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Title: 'Affective publics' and the 2015 Channel Tunnel fire

Session Type: Individual submission

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Abstract: The 'ambient storytelling infrastructure' of Twitter enables 'affective publics' to present their own perspectives on events and issues (Paparachissi, 2015). The circumstances driving the formation of such publics may vary, but they are commonly driven by 'a public display of affect that unites, identifies, or disconnects them' (Paparachissi, 2016: 308). This paper explores the 'affective publics' that appeared to emerge on Twitter during the Channel Tunnel Fire which started on 17th January 2015. Passengers were evacuated after smoke began to fill the train near the French side of the tunnel. The incident, during which a lorry was set alight by an electricity bolt from overhead power lines, led to significant disruption to Eurostar services for the next few days. This paper sets out to examine the role of journalists, both citizen and professional, and 'affective' tweeters, who had no direct experience of the fire, in the information flows that emerged in the immediate aftermath of this incident. A critical thematic analysis, derived from the framework of Braun and Clarke (2006), was conducted to explore key themes that emerged from 12,652 English-language tweets posted between the 17th and 19th January 2015. Twitter accounts and URL links shared in tweets were also classified using an inductively-developed content analysis codebook. Results indicated that Twitter accounts belonging to individuals rather than organisations were primarily responsible for starting information flows about the Channel Tunnel fire and subsequent disruptions. Professional journalists/news media outlets played a dominant role in the flow of information. Congruent with the news media coverage, some tweeters expressed their frustration at what they saw as the insufficient and contradictory advice they had received from Eurostar staff in relation to their own travel arrangements. However, there were many positive tweets expressing gratitude for the professionalism of the company and their prompt reply to customer queries. Some tweeters were critical of the media coverage of the incident for its focus on angry passengers dissatisfied with Eurostar. In this way, Twitter appeared to provide a platform for a diverse 'affected public' that were not fully represented in the news media coverage of the incident but nevertheless played a crucial role in sharing accurate and timely information about the incident online.

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Id: 12231

Title: Participatory Media and Peacebuilding in Northern Ireland: Lessons from the 2014 Ardoyne parade dispute in Belfast

Session Type: Individual submission

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Abstract: As far back as the late sixties, Galtung (1967) predicted that the rapid growth of media technologies would favour associative rather than disassociative approaches towards peacebuilding. A prerequisite for this 'positive' peace was the creation of shared spaces in which antagonistic groups would be able to reconcile their differences and agree to work together for mutual benefit (Lederach, 1997). This paper explores how participatory media, in this case Twitter, can facilitate peacebuilding by focusing on how citizens used Twitter during a contentious march in the Ardoyne district of North Belfast in July 2014. Fears of a repeat of sectarian clashes seen during the same parade in July 2013 were not realized, and the study was designed to empirically investigate if tweeters using the microblogging site had helped de-escalate tensions in the urban interface area. In particular, it focused on how users responded to rumours and disinformation spread on the micro-blogging site, which had potential to inflame sectarian tensions and incite rioting. These issues were explored through a critical thematic analysis of 1,842 tweets posted on the site between 11th and 14th July 2014. The nature of the debate between those 'citizen tweeters' who commented on the contentious Ardoyne parade was also investigated, with a focus on how they framed the attitudes and behaviour of the 'other' community during these events. The study found a long-tail distribution of user activity was evident within #Ardoyne, with the 20 most prolific contributors accounting for 23.78 percent of the corpus. Citizens were the most frequent contributors to #Ardoyne and were responsible for the largest proportion of retweeted content during this period. The thematic analysis suggested that the majority of tweeters praised both sides for keeping the parade and related protests peaceful. However, Twitter did not appear to be a shared space capable of fostering cross-community consensus on how to resolve the parade dispute. The study suggests that Twitter's most significant contribution to peacebuilding in Northern Ireland might lie in its empowerment of citizens to correct rumours and disinformation, which have the potential to exacerbate sectarian tensions and generate intercommunal violence.

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Lederach, J.P. (1997) Building Peace: Sustainable Reconciliation in Divided Societies.

Washington D.C: United States Institute for Peace.

Id: 12385

Title: A Comparative analysis of Twitter in the aftermath of floods in India and the Philippines using the Participatory Communication Model

Session Type: Individual submission

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Abstract: During natural disasters such as earthquakes, tsunamis, tornadoes, hurricanes, typhoons and flooding, citizens, government officials and relief agencies are increasingly turning to social media such as Twitter, Facebook, and Instagram to inform people as well as to provide relief to those in need. With a rapid increase in the diffusion of the Internet and smart phones in developing countries significantly more people who were typically used to top-down communication models, are now empowered to participate in events occurring locally and globally.

This study will examine the use of microblog posts via Twitter in the aftermath of the December 2015 flooding in India and the October 2015 flooding caused by Typhoon Koppu/Lando in the Philippines. Researchers will use both quantitative and qualitative content analyses to compare a sample of the thousands of Twitter feeds in relevant hashtags generated by the two disasters in terms of factors such as geographic locations, type of information shared including assistance offered and solutions provided to resolve various issues connected with the disasters, and stakeholders involved.

This research will be based on the participatory communication model that involves

communication between various groups of people to reach the same goal (Bessette, 2004). Development communication research has frequently focused on participation at the traditional village level. More research is needed regarding the newer phenomenon of participation at the "global village" level. This research will provide empirical evidence of any potential similarities in public response patterns to different flooding disasters in two different countries. The results of this study will contribute toward a better understanding of both theory and practice pertaining to a global community's participation and interactions toward the common goal of alleviating crisis situations.

Reference:
Bessette, G. (2004). Involving the Community: A Guide to Participatory Development Communication. Ottawa, Canada: International Development Research Center & SouthBound.

Id: 12465

Title: Crisis communication in the fashion sector: the Rana Plaza events, worst accident in the history of fashion manufacturing

Session Type: Individual submission

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Abstract: On 24th April 2013 at 9 o'clock in the morning local time, the Rana Plaza building in Dhaka collapsed. This factory produced clothing for 29 different brands, the majority of them world-renowned. The final casualty figures came to 1,129 dead (the majority women and children) and 2,515 injured. This is considered to be the worst accident in the history of fashion manufacturing.
In this situation, crisis management and crisis communication are key for brands reputation (Sellnow & Ulmer, 2004). Considering a crisis as "any incident or situation, whether real, rumored or alleged, that can focus negative attention on a company or organization internally, in the media or before key audiences" (Ruff & Aziz, 2012, p.3), this paper distinguishes two crisis generated after the events in Bangladesh.
On the one side, there is the crisis related with the human tragedy at the Rana Plaza. Crisis management and the answer of each of the brands are analyzed. This answer is individual and very diverse depending on the corporate culture and institutional dynamics as some authors point out (Massey, 2004; Dowling & Pfeffer, 1975).
On the other side, a collective crisis emerged as a result of this event that led to a wider questioning of the very fast fashion model itself, the model that Rana Plaza supplied. In fact, the entire magnitude of the crisis is based on this second fallout from the tragic events. Furthermore, with the advent of the fast fashion model, fashion production and retailing have changed their rhythm and a series of low-cost manufacturing tools are now required that are located mainly in developing countries. Then, questions revolving around labour conditions and working environments within an industry that generates such huge turnovers raise key ethical issues (Aspers & Skov, 2006). Because of this, in recent years, questions relating to sustainability and ethical behavior within the realm of fashion have begun to be studied from a critical perspective (Emberley, 1998; Moisander & Personen, 2002).
Both crisis, individual and collective, are analyzed in this paper considering the communication management executed by the companies and the rol of the media in those

crisis (Riegert, & Olsson, 2007).

