Siune, 1998; Nissen, 2006; Carlsson, 2013), as well as the challenges convergence and digitalisation have brought to PSB systems across the continent (Losifidis, 2007; Michalis, 2016; Goodwin, 2018). Fuchs (2018) has gone further to argue for taxation to create public service internet platforms. Coming from a post-colonial African experience (Wedell,1986), broadcasting has always been a state funded monopoly allied to the 'development' of newly independent countries on the continent, with the boundaries of what constitutes PSB, and what is State broadcasting blurred. Democratization processes on the continent in the 1990's raised the issue of how to convert State broadcasters into genuine 'Public' broadcasters, and the broader problem of regulating broadcasting (Article 19,1995, 2003). The 1992 4th Republican Constitution of Ghana permitted, for the first time in the country's history, private ownership of broadcast media, but this was not accompanied by any legislation or policies to address GBC's role within the commercial broadcast market enabled by the Constitution. 26 years on, GBC finds itself in a crisis of identity, competition and public appreciation. Its once authority, audience and prestige has been lost to new commercial rivals. And yet governments, in public discourse, continue to imbue GBC with a Public Service ethos, even as its allure among the population is fading. This paper discusses the 'policy silences' during the immediate post 1992 period that have contributed to GBC not having a firm PSB footing in the commercialized competitive broadcast market in Ghana. It also analyses the inadequacies of the policy propositions on the digital migration process which has created further uncertainty about GBC's future and any desire to implant a strong PSB framework within the emerging digital multi-channel broadcast market. Data for this paper has been derived from primary and secondary documentary sources, online publications and broadcast media interviews. The analysis is framed from both a Political Economy of Communication (Mosco,1996), and a Public Sphere Theory framework (Habermas,1989). The central argument of this paper is that the historical policy failures over GBC's future, and the current policy uncertainty about the organisation and its PSB remit and role within the emerging digital multi-channel broadcast market, impoverishes the Ghanaian citizen's ability to have access to a constant dependable source of quality, culturally relevant and widely available information for their democratic needs, in the maze of market conditioned information, and thus requires urgent policy interventions to address them.

**Id:** 22533

**Title:** Public data for innovation in Smart Cities: Case studies of emergent urban data ecosystems

**Session Type:** Individual submission

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**Abstract:** There is a fundamental conflict in public data ecosystems between the need to preserve robust privacy protections and data integrity, against the imperative to promote access to data as a tool for innovation and value creation. As the Big Data fueled Smart City movement gathers steam, this tension needs to be addressed in philosophical as well as managerial terms. This paper examines the current status of urban data ecosystems of three cities from the United States, China and India from the perspective of urban innovation. Specifically, it chooses three sister cities: Phoenix of the U.S., Chengdu of China, and Bangalore of India, and analyzes how these three cities manage and use public data for urban innovation.

In the 21st century, the development of Smart Cities relies not only on hard infrastructure and preferential policies, but also on the incubation of knowledge-based and creative industries (Hartley, Woo, & Chung, 2018). How to extract and integrate information and knowledge from diverse urban data as an aid to urban innovation has attracted extensive attention. For instance, some research focuses on how to apply big sensor data (Ang, & Seng, 2016), and some on how to utilize open government data (Pereira, Macadar, Luciano, & Testa, 2017). Scholars have also addressed the use of Big Data for city planning, transport, energy, etc. (Weber, Heller-Schuh, Godoe, & Roeste, 2014; Janssen, Matheus, & Zuiderwijk, 2015; Axelsson, & Granath, 2018).

However, how to achieve data-driven urban innovation remains a policy challenge. Abella, Ortiz-de-Urbina-Criado, and Pablos-Heredero (2017) bring forth a model that examines how three database attributes—reusability degree, reuse value, and economic and social value—impact data-driven innovation and value generation. Based on various cases worldwide, Lim, Kim and Maglio (2018) identify four models of transforming data into information for smart cities, and discuss the implementation challenges in each model. Pan, et al. (2016) articulate a development model of city

intelligence and urban big data including five systems: infrastructural support, industrial information, applications, indexing and operational assurance.

This paper builds on this prior literature, but extends it in two key respects: first, unlike prior literature that examines data management practices decontextualized from the specific economic and social environment facing the city, we seek to define a “data ecosystem” that interfaces with city’s socio-economic context, its institutional endowments and broader policy objectives. Second, research on Smart City data management practices has shown that data sharing and management practices differ based on the identity of the interacting parties (Acuto, Steenmans, Iwaszuk, & Ortega-Garza, 2018). Accordingly, we aim to construct a model of urban data ecosystems that separately examines data sharing in four domains: within local governments, within cities, between local government and other levels of government, and between cities.

How Smart Cities manage their data has implications for individual privacy rights, data protections and safeguards, and data sovereignty, as well as for innovativeness, competitiveness and economic rejuvenation of inner cities and urban areas in general. Through this comparative analysis of data management practices in three Smart City data ecosystems, we seek to contribute to this literature.

**Id:** 22546

**Title:** High hopes, few achievements: A history of Mercosur's audiovisual policies

**Session Type:** Individual submission

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**Abstract:** Considering “profound commitments to policies are generally due to a mix of ideological factors (in the form of ideas and example), interests (as defined by politics and economics), and institutions (as they shape constraints and opportunities)” (Bhagwati, 1989, p. 17), one could argue that Mercosur and the EU share a profound commitment with regard to audiovisual policy. Notwithstanding historical, institutional and budgetary differences among the two regions, the mix of ideas, interests, and institutions concerning audiovisual policy is marked by similarities. In terms of ideas, both players largely dismiss the US-led ‘culture as commodity view’ that stresses the importance of free trade in global audiovisual flows. Both parties are more aligned with a ‘culture as dialogue’ perspective that is more tolerant of government intervention and cultural protectionism (Sauvé & Steinfatt, 2003). In terms of interests, the members of the blocs also share some features and objectives. These include the promotion of production and distribution of audiovisual content among members, while maintaining room for policy maneuver in light of US dominance in the audiovisuals markets. In terms of institutions, Mercosur and the EU established a dialogue in which the latter’s audiovisual policy was seen as a model for Mercosur. This cooperation raised high hopes in South America for a profound commitment to economic integration and growth in the audiovisual sector, while supporting cultural diversity as well (Canedo and Crusafon, 2014).

The main question of this paper is whether the audiovisual policies of Mercosur realized their objectives and to what extent the collaboration with the EU has created value for both policy-making and sector. The paper sets out from a historical-institutionalist perspective (cf. North, 1990) on the interplay between ideas, interests and institutions in audiovisual policy making (Loisen, 2012), and focuses on Mercosur-EU cooperation regarding audiovisual in particular. Guiding ideas and norms, power play and interests of actors involved (Sarikakis & Ganter, 2014), and institutional translation in policy development are analyzed on the basis of a literature review and policy analysis of relevant documents in the history of Mercosur-EU audiovisual policy cooperation. The data analysis is largely focused on the actual policies, the problems encountered and specific results of the collaboration between the EU and Mercosur. Our finding is that Mercosur’s impact on audiovisual policy and sector has been limited and high hopes were not met. Its policies have reproduced deficits of the EU’s audiovisual policies, including

budgetary constraints, the difficulty of aligning cultural and economic objectives, and nation state resistance to losing power in this domain. The policies also did not anticipate the digital turn in the audiovisual landscape.

**Id:** 22563

**Title:** Parliament against government and industry: How neutral Switzerland decided to implement net neutrality against all odds

**Session Type:** Individual submission

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**Abstract:** Since its first mention in research in the early 2000s net neutrality has become a top policy topic, accompanied by enormous and – for a communications policy issue – almost unprecedented public attention. During its rise to fame the term net neutrality has undergone a tremendous metamorphosis, and stand now for a concept that also touches upon fundamental communication-related rights. Without it, some caution, the right to voice and visibility, and the right of access to information that support individual expression and social participation may substantially be hampered. Policy-makers therefore struggle to keep up with dynamic changes and to reconcile economic and socio-political objectives.

Research on net neutrality has thus far focused mostly on the US and the EU, while smaller countries' policies and regulatory activities have received scant attention. Furthermore, research predominantly focuses on economic and legal aspects, while it rarely investigates policy-making processes and political debates, therefore shedding little light on who precisely exerts influence and how.

With reference to the request of the CPT section for papers on “policies and debates around (...) net neutrality”, this paper investigates the net-neutrality debate and the attendant policy-making process in a small country, namely Switzerland. It addresses the question of what arguments were employed by the actors involved to advocate or prevent particular regulatory solutions. Altogether, it analyzes a decade of debates on net neutrality in Switzerland, from first parliamentary attempts at regulation to the most recent revisions of the Telecommunications Act (TCA).

The study uses a stage-based approach to decision-making and is methodologically based on a qualitative content analysis of all documents relating to net neutrality that were created as part of the policy-making process. These include official documents such as government reports, TCA drafts, parliamentary motions and postulates, select-committee press releases, minutes of parliamentary debates, and 151 comments filed during the public consultation.

Results of the empirical analysis show that early attempts to regulate net neutrality failed, but discussions about its handling were continued in the face of a proposed revision of the TCA, during which telecommunications service providers moved forward and introduced a self-regulatory mechanism to pre-empt regulation.

Regarding the ultimate outcome of policy-making, results show that the Swiss parliament eventually proposed a net-neutrality regulation in late 2018 that is essentially identical to EU legislation and includes exemptions for specialized services. This proposal was against the will of government, which favored a transparency obligation, and the telecommunications industry, which advocated self-regulation. When focusing on positions and arguments of actors in policy-making, it becomes evident, however, that the two opposing camps often discussed in research (CAPs and NGOs for, ISPs against regulation) are only identifiable during early stages of the policy-process. Furthermore, after an initial split along party lines, parliamentary debates showed agreement across the political spectrum. Evidently, the understanding of net neutrality has evolved in a way that allows for gathering very different policy objectives under the term's umbrella. Furthermore, the exemption for specialized services made it potentially feasible for MPs from across the political spectrum to agree to the principle.

**Id:** 22594

**Title:** Implications of Data-driven Cities for Citizens' Privacy ' A systematic Literature Review of Impact Assessments

**Session Type:** Individual submission

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**Abstract:** Artificial intelligence, automation, machine learning, platforms and IoT increasingly impact every aspect of our communication and interaction. The roles of such communication systems raise new questions about privacy, also in urban environments. In so-called smart cities, embedded and ubiquitous ICT technologies shape urban environments and public space. Capturing and processing (personal) data becomes essential (Kitchin, 2014). Respective technologies are often controlled by private corporations, which are in a position to cause fundamental reconfigurations of relations between public institutions and citizens by doing so (Zuboff, 2018). Thus, while respective technologies certainly afford benefits for urban life, there also seems to be major potential for subverting the exercise of citizens' rights, if these rights become accepted only as long as economically feasible for those who control the data.

The GDPR (EU Regulation 2016/679) offers appropriate means to consider rights to data protection and privacy in (smart) cities, and to enable participation in the configuration of projects, their objectives and impact. Art.35(9) of the regulation allows an extensive interpretation calling for democratic legitimation by including citizens in decisions that cause a conflict between public interest and fundamental rights. We believe that in particular data protection impact assessments (DPIA), put forward in the same article, can become instruments to do so if orchestrated in the right fashion.

The question this paper therefore seeks to answer is: Which impact assessment approaches are most applicable for fostering privacy in cities, and how can they be expanded to stakeholder participation? Concretely, it consists of a systematic literature review (Jesson, Matheson & Lacey, 2011) conducted on Web of Science with combinations of the search terms impact assessment / cities - municipalities / privacy - data protection. This allows us to analyse the state of the art and to derive criteria and variables of applicable impact assessment approaches; to identify cross-disciplinary synergies that have been overlooked so far; and to assess possibilities for fostering stakeholder participation.

