Researching Social Media

Fitna: the video battle Tagging Islam Reading the Riots ON TWITTER

Farida Vis – <u>fv12@le.ac.uk</u> @flygirltwo University of Leicester

Researching Social Media (with Mike Thelwall for Sage, out early 2013) www.researchingsocialmedia.org institutions ethics users (hash)tags comments networks links sentiment images

If interested, you can follow the new module 'Researching Social Media' on Twitter under the #MS7042 hashtag.

Module/book account: @resocmedia

Data collection & archiving Ethics & Methods for studying the data Fitna, the video battle: how YouTube enables the young to perform their religious and public identities





Liesbet van Zoonen (PI) Sabina Mihelj (Co-I) Farida Vis (RA) Mike Thelwall (honorary member) May 2009 – May 2010

Project site: http://bit.ly/Fitnaresearch







Fitna: the video battle



Fitna – 16 minute short film (Geert Wilders, March 2008). International outcry. Immediate global online response. Dutch news coverage not about Islam, but whether to ban or not. Relied on elite sources (Dutch New Monitor, 2008)

Struggle over meaning construction. Popular culture as a battle ground > Web 2.0 as alternative access for young people to be part of media debates.

YouTube allows for immediate and create ways to have a voice (and be heard?) Main site for responses.





N

YouTube traffic

- More than 13 million hours of video uploaded videos during 2010 and 35 hours of video are uploaded every minute.
- The equivalent of 150,000+ full-length movies in theaters each week
- More video is uploaded to YouTube in 60 days than the 3 major US networks created in 60 years
- 70% of YouTube traffic comes from outside the US
- YouTube is localized in 25 countries across 43 languages
- YouTube's demographic is broad: 18-54 years old
- YouTube reached over 700 billion playbacks in 2010

From: http://www.youtube.com/t/press_statistics (4/3/2011)

Alexa data: top sites globally, % of site traffic, ranking individual countries (data from summer 2010)

	Site	Country	%	Country	Rank
1	Google	United States	22.1%	Saudi Arabia	2
2	Facebook	Japan	6.1%	Egypt	3
3	YouTube	India	5.0%	Netherlands	3
4	Yahoo!	Germany	4.5%	Belgium	3
5	Windows Live	United Kingdom	3.7%	Algeria	3
6	Blogger.com	Brazil	3.5%	Chile	3
7	Baidu.com	Italy	3.4%	United States	4
8	Wikipedia	Mexico	3.3%	Japan	4
9	Twitter	France	3.1%	Germany	4
10	QQ.com	Russia	2.6%	United Kingdom	4

Religion on YouTube

Methodological assumption (within certain disciplines): YouTube presents easy and accessible data. As a data archive it is in constant flux: new videos constantly added, others taken down, posters suspended (*quranmiracles*). Highly interactive.

YouTube is site for uploading video, but it is also a social networking site (like Facebook, where you can friend, subscribe, visually respond and comment) > Lots of data is TEXT, comments.

YouTube social core among its authors: guitar music, humor, video games and rap music. Significant cluster: Religion (Christianity and Islam) (Paolilo, 2008).

Methods

Data Collection

Pilot study: Manual collection and coding of material ('Fitna Wilders' search) 1.Limits of the YouTube search engine

2. Manual coding of metadata too time consuming & unreliable (gender)

Solution: Development of E-research tool using YouTube API (Mike Thelwall) Very quick: a snapshot

Automatic coding metadata	LexiURL Searcher: Microsoft Windows Live/Yahoo! Web Sear	ch Service/Google API Search			
U	File Search Engine Search Options Make searches Utilities Text Protot				
Accurate	Run Searches From File Technorati API Run Single Live Search Web Cita	Ition Search Plagiarism YouTube API Info and IDs	-1		
Excel format	Automatic downloading of YouTube video IDs, comments on Videos, and user information				
Data archiving 1413 videos, too many for individual downloads. aTubeCatcher allows for	OUTPUT: Up to 1000 IDs of videos matching the search Get info about each video poster (SLOW - up to 10 mins) Search in category or with developer keywords (rather by keyword search) ''Michael Jackson'' Search For Videos	INPUT: A file containing a list of YouTube [URLs or] video IDs OUTPUT: The 1000 most recent comments for each video, plus info about each video, including the max number of comments Get info about each comment poster (SLOW - up to 10 mins per video) Get a maximum of 50 comments per video (instead of 1000) Get YouTube Comments for List of Video IDs			
batch downloads (50/time) Time consuming Free software	The outputs of the programs in this section are typically plain text files that can be loaded into a spreadsheet or database.	INPUT: A file containing a list of YouTube usernames OUTPUT: Information about each user Save user data in memory and don't get same user info twice Get all available information about a list of YouTube usernames			
	1000 maximum comments issue discussed online Servlet giving full comment list (including >1000) in web page format (only) YouTube API Online Help				

Methods

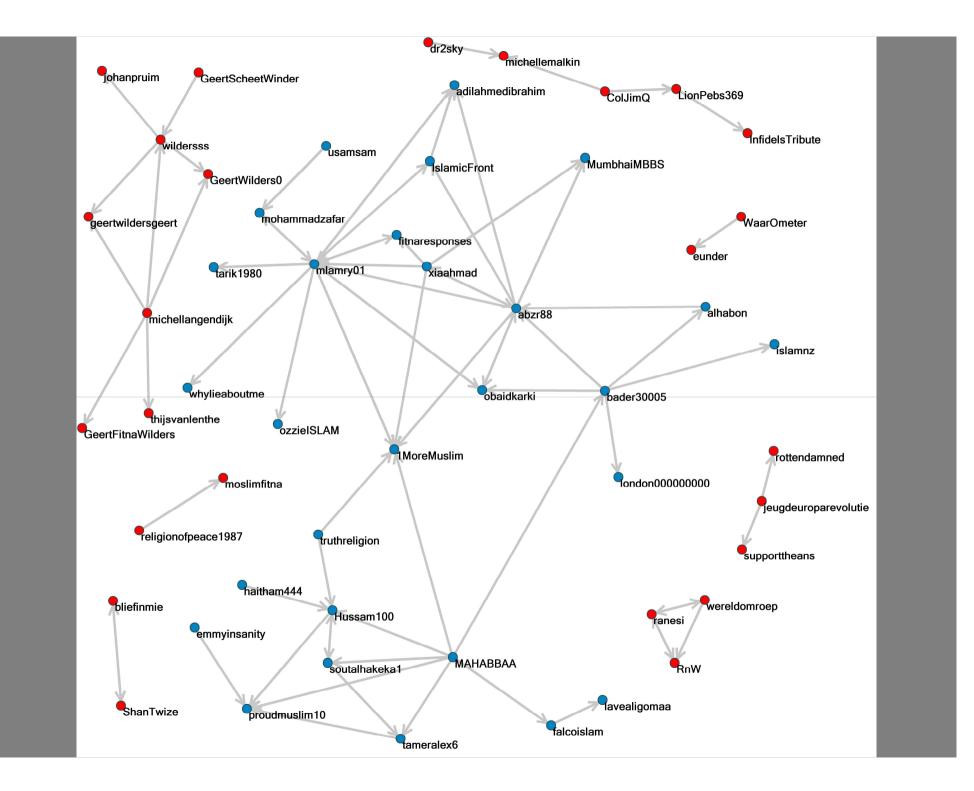
The corpus of **1413 videos** is foundation of the project: all work stems from it. Through the e-research tool we have access to useful metadata (country, age, gender, video ID, URL, author name, title etc.). Allows for easy navigation through corpus.

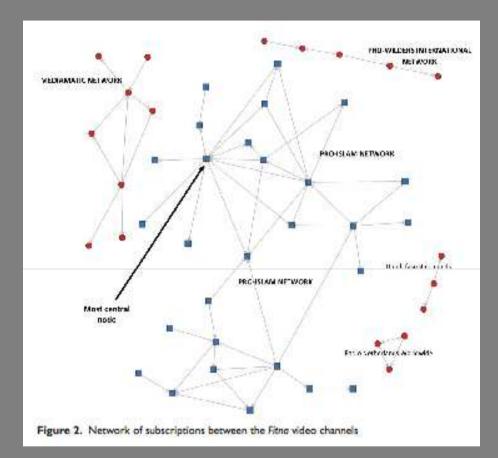
Content analysis of videos (subset of the corpus: videos made by women) **65 videos.** Finding: group of young Egyptian women posting responses.

Network analysis (and textual analysis of comments) different connections (including subscriptions, friends, comments). Indication of a network of pro-Islam posters (like minded, 'belonging'). Overall, little interactivity, weak ties, dialogue is rare. Cybermetric tool suggests connectedness. Temporality

Genre analysis of videos posted during peak response time (Feb – May 2008).

Survey of posters who uploaded during peak response time. YouTube channel. We studied nearly 40 responses (mainly men).





In the presentation of our results, we have anonymized the channel names. Although YouTube videos can be considered **semi-public data**, the kind of network analysis presented here presents combinations and relations that posters may not have wished to be easily and publicly available. A fully annotated version of our analyses is available on request (6). From Van Zoonen et al YouTube Interactions (2011)(emphasis mine) Network analysis (and textual analysis of comments) different connections (including subscriptions, friends, comments). Indication of a network of pro-Islam posters (like minded, 'belonging'). Overall, little interactivity, weak ties, dialogue is rare. Cybermetric tool suggests connectedness. Temporality

Ethics

Data visualisations – what does it really show?

Big Data

Methods

The corpus of **1413 videos** is foundation of the project: all work stems from it. Through the e-research tool we have access to useful metadata (country, age, gender, video ID, URL, author name, title etc.). Allows for easy navigation through corpus.

Content analysis of videos (subset of the corpus: videos made by women) **65 videos.** Finding: group of young Egyptian women posting responses.

Overall, the portrayals of women and men in the videos were radically different from those in Fitna; although relatively few women appeared in the videos, they were not typified in terms of 'us' versus 'them' through headwear or other sartorial markers; they also received lengthy attention, spoke for themselves and were shown in an everyday ordinary work context or in the setting of religion, instead of as victims of conflict, as in Fitna. Women also actively explained and discussed their understanding of Islam, thus not only taking on Wilders, but also claiming their right to speak within Islam. (from end of project report – available on the website and article)

Early findings from the etool



Developed an E-Research tool to overcome YouTube limitations (Thelwall). > 3942 videos - **1413 unique videos**. Automated coding of the meta data for each video. Allows a snapshot. Videos made by 700 individual posters. 9 individual posters made 354 videos, 25% of the corpus. Info = at face value.

