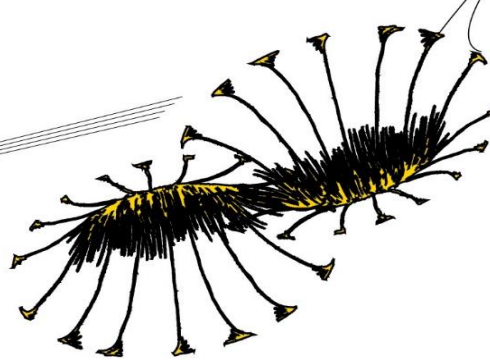





Media, mind & moves



Name: Jorn van der Zaag
Student Number: S1617877
Date: 07-10-2017

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program Public Administration, University of Twente



Supervisors:
Dr. A.J.J. Meershoek
&
Dr. M.R.R. Ossewaarde

Abstract

Recently, the cities of Manchester, London, Paris, and Brussels sadly became locations where terrorism has claimed lives. These cities are just a few examples of cities wherein terrorist attacks have happened recently. A common denominator of the terrorist attacks in these cities is that they are described in a very detailed way in media announcements about terrorism. As a result, a possibility arises that these media announcements about terrorism could influence citizens' perception and experience of safety.

As a result, this thesis examined the relationship between media announcements about terrorism and the possible effects it could have on the safety experience and/or perception of citizens in Enschede. Therefore, this thesis examined 1). what factors promote and inhibit the effect of media announcements about terrorism on safety experience and perception of people according to the scientific literature and 2). to what extent were the small sample of citizens in Enschede exposed to inhibiting and promoting factors. Furthermore, 3). it examined if media announcements about terrorism influence the safety perception and experience of people in Enschede and, finally 4). which media announcements about terrorism have given residents of Enschede anxious feelings of insecurity.

The indicators used to measure whether or not media announcements about terrorism affect the safety experience and/or perception of citizens in Enschede were divided in three different concepts, namely effect promoting & inhibiting factors, safety experience, and safety perception. The first concept was measured by the indicators frequency receiving news, used media source, dependency media sources, and location. Indicators used specifically to measure safety experience were emotion felt after receiving news about terrorism, current safety experience, and change of current safety experience. Safety perception was measured by the indicator perception change. These indicators were measured by executing in-depth interviews with random citizens of Enschede.

The analysis of the data shows that scholars who have done research about the relationship do not agree with each other. For each of the indicators chosen to measure promoting or inhibiting effects, confirming results were given according to scientific literature. According to the interviews, the small sample receives news about terrorism frequently and is also up-to-date on recent terrorist attacks by receiving information through media announcements. Social media & internet is the media source most used by the small sample. Furthermore, for almost half of the sample, the dependency to receive news about terrorism after receiving media announcements about terrorism increased. Western Europe is the most mentioned location of terrorism in news about terrorism according to the sample.

In addition, the sample grades their safety experience as either neutral, safe, or very safe. Only two participants state that their current safety experience is changed much due to news about terrorism. However, this has not resulted in an unsafe or very unsafe safety experience. Even though the safety experience is rated as neutral, safe, or very safe, the safety perception of almost half of the sample is changed. As a result, all possible forms of change in safety perception were mentioned by the sample.

Preface

In front of you the thesis 'Media, mind, and moves' is presented. This is the final product for the Master Public Administration with the speciality Public Safety at the University of Twente. In other words, the final product before ending an interesting journey as a student. After finishing my Bachelor thesis of the Safety and Security Management Studies at Saxion University of Applied Sciences, I decided that the Bachelor thesis would not be my final product of my student career. As a result, I made the decision to expand my knowledge by doing a Master as well.

During the time period, I was thinking about a subject for my Master thesis, several terrorist attacks were committed in different cities around the world. Some of these terrorist attacks were described very extensively in different media announcements through various media sources. I noticed that I started to get interested in examining whether or not these different media announcements about terrorism spread among citizens through various media sources could affect citizens' safety experience and perception. Therefore, I decided that this would be an interesting subject for my Master thesis.

In order to do my thesis, I received advice from several persons. Therefore, I would, firstly, like to thank my first supervisor Dr. G. Meershoek for his time, guidance, patience, and for sharing his support and knowledge to help me throughout the thesis. Secondly, I would like to thank my second supervisor Dr. R. Ossewaarde for his clear-headed thinking whenever asked for help during the thesis period.

Finally, but most importantly, I would like to thank my family and friends who have supported, aided, and encouraged me during the thesis period. I would like to express my deep gratitude towards my family and friends because they know, just as I do, that without their support, this thesis would not have happened.