DPIAs are not yet adapted for complex, multi-layered urban contexts. This research can inform the necessary adaptation and support different stakeholders in complying with the law. Also, we go beyond tick-the-box legal compliance by providing first steps in establishing a cooperative multi-stakeholder responsibility for ensuring the right to privacy in the city, including concrete possibilities for participation (Helberger, Pierson & Poell, 2018).

The article is part of an extensive research trajectory on how we can actively shape cities to be places where the exercise of our rights and the achievement of universal dignity is not displaced by business models for maximising revenue.

**Id:** 22619

**Title:** Towards a comprehensive perspective on data protection practices in organizations ' an interdisciplinary literature review

**Session Type:** Individual submission

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**Abstract:** IAMCR section: Communication Policy & Technology + Emerging Scholars Network (joint)

The European Union's General Data Protection Regulation may be the most sweeping trans-national legislation protecting personal data to date, but it is certainly not the only influence on the way commercial, public, and civil society organizations handle informational privacy. As the 'information society' evolved and societal interest in the protection of personal data increased, researchers from various academic disciplines investigated what happens when different kinds of organizations are confronted with new data governance demands. For instance, privacy economists have studied how internet users' perceptions of online data protection influence their consumption behavior (Acquisti & Grossklags, 2005), psychologists have studied how employee training influences compliance with information security policies (Parsons et al, 2014), and scholars in media and communication studies and in management have studied how massive personal data-gathering gave rise to business models in which the audience and predictions of their behavior became the product (Van Dijck, 2013; Zuboff, 2019).

While the subject of privacy protection is clearly an interdisciplinary one, few have crossed the boundaries of their academic disciplines to integrate findings about organizations' data protection practices into a comprehensive view on what influences those practices. Yet, there is a clear need for an all-round perspective on data protection 'on the ground'. For different stakeholders in the digital economy – policy makers, watchdogs, privacy and consumer advocates, industries, technology developers – having a complete model of what actually influences practices means a better understanding of how to reconfigure personal data protection and meet privacy needs. Our main research question is therefore: Which are the dominant theories in various academic disciplines that explain actual practices of personal data protection in organizations?

As a first step towards a comprehensive model of influences on organizations' data protection practices, we have conducted a structured, interdisciplinary literature review, combined with a thematic review of the main theories found in the structured review (cf. Jesson, Matheson & Lacey,

2011). The research is part of the university chair on ‘Data Protection on the Ground’ at the Vrije Universiteit Brussel in Belgium. Our results show that researchers from over 100 different academic disciplines (as categorized by Web of Science) have studied practices of personal data protection, from nursing to robotics and penology, and that those studies vary from small-scale qualitative research to substantial cross-cultural comparisons. The resulting model thus incorporates insights from a large variety of disciplines, offering a holistic perspective to inform policies and hands-on approaches at the macro (societal), meso (sector), and micro levels (organization).

**Id:** 22676

**Title:** Geodata: epistemologies of a metahuman presence

**Session Type:** Individual submission

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**Abstract:** This article explores the epistemology of geodata as a political element that constructs place and reality, identity and belonging. This is an ongoing research that builds and develops theoretical framework from previously applied work on governance of communicative spaces.

To do this, this paper is organised along three levels of discussion that also form its three sections: the first part deals with the philosophical mediation and the epistemological value of geodata; the second, explores the disciplinary transformation activated by geodata both as an empirical opportunity and as a conceptual and heuristic territory; and the third, the four modes of analysis of the communicative spaces: representations and textures of place, and structures and connections of space.

Somewhere along the lines of the Derridean signature, the silent witness by Latour, and Foucault's heterotopia, geodata -a kind of metadata- certifies, translates, mediates and dilocates the human presence in the world in a disguised game of truth and appearance, of substance and footprint. The work by Derrida on the signature as an absence/presence and certificate offers interesting lines of reflection and interpretation to critically understand the weight and the role of geodata; similarly the notion of silent witness attributed to modern objects of scientific exploration by Latour opens a strand of thought that allows to understand geodata as hybrids that quantify and unify the spatial and the human. Finally Foucault, from his explorations of heterotopia can point at the exact spot in which to find geodata in the contemporary episteme.

While cities are flooded by wireless networks of internet access, geolocalization has seduced multiple disciplinary fields producing the so called "spatial turn" that opens seductive lines of research that still try their best name: geomedia, locative media, digital geography, digital urbanism, etc. Within this disciplinary landscape of transformation and fascination, the debate on the governance of communicative spaces emerges as a strand of research that integrates the virtual networked communication platforms and the physical spaces thanks and along a rather problematic notion of geodata.

To enable this discussion, the previous empirical research led by the authors will serve as example and as starting point for the understanding of the political and epistemological value of geodata in the context of the contemporary technological transformations.

**Id:** 22692

**Title:** Measuring and profiling for online personalization in media while protecting personal data'

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**Abstract:** While measuring and segmenting media audiences is far from a new concept, the practice has taken tremendous flight with the onset of big data applications and the datafication of our social lives. Based on increasingly pervasive online tracking, consumer profiling has become more and more fine-grained in recent years, creating possibilities for advanced personalization in the online environment, both for recommending content and for targeted advertising. Such personalization efforts are often presented as an improvement of service towards consumers: it will be easier for them to find content of their interest and they will not be bothered with irrelevant advertising.

For all that, tracking Internet users also, and rightfully, raises privacy concerns. Privacy protection legislation, such as the EU's General Data Protection Regulation (GDPR), addresses these concerns, but may disproportionately disadvantage smaller players in local media markets. Larger (global) players are generally more resilient to regulatory intervention but can also drive downward price pressures and set standards to their advantage. If smaller competitors drop out of the market, the

consolidation of large personal data stores in fewer hands will increase, and perversely, negatively affect people's rights and freedoms overall.

The main question with respect to the position of these smaller media players is then: Can the advantages of audience measuring and profiling-based personalization be offered in a sustainable manner while protecting personal data to the utmost extent? In order to critically frame this question we integrate insights from audience studies and political economy of platforms, discussing the role of materiality and mediation in communication and technology studies (Turow, 2012; Gillespie, Boczkowski & Foot, 2014).

The findings are based on the outcomes of three research projects with a focus on measuring and profiling in media for personalization purposes: a European project (CPN) and a Belgian/Flemish project (DIAMOND), both studying possibilities for content personalization by news media providers, and a Belgian/Flemish project (EcoDaLo) that investigates challenges faced by smaller players in advertising confronted by market pressure from technology behemoths like Google and Facebook.

Based on the combined results of these three case studies, we will give a multi-level perspective on the specific challenges for national players in the online media market who are facing strong global competition, combined with stricter regulation. We have seen the same key trends develop in all three cases: smaller players struggling to invest the resources needed to compete in personalized online offering, while stricter legal requirements may tip the balance in favor of more privacy-invasive global players. Our analysis will conclude with reflections on new media audience configurations and recommendations for future policy and legislative developments, such as the forthcoming e-Privacy Regulation.

**Id:** 22695

**Title:** Audiovisual platforms and content regulation. Long live the quota system'

**Session Type:** Individual submission

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**Abstract:** One of the debates that has been calling the attention of scholars and policymakers in the field of communication and culture is the regulation of audiovisual contents offered by transnational online platforms through their catalogues (e.g. Picard et al., 2016; European Audiovisual Observatory 2017). Public intervention is usually invoked to legally guarantee that platforms offer a predetermined percentage of titles or hours of local production in a given market. The aim is to secure that locally produced works are available for domestic audiences.

For instance, a recent firm step in order to impose a quota system within the catalogues of digital platforms has been given by the European Union (EU) countries through the reformulation of the Audiovisual Media Services Directive (AVMSD) in 2018. This new regulation specifies that at least 30% of the contents offered by platforms like Netflix, HBO or YouTube, through its catalogues, must be of European origin. This quota can be filled through locally produced works as well as qualifying titles produced in other EU Member States or European states participating in the European Convention on Transfrontier Television.

The paper aims to analyse the potential implications of this change since some comments can be made in light of this reformulation. For example, it has already been pointed out that (e.g. Lobato, 2018; Albornoz, 2019): a) the imposition of content quotas related to the geographical origin of the works may hinder external audiovisual diversity; b) the obligation to include local or regional audiovisual works in certain catalogues will not automatically translate into their consumption; and, furthermore, c) it will certainly not translate into their visibility either.

Alternatively, it will be argued that more interesting than the obligation to comply with a content quota defined by the geographical origin of audiovisual work is the idea of making platforms part of every national audiovisual production and financing system. Such an industrially oriented approach would aim mainly, on the one side, to create or strengthen the audiovisual sector of a given country and, on the other hand, to secure the number of works produced per year. In line with recent studies (e.g. Albornoz & García Leiva 2019), different national policy responses will be presented and examined to support this idea.

From a methodological point of view, therefore, research will be based on documentary and bibliographical review and analysis (legislation, official and sectorial reports, etc.), as well as on the critical consideration of national policy initiatives.

It will be concluded that there are basically two ways that should be explored in order to involve platforms in national production and financing systems: (a) deriving, totally or partially, the money collected via taxes imposed on them – adapting existing obligations or creating new ones – to a fund dedicated to supporting the development of audiovisual industries, and (b) making them invest directly in the production of works and/or the acquisition of audiovisual distribution rights via the imposition of funding obligations in relation to their income in a given market.

**Id:** 22750

**Title:** "Having our say": Strategies for public engagement in responsible AI research and policy development

**Session Type:** Individual submission

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**Abstract:** EU and national surveys on attitudes to new technologies, including artificial intelligence (AI), indicate that general confidence among the public in the benefits is tempered by concerns about how some aspects of life might be affected such as health, home life, social relations and employment (Eurobarometer 2015, 2016). Some concerns relate to unforeseen uses but others to the unequal access to the benefits of scientific and technological innovation. However, the most feared aspect is “a lack of control (dependence on technology, complete automation, deskilling), a lack of human contact, of privacy, and unemployment” (ibid). This suggests that public engagement in AI policy and research projects is essential if individual and universal rights and dignity are to be respected and public trust achieved.

Meanwhile, the concept of ‘responsible research and innovation’ (RRI) has taken hold in policymaking throughout the EU and the US. A number of studies explore and critique its potential for truly inclusive deliberation (Genus & Iskandarova, 2018, van Lente et al, 2017). For example, initiatives such as the Futurium platform used by the European Commission to manage public feedback, explicitly aims to combine scientific evidence and stakeholder participation in a new format described as “policy making 3.0” (Accordino, 2013). This configuration places emphasis on ‘visions of the future’ arising from ‘collective aspirations’ of stakeholders as ‘measurable through the social network’, suggesting that technology itself becomes the carrier of RRI, undermining the engagement effect (Genus & Iskandarova, 2018). Elsewhere RRI is seen to reflect discourses of technology assessment which structures the potential form and constitution of public engagement (van Lente et al , 2017), while others suggest that RRI configures the public merely as an approval or impact assessment body (Delvenne, 2017) rather than truly informing research and policy.

So how can citizens become involved and contribute to scientific policy and research? Does a public consultation really inform policy and does public engagement inform research? This paper draws upon the authors' collective experiences deploying two distinct approaches to public engagement in technology and policy development for AI – the public survey and the citizen 'think-in'. We situate these strategies historically in the context of different approaches to public engagement, and we place them on a spectrum from minimally engaged to active critical citizenship. We examine the challenges involved in both of these approaches, and the benefits obtained based on conducting and evaluating two such exercises conducted in 2017 and 2018. While having 'our say' might offer some of the public high visibility, it can have limited potential for inclusive deliberation due to the information and time burden on participants. It can also encounter resistance from researchers. In the conclusion we reflect on the potential for alternative and linked public engagement strategies which attempt to respect human and universal rights while fostering technological and policy innovation.

