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TWITTER AND SOCIETY



Steve Jones
General Editor

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TWITTER AND SOCIETY

EDITED BY KATRIN WELLER, AXEL BRUNS,
JEAN BURGESS, MERJA MAHRT, & CORNELIUS PUSCHMANN



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Table of Contents

Foreword: Debanalising Twitter: The Transformation of an Object of Study <i>Richard Rogers</i>	ix
Acknowledgments	xxvii
Twitter and Society: An Introduction <i>Katrin Weller, Axel Bruns, Jean Burgess, Merja Mahrt, & Cornelius Puschmann</i>	xxix
<hr/>	
Part I: Concepts and Methods	
<hr/>	
CONCEPTS	
1 Twitter and the Rise of Personal Publics <i>Jan-Hinrik Schmidt</i>	3
2 Structural Layers of Communication on Twitter <i>Axel Bruns & Hallvard Moe</i>	15
3 Structure of Twitter: Social and Technical <i>Alexander Halavais</i>	29
4 The Politics of Twitter Data <i>Cornelius Puschmann & Jean Burgess</i>	43

METHODS

5	Data Collection on Twitter <i>Devin Gaffney & Cornelius Puschmann</i>	55
6	Metrics for Understanding Communication on Twitter <i>Axel Bruns & Stefan Stieglitz</i>	69
7	Sentiment Analysis and Time Series with Twitter <i>Mike Thelwall</i>	83
8	Computer-Assisted Content Analysis of Twitter Data <i>Jessica Einspänner, Mark Dang-Anh, & Caja Thimm</i>	97
9	Ethnographic and Qualitative Research on Twitter <i>Alice E. Marwick</i>	109
10	Legal Questions of Twitter Research <i>Michael Beurskens</i>	123

Part II: Perspectives and Practices

PERSPECTIVES

11	From #FollowFriday to YOLO: Exploring the Cultural Salience of Twitter Memes <i>Alex Leavitt</i>	137
12	Twitter and Geographical Location <i>Rowan Wilken</i>	155
13	Privacy on Twitter, Twitter on Privacy <i>Michael Zimmer & Nicholas Proferes</i>	169
14	Automated Twitter Accounts <i>Miranda Mowbray</i>	183
15	Information Retrieval for Twitter Data <i>Ke Tao, Claudia Hauff, Fabian Abel, & Geert-Jan Houben</i>	195
16	Documenting Contemporary Society by Preserving Relevant Information from Twitter <i>Thomas Risse, Wim Peters, Pierre Senellart, & Diana Maynard</i>	207

PRACTICES

POPULAR CULTURE

17	The Perils and Pleasures of Tweeting with Fans <i>Nancy Baym</i>	221
----	---	-----

- | | | |
|----|--|-----|
| 18 | Tweeting about the Telly: Live TV, Audiences, and Social Media
<i>Stephen Harrington</i> | 237 |
| 19 | Following the Yellow Jersey: Tweeting the Tour de France
<i>Tim Highfield</i> | 249 |
| 20 | Twitter and Sports: Football Fandom in Emerging
and Established Markets
<i>Axel Bruns, Katrin Weller, & Stephen Harrington</i> | 263 |

BRAND COMMUNICATION

- | | | |
|----|---|-----|
| 21 | Public Enterprise-Related Communication and Its Impact
on Social Media Issue Management
<i>Stefan Stieglitz & Nina Krüger</i> | 281 |
| 22 | Twitter, Brands, and User Engagement
<i>Tanya Nitins & Jean Burgess</i> | 293 |

POLITICS AND ACTIVISM

- | | | |
|----|---|-----|
| 23 | Political Discourses on Twitter: Networking Topics,
Objects, and People
<i>Axel Maireder & Julian Ausserhofer</i> | 305 |
| 24 | Twitter in Politics and Elections: Insights from Scandinavia
<i>Anders Olof Larsson & Hallvard Moe</i> | 319 |
| 25 | The Gift of the Gab: Retweet Cartels and Gift Economies
on Twitter
<i>Johannes Paßmann, Thomas Boeschoten, & Mirko Tobias Schäfer</i> | 331 |

