



## THE GOOD, THE BAD AND THE UNEXPECTED

The user and the future of information and communication technologies

A transdisciplinary conference organised by COST Action 298

Moscow, Russian Federation, 23rd - 25th May 2007

### Conference programme - Sessions and Presentations

#### Users as Innovators

##### UI1 Social Change

Chair: *Eugene Loos (The Netherlands)*

- P067 Serge Proulx: Social Innovation among ICT Users: Technology as a Catalyst in Promoting Social Change
- P070 Christophe Aguiton, Dominique Cardon: The Trajectory of Bottom-up Innovations
- P104 James Stewart, Sampsa Hyysalo: Intermediaries and Social Learning bridging Users and Producers
- P132 Pat Byrne: Inside the Circle: Using Broadcast SMS in a Sports Club

##### UI2 User Practices

Chair: *Maren Hartmann (Germany)*

- P044 Sue Cranmer: Fitting the Internet into Everyday Family Life
- P109 Wendy Van den Broeck, Jo Pierson, Bram Lievens: Video-On-Demand: Towards New Viewing Practices?
- P117 Maren Hartmann: Everyday Life – Domesticating the Invisible
- P165 Oliver Gerstheimer, Sebastian Ammermüller: Kairos – Tomorrow's Communication and Reachability Management: Applying User-Centred-Design-Practise to Create Innovation Driven by Contextual User Needs.
- P118 Patricia Gillard: Revealing Users. How to Discover User Contexts and Interests and Apply this Knowledge to Broadband Innovations

##### UI3 Users and design

Chair: *Jo Pierson (Belgium)*

- P008 Lieven De Marez, Katrien De Moor: The Challenge of User- and QoE-Centric Research and Product Development in Today's ICT-Environment
- P018 Petteri Repo, Eva Heiskanen, Tanja Kotro: Involving Users in the Product Development of SMEs
- P106 Emmanuel Mahé, Nathalie Portolan: Open Forms: A Vital Issue in the Designing Process
- P160 Joanna Saad Sulonen, Roman Susi: Designing Urban Mediator

##### UI4 Users as Co-Producers I

Chair: *Jeroen Heres (The Netherlands)*

- P063 Sander Limonard, Richard Tee: User-Driven Business Models for Digital Television
- P077 Ike Picone: Conceptualising Online News Use
- P130 Veerle Van Rompaey, Anneleen Vandenbempt, Lore Van Brabandt, Bart Van Der Meerssche: The Dynamics of User Generated Content: Case Study LommelTV
- P147 Agnes Urban: Mobile Television: Is it Just Hype or a Real Consumer Need?
- P148 Petter Bae Brandtzaeg: Innovators in the New Media Landscape: User Trends and Challenges in the Broadband Society

**UI5 Choice: Enablers and Constraints**  
**Chair: Enid Mante-Meijer (The Netherlands)**

- P037 Karianne Vermaas, Lidwien Van de Wijngaert: Cluster Analysis of Internet Users: A Longitudinal Examination
- P055 Anne-France de Saint Laurent-Kogan: Evolution of a Services with ICT: the case of the Remote Assistance Device
- P072 Stefan Verhaegh: From Simple Customer To Warm End-User; Or, How To Organize The Maintenance Of A Wi-Fi Community Innovation?
- P085 Joseph A Meloche, Yan Qi: Engaging the User in the Development of the Innovation: A Q Methodological Study of the Development of a Wiki

**UI6 Users as Co-Producers II**  
**Chair: Agnes Urban (Hungary)**

- P010 Steve Paulussen, Ari Heinonen, David Domingo, Thorsten Quandt: Doing It Together: Citizen Participation in the Professional News Making Process
- P036 Mijke Slot, Valerie Frissen: Users in the 'Golden' Age of the Information Society
- P056 Inka Koskela, Ilkka Arminen: Attractiveness and Responsiveness of Moblogs
- P066 Nicolas Auray, Pascal Pons, Céline Poudat: Democratizing Scientific Vulgarization: The Balance between Collaboration and Conflict in the French Wikipedia

**UI7 General Innovation Issues**  
**Chair: Raija Halonen (Finland)**

- P092 Raija Halonen: Users as Developers in Information System Projects
- P102 Daniel F Botha: Africa's Rural Communities as Knowledge Prospecting Domains for emerging e-Business Models
- P120 Alex V. Evtushkin: Online Role-playing Games as an Instrument for Humanitarian Research and Experiments
- P141 Jeremy Depauw: Dealing with User Generated Content: Adjusting Information Managers' Source Selection and Information Quality Assessment
- P186 Constantin-Bala Zamfirescu: Communication-Wear: A Qualitative Study of User Impressions as Part of a Co-design Process

