



Crisis Communication Working Group
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Id: 9349

Title: Using the Theory of Apologia and the Situational Crisis Communication Theory: Deserts Chang's Response to the November 2 Flag Incident

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Abstract: On November 2nd, 2013, Deserts Chang, a popular Taiwanese singer-songwriter, performed in a concert in Manchester, attended mainly by students from Taiwan and Mainland China. After several songs, fans in the front row handed over a ROC (Republic of China) flag. Chang took and unfurled it while singing and speaking to the audience. 'I see there are also people who bring a national flag to the concert,' the 32-year-old singer-songwriter said, adding 'I have not felt so patriotic for a while... and I am from Taiwan.' Chang was soon interrupted by a female mainland student who shouted to her in English, 'No politics today.' Chang responded by asking: 'It's not about politics, it's just a fact. It reflects where I am from so why you talk about politics anyway'" Chang continued her performance. Several minutes later, Chang stopped and tried to explain to the mainland girl again. She added: 'You probably learned these words (referring to 'No politics today') from movies or TV, thinking saying this is sophisticated, or that it seems like you understand the situation very well. Anyway, I am always happy to introduce where I am from and who I am.' This argument between Chan and the girl lasted seven minutes and other Chinese students at the concert did not get involved. Users of the Internet began raising concerns about this flag incident when the mainland girl later posted an anonymous article online about the uncomfortable exchange and accused Chang of being arrogant. With the news spread on the Internet, it soon caused massive controversies and discussions on Chinese social media over cross-strait relation. On November 5, it even became one of the top trending topics on Weibo, China's equivalent of Twitter. Subsequently, Chang issued two consecutive statements on her verified Weibo account. The first statement basically explained the incident and expressed her opinions. The other one was aimed at answering several incisive and unfriendly questions brought up by Weibo users. In this paper, I seek to examine Chang's crisis response through the lens of the theory of apologia (Ware & Linkugel, 1973) and the Situational Crisis Communication Theory (Coombs, 2006), respectively. Apologia theory is mainly used to analyze the text and discourse generated in crisis communication, while the Situational Crisis Communication Theory (SCCT) is more concerned of the context or crisis situation. This paper first analyzes two apologia strategies (denial and transcendence) Chang employed in her statements, and explore why these strategies are ineffective to defend her actions. From the perspective of the SCCT, this paper tries to examine if the crisis strategies Chang selected match its situation. Considering the conclusions draw from the two theories, I argue that Chang's Weibo statements failed to defend herself and repair her reputation in the eyes of the mainland public.

Id: 9364

Title: Peace or War Journalism' - An Analysis of Chinese News Media's Coverage of Libyan Crisis in 2011

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Abstract: This study aims to examine Chinese news media's coverage and portrayal of Syrian crisis in 2011, thus to reveal whether Chinese news media function as practicing war journalism or peace journalism and to reveal the factors that influence Chinese war reporting. The significance of this research is three-fold. First, this project will shed light on the peace journalism from a Chinese perspective. Second, it will expand the current knowledge about Chinese journalists' news values, conventions and performances in contemporary wartime journalism. Third, China's foreign policy, stance and mediation efforts as well as the roles of Chinese news media in wars and conflicts will be analyzed. Research questions posed in this research are 1) How do the Chinese news media cover and frame Libyan crisis' 2) Are Chinese media practicing war journalism or peace journalism' This paper adopts the concept of peace journalism. Since the Gulf War in 1991, journalists have been called on to practice peace journalism with an aim of promoting a culture of peace. Peace journalism, proposed first by Johan Galtung in the 1970s, is defined as 'a special mode of socially responsible journalism which contributes to the peaceful settlement of conflicts' (Hanitzsch, 2010). Galtung (1998) classified war and peace journalism as two competing frames. Where 'war journalism' is 'violence-oriented, elite-oriented, propaganda-oriented and victory-oriented', 'peace journalism' is 'conflict (and peace)-oriented, people-oriented, truth-oriented and solution-oriented' (Lynch & McGoldrick, 2012) In 2000, McGoldrick and Lynch expanded this war/peace classification to cover 17 good practices in war reportage (Lee & Maslog, 2005). The peace journalism theory and models have been debated for three decades. Where proponents find that peace journalism is a 'broader, fairer and more accurate way of framing stories' (McGoldrick & Lynch, 2000), opponents argue that peace journalism diverts political responsibilities from politicians and policy makers to journalists (Hanitzsch, 2010) and the operationalization of peace journalism is limited (Lee & Maslog, 2005). Quantitative content analysis and semi-structure interviews are two main research methods. The unit of analysis is the news story (text and/or photo). News items involving Syria are being collected from People's Daily ' China's flagship Party paper with a circulation of three million copies and Global Times, a commercialized nationalist tabloid affiliated to People's Daily with a circulation of two million copies. The sampling time period is set for one year from 1 January 2011 to 1 January 2012. News items are coded and categorized according to Galtung's (1986, 1989) classification of war journalism and peace journalism. In addition, four Chinese journalists who covered Syrian crisis have been interviewed to triangulate and expand the findings of content

analysis. My preliminary argument is that Chinese journalists adopt a uniquely pragmatic approach in practising wartime journalism and negotiate their professional identities with a complex web of historic, political, economic, organizational and cultural factors. Consciously or unconsciously, they practise a mixture of war and peace journalism.

Id: 9373

Title: INTERCULTURAL COMMUNICATION AND THE THREAT OF ISLAMIST RADICALISM IN NIGERIA

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Abstract: Effective communication has the potential to sustain social understanding and communality. Lack of it creates suspicion and distrust including imagined threat of domination of one group by another. Some previous sectarian crises in Nigeria may be traced to fear of ethnic domination or marginalization. This paper will examine intercultural communication dynamics that achieve harmonious intergroup relations, social and cultural understanding and integration and how these have been threatened by recurrent terrorist attacks in Nigeria in recent years. The theoretical foundation for the study will be hinged on some conflict resolution techniques (Imobighe, 1993) including the frustration-aggression theory (Dollard et al, 1939). Threats of Islamic Radicalism to Intercultural Communication will be examined using an exploratory approach involving the use of secondary data. Thus, content analysis will be used to interrogate the information gathered through the literature review. Inadequate intergroup communication is at the root of most crisis situation in Nigeria. Historically, the conflicts in Nigeria with over 250 ethnic groups have been ethnic, religious, political and even cultural. The forced cohabitation of the different parts of Nigeria without some definite ethnic consensus has led to a lot of distrust and suspicion, especially among the leaders of the different ethnic, religious and political groups in the country. The study will attempt to provide answers to the following questions: how do we reconcile the interplay between media information and the cultural imperatives of the people' How can we foster values of communality and brotherhood which to a great extent seems to have been lost due to elements of modernity and urbanization' How has the level of cultural and religious differences in Nigeria acted as a catalyst for the perpetuation of such hideous crimes by some dissident groups as Boko Haram' While the literature on the discourse has focused mostly on occurrences of terrorist attacks and other vices in the country, there is a dearth in the literature in terms