JOURNALISM

- | | | |
|----|---|-----|
| 26 | The Use of Twitter by Professional Journalists:
Results of a Newsroom Survey in Germany
<i>Christoph Neuberger, Hanna Jo vom Hofe, & Christian Nuernbergk</i> | 345 |
| 27 | Twitter as an Ambient News Network
<i>Alfred Hermida</i> | 359 |

CRISIS COMMUNICATION

- | | | |
|----|--|-----|
| 28 | Crisis Communication in Natural Disasters: The Queensland
Floods and Christchurch Earthquakes
<i>Axel Bruns & Jean Burgess</i> | 373 |
|----|--|-----|

29	Twitpic-ing the Riots: Analysing Images Shared on Twitter during the 2011 U.K. Riots <i>Farida Vis, Simon Faulkner, Katy Parry, Yana Manyukhina, & Lisa Evans</i>	385
TWITTER IN ACADEMIA		
30	Twitter in Scholarly Communication <i>Merja Mahrt, Katrin Weller, & Isabella Peters</i>	399
31	How Useful Is Twitter for Learning in Massive Communities? An Analysis of Two MOOCs <i>Timo van Treeck & Martin Ebner</i>	411
	Epilogue: Why Study Twitter? <i>Cornelius Puschmann, Axel Bruns, Merja Mahrt, Katrin Weller, and Jean Burgess</i>	425
	Notes on Contributors	433



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Twitter and Society: An Introduction

INTRO-
DUCTION

Katrin Weller, Axel Bruns, Jean Burgess, Merja
Mahrt, & Cornelius Puschmann



welcome to #twitsocbook, welcome to Twitter
research! (Pls RT.)

Since its launch in 2006, Twitter has turned from a niche service to a mass phenomenon. By the beginning of 2013, the platform claims to have more than 200 million active users, who “post over 400 million tweets per day” (Twitter, 2013). Its success is spreading globally; Twitter is now available in 33 different languages, and has significantly increased its support for languages that use non-Latin character sets. While Twitter, Inc. has occasionally changed the appearance of the service and added new features—often in reaction to users’ developing their own conventions, such as adding ‘#’ in front of important keywords to tag them—the basic idea behind the service has stayed the same: users may post short messages (tweets) of up to 140 characters and follow the updates posted by other users. This leads to the formation of complex follower networks with unidirectional as well as bidirectional connections between individuals,

but also between media outlets, NGOs, and other organisations. While originally ‘microblogs’ were perceived as a new genre of online communication, of which Twitter was just one exemplar, the platform has become synonymous with microblogging in most countries. A notable exception is Sina Weibo, popular in China where Twitter is not available. Other similar platforms have been shut down (e.g., Jaiku), or are being used in slightly different ways (e.g., Tumblr), thus making Twitter a unique service within the social media landscape.

In addition to interpersonal communication, Twitter is increasingly used as a source of real-time information and a place for debate in news, politics, business, and entertainment. Televised sports events such as the FIFA World Cup or the NBA Finals cause massive real-time spikes in global Twitter activity; other entertainment news and events also result in particularly high tweet volumes, be it the death of Michael Jackson, the annual Academy Awards, or the royal wedding of Prince William and Kate Middleton in 2011. Public figures and celebrities from the Pope to Lady Gaga attract enormous numbers of followers, and a photo of Barack and Michelle Obama, posted immediately after Obama’s re-election as President of the United States in November 2012, rapidly became the single most retweeted message in the history of Twitter. Disasters such as Hurricane Sandy, and tragedies like the shooting spree of a gunman at the Sandy Hook Elementary School in Connecticut (both in the autumn of 2012) show their immediate aftereffects on the platform, as users report their experiences and search for information, often as events are unfolding—a dynamic that makes Twitter seemingly irresistible to the mass media. Such moments demonstrate how deeply embedded the service has become into the media ecology, and, arguably, into the everyday lives of its users around the world. Increasingly, when noteworthy events occur—both on a global and a local level—there will be Twitter users who share the news.