Enschede, October 2017
Jorn van der Zaag

List of Abbreviations

Abbreviations	Official designations
BSO	Black September Organization
C-CAT	Canadian Coalition Against Terror
CBS	The Statistics Netherlands
CRGs	Community Response Grids
FBI	Federal Bureau of Investigation
IGS	Institute for Innovation and Governance Studies
INTERPOL	International Criminal Police Organization
MLOs	Multicultural Liaison Officers
NATO	North Atlantic Treaty Organization
PTSD	Posttraumatic stress disorder

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1. Introduction

On Saturday the 10th of December 2016, two bombs went off close by the Besiktas Vodafone Arena in Istanbul, Turkey (Damon, Blau, & Ellis, 2016). As a result of the bombings, 155 people got injured and 38 people were killed of which mostly police officers. The two bombings were claimed by a Kurdish militant group that is known as the Kurdish Freedom Hawks. As a reaction, Turkish President Recep Tayyip Erdogan stated that terrorist attacks like these are not accepted in Turkey and that the Turkish government will take action against those who commit terrorist attacks.

However, the terrorist attacks in Turkey aren't the first terrorist attacks that have happened recently. For instance, in the past 15 years, several cities in the world sadly became the victim of terrorist attacks as well. Another recent example of one of these horrifying events is the terrorist attack in the Bataclan concert hall in November 2015 when three heavily armed terrorists killed 90 citizens in Paris (BBC, 2015). In addition, another recent example of a terrorist attack is the shooting in a nightclub in Orlando when a terrorist killed at least 50 citizens in June 2016 (BBC, 2016). Terrorist attacks like the events in Paris (NRC, 2015) and Orlando (Ellian, 2016) are just a few examples of recent events that have shaken up emotions of citizens around the world.

Terrorist attacks like those mentioned above, are published in the media all over the world. When citizens receive news of these terrorist attacks, there is a possibility that this news can influence citizens' perception and experience of safety feelings. As a result of the impact of media announcements about terrorism, it also becomes possible that citizens change their behavior after receiving news about terrorist attacks. A clear example of the influence of media on behavioral changes in citizens occurred, for example, in Enschede. Where, in February 2016, a citizen threw a Molotov cocktail at a mosque hoping to prevent the arrival of more refugees (Bos, 2016). Afterwards the citizen explained his actions by arguing that he heard about the series of rape done by refugees in Cologne and feared that this could happen in Enschede as well.

1.1 Situation and complication

As mentioned in the introduction, a common denominator of recent terrorist attacks is that they are highlighted in international and national media in a comprehensive detailed way. Due to this comprehensive description in the media, a possibility arises that news announcements about terrorism could influence citizens' perception and experience of safety in an individual and general way. A current example of this change in perception and experience of safety is seen in a recent poll from the Washington Post. According to the poll of the Washington Post (2015), a majority of Americans, who voted on the poll, are more fearful of terrorist attacks in America after receiving news of the events in Paris. This increase in anxiety about safety among citizens does not only occur in America. Recent research from a Dutch poll revealed that more than half of the 20.000 questioned members of an opinion survey felt less secure about their safety after receiving the news about the terrorist attacks in Paris (Rademaker, 2015).

However, the relationship of the media and terrorism does not only result in an increased anxiety among citizens. The role of the media and its relationship with terrorism are quite diverse and is used for many purposes. For instance, social media is currently used as a counter-terrorism instrument by many well-known online platforms. As an illustration, Facebook launched the Online Civil Courage Initiative (Facebook, 2016). This platform aims to challenge hate speech and extremism online by promoting civil courage that is displayed by organizations and grassroots activists to carry out valuable counter speech work online. In addition, Google started to deliver wrong search results to jihadi sympathizers as a

counter-terrorism measure. A Google executive has announced that the search engine will show anti-radicalization links when would-be jihadists type in words related to extremism (Burr, 2016).

Even though the media can be used against terrorism, the media could also play a negative role. According to the research of Krueger and Malečková (2003), terrorism can be defined as premeditated, politically motivated violence perpetrated against noncombatant targets by subnational groups or clandestine agents, usually intended to influence an audience. They state in their research that it is mostly not the intention of terrorists to cause direct harm to victims but rather to cause fear and terror among a target audience. This development is agreed upon by Frey, Luechinger, and Stutzer (2007) by stating that terrorist attacks must instigate a revolution and aim at winning the hearts of the people. In order to realize this, terrorists most likely avoid killing or maiming innocent people not directly connected with the existing political and economic regime. However, in their research it is also argued that the lethality of terrorist attacks has been attributed to an increasing amount of fundamentalist terrorist groups as well. This is done due to the fact that terrorists want to realize mass casualties of innocent people as a result of their attacks in order to make their cause known to a bigger public. That the role of the media can play a negative role regarding terrorism is also shown in the research of Jetter (2014). According to his results, terrorists seek to find media coverage of terrorism in order to generate mass hysteria, fear, and to get public attention in order to promote their agenda. As an illustration, their results suggest that terrorist organizations should use suicide attacks as their main form of terrorism due to the fact that this form of terrorism increases the attention it receives in the media.

