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Social capital and relationship maintenance: uses of social media among the South Asian Diaspora in the U.S.

Mohammad Delwar Hossain[a] and Aaron S. Veenstra[b]

[a]Department of Communication, University of South Alabama, Mobile, AL, USA; [b]School of Journalism, College of Mass Communication and Media Arts, Southern Illinois University Carbondale, Carbondale, IL, USA

ABSTRACT

This study uses the framework of bridging and bonding social capital to explore how South Asian immigrants to the U.S. negotiate relationships amongst three social groups: their ties in their home country, their ties to Americans, and their ties to other South Asian immigrants living in the U.S. In so doing, it develops a model for immigrant social media use that contributes to an ongoing reassessment of the notion of community.

In the twenty-first century, geopolitical borders present continuously more ineffective resistance to the movement of capital, resources, people, and information. Whereas immigration to the U.S. in the nineteenth or twentieth centuries might have meant abandoning or diminishing all social ties to one's homeland in favor of a new, local diaspora community, modern immigrants are able to use the Internet to maintain connections through both mass and personal media channels. Hao (2007) said, 'The media play an important role in the life of immigrants, who usually experience greater needs for communication in their adaptation to a new environment' (p. 220). Those same channels may also be used to ease the transition into a new culture, creating a complex space of competing cultural concerns.

The South Asian diaspora community in the U.S. consists of 3.6 million people – about 3,000,000 Indian, 128,000 Bangladeshi, and 300,000 Pakistani (Hoeffel, Rastogi, Kim, & Shahid, 2012). Media capabilities in South Asia range from non-existent to expert, meaning that immigrants to the U.S. face different levels of challenge in trying to maintain connections with friends, family, and events in their home countries. The kinds of behaviors they undertake in their social media environments may reflect that range.

This study uses the framework of bridging and bonding social capital (Norris, 2002) to explore how members of the South Asian diaspora in the U.S. negotiate relationships amongst three social groups: their ties to those still in their home country, their ties to Americans, and their ties to other South Asians living in the U.S. In so doing, it develops a model for immigrant social media use that contributes to an ongoing reassessment of the notion of community (Anderson, 1991; Wellman, 2001). To begin, we first situate these behaviors as aspects of relationship maintenance, by which we mean types of communicative behavior that relational partners engage in with each other in order to maintain or

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Online political participation, online contacts with out-groups members and social distances

Sabina Lissitsa

School of Communication, Ariel University, Ariel, Israel

ABSTRACT

In light of the growing role of social media in conflict management, the current study analyzes the interrelationship of online political participation of Israeli Jews, the frequency of their online contacts with Arabs, and Jews' perceived social distances from Arabs. The research was conducted through an online survey of a representative sample of 458 Israeli Jews who use the social media at least 3 times a week. Overall, although causation cannot be inferred because of the correlational design of our study, results suggest that frequency of online contacts may positively affect closeness to Arabs in line with contact theory. In keeping with the socialization perspective of political engagement, the findings indicate that the impact of online political participation on social distances from Arabs was mediated by interactions between Jews and Arabs in the social media.

Introduction

The interrelationship of Internet use and political participation has spurred growing interest among political scientists as well as communication and media scholars (Bennett & Segerberg, 2012; Boulianne, 2009; Polat, 2005; Vaccari et al., 2015). Social media constitute a convenient platform for sharing political information and political opinions through the networks via weak ties (Kushin & Kitchener, 2009; Stieglitz, Brockmann, & Dang-Xuan, 2012), for organizing collective action (Stieglitz et al., 2012; Vaccari et al., 2015; de Zúñiga & Valenzuela, 2011) and for reaching out to social groups who might otherwise be left out of the political process (Di Gennaro & Dutton, 2006). Moreover, the online environment creates novel opportunities for interactions across cleavages between people from different ethnic, religious, cultural, political and socio-economic backgrounds (Alvídrez, Piñeiro-Naval, Marcos-Ramos, & Rojas-Solís, 2015; Lev-On & Lissitsa, 2015; Lissitsa, 2016; Schumann, Van der Linden, & Klein, 2012; Walther, Hoter, Ganayem, & Shonfeld, 2015; White & Abu-Rayya, 2012) and may play an important role where the mainstream media do not report a conflict impartially, as when they are controlled by one of the parties in conflict (Prenzel & Vanclay, 2014).