of how best to address these issues so as to establish relative peace and stability in the country, especially as Nigeria is currently ranked fourth on the Global Terrorism Index. This indeed constitutes a primary focus for enquiry. The paper will further proffer solutions as to how media and communication can help to ameliorate the debilitating crisis situation in Nigeria which has resulted to wanton loss of lives and property. Keywords: Boko Haram; Ethnic Domination; Intercultural Communication; Islamist Radicalism; Marginalization; Sectarian Crises; Terrorism.

Id: 9393

Title: Framing the killing of Osama bin Laden and its aftermath: an analysis of American and Pakistani crisis communication and news coverage

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Abstract: The Obama administration's decision to authorize the cross-border raid in Abbottabad on 1-2 May 2011 that resulted in the killing of al Qaeda leader Osama bin Laden by U.S. Navy SEALs was immediately followed by perhaps the most serious diplomatic crisis in U.S.-Pakistan relations since 9/11. Over subsequent days and weeks, as mutual recriminations between Washington and Islamabad were intensely conveyed through the media (and by the media) of both countries, a framing contest ensued with each side attempting to define the situation in terms favorable to their respective political interests. Viewed from Washington, where long-standing impatience with ambivalent Pakistani support for U.S. counterterrorism efforts had already reached a tipping point, this major symbolic victory over al Qaeda also presented an opportunity to exploit by publicly confronting Islamabad and demanding greater cooperation against Pakistan-based militants. Whereas for Islamabad, this incident not only intensified Pakistan's already stigmatized image as a safe haven for global terrorism at considerable risk of becoming an international pariah, but also exposed its military and intelligence establishment to unprecedented domestic criticism and scrutiny, to which the Pakistanis responded through defensive communication strategies of damage control and blame avoidance. This paper traces the emergence and interactions of crisis frames and counter-frames advanced by both sides in official statements and news reports during the period immediately after President Obama announced the killing on the evening of 1 May, up until then-U.S. Secretary of State Hillary Clinton's visit to Islamabad at the end of that month for restorative talks.

Id: 9554

Title: The relationship between the response phase of a disaster and the journalistic quality of television news during the Chile earthquake 2010, applying the theory of disaster management.

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Abstract: A disaster challenges a community's capacity to get back to normal. The hardest moment is the instant after the disaster hits, a period that has been named the response phase (Altay and Green, 2006). This phase's length is about three days, and considers a series of nine activities related to the preservation of life, property, environment, reestablishing the economy and political structure. In this phase, newsroom personnel, as the professional routine indicates, swarm their workspace in order to provide information that can be hindered by the trustworthiness of the data gathered in the early stages of the event (Dart Center For Journalism and Trauma (Columbia), 2003). This paper critically applies the nine activities of the response phase, described by Altay and Green (2006), to the topics and narratives presented by the Chilean television media, on February 27, 2010, when the country was struck by a 8.8 degrees Richter earthquake, followed by a tsunami 20 minutes later, that devastated the south central zone of the country. This event put information management to the test, and is an opportunity to reflect on its effects. The study is based on the results of the content analysis of journalistic quality (Puente, Pellegrini, Grassau, 2013) made with government funds (FONDECYT #1110363 Y FONDAP # 15110017), applied to the activities to be done on the response phase. The analysis was done on the news stories emitted by the four main Chilean television networks (Canal 13, CHV, Mega and TVN) in the first 24 hours of the event, and the main newscasts of the following two days, for a total of 1169 news stories. This approach from information theory and disaster management theory can increase the informative agenda, and the form it must acquire in catastrophic moments where the community is shocked and confused by losses.

Id: 9614

Title: Picturing the Ukrainian crisis. The use of photographic news factors in tabloid and quality press.

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Abstract: A prolonged crisis in Ukraine began on 21 November 2013, when then president Viktor Yanukovich suspended preparations for the implementation of an association agreement with the European Union. A very important part of this crisis started on 02/22/2014, when Yanukovich was removed from power, leading directly to a violent confrontation with Russia and a nearly uncontrollable crisis in the Crimean Peninsula. As always, the starting civil war was also accompanied by a war of pictures and the use and abuse of expected to be truthful images. Whenever an international crisis occurs, the discussion immediately arises whether it is acceptable to show moments of suffering on photographs (Author, 2015, 2013). Images in the context of any kind of crisis have always been discussed to have a massive impact on the viewer (Sontag, 2003). This study compares the visual representation of the Ukrainian crisis in German tabloid and quality media, embodied in the newspapers 'Bild' and 'Süddeutsche Zeitung'. Beginning with Yanukovich's fall and ending with a new presidential election on 05/25/2014, 467 images were selected for a quantitative content analysis. We strived to answer three main research questions in the context of this project: Which newspaper puts more emphasis on showing people suffering or even dying (RQ 1) Which newspaper puts more pictures in a rather sensational context (RQ 2) How important are photographic news factors for the whole communication process (RQ 3) As a result, the study clearly showed that Bild put more emphasis on the visual coverage of the crisis, publishing 267 pictures (Süddeutsche Zeitung: 200 pictures). Both newspapers selected rather similar framings, publishing pictures being taken from a very short distance to the relevant subject. Although pictures of people suffering from direct violence were published only occasionally in both newspapers, the number of pictures showing weak or even strong emotions were exceptionally high. Only about a fifth of all analyzed

photographs were free from any depiction of emotions. To sum up the findings for RQ 1, the visual coverage of the crisis in Bild and Süddeutsche was very similar. In difference to that, the context of presentation was much more sensational in the Bild newspaper. 18.4 percent of all captions relied on very exaggerating explanations, compared to only 5.5 percent in the quality publication Süddeutsche. In order to put the study into a larger heuristic content, we also analyzed the relevance of photographic news factors (Rössler; Kersten; Bomhoff 2011), analyzing the general relevance of constructs like proximity, emotion, damage, aggression and prominence. Again, both newspapers used images of quite similar appearance in general, making the context of presentation the main distinguishing parameter. References: Rössler, Patrick; Jan Kersten; Jana Bomhoff: Fotonachrichtenfaktoren als Instrument zur Untersuchung journalistischer Selektionsentscheidungen. In: Vogelgesang, Jens (Hrsg.): Methoden der Journalismusforschung. Wiesbaden 2011, S.205-222. Sontag, S. (2003). Regarding the Pain of Others. New York: Farrar, Straus and Giroux.