Finally, another consequence of the relationship of the media regarding terrorism is the possibility to use media in order to achieve certain anti-terrorism measures. For instance, Aditi Kapadia states in her guest blog in Forbes magazine that media can be a big ally in the fight against terrorism (Kapadia, 2016). According to her, producers of media announcements should be forbidden to publish gruesome images of brutalized bodies, and sensationalize news about terrorism. She opts that media producers should only publish objective facts such as the location of a terrorist attack, the casualties and whether or not the attack is ongoing. By using this method of objectivity and responsibility in announcing news, it could help in reducing mass hysteria and fear amongst the general public. As a final result, it might even reduce the likelihood of an additional terrorist attack. Therefore, according to Kapadia, it is in the interest of public safety that reports of attacks are reported in a factual, neutral and non-emotional manner. This is also seen in the research of Peresin (2007). She explains in her research as well that without the assistance of media, terrorist rhetoric would influence only those in the immediate vicinity of terrorist violence. Furthermore, she opts that with the assistance of media, terrorism reaches a much broader, sometimes global audience and, therefore, the media, in corporation with other organizations, must find a way to counteract the global reach of terrorism.

1.2 Research goal

As is seen in the examples given above, media announcements about terrorism could have effect on citizens' safety experience and safety perception. Therefore, the aim of this thesis is to examine whether or not media announcements about terrorism change the safety experience and perception of a sample of citizens in Enschede. By doing this, it might become possible to explain certain relational effects.

By conducting this thesis, it might become possible, for example, to explain what made the citizen in Enschede decided to throw a Molotov cocktail at a mosque after receiving news about the series of rape done by refugees in Cologne (Bos, 2016). In other words, this thesis might find a relationship between the kind of media source the citizen used to receive news and the particular effects of this media source that made him decide that his safety experience and perception had changed and, therefore, decided to throw the Molotov cocktail at the mosque.

At the end of this thesis, it might be that the results will reveal why more than half of the 20.000 questioned members of an opinion survey of recent research from a Dutch poll felt less secure about their safety after receiving the news about the terrorist attacks in Paris (Rademaker, 2015).

1.3 Academic relevance

Before explaining why this thesis has academic relevance, it is, firstly, necessary to give a few short arguments to explain the importance of research. Firstly, research is the scholarly pursuit of new knowledge, discovery, or creative activity in an area with the goal of advancing that area's frontiers or boundaries (Toledo university, 2017). Secondly, the results of research can be used to put into practice to improve outcomes (Kolt, 2009).

Scholars have already done research on the relationship between media announcements about terrorism and changes in safety experience and perception. For example, as Jetter (2004) states in his research that an examination on the relationship of media announcements about terrorism and its effects on the safety experience and perception can aid in understanding which forms of terrorism get the most prominent attention in the media, it can aid in analyzing the goals of terrorist groups through the description in the media, and it can help in discovering habits of terrorist groups in order to fight against terrorism. In addition, Jetter (2004) states that research about the relationship of media announcements about terrorism and the safety experience and perception might also specify why certain acts of terror actually have a changing effect on safety perception and experience of citizens.

Several arguments can be given why this thesis has academic relevance. As has been read above, scholars have done research between the relationship of media announcements about terrorism and possible changes in safety experience and perception. However, research previously conducted mostly aims at showing that media announcements about terrorism could lead to a change in safety experience and perception. However, this thesis tries to reveal what particular effects of these media announcements about terrorism makes that change in safety experience and perception happen. This thesis tries to figure out what particular effects of the media announcements about terrorism made a majority of Americans, who voted on the poll, more fearful of terrorist attacks in America after receiving news of the events in Paris (Washington Post, 2015). In other words, this thesis aims to gain insight on the particular effects of media announcements that makes citizens' safety experience and perception change.

Furthermore, this thesis can be seen as relevant due to the fact that this thesis can be compared with both previous and future conducted research. The comparison may be of great importance to actually learn or discover new developments and patterns in the safety experience and perception changes of citizens in Enschede due to media announcements of terrorism.

1.4 Practical relevance

Except for academic relevance, this thesis could be of practical use as well. In 2008, the Dutch Ministry of Security and Justice developed a research analysis called the Veiligheidsmonitor (Veiligheidsmonitor, 2016). This analysis is an annual screening for safety, quality of life, and victimization which monitors the subjective and objective safety of Dutch citizens (Veiligheidsmonitor, 2016). The main goal of the Veiligheidsmonitor is to inform the government about public perception in order to make the Netherlands a safer and better place to live (Veiligheidsmonitor, 2016). The last analysis of the Veiligheidsmonitor has indicated that the perceived safety of citizens in Enschede has developed in a negative way.

Due to the fact that the Veiligheidsmonitor is an analysis at the national level, the municipality of Enschede decided to develop their own Veiligheidsmonitor, which is called the integrated safety and security policy document. The main goal of this policy document is to inform the government about public perception on safety issues for a pleasant living, working, and recreational environment in Enschede (IVP, 2013). According to this policy document, citizens' perception and experience of safety is an element that decides whether or not Enschede is a pleasant city to live, work, and recreate in.

As mentioned in other sections of this thesis, several research results might indicate that there is indeed a relationship between media announcements about terrorism and changes in the safety perception and experience of citizens. Therefore, the research results of this thesis can be put into practice by, for example, the police or municipality of Enschede in order to anticipate on the changes in safety perception and experience of citizens in Enschede that come forth due to media announcements of terrorism.

