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Layperson Participation on Radio and the Internet in Three European Countries

Brian O'Neill

Dublin Institute of Technology, brian.oneill@dit.ie

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COST A20

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- Title:** Introduction to the study of radio experiences
- Panel:** Layperson participation on radio and the Internet in three European countries
- Author Name:** Brian O’Neill
- Affiliation:** School of Media, Dublin Institute of Technology
- Short Bio:** Brian O’Neill is Head of the School of the Media at Dublin Institute of Technology. His research interests include social impact of new technologies, auditory cultures, and Information Society issues. He is a member of the European research group DRACE - Digital Radio Cultures in Europe Group (COST A20)
- Full address:** School of Media, DIT Aungier Street, Dublin 2, IRELAND
- Email:** brian.oneill@dit.ie
- Telephone:** 353-1-4923115

Abstract

Digital Radio Cultures in Europe (DRACE), the radio panel of the COST A20 action on The Impact of the Internet on Mass Media, has launched a qualitative research project in a number of European countries about participation in broadcast media among the public. The project involves a reception study and analysis, with a focus on experiences of interaction with the media, attitudes towards media participation and evaluations of the context for interactivity provided by digital technologies.

This paper introduces the methodology and rationale of the study in the context of previous European studies. We start from the broad category of ‘experience’, intended to cover the different ways of relating to radio, from having music on in the background, as accompaniment to daily activities and to listening to radio with the utmost concentration.

Just as important as analyzing the qualities of interactivity, the research also explores the experiences and underlying reasons for *not* participating, arguably more representative of the general experience of radio consumption.

Introduction to the Study of Experiences of Interactivity and Near-Interactivity with the Media

General Review

Technological democracy is one of a number of key discourses within the broadcast lexicon, positing the view that technologies of communication facilitate enhanced participation, access, control, and equality in communication (Young, 2003: 214). For long, a feature of the public service mandate, in addition to community and access models of broadcasting, as well of applications of distribution technologies like low-power FM or cable tv, the appeal to the ability and the responsibility of ordinary citizens to participate in the media and ‘have their say’ has been an important touchstone of the positive role of the media in everyday life.

Hujanen (1997) has noted how the discourse of technological democracy was successfully invoked both in processes of regulatory reform and deregulation which occurred throughout Europe during the 1970s and 80s as well as in broader debates on the democratisation of communication. With specific reference to radio, deregulation of the traditional monopolies enjoyed by national public service broadcasters was assisted by the appeal to the more ‘democratic’ service offered by private companies as against the ‘authoritarian’ model of the monopoly state or public broadcaster. Voicing a critique of the institutionalised professionalism of broadcasting, democratic utopians at the same time argued that greater participation and access to the public resource of broadcasting was crucial to the development of a democratic community of equal individuals. As Hujanen writes: The new technology would create a ‘polis’ and “facilitate the direct participation of people in the political debate and decision making, without the control and patronizing of the bureaucratic state and the corporations linked with it” (Hujanen, 1997: 48).

Utopian claims have similarly become central to the notion of an inclusive ‘information society’. Information and communication technologies or ICTs like the mobile phone, digital camera, and digitalisation of all aspects of media production processes have been welcomed as a ‘technology of freedom’ (van Dijk and Hacker, 2000: 220) which empowers citizens and provides greater opportunities for layperson participation in the media. Information Society policy both in North America and

Europe builds on the twin themes of the need to build a knowledge economy and to facilitate greater social inclusion and integration by facilitating widespread public access to the Internet at individual, institutional and community level.

Participatory media have the subject of much research in recent years and include studies of talk radio (Crittenden, 1971; Hofsteter et al, 1994; O'Sullivan; 2000), audience participation on television (Livingstone and Lunt, 1994) and public participation in on-line discussion forums (Schultz, 2000). On-line media in particular have been credited with a revitalisation of democratic processes. Citizen e-participation has been noted as a key element in democratic elections in Korea (Woo-Young, 2005) and in American Presidential elections since 1992 (Bucy and Gregson, 2001). In the case of South Korea, alternative media, citizen journalism and widescale use of online discussion forums have thrived on the basis of ubiquitous broadband Internet access, and have served to bypass a conservative media and to subvert a hierarchical social order (Woo-Young, 2005).

However, in contrast to the mainly utopian claims made for technological democracy, civic engagement, in general, is widely represented to be in decline despite the interactive features of digital media and ICTs, and the proliferation of opportunities for media participation. Putnam's high profile account of the decline of social and civic capital, portrays increasing disconnectedness from civil society and from democratic structures (Putnam, 1995, 2000). Internet use and time spent online is at the same time linked to a withdrawal from social life and community involvement (Shah et al, 2001). Cynicism, political apathy and the decline of social trust (Nye, 1997) fed by a corporate media system no longer acting in the public interest (McChesney, 2000), rather than technologically-enhanced participative democracy, is arguably the more accurate representation of contemporary society.