Beyond the spectacle of major news events, Twitter remains a space for mundane expressiveness and interaction: millions of private users chat with their friends and share photos or URLs via Twitter at any one point, using the service as a journal of their thoughts and everyday activities. This is why Twitter has been bluntly criticised at times for consisting largely of ‘pointless babble’, ‘useless information’, or ‘phatic communication’, but such criticism is simplistic. Rather, the highly personal use by each user as a tool for outreach, spreading information, or connecting to friends is at the very heart of Twitter’s utility for individuals and organisations alike, and indeed underpins its very success as a platform for global news media and public communication.

Twitter's dominant uses and norms have been co-created over time, not only by the company, Twitter, Inc., but also by third-party developers and users themselves. Users shape the service through their practices of use, and these activities have led to new forms of communication and new phenomena in participatory culture, for example in the form of Twitter-specific communicative trends and memes. It is therefore as important to investigate Twitter users' everyday activities and their perceptions of publicity, privacy, intimacy, and friendship as they are experienced through and reconfigured by the platform, as it is to study the use of Twitter in the context of major societal themes and events. With this volume, we aim to present both a broad and a detailed picture of the many specific practices through which Twitter is located *in* society, in order to explore the intersections between Twitter *and* society. This not only provides a fascinating insight into how this important social network itself is being used, but also continues a tradition of platform-specific studies—covering blogs (Bruns & Jacobs, 2006), social networking sites (boyd & Ellison, 2007), virtual worlds (Meadows, 2007), search engines (Halavais, 2009; Lewandowski, 2012), Wikipedia (Lih, 2009; Reagle, 2010), YouTube (Burgess & Green, 2009), and many others—which document the social co-construction of new media technologies in the often conflicted interplay between platform users, platform providers, and other stakeholders.

The substantial amount of content generated and shared by Twitter users, from individuals to institutions, also opens up exciting new research possibilities across a variety of disciplines, including media and communication studies, linguistics, sociology, psychology, political science, information and computer science, education, and economics. There remains a significant need for the further development of innovative methods and approaches which are able to deal with such new sources of research data, and for the training of a new generation of scholars who are deeply familiar with such methodological frameworks.

Large datasets can be retrieved from the Twitter Application Programming Interface (API), and can subsequently be mined with a range of specialised tools (programming languages, statistics packages, network analysis frameworks, text and data mining tools). API-based access to Twitter data has contributed to the emergence of a variety of tools and services that promise to measure and compare impact, influence, and audience reach on Twitter—which in turn leads to a growing interest in strategies for maximising such 'impact', and a number of books promising swift success for corporate marketing and political campaigns. However, reliably measuring activity or popularity, or quantifying any other aspects of social media use, is far from trivial, and current approaches

are usually neither standardised nor independently verifiable, acting instead as black box analytics frameworks whose outcomes the researcher is asked to trust with blind faith. Several chapters in this collection seek to remedy this situation by establishing common frameworks for Twitter analytics beyond merely quantifying attention, and thereby initiating a conversation about methods in researching Twitter.

Furthermore, the opportunities for advanced Twitter analytics are matched by challenges surrounding the long-term availability of data, research ethics, the interpretation of user-generated information, and the relation of qualitative and quantitative, as well as user-based and content-based research approaches. Such challenges extend well beyond the study of Twitter itself, and are instead shared with the wider field of ‘big data’ research in the digital humanities which is currently emerging. If the current “computational turn” (Berry, 2011) in our research is to result in what Richard Rogers (2009) has described as “natively digital” methodologies or in “computational social science” (Lazer et al., 2009), then a significant amount of further thought must go into the conceptual, methodological, and ethical frameworks which we apply to such work. In the foreword to the present volume, Richard Rogers introduces the key characteristics of Twitter, its history and usage, and provides a sketch of how Twitter research can keep up with the platform’s impressive journey from a frowned-upon niche medium to a global information hub. His foreword presents the many challenges which Twitter research must rise to meet. In their contributions to the main body of the book, our authors respond to these challenges by sharing the diverse insights gained through their own research, across a wide range of disciplines, perspectives, and methodologies, and by raising further questions for future Twitter research.