Id: 9886

Title: Framing the Ebola Crisis in the global media. Proximity and international crisis response

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Abstract: Media framing of the diseases of all types have an impact not only on the intensity of coverage, but also on the nature of crisis response. Health crisis often generate a contest between frames, at national, regional and global level concerning the nature, scope and implication of the crises. Key stakeholders use frames as cues to interpreting the crisis and hence the nature and scope of response patterns is influenced by the manner in which a crisis is framed. Questions concerning the framing of crisis such as, 'how is a crisis framed, and by whom: as a threat or an opportunity; as an isolated incident or as a symptom of underlying forces: as a product of circumstances and chance or choice and failure' define the responses to the crisis [1]. Central to the theory of framing is the idea that the reaction to an event is determined not 'or hardly at all- by the event itself but by the way in which such events are interpreted and given meaning [2]. Hence the most important function of the frames is to define the problem [3, 4]. Through framing research, different typologies of crisis response strategies have been tested [5]. The media play a crucial role in the framing contest that ensues in the wake of a crisis. In their coverage and framing, the media can also minimize or maximize the scope and significance of the crisis. The media constitute a prime arena for making sense of the crisis. Using the framing theory, this paper examines the international response to the Ebola outbreak of 2014. Over the past decades, there has been sporadic outbreaks of Ebola virus disease in various African countries, going as far back as 1976 [6], but no outbreak witnessed so much international response as the 2014 outbreak. Through a qualitative analysis of the Ebola crisis narrative in three global television news channels, CNN, BBC and Al-Jazeera, the paper identifies main frames that shifted and defined the crisis as not just an African issue but also a global one. The paper argues that reinforcing the global security frame (perception of the Ebola outbreak as a global security crisis), and the attribute framing (statistical framing), especially the mortality frame helped in galvanizing the preparedness and response from the international community.

Id: 10139

Title: Role of media in meeting the challenges of conducting research in unsecured environment: A case study of 'Boko Haram' in Kano- Nigeria.

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Abstract: Conducting a research in a conflict area pose some challenges especially in respect to time and ability of the participants to attend various activities. A research conducted on the role of mobile phones in agricultural innovations in Kano State, Nigeria, with 263 participants (farmers, researchers, extension agents, agro dealers and agro processors) during serious attack by members of 'Boko Haram' had some implications on the data collection exercise. Before data collection activities, direct and indirect potential effects of the process were critically considered in such emergency situations. Security and safety of the participants and researcher in unsecured environments were important in conducting research in area under the fear of attack. However, the nature of information ecosystem has radically changed in many areas of Nigeria when mobile phones coverage was increased. In related development, When explaining the challenges of using mobile phones in Nigeria, Onuzuruike (2009) emphasises that although Nigeria has been considered one of the most promising markets in telecommunications in SSA, identified detrimental issues to the growth of these markets; poor security, high operational costs and poor power supply. In similar findings Gupta and Sullivan (2010) argue that operating mobile networks in Nigeria were faced with major challenges of insecurity and unreliable electricity. Media (especially radio, mobile phones, phone-in radio programmes and printed materials) was useful in

providing needed information about areas under Boko Haram attack. It was also found that printed materials (especially newspapers) were not effective in information search, as majority of the farmers in the area were not literate. One of the strategies used in ensuring the security and safety was establishing good relationship with community leaders. Schedules of data collection activities were normally discussed with such leaders through mobile phones prior to the period. Ensuring the intended number of participants in conducting the data collection activities was the most difficult task faced during the interviews in this research. Three days to the scheduled workshop in the state Agricultural Development Project headquarters, no less than seven police stations were attacked in the state capital in just three hours. There were changes in time of the programme and some participants (farmers and agro-dealers) declined to participate in the workshop. Insecurity of the state at the time of data collection inculcated fear in the mind of the researcher. Typical instance was when the researcher narrowly escaped attack by less than 30 minutes after leaving a filling station. Establishing good relationship with community leaders, substituting the participants with others in the area, constant use of mobile phones and phone-in radio programmes for information search about the security of the research area were the strategies employed. Key words: role, media, research, unsecured, environment.

Id: 10152

Title: RE-THINKING PROXIMITY AS A NEWS VALUE: HOW THE FINANCIAL CRISIS IS UNDERMINING A GLOBAL UNDERSTANDING OF HUMAN RIGHTS PROBLEMS

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Abstract: Ever since Galtung and Ruge's 1965 ground-breaking analysis of the structure of foreign news, journalism studies have heavily devoted attention to the influence of news values in the processes of news making. These criteria, in their turn, are constantly challenged and adapted to circumstances and particularities of the news media (Allan, 1999). Drawing on a systematic examination of public service television's news practices and news contents, and based on in-depth interviews with news professionals, this paper re-thinks proximity as a news value and its redefinition in times of global financial crisis. Looking particularly at the coverage of human rights related issues, this research explains how proximity is now being re-shaped as a news value and reinforced by the surrounding context of the financial crisis. A central argument here is that proximity now is both empathetic and forced: on one hand, there is a growing and persistent interest in human rights matters at a local or national level; but on the other hand the severe budgetary limitations and constraints in the coverage of foreign news give the newsroom no choice but to look at news events at home. Firstly, regarding the news content, there is a prominence of political and economic crisis news, showing an increasing connection between traditional finance news and social rights issues, leading to more nation-focused news coverage. This results both from the domestication of global crisis reporting, and the result of the visibility of social rights issues as a consequence of the external crisis context. Secondly, from a production point of view, the financial cuts applied to news departments is preventing the allocations of journalists abroad, and therefore increasing the distance to remote human rights causes. Therefore, restraining reporters from travelling overseas is limiting human rights issues to its coverage within borders, pushing domestic human rights issues to the spotlight. Although the geographical and emotional localisation of news events has always been a weighting factor in editorial decisions, this paper potentially diagnoses a problem on human rights reporting by exposing the budgetary limitations in which news production takes place and its consequences upon an idealised global understanding of human rights.