**Id:** 22751

**Title:** How organizations exercise their responsibility to prevent harmful online communication

**Session Type:** Individual submission

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**Abstract:** The vision of the Internet as an electronic forum where a plurality of voices freely engage in rational debates is spoiled as plenty of highly emotional and quite often aggressive and hateful voices get about online. A Pew Research study finds that about four-in-ten Americans have personally experienced online harassment. Various approaches to tackle harmful online communication (HOC), and hate speech as its most severe manifestation, are being debated (e.g., Gagliardone et al., 2015). The debate revolves around conflicting rights and values —above all freedom of speech and the right to be protected against harassment and intimidation. This research focuses on the responsibility of private organizations whose business is based on or supported by people using their sites or platforms for communication. We call these organizations online content providers (OCPs). How OCPs exercise their responsibility in dealing with HOC by moderating user-generated content on their websites or platforms is the overarching research question. We define HOC as ways of expression in online environments containing aggressive and destructive diction, which violate social norms and aim at harming the dignity or safety of the attacked target (person, social group or organization). The notion of content moderation refers to the processes whereby OCPs decide on the boundaries for appropriate speech on their sites (Roberts, 2014). Our research builds on and extends theoretical discussions and frameworks on the possibilities for countering online hate speech from a civil and legal (e.g., Citron & Norton, 2011) and applied ethics perspective (Cohen-Almogor, 2011; Taddeo & Floridi, 2016). To gain a multicultural perspective, the empirical research was conducted in the U. S., Germany, South Korea, and China. In a first step, we analyzed the comments policies OCPs published on their sites (N = 152); secondly we explored how these policies are implemented in content moderation by interviewing representatives of 41 organizations. The most common actions against HOC mentioned in the policy documents are deleting a post without explanation (88%) and deleting or closing the account of a violator (68%). Interviews painted a more differentiated picture. Especially large platform providers mentioned to be cautious not to alienate their users and respect freedom of speech (except for Chinese OCPs that heavily use preventative blocking of so called illegal content). OCPs operating their own platforms (e.g., online communities), on the other hand, mentioned to be rather strict in removing HOC emphasizing their rights as the owner of the space. Regarding identification of HOC, manual inspection emerged as the “gold standard” for decisively identifying HOC regardless of organizations’ size. Even when

OCPs apply machine learning technology, which many large operators do, they all rely on manual inspection in a second step. Small(er) organizations often rely solely on manual inspection, often in combination with simple word filters. Based on our empirical insights, we derive recommendations for the design of written comments policies and their execution. Additionally, our findings can facilitate governmental policy making regarding OCPs handling of HOC.

References: upon request

**Id:** 22775

**Title:** Going online on behalf of someone else: Characteristics of internet users who act as proxy internet users

**Session Type:** Individual submission

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**Abstract:** Early research on the social implications of ICTs focused on the digital divide: the gap between those who have and those who do not have access to the internet. As internet penetration increased, scholarly inquiry moved to examining digital inequalities: inequalities related to equipment, skills, support and scope of use among those online. An important contribution of digital inequalities research has been the discussion of nuances in ways people (dis-)engage with ICTs, which displayed great complexities in peoples' digital engagement.

One such practice is proxy internet use (PIU): indirect internet access by asking others to do things online for them or on their behalf. Although a recent study has reported that people who activate PIU are rarely absolute internet non-users but make some, although limited, internet use (Selwyn, Johnson, & Nemorin, 2016), PIU is predominantly being examined among internet non-users (Dolničar et al., 2018; Friemel, 2016; Grošelj, Reisdorf, & Petrovčič, 2018; Reisdorf, Axelsson, & Maurin, 2012). While these studies provide important insights into demographic, personal and social characteristics of those who activate PIU, little is known about "proxy internet users" who provide PIU (Selwyn et al., 2016). Thus, we examine characteristics of proxy internet users in order to better understand factors in indirect internet access.

Analyses of nationally representative survey data (N=1,047), collected face-to-face in Slovenia in 2018, show that 78% were internet users, of which 51% reported to have acted as proxy internet users in the past year. Most common proxy activities are searching for products or services, sending emails, and buying products and services online. These activities are most often conducted on behalf of proxy users' parents or partners. Preliminary multivariate analyses (binary logistic regression, McFadden's  $R^2=0.38$ ) show that internet users who are younger, better educated, and report higher levels of internet skills are more likely to act as proxy internet users. Considering that

access to online services through PIU may offer an important degree of digital inclusion to non-users and less-skilled internet users, the results of this study have important policy implications, which need to address issues of internet skills and their interplay with the social and socio-economic resources that less digitally included individuals have available.

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**Id:** 22854

**Title:** [Panel] Regulación privada de contenidos y concentración en Internet [Presentation] Panel description

**Session Type:** Panel Submission

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**Abstract:** La consolidación del poder económico y político en unas pocas plataformas de contenidos las posiciona como gatekeepers privados con gran capacidad de incidir en la diversidad y pluralismo de informaciones y opiniones en Internet. Los aspectos regulatorios tradicionales anti-trust no son suficientes para enfrentar estos problemas, en especial desde un enfoque de derechos humanos, que exigen analizar la cuestión de la concentración no sólo desde la perspectiva económica sino también como un enorme poder que impacta en nuestras democracias y se opone a los principios de acceso, diversidad y pluralismo en Internet. En este sentido, si bien estas compañías tienen un papel clave para el acceso a una Internet abierta y libre por el rol que ocupan como intermediarios entre los usuarios y los contenidos disponibles en la red, este nuevo y vital papel de gatekeepers -paradojalmente- las convierte en un potencial riesgo para la libertad de expresión y la existencia de esa Internet libre y abierta.

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**Id:** 22868

**Title:** [Panel] Regulación privada de contenidos y concentración en Internet [Presentation]  
DeNaturalising Digital Platforms: Is mass individualisation here to say'

**Session Type:** Panel Submission

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**Abstract:** This contribution will focus on how the prevailing assumptions about the market dynamics in which digital platforms operate work to create the assumption that their dominance and privileging of economic value is somehow inevitable and subject only to the restraints imposed either by the platforms themselves or by policy makers. It will be argued that even within a narrow view of the economic dynamics of digital intermediary companies, there is nothing inevitable about the way they have positioned themselves in the marketplace. In 'denaturalising' the neoclassical interpretation of platform market dynamics, it will be argued that this potentially opens a wider space for a consideration of alternatives to the drive towards increasing datafication of people's lives and for a more open discussion of alternatives even within the constraint of capitalism.

**Id:** 22882

**Title:** [Panel] Regulación privada de contenidos y concentración en Internet [Presentation] Digital Dominance and Vampire Squids

**Session Type:** Panel Submission

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**Abstract:** With public inquiries around the world are casting a critical eye on the economic and political clout of digital platforms such as Google, Facebook, Amazon, Microsoft and Netflix, there has been a great deal of consideration to describing the scale and scope of these entities' operations and what—if anything—should be done to bring them under effective regulatory control. Many observers have blamed them for, for example, decimating the commercial basis of journalism and much of the entertainment media and their corrosive impact on democracy and public culture. There have also been groundswell of voices calling for the internet behemoths to be regulated as publishers/media companies.

This contribution will focus on Google and Facebook and make five points. First, that these two internet giants significant economic and political clout continues to consolidate amidst the shift from the desktop internet to the mobile internet, as they vertically integrate up and down the internet stack, and leverage their control over technical interfaces/protocols to dominate multisided markets. Second, however, the scale of their reach and the effects of propaganda attributed to them is greatly overwrought. Third, claims about the economic scale and scope of the “digital duopoly” are also greatly exaggerated. Indeed, other than market capitalization, these companies, while huge, are not the colossal entities many assert based on revenue, the value of their assets, size of their labour force, etc. For example, the combined global total revenue in 2017 for Google (\$110.9 billion) and Facebook (\$47 billion) was less than AT&T's revenue of \$168 billion in the US alone (including Time Warner)! Their combined 71% share of the \$88 billion US online advertising market does mean that they have a duopoly in this market, but they control less than a third of total ad revenue spend across all media. The total ad market is not concentrated by any conventional measure. Their combined share of the total \$970 billion US media economy is even less: 7%. A similar story applies to Canada and, I suspect, other countries, too. Fourth, blaming the “vampire squids” for decimating journalism and “the media” ignores the fact that most media are growing, that the centre of the media economy is subscriber fees not advertising dollars, and that whatever advertising dollars have been lost to some media began way before Google and Facebook arrived. Therefore, the blame for their woes lies elsewhere. Fifth, the platform as publisher/media companies analogy neglects other, probably better analogies that would give us a much sturdier regulatory framework with which to bring the very real power that the digital giants do have to heel. Drawing an analogy to banks instead opens a pathway to an even stronger regulatory framework that would: recognize that the platforms's businesses are built on a new source of wealth, data; require that, like multinational banks, they establish national branches; impose line of business restrictions on them; require regular audits that would open up their black boxes infrastructures and algorithms to regulatory scrutiny; and impose information fiduciary responsibilities, i.e. privacy and

data protection rules, on them—all without bestowing speech rights on the platforms that would make them stronger and less vulnerable to attempts to reign in the power.

**Id:** 22885

**Title:** Artificial intelligence and the anthropocentric outlook: an investigation of the European Commission policies on IA

**Session Type:** Individual submission

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**Abstract:** Artificial Intelligence (AI) is a key issue in contemporary debate (see, among others, Tegmark 2018) and scholars largely examine it throughout the imaginary's products, from literature to fiction to art. The aim of the present research is to investigate instead the way the public discourse develops AI's frame by considering a specific corpus consisting of the European Commission documents about AI policies – ethical guidelines, communications and other documents.

The present research starts taking up the classic work of Langdon Winner (1978) about the relationship between power and the technological development and other works recalling the classical theme of the autonomous technology in order to discuss – by means of the European Commission policies – the discursive construction of AI and the representational strategies that transform it into a socio-technical artifact (Latour 1998; Bijker 1997) in the light of the political and economic scenario surrounding AI's research and the power over data.

The selected corpus is investigated according to the Critical Discourse Analysis (Van Leeuwen 2008) with the aim to find the policies' discourse topics about AI and observe the ethical and political issues which arise from them – such as reflections on the border between subjects' identification and tracking, between individual surveillance and mass surveillance, or the distinction between human and non-human (Madary & Metzinger 2016; Floridi 2015, 2018). The research findings return representational strategies moving between the two poles 1) of the risk of power loss over the technology and the consequent need to control AI aims through the algorithmic design and 2) of the idea of an AI as a new tool of the technological solutionism providing it is beneficial and trustworthy.

Thus the research findings seem to suggest that the ethical and political issues that are at stakes of AI policies show up in representational strategies of AI, which let emerge a specific idea of human being. Hence, throughout these strategies, the public discourse seems to show which is the cultural stakes: a reaffirmation of Humanism over the Technocracy and the need for a development of AI, which is human-centered. Indeed these policies seem to promote an intense anthropocentrism, which is legitimized by means of key concepts: security or human rationality among others. It seems to assist to the defense of an almost unrealistic image of humans, which appears to be anachronistic in the time of digital metamorphosis.

As it will be discussed, the heated debate on IA could indeed represent an occasion to discuss about a decentralization of the man questioning on the opportunities that AI could offer in delivering an increased but not undermined humanity: since AI evolution is ineluctable, it is perhaps more fruitful to discuss about the relationships between humans and AI throughout different perspectives, such as the post-human approach, which seems to suggest an idea of man as a hybrid integrated with

technology with the attempt to overcome the anthropocentric positions that however collapse in this world of digital experience (Marchesini, 2018; see also Coeckelbergh 2017).