Distinctions have been made in the nature of civic engagement between institutionalised or formal acts of participation, such as voting, and non-traditional acts of participation, such as participation in alternative public forums (McLeod et al 1999). So-called 'lifestyle participation' in environmental movements and the like is represented as a new pro-civic attitude (Bennett, 1998) to which new media the Internet are ideally suited (Keum and Shah, 2005: 7).

Media consumption, in this context, is not a passive activity and even with little active participation provides the gateway to not just information but opportunities to be informed and involved. Use of media, in particular attentiveness to local issues in news media, and using the media to gather information is cited in the literature as playing a key role in stimulating active citizenship and promoting civic engagement in a variety of different public spheres (McLeod et al, 1999; Keum and Shah, 2005). The shift from ‘civic’ and ‘public’ journalism to ‘citizen journalism’ and the rise of the ‘blogosphere’ are indicative of different forms of engagement outside traditional media structures and whatever their merits as media processes have become new indicators of the complex field of civic engagement.¹

New media, in particular, are argued to have changed the participatory landscape (Bucy and Gregson, 2001), and the venues offered by web-hosted discussion forums, user-generated content sites, talk radio, call-in television all represent applications of new media use based on the active engagement of users. While certain kinds of engagement such as net activism are overtly forms of political participation, the more widely diffused and mundane use of media in an interactive way, such as participating in online discussion of public issues without obvious political intent, the simple giving of feedback or soliciting of information, all contribute to a psychological feeling of being involved (Bucy and Gregson, 2001). For critics, this may be more a symbolic than an actual form of participation which serves to legitimate the current political arrangement. But, as Bucy and Gregson argue (2001) the privileging of direct political involvement over mediated participation and more passive forms of engagement ignores symbolic and material rewards and the potential for empowerment at a more local and individual level. Media participation in this sense encompasses a broad spectrum of activities ranging from the relatively passive, ‘monitorial’ role of keeping informed via the media to more activist positions, each of which has positive benefits for the democratic process and to which new media have been found to be ideally suited.

¹ See Pew Center for Civic Journalism. <http://www.pewcenter.org/>; ‘Citizen Journalism’ in Wikipedia: http://en.wikipedia.org/wiki/Citizen_journalism#fn_Maher (April 2006)

Thematic interest: Access and Participation²

The current project stems from an interest within the radio subgroup in democratic access and participation as an overarching or umbrella theme for the empirical investigation of the impact of digital technologies on broadcast media. Drawing on McQuail's definition (1992), access is defined as the degree of openness of media channels to a diverse, wide range of voices and the ability of those with limited powers to gain entry to the media space owned by public and private media. Digital technologies in the more general sense, have added substantially to the opportunities for listener access to radio as a broadcast medium. Broadcast radio now routinely incorporates opportunities for comment, feedback and direct participation via conventional technical means as well as new digital technologies of email, SMS, and the web. Building on the relative ease of accessibility, changing practices in radio production have made interactivity a central feature of programme style, providing listeners with opportunities to contribute or gain enhanced access before, during and after actual broadcast programming.

The enhanced opportunities for interaction, however, do not necessarily mean that listeners in fact *participate* in any substantial way or that enhanced access as a whole has contributed to media diversity. Participation, as discussed above, encompasses a wide spectrum of activities which in terms of radio range from consumption itself as a form of participation, to engaging with the content in some way either directly with the media operator or more contextually by incorporating radio-originated content into daily life. A series of empirical questions follow which seek to establish the kind and extent of participation in digital radio and include exploring the actual needs for interactivity among the listening public, qualitative and quantitative assessment of interactive experiences and assessing the added-value created by interactivity in digital radio.

The discussion of the modalities of access and participation in the digital landscape are set within a normative framework and seek in an 'instructive way' (Nyre, 2006) to contribute to professional practice and public policy. Processes of communication have become more sophisticated and efficient through the process of digitalisation but

² This section draws on contributions made by members of the Radio Sub-Group over the course of the project on the theme of Access and Participation.

they have not necessarily become more democratic nor has the quality of communication improved through the availability or the use of such technologies. In many instances, the pace of technological development and the rapid uptake by constituent groups of new tools of communication precedes any obvious application or communicative practice. For this reason, a concern within the subgroup has been to debate the nature of good communication values and to interrogate possible forms of participation that enhance the quality of communication in everyday life.

Emerging models of digital radio may, or perhaps should, in fact alter models of access and participation as currently represented and provide methods of communication and interaction that cut across the boundaries in which radio currently operates. As it is, digital technology has quickly changed the nature of access to live radio from being a once-off media event to an extended, multi-platform and transnational experience. Listening to radio is no longer constrained by being available at a broadcaster's time and location of choosing; the radio event is now available locally or globally, in real time or on demand, on the platform and device chosen by listeners. An emerging feature of the digital transformation of radio has been a dissemination of the tools of production into the hands of ordinary members of the public enabling them to make and distribute their own programmes. The speed of the development of 'podcasting' from its underground origins in 2004 to mainstream broadcast and commercial applications is but one illustration of how a new approach to access and participation can change media practices.

