

InterPARES Trust

Project Report



Title and code:	EU34-Phase 3 - Trusting the Internet and Social Media Resources in Post-Trust World: the Example Of Information and Records Management Professionals in Turkey
Document type:	Final report
Status:	Final Version
Version:	2
Research domain:	Control
Date submitted:	02.07.2017
Last reviewed:	23.03.2018
Author:	InterPARES Trust Project
Writer(s):	Özgür Külcü Tolga Çakmak Şahika Eroğlu (Hacettepe University Department of Information Management)
Research team:	Team Turkey

Document Control

Version history			
Version	Date	By	Version notes
1	02.07.2017	Team Turkey	
1.2	27.12.2017	Team Turkey	
2.	23.03.2018	Özgür Külcü, Team Turkey	

Table of Contents

Abstract.....	4
Research team	4
Background.....	4
Research questions	6
Aims and Objectives/Goals.....	6
Findings.....	7
Conclusions.....	28

Trusting the Internet and Social Media Resources in Post-Trust World: the Example of Information and Records Management Professionals in Turkey

Abstract

In this study the developments, applications and issues of information services are evaluated according to the frameworks of information quality and contemporary records management applications. As part of the formal communication, validation or decision making in business processes, records have to be part of the effective management of information systems in organizations. Accuracy, reliability, security, usability and evidential value of organizational information resources are increasingly more important in the post truth world. In order to analyse the existing conditions in the titles mentioned in the study, the results of the questionnaire applied to 236 people in the field of information services in Turkey are evaluated. In this context, personal and institutional communication and information acquisition environments of the subjects, information seeking behaviours of the people, and information and media literacy aspects are determined. This study aimed to determine information needs and information seeking behaviours used with internet search engines, radio and television channels, e-government services, social affairs, social and cultural activities, and hobbies by Turkish participants.

Research team

Özgür Külcü
Tolga Çakmak
Şahika Eroğlu

Background

The digital ghettos that has emerged due to the customizable nature of social media, the communication and technology channels that allow different segments to bend the truth according to their own beliefs, the world in which the voice is the most powerful to raise, draws a very different world from the dreamy digital paradise. Where in this fuzzy logic maze are we going to look for the truth? For information professionals, "accurate information" refers to recorded data that is

guaranteed to be of integrity, accuracy, reliability and authenticity (Nonaka, 1994). However, nowadays, trust in information sources can be promoted to the second plan, and it can become unclear where the truth of the uncertainty climate is, or who is defending the truth. Post-truth emerged as an expression of this ambiguity and digital deviations. The Oxford English Dictionary chose the word "post-truth" in 2016 (Oxford English Dictionary, 2017). These topics, which constitute the scope of work of information and records management, make the management of information resources diversified but also polluted in the digital world even more important (International Council on Archives. 2005; Zawiyah and Chell, 2002). Discussions about the formation, correctness and limits of knowledge in the historical process are leaving the debate on the reliability, protection and accessibility of information in the digital age. including the protection of the confidentiality and integrity of information (Aydın, and Özdemirci, 2011; Upward, 2000), the knowledge that it contains effective usability, the form of registration, the qualifications of evidence, and the non-denial. Information security must be addressed on a wide range of information, including printed and electronic systems that enable the information itself to be stored and accessed via the media / form structure, transport and transfer (Beagrie, 2006; Külçü, 2007).

Effective management of records that form the official aspect of corporate transactions in printed and electronic form is the foundation of corporate information security (Da, Martins, 2015; Lavoie and Dempsey, 2004). In this context, it is important to ensure that records production is under control, that records are delivered to relevant areas as quickly and correctly as possible, recordsing and encoding processes are carried out in accordance with the requirements and development practices, development of records retention schemes and records sorting and disposition plans and to carry out permanent archiving studies (Walters, T. ve Skinner, 2011; Watry, 2007). In addition to contributing to the effectiveness and efficiency of the institutional electronic information and records management systems, attention is paid to the fragility of the new environment (Duranti, 2003; Reed, 2000). It is known that for digital content, much more effort should be done from the printed area especially in the long-term protection, access and security aspects. It is difficult to say that the worries about the topic have been lifted altogether in spite of the possibilities offered by the ever-evolving technology (National Research Institute of Electronics and Cryptology, 2008). In addition, the security and protection of information in the information system is an important issue (Duranti, 2001; Stanescu, 2004; Sundberg and Wallin, 2007). In this framework, the development of information theory and information services is described in modern frameworks, how information is used in the process of communication, validation or decision making in business processes, the effective management of information in institutional systems, security, privacy and protection, usability, evidence quality and developments in information technologies are evaluated in the study.

The fieldwork of the research was based on descriptive methodology and action research in international literature (McNiff and Whitehead, 2006). Action research is defined as systematic reviews based on previously planned, regulated and collaborative efforts to enhance the quality of life through critical reflection and inquiry (Uzuner, 2005). It is important to conduct case studies in action research, to communicate directly with the research field, and to conduct the studies on the field (Greenwood and Levin, 2003).

In order to analyse the existing conditions in the titles mentioned in the study, the results of the questionnaire applied to 236 people in the field of information services in Turkey are evaluated. In this context, personal and institutional communication and information acquisition environments of the subjects, information seeking behaviours of the people, and information and media literacy aspects are determined. In this context, firstly demographic data on the age, gender, educational status, occupation and occupational responsibilities and working positions of the subjects were obtained. In the second part, information needs and information seeking behaviours; Internet search engines, radio and television channels, e-government services, social affairs, social and cultural activities, and hobbies.

Research questions

In this Project the following problems were investigated on the staff whom they are working in governmental agencies, information professional and the students they are studying in the library and information schools:

- How often and which reasons internet are used?
- The place of internet and social media in general social, political and scientific life of Turkish people
- How the social media and internet makes changes in the information seeking behaviors?
- How the Internet and social media are trusted as a source of information
- Verification methods of social media and internet source of the staffs and students.
- What measures are taken on information security.

Aims and Objectives/Goals

The project aims to investigate the information seeking behaviors, information and media literacy levels, trusting the post truth information, usage of social media sources, and information security precautions of the Turkish people with the example of small group.

The project was conducted between July 12, 2017 and August 17, 2018 for information professionals whom they are responsible for information and records

management processing in public institutions, the staffs they are working in libraries, museums and archives, and the students in library and information schools in Turkey.

Findings

In the electronic environment, the researches about the importance of information security on the information security have been researched and the results have been reached.

Demographic information; age groups, gender, educational background, working area and working position of the survey participants. Computer skill of the participants.

At the second stage usage reasons of internet and information seeking behaviors on internet was investigated.

In this context priority do you use the Internet when searching for information on the following topics being clarified:

- E-government services
- Other issues related to citizenship
- Hobbies
- Social and cultural life
- Political and political issues
- Transportation
- News and weather
- Shopping
- Health
- Education and research
- Emotional relations
- Tourism and travel
- Job and career
- Estate
- Home, family and children
- Religious issues
- Legal and legal issues
- Investment and finance
- Technology
- Search and find information

As the accessing channels of the internet following topics are investigated:

- Internet search engines (google, yandex, mynet etc.)
- Radio and television
- Social media (such as facebook, twitter, YouTube, pinterest, etc.)
- Library resources (such as books, encyclopedias, etc.)
- Newspapers and magazines

- Family member / spouse / friend
- Subject experts (such as lawyers, doctors, pharmacists, etc.)
- Related institutions and organizations (such as civil society organizations, associations, chambers, etc.)

As the gadget to access to internet tablets, smartphones and computers; checking whether the information contained in a website is taken from which sources, How often checking the authenticity of the knowledge sources, confirmation the information that seeking information on any subject, seeing or not social media as a source of information for the information were investigated in this survey.