**Id:** 22888

**Title:** [Panel] Regulación privada de contenidos y concentración en Internet [Presentation]  
Gigantes de Internet: regulación privada y nuevos "gatekeepers"

**Session Type:** Panel Submission

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**Abstract:** Los gigantes de Internet ya no son solamente soportes técnicos y “carreteras de paso”, sino que muchas veces afectan los contenidos que por ellas circulan. De hecho, no sólo son capaces de monitorear todos los contenidos producidos por terceros sino que pueden intervenir en ellos, ordenando y priorizando su acceso y, por tanto, determinando qué contenidos y fuentes de información un usuario visualiza y cuáles no. También filtran, bloquean, eliminan o desindexan contenidos –que pueden ser discursos protegidos por el derecho a la libertad de expresión-, así como cuentas o perfiles de usuarios, “generando riesgos para la libertad de expresión”. Esas acciones muchas veces son obligadas por presiones externas de autoridades gubernamentales u otros actores privados, pero también por decisiones propias.

Los algoritmos son responsables de decisiones fundamentales sobre los contenidos a los que podemos acceder efectivamente, facilitando u obstaculizando el acceso a los contenidos disponibles en Internet. Una arquitectura de algoritmos y el uso de formas de inteligencia artificial que seleccionen los contenidos que podemos visualizar en función de las predilecciones de las personas y que tenga como objetivo dejarlo “satisfecho” y “confortable” podrá tener buenas intenciones y ser una exitosa estrategia comercial para atraer clientes, pero no es necesariamente compatible con la diversidad y el pluralismo, un requisito fundamental para el buen funcionamiento de una sociedad democrática.

**Id:** 22895

**Title:** [Panel] Regulación privada de contenidos y concentración de Internet [Presentation] Nuevas perspectivas legales y políticas de la responsabilidad de las plataformas online

**Session Type:** Panel Submission

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**Abstract:** Las instituciones de la UE y los Estados miembros han propuesto recientemente, y en algunos casos han adoptado, varios textos legislativos que afectan directamente las responsabilidades y obligaciones de las plataformas en línea. Dicha legislación abarca una amplia gama de temas, incluidos la privacidad, la seguridad nacional, los servicios de medios audiovisuales y los derechos de autor, y plantea cuestiones relevantes en relación con el régimen de exención de responsabilidad vigente establecido en la llamada Directiva de comercio electrónico. Los ejemplos europeos muestran una tendencia más global que conduce a transformar las plataformas en línea en algo muy próximo a organismos reguladores privados (en términos de elaboración de normas, interpretación y cumplimiento). ¿Cuáles son los riesgos de tal tendencia frente a la libertad de expresión? ¿Cuáles son los debates actuales en la UE y otras partes del mundo sobre estos asuntos? ¿Qué principios regulatorios deben apoyarse para garantizar un equilibrio entre la protección de la libertad de expresión y el nuevo papel de las plataformas como intermediarios en la difusión del contenidos?

**Id:** 22941

**Title:** Perceptions of Cybercrime within the Turkish Judicial System: A Crisis of Internet Governance'

**Session Type:** Individual submission

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**Abstract:** This presentation explores the meaning-making process within the Turkish judicial system about cybercrime and asks how this perception shapes Turkish state's policy towards internet governance. Internet governance became a critical issue in Turkey in parallel with the authoritarian politics of Justice and Development Party (AKP), the political party in power since 2002. Several political crises during AKP government showed how digital media can be influential to make public political conflicts and dissidence. Mass popular uprising of the Gezi protests in 2013 and the political conflict between Gülen Community and AKP between 2013 and 2016 are the milestones of this history. The increasing importance of digital media provoked an impulse to control internet, especially social media. Legal and extra-legal methods were used by the Turkish government to control digital media, and especially social media. Alongside this strict control, criminalization methods are still used against the residual political activities in digital media. A specific digital activism type, political hacking, is also affected by this criminalization process in Turkey. I problematize this criminalization process in Turkey about cybercrime with a special focus on political hacking, based upon my field study. In this study, I conducted interviews with 25 people who worked in cybercrime related judicial processes in Turkey, including experts, law enforcement agents, and lawyers. In the analysis of this data, I followed works critically engaging with cyber-threat and cyber-warfare framings (Bowman-Grieve, 2015; Jarvis, Macdonald, & Whiting, 2016) and analyses focusing on crime frames about hackers (Nissenbaum, 2004; Vegh, 2005; Vlavo, 2015; Steinmetz, 2016; Tanczer, 2017). In this perspective, I question how the Turkish state perceives cybercrime and cyber-warfare through their framing of (political) hackers. Based upon the preliminary findings of the study, a repetitive expression of vulnerability from cyber-threat is highly observable within the discourse of the actors from the Turkish judicial system. This framing reflects the crisis of internet governance caused by the lack of knowledge about internet and computer technologies. I claim that this risk framing of cyber-threat is a rationalization for a more repressive policy for internet governance in the case of Turkey. Examining crime framings concretizes how nation-states – actors remaining to be non-negligible components of the global political system, make meaning out of the concepts belonging to the digital age. They are also important to exhibit how nation-states construct the risk of cyber-threat with different tools from the use of older crime frames, like terrorism, to the drawing of analogies between actual crimes and imageries of crime from popular culture products. In sum, meaning making processes among state-related actors are substantial because they deeply influence power relations through their control to shape the concepts of knowledge and “truth about crime” (Comaroff & Comaroff, 2016) in the digital age. I wish to be considered for a joint CPT/ESN session.

**Id:** 22995

**Title:** Meaning negotiation and artificial intelligence: Examining human-machine communication in a distributed knowledge management for development (KM4D) system

**Session Type:** Individual submission

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**Abstract:** Knowledge management started as a means to exploit intellectual assets to further corporate economic goals. However, its practice has extended to development work to foster external knowledge sharing among stakeholders. From a simple knowledge base accessible to internal members of an organization, technology, including artificial intelligence, has advanced implementation of knowledge management across sectors. This paper is a theoretical examination of the nature of communication among human and intelligent agents in the case of Project KNA, a distributed knowledge management for development system focused on integrating knowledge on agriculture and natural resources.

Project KNA is guided by the work of Bonifacio (2006)—creating a system that operates on the assumptions that (1) knowledge is context dependent and (2) linguistic heterogeneity and semantic difference should not simply be eliminated and loosely fitted to one objective structure—by developing intelligent agents that act on meaning negotiation to integrate knowledge generated by stakeholders of the KM4D system. The system is being developed to streamline agriculture and natural resources knowledge generated by different members of a research consortia without resorting to homogenizing knowledge representation that reflects a univocal relationship between meanings, words, and objects (Bonifacio et. al, 2001).

Looking at the dynamics of human and machine communication in a KM4D system, the paper aims to examine the place of artificial intelligence within the purview of communication scholarship. Meaning negotiation as an interaction between humans, human-machine, machine-machine reveal implications on problematizing agency and power in knowledge representation. Further, it explores the potential and challenges of artificial intelligence in facilitating knowledge management in development practice.

This paper is part of an on-going systems development of Project KNA, a distributed knowledge management solution for streamlining local agriculture and natural resources knowledge.

**Id:** 23005

**Title:** Contested truths, affordable truths and the boundaries of state intervention: how should policy makers respond'

**Session Type:** Individual submission

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**Abstract:** New technology platforms have created huge problems around the world for one of the fundamental norms of a healthy democracy: promoting an informed citizenry armed with factual information, thus empowered to make considered decisions in democratic elections and referendums.

More specifically, the dominant aggregator and social media platforms – in particular Google and Facebook – have been primarily responsible for inhibiting access to accurate, verifiable information in two separate ways: first, facilitating circulation of demonstrably false or unsubstantiated rumours through unchecked algorithms; and second, extracting vast revenues from traditional publishers and broadcasters whose journalism is bound by long-standing professional norms, making their business models increasingly unsustainable.

While the first of these problems poses difficult regulatory and definitional issues in the quest to curb fake news”, the second raises even more difficult questions around the terms on which governments can or should intervene. Democracies throughout the world have been grappling with the policy dilemmas inherent in promoting sustainable models of professional journalism while simultaneously protecting independent, fearless journalism. This paper examines some of the policy interventions being advanced, and suggests ways in which these dilemmas can be reconciled.

Its theoretical roots lie in the contrasting approaches to press freedom and regulatory intervention across mature democracies. While libertarians generally support First Amendment arguments against any intervention in “free speech” (including the press), critical political economy theorists contend that mainstream media speech is dictated by dominant corporate interests, which inevitably compromises the policy agenda.

Other perspectives, particularly rooted in European traditions of social democracy and public service broadcasting, have encouraged public interest interventions to promote plurality and diversity of content, or to cater for a spectrum of political perspectives and demographics. Explicit subsidies for journalism, however, have been unusual, particularly in emerging democracies (such as eastern Europe) where government initiatives risk being equated with State-sponsored censorship.

These interventions are now being much more widely canvassed as a means of addressing the failing business models of professional journalism. In the UK, a government Review established last year is about to report, with recommendations for new policy initiatives and “opportunities for

innovation” in journalism. In Canada, the government has committed \$50 million over five years to support journalism in under-served communities. But all such interventions pose awkward questions about the regulatory and administrative frameworks required to implement decisions on where subsidies, tax exemptions or other corporate or organisational benefits might be directed; what definitional criteria are applied and by whom; and how accountability for expenditure of public money might operate.

This paper will first examine some of the intervention models being proposed in different jurisdictions, how and by whom contested journalistic “truths” can be properly assessed, and – on the basis of recent policy innovations in the UK – will outline a policy approach that can reconcile the conflicting demands of a free press and state intervention.

**Id:** 23011

**Title:** [Panel] Internet surveillance and censorship in Russia : Distributed control and agile circumventions [Presentation] Negotiating the digital boundaries of Russian public space. Journalists and publishers in Russia and abroad

**Session Type:** Panel Submission

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**Abstract:** Since the beginning of the 2010s, new laws aimed at regulating public speech have been applied to both journalists and publishers in Russia (Daucé, 2017). Justified by the moralization of the Russian public space, these new norms develop in parallel with increasing and varied political control for the digital space (Nocetti, 2015). Professionals of the public space comply with these new requirements but also distance themselves by subversive practices. In this presentation, we will study the transformation of the publishing practices of journalists and publishers, both in Russia and those located abroad (EU countries), questioning the construction and negotiation of moral boundaries of the Russian public space.

We conceive the « abroad » as an extension of the Russian public space which allows circulations of professional practices. Journalists who come from Russia and work for online media (Meduza in Letonia, Grani.ru in France, journalists of OpenRussia in London and those of Opendemocracy Russia) are not exiled in the sense of being excluded from Russia's political life and media space. Internet and digital media have profoundly changed the way these journalists work by granting them more flexibility in determining their geographic location (Mercier, Pignard-Cheynel, 2014). While expatriated journalists actually escape the danger of being physically persecuted, as well as of being subject to arbitrary decisions taken by shareholders close to the country's political leadership, but they remain subject to Russia's law regarding the blocking of access to online contents. Actors staying in Russia who consider publishing abroad (for example, publishers selling translation rights) as a strategy of economic development and, at the same time, as a political escape route are also facing legal and moral rules influencing their ways of doing things.

Relying on approaches in sociology of migration, media and culture, including interviews with professionals of Russian public space and ethnography in their workplaces and during international forum and conference bringing together these professionals and international NGO and foundations, as well as the platforms of the professional interactions of Russian and abroad publishers (book fairs and surrounding events), this presentation examines the trajectories and justifications provided by these actors about the transformation of their work and their expatriation. Do they adapt the rules

and values of the journalistic and publishing profession to this new political context ? Do they play a role of mediator in the diffusion of new media models and technological innovations, both in Russia and in the countries where they are registered?