Finally, another practical use of this thesis is that producers of media announcements could also use the research results. If the results indicate that gruesome images of brutalized bodies and sensationalized news about terrorism has a negative effect of safety experience and perception of citizens, producers of media announcements could help in reducing mass hysteria and fear amongst the general public by using only objectivity and responsibility in announcing media announcements about terrorism (Kapadia, 2016).

1.5 Central research question and sub-questions

As is explained in the research goal section as well, the aim of this thesis is to examine whether or not media announcements about terrorism changes the perception and experience of safety of citizens in Enschede. Therefore, the following central research question is developed. By answering this central research question, it becomes possible to reveal what kind of particular effects of media announcements about terrorism actually change safety experience and perception of citizens. This answer is important due to the fact that it might reveal guidelines in providing and receiving media announcements about terrorism to citizens that might possibly change their safety experience and perception.

Central research question	
	<ul style="list-style-type: none">• In which ways is the perception and experience of safety of citizens in Enschede influenced by media announcements about terrorism?

Due to the formulation of the central research question, it is necessary to do further research about the individual elements of the central research question before answering the question. For example, in order to understand why citizens in Enschede have, possibly, increased feelings of anxiety after receiving media announcements about terrorism, it needs to be known which media announcements actually have ensured these increased feelings of anxiety. Therefore, the following sub questions have been formulated.

Sub questions	
1	<ul style="list-style-type: none">• What factors promote and inhibit the effect of media announcements about terrorism on safety experience and perception of people according to the scientific literature?
2	<ul style="list-style-type: none">• To what extent were these people exposed to inhibiting and promoting factors?
3	<ul style="list-style-type: none">• Do media announcements about terrorism influence the safety perception and experience of people in Enschede?
4	<ul style="list-style-type: none">• Which media announcements about terrorism have given residents of Enschede anxious feelings of insecurity?

1.6 Background of the research problem

In this chapter, information is displayed in order to gain a better understanding of this thesis and why the central research question, the sub-questions and the research goal are developed. It will provide underlying information on the history, causes, and evolution of terrorism, modern terrorism, the evolution of the media, and it will describe the first well-known link between media and terrorism. In other words, this chapter will provide background information on the development of the relationship of media announcements about terrorism and changes in safety experience and perception of people.

1.6.1 History, causes, and evolution of terrorism

Before going into further detail on the relationship of the media and the safety perception and experience of citizens, it is necessary to know a bit of the evolution and changes of terrorism and media over the years. For example, in the book, *Terrorism: origins and evolution*, Lutz (2005) claims that terrorism has existed for a long time, and it has periodically resurfaced as a means that groups use as an attempt to attain important political objectives.

Rapoport (2004) explains the history of terrorism as a wave concept. According to his description, a wave of terrorism is a cycle of activity in a given time period with each its own characteristics (Rapoport, 2004). Firstly, terrorism became known in the anarchist wave. In this first wave, terrorism was characterized by the many domestic assassinations of political figures in order to affect public attitudes. In this wave, terrorism was seen as a strategy and not as a means. The second wave is known as the anticolonial wave and is characterized by the creation of multiple organizations that called themselves freedom fighters in order to establish new states such as Ireland, Cyprus, and Algeria. The third wave of terrorism is now known as the new left wave. This wave is characterized as a time period wherein the Soviet Union provided material support to would-be terrorist organizations. Terrorist groups, such as the German Red Army Faction, Italian Red Brigades, and the Sandinistas emerged in order to stand as vanguards for the Third World masses. The final wave is known as the religious wave and characterizes itself by acts of terrorism deriving from religious thoughts in order to establish that religion in certain areas.

As mentioned above by Rapoport (2004), different sorts of terrorism have come in waves over the years. In addition of the waves, Lutz (2005) explains that acts of terrorism over time each have their own different causes as well. One of the causes of terrorism is, as an illustration, the absence of a strong state structure of governments in transition. According to Lutz (2005), the presence of a weak state structure or the transition from one government form to another is not specifically a cause for terrorism but it can contribute and facilitate terrorism. This is due to the fact that, for example, government forms in transition are weakened and vulnerable and may find trouble in controlling their own territory. Due to the fact that control mechanisms are weakened at that moment as well, a result could be that other, political, groups take advantage of this transition by grabbing the opportunity to express their wishes and needs through violence. Crenshaw (1981) confirms this in her research by stating that terrorism is an attractive strategy for small organizations of diverse ideological persuasions who want to attract attention for their cause, provoke the government, intimidate opponents, appeal for sympathy, impress an audience, or promote the adherence of the faithful if states have weak control mechanisms or lack the responsiveness to demands.

A second cause for terrorism given by Lutz (2005), is the collapsing of empires or multiethnic states. Terrorism can arise due to the invariability of boundary disputes and problems resulting from the admixtures of populations. Where a single state splits up in multiple states, groups can see this as an opportunity to grasp power and implement their own ideology. This argument is mentioned by Crenshaw in her research as well. According to her, there is indeed a possibility that long-standing social traditions that are sanctioned as terrorism against the state in the previously singular state, as for example in Ireland, can further enhance its attractiveness for terrorist organizations to initiate operations (Crenshaw, 1981). Huntington (1997) agrees with Crenshaw and Lutz by also stating that civilizational clash could result in violence. The exhibiting of groups with different identities could lead to more conflict either between different groups within a country or between different country groups organized along civilizational lines. This is due to the fact that it's easier for terrorist groups to gather support against other identity groups with other ideologies.

