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Titolo	Organisational responses to social media storms : an applied analysis of modern challenges // by Andy Phippen, Emma Bond
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Nota di contenuto	Chapter 1. Introduction and Overview -- Chapter 2. Social Media Storms and Organisational Responses -- Chapter 3. Early Years Child Protection Failure - Where an Online Incident Lead to Changes in National Policy -- Chapter 4. A Primary School Doesn't Check Its Domain Renewal Notices – and What Went Wrong as a Result -- Chapter 5. Does Safeguarding Extend to Controlling Mobile Phones in Secondary Schools? - Chapter 6. When University Students Go Bad Online – And How The Organisation Responds -- Chapter 7. Common Factors in Organisational Responses to Social Media Storms – the “Non-learning” organisation.
Sommario/riassunto	Written in a clear and lively style, this book examines the breadth and depth of social media storms across a series of carefully crafted case studies. It offers a compelling analysis of how a new risk culture is transforming social relations and advances our critical understanding of a changing, digital world. Based on original empirical research and

thought provoking argument – this is an important and timely book. – Professor Eamonn Carrabine, University of Essex and Editor Crime, Media, Culture A very interesting analysis of the changing face of online safeguarding, how social media storms can create moral panics, and how organisations can respond. For anyone working in online safeguarding, this is an essential book to read. – David Wright, Director of the UK Safer Internet Centre This book is the fore-runner when considering new aspects of online media activity and its impact on those charged with safeguarding children and adults. The authors get you thinking “what would I do in those circumstances?” – to open up debate in an endeavour to ensure that best practice is achieved in all our dealings relating to the protection of children and adults. Well worth reading. – Tink Palmer, MBE – CEO Marie Collins This book explores the growing phenomenon of the social media storm in the context of educational establishments. With a methodological approach that draws on aspects of virtual and offline ethnography, the text presents a series of case studies of public online risk-related incidents. The book provides an in-depth exploration of the public and organisational discourses arising from four short, clear high-profile internet risk case studies in the education sector ranging from early years to higher education. It considers the social construction of a new ‘risk’ culture arising computer-mediated social interactions and its impact on, and response by, the organisations and society. Andy Phippen is a Professor of Digital Rights at the Bournemouth University, UK. Emma Bond is Professor of Socio-Technical Research at the University of Suffolk, UK. The authors have extensive research experience focusing on online risk, online behaviours, safeguarding vulnerable groups, with, collectively, over 30 years in the field.