As the problems of the information on internet the followings are uncovered:

- Reliability problem
- Low link speed
- Incorporating irrelevant information
- Lack of quality information
- Web page addresses can be changed
- Paid resources

The information provided about the current economic and social developments, scientific and technical developments and current political developments on the Internet evaluated on the following topics:

- My friends Facebook, twitter vb. shares
- A newspaper with similar ideas
- News portals with fake ideas
- Google, Yandex etc. scan engines
- In e-government applications
- Authorities related to the topic (such as TÜBİTAK, TURKSTAT, Ministry of Development, etc.)
- Electronic library, archive and museum pages
- Electronic books or periodicals from well-known publishers
- Wikipedia - Wikipedia
- Exclamation, Uludağ dictionary
- Hardware news, ShiftDelete and similar discussion platforms
- Agencies
- News Agencies
- Various blogs

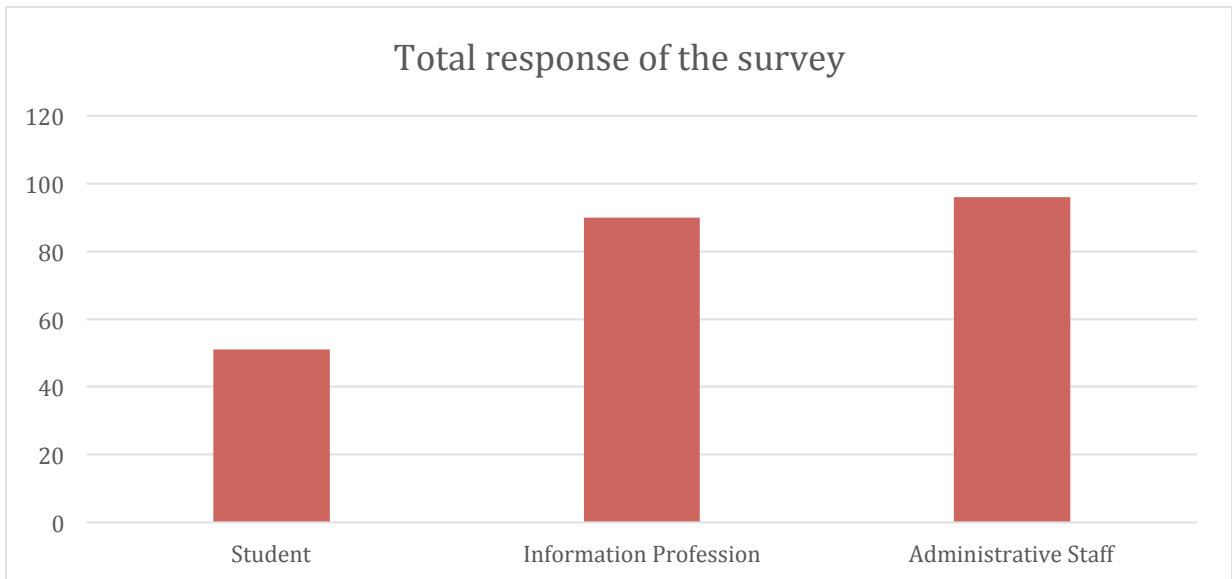
It was also asked to participants how they rely on the internet sources, and how do they test (verify) the validity of the information you receive on the Internet? To following topics:

- The trust I share with my friend
- Shared news channel / trust in my page

- I compare news channels with different ideas
- I confirm from web pages of authority organizations (TÜBİTAK, TURKSTAT, Ministry of Development etc.)
- I confirm the contents of electronic libraries, archives and museums by investigating
- I confirm it from the electronic book and periodicals of the well-known publisher
- Wikipedia - I confirm from Wikipedia
- Wiki dictionaries (ekşi sözlük, uludag dictionary and so on)
- Hardware news, ShiftDelete and similar discussion platforms
- Verification.org and similar verification sites
- I ask a reliable expert.
- I look for sources, think and question
- I am looking at whether news is being made from different institutions on the same topic

3. Part of the survey was on information security. In this context the reporting way of information security problems, determining and changing methods of the passwords, information keeping and security behaviors was investigated.

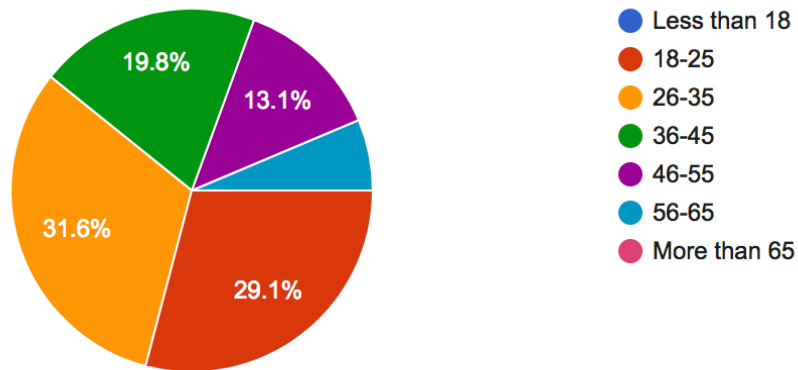
As a general this survey clarifies the information seeking and approaches,



In total response of the survey, 51 respondents are students, 90 are information professionals, 96 are public personnel.

Demographic Information of Survey Participants

The table below shows the age groups of respondents.



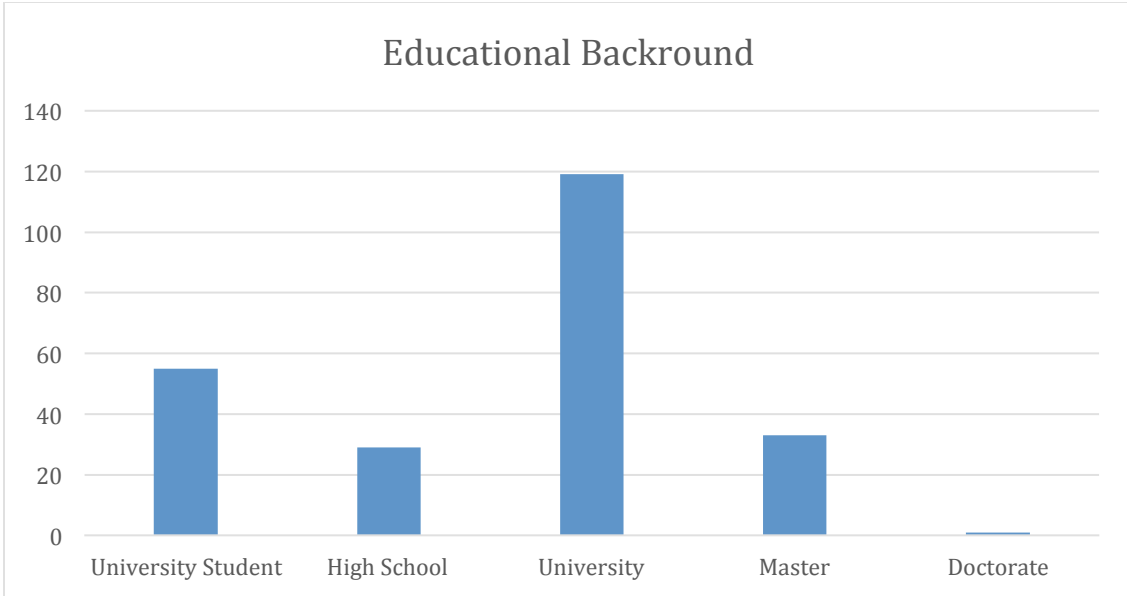
Gender

Male: 49.4 (120)

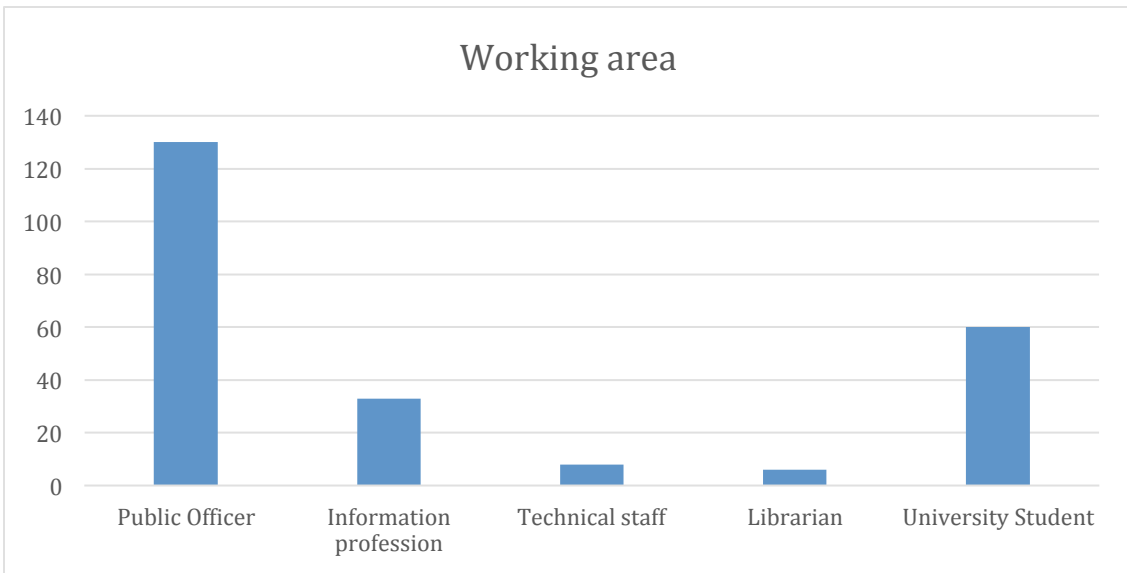
Female %50.6 (117)