Finally, Lutz (2005) explains that globalization and modernization is another cause for terrorism. New ideas, institutions, products, and forms of organizations that can come forth from globalization and modernization can encroach on local societies and, as a result, undermine existing political institutions and lead to political decay and weakness. This is also stated in the research of Krieger and Meierrieks (2011). According to their research it is easier for terrorists to find support by building on related grievances in the source countries of terrorism if individuals are incited by an existing global order that is

perceived as unfair to them. Obviously, the examples mentioned above are not the only causes for terrorism. As Azar (2003) mentions in his research other causes for terrorism are, for example, ideological, religious, nationalist, poverty, and oppression. However, what is possible to say about terrorism and its causes, is the fact that terrorism is a concept that constantly evolves and adapts over the years with new forms, causes, and goals.

1.6.2 Modern terrorism

The evolution of terrorism over the years has resulted in what is now known as modern terrorism. Currently, the Dutch National Coordinator for Security and Counterterrorism of the Ministry of Security and Justice defines terrorism in the following way: "Terrorism is defined as threatening, making preparations for or perpetrating, for ideological reasons, acts of serious violence directed at people or other acts intended to cause property damage that could spark social disruption, for the purpose of bringing about social change, creating a climate of fear among the general public, or influencing political decision-making (National Coordinator for Security and Counterterrorism, 2016)". The American Federal Bureau of Investigation defines terrorism as well. However, they divide terrorism in international and domestic terrorism. The FBI describes terrorism as international terrorism if it fits the following three characteristics:

- Involve violent acts or acts dangerous to human life that violate federal or state law;
- Appear to be intended to intimidate or coerce a civilian population; to influence the policy of a government by intimidation or coercion; or to affect the conduct of a government by mass destruction, assassination, or kidnapping; and
- Occur primarily outside the territorial jurisdiction of the U.S., or transcend national boundaries in terms of the means by which they are accomplished, the persons they appear intended to intimidate or coerce, or the locale in which their perpetrators operate or seek asylum.

In addition, they describe terrorism as domestic if acts fit the following three characteristics:

- Involve acts dangerous to human life that violate federal or state law;
- Appear intended to intimidate or coerce a civilian population; to influence the policy of a government by intimidation or coercion; or to affect the conduct of a government by mass destruction, assassination, or kidnapping; and
- Occur primarily within the territorial jurisdiction of the U.S (FBI, 2016).

As is seen above, terrorism is a political concept that has been given different definitions by different parties and, therefore, many authors will agree that a single definition of terrorism cannot be given. This is due to the fact that terrorism is a concept constantly evolving, as is seen in the paragraph above. Furthermore, terrorism is interpreted differently by different parties which is in line with their character and tradition. For example, during World War II, French resistance fighters were seen as heroes of liberation by the French while the Germans saw these resistance fighters as terrorist (Sorel, 2003). In other words, it could almost be said that terrorism is all a matter of perspective.

1.6.3 Evolution media

Wimmer and Dominick (2013) state that mass media is any communication channel used to simultaneously reach a large number of people, including radio, TV, newspapers, magazines, billboards, films, recordings, books, the Internet, and smart media. However, before continuing with the background of the relationship of the media and the safety perception and experience of citizens and its possible behavioral changes, it is also necessary to get a brief insight on the development of the media as well.

According to Lee (n.d), books are the oldest form of media with the first known book written in Egypt around 1400 B.C. In 1456, a media instrument called the printing press was introduced which became a very important invention due to the fact that it had a remarkable impact on the daily lives of people. The printing press was capable of the mass production of books and, as a result, books in different languages circulated throughout Europe reaching all kinds of people. It even resulted in the prohibition of printing books due to the fact that the circulation of books and the information within it could threaten the power of the state and church.

Before people started to use social media to get updated on daily news around the world, a mass media instrument that was used, and still is, were newspapers. The first known history of this mass media instrument begins in 100 B.C. when the first news-sheets appeared. Newspapers were the first form of mass media that actually reached a large amount of people of all sorts (Lee, n.d). One of the first European newspapers that appeared on a regular base was the “Nieuwe Tidingen” in Antwerp around 1605, which mostly had information about war and business. In addition, newspapers can actually be seen as the first media instrument that made it possible for all layers of society to receive information.

However, the evolution of mass media did not stop with the printing press and, as a result, new mass media instruments were developed in order to reach people. Another instrument that reached out to a large audience was the radio. The radio became dominant during and after World War II due to the fact that it could provide information about the war much quicker than newspapers. During this time period, people wanted and demanded a form of mass media that could quickly announce up-to-date news about their relatives and friends fighting in the war (Obillo, 2013). The next step in the evolution of the media is the television. According to Obilli (2013), this form of mass media became dominant due to the fact that it combined pictures with sound. In addition, due to technological innovations as the satellite, it even became possible to transmit major world events in real-time. According to Stephens (2000), due to technological innovations, this even resulted in the fact that 98 percent of U.S. homes had at least one television set in the late 1990s.