Findings of the study led us to consider potential scenarios and effects of different communication strategies in the various stakeholders, but also some more general conclusions affecting the way fashion is perceived and communicated.

Id: 12529

Title: ORGANIZATIONAL STORYTELLING: A NEW WAY TO COMMUNICATE IN A POST-CRISIS SCENARIO

Session Type: Individual submission

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Abstract: This research analyzes the post-crisis period that occurs within organizations. Just as in medicine a patient in recovery needs specific care in his postoperative, in organizations there are steps to be taken in the correspondent period. This means that we aim to explore the existing time period between the end of a crisis and the resumption of normal (non-crisis) within this universe, which we will name post-crisis.
Whereas the post-crisis shows no marked time settings to be perceived by each of the involved stakeholders (employees, media, suppliers, consumers, community, etc.) in different ways, we aim to propose a new theory about the concept through a mosaic of perceptions reuning the collection of aspects explained by each of these subgroups.
The research lies in the organizational post-crisis, especially for being treated superficially by the authors, which only takes into account the prevention and management of a crisis. It is in our interest to understand the subsequent phase of the crisis and to explain how to assure stakeholders that the crisis and its repercussions had stopped. Thus, we consider that period as a fundamental part to evaluate and learn from the consequences acquired during the crisis, following some existing tracks, such as those suggested by Coombs (2007) and Mendes (2006) proposing a continued monitoring in post-crisis, in addition to running balances and audits. The author Lampreia (2007) complements their reasoning by stating that there are unique opportunities that could arise and only in this context.
We aim to specifically study this context under the bias of leadership and communication through the use of communicative strategies adopted by a leader. For this, we understand the leadership through a communicational look according to Fairhurst & Connaughton (2014) and assume as a guideline what Cuna Jr (2006) said that organizations need to understand the interests and needs of its audiences since it has the capacity to interfere in the process of communication during a crisis.
The present discussion on the theme in vogue reveals an incomplete and superficial data, which highlights a gap in the literature. This study aims to contribute to the advancement of knowledge in both areas - academic and organizational. It will be with an interpretive position and a qualitative methodology proposed by Maxwell (2005) that this research will go on. The methods to collect data will focus on interviews with academics and media professionals providing a theoretical input on the post-crisis and also with leaders to balance with a practical way.

Conclusive clues indicate that there are new opportunities in the post-crisis. Through the use of storytelling as a way of exalting the organizational culture, a leader is able to take advantage of the negative situation that hit the organization, exploring this new scenario. The storytelling would discuss projectional stories ensuring a future focused on the resumption of normality, reproducing the organizational culture and envolving the employees. Thus, this tool will explore its content based on the memory and history of the organization, establishing a link and identification with the employees.

Id: 12534

Title: Audiences' memories and expectations about TV news coverage of disasters: The Chilean experience of the past 30 years (1985-2015)

Session Type: Individual submission

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Abstract: Television news plays a major role in the construction of personal memories of high-impact events. Stern (2002) defines the latter as "emblematic memories", understood as a framework, a way to organize memories that allows giving an interpretative sense, and a selection criteria to personal experiences relevant to each individual. This role is essentially important with news that directly affect large audiences, such as natural disasters of large magnitude (Sturken, 1997; Mujica, 2010). The features of the media ¬¬–inmediacy and the continuous flow of information (Cebrián, 2003; Arledge, 2003; Newcomb, 2000; Miall 1994)- generate, among other things, audiences' perception of witnessing a story live and as a part of their lives (Sturken, 1997; Doane, 1990; Benjamin, 1989). In this regard, the work of journalists influences what Sturken (1997) called "re-enactment", i.e., "the creation of narratives of the past that give sense to traumatic events as a way to promote the healing of psychic wounds" (p. 24).
In Chile, a country with a history of natural disasters of different types (earthquakes, tsunamis, volcanic eruptions, floods, etc.), it is necessary to explore how audiences remember these events from what they observe on TV and what expectations they have of broadcast news work during such events. This paper presents the first results of a four-year research project, which hypothesizes that the iconic memories of the audiences, as well as their expectations about media work during a disaster, varies depending on whether they were directly affected or not by the event. Thus, the article aims at distinguishing which are the components of TV coverage that members of the audience remember, what do they reject and/or value during a disaster of great magnitude, and

whether those directly affected and those who are not differ in their opinions.

To do so, we conducted a descriptive work with a qualitative approach, based on 48 semi-structured in-depth interviews conducted to Chileans affected by natural disasters ranging from the 1985 earthquake to the one occurred in September 2015 and those who indirectly experienced them through media.

One of the main conclusions is that the proximity to the disaster marks the construction of memory, and triggers very different perceptions in their assessment of the work of television in these cases, especially regarding the treatment of pain and trauma. An example is the marked difference in the assessment made by the two groups of interviewees on the incorporation of testimonies of victims in television stories, considered positively by the affected people and deplored by those who watch the news with greater distance. The data presented in this article are valuable for future considerations of the media before or during an upcoming coverage of a disaster of great magnitude, as well as for those in charge of implementing public policies and disseminating relevant information during these events.

Id: 12555

Title: Thai People's Media Dependency during Flood Disaster

Session Type: Individual submission

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Abstract: Damages caused by severe natural disasters are usually beyond what one can imagine but the level of severity can also be intensified by inefficient communication. This seems to be the case of what happened in Thailand when facing with unprecedented severe flood in 2011. The flood spread throughout agricultural, industrial and urban area in Thailand, including Bangkok. Sixty one provinces and 3.9 million households were affected. Normally during the crisis, mass media become a main source of information that most people are dependent on. The role of media in providing sufficient and accurate information is therefore vital for individuals' survival. Based on the Media Dependency Model that explains the inter-relation between audiences' information needs, media role and disaster situations, we can see that people are more reliant on media reports than in normal situations. However, whether or not mass media can fulfill such information need will depend on both the mass media and social system. This paper applied Media Dependency Model to explain the communication of flood victims who encountered natural disaster situations in Thailand, as well as to present how media were used by flood victims, what media content were needed. It will also illustrate Thai media's role and the result of media exposure in order to determine level of media dependency among flood victims. All of which are necessary to create fundamental data for crisis communication planning, particularly in natural disaster situations. The survey research was conduct among 813 samples who live in the area affected by the severe flood in Thailand. The finding indicates the highest level of information needs that motivated those people to seek information from the media. They perceived that flood caused loss and damage to life, property and community. They also relied more heavily on television in terms of national disaster warning, while mobile phone, family members, friends, neighbors and Facebook were the most exposed media channels. In addition, information about flood situation from the media was perceived to be accurate and sufficient for making the right decision to protect themselves. Most importantly, these findings indicate that the expansion of media dependency model to include interpersonal communication and online social media.

