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Annotated Bibliography for
**Federal Government Social Media Use:
The Balance Between Freedom of Information and Privacy**

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Baranetsky, V. D. (2014). Social media and the Internet: A story of privatization. *Pace Law Review*, 35(1), 304-343.

This article discusses privatization in relation to the governance of social media and the Internet in America, and it mentions constitutional remedies and individuals' civil rights and liberties in the U.S. The American federal government is mentioned, along with whistleblower Edward Snowden's decision to leak several top-secret documents regarding the U.S. National Security Agency's global surveillance programs. Big Data and technology firms such as Google Inc. and Facebook Inc. are examined.

This article examines where privacy is today in comparison to the historical context of privacy; it also states the growing opinion of Americans regarding their privacy. The privacy issues discussed within the article examine the crossover in privacy concerns throughout the world.

Bertot, J.C., Jaeger, P.T., & Hansen, D. (2011). The impact of policies on government social media usage: Issues, challenges, and recommendations. *Government Information Quarterly*, 29, 30-40. doi:10.1016/j.giq.2011.04.004

Social media is a new and growing form of communication being utilized by government agencies. While there are many policies that address some aspects important to governing social media usage there are still gaps in the policies. In order to utilize these

communication tools to better reach and engage the citizens, the policy must be updated to meet the goals of existing policies.

Bretschneider, S. I. and Mergel, I. (2013). A three-stage adoption process for social media use in government. *Public Administration Review*, 73(3), 390-400. doi:10.1111/puar.12021.

This article outlines a three-stage process that the writers believe is the typical adoption process for new ICT tools in government agencies. The three stages are intrapreneurship and experimentation, order from chaos, and institutionalization. These stages illustrate the shift of an organization from chaotic uncontrolled use of new technologies to the standardization and implementation of protocols for new ICT tools. This cycle is based on case studies of implementations of PC and cell phones. The authors believe that the implementation of social media in government organizations is following this same process.

Calland, R. and Bentley, K. (2013). The impact and effectiveness of transparency and accountability initiatives: Freedom of information. *Development Policy Review*, 31(1), 569-587.

Freedom of Information legislation is increasingly being enacted around the world. This article examines how FOI legislation is being utilized and upheld in various countries based on case studies of FOI usage in various countries. FOI legislation is an important component to increase the transparency of a government, but for the FOI legislation to be effective it must be supported by the government and actually utilized by the citizens.

Claypoole, T. F. (2014, February). Privacy and social media. Retrieved from

http://www.americanbar.org/publications/blt/2014/01/03a_claypoole.html

This article examines how social media is changing privacy through constant connectivity among individuals. The article examines how social media builds communities at the cost of privacy and leaves social media users vulnerable to criminal activity. The destruction of privacy through social media use is examined closely, and risk management is discussed throughout. Also discussed within is data mining of information by social media platforms.

This article is used to set a baseline for where the United States is today concerning privacy, including how social media is regulated throughout the country, pointing out the virtues and shortcomings in current regulation. This article can also be used to show a juxtaposition to the privacy policies used by countries throughout the world.

Cole-Miller, K., Ward, W., Fruhling, A. & Cooper, K.D. (2016). Social media policies in the Department of Defense - Do they address risk? *Journal of Information Privacy and Security*, 12(2), 93-102. Doi: 10.1080/15536548.2016.1180942

This article inspects the DOD policies for social media through the lens of affordance. When doing so, they found that the DoD social media policies do address risk management to some level. Even though the policies do address risk management the writers have recommendations for the DoD to make their policies more effective.

Community attitudes to privacy survey. (2013). Office of the Australian Information

Commissioner. Retrieved from

<https://www.oaic.gov.au/engage-with-us/community-attitudes/oaic-community-attitudes-to-privacy-survey-research-report-2013>

This 2013 research report from the Australian Government Office of the Australian Information Commissioner (OAIC) examines the findings from a survey on privacy. The survey collected opinions about privacy, as well as privacy awareness from 1,000 Australians via a phone survey. This survey revealed almost half of the survey participants felt online services put their privacy at risk and cites the privacy concerns specific to Australians.

Criado, J. I., Sandoval-Almazan, R. r., & Gil-Garcia, R. j. (2013). Government innovation through social media. *Government Information Quarterly*, 30(4), 319-326.

Social media in government is becoming one of the major trends in Electronic Government (e-government) research and practice worldwide. During the last few years, several authors have addressed the potential of social media for the innovation of public sector organizations. Most of these contributions have focused on the technical dimensions of social media, while other aspects have not attracted equal attention. In contrast, this introductory article interrogates the role of social media in the basic areas of e-government: government information flows and the availability of government information; the use of information technology to create and provide innovative government services; the impact of information technology on the relationships between the governed and those governing; and the increasing importance of information policies and information technologies for democratic practices.