This collection is divided into four thematic sections. Part I, “Concepts and Methods”, presents a selection of theoretical frameworks for the study of Twitter, followed by a range of practical approaches for investigating the platform. It opens with Jan-Hinrik Schmidt’s introduction of the concept of “personal publics”, which describes the multitude of overlapping, hybrid, public/private spaces that are constituted by each individual user’s account and its network of followers. The chapter raises important questions for our understanding of tweeting as a form of communication which can be at once intensely personal and highly public. Axel Bruns and Hallvard Moe follow suit with a reflection on the different layers of communication on the platform, supported by a range of sociotechnical constructs ranging from @replies to hashtags. Their contribution serves as a reminder that Twitter can be used strategically to achieve different

levels of publicness and publicity, and provides a framework for defining these levels. Alexander Halavais further explores the social and technological conventions which have given rise to the different formations of interpersonal, publicly personal, or all-out public communication which are possible on Twitter, and traces the processes of co-evolution of the platform and its functionality as they are driven by corporate as well as user activities and interventions. Finally, Cornelius Puschmann and Jean Burgess complete the “Concepts” section by offering a critical reflection on the politics of Twitter data, exploring both Twitter’s data policies and the politics of utilising such proprietary and increasingly restricted data sources in research projects. Together, these four chapters form the cornerstones for the conceptualisation of Twitter as a hybrid social network and communications platform on which this collection is based.

“Methods” introduces a number of crucial practical approaches to the study of Twitter, from both qualitative and quantitative perspectives. Devin Gaffney and Cornelius Puschmann discuss the Twitter API, and outline a number of key tools for gathering and processing API data. They also consider the limitations and challenges of API-based work. Axel Bruns and Stefan Stieglitz present a range of key metrics for the quantitative analysis of Twitter activity, and demonstrate their use in practice; these metrics provide a standardised basis for Twitter analytics which improves the reliability and reproducibility of Twitter research. Mike Thelwall outlines the use of time-series-based sentiment analysis for corpora of Twitter data, in order to explore and document the mood of tweeting activity in a given dataset at any one point. Jessica Einspänner, Mark Dang-Anh, and Caja Thimm broaden the perspective from sentiment to computer-assisted content analysis, outlining how automated, semi-automated, and manual analysis approaches may be combined to develop a detailed perspective of the communicative activities captured in Twitter datasets. Alice E. Marwick offers an alternative and strongly qualitative approach to the study of Twitter, employing interviews, ethnographic methods, and close reading of tweeted interactions in order to develop a very detailed, fine-grained picture of who uses Twitter, and of how they use it. Michael Beurskens, finally, considers the legal frameworks within which Twitter researchers operate as they draw on the tweets of a wide range of users, access them through proprietary APIs, and collect them in large corpora. Often overlooked in the day-to-day processes of data analysis, such legal questions are crucial for assuring researchers and protecting their research subjects.