Id: 12609

Title: Take us to your elders. Conflicts of communication in crisis environments in Ghana

Session Type: Individual submission

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Abstract: Crisis and disaster management organizations in developing countries are facing a challenging problem: the processes of urbanization vis a vis traditional societal organizations call for different approaches to communicate with the population. In countries where vulnerabilities, threats, and risks are high, the establishment of channels of communication that address all strata of population, generating trust is important to enhance participation and compliance.

Departing from a two-step flow of communication model and combined with theoretical approaches of trust in crisis communication, this paper aims to analyze the channels of communication during crisis situations in Ghana and how the processes of generating trust in traditional communities is negotiated by crisis managers. To address this call, this study examines the role of citizens' trust in different structures of Ghanaian society and the strategies used to address lack of compliance in the rural/urban dichotomy.

This study is largely informed by a series of interviews with nine top crisis managers and officials ascribed to the National Disaster Management Organisation (NADMO) in Ghana. The results show that while government officials convey information to the public through all means possible, a large amount of the population decides to overlook or ignore the recommendations, and points to the importance of reaching communities through their chiefs, rather than approaching them directly. Since there is reluctance to follow a distant governmental agency, the trust in the community chief is of utmost importance, as chiefs become the sole channel of communication, especially in rural areas in developing countries. Thus, in order to reach rural communities, NADMO officials need to approach the elders who will communicate the message to their people. Trust, and more importantly tradition emerge as the main determining factors for successful dissemination of the message.

The results can be applied to other parts of Ghana and other similar societies especially in countries that still follow a two-step model when it comes to flow of communication and information in crisis environments.

Id: 12635

Title: Affective Resonances of a Past Disaster: Remembering Japan's 3.11 on Twitter

Session Type: Individual submission

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Abstract: The paper examines how the fourth and fifth anniversaries of triple disaster of earthquake, tsunami and Fukushima Daiichi nuclear accident were discussed in Twitter in March 2015 and 2016. We are interested in how emotions related to remembrance are expressed in the context of the triple disaster anniversary. In addition, we aim to explore the communication between Twitter users during the anniversary, with focus on the links between the so called mainstream media and other Twitter users. By focusing on these aspects of the 3.11 anniversary in Twitter, it is possible to uncover some of the dynamics that circulate disruptive media events (Liebes 1998, Liebes & Katz 2007) in the contemporary media landscape. The study presented in this paper is a part of research project Media events, circulation and emerging social media practices. Tracing the meaning of Fukushima (MECER) that is conducted in cooperation with University of Tampere, Finland, and Waseda University, Japan.

The empirical data of the paper were collected from Twitter between March 10 and 12, 2015 and 2016 by using two service providers, Pulsar and Topsy. The data consist of over 35,000 tweets in several languages, including English, Japanese, French, and German. They were collected by giving the service providers lists of search terms and hashtags related to the triple disaster. We will analyze the data by combining quantitative and qualitative methods in a mutually complementing way.

The theoretical framework of our paper is built on three approaches: theory and empirical inquiry into the complex and hybrid contemporary media landscape (e.g. Belair-Gagnon 2015; Chadwick 2013), discussions about disruptive media events (Liebes 1998; Liebes & Katz 2007), and studies of affect, emotion and feeling, and their relations to media and mediation (e.g. Hillis et al. 2015; Papacharissi 2015; Riis & Woodhead 2010). By combining these approaches, we seek to develop a critical and fruitful understanding of how emotions related to disruptive events, such as the triple disaster of March 2011, are articulated and circulated in a complex media environment that blends traditional mass media and social media platforms together. Studying expression and circulation of emotion in a hybrid media environment with a mixed methods approach can open up new pathways for understanding and recognizing how emotions undulate in networked communications.

Keywords: Twitter, emotion, disruptive media events, mixed methods, Fukushima Daiichi

Id: 12691

Title: Social (Media) Memories and the permanence of the "past'

Session Type: Individual submission

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Abstract: The understanding of memory process is strictly tied up with the techniques and technologies used to construct and preserve images, narratives and stories about a specific event of the past. The digitalization of devices for recording and preserving content gives a new push to the debate about the practices and the strategies of negotiating, sharing and collecting memories. From a sociological and communicative perspective, the debate deals with the question of how technologies are involved in the process of constructing both autobiographical and collective memory.

This contribution is based on findings from a case-study in which digital memories are about L'Aquila, an Italian city destroyed by an earthquake in 2009. Our case-study is focused on a social platform called "We, L'Aquila", an online collaborative tool developed by Google, in partnership with the Municipality of L'Aquila and the National Association of Emigrated Families (ANFE), to contribute to the social reconstruction of the city. In contrast to the excess of mediated depictions of the tragedy and its aftermath produced by the national and international news networks, "We, L'Aquila" aims to collect the narratives of ordinary people directly through their voices and thus represents an innovative space of interplay between individual and collective memories, in which citizens can – at the same time - remember the past of L'Aquila and share their experiences and personal stories. The social platform in this way helps saving the memory of the city, preserving its collective history and strengthening the local community in the aftermath of the natural disaster.

In order to explore the users' practices and investigate the role of "We, L'Aquila" in storing, processing and sharing memories after a collective tragedy, we collected and analysed all the posts written on the website from the launch of the platform until the end of November 2011 (N=278). Through an integrated approach, based on a quantitative and a qualitative analysis of the narratives, we carried out a content analysis to identify the most common categories of discourse; investigate the narrative characteristics of the memories and their relationship with the past; and examine the kind of location individual find important to remember.

The main findings of our analysis show that, in the case of the "We, L'Aquila", the aspects related to the construction of the memory are strictly linked to the construction of the future after the natural disaster.

Id: 12785

Title: Warrior Communications - media technologies in military communications.

Session Type: Individual submission

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Abstract: As academics and scholars examining conflict, we frequently look at private individuals and ordinary people and how they communicate in times of war and conflict. Along with this we are also accustomed to seeing futuristic communications in other media forms such as films and computer games, but rarely do we engage with what the reality of these extraordinary communications devices may really be or look like? Do they exist or could they exist? How may future military communications impact on conflict and war zones? What kind of military communications may filter down to domestic usage in the future.

This paper examines professional military communications. In particular the FIST project, Future Infantry Soldier Technology developed in the UK and the Land Warrior systems developed in the US, which are currently in use and with future developments being trialed.

Over history, the military have frequently been the instigators of communications development or enhancement, for example the use of radio by many military personnel in the first world war is frequently attributed with the rapid take up of domestic radio after the conflict in 1918 and onwards.