DeNardis, L., & Hackl, A. (2015). Internet governance by social media platforms.

Telecommunications Policy, 39(9), 761-770. doi:10.1016/j.telpol.2015.04.003

An emerging area of inquiry in Internet governance scholarship is the role of private information intermediaries in enacting governance via technical design choices and user policies. Following this trajectory, this paper addresses governance by social media rather than governance of social media. Informed by conceptual frameworks from Internet governance and Science and Technology Studies, it examines the extent to which these platforms either promote or constrain rights in three thematic areas: (1) anonymous speech and individual privacy; (2) the ability to express ideas or, stated as a negative liberty, freedom from censorship; and (3) technical affordances of interoperability and permissionless innovation. Because of their unique role as the intermediaries providing citizens with access to the digital public sphere, social media platforms are central points of control on the Internet. Viewing these private platforms through an Internet governance lens, rather than a content lens, suggests that social media technical architectures and policies actually pose several challenges to communication rights as well as to the open Internet. There is an opportunity for Internet governance studies, which have primarily focused on governmental policies and new global institutions, to give greater consideration to the direct policymaking role of private intermediaries and the accompanying phenomenon of the privatization of human rights.

Grube, D. C. (2017). Rules, prudence and public value: Public servants and social media in comparative perspective. *Government and Opposition*, 25(1), 75-99.

doi:10.1017/gov.215.21

This article compares the social media policies that are in place for the governments of Australia, New Zealand, Canada, and the UK. These four countries are being compared since they all have the Westminster style of government. In this analysis, they discuss what is considered appropriate or inappropriate use in each country analyzing how all four compared to each other.

Hazell, R. & Worthy, B. (2010). Assessing the performance of freedom of information.

Government Information Quarterly, 27, 353-359. doi: 10.1016/j.giq.210.03.005

This article compares the Freedom of Information acts for the United States, Australia, Canada, New Zealand, the US, and Ireland. It reviews when and how each of these acts were implemented and examines how they have performed since being implemented, reflecting on the effect they have had on public trust within each country.

Ionescu, L. (2013). The role of technology in combating corruption. *Economics, Management, and Financial Markets*, 8(3), 101-106.

This article argues that increased access to ICT tools such as Internet, mobile phones and social media by both the government and the citizens can lead to less corruption. An important key is the decentralization of information that allows the citizens to hold their government accountable, while the government's use of these tools allows for better distribution of services and information.

John, N. A., & Peters, B. (2017). Why privacy keeps dying: the trouble with talk about the end of

privacy. *Information, Communication & Society*, 20(2), 284-298.

doi:10.1080/1369118X.2016.1167229

This article focuses on the theory of privacy endism that has been purported for decades. The ideas of privacy and its demise is examined in depth, beginning with the causes for the end of privacy, endism talk within publications, and the concept of “the right to privacy.” This article is used to help define privacy from a historical point of view, and cites the necessary conditions needed for privacy.

Kuvin, S., & Silvia, C. (2013). Social media in the sunshine: Discovery ethics of social media - Florida’s right to privacy should change the analysis. *St. Thomas Law Review*, 25(3), 335-356.

This article discusses the “right of privacy” within the United States and how privacy is dealt with at varying levels throughout the country. Privacy within the United States does not have a long history of being a protectable right via the United States Constitution but is left to the Fourth Amendment or more commonly to individual state constitutions or laws. Also discussed is the “right of privacy” in three categories of the law including tort law, the Federal Constitution, and state constitutions.

Levine, D.S. (2012). The social layer of freedom of information. *North Carolina Law Review*, 90(1687), 1-31.

This Article argues that, from a theoretical perspective, governments should reorient their thinking about social media to focus on its indirect value as an information-formatting construct rather than as purely a direct tool for distributing information. Once social

media's impact on freedom of information is properly understood, it follows that governments should provide information in structured and useful formats that are socially optimized to best meet the public's analytical needs so that the social layer of government information can flourish. From a practical perspective and to meet this theoretical imperative, this Article proposes a modest amendment to FOIA so as to spur and support the public's development and exploitation of the social layer of government information.

McPeak, A. A. (2015). Social media, smartphones, and proportional privacy in civil discovery. *Kansas Law Review*, 64(1), 235-292.

This article examines social media and smartphones from a civil litigation standpoint where these devices or accounts are susceptible to civil discovery. Privacy within these disputes a tenuous and defining the limits of civil discovery in these cases is key. With social media and smartphone use, privacy-based arguments are rarely recognized since the medium by definition does not necessitate privacy as sharing as a key element in the use of the.