Posters listed 72 different countries as their location: **1.The Netherlands (28%) 2.US (15%) 3.UK (8%)**

Rest: Germany (4%), Egypt (3%), Canada (3%), Pakistan (3%), Australia (2%), Sweden (2%), Denmark (1%), India (1%), France (1%), Morocco (1%)







Early findings from the etool



Gender: 78% male, 11% female, 11% unknown [thought to be many orgs]

Our project: young posters: Net Generation (Tapscott, 2008) younger than 32 in 2009 > Most are **male** : 82% male, 14% female, 5% unknown

Videos made by female posters: 200 videos made by 76 different posters. 62 uploaded 1 video with only 1 uploading more than 10. *Quranmiracles* has 95 videos. Most prolific poster in our corpus. Mostly conversion clips.

Large variety in content and styles. Coding still ongoing, we distinguish between a range of different genres.

> What is the key response time frame? Videos collected in September 2009



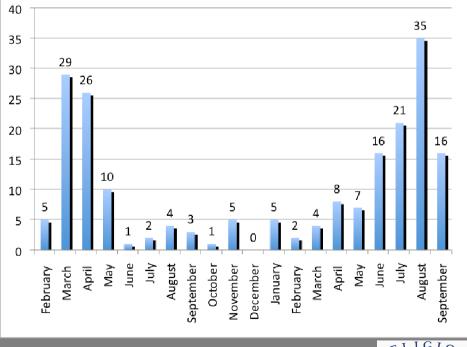




Early findings from the etool



Response videos made by female posters







Two response peaks:

Feb – May 2008 June – September 2009

Focus on: Feb –May 2008: 70 videos 65 included in analysis

7 times Fitna (incl. English,Polish, Farsi translations)16 times same video fromEgyptian posters

2 public figures2 organisations42 individuals



Early findings from the etool: female posters



Country	Number of videos (n=65)	Number of posters (n=48)	
Australia (AU)	1 (1.5%)	1 (2.1%)	
Germany (DE)	6 (9.2%)	3 (6.3%)	
Burundi (BI)	1 (1.5%)	1 (2.1%)	
Egypt (EG)	16 (24.6%)	12 (25%)	
France (FR)	1 (1.5%)	1 (2.1%)	
United Kingdom (GB)	2 (3.1%)	2 (4.2%)	
Jordan (JO)	1 (1.5%)	1 (2.1%)	
Kiribati (KI)	1 (1.5%)	1 (2.1%)	
The Netherlands (NL)	24 (36.9%)	14 (29.2%)	
Poland (PL)	2 (3.1%)	2 (4.2%)	
Singapore (SG)	1 (1.5%)	1 (2.1%)	
United States (US)	4 (6.2%)	4 (8.3%)	
Other (computersvil)	1 (1.5%)	1 (2.1%)	
Undeclared	4 (6.2%)	4 (8.3%)	
Total	65 (99.8%)*	48 (100.2%)*	

Key countries:

The Netherlands **Egypt** Germany The Unites States







Response videos: individuals



16 videos from 12 different Egyptian posters, all identical, video in two parts. Some most likely the same person, on some channels the video(s) is the only upload, no activity since, most uploaded within days of each other (April '08).

Fitna the Movie by Geert Wilders "RESPONSE"

Fitna the Movie by Geert Wilders "RESPONSE" PartTwo

http://www.youtube.com/watc h?v=LSFI_F_1JBI

http://www.youtube.com/watch?v=Cc rOm5YglsI





Voice and listening in social media



Reply

Reply

emmyinsanity (1 year ago) Hello Oreses,

Thank you for your nice comment.

First of all, we are not scholars at all. We are ordinary teenage students. Each and every verse in the movie was actually followed by verses that explained it clearly. The Quran speaks for itself. In this video, we wanted to clarify that the kind of ppl who do such actions (like 9.11) do not do it because The Quran tells them to... it's against our religion.

oreses (1 year ago)

Your response is well directed and logical. I learned from it. Still I think you adress only the issue of the Koran verses. This issue is irrelevant to the main idea that the movie "Fitna" is about. The main question/challenge for Muslims such as yourself is to understand why so many other muslims interperate the Koran wrongly? Why logical Muslem scholars such as yourself don't stand up to extremists that violate your religion? Why is your voice only heard in places radicals can't hear?





Comments on Egyptian videos

169 comments in total with responses from the authors.

Women explaining, verses read by a woman in the video.

Polite in nature, comment sections for many other videos are far more aggressive.

Discussion about Islam and Fitna Between Muslims and non-Muslims.



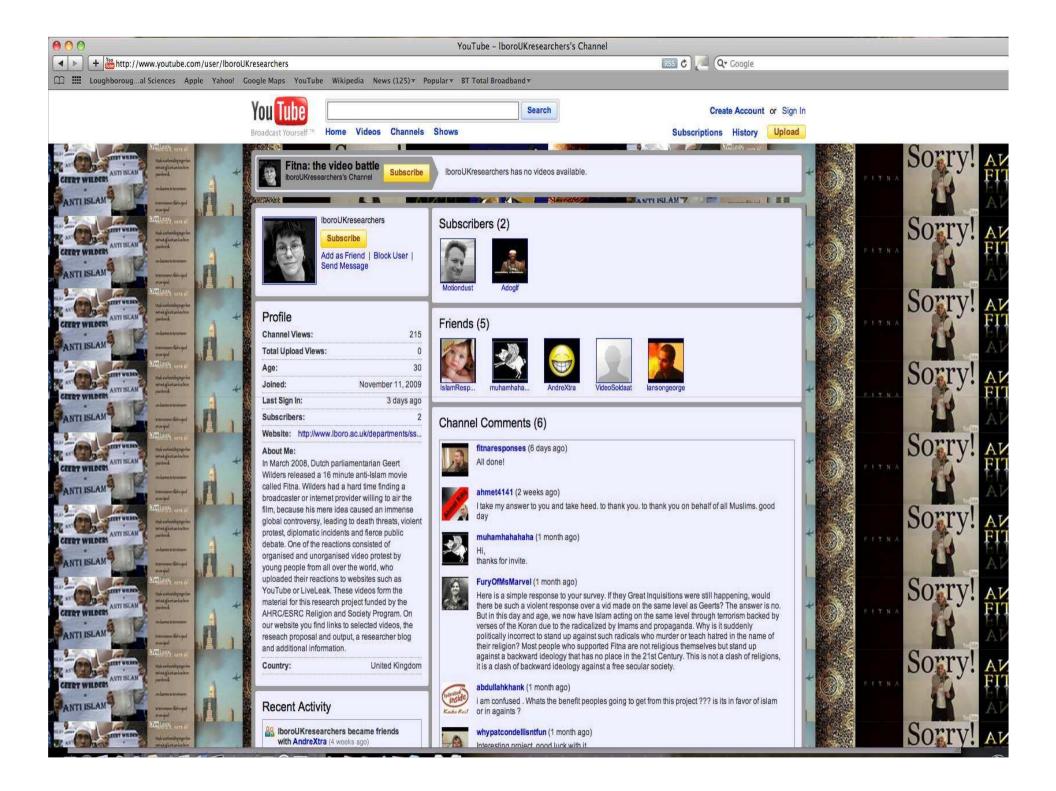
Methods

Survey of posters who uploaded during peak response time. YouTube channel. We examined nearly 40 responses (mainly men).

We found that Muslims were on average more willing to engage in reasoned exchanges with cultural others and ideological opponents, gave a clearer indication of their own geo-cultural identity (as Muslims), while at the same time behaving as cosmopolitan communicators, explicitly reaching out to non-Muslim addressees.

In contrast, the majority of non-Muslim posters spoke from a seemingly deterritorialized position, yet at the same time gave little indication of any explicit wish to communicate with individuals beyond their particular cultural, territorial of ideological locale.

(from end of project report – available on the website, article forthcoming)



Unexpected spinoffs...

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De Jaap: 717 unique views (3:38 mins.), 31 comments. Very negative about academia. **HP de Tijd**: 179 comments. Negative > debate largely about pro/anti Islam, flaming. Article very popular, quickly became most read article on the site.









All articles available on request (also in workshop dropbox)

e-tool available from website (now also includes sentiment analysis function for the analysis of short text)

http://bit.ly/Fitnaresearch

[Google 'Loughborough' and 'Fitna']







Tagging

Tagging Islam online: the fastest growing religion on YouTube. What does it all mean?

[Top down approach – previous work was event driven]

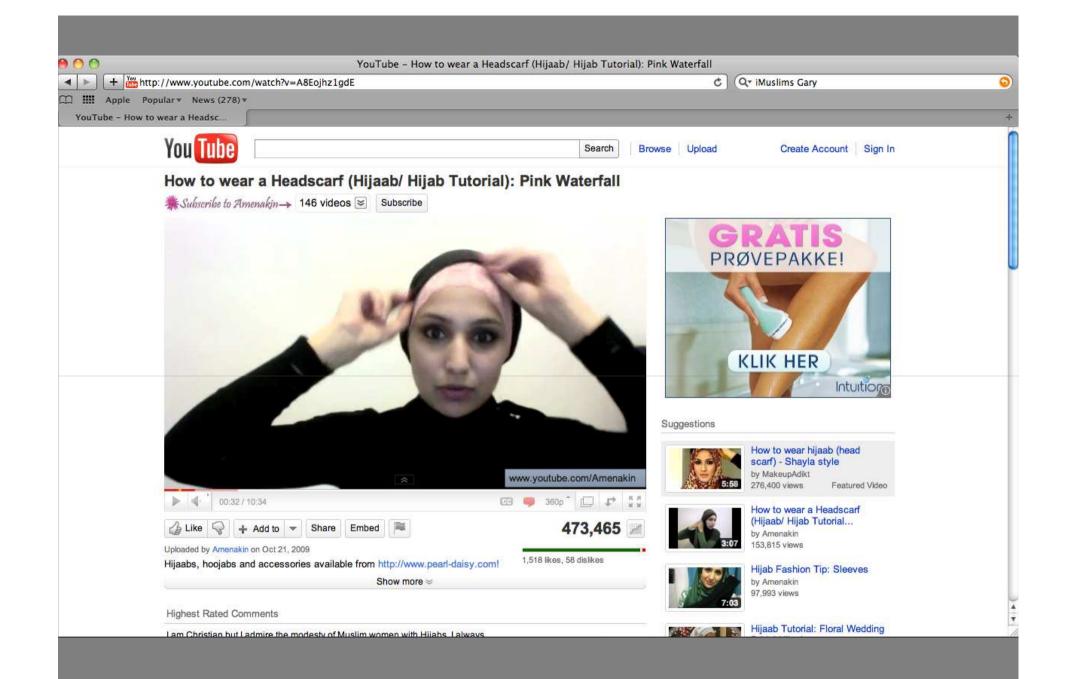
Mapping Islam through everyday tagging practices