Part II, “Perspectives and Practices”, presents a set of thematic and conceptual approaches to the study of Twitter, demonstrating the diverse societal con-

texts in which Twitter has found application. “Perspectives” explores a range of common aspects of Twitter activity. It begins with Alex Leavitt’s chapter on the origins of Twitter memes. Memes as a means to contextualise and label information and participate in discussions have become a substantial part of communicating on Twitter, mainly in the form of hashtags. Leavitt describes several popular memes and their contexts, pointing out that they are both influenced by the users’ intentions and the technical environment provided by Twitter, which highlights currently trending topics and may thus enforce already existing memes. But not only topics and hashtags can be used to contextualise and mark information; Rowan Wilken describes Twitter’s potential as a locative medium, referring to human desire to assign information to places. Not many tweets include actual geocodes that enable us to trace back the origin of a tweet to an exact longitude and latitude, but users provide information about their locations in different ways, for example in their personal information section or within the tweet itself. By doing so, users may accidentally reveal more personal information than they intended. Michael Zimmer and Nicholas Proferes address controversial issues of privacy on Twitter in their chapter, arguing that far too little is known about whether the users themselves perceive their activities as public. Although Twitter works with very basic privacy settings (a user’s profile and all of their tweets are either public or restricted), users may not know that what they are writing is publicly accessible by default.

Miranda Mowbray proceeds by examining a type of Twitter user largely unaffected by issues of privacy: automated Twitter accounts are programs that post messages to Twitter without direct human intervention. These bots are not welcomed by Twitter, Inc. (as the service is intended for human users, according to the company’s policies), but not all of them are harmful. While spam may be the most common type of automated tweet, other bots provide useful services or entertain human users (and possibly, one another). The final two chapters in this section address information overload as a perceived adverse effect of using Twitter. Ke Tao, Claudia Hauff, Fabian Abel, and Geert-Jan Houben describe the difficulties of finding very specific information in large volumes of Twitter data. Applying information retrieval theory, they show that individual tweets are a problematic form of document which cannot be easily classified as relevant to a specific search query; new approaches are necessary to make sense of tweets in context. Finally, Thomas Risse, Wim Peters, Pierre Senellart, and Diana Maynard discuss a topic that is relevant for both Twitter users and researchers: the storage and archiving of tweets as a knowledge resource for future generations. In addition to the restrictions imposed by Twitter, Inc.’s Terms of Service,

this requires that significant technical challenges be addressed: for example, archiving approaches should also seek to capture the original context of posts by preserving the content of any URLs which are included in the tweets.

The final section of this volume, “Practices”, is organised around different forms of social interaction as mediated through Twitter. We have selected a variety of case studies that reflect the richness of usage scenarios and illustrate how users with different backgrounds apply Twitter for their purposes. The section begins with four chapters on Twitter’s role in popular culture. These consider, among other themes, the changing practices of fandom and fan interactions. Nancy Baym points out the role of Twitter in audience management as perceived by musicians and other artists. As artists are increasingly dependent on being discovered by and on building relationships with their audiences, they use Twitter to reach out and personalise such relationships. How audience members are enabled to find and interact with each other is also the topic of Stephen Harrington’s chapter on tweeting about the television. He discusses the ways in which microblogging during live TV broadcasts transcends the small screen and provides shared experiences beyond the anonymity of a mass medium. Through such practices, Twitter can become a medium for actual fan interaction, where celebrities or media personalities share personal observations with fans, and fans may address them directly in return. This is true in sports as much as in the arts: Tim Highfield’s chapter, therefore, focusses on interactions during a particular sporting event, the annual Tour de France. He shows how different groups—cyclists, media, and fans—connect through event-related hashtags and engage with each other. In the following chapter, Axel Bruns, Katrin Weller, and Stephen Harrington move beyond specific sporting events to compare the activities of football clubs over the course of an entire season. Their case studies of the English, German, and Australian leagues reveal substantial differences in tweeting practices across these sports markets. As football clubs can be considered a very specific type of brand, this chapter provides a useful link to a more general investigation of brand communication on Twitter. Here, two different perspectives are explored: Stefan Stieglitz and Nina Krüger investigate the strategies of various major brands in dealing with Twitter during brand crises. Their conclusions from these examples may also provide useful advice for other businesses seeking to make better corporate use of Twitter. Further, Tanya Nitins and Jean Burgess concentrate on the discussion between brands and users that can ensue in Twitter’s two-way communicative environment. Some brands successfully create an online space for participation and engage-

ment—in other cases, users are deliberately searching for PR mistakes, or set up parody accounts in order to spread satirical messages.