Manika, A., Hartmann, S., Stock, W. G., & Peters, I. (2014). Government and social media: A case study of 31 informational world cities. *IEEE: 47th Hawaii International Conference on System Science*, 1715-1724. doi:10.1109/hicss.2014.219

This article looks at the social media usage by 31 cities they have defined as informational world cities. When possible they also look at user activities in these same cities in an attempt to see how effective social media is in government and citizen interaction through these platforms. The research has revealed that Facebook and Twitter

are the most effective platforms to foster government and citizen interaction through the platforms used and that the ways in which they are used vary widely from city to city.

Manning, N., Penfold-Mounce, R., Loader, B. D., Vromen, A., & Xenos, M. (2017). Politicians, celebrities and social media: A case of informalization? *Journal of Youth Studies*, 20(2), 127-144. doi: 10.1080/13676261.2016.1206867

This article examines how politicians and celebrities use social media. There is a discussion about the informalization of interaction via social media and how that applies to these particular groups. Ultimately, it is found that citizens and fans want more informal and personalized access to these public figures. This leads to pressure on these figures to put more of themselves online.

Martin, K. (2015). Understanding privacy online: Development of a social contract approach to privacy. *Journal of Business Ethics*, 137(3), 551-569. doi:10.1007/s10551-015-2565-9

This article examines how privacy norms are created through social context, as well as the effects of privacy violations by social groups. Closely examined are the reasoning behind sharing information within specific groups online and the explicit social expectations regarding privacy in these relationships. Also discussed is how these privacy norms are developed over time in personal and professional settings.

This article is used to develop an understanding of privacy expectations between social media users and whether they are living up to user expectations as well as the socially acceptable explicit and implicit rules regarding privacy while using these platforms. The article also shows how social media users make decisions to share

information to develop online relationships even with explicit warnings that their privacy is not protected by the platform they are using.

Mearns, G. W., Richardson, R., & Robson, L. (2015). Enacting the Internet and social media on the public sector's frontline. *New Technology, Work and Employment*, 30(3), 190-208.

This article looks at the adoption of the Internet and social media (I&SM) tools by UK Street Level Bureaucrats (SLB) in their work, specifically those working in youth outreach programs. The integration of I&SM tools can be quite helpful to workers who are attempting to do more work with less. However, concerns do arise based on differing levels of experience and understanding of I&SM tools between the department managers, the youth workers, and the clients themselves. Additional concerns exist with the I&SM tools over privacy and a blurring of private/public lives. A main theme seen in this research is the wide variety of differing views on the adoption of I&SM tools among the youth clients, youth workers, and the youth organization managers. No one seems to see quite eye-to-eye on these tools nor do their views always match with the reality of the situations.

Mergel, I. (2012). "Connecting to congress": The use of twitter by members of congress. *Policy Advice and Political Consulting*, 5(3), 108-114. Retrieved from:

www.jstor.org/stable/24235032

Government has been slow to adopt the use of social media tools across the board. While social media an ideal tool to communicate with constituents that may not otherwise be reached congress members still show a lack of real conversation or individual discourse

when using social media. Social media began by serving as another outlet to release information similar to letters, emails, and websites.

Miltgen, C. L., & Peyrat-Guillard, D. (2013). Cultural and generational influences on privacy concerns: a qualitative study in seven European countries. *European Journal of Information Systems*, 23(2), 103-125. doi:10.1057/ejis.2013.17

This article examines how European citizens protect and disclose their personal data.

The research examines how age, sex, and location relate to privacy within Europe. Also discussed is the way the PC and then later social media changed privacy over time and helped develop situational privacy.

This article introduces the dimensions of privacy as they apply to different groups of individuals throughout the world. It shows how complex and multifaceted privacy is as it changes with societal expectations.

Office of the Privacy Commissioner (2014, May 05). New Zealanders smarter about social networking. Retrieved April 28, 2017, from <https://www.privacy.org.nz/news-and-publications/statements-media-releases/new-zealanders-smarter-about-social-networking-survey/>

This article examines the results of a survey conducted in New Zealanders regarding privacy. The results include data on their privacy concerns, social media popularity, privacy settings, and their expectations regarding privacy. This article shows how the countries with privacy acts in place still have citizens with privacy concerns.

Privacy Act - Office of the Australian Information Commissioner (OAIC). (2015, July 28).

Retrieved from <https://www.oaic.gov.au/privacy-law/privacy-act/>

This is the primary website for the Australian Privacy Act 1988. The document explores the different facets of the Privacy Act 1988, including the Australian Privacy Principles (APPs). The elements of this privacy act can be used to examine the privacy acts in other countries.