In recent years with the extraordinary advancement in communications technologies, data storage, sophisticated search engines and commonplace personal communication devices, military organisations have continued to adopt, develop and enhance communications for their own use. In particular finding ways that an individual professional combatant, a soldier, can carry an integrated communications and weapons system.

Using publicly available resources and information and discussion with manufacturers and professionals, this paper summarises current and future military communications and consider how this may impact on future conflicts and also domestic communications. What have we already got and what will we adopt from military communications procedures and to what extent will this influence us as private individuals.

Id: 12855

Title: Nepal earthquake: Foreign media's news framing and consequences

Session Type: Individual submission

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Abstract: International media are always important to cover natural disasters in a developing country like Nepal, especially when the scale of crisis is really enormous and that requires international attention for immediate rescue and aid support. Nepal, a geologically quake-prone country, experienced 7.8 magnitude earthquake on April 25, 2015, the worst in Nepal since 1934, and more than 30 aftershocks greater than 5 magnitude within a month. Owing to the earthquake and aftershocks, 8,891 people were killed, 22,302 injured, nearly a half million houses were completely destroyed leaving residents stranded on streets and open spaces. In the aftermath of the devastating earthquake, donor community pledged $ 3 billion to Nepal for the post-earthquake reconstruction. The Government of Nepal thanked international media, among others, for their catalytic role in drawing urgent attention of international community for various relief efforts.

However, there was a social media campaign, particularly in Twitter and Facebook, against international media outlets for their sensational news coverage that might re-victimize the quake victims. Foreign media were accused of being insensitive to victims, creating false stories, and promoting negativity as if nothing left unharmed during the earthquake in the country. In this context, it is important to assess whether or not news framing of international media focuses recue-and-relief efforts to support the victims. If not, what exactly they were intending to cover and why.

This study aims to assess the international media coverage of the earthquake and its aftermath by using Erving Goffman's framing theory as a theoretical framework and content analysis and semi-structure interviews as data collection methods. Online content of the international media coverage related to Nepal earthquake during a period of one month – starting from the date of the first earthquake – will be analyzed. For this study, international media having correspondents in Nepal will be selected for the practicability purpose. Similarly, 10 senior journalists of Nepal affiliated to various national media will

be interviewed for their observations with regard to on the international media coverage and their news framing during the crisis. Data obtained from both methods will be analyzed using conventional content analysis method.

The findings of this study would be important to any country in crisis and post-crisis situation to learn news framing and impact of international media coverage of the Nepal earthquake. The findings can be an important reference for policy makers in developing strategy to guide international media towards the real crisis. This study can be a helpful tool to international media to pay specific attention in their coverage of natural disasters to actual issues that would benefit the victims and stakeholder communities. Similarly, international media can learn lessons for future to avoid negative consequences of reporting that may re-victimize victims of natural disasters.

Id: 12995

Title: Weak Journalism Function on Emergency Reporting by Japanese News Media '- Findings through intensive interviews with newsroom executives after five years from the Great East Japan Earthquake and Tsunami -

Session Type: Individual submission

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Abstract: Five years after the Great Eastern Japan Earthquake and Tsunami occurred, our project has been trying to recapitulate what the Japanese news media has learned through the coverage of the disaster. We conducted interviews with executives and directors of newsrooms in the mainstream media, including five national newspapers, a wire service, five national commercial television networks, and the national public broadcaster NHK on how they covered the disaster and the aftermath and the lessons they learnt as news organizations. We found out, through analyses, that disaster emergency reporting in Japan falls short of the watchdog function of journalism particularly during the early phase of the disaster.
  Despite a highly sophisticated emergency communication system, the Japanese news media tends to devote too much energy to disseminating evacuation-warning messages and quickly presenting the volume and details of impacts and damages from the natural disasters. Almost all of this information comes from the government, making it seem as if the news media is "a loyal conduit" of government information. Such a journalistic philosophy prevailing among the Japanese media could be one of the biggest reasons why they failed to provide appropriate information and assessments on the accident at

Fukushima Daiichi nuclear plant, instead relying too much on information from the Japanese government and Tokyo Electricity Power Company (TEPCO).

Id: 13028

Title: "Do you tweet when your friends are getting shot" Victims' experience with and perspectives on use of social media during a terror attack

Session Type: Individual submission

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Abstract: How did the youth at the shooting at Utøya in Norway July, 22nd 2011 use social media in the emergency situation caused by the terrorist? Answers to this question could give significant contribution to the growing research on social media and crisis communication and management.

This study is based on qualitative interviews with ten survivors from the camp organized by the youth organization of the Labour Party at the island Utøya, where 69 were killed. Based on the youth's experience, how do they evaluate the opportunities and challenges of social media during a terrorist attack? I have conducted in depth-interviews with survivors who used social media and those that did not. What were the reasons for not using social media? What was the purpose of using social media during the attack? I have also interviewed them about their use of social media before the crisis, as their knowledge of Facebook and Twitter and the number of friends and followers has an impact on their usage of SoMe in an abnormal situation.

Research show that social media such as the social network Facebook and the microblogging service Twitter, play an essential role in crisis communication strategies as well as an increasingly important tool for the public (Sutton et al. 2008). However, there is still a need for paying more attention to bottom-up approaches and means to improve collaboration between authority response organizations and the public (Coombs 2012, Wetzstein et al. 2014). As more and more people use social media, online networking technologies and the participatory culture could meet the need for rapid two-ways information, initiate actions and be used to organize emergency relief. A Norwegian small-scale study brought to light that Twitter was an important source for journalists during the 2011 attack (Kluge 2012). Social media are used in self-governance (Kaufmann 2015) and in the process of making meaning of a disaster (Eriksson 2015). Still, there is a research gap when it comes to examine how individuals deal with crisis through social media – and even fewer studies use victims as informants. Yet, a master thesis (Johansen 2012) focuses on change during crisis and gives voice to the youth from Utøya on social media in relation to the terror attack. The study shows that the informants almost deactivated Twitter, while Facebook was reinforced as a personal and social network. This paper, on the other hand, will show that both Twitter and Facebook were used at Utøya. However, one of my informants had never earlier seen such personal tweets on Twitter. The same informant used Twitter to get attention and help, hoping that

news media could make pressure on the authorities to take action. Another informant received vital information through social media that the perpetrator was dressed as a policeman. My qualitative interviews show that SoMe play an important role in raising situational awareness.