**Humans as eActors**

**HE1 The Role of Regulation in ICT Development**  
**Chair: Lilia Raycheva (Bulgaria)**

- P043 Peter Trkman, Borka Jerman Blazic, Tomaž Turk: Factors in Broadband Development – The Importance of Enablers
- P061 Lilia Raycheva: Television: The Good, the Bad and the Unexpected Challenges of ICT
- P083 Panayiota Tsatsou: Digital Divides in Greece: The Role of Culture and Regulation. Implications for the European Information Society

**HE2 Research on Age and ICTs**  
**Chair: Olga Veshinskaya (Russian Federation)**

- P051 Sarah Gallez, Anne-Claire Orban, Céline Schöller, Claire Lobet-Maris: Teenagers on the Net: Generational Divide, Autonomy, Liberty and Responsibility
- P122 Tim Van Lier, Jo Pierson: Identification of Community Practices and Co-Creation by Pre-Adolescents: The Case of Ketnet Kick
- P034 Maria Sourbati: New Media and Older Users: Not Just a Matter of Age, Stupid!

### **HE3 Concepts and Figures about eActors II** **Chair: *Andraž Petrovčič (Slovenia)***

- P001 Larissa Hjorth: The Poetics of Delay: Mobile Media, Pervasive Technologies and Notions of Place  
P169 Marina Prentoulis: New Media, New Cultural Forms: Deconstructing the Production of Meaning  
P172 Alberta Contarello, Luisa Contarello, Roberto Bonetto: With the Eyes of A Bee - An Incoming Vision  
P166 Leopoldina Fortunati: From ICT User to Broadband e-Actor

### **HE4 Embodiment and Health** **Chair: *Alberta Contarello (Italy)***

- P154 Nathalie Grandjean: The Question of The Embodied User Facing the Web Praxis: How to make a Body in a Virtual 'Biosubjectivity'?  
P093 Alessia D'Andrea, Fernando Ferri: Advantages and Risks of Internet Health-Information  
P094 Lieve Gies: How Material are Cyberbodies? Envisaging the Internet as a Medium of Re-Embodiment  
P086 Sharon Baurley, Erik Geelhoed: Communication-Wear: User Feedback as Part of a Co-Design Process  
P068 Valérie Bénard, Myriam Lewkowicz, Manuel Zacklad: Assisting Collective Practices in a Healthcare Network, or Designing a Catalyst for a Community of Action

### **HE5 Technological Aspects** **Chair: *Peter Heinzmann (Switzerland)***

- P075 Andrei Moiceanu, Boldur E. Bărbat: Ethical Behaviour of Self-Aware Agents  
P079 Boldur E. Bărbat, Andrei Moiceanu: I, Agent  
P115 Alexandru V. Georgescu, Ciprian Cădea, Constantin-Bălă Zamfirescu: iGDSS – Software Framework for Group Decision Support Systems  
P003 Alexander Fedorov: Russian Teachers' Attitudes about Media Education

### **HE6 Social Design of ICTs I** **Chair: *Hajo Greif (Austria)***

- P084 Andrea Johnson: Lost in Translation? Users and Digital Archives  
P151 Davy Geens : Organization Dynamics of Today's News Ecology: Inferring Professional Logics in a Digitized Newsroom  
P020 Kerstin Wüstner: Attitudes towards Mobile Phone Communication Technology  
P125 Marina Borovik, Luidmila Shemberko: Social Sciences Information User Behavior and Searching Strategies in Multifarious Environment

### **HE7 Social Design of ICTs II** **Chair: *Julian Gebhardt (Germany)***

- P128 Hajo Greif, Oana Mitrea, Matthias Werner: Usability vs. Functionality? Mobile Broadband Technologies and User Agency  
P078 Peter Mechant: A Patchwork of Online Community-Based Systems: Can Social Software be used to augment Online Individual Social Capital?  
P031 Beatriz Galán, Andrés Maidana Legal, D. I. Pedro Senar, Marta Neumann: Design and Communication for Local Development: Technological Decisions in Collaborative Scenarios  
P016 Inge Ropke, Kirsten Gram-Hanssen, Jesper Ole Jensen: Households' ICT Use from an Energy Perspective

## **HE8 Concepts and Figures about eActors I** **Chair: Claire Lobet-Maris (Belgium)**

- P038 Giuseppina Pellegrino: Mobile E-Actors in Saturated Environments: Patterns of Co-Construction  
P138 V. M. Zherebin: Information Society as the Law-Governed Result of the Evolution of Information  
P009 Olga Vershinskaya: Theoretical approach to Humans as e-Actors Research  
P060 Andraž Petrovčič, Vasja Vehovar, Gregor Petrič: Social Interactions in a Complex Media Environment