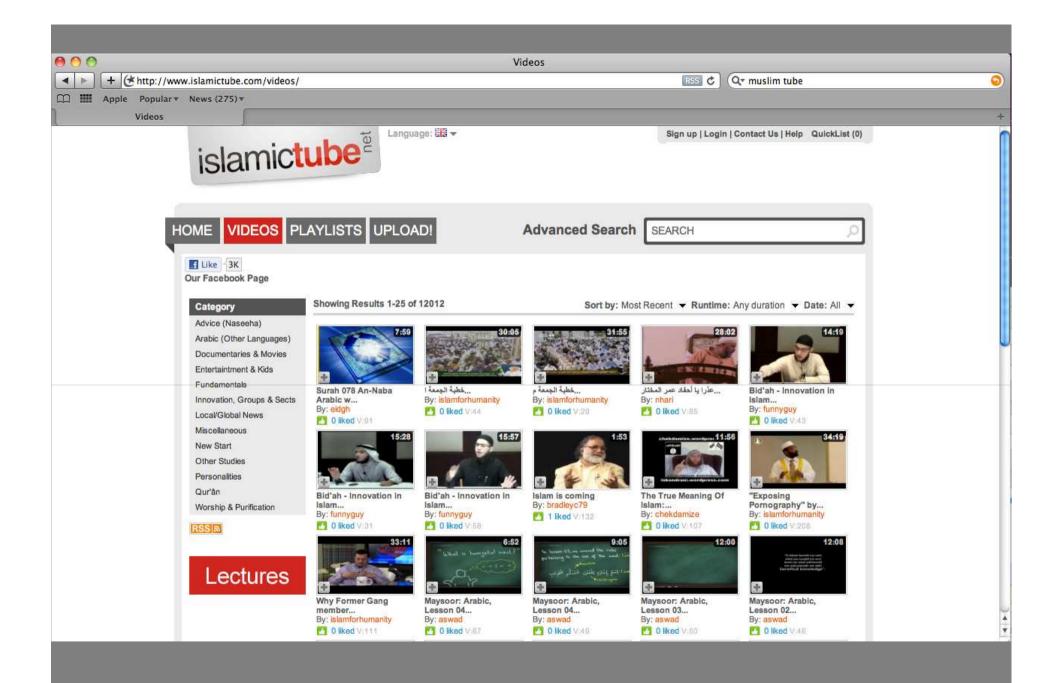
Part of an edited collection on Everyday Islam in Europe (other authors avoided YouTube in their ethnographies)

What is tagging?

What does **Islam on YouTube** look like? How can this be mapped? Is this useful? How do you deal with the ever increasing volume of videos?

Simply based on tagging practices what videos get tagged with Islam?





comments

Commenting on YouTube Videos: From Guatemalan Rock to El Big Bang

Some benchmarks against which future YouTube research into individual videos can be compared (large sample based on over 40,000 videos with at least 1 comment)

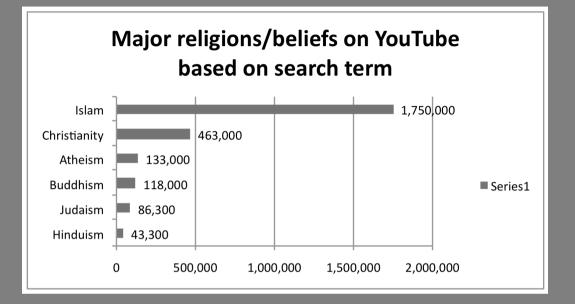
Typical YouTube comment was mildly positive (sentiment analysis), was posted by a 29 year old male, and contained 58 characters. About 23.4% of comments in the complete comment sets were replies to previous comments.

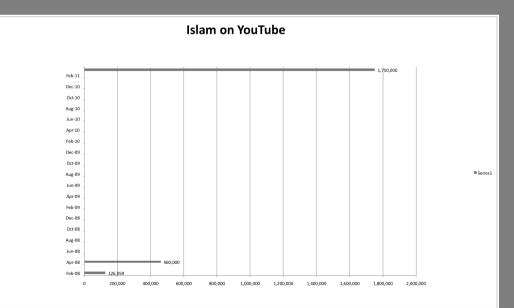
Videos with few replies and with many replies were both common.

The biggest trigger of discussion seemed to be **religion**, whereas the videos attracting the least discussion were predominantly from the Music, Comedy and How to & Style categories. **NB** YouTube does not include the category 'Religion'

This suggests different audience uses for YouTube: for passive entertainment reception, for learning, and for debating with others. Finally, the YouTube audience engaged with each other disproportionately when making negative comments; positive comments tended to elicit few replies.

Mapping religion based on search & tagging practices

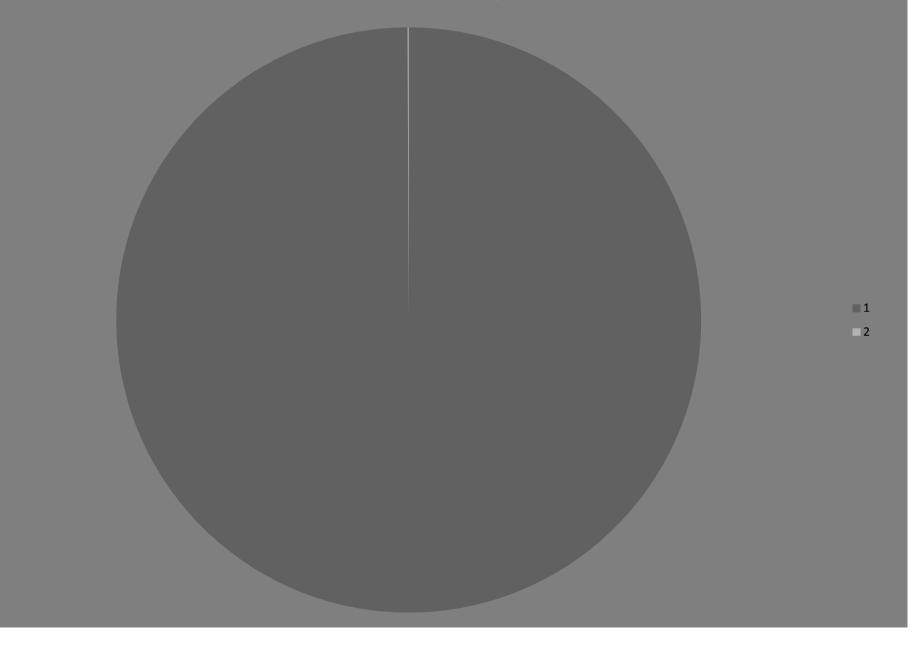




Update – What is it like 4 months later?

- Islam: 1,990,000 (28/6/2011)
- > nearly a quarter of a million videos added in 4 months
- Christianity: 692,000 (28/6/2011)
- > nearly a quarter of a million videos added in 4 months – huge leap proportionally

Limits of the YouTube search engine (same limitations as Google search + now filter bubble)

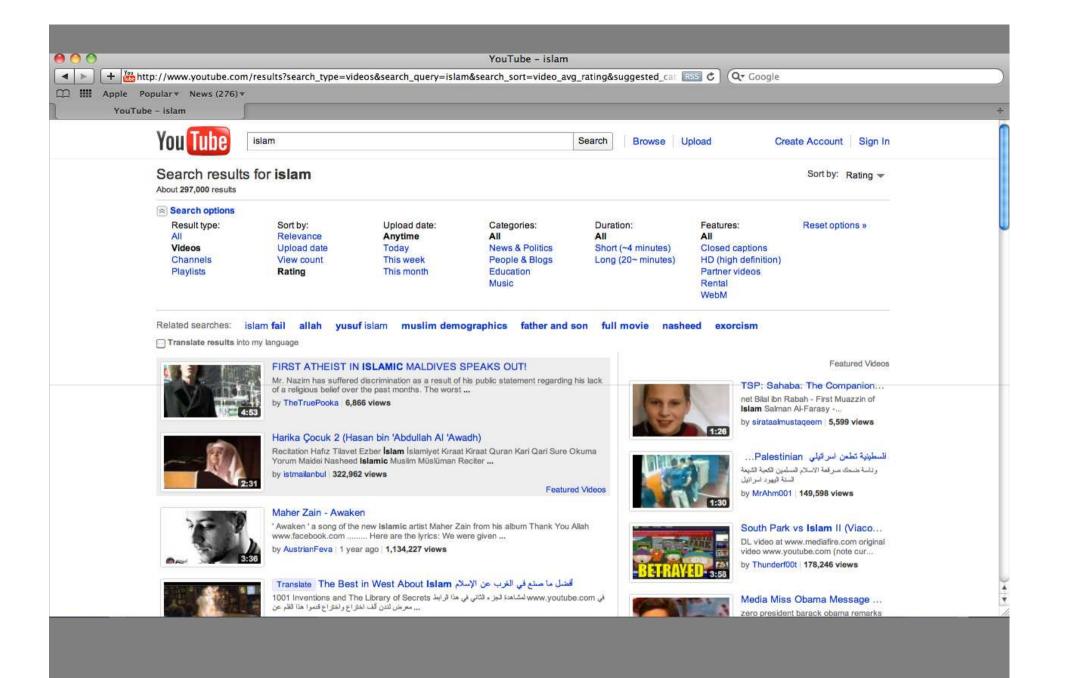


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	Title	View count
1	Islamic Call to Prayer - [Islam Calls You]	2,436,838 views
2	Three things you (probably) don't know about islam	37,715 views
3	How the Bible Led Me to Islam : The Story of a Former Christian Youth	532,315 views
4	<u>Christian accepts</u> Islam after challenging Zakir Naik at an Islamic Conferen	440,024 views
5	The Islam charm offensive: young Muslims react after their 'loyalty to the U	3,549 views
6	Islam: Empire of Faith. Part 1: Prophet Muhammad and rise of Islam	308,012 views
7	Appeasing Islam	1,502,330 views
8	A Christian Minister's Conversion to Islam - Dr. Jerald Dirks on TheDeenSho	258,089 views
9	Obama Admits He Is A Muslim	3,977,338 views
10	Islam Is	194,568 views
11	This is islam song / Nasheed	331,058 views
12	What is Islam?	121,597 views
13	Free speech activist faces jail for criticizing Islam , Sharia Law	26,534 views
14	Why Islam	799,684 views
15	Yusuf Islam - Father & Son	4,481,379 views
16	Islam & America: Through the Eyes of Imran Khan - Pakistan	358,182 views
17	Islam in Europe	680,822 views
18	2 Year Old Girl Answering Questions About Islam! [Must See!]	1,462,398 views