Id: 10175

Title: Disasters and New Media: A study of the humanitarian actions and memory work done by online communities after the 2014 floods in Kashmir.

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Abstract: The Indian administered Jammu and Kashmir region along with Azad Kashmir, Gilgit-Baltistan and Punjab in Pakistan faced torrential rains and flooding in September 2014 which caused immense loss of life and property. Approximately 2,500 villages were affected and close to 600 people were lost to this disaster. Rescue and relief operations were carried out by both Pakistan and India in an attempt to minimize the destruction caused by the floods. This paper examines the online communities and cyberculture which emerged as a result of the disaster. It identifies patterns of online participation from Indians as well as the Pakistanis, topics discussed, humanitarian actions undertaken like coordination, collection and dissemination of monetary and material aid, locating missing people etc. Traditionally, there have been three major actors involved in the disaster humanitarian aid in India and Pakistan namely the Government, the Defense Forces (mainly Army) and the NGOs . While they still hold a primary position in disaster response, this study argues that cyber communities have started to play a role in reaching out to disaster affected individuals in ways that the traditional actors are unable to. It further explores the role played by them in disaster response and how is it different from the role of the traditional actors. Cyberculture in response to an on-ground disaster situation may take the form of blogging, facebook posts, tweets, instagram photos, youtube videos and citizen journalism. These participations by the cyber community become a repository of the disaster memory. The technological platform that stores and curates online participation by people involved with the disaster provides us a site to explore memory work. Therefore, the paper studies the composition and dynamics of online communities formed in response to a disaster, the role played by them in humanitarian action and their emergence as new actors of humanitarian aid. Apart from this, It also looks at how cyber-communities and their participation contribute to the collective memory of a disaster.

Id: 10181

Title: Invisible Racist Representations of Muslims in the Spur-of-the-Moment Canadian News of 9/11

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Abstract: In Canada, there is a wide gap between perceptions of tolerance and the reality of institutional racist codification and cultural practices. In fact, different groups have been racialized at different times throughout the past century. Since 9/11, considerable attention has been focused on the place of Muslim communities, with debates centred on the media's complicity in reproducing racist images of Muslims. However, strikingly lacking from media analyses is a focus on the most significant stage of reportage: the initial weeks in which the events, surrounding issues, and primary actors of 9/11, were all first framed by journalists. This paper discusses the most significant findings presented in *Mission Invisible* (Perigoe & Eid, 2014) which interrogates how coverage of the Muslim communities in *The Gazette* newspaper, over a 20-day period immediately after the 9/11 attacks, was imagined, constructed, negotiated, represented, generalized, and racialized as belonging to the Other. The emphasis is on how news media ideologically construct an Orientalist and an Islamophobic reading through discourse and rhetoric. Critical discourse analysis methods are utilized to identify four voices: leaders, White victims, Muslims, and journalists. The analysis demonstrates how differing authority and non-authority voices, using ideologically formed racist patterns, participated in the construction of a racist interpretation of the new threat the attacks represented. The study provides empirical evidence of how racist discourses are constructed and reinforced by the media in a unique Canadian setting where linguistic and cultural communities are often in contention. Through a detailed exploration of the naturalized underrepresentation and misrepresentation of Muslim communities, the study maps the production of racist ideology in the news, parsing textual productions to locate complex patterns of rhetorical devices, dramatic structure, and discursive themes. The study not only uncovers racist representations of a cultural community based on its religion, but also reveals discursive processes that rendered this racism invisible.

Id: 10417

Title: Community radio in times of conflict and catastrophe

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Abstract: In the twenty-first century, although communications platforms have developed, 'radio', as a set of audio production techniques and values, has changed little and it is still a relatively cheap and simple medium to broadcast and receive used by most of the global population. Alongside public and commercial broadcasters, not-for-profit community radio is increasingly serving small communities with very distinct local news and information. For example in the UK, there are now around 200 community radio stations serving both localised geographic communities, as well as communities of interest as distinguished by, for example, ethnicity or age. The stations are uniquely positioned to be quickly responsive to their listeners during a local crisis, both to report the event and to deal sensitively with any repercussions. Local radio stations played a notable role in the catastrophic times following events such as the earthquakes in New Zealand and Haiti, the Sumatra-Andaman tsunami and Hurricane Kathleen in the US. In times of conflict, radio has not always worked for humanity's good, for example in the Kenya elections of 2007 when radio was used to incite communities against each other and encourage beatings and murders. However, on other occasions radio has been the medium that has allowed a more reasoned account of events to be disseminated. This paper assesses how many UK community radio stations have a strategy for dealing with a crisis effecting their audience and seeks to show how community radio's particular qualities may be significant in times of conflict and catastrophe. The research examines three recent examples of traumatic events in the UK, the murder of Fusilier Lee Rigby in May 2013; the severe flooding of much of the English west-country in February 2014 and the fatal accident involving a garbage truck in Glasgow in December 2014. Using semi-structured interviews with those involved the paper investigates the extent to which the relevant community radio stations were able to play a significant part in the reporting to its community during the event and in the aftermath.