Id: 13096

Title: Crisis and policy management strategy: the case of humanitarian reception of Haitian immigrants in Brasil 2010-2015

Session Type: Individual submission

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Abstract: Since 2010, Brasilian federal authorities are engaged, for the first time in decades, in the management of the policy instruments, the institutional apparatus and the social communication demands involved in the reception of a new, unexpected immigration flow, under unprecedented public scrutiny. This came to reality in the form of the arrival of a growing number of Hatian immigrants, following the 7,0 Mw earthquake that struck its capital province, Port-au-Prince, in January 12th 2010, killing thousands and displacing millions internally and internationally. This social phenomenon rapidly took the form, in Brasilian media coverage, of a crisis that demanded some kind of immediate action. Its contours though could not be clearly conceptualized, at first disputed by the fields and values of border/national security, and the umbrella of the humanitarian, both in terms of diagnosis and the intervention required. Between mid-2010 and 2015, around 75 thousand Haitian immigrants entered Brasilian territory, what started as a route that reached the northern border of the country, particularly in two small villages, Brasileia and Epitaciolandia, located in the state of Acre, one of the smallest and less affluent states, where they sought asylum (IOM, 2014). Since 2011, Brasilian Government authorized the issuance of humanitarian visas directly in Port-au-Prince, and made efforts to channel the flow to the path of immigration by airplane directly to major economic cities of Brasil. The main concern about the overland route, as it was called, related to the particular isolation of the state of Acre, in a region framed by the Amazonia rainforest, both on the Brazilian and on de Peruvian and Bolivian sides of the triple border area, far from larger economic urban centres, but until 2014, some 40 thousand immigrants had taken this path. This scenery contributed to spark fears among locals about the amount of extra resources demanded to keep municipality public services running, and on local authorities about how to appease their constituencies. At the federal level, the entire immigration system faced the need of complete re-configuration, including the designing of new policy technologies and the rethinking of its daily operation language and its legal framework, as dealing with the uncertainties and the novelty of this flow. This article seeks to understand, through the lens of critical qualitative analysis, these processes by which Federal and Local Authorities gradually produced a discourse and policy solutions mediated by the category "crisis", used as recurrent explainer of actions and to gather the legitimacy to the efforts needed for designing new public policies. Both at local and federal level, public policy entrepreneurs

supported themselves upon the combining of crisis management with policy management languages. It was use more frequently to emphasize local demands, to secure scarce resources or to provide immigrant-oriented services, as constant and growing media coverage and renewed social interest in the issue by the general public added stakeholders and complexity to this policy environment.

Id: 13164

Title: Military/Police versus Muslim Brotherhood Casualties: Effects of Media Demonisation on Feelings of Pleasure in Other People's Misfortunes

Session Type: Individual submission

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Abstract: Ever since June 30th 2013 Egyptian Revolution, a process of continuous and consistent demonisation has spurred in Egyptian media on both sides namely; the military/police and the Muslim Brotherhood. Furthermore, media coverage of issues pertaining to casualties differed along these political divides. Empathy is usually the psychological reaction to death-related news, since they are perceived as tragedies. However, the field of psychology offered an explanation of another reaction to the same formerly perceived "tragic" news, which is "schadenfreude"; a German word for feeling pleasure in others' misfortunes. Schadenfeude usually happens when there is a perception of an in-group and an out-group; nevertheless, feeling pleasure for the death of out-group members is a little extremist even on the schadenfreude continuum. Only deeply held beliefs of out-group dehumanisation and demonisation can result in feeling of pleasure in others' tragic deaths. This form of dehumanisation is presented implicitly in the media's daily dialect and coverage from calling the casualties; martyrs, victims, to terrorists and traitors.

The paper at hand thus, aims to study how media can prime "schadenfreude" or feelings of pleasure in other people's misfortunes, using the military/police versus the Muslim Brotherhood as a case in point. Videos of television news coverage biased to each side of this dichotomy will be shown tackling casualties from both parties to Egyptian college students, who will be later asked to fill out a questionnaire using the van Dijk Post-Misfortune Schadenfreude Scale. This experiment intends to measure whether the media can prime feelings of schadenfreude towards the "out-group", empathy towards the "in-group", and cognitive dissonance when it comes to coverage biased to the out-group. Therefore, the study seeks to explore the media's role during the conflict between the military/police and the Muslim Brotherhood and how the coverage inhibits/dis-inhibits feelings of empathy and schadenfreude for the victims. Giving a retrospective glimpse at the media effects on empathy/schadenfreude during different crises throughout modern history tackled in existing literature.

Id: 13342

Title: Framing the Raymond Davis affair: crisis communication in a U.S.-Pakistan diplomatic immunity dispute

Session Type: Individual submission

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Abstract: Just months before the raid by U.S. Navy SEALs on Abbottabad in which Osama bin Laden was killed, the Raymond Davis affair, which transpired in early 2011, was a major diplomatic crisis and espionage scandal that threatened a rupture in U.S.-Pakistan relations. The controversy centered on a highly publicized and mediatized dispute as to whether Raymond Davis, an undeclared CIA contractor, arrested for killing two Pakistani men—allegedly in self-defense—at a traffic intersection in Lahore, was entitled to absolute diplomatic immunity from criminal prosecution or limited consular immunity, which would not have protected him from being tried on capital murder charges. As the Davis issue bounced between Pakistan's Ministry of Foreign Affairs and the Lahore High Court, U.S. and Pakistani officials engaged in a framing contest in the media by variously resorting to strategies of damage control and crisis exploitation with competing claims and shifting interpretations of the situation as it unfolded over the course of his seven weeks-long detention. Inasmuch as this crisis was a very public clash between the intelligence services of both countries, the CIA and the ISI, it was also fuelled by a domestic intra-elite power struggle involving civilian leaders in the federal government in Islamabad and the opposition-led provincial government of Punjab, as well as the powerful Pakistani military-intelligence establishment. Hence, amidst a climate of intense anti-American outrage in Pakistani public opinion and the news media, efforts to achieve a swift resolution to the crisis were further constrained by the civilian government's concerns about its own political survival. This paper draws on data from official statements, news reports, and selected elite interviews to trace the emergence and interactions of opposing frames at different phases of the crisis during the period immediately after Davis' arrest on 27 January until his release on 16 March, following an ISI-brokered 'blood money' settlement.

Id: 13368

Title: Who turns what into which problem' Refugees and local public concerns in the mayoral election in Vienna on Facebook (2015)

Session Type: Individual submission

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Abstract: What does it lead to a controversy surrounding public concerns on online social networks? Which patterns can be identified in the frames of controversial questions on Facebook? Who generates the conflict? Do users discuss topics only if they are framed as a problem? Or do they make by themselves the mentioned subjects to problems? This paper aims to address the patterns of problematization of public issues on social networks by analyzing the Vienna's Mayoral Election on 2015 on Facebook. The Austrian capital elected its mayor at the peak of the refugee crisis in summer of 2015. At that time, many thousands of people fleeing conflict regions, particularly Syria, crossed European borders in search of international protection. Their main destinations were Germany and Sweden. The situation transformed Austria into the most important transit country in Western Europe, with its capital Vienna becoming a key focal point. The issue polarized the political scenario in Austria and transformed the election next to a referendum about the European asylum policy. In this study, it is assumed that a problem – understand as uneasy, undesirable or just not consensual framework of political questions – can lead to a controversy as a controversy can lead to the generation of a problem. On the second case, the debate generates a communication conflict, in which framework not only unease is defined, but also causes and solutions are designated. Based on the concepts of problematization of Habermas and of communication conflicts of Luhmann, all posts on the Facebook accounts of the five parties on Viennese Parliament and their top candidates during the four weeks before the election were submitted to a content analysis (n=934). Results point out to a huge difference between thematization and problematization of issues, so that a problem does not necessarily lead to a controversy, but is often the result of it.