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1	ISLAM ,MAHDI,DAJJAL(ANTICHRIST)	13,891,024 views
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2	Muslim Demographics	12,777,093 views
3	A is for Allah by Yusuf Islam (Cat Stevens)	10,304,175 views
4	cat stevens Wild World	9,808,355 views
5	Miracle on earth	7,385,138 views
6	decapitacion a sangre fria	7,355,767 views
7	Yusuf Islam - Father & Son	4,481,379 views
8	Upsy Daisy - I Look, I See 2 Yusuf Islam,	4,127,578 views
	Friends & Children	
9	Obama Admits He Is A Muslim	3,982,000 views
10	SHOCKING JIN GHOST VIDEO!!!!!!	3,913,312 views
	exorcism in ISLAM!!	
11	Islamic_Exorcism	3,806,065 views
12	Denyah - Elle n'arrive pas à l'oublier	3,640,918 views
13	Auto-Tune the News #13: driving. stripping.	3,193,484 views
	swinging. (
14	The Prophet's Grave	3,116,575 views
15	(Quran islam)	3,094,958 views
16	Sexy Muslim	3,053,923 views
17	Cat Stevens - The First Cut Is The Deepest	2,805,848 views
18	Yusuf İslam -Bismillah	2,705,910 views
19	Native Deen - Not Afraid to stand Alone	2,519,800 views
20	Kidnapping rape ISLAM looting rape of a	2,458,188 views
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	Title	View counts
1	Maher Zain - Awaken	1,134,227 views
2	The Best in West About Islam	791,561 views
3	And They Say He's Bad ??!!	78,354 views
4	Offensive Ideas	34,721 views
5	A hindu woman is accepting Islam	192,923 views
6	Egyptian Revolution 25 Jan The Story	101,963 views
7	American pastor defends Islam	125,682 views
8	ةيكبم ةعشاخ ةءارق يرسودل رساي	183,208 views
9	did you know ?	92,973 views
10	Boonaa Mohammed - For the love	251,811 views
11	Sami Yusuf Asma ALLAH New album 2009	302,748 views
12	A Woman !!!	133,178 views
13	(Quran_islam_)	3,094,958 views
14	Yusuf Islam - Don't Be Shy	158,807 views
15	يف عدبي يدنك ديدج ملسمل تالباقمل المجأ نم ءاقلل اذه	119,313 views
16	THE BEST THING WEST DO ABOUT	377,371 views
	ISLAM	
17	Mishary Al Afasy Ya Sin Part 1	295,955 views
18	Cat Stevens "How Can I Tell You?" :)	405,381 views
19	Cat Stevens - Can't Keep It In	591,788 views
20	Alayna - Yusuf Islam Cat Stevens	197,831 views
	Nasheed Song	

- So far very little is known about Islam on Youtube (handful of studies), yet clearly a significant (ever growing) clusters around religion, specifically Islam.
- Media Life perspective not iMuslims (Bunt), users/producers on YouTube. Not a Muslim online space like Islamictube. 'Muslims' online? 'Citizens' online?
- What might it tell you about 'Islam' that is religion and likeminded communities on Youtube?
- What can it tell you about daily media practices? Find active communities, look at cross platform use, link to Facebook activity? How does tagging #islam work on Twitter for example?

What might this approach get you? Fitna Project was **event** driven. Active communities of users, who use YouTube as part of daily **media** (religious?) practices. How does this work? First of all: How do you **find** them?

Methods matter.

Combination of Quantitative & Qualitative methods needed Cross disciplinary work – **fruitful collaborations**





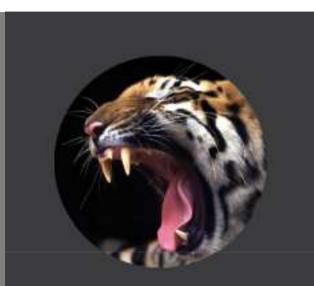






READING THE RIOTS ON TWITTER

Rob Procter (University of Manchester) Farida Vis (University of Leicester) Alexander Voss (University of St Andrews) [Funded by JISC]



Rioters attack London zoo and release animals



#readingtheriots



What role did social media play?

2.6 million riot tweets (donated by Twitter) 700,000 individual accounts

- **Initially:**
- Role of Rumours
- Did incitement take place? [no #riotcleanup]
- What is the role of different actors on Twitter?



Methodological approach

Methods matter

Combination of Quantitative & Qualitative methods needed

Cross disciplinary work – fruitful collaborations Information flows: original/retweeted content > organised on 'bins' according to size.

See: Lotan, G., Graeff, E., Ananny, M., Gaffney, D., Pearce, I., & boyd, d. (2011). The Revolutions Were Tweeted: Information Flows During the 2011 Tunisian and Egyptian Revolutions. *International Journal of Communication* (5) Feature: 1375-1405. PDF available here: <u>http://ijoc.org/ojs/index.php/ijoc/article/view/1246</u>)

READING THE RIOTS

ON TWITTER

CODE FRAME: Twitter corpus

1. Media reports (either tweeted by media accounts or journalists working for MSM or non

- MSM media organisations)
- 1.1 Mainstream media
- 1.2 Non mainstream
- 2. Pictures (relying on links to images, not media reports)
- 2.1 Statement (simply highlighting the image)
- 2.2 Statement with additional comments

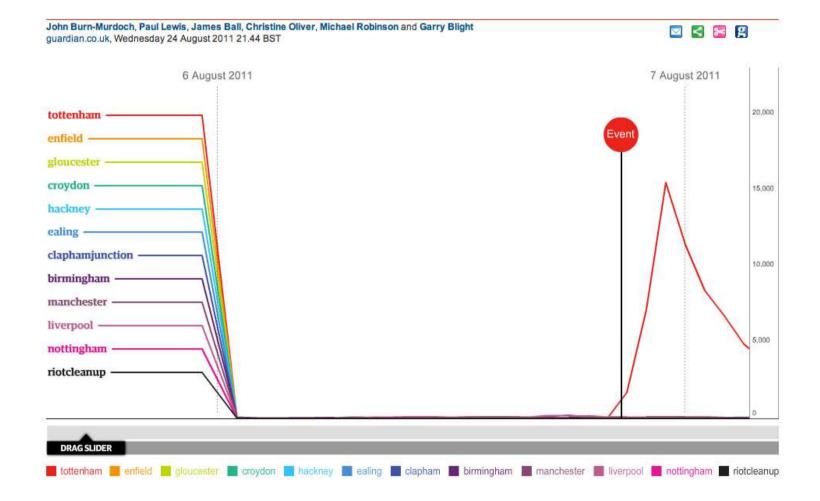
3. Rumours

- 3.1 Claims
- 3.2 Counterclaims

4. Reactions

- 4.1 Anti blaming social media for the riots
- 4.2 Pro blaming social media for the riots
- 4.3 Anti shutting down social media
- 4.4 Pro shutting down social media
- ---- 4. 27
- 5. Link broken no longer available
- 6. Other

Early Twitter hashtag visualisation

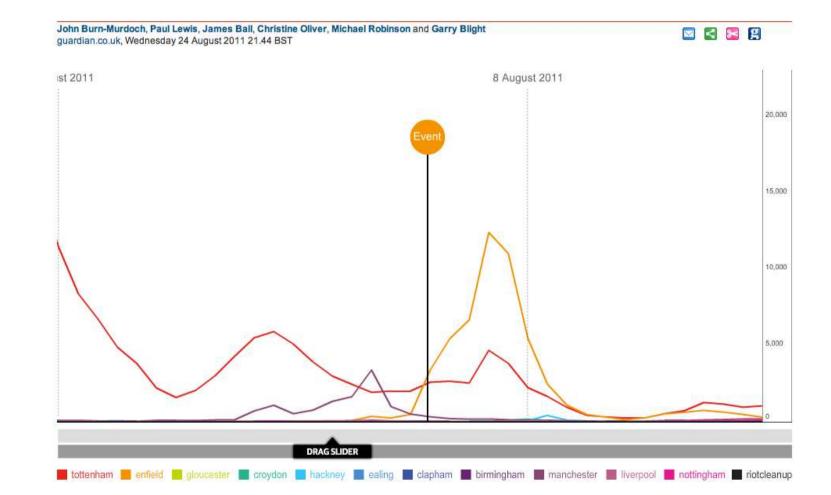


ON TWITTER

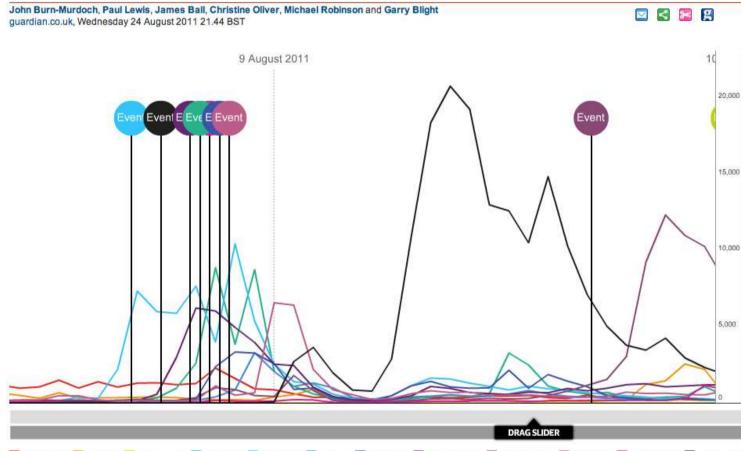
THE RIOTS

READING





#riotcleanup – seen potentially by 7 million users



📕 tottenham 📕 enfield 📕 gloucester 📕 croydon 📕 hackney, 📕 ealing 📕 clapham 📓 birmingham 📕 manchester 📗 liverpool 📕 nottingham 🔳 riotcleanup