Id: 10448

Title: Mediatization of Politics from a Psychological Point of View. Exploring Media Effects on Scandalized Politicians in a Qualitative Analysis of Two German Cases

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Abstract: What is going on in the mind of a scandalized politician? This paper examines the impact of negative media coverage on a politician's state-of-mind and behavior by enhancing Daschmann's psychological model of reciprocal effects. The model combines more than five well-tested theories of social psychology and predicts the psychological and behavioral reactions of scandalized politicians. According to Daschmann, these reactions develop within five mental domains: self-awareness, awareness of public opinion, cognition, emotion and mental control. Triggered by features of the media coverage (e.g. personalization, correctness), those mental domains release certain mental activities which cause psychological reactions, for instance peer pressure, aggression or depression. In the end, the emotional stress shows in public and becomes visible through strategies of impression management or actions against the media. However, this promising model has not yet been internationally published, nor empirically tested. To do so, two different extraordinary political scandals in Germany were analyzed: The first one, at the national level, concerns the forced resignation of the former German President Christian Wulff in 2012; the second one, at the local level, deals with the indiscretion of a local political representative in 2013. The psychological impact of the first scandal is analyzed through a qualitative content analysis of the ex-President's autobiography. Whereas the impact of the second scandal is surveyed by qualitative interviews with local journalists, as well as an interview with the politician himself and with his public relations adviser. For both scandals, the results show that Daschmann's model predicts all functional chains correctly. Both politicians had to deal with an increased self-awareness which ultimately led to self-doubts and a strong third person effect. Accordingly, they felt unaccepted by the citizens even if opinion polls, letters to the editors, or demonstrations showed otherwise. A perceived kernel of truth in the moral connotations of the media coverage even reinforced those self-doubts by embarrassing the politician. As a consequence, both politicians considered their resignation. Simultaneously, this process was accompanied by an action gap: As the politicians realized misjudgments and

mistakes of the media coverage, which were presented next to the facts, they were upset and undertook measures against the media. Besides testing the model, we identified five intervening variables, which enhance the model and should be taken into account by future research: (1) The politician's disposition, especially his professional experience; (2) the politician's relationship to the media before the scandal; (3) the politician's relationship to the citizens before the scandal; (4) the option to avoid negative media coverage; (5) the amount of support within the immediate social environment. Furthermore, the implications of this analysis could give new impetus to the theory of mediatization of politics, a macro-level approach that correspondingly neglects psychological media effects on political actors. For example, we found evidence for an 'inverted mediatization', which can result from scandalized politicians who finally refuse to adapt to the media logic, while the media, on the other hand, may stop to impart the politician's explanations. Consequently, in times of scandal, the political system and the media system can grow apart from each other.

Id: 10554

Title: Political Blame Games and Nation Image Making in Times of Financial Crises: A Comparative Analysis of PASOK and SYRIZA Administrations in Greece

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Abstract: Prime Minister of Greece G. Papandreou introduced the memorandum between Greece and the Troika (ECB, IMF and the European Commission) officially inaugurating the era of the Greek Economic Crisis. Crises disaffect the images of both the affected countries and their administrations and instigate crisis management processes. As part of the crisis management strategy the Papandreou Administration initiated a blame game against the previous administrations (Nea Dimocratia). The communication strategy Prime Minister G. Papandreou used was blame shifting in the interior and bridging the distances with Europe and the partners. In this framework, he blamed the previous Greek Governments for bringing Greece into that state. This political strategy brought a political crisis in the domestic political system and polarized the public opinion. The image of the country abroad was put into the sphere of the unworthy of compassion victims. The German Public Speech and Rhetoric pointed to that same direction. The German Government demonized the Greeks in front of the public eyes in order to justify the politics and its unwillingness to help in terms of European solidarity. The Greeks suffered because they deserved it, because of their own mistakes and corruption. This image was sustained by Germany more or less for the next four years. In 2014 the new major opposition leftist party, SYRIZA, changed the political narrative of PASOK and its successor New Democracy by blaming exterior factors for the austerity measures. SYRIZA tried to manage the political crisis by changing the narrative and the blame game to factors outside the Greek Political System. This helped the party to increase its support and rally the Greek Public Opinion in geopolitical terms. In fact, SYRIZA shifted the blame to Germany minimizing the internal blame game and pacifying the people. One year later, SYRIZA as government would also change the narrative in a European level. The strict austerity measures transformed the Greeks from unworthy to worthy of compassion victims changing the image and attitude of Europe towards them. This paper investigates the changes in the attribution of blame as part of the official rhetoric of the two Governments and the impact of the blame games upon the nation image of Greece. Thus it identifies a critical aspect of the rhetorical topoi available to a polity that functions under the conditions of the 'memorandum'. The

methodology employed in this paper is rhetorical and discourse analysis of the political speeches of the Greek political leaders of SYRIZA and PASOK, and the press releases of the political parties. In addition, the news media will be also be taken into account in order to gain an overall image of the spreading of the political rhetoric.

Id: 10677

Title: Reporting cooperation: Moral judgment in news coverage of disasters

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Abstract: Emergent cooperative behavior has been a well documented human response to natural disasters (Drabek 1986). Although this finding is consistent across both decades and types of natural and human-created disasters in the social science literature, news accounts of emergent cooperative behavior have yet to be the subject of systematic study. This paper employs framing theory as defined by Gameson (1992) and Entman (1993/2003) and a content analysis to examine media coverage of emergent cooperative behavior in three distinct instances of natural and human created disasters:

The 2012 tornado that killed 160 people in Joplin, Missouri; The Boston marathon bombing; The August 2014 flooding in Detroit, Michigan.

Content from both local and national news outlets, including both print and broadcast reports, is analyzed. The concept of framing has been most often applied to political events. Indeed, Entman's initial definition arose from an analysis of political news coverage and, over dozens of studies, has shifted to a definition which emphasizes policy alternatives and de-emphasizes two other aspects of Entman's original definition: conveying a moral judgment of those involved in the framed matter and endorsing remedies or improvements to the problematic situation. However, the concept of emergent cooperative behavior, while intended to be descriptive of human response to disaster, suggests a moral judgment. Indeed, in most societies and in most moral systems, 'helping' or 'cooperative' behavior is considered laudatory and ethical. This analysis seeks to examine whether framing of emergent cooperative behavior in media coverage of hazards and disasters, when it does occur, carries any sort of moral/ethical evaluation and, if so, how that evaluation is conveyed. In addition, by comparing both national and local coverage of these specific events, it will be possible to analyze whether news routines and previously documented patterns of news work in times of disaster influence news coverage of emergent cooperative behavior. Finally, the analysis will examine whether the 'downside' of some sorts of emergent cooperative behavior—for example the formation of neighborhood groups that may, in the early stages of disaster, actually interfere with official and needed responses—are reported.

The goal of the content analysis is to determine whether and how emergent cooperative behavior is framed in the news. Theoretically the paper will analyze whether the shifting definition of framing—one that downplays moral judgment—should be reconsidered in light of the specific sort of events and news coverage about them—scholars examine.