Educational Background

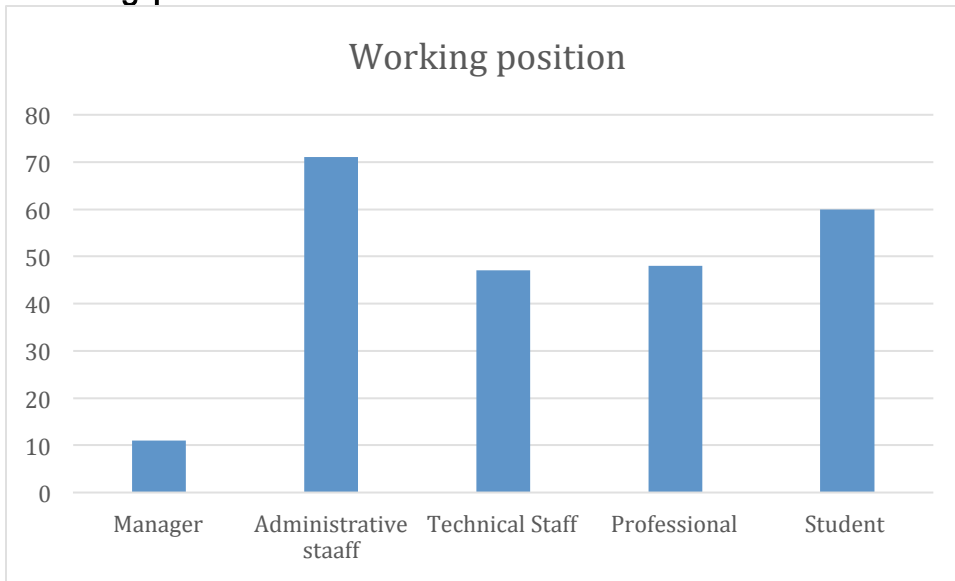
	N
University Student	55
High School	29
University	119
Master	33
Doctorate	1