Finally, the latest step in the evolution of mass media is the birth of the internet in the end of the twentieth century and all its expansions, which made it possible for people all around the world to receive news from all corners of the world within seconds (Obillo, 2013). Furthermore, with this form of mass media innovation it also became possible for people to get connected with each other and respond to one another in a direct way.

1.6.4 Link media terrorism Olympic games

As is shortly described above, both terrorism and the media have undergone changes in time. The first well-known moment these two actually were connected to one another occurred during the Munich Olympic Games in 1972 (Weimann, 2005). During these Olympic Games, a Palestinian terrorist group called the Black September Organization, took Israeli athletes as hostages and killed them (Payne, 1977). Later on, one of the Palestinian terrorist explained that the BSO understood and recognized that sport is the modern religion of the Western world. The BSO knew that people from all around the world would watch their television if there was any sporting event going on. Knowing that the world would be watching, the terrorist group decided to use the Olympics to get attention for the BSO group case. After the Olympics in Munich, everybody knew the case of the BSO (Reed, 2007).

Another historic example wherein the relationship of the media and terrorism is displayed, is shown in the terrorist organization Hizballah (Osipova, 2011). When Hizballah was established, they had two main objectives. Their first objective was forming an Islamic government in Lebanon. Their second objective was to maintain a continued resistance against unwanted foreign invaders, such as Israel. Therefore, Hizballah also launched its first newspaper known as al Ahed in order to spread its goals. In this newspaper, Hizballah submitted reports on the group's activities and editorials. Furthermore, al Ahed had parts that were devoted to education, political theory, and served as a public platform for many of its leaders. However due to media innovations, Hizballah did not only use newspapers for their case, they started to use the television as well. In 1991, Hizballah launched a television channel called al Manar wherein they illustrated the operations Hizballah would undertake in order to gain progress for their case (Osipova, 2011).

Both examples above show how terrorist organizations use the media as an advantage. However, countries or organizations can also use the media against terrorist organizations. To illustrate this, the terrorist attacks on the World Trade Centers, on September 11, 2001, will be used as an example. According to the Advocacy Coalition Framework, the role of the media can briefly be identified as both a conduit, defined as a resource for members to influence policy outcome and as a contributor, defined as a member of competing advocacy coalitions (Sabatier and Jenkins-Smith, 1993, as cited by Shanahan, McBeth, Hathaway & Arnell, 2008). As a result of the terrorist attacks, the U.S. government's handling of terrorism changed (Powell, 2011). For example, the Bush administration reacted to these events by framing the occurrence of these events as a "War on Terror". Before explaining how the Bush administration framed the "War on Terror", it is, firstly, necessary to explain what is meant by frames. According to Rein and Schon (1993), frames are the integration of facts, values, theories, and interests, which, in other words, can be explained as the formation in which certain subjects are presented.

As a reaction to the attacks, the Bush administration made use of packaging. Rein and Schon (1993) explain packaging as referring to particular types of framing, namely, the process by which a central organizing idea, or frame, is embodied in a policy position that is then expressed through such condensing symbols as metaphors or slogans. The Bush administration made use of packaging by using the frame they created in order to launch a national security policy to combat the terrorist acts which received gigantic attention in the media. Due to this anti-terror campaign in the media, set up by the Bush administration, it gained the power to sign the Authorization for Use of Military Force into law (Daskal & Vladeck, 2014). This law authorized the Bush administration to use all necessary and appropriate force against those nations, organizations, or persons he determines planned, authorized, committed, or aided the terrorist attacks that occurred on September 11, 2001, or harbored such organizations or persons in order to prevent any future acts of international terrorism against the United States by such nations, organizations or persons. Furthermore, the media campaign made sure that the Bush administration gained the public's support, Congress overwhelmingly supported Bush, the Democratic opposition gave Bush nearly a free hand to act, and other nations gave their support as well (Genovese, 2004).

1.7 Outline and approach

In this chapter, the outline and approach of this thesis is described. In chapter 1, the introduction and situation and complication chapters describe some events that provide more insight on recent terrorist attacks and its effect on citizens. Furthermore, chapter 1 describes the research goal of this thesis and why this research goal has an academic and practical relevance. It furthermore describes the formulated central research questions and the sub-questions that will be answered. Finally, the background of the research problem can be found in chapter 1 wherein readers of this thesis can get more familiarized with the subject.

The theoretical framework is found in chapter 2 wherein theories of different scholars on the subject of the relationship of media announcements about terrorism and its effect on the safety experience and perception of citizens is shown. Chapter 3 will describe the methodology of this thesis. In this chapter, the chosen method of study is explained and argued. The research results of the thesis will be displayed in chapter 4. The sub-questions will be answered in chapter 4. The answers in chapter 4 will provide the basis for writing the conclusion which can be found in chapter 5. The discussion that follows as a result of this thesis can be found in chapter 6. Finally, chapter 7 provides the references used in this thesis and other appendices used. In addition, in the table below is a structured reading guide for the outline of the thesis provided.