Id: 13473

Title: Crisis authorities' use of Twitter in the UK and Norway during Ebola crisis

Session Type: Individual submission

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Abstract: During a major health crisis such as Ebola, Twitter has been regarded as a promising
application for crisis communicators due to its immediacy in communication. However, in social media public users to a large extent control the information flow. Members of the public are using social media to communicate about the situation in different phases of the crises (Sutton et al. 2008), and they bypass traditional information gatekeepers such as organizations and traditional news media. Crisis communicators using Twitter therefore must adjust their practices if they are to communicate effectively (Coombs, 2012).
Rather than onesidedly feeding users with information, communicators need to listen to what Twitter users are saying and provide them with access to information.

This paper examines the use of Twitter in the UK and Norway during the 2014 Ebola crisis.
Both countries demonstrate extensive use of Twitter generally, and both had nationals medically evacuated home from West Africa infected with Ebola Virus Disease. The heightened levels of public interest and concern that arose from these evacuations included
a very substantial increase in tweets and retweets on Ebola in both countries.

The paper analyzes (by applying document/discourse analysis) how crisis authorities in the
two countries used Twitter and monitored and responded to tweets in order to manage public concern. In addition, through semistructured interviews with crisis managers in governmental bodies, the paper sheds a light on questions such as: How can official agencies ensure information they produce on Twitter is trusted? How has Twitter been incorporated into pandemic preparedness planning after the Ebola crisis?

The paper argues that in the UK, despite a much increased use of social media generally
and Twitter in particular compared to the 2009 'swine flu' pandemic, authorities
nevertheless
had a poor grasp of the nature of this new means of communication. The UK preferred a
vertically integrated approach, with only minimal opportunities for the public to engage
and
little monitoring of the wider Twitter 'conversations'. This resulted in delays in
countering
misinformation and counter-narratives. In Norway, there were examples of crisis
authorities
displaying a stronger willingness to involve themselves in dialogues with users in order
to
correct public misconceptions and mitigate unfounded fear in the population. However,
Twitter communication was not dialogical in the sense that users were seen as someone
who could provide the authorities with vital information.

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Id: 13553

Title: Media representation of the "refugee crisis" in the Hungarian and Austrian media

Session Type: Individual submission

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Abstract: The summer of 2015 saw the emergence of the so called "refugee crisis" in Hungary and in surrounding countries. Hungarian authorities may have not been prepared for the rising number of people arriving to the borders, but the public has been tuned to the government`s anti-migration narratives since the beginning of the year. The Hungarian government used numerous channels for its message (billboards, traditional mail in the frame of "national consultation") and was highly successful at setting the agenda and defining the discourse on migration in the media as well, leaving very little room for alternative narratives (Bernath-Messing 2015). By the time the parks and train stations of Budapest filled with people trapped in the city on their way to Western Europe, the topic dominated all Hungarian media and had widespread coverage in Europe as well. There was consensus over the importance of the issue across different mediums, but there is anecdotal evidence of significant and considerably diverse narratives and discourses. In order to examine these narratives, we conducted a systematic content analysis in two EU member states affected by the "refugee crisis": Hungary and Austria. To focus our study, we selected certain events that triggered significant and contrasting political discourses and analysed the media coverage of these events in order to detect differences of coverage, perceptions, political claims and the understanding of the "refugee crisis" in a comparative perspective. The three events in focus are: 1. the "ghost van" – a van with dead bodies of 71 refugees found on the sideway of A1 motorway in Austria (27.08.2015); 2. the "march of hope": the march of refugees from Keleti station, Budapest towards the Western border of Hungary (04.09.2015); 3. the closing of the Hungarian-Serbian border with wired fence (15.09.2015). The data collection included two political dailies with the largest circulation; one internet news portal with the largest readership; one tabloid; and two television evening news programs: the public service and the commercial channel with the largest viewership in both countries (Hungary and Austria). This paper discusses the results of the analysis aiming at showcasing the different narratives. The study was conducted by a team of researchers.

Id: 13683

Title: INNOVATION IN TIMES OF TERROR

Session Type: Individual submission

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Abstract: During the last decade, there has been a rise in terror events all over the globe. Most studies on the subject have understood terror as events of destruction and focused on various strategies of recovery. The present study aims to explore a different angle, and asks how and if innovation takes place during times of terror. In this context, we understand innovation as the implementation of a new idea or theoretical model in a market or social setting. (Storsul and Krumsvik 2013).
The study takes as its backdrop previous journalism research within the sociological tradition, which tends to depict journalistic practices as reluctant to changes of routines and norms (Ryfe 2012). Yet, turning to the crisis management literature there has been an increased interest in the role of improvisation and adaptability in times of crises (Deverell and Olsson, 2009; (Pang, Jin, & Cameron, 2010; Roux-Dufort & Vidaillet, 2003; Gilpin and Murphy, 2008). Literature in the field is divided on actors' ability to seek new solutions and find ad-hoc arrangements in the midst of crises. Some would argue that stress has a hampering effect on actors' ability to act creatively, whereas others argue that flexibility might be born out of chaotic situations (Staw et al, 1981; Weick, 1993). Despite the important role of news organization's ability to cover terror events as they happen there is a lack of research examining journalistic organization's capacity for improvisation and adaptability. One way to study journalists' ability to improvise in times of crisis events is to pay attention to how their institutional context at the same time enables and constrains the actors' action repertoire (Olsson, 2009). In situating journalists in their institutional context, aspects such as norms, power and legitimization become of analytical interest.

In this paper the terror attacks in Norway 22. July 2011 serves as a case for how innovation is created during and in the aftermath of terror. The case shows how the terror attack forced the production culture to step out of their comfort zone and make choices that were creative and resulted in organizational innovation. One such example is how Norway's leading online newspaper VG.no established a complex live studio to be able to cover the terrorist's trial in real-time.

In 2011, 22 journalists covering the terror attacks were interviewed. These were journalists from three different media houses, TV2, VG and NRK (Norwegian Broadcast Company). 10 more interviews will be conducted in 2016 to explore how the attacks still affect the institutional practice five years later.