ON TWITTER

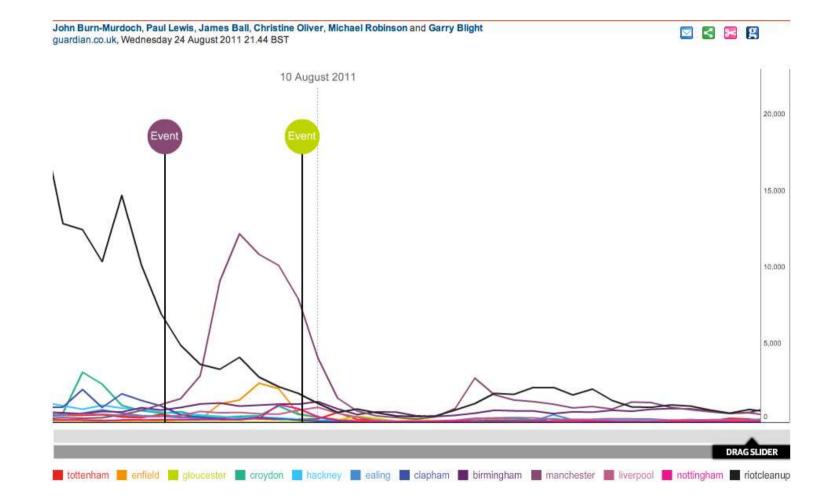
THE RIOTS

READING



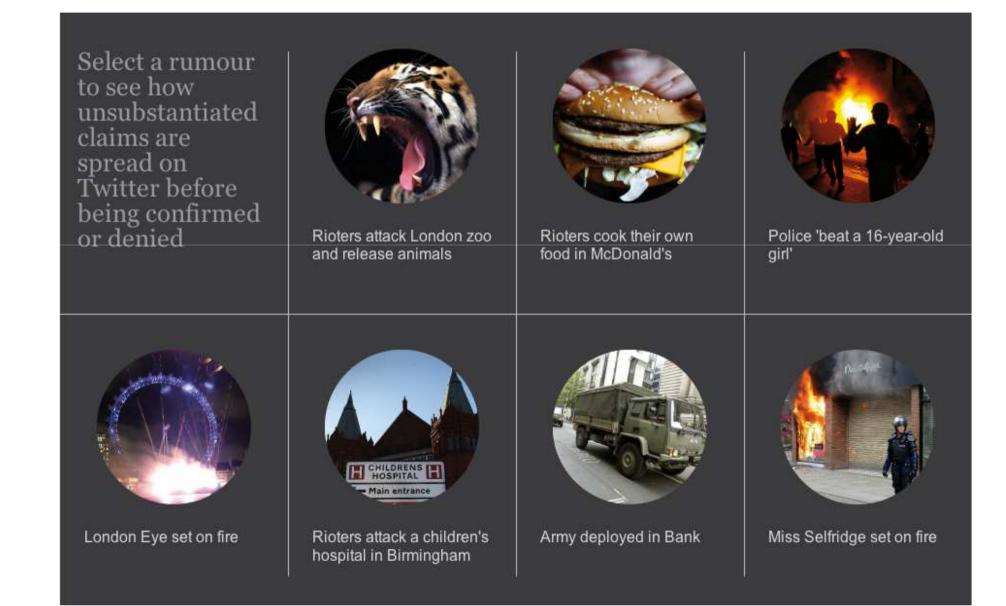
Riot Clean Riotcleanup Clean up OUR Commun London			Following 826 TWEETS 41 FOLLOWING 60,149 FOLLOWERS	
Tweet to Riot Clean Up	Twee	ts		
@Riotcleanup Tweets	,	Riot Clean Up Riotcleanup Much respect to the salvation army in tottenhar for them, their support centre during the riots w		
Following Followers		Riot Clean Up @Rlotcleanup Congratulations to @RiotCleanUpManc - pride of fitting because It all started because all of you w Manchester.		
Favorites Lists Recent images		Kate Bussmann @KateBussmann If you missed any of it, the full transcript of my of @Riotcleanup will be up later on atwitteryear.tu #twinterview2011 t3 Retweeted by Riot Clean Up		
	-/	Riot Clean Up @Riotcleanup @SignsOfRevolt @morganscorpion @katebussn	7 Dec nann you've hit the	