Following the logic of cognitive dissonance theories (Festinger, 1957; Markus & Nurius, 1986) the above-mentioned potential offered by online political engagement may

CONTACT Sabina Lissitsa ✉ sabinal@bezeqint.net ⬛ School of Communication, Ariel University, Ariel 40700, Israel

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The dream of statehood and the reality of conflict: local and international coverage of the Palestinian United Nations bid for statehood

Yuval Karniel[a], Amit Lavie-Dinur[b] and Tal Samuel-Azran[a]

[a]Sammy Ofer School of Communications, IDC, Herzliya, Israel; [b]Visual Content Studies, Sammy Ofer School of Communications, IDC, Herzliya, Israel

ABSTRACT

This paper examines whether or not media coverage is biased by the political orientation of the journalists' country, specifically illustrated by the 2011 bid for statehood by the Palestinian Authority in the United Nations. This bid represents a symbolic step toward international recognition of a Palestinian state, an important event in the Israeli-Palestinian conflict. A quantitative analysis was conducted on 1577 news reports from American, European, and Middle Eastern outlets to determine the differences in media coverage of the Palestinian bid for statehood among the channels. The findings suggest that Israeli channels broadcasted a relatively low number of items in which the Palestinian declaration itself was the main theme. The BBC broadcasted a relatively high rate of such items, and offered balanced coverage of both Israeli and Palestinian positions, while coverage by American FOX News channel reflected a pro-Israel bias. The findings also suggest that media outlets may be biased toward specific leaders. This work builds on a growing body of research on media framing of political conflicts and the effect of the political context of a country on its media outlets' coverage.

Introduction

The Israeli-Palestinian struggle is a historical, political, and religious conflict that has been ongoing for over one hundred years. This conflict reached its peak during the Israeli War of Independence, in 1948, when the Palestinians refused to recognize the Jewish state (Bregman, 2010), and consequently missed an opportunity to establish an independent state for the Arabs living in Palestine. In 1967, during the Six-Day War, Israel conquered the West Bank and Gaza and has since controlled the millions of Palestinians living in these territories. The political struggle for Palestinian independence has assumed local and international forms of political action and acts of terror. Official peace negotiations began in the early 1990s, and led to the signing of the Oslo Accord in 1993, which paved the way to the establishment of the Palestinian Authority (Brown, 2003) and its autonomous self-rule, in a process that should have ended in a two-state solution.

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Is saying 'sorry' enough? examining the effects of apology typologies by organizations on consumer responses

May O. Lwin, Augustine Pang, Jun-Qi Loh, Marilyn Hui-Ying Peh, Sarah Ann Rodriguez and Nur Hanisah Binte Zelani

Wee Kim Wee School of Communication and Information, Nanyang Technological University, Singapore

ABSTRACT

Apology has been found to be the most effective strategy in times of crises. However, there is a dearth of research on the kinds of apology used and how primary stakeholders, in particular consumers, received them. This study aims to examine consumer responses to the types of apologies offered post crises against the levels of attribution of responsibility. We also assess the potential mediating role of ethical concerns by developing the Perception-Behavioral Model of Crisis Response. An experiment was conducted to ascertain consumers' impression of the organization post-apology. The results showed that the attribution of crisis responsibility significantly influences complaining, withholding and negative word-of-mouth behaviors. However, a very high degree of apology issued by the organization does not necessarily translate to reduced negative responses from consumers in light of the large attribution of responsibility. Finally, the Perception-Behavioral Model of Crisis Response suggests that ethical concerns can mediate negative behavioral intentions from consumers.

1. Introduction

To mark the 70th anniversary of the end of World War II in August 2015, Japanese Prime Minister Shinzo Abe reiterated his country's 'profound grief' (Hanna & Karimi, 2015) for the millions killed. 'Japan has repeatedly expressed the feelings of deep remorse and heart-felt apology for its actions during the war,' he said (Hanna & Karimi, 2015). He offered no new apology but acknowledged earlier ones uttered by previous leaders. Political observers noted that the apology could have been more sincere. An editorial in *The Straits Times*, a prestige newspaper in Singapore and a keen Asian watcher, opined that his echo of an old apology was not going to appease the world ("Why echoing old apology isn't enough", 2015). Jean-Pierre Lehman, emeritus professor of international political economy at the International Institute for Management Development business school in Lausanne, Switzerland who had been a visiting professor at Japanese universities, described the apology as '*tatemae*'. '*Tatemae*' is what is said for the public to hear; it is for decorum, and not meant to be sincere. To the public, Mr Abe did not express '*honne*,' meaning what he really felt.