## **The Multiple Cultures of the Information Society**

### **MC1 ICTs in National Contexts** **Chair: Lelia Green (Australia)**

- P142 Giovanna Mascheroni, Francesca Pasquali, Barbara Scifo, Anna Sfardini, Matteo Stefanelli, Nicoletta Vittadini: Young Italians' Crossmedia Cultures  
P152 Funda Başaran: The potential of Broadband and the Mobile  
P156 Gülseren Adakli: Patterns of Internet Use in the context of the Rising Nationalism in Turkish Society  
P182 Aylin Aydogan: Web Journalism in Turkey: Users/Readers and the Market

### **MC2 Methodological Approaches** **Chair: Vesna Dolničar (Slovenia)**

- P127 Alina E. Lascu, Ralf Fabian: e-Semiotics for Romanian-German Trans-cultural Interfaces  
P139 Angela Prundurel, Sorin C. Negulescu, Alina E. Lascu: Mini-Ontology for Trans-Cultural Interfaces  
P171 Vesna Dolničar, Vasja Vehovar: An Integrated Methodological Approach towards Measuring the Dynamics of the Basic Digital Divide

### **MC3 Interventions in the Information Society** **Chair: Peter Trkman (Slovenia)**

- P027 Bridgette Wessels: Generating Agency within Regional Communities to foster Inclusive Information Society: Case of South Yorkshire  
P028 Maria Bakardjieva: Making Sense of Broadband in Rural Alberta, Canada  
P176 Graça Moreira: Municipalities and the Information Society in Portugal

### **MC4 Regional Analyses** **Chair: Nicoletta Vittadini (Italy)**

- P004 Lelia Green: The Digital Review of Asia-Pacific (2003-6)  
P114 Kamel Touati: The Impact of Information and Communication Technologies (ICT ) on Development in the Arab world  
P153 Frank Thomas: The Social Capital of Migrants and Individual ICT use. A Comparative Analysis of European Countries.

## Future Directions

### FD1 Broadband Scenarios

Chair: *Constantin-Bala Zamfirescu (Romania)*

- P059 Kresten Bjerg: Empowering Citizen Self-documentation: Re-inventing the Diary  
P096 Yiannis Laouris, Marios Michaelides, Bartolomeo Sapio: A Systemic Evaluation of the Obstacles preventing the Wider Public Benefiting from and Participating in the Broadband Society  
P145 Ovidiu Chirca, Constantin-Bălă Zamfirescu: IT Tools For Technology Foresight  
P178 Michael Klontzas: iVision and the BBC: Building Public Value

### FD2 New Ways to Design Social Changes

Chair: *James Stewart (UK)*

- P050 Johan Criel, Laurence Claeys: A Transdisciplinary Study Design on Context Aware Applications and Environments - A Critical View on User Participation within Calm Computing  
P162 An Jacobs, Katrien Dreessen, Jo Pierson: 'Thick' Personas – Using Ethnographic Methods for Persona Development as a Tool for Conveying the Social Science View in Technological Design  
P157 James Stewart, Mark Wight, Richard Coyne: Research by Design: A probe to Explore Social Encounters, Urban Space and Mobile ICT  
P108 Jo Pierson, An Jacobs, Katrien Dreessen, Lieven De Marez: Exploring and Designing Wireless City Applications by way of Archetype User Research within a Living Lab  
P121 Ville Tikkanen, Andrea Botero Cabrera: Using Video to Support the Co-Design of Information and Communication Technologies

## Special Sessions

### 219 Accessibility for all to services and terminals

Chair: *Pier Luigi Emiliani (Italy)*

- P190 Yiannis Laouris, Patrick Roe, Bartolomeo Sapio: Experts of Two Cost Actions Evaluate Obstacles that Prevent Disability Communities and the Wider Public from Exploiting Broadband Technologies: A Comparative Study  
P174 Hugh O'Neill, Bob Allen, Bryan Boyle: An Open Book? Personal Information in a Networked World  
P175 Edward Chandler, Steve Tyler: Accessibility Evaluation of Mobile Phones: From Theory to Practice  
P143 Pier Luigi Emiliani: Ambient Intelligence and Implications for People with Disabilities  
P167 Jan J. Engelen: Standardisation of Assistive Devices and Design for All Solutions