Id: 10759

Title: Paternalism and Structures of Legitimacy in post 9/11 US Propaganda

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Abstract: This paper presents qualitative research examining how elite figures perceived propaganda systems during a time of cultural and structural change after 9-11 and upheaval in the Pentagon which saw a 'merging' of Psychological Operations (PSYOP) and Public Affairs (PA) (eg. Gardiner, 2003; Miller, January 2004; Snow & Taylor, 2006; Briant, Forthcoming February 2015). This paper draws on documentary sources and interviews with US elite sources including foreign policy, defense and intelligence personnel in an examination of how propaganda is perceived and justified within the cultures of US Government practitioners. It will situate these within a discussion of theories and academic approaches to paternalism, drawing on theory from Max Weber (1968), Raymond Williams (1982) and Steven Lukes (2005) in its analysis. The author will show through revealing insider accounts how insular paternalistic cultures of public service within US defense propaganda built a rejection of outside voices and sense of superior understanding and exclusivity. Dangerously insular cultures promoted a disconnection from wider society, practices were perceived as legitimate as Defense-approved and yet 'misunderstood' by outsiders. Interviews show how internal cultural perceptions could justify extreme practices such as torture as well as extensive propaganda to 'correct' opinion. The paper will additionally demonstrate contestation over propaganda that was contained within the Pentagon and show how propaganda systems and practices evolved structurally and culturally largely unhindered by public debate. Cultural changes and structures of legitimacy followed from operational imperatives and existing laws such as the Smith-Mundt Act (1948) and US Code prohibitions governing domestic propaganda were seen as 'out-dated'. Rapid changes to global media, and therefore government propaganda practices, demand a reappraisal of propaganda governance, for which governments must allow greater transparency in order for debate, legal judgement and independent academic enquiry to occur. Briant, Emma L. (Forthcoming 2015) Propaganda and Counter-terrorism: Strategies for Global Change. Manchester: Manchester University Press. Gardiner, Sam. 2003. Truth from These Podia: Summary of a Study of Strategic Influence, Perception Management, Strategic Information Warfare and Strategic Psychological Operations in Gulf II. <http://www2.gwu.edu/~nsarchiv/NSAEBB/NSAEBB177/Info%20Operations%20Roadmap%20Truth%20from%20These%20Podia.pdf> Lukes, Steven (2005) Power: A Radical View, 2nd Edition, London: Macmillan. Miller, David (January 2004) Information Dominance, Coldtype Press: <http://www.coldtype.net/Assets.04/Essays.04/Miller.pdf> Taylor, Philip, and Snow, Nancy (2006) 'The Revival of the Propaganda State: US Propaganda at Home and Abroad since

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Id: 10942

Title: Key communicators' perceptions on the use of social media in risks and crises

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Abstract: Social media play an increasingly important role for members of the public in risks and crises. However, a mismatch exists between dominant communication strategies employed by risk and crises communication authorities during crises (top-down, unidirectional, emphasis on traditional media) and the role that members of the public are playing in emergencies by using social media to communicate about the situation in different phases of the crises (Sutton et.al., 2008). This discrepancy may result in poor situational awareness and management of emergencies. In this paper, researchers from Norway, Austria and Finland examine how key communicators understand and evaluate the opportunities and challenges of using social media in risk and crisis situations. We have conducted in-depth, semi-structured interviews with several risk and crisis

communicators, ranging from crisis communication directors and information officers in public health institutions and emergency management directorates and agencies, over directors of communication in police districts and fire brigades, to actors in journalistic institutions. We place our interviewees in three main categories or groups of communicators (crisis information managers, journalists and journalist advisors, and crisis first responders) with different tasks and functions in risk and crisis communication. All interviewees were asked to give their views on 1) optimal risk and/or crisis communication in general and in relation to social media; 2) how the use of social media can be further developed to optimize key communicators' awareness of and response to emergencies; and 3) how to filter and validate risk/crisis information posted on social media during a threat or crises situation. The different communicators see much potential in using social media to create improved situational awareness and management of risk and crises. Successful communication is seen by some as reaching goals based on an understanding of the particular nature of the risk/crisis, whether it is sudden (e.g natural disasters, terrorist acts) or a slowly emerging crisis /risk such as a potential pandemic. Interviewees accentuate the dialogical properties of social media communication and how key communicators thus acquire valuable understandings of people's reactions, emotions and questions during crises. However, others emphasize the shortcomings of an 'emotional network' as a source of information, and point to several deficiencies in current uses of SoMe in emergencies, such as lack of organizational coordination, problems with information validation, and lack of understanding and interest in social media among crisis management authorities. Our study provides a preliminary understanding of how use of social media may contribute to altering role conceptions among different key communicators and ultimately to changing different actors' communicative practices in risk and crises situations. Reference: Sutton, J.; Palen, L. & Shklovski i. (2008). «Backchannels on the Front Lines: Emergent Uses of Social Media in the 2007 Southern California Wildfires'. In: Fiedrich F. and Van de Walle B. (eds.): 'Proceedings of the 5th International ISCRAM Conference ' Washington, DC, USA, May'.

Id: 11091

Title: Twitter usage during 2013 flooding in Dresden, Germany. Users' needs and improvements in administrative communication

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Abstract: During crises and natural disasters people's needs for information increases and interpersonal communication rises (Lowrey, 2004). Social Online Networks seemingly fit these needs better than traditional media as they can inherently serve three functions identified by Schmidt (2011): identity management, relationship management and information management. During disasters SNS provide fast, real-time information, authentic first-hand eyewitness reports (Starbird & Palen, 2011; Widera et al. 2013; Cobb et al., 2014). Furthermore, because of their low hierarchical and direct communication structures, SNS bear the potential of mobilizing volunteers during natural disasters (Bruns & Liang, 2012). In summer 2013 vast areas of Eastern and Southern Germany as well as other European countries were flooded. Dresden was one of the cities affected by flooding and damages. In comparison to prior floods in Dresden the number of self-organized volunteers fighting against the flooding was surprisingly high. The citizens of Dresden used SNS to self-organize voluntary help. Even though Twitter usage is relatively low in Germany (7%, ARD/ZDF-Onlinestudien, 2014), during the flood it was an important way of information and organization (Umweltamt Dresden, 2014; Widera et al., 2013). Official organizations such as the city of Dresden appreciated the high engagement of volunteers during the flood but saw problems in misleading, ineffective and even harmful actions. Therefore the city of Dresden and other official organizations search for future options to channel the streams of information in possible natural disasters. To get there the content of the communication as well as communication structures during the flood 2013 need to be identified. By taking the example of Dresden, we show the most important contents, the main actors/players, and communication structures such as Retweets. We used self-developed software to track all Tweets containing the relevant key words during the flood (06/03/2013-06/11/2013). This first