Id: 13806

Title: Narratives of Dissent and Justice: Between the "Victorious' Media of Nigeria and the "Vanquished' 'Biafran' Media, Four Decades after the Nigerian Civil War

Session Type: Panel Submission

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Abstract: For thirty months until 1970, members of the Igbo ethnic group, one of over 250 ethnic groups in Nigeria, went to war against the Federal Government of Nigeria, in their determination to secede from Nigeria. That war, called Nigeria- Biafra war, was deemed quelled in 1970. Apparently to reinforce unity among all the ethnic groups making up Nigeria and douse bitterness, it has always been said that the war had neither any victor nor any vanquished. That declaration, though seemingly popular over time across all divides appears to be thinning out. The Igbos gave the strongest expression to their Igbo nationalism during the 2015 general elections which led to the emergence of President Muhammadu Buhari as Nigeria's new president. The bulk of the votes from that region were in favour of the former President Jonathan, their preferred candidate. Following Jonathan's loss, they have heightened the agitation for Biafra. Hitherto, the agitation had been intermittent and largely carried out in the eastern part of the country. This agitation has not only spread but assumed violent dimensions since President Buhari assumed office. Incidentally, according to Achebe in his last major book before he died, There was a Country, the Nigeria-Biafra War, was arguably the first fully televised conflict in history. This is because it was the first time scenes and pictures-blood, guts, severed limbs-from the war front flooded into homes around the world through television sets.
As if taking a cue from that, Nigeria newspapers have reported all the reccent violent incidents of the Biafran agitations accompanying them with photographs. Pro-Biafran and anti-Biafran public comments have also been reported, apparently, in line with the principle of journalism guaranteeing the right of the public to know, in their strong tenor leaving the audiences to continue to wonder on possibilities.
This paper seeks to undertake a critical examination of the coverage of the renewed Biafran campaigns in three equitably distributed newspapers namely Trust, The Nation and The Sun Newspaper believed to be owned by northerners, westerners and easterners, the Igbo, respectively. In doing so, it applies the main principles of conflict-

sensitive journalism, a further refinement of peace journalism, which stipulates that the media must be consciously supportive of mitigation of conflicts in both their reportage and analysis before, during and even after break out of conflicts. The media theory of framing provides an analytical framework for discussing the findings of this study. To complement framing theory is the social responsibility theory of the media which enables a thorough analysis of the conduct of the concerned journalists on the reports and analyses in question. Both content analysis and key informant interview, KII, are deployed as methods of research to ascertain the details of the conditioning environment for the contents of the selected media.

Id: 13866

Title: Framing the Refugee Crisis through News Images: Mediation of Crisis, Trauma, and Politics

Session Type: Individual submission

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Abstract: This paper will examine visual depictions of the Syrian refugee crisis. More specifically, it will, first, survey how the movement of refuges are reported in the news and, second, examine how episodes of crisis and particularly death and loss are mediated for the international public opinion.

As it is widely discussed, the exodus of Syrian refuges is one of the most complex and devastating human crises of this century. According to official statistics, registered refuges are nearing 5 million, about half of them under the age of 18 .
More than a million refuges and migrants crossed borders in 2015 alone to reach Europe . Along the journey, tremendous accounts of loss, death, and trauma have been experienced; the wider public becoming aware of them through the lens of news. Visual reports have been particularly significant in shaping the public understanding of the depths of the crisis. The picture of Alan Kurdi's lifeless body on a Turkish beach is one such example that created a dramatic impact on the global public opinion.

The mediation of the exodus through visual reports is particularly significant as these images -- circulating through converging networks of digital and mainstream media -- do have a significant effect in shaping, maintaining or reforming wider frames about the crisis. For example, these images could be loaded with emotional cues of empathy, compassion and a shared humanity; or alternatively, chaos, unpredictability, terror and threat. The global public opinion, while striving to make sense of the dynamics of the region, is often called to support political action (policies regarding immigrants, or even, military intervention) through cultivation of such emotions; in short, visual images play a central role for the shaping of global public opinion.

This paper, in examining the elements of the visual, will particularly focus on the conveying of trauma. The depth of traumatic suffering on the part of the refuges is both shocking and familiar at once as each new report of death and loss along the journey become routine. Consequently, the news reports about human trafficking, tragic deaths, traumatized children also become habitual. This paper aims to explore how the news can connect and dissociate the audience to trauma all at the same time.

The analysis will identify iconic news images of the crisis as circulated in major international news sources from 2014 on. Although the exodus began as early as 2013, the numbers reached millions and gained visibility in the global news agenda from 2014 on. Once the list of iconic news images are identified, the relevant news stories will be examined in terms of the visual elements of the reporting as well as the overall framing of the crisis. The analysis aims to address how the mediation of the crisis as well as the reporting of the trauma have evolved through this time and the psychological and political implications of such reporting.

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Id: 13955

Title: Time and Media

Session Type: Individual submission

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Abstract: This communication seeks to problematize some of the most relevant relationships between media and time. In the age of information and communication technologies with high potential towards acceleration, this communication proposes a reflection about the way media – in several manners- presents images and representations about time acceleration and time slow down. It is our assumption that these contents (descriptions, expressions, narratives) are extremely relevant to understand some societal phenomenons, for instance certain type of accidents or certain types of tourism travels, or even social movements. In fact, despite the vast existing literature which addresses the social impacts of media usages, and particularly blogs, in promoting specific subcultures and lifestyles, as well as addressing the way by which media has been a source and instrument of time acceleration, little attention was given to the way media exposes time and temporality when referring to normal social phenomena. Few studies also debate the way media is in itself a means of creation time concepts and representations. Therefore, we are particularly interested in exploring images, discourses and narratives of time within the context of personal blogs where people describe personal experiences time allusive. On the basis of the theoretical frameworks provided by sociology of culture, sociology of time and sociology of media, we examine a sample of those blogs in different languages and contexts, using the method of content analysis. Results indicate there is a strong association between time related messages and the production of self-narratives which have a strong distinctive and individualist nature. Additionally, it is also strongly related to the type of action objet of narrative. This happens both as regards images of acceleration (driving), as well as slowing down (cycling).

Id: 13972

Title: States of Mediation: the 'ISIS Crisis' and Public Rhetoric

Session Type: Individual submission

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Abstract: In 2014 French Foreign Minister Laurent Fabius employed a typical formula - the rhetorical use of mutually exclusive categories - when he declared that ISIS was 'a terrorist group and not a state' (Dearden, 2014). Quite apart from the fact that terrorism is a technique that is available to all warlike collectives (Price, 2010), the political trajectory of the 'caliphate' appears to have thrown Fabius' assertion into doubt. Equally, the notion that the group represents an unusually virulent menace to the 'Western' state system (Sekulow et al, 2014; Stern and Berger, 2015) needs to be reassessed. This illustrated paper begins from the argument that ISIS has been represented as an existential threat (Hutchison, 2014; Hammond, 2015), not because of the brutal acts it commits, but because it is engaged in a number of 'trans-spatial' processes (Price, in Price and Sanz Sabido, 2016) that are meant to be the preserve of established polities.