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**Id:** 23148

**Title:** [Panel] Rethinking Dignity, Technology, and Power with Disability: New Frontiers in Rights, Representation, and Social Being [Presentation] Panel Description

**Session Type:** Panel Submission

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**Abstract:** Panel Chair: Gerard Goggin

Respondent/Discussant: Nick Couldry

An excellent contemporary example of the state of the art, and stakes, in communication, rights, and dignity when it comes to technology can be found in the area of disability — still relatively new to communications and media research.

The 2006 United Nations Convention on the Rights of Persons with Disabilities (CRPD) extended to people with disabilities key rights adumbrated in the 1948 Universal Declaration of Human Rights, as well as other rights articulated in other key treaties. At the heart of the CRPD and the present struggle to achieve rights for people with disabilities are rights relating to information, communication, media, and cultural technologies.

At the same time, over the past thirty years at least, disability has been in transformation across many global societies. Central to this process of disability transformations has been the role of digital technologies — where there has been a teeming range of new cultures of use, adapted social practices, everyday innovation, and work on inclusive design and accessibility of formats, practices, content, and policy. Highly diverse, often contradictory and ambiguous, disability has become a signature area for consideration of the role of technology in opening up and underpinning communication, social participation, and justice.

Across many scholarly disciplines researchers and theorists have responded with important conceptual, methodological, and other breakthroughs that go deeper still, and make it clear that disability calls upon us to rethink the nature of the human, and especially to require us to reconsider concepts of underpinning ideas of dignity, society and individuals, and indeed life itself — especially given the pervasiveness now of technology, which has an especially intimate and powerful set of relationships with disability.

Against this backdrop this panel considers disability and communication technology across different global, regional, and national settings, showcasing the ways in which questions raised by issues of rights, representation, social practices, and affordances concerning disability urgent require general consideration by communication and media researchers, as well as policymakers, media and technology organizations, governments, and civil society.

**Id:** 23164

**Title:** [Panel] Rethinking Dignity, Technology, and Power with Disability: New Frontiers in Rights, Representation, and Social Being [Presentation] The unbearable coloniality of being disabled: old and new media examples from South Africa and beyond

**Session Type:** Panel Submission

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**Abstract:** South Africa boasts an independent media system, a progressive Constitution and sophisticated regulation of digital communication. Overt discrimination against people living with disabilities, considered unacceptable in mainstream media, finds a space in the comments section of online platforms, blogs and social media. A limited set of local examples is analysed in terms of critical models of the digital public sphere in relation to an African context. In particular, I draw on the concept of coloniality of being, i.e. the persistent invisibility, dehumanisation and objectification of members of subaltern groups resulting from the colonial encounter. These can be overt (e.g. through derogatory language) or covert (e.g. through representation via tropes such as that of victim, hero or villain.). Reference to the scholarly tradition of decolonial studies is appropriate for the discussion of (digital) media and disability in South Africa, where the legacy of the colonial encounter and subsequent institutionalised racial segregation still affects every aspect of public life. Notable examples such as the murder case involving para-Olympic runner Oscar Pistorius and the fake interpreting into Sign Language during the memorial service for late former president Nelson Mandela highlight the blurred boundaries between the local and the global.

**Id:** 23165

**Title:** Audiovisual media and online sexual contents during adolescence. Political issues in Europe

**Session Type:** Individual submission

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**Abstract:** Audiovisual media expose adolescents to the vision of sexual contents on the Internet. Within public debate, online availability of material “likely to harm” or “seriously harming” children generates forms of moral panic. A major concern derives from sexual risks, such as pornography, sexting and child-pornography. At the European political-institutional level, the measures implemented are based on auto-regulatory, co-regulatory and regulatory solutions. Among these initiatives, the most important ones have been the Safer Internet programme and two directives respectively focused on children protection with regards to Audiovisual Media Services (2010/13/UE) and on combating the sexual abuse and sexual exploitation of children and child pornography (2011/92/UE).

Methodologically, the paper analyzes 45 debates of the European Parliament which dealt with these issues between 2001 and 2016. This corpus has been examined through an original qualitative-quantitative protocol, with a content analysis and the Alceste method applied via the softwares ATLAS.ti and IRaMuTeQ. This work wishes to contribute to research on audiovisual media, online sexual contents, adolescents and children, by proposing an original point of view on European policy.

The main hypothesis has been that European parliamentary debates are limited in terms of representativeness of national cultures ; starting from this premise, several aspects have been surveyed, either juridical, scientific, ethical and political issues. The main results respectively refer to different elements : 1. the variety of political-juridical interpretations of some concepts and the definitions of a few terms, besides the study of some juridical principles involved (fourth chapter) ; 2. the descriptions of online audiovisual sexual risks and the difficulties of European policy retrieved within parliamentary debates (fifth chapter) ; 3. the limits of European scientific knowledge in terms of representativeness of national culture, through the analysis of mentioned statistical data and studies (sixth chapter) ; 4. the multiplicity of ethical considerations, even based on different national cultures (seventh chapter) ; 5. the choice to favor self-regulatory measures (eight chapter).

Keywords : audiovisual media services, sexual contents, child-pornography, pornography, violence, regulation, self-regulation, adolescents, children, European policy, European Parliament.

**Id:** 23168

**Title:** [Panel] Rethinking Dignity, Technology, and Power with Disability: New Frontiers in Rights, Representation, and Social Being' [Presentation] Access and Representation: Disability and Australian Television

**Session Type:** Panel Submission

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**Abstract:** The United Nation's Convention on the Rights of People with Disabilities (UNCRPD) recognises the importance of television to the human rights of people with disability. According to this convention, both access to (Article 30) and representation on (Article 8) television are a human right for people with disability. This intersection is therefore an important site for analysis in disability and media studies (Goggin & Ellis, 2015, Ellcessor 2017, Ellis & Kent, 2015). This paper focuses on the embodied, contextual and lived experience of both stigmatisation and digital media usage by disabled Australians, and their intersection as television transitioned to digital formats. While disability analysis within media studies has historically focused on representation and the way this is shaped by policy and history, more recent theorisation recognises the mutually important area of access to digital platforms. This paper brings these two approaches together to discuss: 1, the approach taken to television within the UNCRPD; 2. the representation of disability within a sample of Australia television drama; 3, the way people with and without disability access television in personalised ways.

The paper begins by addressing the connections between disability, television and human rights. A human rights approach to disability proceeds from the assumption that people with disability have the same rights as everyone else but acknowledges that environmental, attitudinal and organisational barriers create obstacles to the enjoyment of these rights. The media is central to the creation of the social environment in which these rights are not realised (Dimopoulos, 2017) and, as such, documents like the UNCRPD play an important role in reducing these barriers. For example, in addition to Articles 30 and 8, Articles 4, 9 and 21 of the UNCRPD all make specific connections to the media.

Secondly, the paper addresses consistent criticisms of television for perpetuating stereotypes, prejudices and representing disability outside the boundaries of normality. Indeed, many theorists have noted the way disability is stigmatised, underrepresented and portrayed in stereotypical ways on television (Kirpatrick & Ellcessor, 2017, Ellis & Goggin2015, Schatz & George, 2018, Koppers, 2013, Haller, 2010). Drawing on both a content analysis of representations of disability in Australian television drama and research conducted by the Australian funding body Screen Australia, I argue that representations of Australian identity are mostly based on the concept of a strong, masculine, fighting body. As such, it is sometimes hard to imagine where – or even if – disabled images fit in, both in an historical context and also in today's understandings of national character.

Finally, the paper considers the notion of web capable devices to watch television as a way for everyone, not just the disabled, to personalise, and improve, their television access. The digitisation of television offers a unique opportunity to recast personalisation as an opportunity for cultural accessibility. Cultural accessibility (Ellcessor, 2017) refers to a multifaceted interaction among representation, alternative methods of access, and an environment that facilitates the telling of diverse stories.

**Id:** 23173

**Title:** [Panel] Rethinking Dignity, Technology, and Power with Disability: New Frontiers in Rights, Representation, and Social Being [Presentation] Internet, Neurodiversity and the Rise of Autistic Culture

**Session Type:** Panel Submission

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**Abstract:** The autistic community, which started to form in the mid-1990s, was one of the earliest online communities. The evolution of the Internet was a turning point for the emergence of autistic communities, autistic culture and the formation of distinctive autistic identity. Technological development and the growth of social media provided new means and new opportunities to communicate and to socialize. The Internet provided tools that facilitated communication and created opportunities for social interactions and sociality among individuals on the autism spectrum, as well as between them and the non-autistic world. Furthermore, the Internet enabled the evolution of different forms of communities that created spaces for self-exploration and communal exploration that expanded the conceptualization of geographical boundaries (Davidson, 2008; Davidson and Henderson, 2010) to social geographies (Bertilsdotter Rosqvist, Brownlow, and O'Dell, 2013) and opened possibilities for marginal groups in society to form communities and to express their own voice.

The neurodiversity movement was originally established by online groups of autistic people and later expanded to include other neurological and neurodevelopmental conditions. Neurodiversity calls for “recognition and acceptance of (valuable) difference” (Runswick-Cole, 2014, pp. 1120-1121) and strives for neuro-equality based on the understanding that neurodiverse or neurotypical are both human variations and ways of existing. Neurological difference is as significant as one’s skin color, gender, or sexual orientation and the autistic community is another example of marginalized groups in society.

Proponents of neurodiversity challenge the medical model by providing an alternative representation of autism through making, at least, two fundamental inter-related claims: First, autism is a natural human variation and therefore focus should be on neurological differences rather than brain pathologies. Second, the rights of autistic people derive from their specific needs and demands for acceptance and inclusion. Overall, then, the neurodiversity movement forced us to acknowledge the existence and versatility of neurological differences, and consequently, that the ‘normal’/‘abnormal’ (or pathological) dichotomy needs to be re-examined. Gannon (2007) challenges existing diagnostic labels of ‘pathologies’ and ‘mental disorders’, claiming that instead of focusing on the pathologies, researchers need to ask what counts as mental disorder and when the deviation from the general population becomes ‘neurological difference’ rather than ‘disability’.

This presentation examines the role of the internet in the evolution of a distinctive autistic identity through the neurodiversity movement and the rise of collective symbols that transcend space, time and culture.

**Id:** 23179

**Title:** [Panel] Rethinking Dignity, Technology, and Power with Disability: New Frontiers in Rights, Representation, and Social Being [Presentation] Disability Confronts AI

**Session Type:** Panel Submission

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**Abstract:** Disability has emerged as a highly significant area of focus in contemporary work on technology, society, and culture (Roulstone, 2016). Waves of technology development — especially in areas of media, information, communication — have taken disability as a focus, and these relations have finally been receiving the kind of attention and critical reconsideration from researchers across a range of disciplines, especially cultural, media, and science and technology studies, they deserve.

In the last few years, the questions of equality, inclusion, participation, diversity, justice, and rights raised by disability have been increasingly articulated in relation to emergent technologies and their constitutive role in and challenges concerning social life. We see this in the Australian Human Rights Commission's 2018-2019 project on human rights and technology, which puts disability at the heart of its approach (Australian Human Rights Commission, 2018).

Against this backdrop, in this talk I explore the area of disability as it 'confronts' artificial intelligence (AI), and related developments (such as data and automated decision-making) (cf. Judy Wajcman, *Feminism Confronts Technology*, 1991).

AI has been hailed as a potential 'game changer' for people with disabilities, not least across various areas where accessibility is a problem (e.g. in work, communication, social connection, and so on) — with significant investment being put into new initiatives in this area by a range of powerful actors. Yet the deployment of AI is also raising issues of bias, discrimination, and insidious forms of 'automating Inequality' (Virginia Eubanks, 2018) concerning disability, as the infamous Australian government 'robodebt' scandal (automated welfare debt recovery program) illustrates.