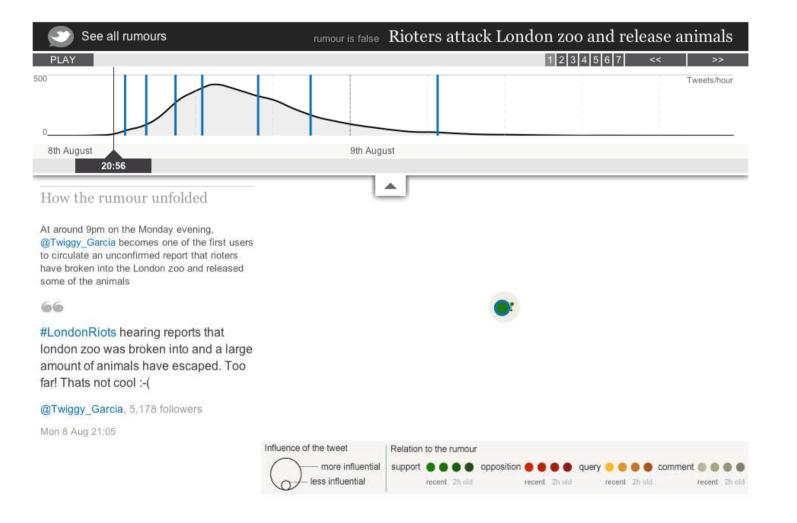


READING THE RIOTS

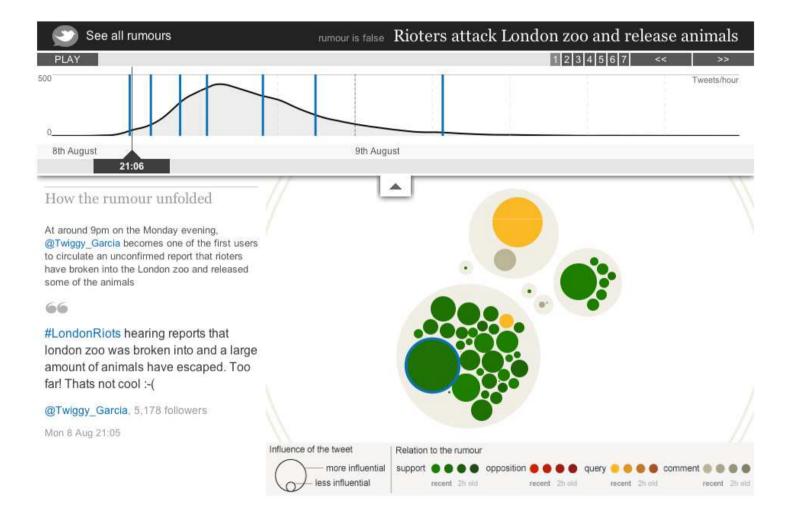
Role of Rumours



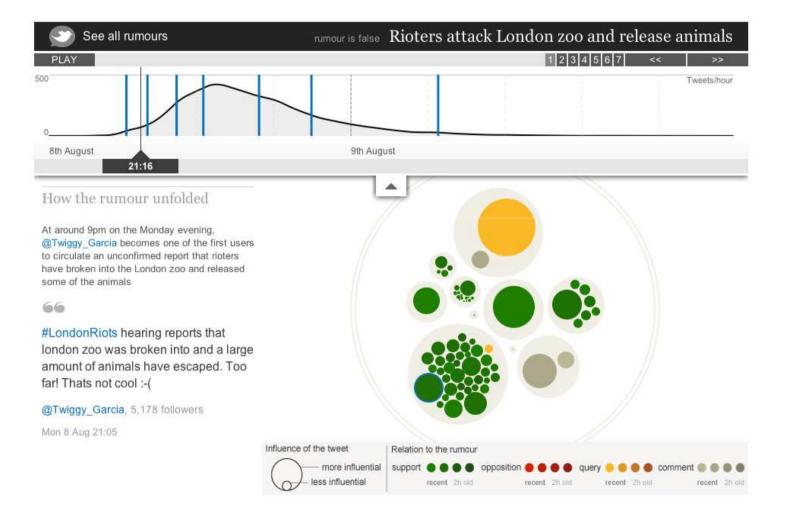




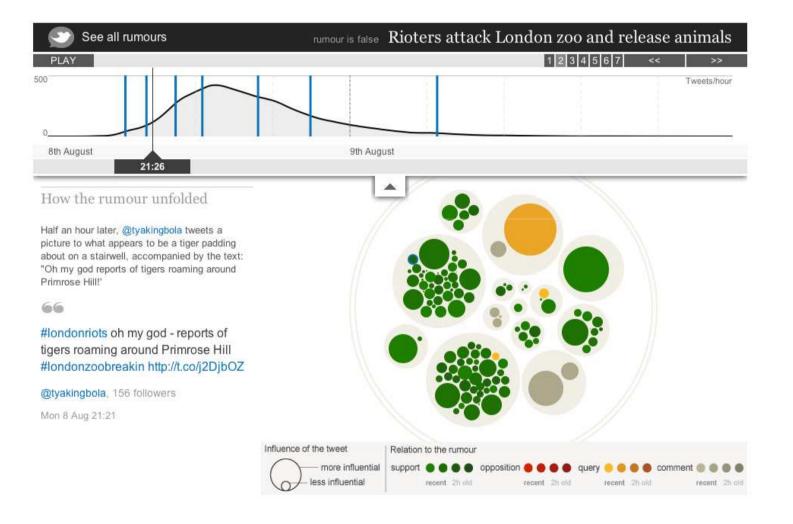




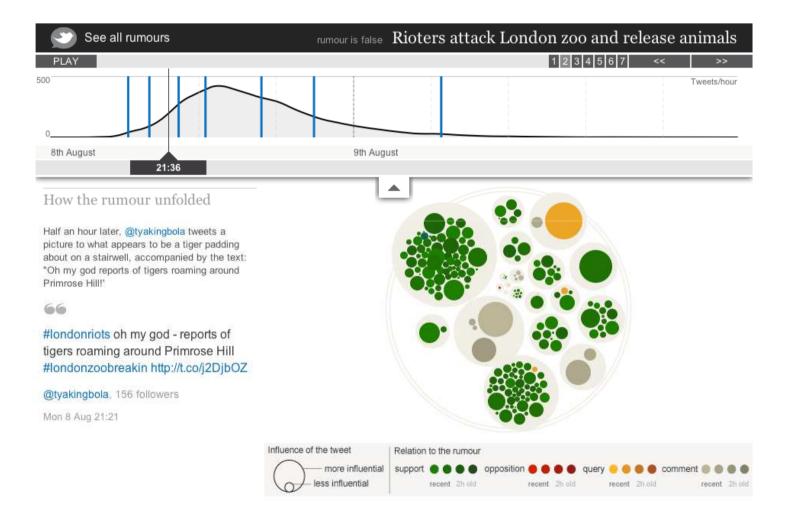




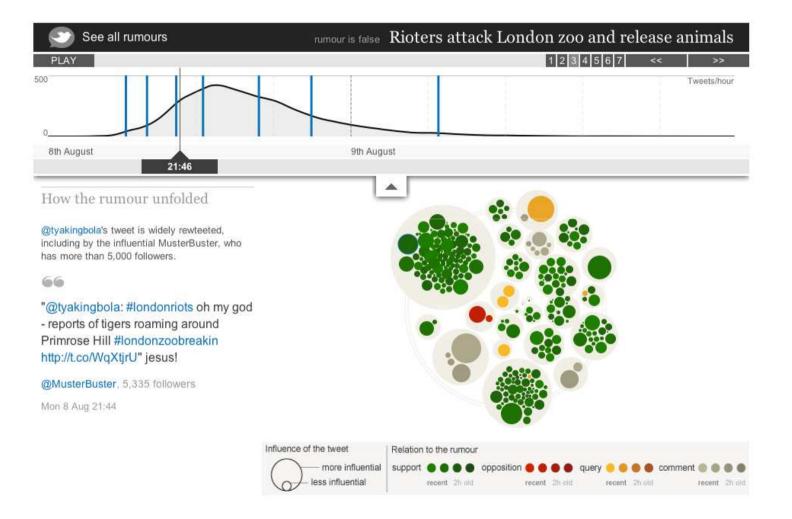




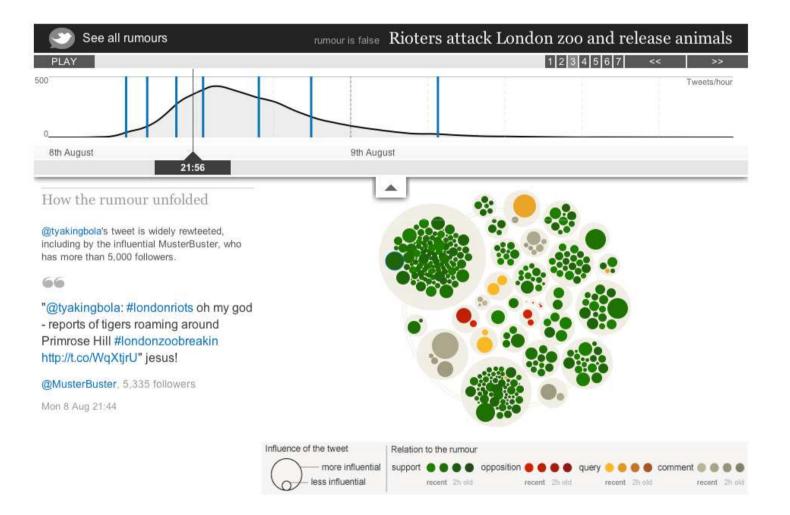




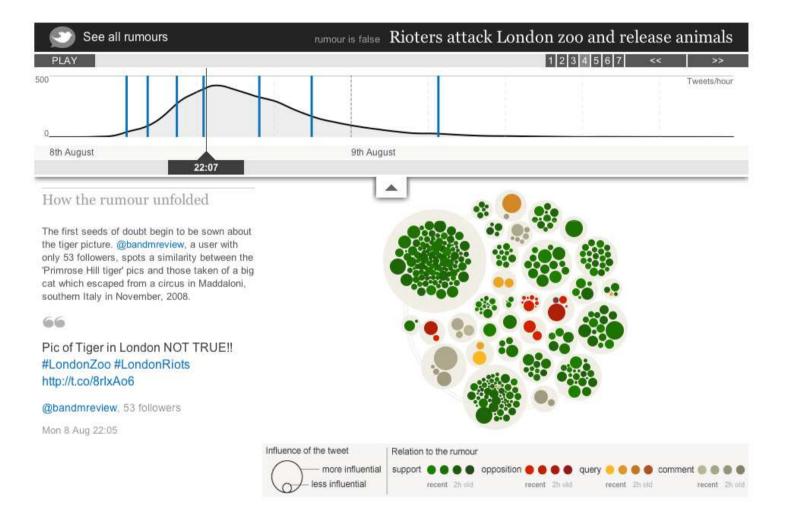




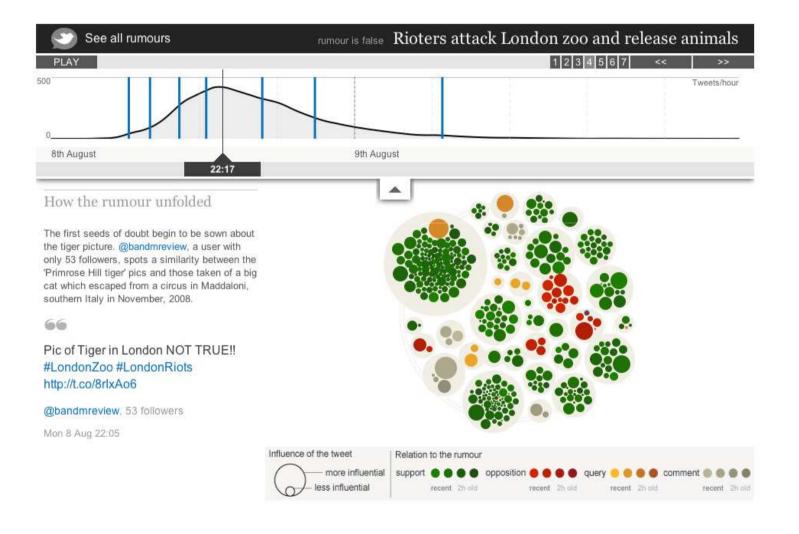




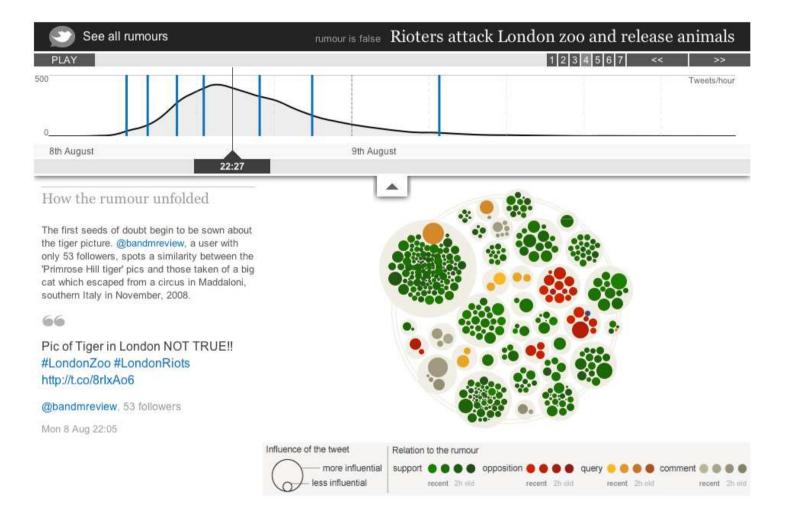




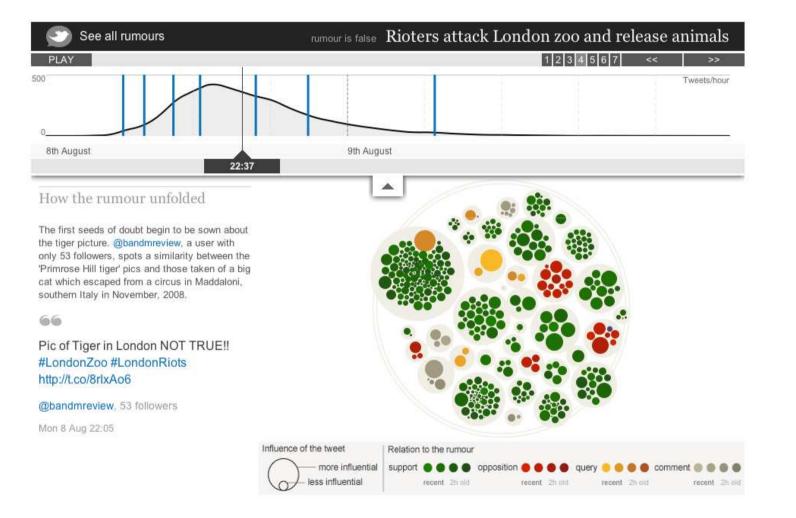




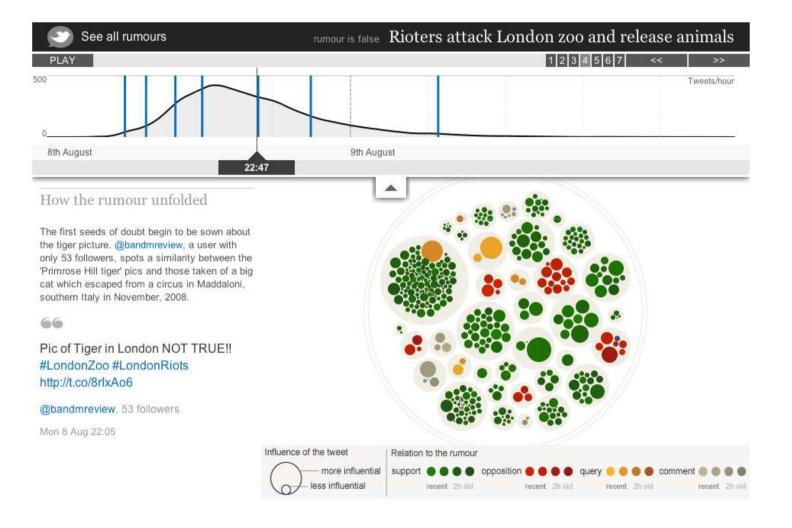




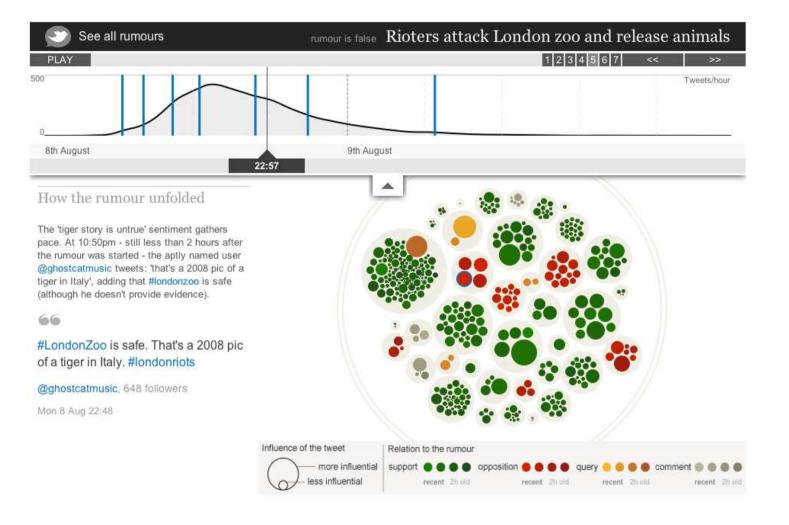




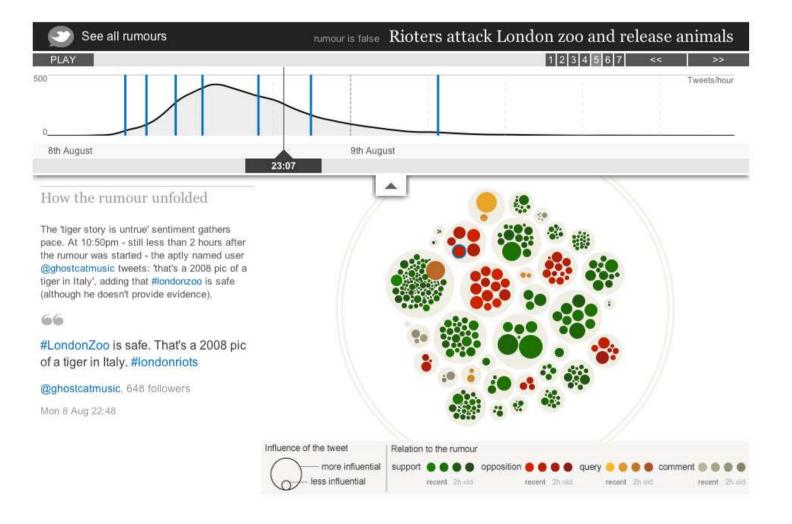




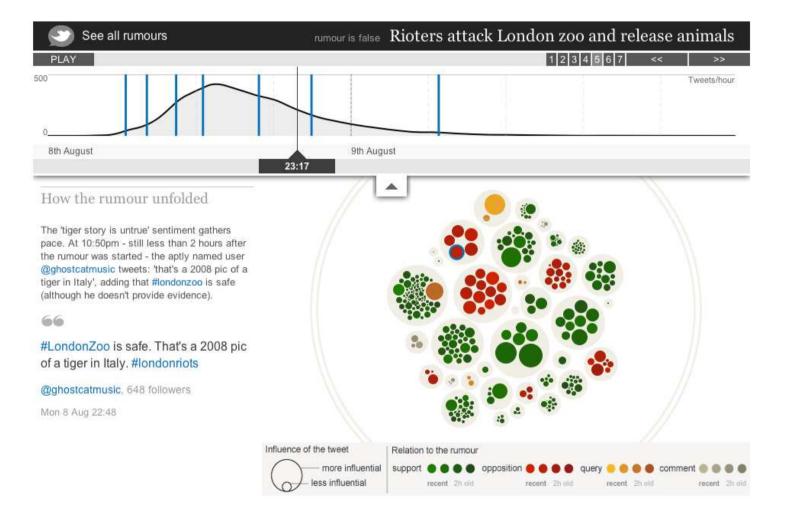




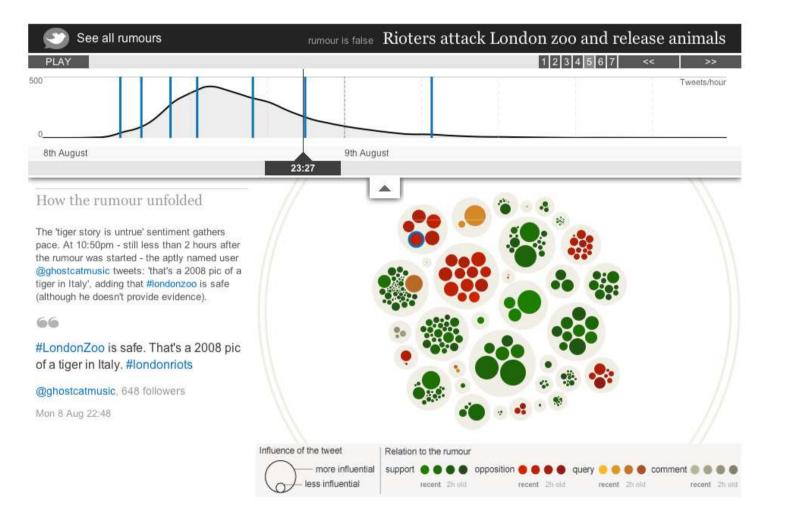




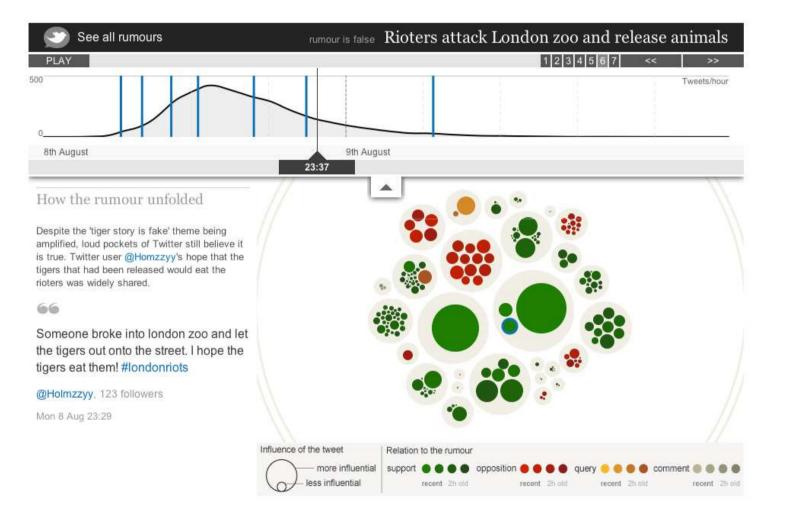




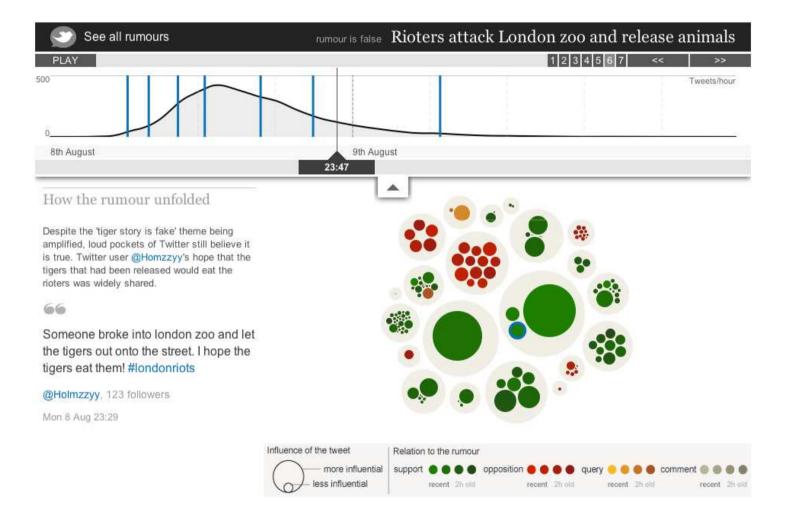




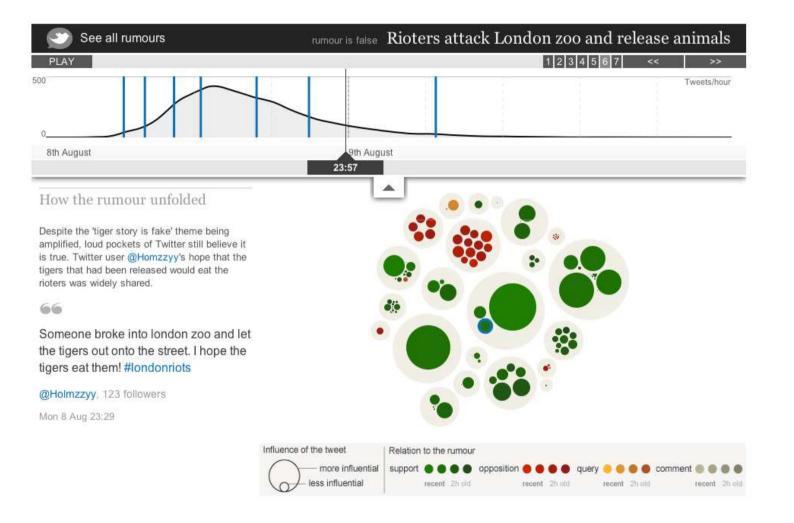




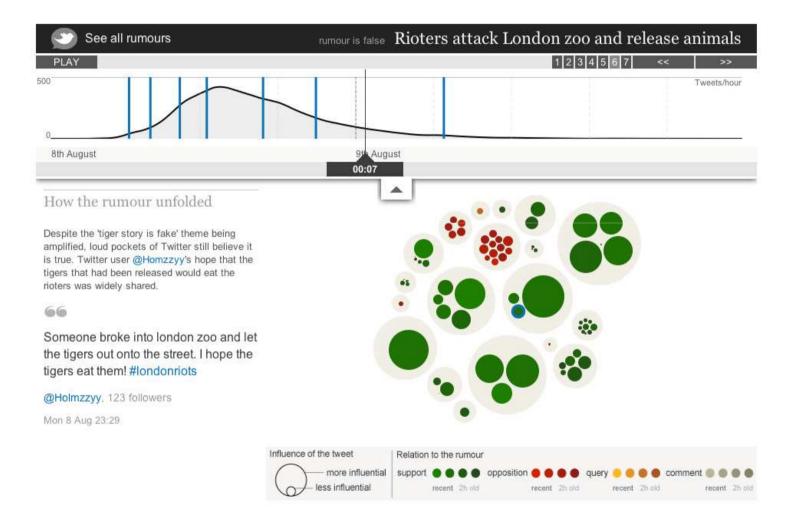




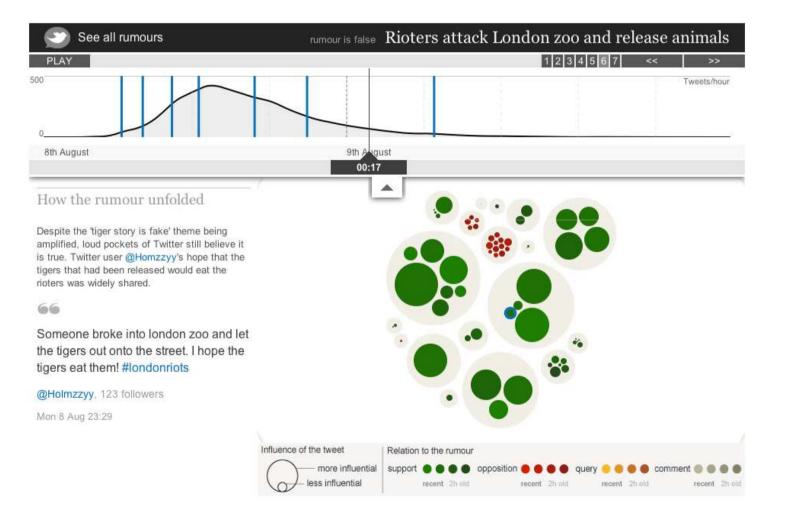




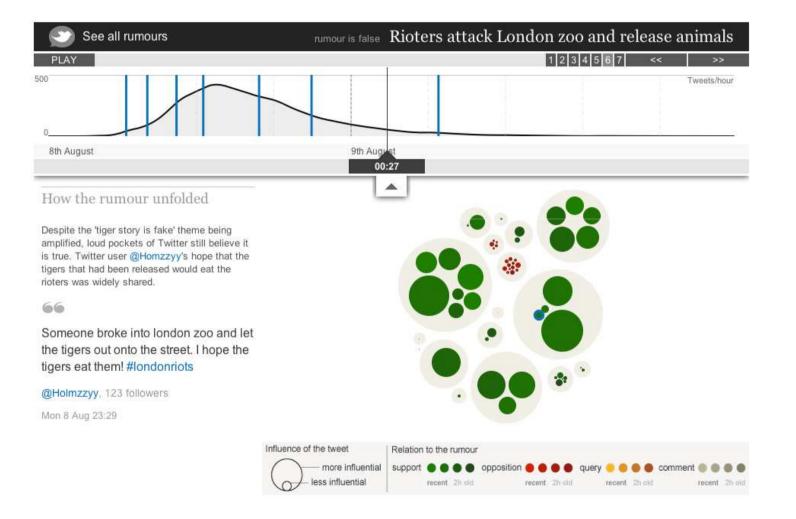




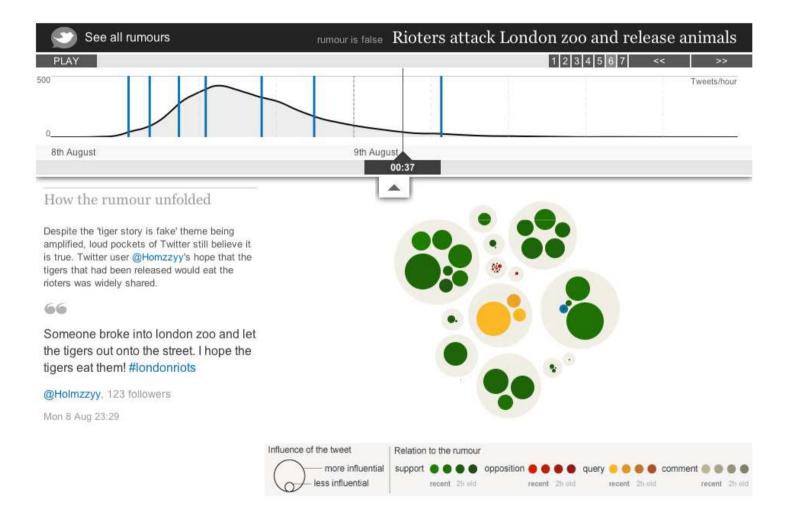




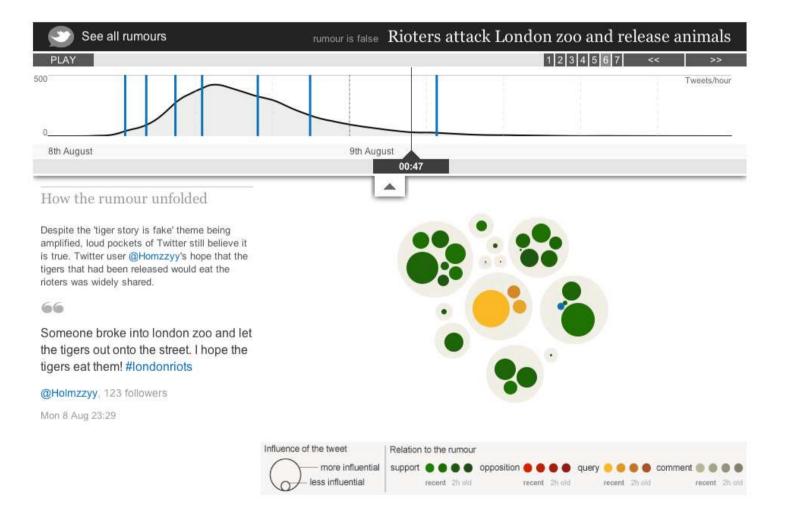




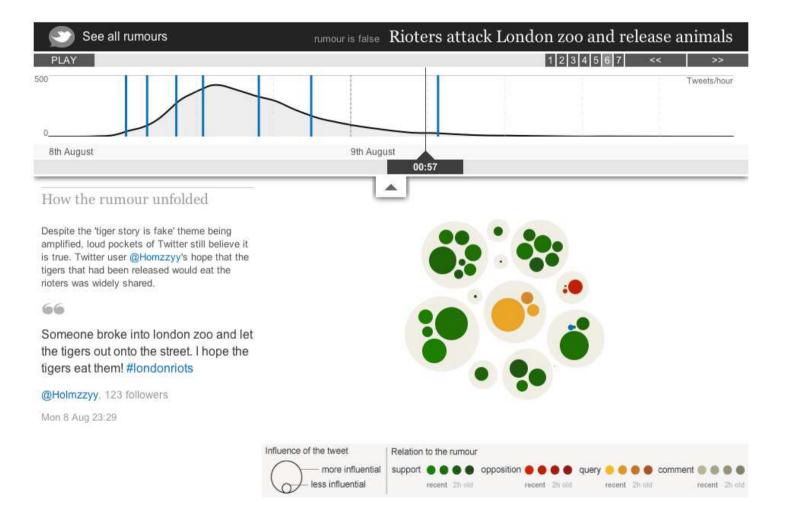




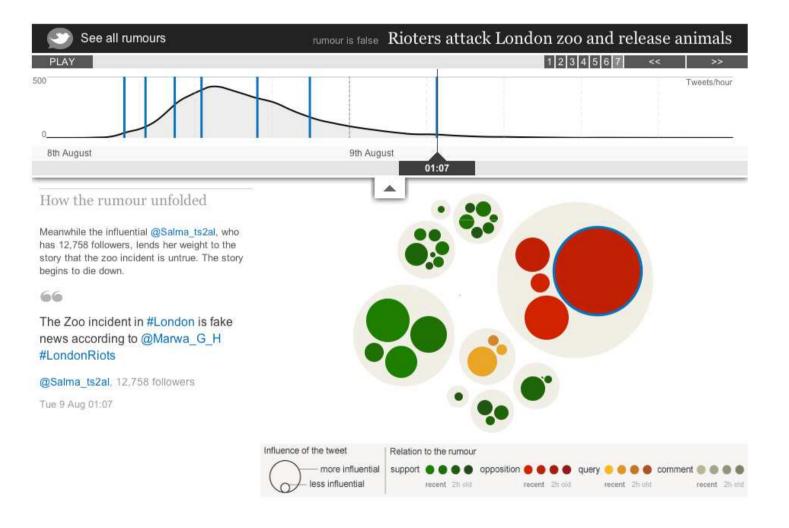












READING THE RIOTS

Who tweeted the riots? - individuals

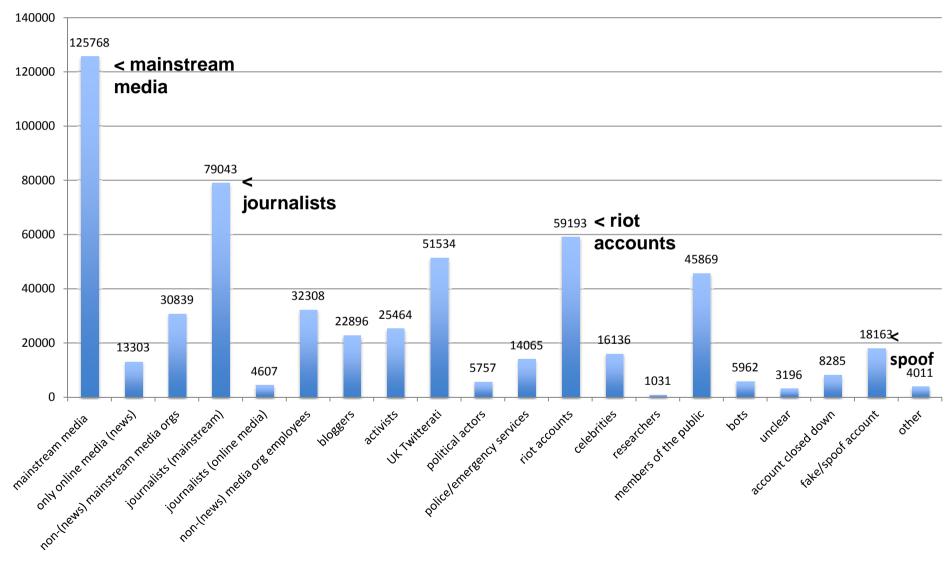
1. riotcleanup	40960 mentions