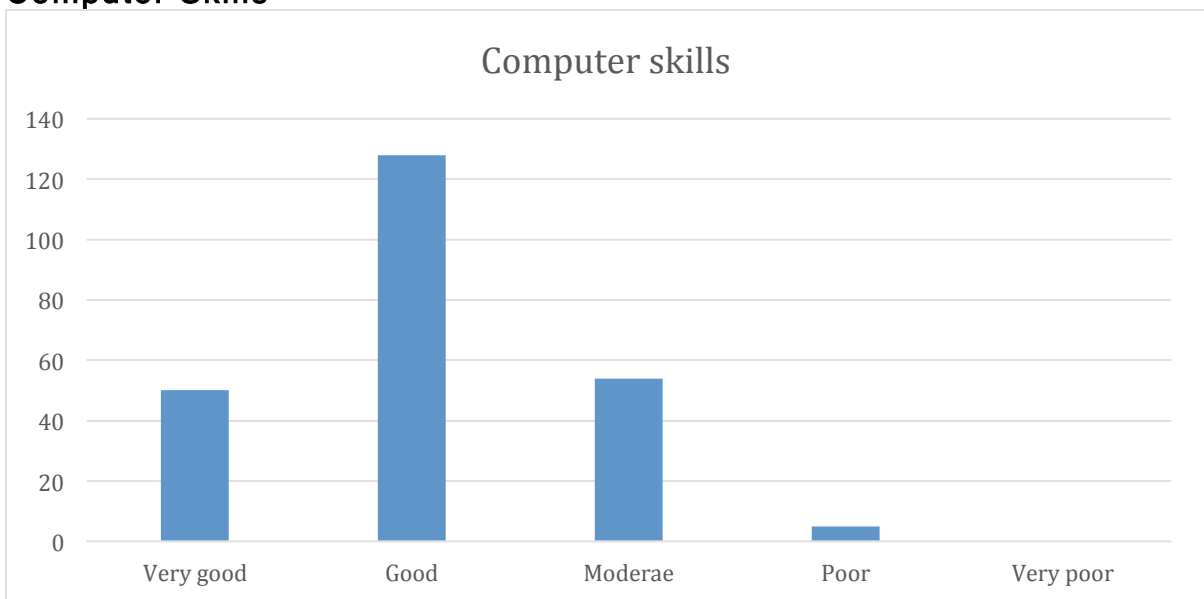
1. Working area



Working position



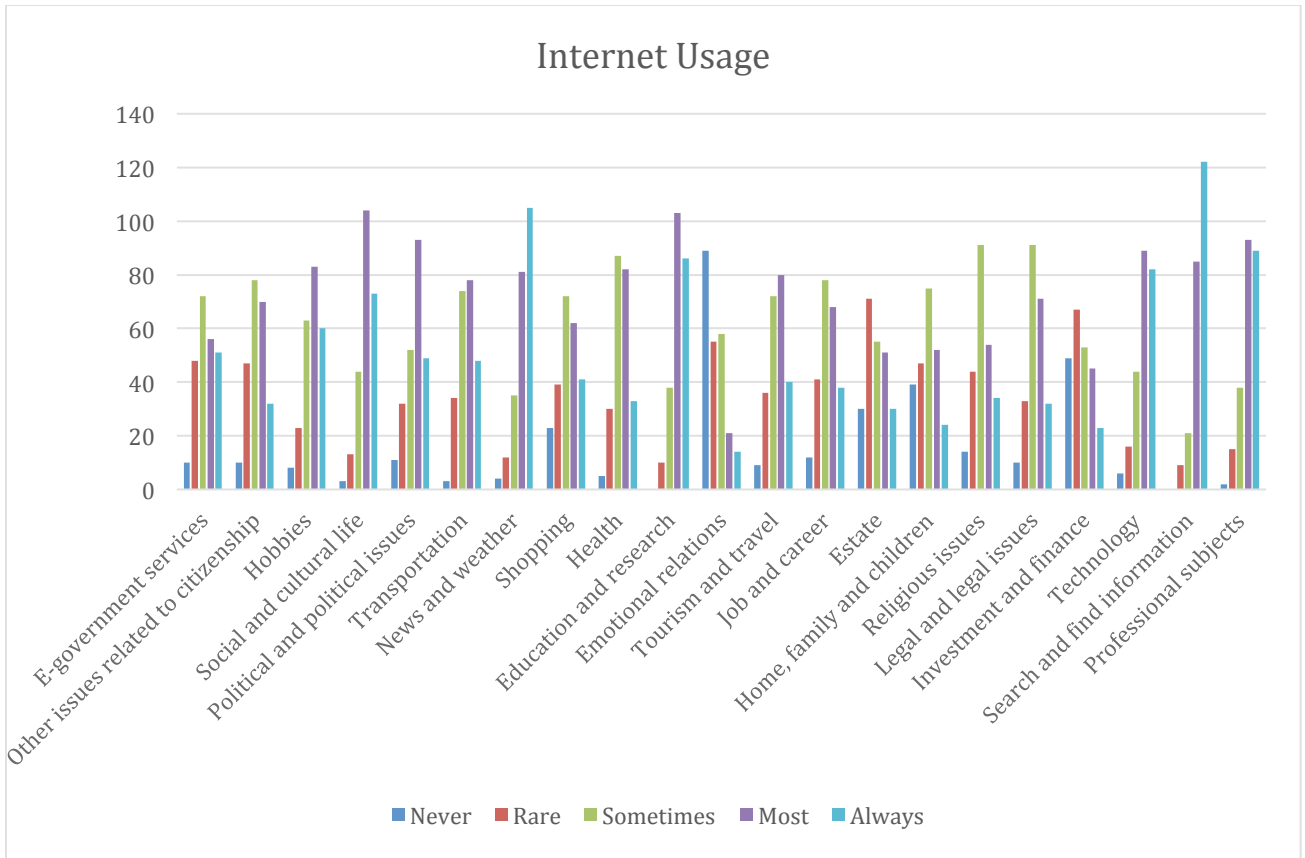
Computer Skills



USAGE OF INTERNET FOR SEEKING THE INFORMATION

1. Which priority do you use the Internet when searching for information on the following topics?

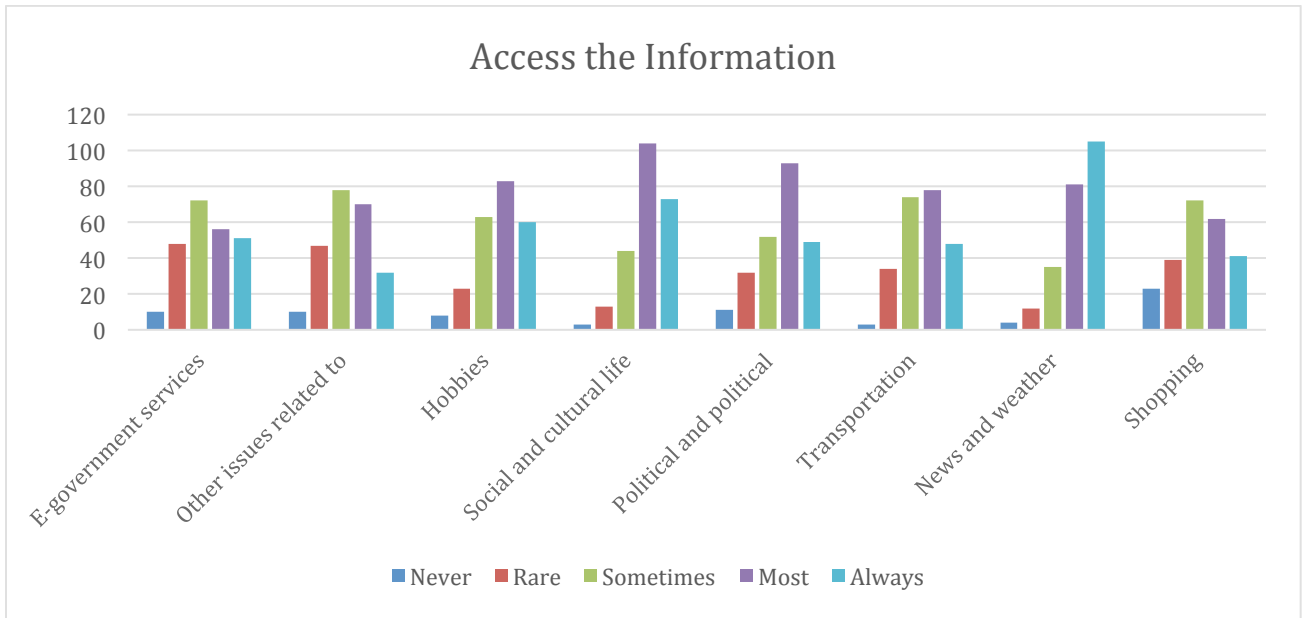
	Never	Rare	Sometimes	Most	Always
E-government services	10	48	72	56	51
Other issues related to citizenship	10	47	78	70	32
Hobbies	8	23	63	83	60
Social and cultural life	3	13	44	104	73
Political and political issues	11	32	52	93	49
Transportation	3	34	74	78	48
News and weather	4	12	35	81	105
Shopping	23	39	72	62	41
Health	5	30	87	82	33
Education and research	0	10	38	103	86
Emotional relations	89	55	58	21	14
Tourism and travel	9	36	72	80	40
Job and career	12	41	78	68	38
Estate	30	71	55	51	30
Home, family and children	39	47	75	52	24
Religious issues	14	44	91	54	34
Legal and legal issues	10	33	91	71	32
Investment and finance	49	67	53	45	23
Technology	6	16	44	89	82
Search and find information	0	9	21	85	122
Professional subjects	2	15	38	93	89



2. How often do you use the following channels to access information on the topics mentioned above?

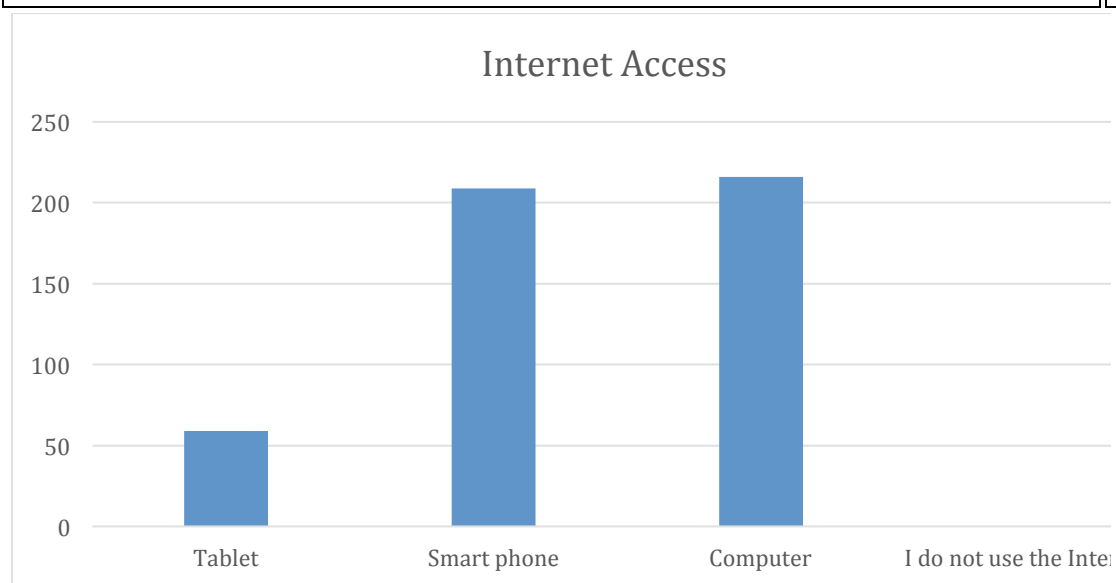
	Never	Rare	Sometimes	Most	Always
Internet search engines (google, yandex, mynet etc.)	0	3	16	82	136
Radio and television	17	54	94	50	22
Social media (such as facebook, twitter, YouTube, pinterest, etc.)	18	21	54	70	74
Library resources (such as books, encyclopedias, etc.)	2	46	77	77	35
Newspapers and magazines	8	40	85	69	35
Family member / spouse / friend	24	75	73	47	18
Subject experts (such as lawyers, doctors, pharmacists, etc.)	18	50	81	66	22
Related institutions and organizations (such as civil society organizations,	34	67	77	45	14

	Never	Rare	Sometimes	Most	Always
associations, chambers, etc.)					



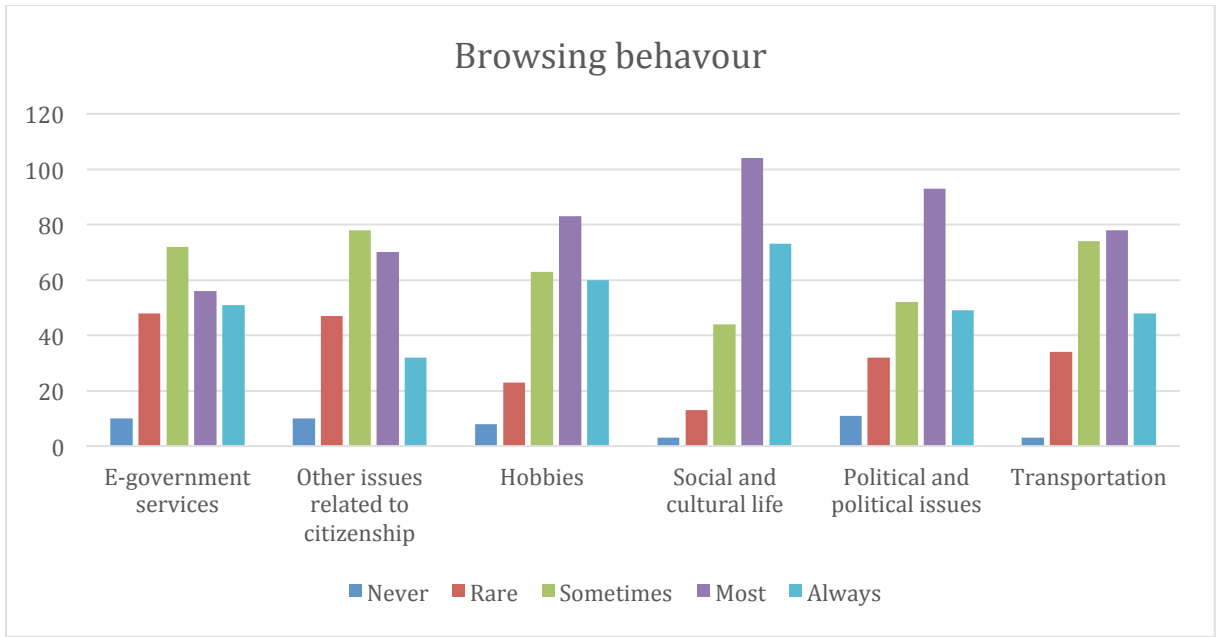
3. How do you access Internet

	N
Tablet	59
Smart phone	20 9
Computer	21 6
I do not use the Internet	0



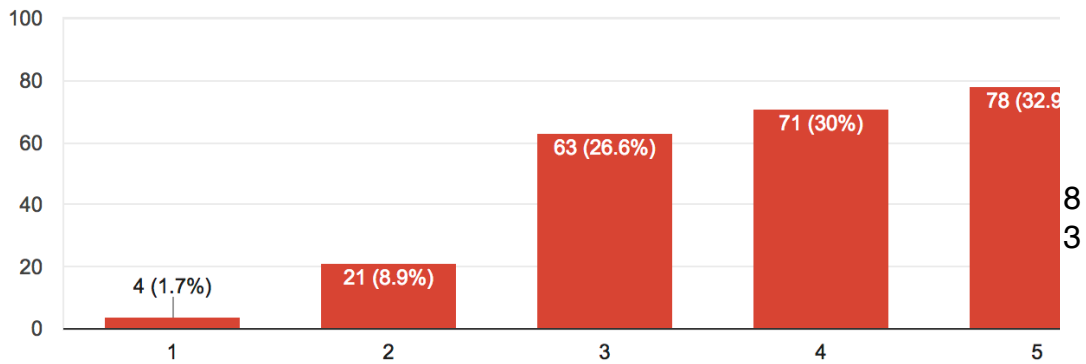
4. How often do you make the followings while researching the information you need online?