In this paper, I analyse the ways that disability is being explicitly framed in relation to AI, and the ways in which emerging AI discourses and technologies are involved in social relations of disability — without this being widely realized. In particular, I look at emerging global policy norms and 'best practice' recommendations in AI to see to what extent they capture issues in disability, and threats to rights and dignity.

**Id:** 23332

**Title:** Digital marginality in the city: Technology access and use among the homeless in Los Angeles

**Session Type:** Individual submission

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**Abstract:** Prior research found that innovative uses of communication technologies could facilitate marginalized populations in enhancing their livelihood, responding to social injustice, and more importantly, to achieving empowerment and agency. However, highly vulnerable residents might experience digital exclusion, facing struggles in gaining access to technology in the first place. This is especially problematic in the context of advanced cities where economic growth and high-tech infrastructure are associated with upward mobility for some but mean statis for others.

This paper examines the reality of digital access and use among homeless people in Skid Row, an urban ghetto located in downtown Los Angeles, California. I conducted a grounded field research that employed ethnographic approaches and in-depth interviews with 28 people in order to understand their lived experiences and digital practices. The study focuses on homeless adults mainly from the African-American communities who have resided at sidewalks and/or transitional housing in Skid Row. The study finds that while communication and the technologies facilitating it were highly valued by the marginalized, manifested in various communication practices employed to facilitate their daily lives, the condition of homelessness in a hostile living environment deprived from urban network infrastructure gave rise to a considerably precarious digital life. Specifically, with minimal financial resources, the homeless could only afford low cost phones acquired from assistance programs from the government or telecommunication companies. Also, they constantly struggled with protecting their phones amidst daily occurrences of mobile theft, searching for power to charge their digital devices, and finding Wi-Fi hotspots in public spaces that actively discouraged their presence. These struggles led to the frequent interruptions of their daily communication processes.

The dynamics of mobile phone ownership, phone charging practices and Internet access thus reveals insights into the digital precarity among the lives of the have-less. The study further highlights the broader social context that underlines these situations, particularly discussing forms of social inequalities, and the fragmentation of urban technology infrastructure that marginalizes underserved communities. Taken together, I comment on possible recommendations for communication and technology policies that aim to acquire reliable and equitable technology access and use for the digital have-less including but not limited to the homeless and communities of color in urban spaces.

**Id:** 23335

**Title:** IRC is not dead: The role of "old" digital media in the contemporary communication technology landscape

**Session Type:** Individual submission

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**Abstract:** In this paper we reflect upon the role “old” digital media that are still in usage today play in the current media and communication technology landscape. For that purpose, we focus on the case of a real-time chat protocol with a long history: Internet Relay Chat (IRC). Using media ecology and infrastructure studies as theoretical frameworks, we adopt a multi-method case study approach to understand the role and significance of protocol, infrastructure and communities in online communications, informational capitalism and communication policy.

Our empirical material is comprised of use cases, ethnographic vignettes and user testimonies gathered within a variety of communities. We look at how the Internet Engineering Task Force (IETF), free software developers, hackerspace members, Wikipedia editors, Anonymous hacktivists, and criminals who operate botnets use IRC. We find that in fact IRC underpins many current innovations in technology development, knowledge production, community organisation, political protest and market making. We close with an overview of currently fashionable design proposals, prototypes and projects for multi-party encrypted chat systems, noting that they take many cues from IRC.

Our findings have important implications for both policy making and communication theory. First, a use-centered approach has to counterbalance emphasis on innovation-centric narratives in understanding communications policy and technology. Second, it follows that communications policy has to support maintenance and repair, when the situation is that promises of breakthroughs get more funding than incremental improvements and infrastructure upkeep. Third, community operated communication alternatives are not impossible to implement, deploy and nurture in the contemporary media landscape: a finding that goes against current assumptions that new ideas need new business models to be sustainable. Finally, in order for them to be relevant for addressing the burning questions of the day, proposals and projects in communication policy and technology have to be informed by empirically grounded narratives based on historical experiences, as well as ethnographic data on actual use cases, rather than merely speculative visions of the future based on technological determinist imaginaries.

**Id:** 23350

**Title:** Between free speech and public interests: Examining Taiwan's regulation proposal on fighting fake news from a global perspective

**Session Type:** Individual submission

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**Abstract:** Joining the global action fighting against fake news, Taiwan, the full democracy sovereignty in Asia, proposed regulation on social media and arouse the debate between the protection of free speech and public interests. This study analyzes Taiwan's case from a global perspective. What are the regulation strategies Taiwanese government propose? In what context and with what rationale? What are the contested discourses around the proposal? To answer these questions, this study sort document including official report, research papers and public discussion appeared in media.

From the global perspective, western countries have changed their laissez-faire attitude toward social media since information manipulation a significant tendency over the online platforms. Niklewicz (2017) proposes that social media platforms should be considered media companies and should be regulated by modified versions of existing press laws, adapted to suit the new technology. The approaches of western countries can be identified as the European public interest model and the American free speech model. The European countries such as Germany and France take active actions by requiring online platforms to notice and take down unlawful content, when it counters hate speech or during election period. On the other hand, Canada and the US require transparency of the fund of political advertisements instead of intervening into content (Posetti & Matthews, 2018).

This study finds that Taiwan follows the strategy of European countries. In December 2018, the government introduced amendments which proposed punishments for people who disrupt social order or threaten another person's safety through false information. The most controversial one is the amendment to the Digital Communications Bill, that would reportedly require internet companies to take down disinformation within 24 hours or be fined.

The government argues that the nation has been threatened by a host of fake news including the election period. The online companies should take responsibility for public interests in addition to making money. Regulating social media to fight fake news is national security issue since Taiwan's tension with China (Lin, 2018).

On the other hand, critics from the oppositions and internet corporations argue that some rules would infringe on freedom of speech and the Manila Principles. The internet corporations argues that the obligations would add the heavy costs of screening fake information. Some scholars argue only when there is sufficient evidence that certain disinformation is from abroad and would affect national security,

While the amendments are waiting for the congress to prove, the debate shows the difficulty to regulate social media. There are still other strategies a country can apply. For example, Council of Europe Report (Wardle, 2017) suggests national governments to do research and regulate ad

networks. In addition, nations should support public service media and local news outlets and enforce minimum levels of public service news on to the platforms. However, it's vital that countries craft rules appropriate to their particular domestic social, legal and political contexts. (Tusikov & Haggart, 2018)

This study fits the conference theme. It also fits CPT section with its concerns on “;Media and Online governance regarding "fake news", social network bots, etc”. the study also fit the scope of Global Media Policy Working Group, therefore it can considered for a joint CPT/GMP session.

**Id:** 23352

**Title:** Affective Targeting: Social Media Monetization and the Rise of the Influence Economy 2011-2018

**Session Type:** Individual submission

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**Abstract:** Two prominent 2018 English-language documentaries interrogate the controversy around the Fyre Festival and the role played by prominent social media personalities whose seemingly authentic and personal- but nonetheless paid- endorsements ended up effectively selling a global social media audience on an essentially fraudulent product. The practices of social media influence marketing are suddenly the topic of heightened levels of public conversation and ethical scrutiny. Yet absent from these discussions, and largely from academic literatures on social media and platform monetization as well, are empirical accounts of the history and context in which this social media influence economy emerged rapidly, but deliberately, as a significant and problematic part of the political economy of contemporary media and communications. By drawing on a series of interviews with digital advertising executives, with social media creators, and with representatives from platforms and other intermediary services conducted between 2011 and 2018, this paper will ask about the conditions and choices that supported the rise of this influence economy and reflect on what this history and context suggests about existing theories and understandings of social media monetization.

Social media influencers are individual creators with large followings who produce personal content for various online platforms and monetize that content at least in part through marketing partnerships with brands and advertisers. The brand sponsorship of media content production that is achieved through the work of social media influence is emerging as a significant, but ethically murky, driver of the advertising industry's evolving global investment in the production of content for electronic media. Analyses of the practices involved in social media influence are increasingly both consequential and generative to normative understandings of the emerging social media entertainment industry and the monetization strategies of social media platforms themselves

This paper will use interview data from more than 50 interviews to outline how certain advertising professionals and industry practices began to pivot away from excessive reliance on data intensive targeting in digital advertising work and search for alternative approaches that would allow for greater application of their creative media skills and opportunities for them to differentiate their services. It will examine how both creators and advertisers viewed the influence transactional

relationship and its advantages to brands, impacts on content and implications for the audience/customer as these practices emerged, developed an industrial ecosystem and began to stabilize. We draw on this empirical historical narrative to theorize influence as a form of what we call affective targeting, and argue that it represents a crucial and normatively troubling form of social media monetization that warrants careful consideration from scholars of platforms and internet governance, from the public authorities and from internet users and media literacy specialists. As the motivations, editorial practices and monetization strategies of platforms are increasingly being called into question on a variety of fronts, this paper makes the novel and empirically-grounded case that seeming new controversies related to the influence economy can be traced back through the entire recent history of platforms and their monetization strategies and are in fact integral to understanding the political economy of platforms.

**Id:** 23354

**Title:** Can data activism strengthen the agency of 'common' users' An empirical study of oppositional affordances and use positions toward Facebook

**Session Type:** Individual submission

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**Abstract:** Data mining techniques in social media are on the rise, turning many aspects of users' social life into algorithmic relations (Bucher, 2012). Data activism, as a grassroots response to (top-down) datafication, attempts to empower 'ordinary' users to reflexively modify their practices and affect the very algorithms that produce them as datafied subjects (Baack, 2015; Milan & van der Velden, 2016). In our previous work, we showed that data activism tools endorse oppositional use positions, by facilitating user actions that can modify designed affordances and encompass a subversive potential. However, a question that still bears empirical study is whether 'common' users will come forward to play the roles envisaged by data activists.

Situating data activism within Actor-Theory Network and affordance theory, this article attempts to address this gap through a user study of two data activist applications: a in-house built application that functions in similar ways to Data Selfie and Go Rando. The first uses Facebook user data and reveals to users the data traces they leave behind and the inferences that can be made about users' interactions, habits, interests, personality predictions and so on. In our prior research work, we argued that Data Selfie enables users to discover hidden affordances of Facebook's key functionalities directed at other types of users (e.g. owners, marketers) and reconstruct the meaning of Facebook's perceptible affordances. Go Rando is a web browser extension that randomizes the selection of the Facebook 'Reactions' (the extension of the Like button) to obfuscate the emotional profiles of Facebook users. Providing users with a tool to obfuscate their feelings on Facebook, it obscures the expression of Facebook users' feelings by removing its more valuable, in terms of their commercial value, quality, namely its authenticity, with a potentially disruptive effect. This function was conceptualized as negative affordance or anti-affordance, in relation to social media's intrinsic affordances.

Our current empirical study extends our previous work posing two questions: First, to what extent the oppositional affordances of these data activism tools, when used by 'common' users, enable the

construction of oppositional attitudes (i.e. increased awareness about Facebook's function in terms of the construction and manipulation of algorithmic identities)? Second, to what extent these tools enable the construction of oppositional use positions (Shaw, 2017) evident in users' subsequent use of Facebook? To explore these questions, 30 Facebook users (15 for each application) were invited to use the selected applications for one week. Next, we collected use data and conducted in-depth interviews with the users to investigate their impressions and experiences with the use of these tools. Our findings reveal the actual agentic possibilities of data activism for users other than activists, namely their ability to 'de-inscribe' (Akrich and Latour, 1992) Facebook's hegemonic affordances. At the same time, the limits of data activism for non-skilled or lay users are revealed, which relate to the embeddedness of Facebook sociality in users' everyday life and social relations as well as data activist tools' restricted ability to weave personalized acts of defiance into a collective representation of 'we-ness'.