2. paullewis	30031 mentions
3. piersmorgan	20412 mentions
4. bbcnews	18836 mentions
5. itv_news	15177 mentions
6. bbcbreaking	13476 mentions
7. guardian	11513 mentions
8. lawcol888	9290 mentions
9. simonpegg	9240 mentions
10. gmpolice	8904 mentions

Who tweeted the riots? - categories

Top 200 Twitter accounts by actor type

READING

THE RIOTS





Who tweeted the riots?

Lots of different kinds of users

- Mainstream media + individual journalists mentioned most.
- Riotcleanup most mentioned individual account.
- Greater Manchester Police in the top 10 individual accounts.
 Emergency services low overall.

Organise – broadcast – find information – voice opinions – satire the riots, rioters and commentators

READING THE RIOTS

3 spoof accounts in top 200

ON TWITTER



The Dark Lord

@Lord_Voldemort7 Running around leaving scars, collecting my jar of hearts and tearing love apart... lv7thinks@gmail.com http://www.lv7thinks.com



Number 13, 6697 mentions



Professor Snape

@_Snape_ There will be no foolish wand-waving or silly incantations in this Twitter feed.



Number 20, 5939 mentions



Elizabeth Windsor

Queen_UK Queen, Head of the Commonwealth, Defender of the Faith, wife of the DoE, mother, grandmother and author of http://www.amazon.co.uk/dp/144473895X (fictional) The United Kingdom - http://facebook.com/royaiginoclock