Chapters	Contents
Chapter 1	Introduction <ul style="list-style-type: none">• Situation and complication;• Research goal;• Academic and practical relevance;• Central research and sub-question;• Background of the research problem.
Chapter 2	Theoretical Framework <ul style="list-style-type: none">• Media sources citizens;• Media dependency for information;• Relationship media announcements terrorism and safety experience;• Relationship media announcements terrorism and safety perception;• Figure theoretical framework;• Conclusion & hypotheses theoretical framework.
Chapter 3	Methodology <ul style="list-style-type: none">• Case thesis;• Data collection;• Data analysis.
Chapter 4	Research Results <ul style="list-style-type: none">• Sub-question 1;• Sub-question 2;• Sub-question 3;• Sub-question 4.
Chapter 5	Conclusion <ul style="list-style-type: none">• Conclusion sub-question 1;• Conclusion sub-question 2;• Conclusion sub-question 3;• Conclusion sub-question 4;• Conclusion central research question;

	<ul style="list-style-type: none"> • Hypothesis 1; • Hypothesis 2; • Hypothesis 3.
Chapter 6	Discussion <ul style="list-style-type: none"> • Discussion; • Recommendations for future research.
Chapter 7	References & appendices

2. Theoretical framework

This thesis aims to examine if there is a relationship between media announcements about terrorism and the effects it has on the safety experience and perception of citizens. Therefore, this chapter provides an underlying theoretical framework wherein different theories and discussions from different scholars are given in order to aid in answering the central research question.

The first paragraph of this theoretical framework will merely provide research results of Mitchell, Gottfried, Barthel, and Shearer (2016), in order to gain insight about the kind of media sources citizens use and how these media sources differ among varying age groups in modern days. In the following paragraph, information will be provided wherein is shown why citizens depend on information from media sources in case of terrorism. The third paragraph will discuss different theories from different scholars on the effects of media announcements about terrorism on the safety experience of citizens. In the fourth paragraph of this theoretical framework, the safety perception of citizens after receiving media announcements about terrorism will be discussed.

In the last part of chapter 2, a figure is displayed that is designed in order to show the relational effects of media announcements about terrorism and the safety experience and perception of citizens. Finally, this chapter will end with a short conclusion of the theoretical framework with the constructed hypotheses. As a result of the noticed discussions among scholars, multiple hypotheses are formulated as a result of contradicting arguments of the scholars and will be included in this thesis.

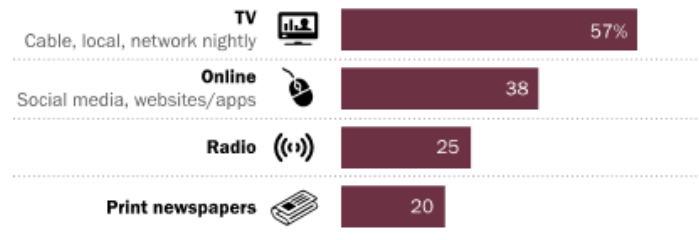
2.1 Media sources citizens

As is mentioned previously in this thesis, the goal of this research is to examine which particular effects of media announcements have a changing effect on citizens' safety experience and perception. Before going into any further detail of the changing effects of media announcements about terrorism on the safety experience and perception of citizens, it is firstly necessary to understand what kind of media sources citizens nowadays actually use to receive their news.

In the background information of the research problem, a quick overview has already been given of the evolution of media during the years. Nowadays, citizens live in a time period wherein news can spread rapidly across the globe within seconds. Research results of Mitchell, Gottfried, Barthel, and Shearer (2016) reveal quite a lot about the manner of receiving news through different media sources and how the evolution of media sources is shaped in modern days. For example, their research indicates that Americans express a clear preference for getting their news on a screen. However, their results also indicate that the screen on which they receive news differs among varying group ages. For instance, in figure 1 can be seen that there is a variety in receiving news for those people who often receive news.

About four-in-ten Americans often get news online

% of U.S. adults who *often* get news on each platform



% of each age group who *often* get news on each platform

	18-29	30-49	50-64	65+
TV	27%	45%	72%	85%
Online	50	49	29	20
Radio	14	27	29	24
Print newspapers	5	10	23	48

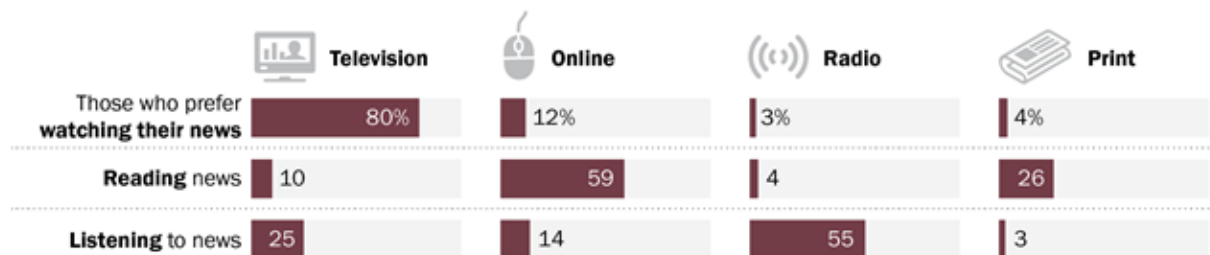
Note: Just 1% said they never got news on any platform (not shown).
Source: Survey conducted Jan. 12-Feb. 8, 2016.
"The Modern News Consumer"

Figure 1. About four-in-ten Americans often get news online. Reprinted from Pewresearch website, by Mitchell, A., Gottfried, J., Barthel, M., & Shearer, E., 2016, retrieved from <http://www.journalism.org/2016/07/07/pathways-to-news/> Copyright 2017 by Pew Research Center.