New models of communicative practice, however, are required to meet the challenges facing increasingly diverse European societies. Digital radio, because of its accessibility and affordability, is well placed to act as an experimental ground of good communication practice. Practices of social integration, for instance, where 'integration' is understood as a two-way process negotiated between immigrants and the immigration receiving society, is something that digital radio should be able to contribute to. Likewise, the expansion of spectrum brought about by digital radio removes scarcity as an argument in the rationing of a public resource and provides opportunities for innovative programming and scheduling by multiplex operators. However, market-driven regulatory policies have to date displayed little interest in supporting or encouraging new approaches to digital audio services, and in practice

digital service provision has been predominantly consumer-oriented. Enhanced access, or participation, is not guaranteed by the availability of new channels; indeed, a worst case scenario is that digital radio may actually lead to more narrow and tightly controlled access than before.

Introduction to the Study

In order to explore further the opportunities for participation provided by digital technology, the radio subgroup has developed a qualitative research project in 3 European countries, Norway, Portugal and Ireland, focussing on experiences of participation and interaction with the media among members of the general public. To date, little research has been done on the actual experiences of ordinary people in media participation and has tended to focus on theorising participation or on contexts for interaction within media settings. The principal aims of this project are to explore and compare the experiences of media interaction as articulated by audience members; to evaluate public platforms for access, participation and interaction, particularly radio in its emerging digital form; and to examine opinions about layperson media participation among members of the general public.

The research explores the different kinds of opportunities for participation and interaction provided by digital technology (the internet, email, SMS and mobile phones) and the kinds experiences that result from such interaction. The project locates participation within media consumption more generally as well as in terms of access to digital technology. Of particular interest are the accounts by participants, reflecting on the experience before, during and after acts of media participation.

Data collection for the project involved a short survey and interviews in each country with a purposive sample of 32 participants with quotas for age, gender and education (see Table 1).³ There were 8 informants in each of the following age groups: 15-24, 25-34, 35-54 and 55+. Semi-structured interviews were held with participants and with medium level moderator involvement to explore past experiences of media participation, accounts of any such experiences and responses to selected examples of

³ The methodology for the study in Portugal was slightly different in that focus groups were used.

broadcast and new media, illustrating audience participation and interaction. The interviews lasted approximately one hour, and were tape-recorded, transcribed and are in the process of being coded.

Table 1: Sample Structure

<i>Age groups</i>	<i>Male. Basic education</i>	<i>Male. Higher education</i>	<i>Female. Basic education</i>	<i>Female. Higher education</i>
15-24	2	2	2	2
25-34	2	2	2	2
35-54	2	2	2	2
55+	2	2	2	2

A questionnaire used at the beginning of each interview gathers background information regarding access to media and ICTs, media consumption habits, and general socio-demographic information. Information is tabulated and used for subsequent analysis.

The first section of the interview explores informants' experiences with interactivity and assesses what kinds of experiences of media participation the informant has had up to now. Working on the assumption that in most instances, members of the public have had even trivial experiences of interaction with the media, whether it is voting in a 'Pop Idol' contest or being interviewed for a vox-pop on the street, respondents are presented with a range of examples of such interaction ('Being an interviewee', 'writing a letter to the editor', 'sent an SMS to a radio show', 'completed a TV or online poll'). Informants are then asked to describe in more detail one or two examples of such interactive experience. The purpose of this part of the interview is to get a full picture of the event and to learn more about the informant's motivation for participating, the sense of satisfaction and reward subsequently and responses by others to the media event. In addition, in the interview informants are asked about situations where they might want to have got involved or felt motivated to contribute but did not in fact follow through. The project is interested in looking at 'close to

interactivity' experiences, and explores reasons for not participating just as much as why someone in fact intervened in a public way.

A second area of interest in the research is on attitudes to media participation. We ask a series of questions about prominent local examples of opportunities for interaction in order to get a sense of the informant's preferences and opinions about such engagement. Two media extracts are chosen for a more detailed evaluation and discussion and are drawn from local examples of radio, television and the web. Informants are asked to respond to what they hear/see and are asked if they could envisage themselves participating in such a programme.

The third topic of interest pursued in interviews with respondents deals with more general opinions on the value of media participation and interactivity. In exploring questions of civic obligation to be involved, informants are asked if they ever felt they should have participated more in public debates or whether audiences more generally should become more actively engaged via the media. Finally, respondents are asked to suggest ways in which the media could facilitate greater interaction or great more accessible conditions for active participation of audiences.

The project when complete will produce a number of different results. Individual country-specific studies will report on relevant issues of interaction with media. It will provide a comparative study of media participation experiences in 3 European countries and will document accounts, opinions and attitudes of ordinary people towards participation in everyday settings across different age, gender and social groupings. It will also theorise on barriers to as well as ideal conditions for interactivity with reference to innovative applications of technology and on grounds of effective democratic access and participation. Data collection is complete in 2 of the 3 locations and preliminary points of discussion are presented in the remaining papers of this panel.

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