Number 23, 5527 mentions



Satirical comments and images

Fake PR for Rupert Murdoch: 'SkyNews is right. #LondonRiots all Twitter's fault. Give Twitter to me, we'll strip it of importance and relevancy like we did to MySpace.'

Can't get into BBM? 'just ask News International'

Images of people planking during the riots





Conclusions

- Understand context
- Local context important
- \circ The rise of individuals
- **o Better contain rumours**
- Better distribute information
- Role of the emergency services Everyday

Predictions

- Listening platform (40%)
- \circ Improve role of police
- Downside of police on Twitter?
- Build on teams that can handle and rapidly analyse big data
- Where will crisis
 communication move?
 Platforms? Streaming?



Actors – Who tweeted the riots?

More here:

http://researchingsocialmedia.org/2012/01/24/ reading-the-riots-on-twitter-who-tweeted-theriots/

Including full details of the code frame!

Top 1000 most mentioned accounts available via The Guardian Data Blog (link in above post).

Researching Social Media website: (accompanies the book) Module hashtag: #MS7042

http://researchingsocialmedia.org/

Free software (both by Mike Thelwall) Webmoteric analyst: <u>http://lexiurl.wlv.ac.uk/</u> Sentistrength: <u>http://sentistrength.wlv.ac.uk/</u>

Email: <u>fv12@le.ac.uk</u> Twitter: @flygirltwo