**Id:** 23376

**Title:** Data, surveillance and the citizen's body: A critical look at "Aadhar"

**Session Type:** Individual submission

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**Abstract:** This paper is centered around two intersecting questions related to biometric data in the Indian context: What forms of surveillance are made possible by indexing of citizenry in India through "Aadhar" (unique identification card)? And how discourses of governmentality and neoliberal capital use the "body" as a metaphor to justify notions of "security" "development" and the ideal citizenry? Primarily using Foucault's ideas of Biopower, this paper seeks to explore the networks of relationship, between data, technology and the "body" of the citizen. To explore these relationships, I am analyzing the arguments presented by the government of India in favor of the "Aadhar" card when the efficacy of "Aadhar" was legally challenged. Specifically, I am looking at the Supreme Court of India verdict on Aadhar when the court debated whether biometric data collection violates citizen's right to privacy. Looking at the discourses around this verdict in the print media I analyze here how technology is shaping the relationship between the state and citizenship in the context of neoliberal governance. This case also brings into focus the larger question of how technology can be used as an exclusionary tool in the hand of the state; in what was the rhetoric of development masks policies which hold the potential to mark the boundaries of race, class, and gender. Through a critical analysis of the power structures of the discourses around "Aadhar", I argue here that neoliberal forms of governance naturalize new regimes of differences through indexing the data about citizen's bodies, and at the same time intrude upon the natural rights of citizens through arguing that security of the state is contingent upon surveillance of bodies. Also, the "body" of the citizen formed through mechanics of data capitalism is used by the present regime of governance in India to further the project of defining and excluding the devious, dangerous and alien bodies; to construct a notion of ideal nationhood centered on the fascistic project of "Hindutva".

**Id:** 23421

**Title:** Critical analysis of communication policies in the European Union: the incidence of audiovisual subtitling in the protection and promotion of minority languages.

**Session Type:** Individual submission

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**Abstract:** The University of Santiago de Compostela Research Group "Estudios Audiovisuais" (<https://estudiosaudiovisuais.org/en/home/>), proposes in this manuscript a critical and comparative analysis between the Communication Policies in the European Community and the practices that are common in the audiovisual subtitling sector.

Starting from the research project entitled «EU-VOS. Intangible Cultural Heritage. For a European Program of Subtitling in Non-Hegemonic Languages», funded by Spanish Research Agency (Ref. CSO2016-76014-R), we intend to demonstrate the economic, social and cultural links that exist between audiovisual subtitling and the protection of minority languages in EU.

Our analysis focuses on identifying how culture is located in this political and economically-deterministic project which tries to come to terms with the European cultural manifestations. Our analysis takes into account the logic of the EU in this regard and the logic of the small European communities that have their own cultural identity, developed small-scale audiovisual media markets, and refuse to adhere to standardised cultural models: is the case of several European "Stateless Nation" (Schlesinger, 2000: 19-20).

Indeed, although Europe should sustain its material and immaterial heritage value over the rich mosaic of languages and cultures, the pressure of globalization (and its need to eliminate all kinds of barriers, especially linguistic and cultural) leads to the generation of "liquid content" (Bauman, 2007) and a narrative and cultural impoverishing.

As part of a wider research project that examines current European digital space (and, particularly, the role of audiovisual subtitling in minority-language film industries), this paper presents an examination of the ways in which the European Union has promoted its cultural development model for the 2014-2020 period. In order to achieve these objectives, we'll use in-depth interviews to experts and EU publications as sources of information and, in the same way, our work aims to highlight the need to promote the visibility and the access to audiovisual works in their original-language version, based on the case studies of several European audiovisual markets. Likewise and due to the European academic and professional outcry, it is urgent to address a complex issue: the redefinition of the "Europeanness" of the audiovisual work (an essential qualification, which gives an option to community subsidies), regulated by «European Convention on Transfrontier Television» (1989) and «Audiovisual Media Services Directive» (2010): regulations based on a calculation of percentages of territorial allocation of its financing and equipment, while ignoring elementary cultural elements such as linguistic choice. Regarding the methodological approach of our paper, our starting point is an intensive documentary analysis methodology, involving a critical and exhaustive review of essays, legislations and reports, as a result of applying controlled hermeneutics through inference, in the manner of Bardin (2013), Chevrier (2009), Krippendorf (2013) and López-Noguero (2002), in which we have sought to infringe standard deviations such as the «fetishism of empirical data» (Zunzunegui, 2007), to elaborate on linguistic and cultural diversities themselves (Ledo-Andión & Castelló-Mayo, 2013).

**Id:** 23515

**Title:** A Smarter Toronto: Some Reassembly Required

**Session Type:** Individual submission

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**Abstract:** In 2017, the Toronto Region Board of Trade’s “Framework for a Smarter Toronto” called for “collaborative action” to shape a smarter Toronto vision and respond to the Canadian government’s “Smart Cities Challenge.” On October 17, 2017, Waterfront Toronto announced that it had selected Sidewalk Labs, a subsidiary of Alphabet Inc. and sibling company to Google, to be its “innovation and funding partner” in the development of “Quayside,” a 12-acre site on Toronto’s eastern waterfront. Together, they formed “Sidewalk Toronto” and began a public engagement process. My research explores how the “smart city” vision has played out amongst various urban stakeholders in the initial phase of planning and consultation leading to a Master Development and Innovation Plan. “Quayside” is a site of contestation over the production of a future neighbourhood “code/space” (Kitchen & Dodge 2011) and global hub for the urban innovation industry in the age of “surveillance capitalism” (Zuboff 2019).

Aligned with recent scholarship that goes “inside smart cities” (Karovnen, Cugurullo & Caprotti, 2019), I take an assemblage approach (Haarstad & Wathne 2019) to this “project” (Picon 2018), actors, technologies and resources. The articulation of technological innovation and testbedding (for products, digital infrastructure, neighbourhood-scale software-defined networks, software-mediated systems and urban data architecture) and the political (data governance, government policy and regulation, citizens) is complex because it is contextual and contingent. On the one hand, there is a surging field of “urban informatics” that projects can draw on to help solve urban challenges (Barns 2017). On the other hand, selecting an Alphabet Inc. private company that could commit US \$50 million before having a plan risked solution misalignment and raised concerns about data governance and democratic principles of urban design, planning and development.

As Haarstad & Wathne (2019: 104) note, “actually existing smart city projects are negotiated (assembled) using resources and materials that already exist locally.” From the beginning, this project to make Toronto smarter has provoked criticism. Due to various issues and concerns, there have been calls to slow down or pause the planning process. The initial year-long process leading to a draft plan has been extended into 2019. If we accept the idea that a smart city project is a “frame under which a whole range of interests, agendas and projects are continuously negotiated” (Haarstad & Wathne 2019: 105), what is the role of media in representing the actors, the process, opportunities and benefits, risks and consequences?

Rather than examining smart city discourse (Harrstad 2017), this paper focuses on the media discourse surrounding this project. What has been the media discourse and framing? What thematic issues have been emphasized, obscured or neglected? What visual representations of the project

have shaped the socio-technical imaginary? To supplement analysis of an archive of mixed media materials, I also draw on fieldwork of the public engagement process and the Digital Strategy Advisory Panel to understand the push-and-pull movement between Sidewalk Labs's project vision, solutions, strategies (including lobbying and "building influencers" to ensure support), and mounting criticism from various perspectives. The public debate reveals that some reassembly is required.

**Id:** 23562

**Title:** THE MATERIALITY OF SOCIAL MEDIA-BASED PAYMENT TRANSACTIONS

**Session Type:** Individual submission

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**Abstract:** Increasingly, social media technology is transforming payment technologies into social payment platforms. Networked payment technologies like US-based Venmo and Facebook’s friend-to-friend payment involve layers of software updating, rolling out new social/platform integration features, security features, and mobile device operating system updates. The networked materiality of payment transactions is then increasingly a phenomena of importance for internet researchers to examine. While most previous studies about social payments focus on payment function, how users store value on devices, trust the technology rollout, make sense of social ratings (such as rating your Uber driver), or the financial practices of mobile banking in development contexts of the majority world, our research is concerned with the emerging social practices in the specific case of Venmo payments.

Payments on Venmo appear in a public transaction feed and a user must opt out of the public feed in order to make payments notifications private. While the public feed never includes the amount of money requested or paid between users, it will include user names and a memo field that usually includes a description of the transaction or charge. Early in the public feed, users began to use emoji in the memo field to indicate the purpose of payment (e.g., “thanks for the...[pizza], [beer], [gas]”).

We are interested in the unfolding emoji/inscription practices of users and tracing the platform affordances for these ideographic notations that make Venmo payments social and by extension, a new kind of writing and networked data inscription. By following these changes historically, we can examine how users interact with the strong hand of the platform’s autocomplete algorithms. “Listening to infrastructure” allows researchers to understand the hidden, ways in which these standards and how technology is made through users. Our study asks how are Venmo payment transactions a new form of social media data and what do they tell us about the distributed materiality of mobile networks? Many researchers have explored how cashless payments can impact the social function of transactions and can lead to emotional stress and fear about surveillance and control over personal data. Most research on Venmo has studied social network ties and types of payments. However, we are specifically interested in discussing how the Venmo public transaction feed makes mobile payments and receipts of those transactions unique social

media data traces documenting how people annotate and build a sociality around these payment memos in the public feed. As such, this case study specifically examines the platform 'affordances' including the public feed. Following Ellison's vanguard work on social networking site classification, we approached the Venmo payments platform as a diverse but coherent category of social media that involves a user account with icon (i.e. Profile), platform integration with other networks such as Facebook, and a user network with a friends list. Our larger argument is that Venmo transaction feed with a variety of memo types gives internet researchers a broader perspective of theorizing how network technology is made in and through unfolding social networking features such as the distributed materiality of receipts.

**Id:** 23574

**Title:** Developing a methodology for understanding urban behaviour: putting citizens in the focus by integrating urban data and urban citizenship dimensions

**Session Type:** Individual submission

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**Abstract:** The key aim of the present paper is to introduce a methodology for understanding vast amounts of urban behavioural data by taking into account both the context in which behaviour unfolds and the citizen as the actor of behaviour. More specifically, it proposes a process map for integrating urban behavioural data as captured by various digital technologies, sensed contextual data and information about the broader, underlying dimensions of citizens' behavioural engagement with their urban space. Such a methodology serves the double purpose of minimizing the risk of addressing citizen needs and preferences based on purely quantified behaviours, disconnected from their context and actors, as well as maximizing the information granularity needed for better-informed city decision making and urban policy design.

In the present era of 'urban intelligence', the pervasive presence of ubiquitous and digital communication devices transforms the urban space into a system which aspires to be highly 'intelligent' and 'responsive' to citizen behaviour. In such urban settings, data on citizen behavioural patterns are being captured and communicated in massive quantities. Supported by innovative artificial intelligence analytics, the information included in such data serves as heavily weighted decision criteria in various sectors of urban life, including healthcare, mobility, safety, nature sustainability, and commerce.

Based on the assumption that such big data-driven knowledge is sufficient for understanding citizen needs and preferences, an array of services, technological solutions, urban policies and behavioral change interventions are developed accordingly. We content that over-reliance on quantified behavioural patterns, disconnected from their context and actors, is an inadequate approach to utilizing the vast amounts of data offered by digital communication and information technologies. As a result, the above developments fall short of fulfilling the goals of enhancing citizens' experience of their space and interactions, strengthening their inclusion in urban governance and improving their overall well-being.