	Never	Rare	Sometimes	Most	Always
I'm looking for a direct search engine from google yandex etc.	2	20	32	122	61
I will definitely confirm the information on the topic from expert pages (Ministry of Health, TURKSTAT, Authority institutions such as Ministry of Development)	13	26	65	87	46
Making a research plan	13	54	83	67	20
I search by associating keywords with connectors (and / or not).	15	36	65	83	38
I do not have to answer the question	28	46	68	71	24
I would like to get internet information from different channels (subject matter expert authority source, book and so on	8	29	61	87	52



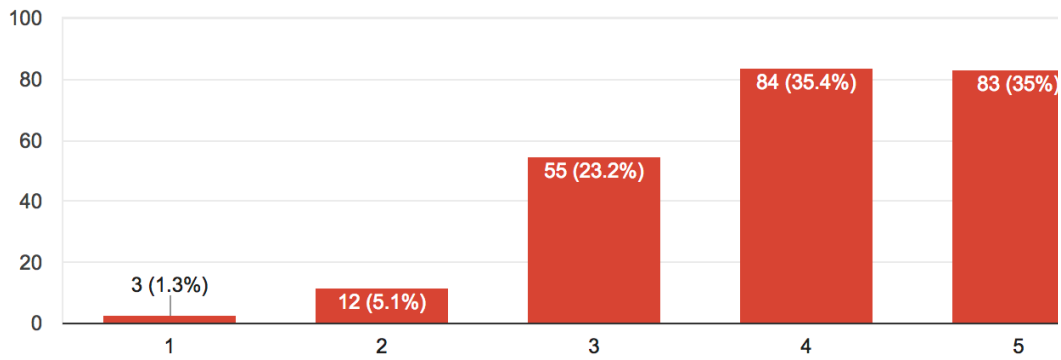
5. Do you check whether the information contained in a website is taken from which sources?

237 responses



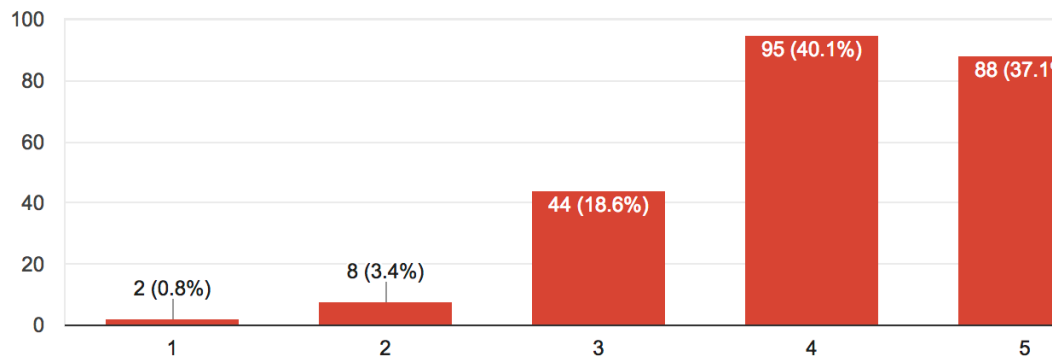
6. How often do you check the authenticity of your knowledge sources?

237 responses



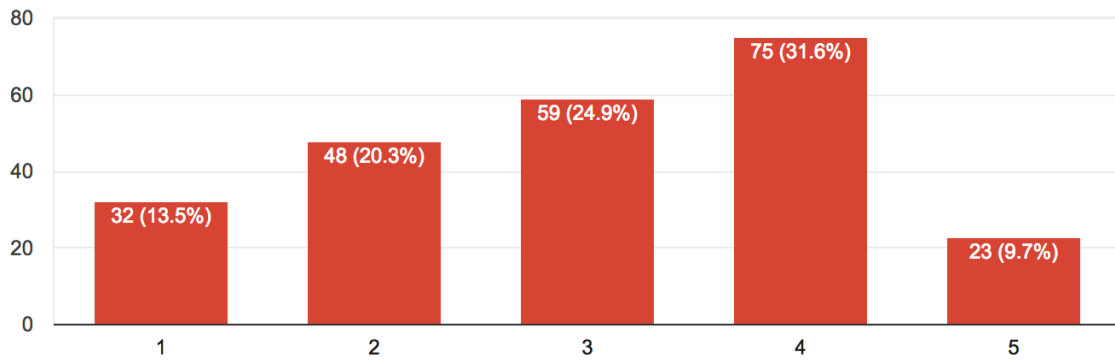
7. Do you use more than one source to confirm information that you seek information on any subject?

237 responses



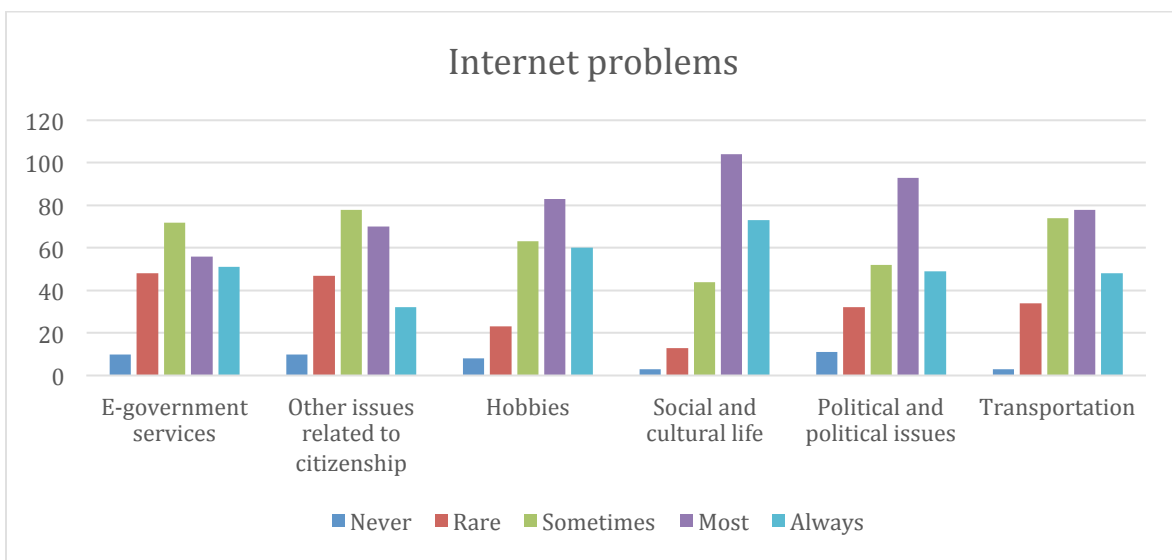
8. Do you see and use social media as a source of information for the information you need?

237 responses



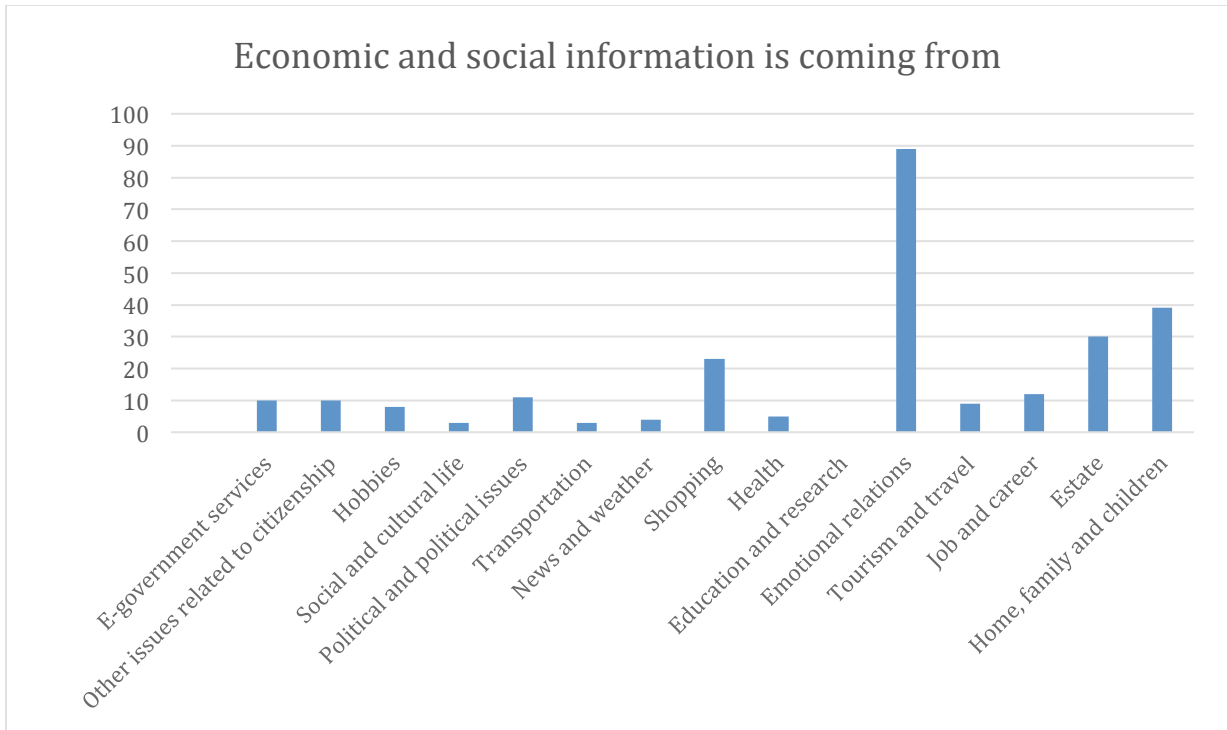
9. How often do you encounter the following problems with internet use and information search?