step generated 72,355 Tweets. In a second step the data was cleansed by a geographical focus on Dresden and a thematic focus on the flood, yielding a population of 8,919 Tweets. A network analysis and a quantitative content analysis were conducted. The results indicate the importance of relevant and correct information and show the impact of Retweets as a recommendation system (Starbird & Palen, 2010). Twitter users during the flooding in Dresden sought credible information and sources to retweet in order to spread useful information. On the other hand, network analysis shows simple communication structures. Most Retweets were spread in star networks with leader-follower relationships. Only a few actors spread genuine information with high scopes while single actors acted as multipliers. City administration or aid organizations were not present on Twitter. But above all, official bodies are recommended to fill the shown gaps and to establish professional communication channels. Central actors with high credibility need to be established on Twitter in order to provide correct and professionally edited information fast and make use of volunteers efficiently.

Id: 11102

Title: Profession under attack: journalistic self-representational discourses during the 22 July terror attacks in Norway

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Abstract: Over the past decade, terror attacks across the world have increased in frequency and scope. At the same time, the use of social media has exploded, as a tool for news reporting and for the burgeoning practice of citizen journalism. After the Mumbai terror attacks in 2008, for example, there was a dearth of public information, and people's tweets become essential news sources. A similar pattern appears in connection with the 22 July 2011 terror attacks in Norway, when social media posts from ordinary citizens (and victims) became an essential feature of reporting about the attack. For most journalists, the reporting of big news stories, including large-scale acts of terror, represents the very core of their profession. At the same time, their practice is challenged by this involvement from non-professional actors, particularly when they turn out to be faster than journalists in providing information. Citizen journalism fueled by social media poses both opportunities and challenges to journalists, and to the larger notion of the journalistic profession, including, according to Steensen (2015, forthcoming), a loss of professional control over news reporting's context and audience that eventually problematizes self-presentation and understanding of journalists. When it comes to terrorism, citizen journalists can even come to represent a tool in the terrorist's strategy to spread rumors, fear, and panic, because these social media users lack traditional media's professionalism and standards in handling such events (Watson 2012). Using the 22 July 2011 triple attack in Norway as a case study, we examine how journalistic self-perception is impacted by citizens' increasing use of social media. This study is based on interviews conducted with managers, editors, and reporters at the Norwegian newspaper Verdens Gang (VG), the Norwegian TV channel TV2, and the Public Service Broadcaster NRK, all of which were involved in the coverage of the attacks. At VG, we conducted eight interviews; at TV2, eight interviews; and at NRK, nine interviews. The interviews lasted between forty and ninety minutes and sought to capture journalists' perceptions of their profession in relation to citizen journalism. Our findings show that Norwegian journalists remain loyal to their traditional professional roles and try to buttress their credibility by applying a discourse based on classic self-representational ideas related to the journalistic profession, including objectivity, autonomy, and immediacy, as a way of distinguishing

themselves in relation to citizen journalism.

Id: 11375

Title: Enacting a fabricated history: How the ISIS flag remembers the Islamic caliphate

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Abstract: This paper explores the communicative practices of the terrorist organization known as the 'Islamic State in Iraq and Syria' (ISIS). It particularly examines how ISIS frames itself as a continuation of the rule of the Islamic caliphate in the 7th century and the legacy of Prophet Mohammad and his companions. I focus on ISIS's use of its flag as a symbol of early and authentic Islam. I analyze how the organization strategically mobilizes its fabricated imagination of history in pursuit of religious legitimacy and in attempts to portray itself as the solution to the accumulated grievances expressed by Arab-Muslims in the 2011 uprisings. I ask: how and why does ISIS use its 'Islamic' flag? How does the flag represent religious dogma and fundamentalist politics of authenticity? And what impact does the flag seek to have on the Syrian and Iraqi population living under its rule? I argue that ISIS's use of the flag falls within the context of its communication strategy that seeks to make a literal discursive connection between the 7th century history of the Islamic caliphate and current politics. This exercise in temporal erasure is accomplished through the organization's performative politics and warfare, in addition to its choice of symbols such as the flag. These acts signal that the caliphate is the only originary point for Arab-Muslim political memory. They seek to discursively achieve the temporal erasure of post-caliphate history. Relating this ISIS strategy to the failures of Arab-Muslim postcolonial modernity, I situate my analysis within the fields of collective memory and collective action.

Id: 11549

Title: NBC's Handling of the Brian Williams Scandal

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Abstract: On February 4, 2015, NBC News' Brian Williams, anchorperson of the "NBC Nightly News," apologized for "misremembering" an event while covering the Iraq war. The previous week he claimed that a helicopter that he was traveling in with his news crew in Iraq in 2003 had been hit by a rocket-propelled grenade (RPG). Over that weekend, a number of servicemen indicated via social media that the event had never happened. Williams had been telling that story in a number of venues (such as the "David Letterman Show") for some years. A report in *Variety*, a media trade publication, suggested that management personnel at NBC had told Williams not to tell that story. A groundswell of media reports questioning Williams' credibility on that Iraq story and others (such as his reporting during Hurricane Katrina) forced NBC to launch an investigation into Williams, and for Williams to step down from anchoring his nightly newscast. At the time of this proposal, there has been no conclusion to the story. This paper will examine Williams' use image restoration strategies as outlined by scholar William Benoit. The paper was also assess how successful Williams was in the use of these strategies, as well as discuss what happens what a newsman's personal credibility becomes the focus of his alleged transgression.