### 292 Semantic Multimodal Analysis of Digital Media

Chair: *Ebroul Izquierdo (Spain)*

- P014 Heli Rantavuo: Playing with Broadband: Circulating Digital Snapshots  
P017 Chris Poppe, Saar De Zutter, Wesley De Neve, Rik Van de Walle: Reconfigurable Multimedia: Putting the User in the Middle  
P183 Qianni Zhang, Ebroul Izquierdo: Visual-Semantic Inference For Image Retrieval  
P184 Željko Trpovski, Vladan Minić: Automatic Recognition of Image Environment

### CHI China and ICTs

Chair: *Rodney Wai-chi Chu (China)*

- P170 Leopoldina Fortunati, Anna Maria Manganelli, Patrick Law, Shanhua Yang: Preliminary Results of an Empirical Study on Mobile Phone Users in Beijing  
P113 Ke Yang: Background of a Quantitative Study of the Migrant Workers' Mobile Phone Uses

- P111 Raymond Ngan, Stephen Ma: E-Actors: Mobile Phone and the migrant workers' job mobility in the Pearl River Delta, China
- P136 Rodney Wai-chi Chu: Living in an ICT Style: The Struggle with ICT Usage by Young Adults of Mainland China
- P144 Kim-wah Chung: Internet for a more Open government in Mainland China

### **A30-1 Online Politics in China**

**Chair: Chantal de Gournay (France)**

- 019 Séverine Arsene: Online discussions in China: what field for political debate in a post-communist country?
- 046 Zhao Lianfei: Online Political Discussion: Experiencing a New Political Order in Urban District
- 087 Chantal de Gournay: Beyond the Network Era : Place and Proximity in the Post-communication Society
- 088 WU Mei: E-Publics and the State Media: Political Debate in Chinese Internet Forums

### **A30-2 Online Politics in Central & Eastern Europe**

**Chair: Maria Bakardjieva (Canada)**

- 069 Orysia Maria Kulick: Illuminating electoral fraud: Digital technology and cyberactivism during Ukraine's 2004 presidential elections
- 168 Brindusa Armanca: Who is who in the elections? The new relation politicians-citizen through new media
- 091 Maria Bakardjieva: The Virtual Kitchen Table: Talking Bulgaria's Way into the EU
- 116 Nikoleta Daskalova: Bulgarian Online Discussion Forums on Politics: Comparative Analysis of Structures and Agenda Issues
- 054 Miklos Sukosd: Online politics: from citizens' media to political marketing in Hungarian election campaigns, 2002-2006

### **A30-3 Online Politics in the European Context**

**Chair: Carlos Cunha (Portugal)**

- 089 Gregor Petrič, Andraž Petrovčič: "Communicative Community" model of political web forums
- 007 George Michael Klimis, Nikos Leandros: The presence of greek MPS in cyberspace. Genre features and the normalization hypothesis
- 101 Carlos Cunha: Political campaigning with new information communication technologies in Portugal
- 180 Jean-Marie Izquierdo: An alternative to State constrictions: cultural identity "Pays basque numérique" in the French Basque Country
- 103 Andrej Skolkay: Blogosphere - a new ideal habermasian public sphere?

### **A30-4 Online politics: trends and conceptualizations**

**Chair: Miklos Sukosd (Hungary)**

- 159 Dominique Cardon, Christophe Prieur: Forms of discussion on political blogs
- 163 Øyvind Kalnes: Missed opportunities? From participatory ideals to catch-all professionalisation
- 048 Andrei Mikheyev: Online Politics of the Internet Governance Process: the Use of Online Tools by Civil Society Actors
- 126 Dimitri Voilmy, Zbigniew Smoreda, Cezary Ziemlicki: "Videolocation": seizing a mobile internet user in context

## **A30-5 Methodological issues in online political communication research**

**Chair: *Nicholas Jankowski (The Netherlands)***

- 097 Leonie M.B. van der Koelen, Patrycja Rozbicka, Tineke Smit, Marjolein B.A. van Asselt: Virtual ethnography as an approach for analysing Europe: Challenges and suggestions on the use of ethnography in cyberspace
- 040 Nicholas Jankowski, Martine van Selm: Ethnography and Political Life Online: Assessing the Claims and Possibilities of Ethnography for Online Political Communication Research
- 057 Leslie Haddon: Approaches to cross-cultural analysis: the EU Kids Online project
- 090 Wu Mei: Measuring Political Debate Online: Approaches on the Chinese Internet

## **Roundtables**

### **Roundtable 1: Information society in Russia**

**Chair: *Valery Makarov (Russian Federation)***

### **Roundtable 2: Gender in a broadband society**

**Chair: *Larissa Hjorth (Australia)***