Twitter has received much attention both within mass media and from communication researchers for its role in political discourse, especially when connected to elections and campaigning. Our three chapters on politics and activism apply diverse approaches to this topic. Axel Maireder and Julian Ausserhofer conduct parallel content analyses of news reports and tweets relating to three different events in Austrian national politics. They show that Twitter discourses develop on a trajectory that is partially independent from mass media reporting. Anders Olof Larsson and Hallvard Moe examine three major elections held in Sweden, Denmark, and Norway in 2011. They focus on the debates surrounding the elections' main hashtags, analysing user activities and different types of tweets. Finally, Johannes Paßmann, Thomas Boeschoten, and Mirko Tobias Schäfer critically investigate whether retweeting establishes a novel kind of gift culture within social media, analysing the Dutch parliamentary Twittersphere in a case study. This also reveals how messages circulate within a specific community. The following chapters address broader perspectives on Twitter in the news ecosystem: Christoph Neuberger, Hanna Jo vom Hofe, and Christian Nuernbergk describe different dimensions of the use of Twitter in journalism, including interactions with readers and viewers, and real-time coverage from the scene of news events. They observe that only in exceptional cases, private individuals report exclusively on public events. In the next chapter, Alfred Hermida notes the role played by an individual user who acted as a central distributor of news about the mass shooting at a cinema in Aurora, Colorado. Hermida illustrates how Twitter can serve as a channel for the distribution of materials from journalists and the mainstream media, especially around breaking news, when rumours and speculation play a crucial role.

These issues are salient in the cases covered by our chapters on crisis communication as well. Social media have helped to involve a larger proportion of the general population in online crisis communication during political and religious uprisings, mass violence, and natural disasters. Axel Bruns and Jean Burgess investigate the use of Twitter during natural disasters in Australia and New Zealand, where the platform helped to share information about the unfolding situation and to coordinate emergency responses. Focussing in particular on the role of visual information in a crisis scenario, Farida Vis, Simon Faulkner, Katy Parry, Yana Manyukhina, and Lisa Evans analyse tweets during the civil unrest in the UK in August 2011 that became known as the London Riots. Analysing the distribution of original photos as well as television screen-

shots, they make a strong argument for the growing relevance of image-sharing on Twitter. While these case studies serve to underline the point that Twitter has become a subject of research across diverse scientific disciplines, we finally also examine the take-up of Twitter in academia itself—as a tool for scholarly communication. The final two chapters in this section reflect the two sides of the academic coin: research and teaching. Merja Mahrt, Katrin Weller, and Isabella Peters provide a broad overview of how scholars use Twitter for their everyday work, concluding that, for now, the use of Twitter remains rare among scholars in general, although there are some differences across disciplines. In education, Twitter—among other tools—is considered to be a valuable addition for e-learning environments. Timo van Treeck and Martin Ebner analyse two massive open online courses (MOOCs) that integrated Twitter as a communication channel. It appears that both in scholarly communication and in learning environments, retweeting and sharing URLs play an important role as a means of information distribution.

The breadth and diversity of these uses of Twitter in contemporary society document the considerable adoption of Twitter as a platform for everyday and extraordinary, personal, and public communication. The work collected in this volume also showcases the rich insights—not only into Twitter itself, but into society as such—which research in this field is able to generate. Thus, the epilogue to the present collection reflects more generally on Twitter's role in society and its relationship with society. The interplay between the platform, with its technical and political restrictions, and the individuals who make use of this service can inform a wide range of questions on modern societies, largely due to the fact that Twitter makes people's activities, communication, and reactions to outside events publicly accessible at an unprecedented level. The study of Twitter and its uses, therefore, extends well beyond platform studies; rather, it forms part of the broader agenda which Richard Rogers (2009) has outlined: to study society *through* the Internet.

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