Id: 11564

Title: 'Take my picture': Witnessing, Recording and the Performativity of Terror

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Abstract: 'Take my picture' was the taunt that came from Michael Adebolago, his hands soaked in blood, clutching a revolver and a meat cleaver on the streets of Woolwich, London on May 22, 2013 (Pettifor and Lines, 2013 and Rayner and Swinford, 2013 as cited in Allan, 2014, p. 141). The public daytime murder and attempted beheading of a British Army Soldier, Fusilier Lee Rigby, involved a horrific performativity that cannot be disentangled from the ubiquity of the mobile phone and the ease of rapidly producing and sharing mobile photography and video. This paper examines the role that mobile photography and video played in the British and French coverage of the Rigby murder. The case is contrasted against the coverage of a copycat attack two days later in La Defense, Paris, where government controlled CCTV footage captured the act rather than the mobile phones of everyday bystanders. The varying forms of amateur or user-generated media content are often placed under the ambiguous rubric of 'citizen journalism'. It is the 'ordinary person's capacity to bear witness' which underpins the cultural value of this form of media production (Allan, 2009, p. 18). As a new source of reporting material, before the production of this content can be investigated as a technological act, or as within the context of political acts, Mortensen (2011a, pp. 63, 64) argues it must be understood within the traditions of 'eyewitness photography' and 'eyewitness accounts'. The act of witnessing, and the related role of the technology, is unique in the attentiveness given to the conditions of its production as audiences, journalists and witnesses alike comment on the startling force of the imagery 'a stand in for the event itself (Peters, 2009, p. 43). The exceptional circumstances of contemporary media events (Dayan, 2010; Dayan and Katz, 1992) such as terror attacks or disasters involves a sense of mediated witnessing and participation for the audience and this contributes to the mobilization of collective sentiment regarding the representation of the event (Cottle, 2006). This paper links three modalities of mediated witnessing and representation relating to mobile phone footage that sustains the mediated engagement with crisis media events: the 'embodied objectivity' of eye-witness (Blaagaard, 2013, p. 362), the perceived 'immediacy' of mobile imagery (Bolter & Grusin, 2000, p. 34), the wider 'objectivity as passivity' (Peters, 2009, p. 32) that challenges professional journalistic norms. These modalities are intertwined with a performativity of the terror attack, where the spectacular nature of the event is dependent upon the assemblage of spectators and networked image producing technologies. Planned not for 'platform' (Price, 2011) of broadcasting coverage and readied global audiences associated with traditional media event, unplanned crisis media events of lone wolf terror attacks utilize the public themselves as the producers of the media event.

Id: 11681

Title: HBO's Treme and the Evolving Stories of the Storm

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Abstract: When Hurricane Katrina hit the U.S. Gulf Coast in August 2005 sending floodwaters over the levees that protected New Orleans, 80 percent of the city was flooded, severely damaging 182,000 homes. A total of 90,000 square miles of the Gulf Coast were devastated and 1,800 people were killed. In April 2010, just short of Katrina's fifth anniversary, HBO aired the first episode of Treme, a drama set in New Orleans three months after the storm that chronicled the lives of multiple characters struggling to re-inhabit the storm-damaged city. The program is a fictional rendering of Katrina and the aftermath, but one inextricably tied to actual events and their historical sequencing through time. Many non-actors such as musicians, performers, chefs, and Mardi Gras Indians slide in and out of the series playing themselves. Real, composite, or invented they weave through the battered fragments that constitute the story of a humanitarian disaster with traumatic consequences. This paper views the story of the storm as an evolving media trajectory and understands Treme as a significant intervention in that discursive formulation. Treme was important because it tracked the footprints of mediated versions that came before it, underlining and critiquing previous formulations, re-inventing the story and becoming part of it. This was significant because media researchers demonstrated that initial coverage of Katrina was inaccurate, misleading, and sensationalized, dominated by themes of anarchy and chaos in which the residents, particularly poor African Americans, were portrayed as deviants and criminals. Tierney, Bevc and Kuligowski (2006) identify a 'disaster myth' frame in which crisis is 'accompanied by looting, social disorganization, and deviant behavior.' Coverage demonized the city residents, best illustrated by Maureen Dowd (NYT, 9/3/2005) who characterized the city as 'a snake pit of anarchy, death, looting, raping, marauding thugs.' But news reports of widespread violence 'turned out later to be unfounded' The Guardian (2/6/15). As character-driven drama from a humanistic perspective that viewed the disaster through the eyes of its victims, Treme would disrupt, undermine, transform the disaster narrative. It offered strong redress to initial coverage, best illustrated in a contentious exchange with a journalist and the character Creighton Bernette (John Goodman), who throws a newscaster's microphone into the river. Such remediations of previous narratives characterized the programs challenges to hegemonic formulations of the disaster myth. Treme offers insights into media convergences between fiction and non-fiction. The program struggled to find a balance between the demands of entertainment and the commitment to telling an authentic story of the communities of New Orleans, and did not always succeed. But in an age of hybrid genres, dramatic events will inevitably be rendered across a broad spectrum that straddles fiction and

nonfiction. The way we remember this humanitarian disaster will have a profound influence on public responses to future crises. The way media construct narratives will affect our ability to plan for future disasters in ways that protect people and their communities and avoid the types of demonization that lead to further suffering and human destruction.

Id: 11774

Title: Mobilizing Mass Audience through the Social Media: A Study of the Nigerian 2012 Fuel Subsidy Removal Protests

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Abstract: Mobilization of mass audience has become more effective in this age of computer mediated communication as a result of the use of social media. The new media are fast gaining popularity among Nigerian youths and these media have been employed several times to enlist youths' participation in various actions. The effectiveness of the social media was clearly demonstrated during the 'Occupied Nigeria protests' popularly known as 2012 Fuel Subsidy Removal Protests which are the focus of this study. Survey method was adopted to investigate the use of social media in mobilizing Nigerian youths during the protests. University of Ibadan formed the population of the study. The university was randomly selected through a simple random sampling technique. The choice of the university is based on the fact that Nigerian university students had always played leading role in protests against perceived unfair government policies. 300 copies of questionnaire were administered on the sampled population. Findings of the study revealed that overwhelming majority of the sampled, that is 46.7% knew about the protests through the social media, 79% stayed connected with the social media throughout the period of the protests and 69.5% of the population shared information relating to the protests and venues. Interestingly, only 10% of the population received information regarding the protests from the print media, 15.5% and 27.8% was informed through radio and television respectively. It is therefore quite obvious that the conventional media are playing lesser role in informing the younger generation. It is therefore recommended to the government and development partners that social media be put to better use in order to fast-track the development of the country. Key words: fuel subsidy removal, mass protests, social media, mass mobilization