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Comparing social media use, discussion, political trust and political engagement among university students in China and Hong Kong: an application of the O–S–R–O–R model

Xueqing Li and Michael Chan ⓘ

School of Journalism & Communication, The Chinese University of Hong Kong, Hong Kong, People's Republic of China

ABSTRACT

Adopting the Orientation–Stimuli–Reasoning–Orientation–Response (O–S–R–O–R) model of political communication effects, this study examines the mediating roles of online/offline political discussion and political trust on the relationship between social media information seeking and online/offline political participation in China and Hong Kong. Findings through structural equation modeling showed that the relationship between information seeking and online participation was mediated by online discussion for both samples. Moreover, the relationship between information seeking and offline participation was mediated by offline discussion, and offline discussion mediated the relationship between information seeking and online participation. Political trust did not mediate any of the relationships in China and Hong Kong and all significant paths involving political trust were negative. Implications of the findings for youth political participation in China and Hong Kong are discussed.

The wide availability of communication technologies nowadays such as social media has provided young people with more channels than ever to find out about, discuss and engage in politics. For more than two decades, much research has examined the impact of the Internet on political participation among the younger population, a task motivated in part to declines in political interest and electoral participation among young people across mature democracies (Bakker & de Vreese, 2011). Conversely, examining the political implications of communication technology use by youth is relevant for non-democratic regimes because of its emancipatory potential for political change. Several recent meta-analyses on the effects of the Internet and social media on political participation (Boulianne, 2009, 2015) as well as examinations of the relationship between social media use and political particiation in Asia (Willnat & Aw, 2014) have illuminated a somewhat positive role of social media. However, beyond the examination of bivariate relationships, there has lacked a cohesive framework that integrates the key predictors of political participation as well as the various pathways from media use to participation.

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How partisan newspapers represented a pandemic: the case of the Middle East respiratory syndrome in South Korea

Sangwon Lee and Jihyun Esther Paik

Department of Communication Arts, University of Wisconsin-Madison, Madison, WI, USA

ABSTRACT

This study analyzed the coverage by two partisan South Korean newspapers of the Middle East respiratory syndrome (MERS) pandemic, examining differences in their use of news frames and cited sources. A content analysis revealed that *Hankyoreh*, the left-wing newspaper, placed more emphasis on attributing responsibility to the government and society. In contrast, *Chosun Ilbo*, the right-wing newspaper, placed more emphasis on attributing responsibility to the individual. Severity/uncertainty, economic consequences, and statistical data frame were utilized more in *Hankyoreh* than the expected frequency. On the other hand, human interest and reassurance frame were utilized more in *Chosun Ilbo* than the expected frequency. Regarding the sources used in news stories, *Hankyoreh* used significantly more sources from local governments than did *Chosun Ilbo*. On the other hand, *Chosun Ilbo* used significantly more sources from medical agencies and experts than did *Hankyoreh*. This study advances previous research on the framing of a pandemic in the media by exploring how the partisan leanings of newspapers influence the framing.

Middle East respiratory syndrome (MERS) is a viral respiratory illness caused by the MERS-coronavirus that was first identified in Saudi Arabia in 2012 (World Health Organization, 2015). Prior to its outbreak in Korea, the disease had been mainly confined to Middle Eastern regions (World Health Organization, 2015). Thus, until the outbreak in Korea, the World Health Organization defined the disease as 'not serious' (2015). However, the disease quickly spread after reaching South Korea. Since the first infection was reported to the government on 20 May 2015, the number of MERS infections and the number of people who were quarantined due to having a risk of being infected increased exponentially until mid-June, totaling 186 cases The Korean government declared a de facto end to the outbreak on 28 July 2015. Of the 186 recorded cases in 70 days, 36 died, giving Korea the second highest MERS-related mortality rate in the world (World Health Organization, 2015). The unforeseen outbreak and its rapid spread alarmed the Korean public and raised questions about why the disease had been so severe in Korea.

CONTACT Sangwon Lee ✉ slee572@wisc.edu 🖂 Department of Communication Arts, University of Wisconsin-Madison, 821 University Ave, Vilas Room 6067, Madison, WI 53706, USA