	Never	Rare	Sometimes	Most	Always
Reliability problem	5	22	96	90	24
Low link speed	7	35	104	70	21
Incorporating irrelevant information	3	21	64	109	40
Lack of quality information	2	19	65	113	38
Web page addresses can be changed	11	55	96	63	12
Paid resources	17	77	87	44	12



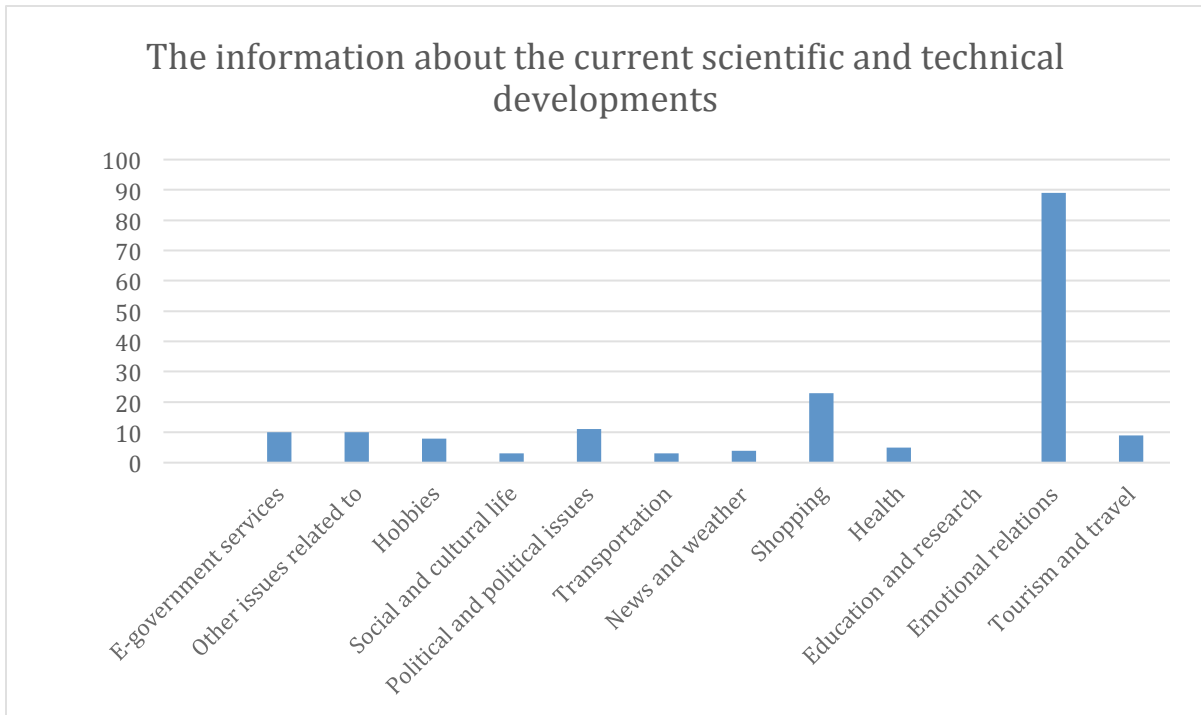
10. The information you provide about the current economic and social developments on the Internet comes mainly from which channels?

	N
My friends facebook, twitter vb. shares	148
A newspaper with similar ideas	136
News portals with fake ideas	123
Google, yandex etc. scan engines	180
In e-government applications	47
Authorities related to the topic (such as TÜBİTAK, TURKSTAT, Ministry of Development, etc.)	70
Electronic library, archive and museum pages	63
Electronic books or periodicals from well-known publishers	49
Wikipedia - Wikipedia	97
Wiki dictionaries (ekşi sözlük , uludag dictionary and so on)	84
Hardware news, ShiftDelete and similar discussion platforms	43
News Agencies	1
codeproject.co	1
onedio	1
Forums	1
Social media sharing of specialists	1



11. The information about the current scientific and technical developments on the internet comes from which channels?

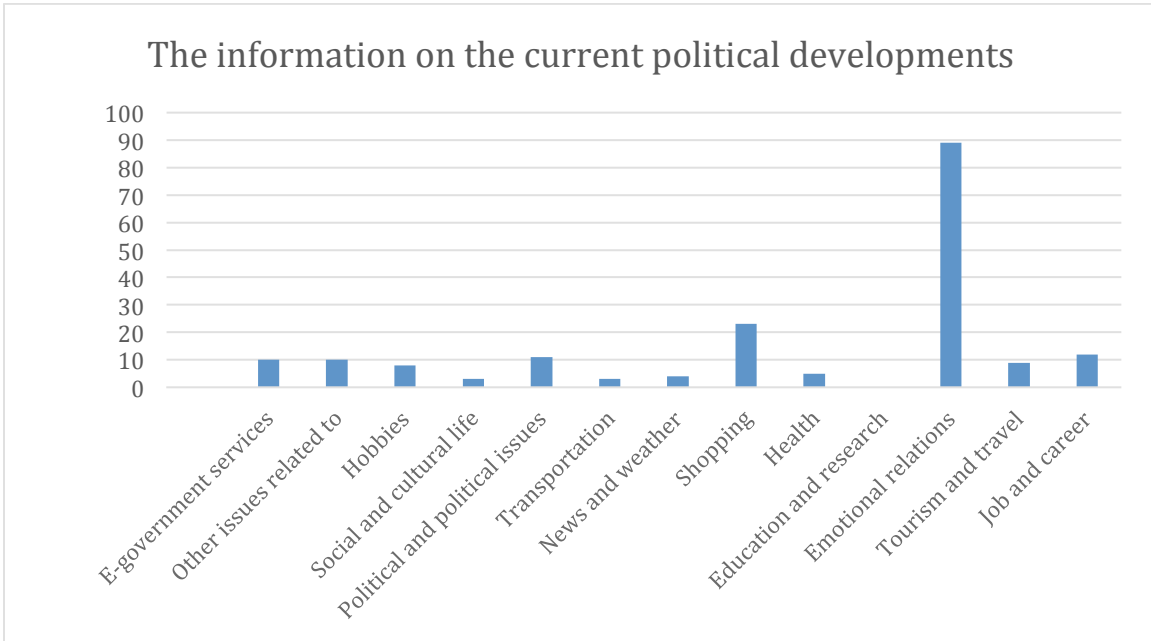
	N
My friends facebook, twitter vb. shares	122
A newspaper with similar ideas	108
News portals with fake ideas	114
Google, yandex etc. scan engines	180
In e-government applications	39
Authorities related to the topic (such as TÜBİTAK, TURKSTAT, Ministry of Development, etc.)	87
Electronic library, archive and museum pages	55
Electronic books or periodicals from well-known publishers	47
Wikipedia - Wikipedia	84
Exclusion, uludag dictionary and so on	56
Hardware news, ShiftDelete and similar discussion platforms	29
onedio	1
News Agencies	1



12. The information on the current political developments on the internet comes mainly from which channels?

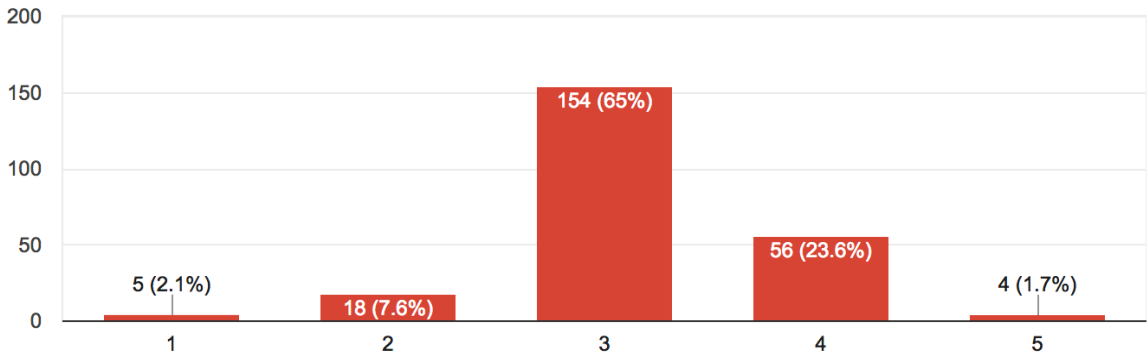
	N
My friends facebook, twitter vb. shares	145
A newspaper with similar ideas	152
News portals with fake ideas	159
Google, yandex etc. scan engines	162
In e-government applications	26
Authorities related to the topic (such as TÜBİTAK, TURKSTAT, Ministry of Development, etc.)	40
Electronic library, archive and museum pages	25
Electronic books or periodicals from well-known publishers	32
Wikipedia - Wikipedia	48
Exclamation, uludap dictionary and benxer	53
Hardware news, ShiftDelete and similar discussion platforms	24
agencies	1
News Agencies	1