Steinbart, P., Keith, M., & Babb, J. (2017, January 04). Measuring privacy concern and the right to be forgotten. Retrieved from <http://hdl.handle.net/10125/41765>

This article examines the “right to be forgotten” (RTBF), the concept regarding the permanent deletion or destruction of data about oneself. The new ruling within the European Union states that requests can be submitted to Google for delisting and deleting search engine results is discussed at length, especially since they include indexes with social media posts, Internet of Things data, mobile phone data, and other data collections.

Valle-Cruz, D., Sandoval-Almazan, R. & Gil-Garcia, J. R. (2016). Citizens’ perceptions of the impact of information technology use on transparency, efficiency and corruption in local governments. *Information Polity*, 21, 321-334. doi: 10.3233/IP-160393.

In this study, a survey was administered to citizens of the Toluca metropolitan area via email and Facebook to determine the relationship between the use of technology by municipal governments and citizen perception of transparency, corruption, and efficiency. From the survey, correlations were highest between transparency and the technology use and there was a strong correlation between transparency and efficiency in

general. Based upon the survey findings friendly websites and use of social media are seen as adding transparency and fighting corruption, while the use of social media is also seen as having a negative effect on efficiency. Overall, the study found that use of information and communication technologies do have an effect on citizen perceptions of transparency, corruption, and efficiency, though the technology that seemed to have the most positive effect was traditional websites.

Veal, D. T., Sauser Jr., W. I., Sims, R. R., & Amedee, G. L. (2013). Economic and technological impact in the Obama era: Social networking, transparency and public sector learning. *Race, Gender & Class*, 20(3/4), 18-32. Retrieved from:
<http://www.jstor.org/stable/43496930>

This article examines how local governments have utilized technology in the wake of the recent financial crisis. These changes have helped governments adapt to repercussions of the financial crisis while also supporting transparency and accountability. Increases in accountability and transparency are supported by the citizens and can lead to improving local economies.

Walby, K. and Larsen, M. (2011). Access to information and freedom of information requests: Neglected means of data production in the social sciences. *Qualitative Inquiry*, 18(1), 31-42. doi: 10.1177/1077800411427844.

This article examines the use of Freedom of Information requests on the collection of qualitative data for social science research. The writers examine how concepts such as reflexivity, or showing the process of how data is collected, and the Hawthorne Effect, or

how individuals/organizations behave if they believe they are being watched/scrutinized, affect the data collected from an FOI request. The writers also suggest that ultimately FOI requests should be used in conjunction with both interviews and discourse analysis of official departmental messages in the study of government agencies and how they operate.

Wheatley, A. (2015). Do-It-Yourself privacy: The need for comprehensive federal privacy legislation with a private right of action. *Golden Gate University Law Review*, 45(3), 265-286.

This article examines the current privacy laws and advocates for a comprehensive federal privacy framework within the United States. Explored is how as a society there has been a shift from wanting to “be left alone” to wanting a semblance of information security. The catalyst for the change in attitude toward information and data privacy is the collection of personally identifiable information by organizations for profit through big data collection. This article is examines the benefits of instituting federal privacy legislation to hold organizations accountable for the private data used, stored, and disposed of.

Worthy, B. (2012). A powerful weapon in the right hands? How members of parliament have used freedom of information in the UK. *Parliamentary Affairs*, 67, 783-803. Doi: 10.1093/pa/gss091.

This article is explores the usage of FOI within the UK parliament by parliament members to understand if it is indeed being used to promote accountability. The writers

have found that on the whole, the members of parliament (MP) are slow to use it and often fall back on older mechanisms that have been in place far longer to meet the same end. Most frequently used are the parliamentary questions (PQ) which have in the past served purposes similar to FOI. Many reasons such as time, the information needed, and MP personality all play a role in addition to habit. Overall, while the FOI tool is available to the MPs, they are moving slowly to consider it as an accountability tool.

Xu, F., Michael, K. & Chen, X. (2013). Factors affecting privacy disclosure on social network sites: an integrated model. *Electronic Commerce Research*, 13, 151-168.
doi:10.1007/s10660-013-9111-6

This article examines the collection and exploitation of personal information by organizations online. Also addressed are the individual's privacy concerns and varying perceptions of privacy when using websites and social media, as well as the acceptance of a privacy breach of information by peers, providers, and authority groups. This article defines how individuals have developed different mannerisms based on the platform they are participating on and how situational privacy changes the level of self-disclosure of personal information on social media.

Zavattaro, S. & Sementelli, A. (2014). A critical examination of social media adoption in government: Introducing omnipresence. *Government Information Quarterly*, 31(2), 257-264.

This article examines the government's changing perception of privacy when interacting with different social media tools and how this perception changes citizen engagement. Specifically examined is the expectation of privacy while engaging or communicating with governments on social media platforms. The article is used as an example of actual security on a social media platform means less than the perception of privacy based on cultural, conditional, or mental privacy levels and varying circumstances.