ISIS is in the first instance determined to build an armed (bureaucratic) state entity, rather than simply a functional 'terrorist' infrastructure (Cronin, 2015; Malik, 2015), levying taxes and directing forms of commercial activity designed to accrue wealth and resource; secondly, it attempts to contest the sovereign boundaries or political legitimacy of neighbouring states; thirdly, it circulates 'authoritative' narrative propositions and declarations of intent to adherents and opponents alike (Wood, 2015); and finally, it engages in the spectacular humiliation of unarmed or conquered enemies. In effect, ISIS is more a mirror image of the hierarchical organisations that it purports to oppose. The 'West' for its part, is equally culpable in this regard: although the seizure of oil wells and other resources by ISIS is often represented as a deviant or criminal form of capitalist enterprise, the illicit conduct of supposedly respectable conglomerates appears almost indistinguishable from that pursued by the insurgent power. This paper examines, therefore, the rhetorical and material composition of both the 'Western' state system and its insurgent enemy.

Id: 14039

Title: Memories of Displacement: Conversations with Former Boko Haram Displaced Persons in North-East Nigeria

Session Type: Individual submission

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Abstract: This paper seeks to contribute to ethnological discourses of the memories and personal dimensions of war and displacement. Personal stories of internally displaced persons (IDPs) are not always told as they are usually lost in statistics and media reports of humanitarian responses. This work presents a documentation in texts and images developed into an online picture story, stories of former IDPs that have returned home after the Boko haram insurgency. It explores not only their personal stories but also the discursive meanings they make of their displacement experience and the return to their communities. IDPs' personal framings of ongoing and past experiences provide a useful illumination on the often ignored impacts of violent conflicts on survivors in post-conflict societies and the implications of such individual and collective memories on post-conflict peacebuilding. This project undertakes two primary tasks. First it asks, what meanings do IDPs make of their displacement after they have returned home? What are the implications for conciliation? Can IDPs' memories of displacement provide the tools with which peacebuilders can build reconciliation in post-conflict societies? Secondly it draws on the historical conciliation approach of the International Centre for Conciliation to provide an outlet for IDPs to recollect and talk about their displacement experience. Historical Conciliation uses sustained dialogue and other qualitative approaches to explore the complexities of group and individual narratives of historical events. The purpose is not necessarily to objectively accumulate verifiable facts of events and history, but to create a space for different narratives and identities to be.
A total of150 former displaced persons that have returned to Michika and Madagali in Northeast Nigeria are interviewed using the Historical Conciliation approach, on their memories of their displacement experience and hopes for the future. While displaced persons are drawn from diverse socio-cultural and religious backgrounds, their stories reflect common yearnings. Findings provide a useful tool for Peacebuilders to develop post-conflict reconstruction programs in crises and post-crises societies.

Id: 14044

Title: The Communication Strategies of Actors In Conflict Resolution of Ahmadiyya In Tasikmalaya

Session Type: Individual submission

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Abstract: Conflict of Ahmadiyya occurred in various regions in Indonesia. Setara Institute recorded that in the past two years (2008-2010) there have occurred 276 times the violence committed against Ahmadiyya. Most ended tragically as it did in Kuningan with clashes that resulted in deaths and in Lombok with expulsion from the Ahmadiyyas housing. (Amrulloh, 2002:4) (Kontras, 2012: 7-10).

In contrast to other areas, Tasikmalaya as the second largest base of Ahmadiyya in Indonesia managed to reduce the conflict successfully. The conflict that resulted in damage to the places of worship of Ahmadiyya in 2012 - 2013, could soon be resolved with the active role of the various actors that exist. Actors in this paper are defined as organizations with the perspective and role of each attempt to resolve the conflict Ahmadiyah in Tasikmalaya namely Coordinating Board for Monitoring Society Beliefs (Bakorpakem) Tasikmalaya, Police Resort Tasikmalaya, The Indonesian Council of Ulama (MUI) Tasikmalaya, and the Forum for Harmony in Diversity (FKUB) Tasikmalaya.

This paper aims to elaborate the communication strategy of actors in an attempt to reduce conflict between Ahmadiyya and non-Ahmadiyya in Tasikmalaya that occurred in the period 2012-2014. Researcher used descriptive qualitative method and has successfully collected data through in depth interviews and direct observation at the time of the conflict.

From this research, it is known that the actors with their own interests do various communication strategies in conflict resolution. The strategy which was very interesting carried by MUI and FKUB. MUI as a forum that brings together Muslim scholars and leaders to unite the movement and steps of Muslims by guiding and nurturing the Muslims throughout Indonesia, begin the strategies by studying the characteristics of the target audience and the conflict area, then using a third party and educational institutions as a medium of communication. In contrast to the MUI, FKUB as a forum formed by the community and facilitated by the government to maintain religious harmony, pursuing a strategy of communication with emphasis in the areas of economic empowerment.

In addition, the research found that approach in the negotiations that have been selected by the actors in the conflict resolution efforts in Tasikmalaya is a collaborative bargaining, where actors work together to produce solutions and Alternative Dispute Resolution method with the use of non-adversarial methods of conflict management (Domenici and Littlejohn, 2007:15). Actors use persuasive communication in an effort to change attitudes, beliefs or actions audience to achieve the goal without violence (Effendy, 1999: 21).

Although the communication efforts of conflict resolution cannot guarantee the conflict will not happen again, the initiation process of negotiation in conflict resolution, as well as communication efforts in resolving the conflict conducted by the actors in the district of Tasikmalaya, can provide real-life examples and a new hope of Ahmadiyya conflict resolution in other areas.

Keywords: communication strategy, conflict, Ahmadiyya, actor

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Title: Government Amnesty Programme and Peace Efforts in the Niger Delta Region: An Analysis of Newspapers Coverage

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Abstract: Nigeria has undergone not a few crises since the country gained political independence from Great Britain in 1960. One of the current crises is the agitation of the youths of the oil-rich Niger Delta region for the control of oil and gas located in their region. In a bid to stem down the tide of violent activities and its attendant obstruction of the economic development of not only the region but also that of the nation at large, the government introduced what it termed "amnesty programme". This paper examined the newspapers' coverage of the situation in the Niger Delta region at a period considered the peak of the crisis, that is 2007 and 2008 as well as the coverage of the situation during the "amnesty programme" (from 6th August to 4th October 2009). Content analysis was employed for this study. The study periods were divided into two, that is pre- amnesty period and amnesty period. Two popular national daily newspapers were examined, that is the Punch and the Guardian newspapers. A total number of three hundred and two copies of the two newspapers selected for the study were content analyzed. One hundred and eighty two were examined for the first period and one hundred and twenty copies were looked into for the second period. Agenda setting and cultural norm theories were considered relevant for the study. It was discovered that violent activities were well pronounced before the amnesty programme commenced . 44.7 percent of the newspapers content on the region for the period was on violent activities such as vandalism of oil installations, violent attacks on oil workers and kidnappings. However, "amnesty programme" changed all that. Less than 1 percent of all the materials, that is 0.6 % were on violence. Huge numbers of the former militants (about 30,000) embraced reconciliation and rehabilitation. Amnesty programme so far has proved to be huge success.

Key words: Violent activities, amnesty programme, rehabilitation, reconciliation, peace building