	N
various blogs	1



13 How do you rely on the information you have on the Internet?

237 responses



5. I totally trust 1. I do not trust at all

14. How do you test (verify) the validity of the information you receive on the Internet?

	N
The trust I share with my friend	46
Shared news channel / trust in my page	147
I compare news channels with different ideas	164
I confirm from web pages of authority organizations (TÜBİTAK, TURKSTAT, Ministry of Development etc.)	114
I confirm the contents of electronic libraries, archives and museums by investigating	59
I confirm it from the electronic book and periodicals of the well-known publisher	56
Wikipedia - I confirm from Wikipedia	64
Wiki dictionaries (ekşi sözlük, uludag dictionary and so on)	31
Hardware news, ShiftDelete and similar discussion platforms	15
Verification.org and similar verification sites	30
I ask a reliable expert.	1
I look for sources, think and question	1
I am looking at whether news is being made from different institutions on the same topic	1

INFORMATION SECURITY

1. Who do you report when there is an information security problem?

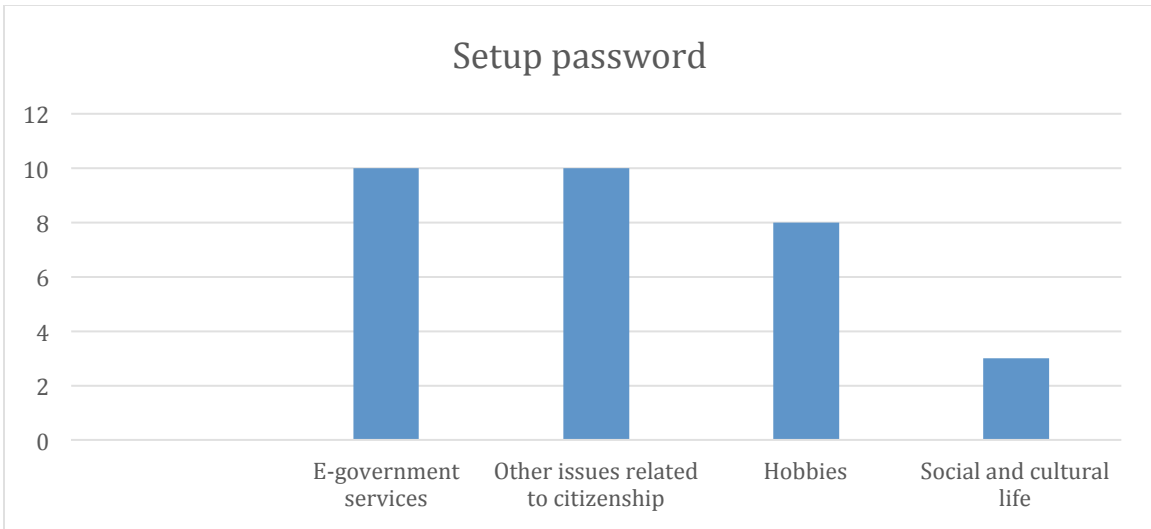
	Never	Rare	Sometimes	Most	Always
Police	87	68	36	28	15
Reporting to the management of the company I work for	36	32	51	76	39
Reporting to someone responsible for ICT	26	21	44	86	57
Family members or friends	52	48	62	47	25
Notify the software supplier	58	45	55	53	23

	Never	Rare	Sometimes	Most	Always
Notification to Internet service provider	57	49	68	39	21
I do it myself	53	61	65	46	9
I do not make any attempt	80	66	47	30	11



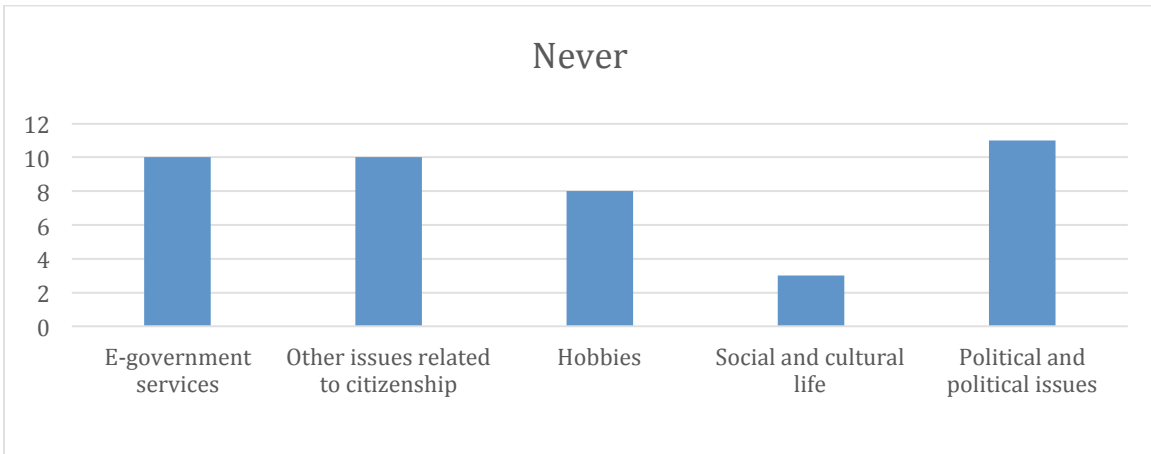
2. How do you determine your passwords?

	N
I am using the password that was first specified and given to me.	3
I set an easy password to forget about forgetting.	46
I specify a password with different characters in it, such as uppercase, lowercase, digit, and symbol.	149
I do not forget all my passwords.	38
I set short passwords.	1



1. How often do you change your passwords?

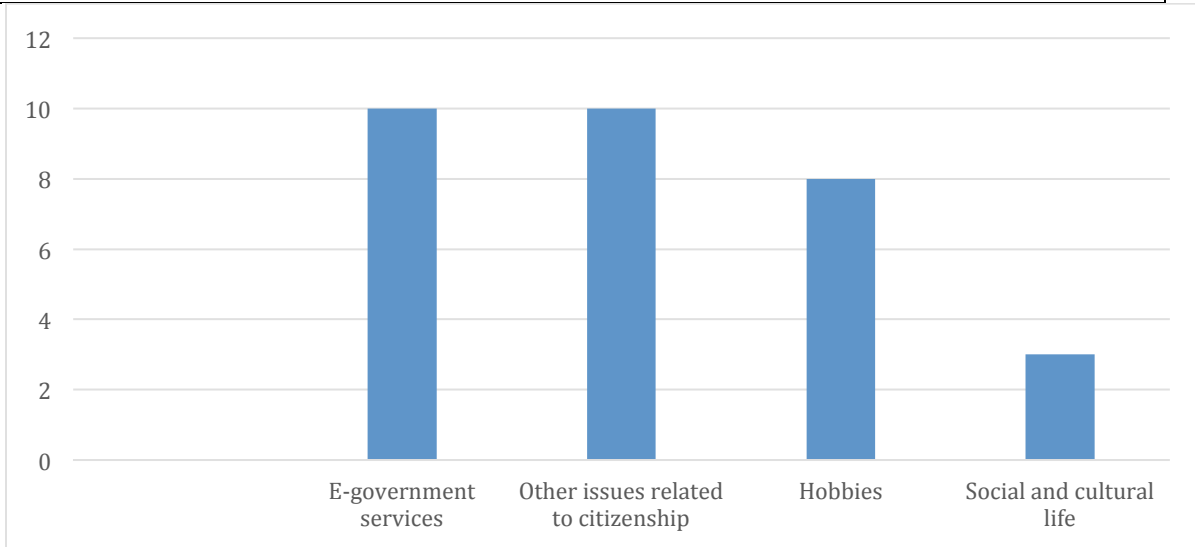
	N
I never change it.	16
I change my mind if someone suspects the password has been compromised.	52
I change my password if I have to give it to someone.	41
I do not change my password very often	58
I change it every six months at the latest.	70



4. What do you do when you want to update your personal information by clicking on a link (link) from an e-mail message sent from your bank?