As a solution, a process map is created towards a more comprehensive and coherent interpretation of urban data. We start by developing a method to assess and gain insights into citizens' broader,

underlying behavioural dimensions. The term ‘urban citizenship’ is used to describe these underlying dimensions, drawing upon the discourse of citizenship in terms of interaction with the urban space and the strong focus of ‘urban intelligence’ on citizen behavior. Next, we map the combination of domain-specific behavioural and contextual data (for example, mobility behaviour and weather conditions) on urban citizenship dimensions. As a final step, the knowledge derived from this multifaceted citizen approach is incorporated in recommendations to city governments and public institutions on how to address relevant urban questions. The application of this proposed methodology has the potential of bringing the urban citizen, whose behavior is now understood in a synthetic way, back to the focus of city decision making, urban policy development and ‘intelligent’ technological design.

#### Keywords

Data; behaviour; urban; citizen; citizenship; context; city governance; urban policy; city decision making

**Id:** 23590

**Title:** Exploring ethics and values in data science training

**Session Type:** Individual submission

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**Abstract:** Data science is the study and application of data to inform decision-making, often in the belief that it can improve outcomes. While much attention is paid to artificial intelligence, sensors and computing, less attention is paid to the humans who work with the technologies – apart from a range of policies to increase the number of them. Yet, as Beer (2018) points out, the power of data is in the hands of those who can interpret it. Data is not neutral and outcomes depend on what data is being used, how it is gathered, who is making the decision, why they are making the decision, who the decision is being made about and who else may be affected, issues which lie at the core of big data and algorithmic culture debates (Kitchin, 2014; Kelleher and Tierney, 2018). As recent data scandals involving Facebook and Cambridge Analytica reveal, data science workers can create services which introduce new social and political inequalities with little to no recourse. Despite a visible increase in discourses about ethical frameworks, and the need for legal frameworks to protect data privacy, in Europe it is far from clear if these policy solutions are adequate to protect individual and collective rights from such behaviour.

To date there has been little exploration of the ethical or value based education and training of data science workers as they begin their professional formation. Emerging out of statistics and computer science staff and students have not traditionally had to concern themselves with human subject type ethical oversight in their research or training (Metcalf and Crawford, 2016). In this paper we examine the training and curriculum of a sample of formal and informal data science curricula to explore the attention given to ethical values, including human rights and dignity. We are particularly interested in the practical ‘real world problems’ and ‘creative solutions’ used to ground their ethical education. To what degree can their work be made accountable and transparent? To what extent does the social good and ‘bottom-up’ uses of data influence the agenda? Existing research highlights the highly contextual nature of the ethical concerns raised in practice (Kennedy, 2016, Turow, 2012). Are data scientists prepared to take on the mantle of data ethicists in the workplace, or in the academia? If not we may need more radical policy solutions.

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**Id:** 23592

**Title:** Is All Extremist Content Online Created Equal'

**Session Type:** Individual submission

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**Abstract:** “Countering Violent Extremism” has become a sweeping term for a broad array of activities ranging from grassroots initiatives, to civil-society campaigns, to corporate responses, to governmental strategic communications. UN Special Rapporteur for Freedom of Expression David Kaye argues: “By ‘balancing’ freedom of expression and the prevention of violence, the programmes and initiatives aimed at countering ‘violent extremism’ have – often purposely, sometimes inadvertently – put at risk or curtailed the independence of media,” calling CVE programs that monitor content online for removal themselves forms of surveillance. For better or worse, CVE has become an industry unto itself, and a global framework for considering the different – and often contradictory – responses from governments, companies, and civil society.

Internet companies are under increased pressure to counter extremism online. Most of these efforts at the platform level have fallen under the realm of content and account removal. Other efforts focus on counter narratives- neither of which are supported by sufficient evidence as to their effectiveness. The Institute for Strategic Dialogue (ISD) defines counter-narratives responding to extremism as messages that offer “a positive alternative to extremist propaganda, or alternatively aims to deconstruct or de-legitimise extremist narratives” (see Tuck & Silverman, 2016). Counter-speech itself is as varied as the kinds of extremism it responds to. The assumption underlying counter messaging programs is that exposure to an alternative set of facts or interpretations, debunking myths, and exposing lies will alter attitudes and behaviors. These are long term impacts being sought that are not easy to measure or quantify. But what does that look like at the platform level? Google and Facebook have trained NGOs working in anti-extremism how to use keyword advertising, but current initiatives go much further by adding targeting, curating and video promotion.

One other avenue being explored is redirection. This paper explores the Redirect Method, a project of Moonshot CVE and Google’s Jigsaw, which uses Google’s Adwords targeting tools to deliver curated local content when internet users search for selected keywords identified as extremist. The project poses a wide range of critical questions, as well as exploration of the possibilities for alternative interventions from content and account removal. The Redirect Method also cycles back to the question of whether or not exposure has an impact when evidence points to the social network around exposed content is at the heart of informational power. However, the Redirect Method also subverts the model of advertiser driven search, presenting further challenges to Google’s claim of neutrality in its search algorithm. The method also raises a number of serious privacy and data protection concerns, as well as core questions about information access and online search, and fundamental questions of information freedom online.

**Id:** 23631

**Title:** Uncertain Infrastructures and Volatile Territorial Formations: State Capture in Neoliberal Times

**Session Type:** Individual submission

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**Abstract:** In this paper, I analyze the distinctions between rural and urban areas in Colombia in terms of their articulation around broadcasting and mobile telephony infrastructures. Official narratives indicate that the distinction between urban and rural is something municipalities decide -a consequence of the democratization process in the late 1980s and early 1990s and the subsequent recognition of regions' political and administrative autonomy. Further investigation on the matter (based on archival research and in-depth interviews) reveals that there is an awareness on the part of central national-level authorities that illegal economies and corruption make impossible to know what is the real state of communication infrastructures in rural areas. Electoral politics gets in the way of a genuine interest for accuracy and problem resolution in the context of vulnerable rural areas. Moreover, the definition of rural and urban is unstable and follows the convenience of local political elites, allied with illegal economies and corporate interests.

Based on these findings, I argue that, rather than being a force opposed to the state, illegality and cronyism associated with corruption in the context of electoral politics are a form of State power. Specifically, a neoliberal reformed State, instrumentalized by corporate power. In the wait for the market to arrive, market-friendly legislation appears as a volatile discourse that disavows the capture of state economic resources on the part of corporations. This reinforces a colonial notion of territorial formations; the idea that rural areas are wild lands and their inhabitants are either criminals or uncivilized communities, still disconnected from the Colombian nation. In this case, the illusion of wildness and uncertainty about what happens in rural areas is necessary for capital accumulation under Neoliberalism; it obfuscates the existence of precarious labor, as well as the connection between communities and their territories, portraying the latter as empty.

As a young scholar, I would like to be considered for a joint CPT/ESN session.

**Id:** 23709

**Title:** #ViolentosComoAMLO: las semánticas de la insurrección ante la guerra sucia y las noticias falsas durante el proceso electoral mexicano en 2018

**Session Type:** Individual submission

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**Abstract:** Los sitios de redes sociales son, entre otras cuestiones, espacios de disputa narrativa entre los diferentes sectores de una sociedad. Por ellos cruzan lo mismo las estrategias coercitivas desarrolladas por grupos de poder gubernamental y político que tienen el fin de manipular a la opinión pública, que los contra discursos de la protesta ciudadana.

En el presente trabajo se hace una revisión sobre una de las tendencias que circuló en Twitter durante el Proceso Electoral 2018 en México y cuyo título fue #ViolentosComoAMLO, Hashtag concertado desde múltiples cuentas de políticos y agrupaciones del entonces partido oficial, el Partido Revolucionario Institucional (El PRI) para atacar al candidato a la presidencia de México que entonces encabezaba las encuestas de popularidad, Andrés Manuel López Obrador.

La pregunta que originó la presente investigación es:

¿Cuál fue la reacción de los usuarios de una red sociodigital como Twitter ante los ataques al candidato a la presidencia de México que más popularidad tenía en las encuestas?

Mediante un análisis de contenido de una muestra de los tuits del hashtag #ViolentosComoAMLO, trending tópic los días 15 y 16 de abril de 2018, se encontró que, paradójicamente, quien fuera el candidato más mediáticamente atacado durante el periodo de campañas, al mismo tiempo contó con el apoyo de muchos usuarios en esta red social.

Ellos lograron tener una participación activa en los ataques contra López Obrador en Twitter, en un fenómeno que, en este trabajo se denominó semánticas de la insurrección: giros semánticos en los que se cambió el sentido negativo original programado por quienes lanzaron los ataques en contra del candidato, para tornarlo en mensajes en su defensa o desestimando la legitimidad de sus atacantes.

Tal comportamiento fue análogo a la popularidad del candidato que mostraban las encuestas de periódicos y medios electrónicos, lo que permitió tener un panorama sobre la preferencia de los votantes.

Los simpatizantes de AMLO actuaron de forma crítica y organizada ante cuestiones como la guerra sucia y las noticias falsas en Twitter. Esta situación parece ser una constante que continúa en fechas recientes, en el terreno de Internet y las redes sociales, donde el ahora Presidente de México parece contar con una base de apoyo en usuarios del sitio, por lo menos mientras mantenga niveles altos de popularidad.

**Id:** 23754

**Title:** A Public Policy Analysis of Net Neutrality Protections and their Intimate Link with the Future of Professional Journalism

**Session Type:** Individual submission

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**Abstract:** This study will fully explore the ongoing crisis to professional journalism in the public policy context of the U.S.-based Federal Communications Commission (FCC) having terminated network neutrality protections, addressing the implications that the termination will have on the delicate future of professional journalism and by extension, the consequences on democracy itself given the vital role of the Fourth Estate.

Last June, the FCC officially reversed its previous U.S. Federal Court-supported charge in assuming the responsibility to prevent and regulate Internet Service Providers (ISPs) from endangering the free, open, neutral and competition-friendly environment long inherent to the Internet, or more simply, what leading technology scholar Tim Wu (2003) originally termed as “net neutrality.” Net neutrality has been defined in more recent research as “the principle that all traffic is treated without discrimination, restriction, or interference regardless of its sender, recipient, type or content” (Horten, 2016). The FCC reversal could set in motion a potentially fundamental change to the Internet experience that has long become central to the daily life of countless millions around the world, especially when considering the power and influence of U.S. telecommunications public policy.

It comes as little surprise that net neutrality has commanded significant attention and been granted a high level of importance in scholarly quarters with researchers linking net neutrality protections with the preservation of free speech (Bagwell, 2012); the protection of data and sources in the public domain (MacKinnon, 2012); and the threatened ability of otherwise marginalized social movements to reach the public (Tuffecki, 2014; Clark, 2016; Russell 2016). However, what has not been explored by scholarship, are the implications that the ending of net neutrality will likely have on the sanctity, future and well-being of the all-important arena of independent, non-profit, public interest-oriented and professional journalism, which has crucially long fulfilled significant investigative gaps left behind in the wake of mainstream news media de-investment and down-sizing (Skowronski, 2009). This study argues that net neutrality policies are intimately linked to the future of independent and professional journalism. In light of well-established scholarly findings on the importance of net neutrality protections for practices and pursuits that are vital to journalism, this linkage should be accepted and further explored by scholarship.

This study will first survey and update the ongoing and long-running crisis to professional journalism (McChesney, 2000, McChesney & Nichols, 2010; Pickard, 2017), which continues to suffer annual losses of professional news reporters and editors across the traditional media board, as

well as important daily newspapers (Nichols, 2018). Thereafter, a brief policy history of net neutrality protections will be surveyed including a close look at the widespread and popular support for the protections, which before the FCC reversal, were largely won via protracted and significant pressure from civil society. The study will then cover the ways in which independent professional journalism can be unduly harmed without net neutrality protections including the precedents and basis for such concerns given examples of other cases where net neutrality protections have been lacking or essentially non-existent (Price, 2017) .

Full bibliography:

<https://drive.google.com/file/d/1uQ7t8LeYdx-ye8diS8eOcVO4XmWjTg1V/view?usp=sharing>