	N

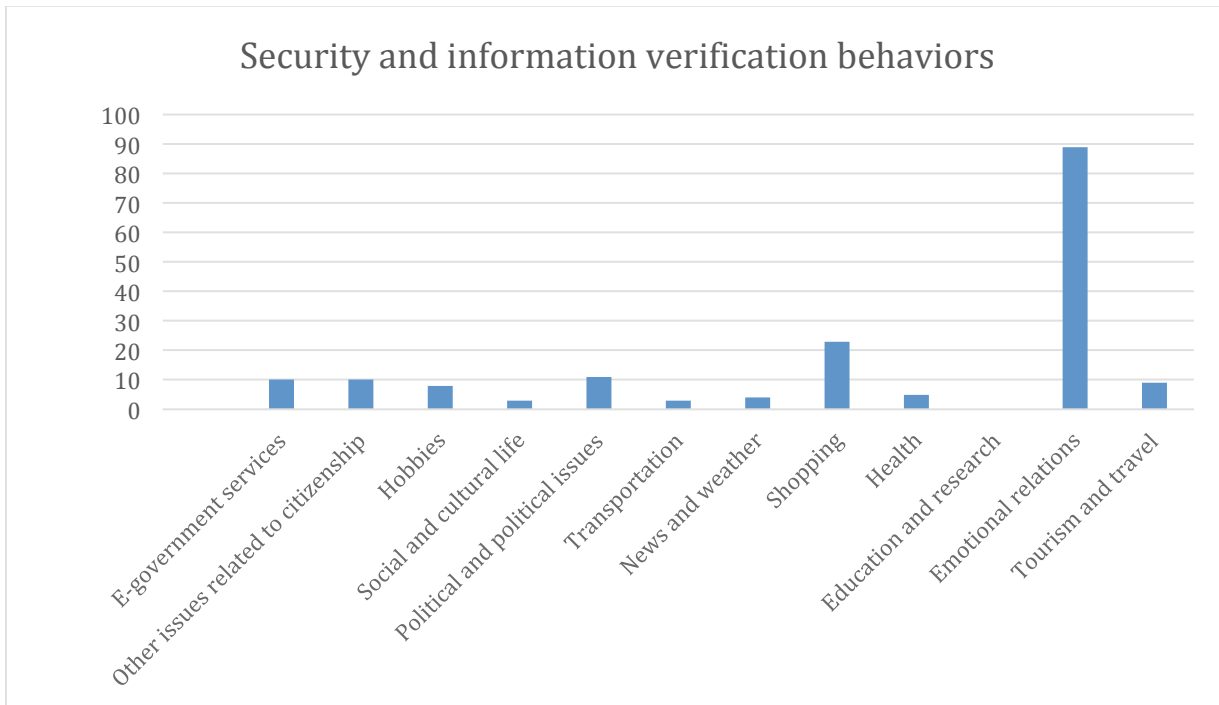
	N
If the bank's logos, addresses and all other information in the e-mail message is correct, the requested information will be provided.	39
I'll ignore this e-mail message.	86
I will call the bank and get information about the e-mail sent.	94
Inform the institution's data processing center.	7
I do not know.	11



5. Information security and information verification behaviors of survey participants

	N
My computer has antivirus software installed	193
I definitely shut down my computer at the end of the day.	173
I always leave my computer open.	17
I use the corporate email account in private business.	31
I do not share my confidential information and personal data with any person, institution or organization.	155
I do not sign up for my work or shut down my computer.	161
I definitely do not open any files in the source e-mail attachment and delete it immediately.	151
My ministry is using the e-mail address assigned to chat.	116
I do not share documents containing confidential information over the network.	109
I dispose of waste documents containing confidential information.	82
I keep encrypting the secret data of USB or external disk.	46

	N
I do not use my personal sources of information on the corporate network without permission from the system administrator.	42
Information security is not important to me.	10



Conclusions

Attempts have been made to identify which topics the participants have prioritized in the search for information on the Internet. In this context, the main topics of the participants' internet use are: News and Weather, social and political issues, education and research, technology and professional subjects. Participants in the research use internet and search engines most intensively to reach the information they seek. Social media applications, library resources, and other channels that use newspapers and magazines are among these.

A significant number of participants provide access to the Internet through smartphones and computers. In addition, tablets are seen as another preferred device for internet access. The high marking of smartphone and computer

options on the findings suggests that the participants are connected to multiple vehicles on the internet.

Participants use search engines intensively to search for information. They also tend to confirm the information they have found. Participants also use Boolean operators such as and, or, and not when searching. Participants also collect information from different sources. The results of the research revealed that participants were looking for the source of the information they received from their websites. Nevertheless, the vast majority of participants control the authenticity of information sources. An important part of the participants confirms the information they seek in any case with another source.

Approximately 40% of respondents describe social media as a source of information. Four-quarters of the respondents state that social media is partly a source of information.

In addition, the participants who are analyzed in the research have access to the lack of quality information and irrelevant information about the problem they face the most on the internet.

A significant part of the participants obtain current economic and social developments through search engines. In addition, social networks provide this information through news portals, including fake news from similar opinion newspapers. Wikipedia and wiki dictionaries have become important tools to gain knowledge.

Participants also use search engines, social media exchanges, news portals and newspapers heavily to follow current scientific and technical developments. In addition, the relevant authority is publications and other sources used to follow scientific and technological information on platforms such as Wikipedia.

The sources of the participants' current political developments are similar to previous findings. In this context, search engines and social media sharing were highlighted, and the effectiveness of news portals and news sites increased. Participants also find that the information they find on the Internet is partially reliable.

Participants compare the news channels in different views to test the truth of the information, use the news channels they trust and examine the websites of the competent institutions.

The survey also has information safety results. In this context, the participants first tried to determine the individuals or organizations that had first communicated when they had an information security problem. Findings related to the topic showed that participants were primarily informed of ICT responsibilities to management of the company being used. Approximately half of the participants are concerned with reliability issues when deciding on a password (for example, capitalization, use of special characters). Participants also perform password changes at suspicious entries and at specific time intervals. In applications related to information security, participants tried to determine what kind of behaviors they had when they received an e-mail asking for information such as user name and password from the institutions such as the bank they used. In this direction, a significant part of the participants stated that they did not consider the mail as a part of the communication with the bank. 40 participants control the information such as the logo and address in the e-mail, and if this information is correct, they give the desired information.

Finally, participants' attitudes towards information security were analyzed. In this direction, it is seen that the participants keep computers closed at the end of the day, use antivirus programs and take precautions for personal information security.

References

- Aydın, C. and Özdemirci, F. (2011). Elektronik belgelerin arşivlenmesinde gerçekliğin ve bütünlüğün korunması. *Bilgi Dünyası*, 12(1), 105-127.
- Beagrie, N. (2006). Digital Curation for Science. *Digital Libraries, and Individuals The International Journal of Digital Curation*, 1(1), 3-16.
- Da Veiga, A., Martins, N. (2015). Information security culture and information protection culture: A validated assessment instrument. *Computer law & security review*, 31, 243-256

- Duranti, L. (2001). The impact of digital technology on archival science. *Archival Science*, 1(1), 39-55.
- Information Society*, 17: 271-279.
- Duranti, L. (2003). Bridging the divide: from theory to practice. Accessed at 15 February 2017 from <http://www.expertisecentrumdavid.be/davidproject/teksten/Presentaties/Duranti.pdf>
- International Council on Archives. (2005). Electronic records. International Council on Archives (ICA) 2 Ekim 2008 tarihinde <http://www.ica.org/biblio.php?pdoid=285> adresinden erişildi.
- Külcü, Ö. (2007). Belge yönetiminin değişen yüzü: Standartlaşma çalışmaları ve uluslararası uygulamalar. *Bilgi Dünyası*, 8(2), 230–279.
- Lavoie, B. ve Dempsey, L. (2004). Thirteen ways of looking at... digital preservation. 2 Ekim 2008 tarihinde <http://www.dlib.org/dlib/july04/lavoie/07lavoie.html> adresinden erişildi.
- National Research Institute of Electronics and Cryptology. (2008). 15 February 2017 from <http://www.uekae.tubitak.gov.tr/home.do?ot=10&lang=en>
- Nonaka, I. (1994). Dynamic Theory of Organizational Knowledge Creation. *Organizational Science*, February 1994, 14-37.
- McNiff, J. and Whitehead, J. (2006). *All you need to know about action research*. UK: SAGE.
- Oxford English Dictionary. (2017). Word of the year 2016 Is... Oxford Dictionaries | English. <https://en.oxforddictionaries.com/word-of-the-year/word-of-the-year-2016>
- Reed, B. (2000). Electronic records management in transition. 15 February 2017 from <http://www.sims.monash.edu.au/research/rcrg/publications/brep3ert.html>
- Stanescu, A. (2004). Assessing the durability of formats in a digital preservation environment: The INFORM methodology. *D-Lib Magazine*, November, 10-11
- Sundberg, H. P. and Wallin, P. (2007). Recordkeeping and information architecture. *International*
- Upward, F. (2000). Modeling the continuum as paradigm shift in record keeping and archiving processes, and beyond – a personal reflection. *Records Management Journal*, 10 (3), 115-139.
- Uzuner, Y. (2005). Özel eğitimden örneklerle eylem araştırmaları. *Ankara Üniversitesi Eğitim Fakültesi Özel Eğitim Dergisi*, 6(2), 1 – 12.
- Watry, P. (2007). Digital preservation theory and application: transcontinental persistent archives testbed activity. *The International Journal of Digital Curation*, 2(2), 41-68

Walters, T. and Skinner, K. (2011). New roles for new times: Digital curation for preservation. Washington, Association of Research Libraries, 2011.

Zawiyah, M. Y. and Chell, R. W. (2002). Towards a theoretical construct for records management. *Records Management Journal*, 12(2), 55-64