As is seen in figure 1 as well, the dominant media source for receiving news is the television. However, it can also be noticed that the television is mostly dominant for the age group 50-64 and higher. The age groups 18-29 and 30-49 also have a high percentage of receiving their news through online media sources, which indicates that the younger age groups make more use of online media sources to receive news. In addition, other results of Mitchell, Gottfried, Barthel, and Shearer (2016) reveal some more remarkable information about media sources used by people.

News watchers overwhelmingly prefer television, while readers prefer the web

Of those who prefer watching/reading/listening to their news, % who prefer getting their news on each platform



Note: Platform preference (TV, online, radio, print) includes those who only get news on each. Just 1% said they never get news on any platform (not shown).
Source: Survey conducted Jan. 12-Feb. 8, 2016.
"The Modern News Consumer"

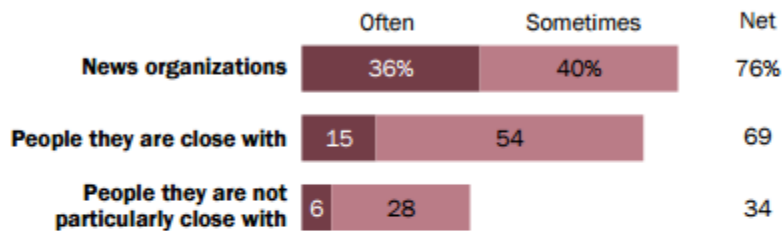
Figure 2. News watchers overwhelmingly prefer television, while readers prefer the web. Reprinted from Pewresearch website, by Mitchell, A., Gottfried, J., Barthel, M., & Shearer, E., 2016, retrieved from <http://www.journalism.org/2016/07/07/pathways-to-news/> Copyright 2017 by Pew Research Center.

As is seen in figure 2, people use different instruments to receive their news. This can be either watching, reading, or listening to news. The instrument to receive news also has effect on the media source used for receiving news. As is shown in figure 2, those who prefer to listen when receiving news use the radio as their media source. However, what can be said to be remarkable is the fact that those who like to read the news make, nowadays, more use of online media sources than printed sources in order to receive their news.

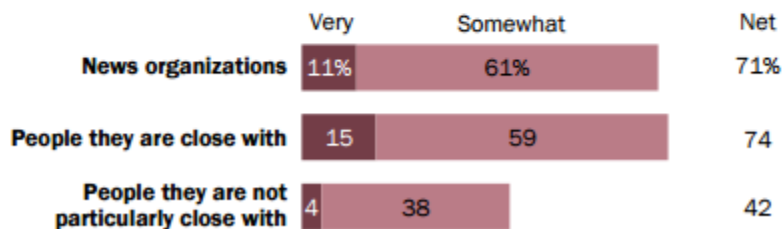
In the information above is shown that people use different media sources to receive news. However, the media sources above do not mention news spread through human interaction as a media source. In their research, Mitchell, Gottfried, Barthel, and Shearer (2016) have also examined human interaction as a media source to spread news. For instance, their results indicate that about two-thirds (63%) of the Americans say family and friends are an important way they get news, whether online or offline and at least 10% see them as the most important source of receiving news. Figure 3 will display the importance of human interaction.

Online news consumers more likely to get news from professional outlets than from friends, family – but just as likely to think each provides relevant news

% of online news consumers who get news online from ... often/sometimes



Of those who get news online from each, % who say that the news they get from ... is very/somewhat near to their interests



Source: Survey conducted Jan. 12-Feb. 8, 2016.
 "The Modern News Consumer"

Figure 3. Online news consumers more likely to get news from professional outlets than from friends, family – but just as likely to think each provides relevant news. Reprinted from Pewresearch website, by Mitchell, A., Gottfried, J., Barthel, M., & Shearer, E., 2016, retrieved from <http://www.journalism.org/2016/07/07/pathways-to-news/> Copyright 2017 by Pew Research Center.

As can be seen above, figure 3 reveals quite a lot of information. For example, the figure shows that online news organizations play an important role. For instance, 36% of online news consumers often get news from news organizations, compared with about half as many who do so from people with whom they are close (15%). Even fewer (6%) say they often get news from people they're not close with.

However, the figure also shows that 15% of those who get online news from close personal contacts say those updates are very near to their interests, compared with 11% who get news from news organizations and 4% of those who get news from more distant contacts.

2.2 Media dependency for information

As described in the paragraph above, citizens rely on different media sources to receive news, wherein is also seen that different media sources vary between different age groups. The next step in this thesis is to give some more insight why citizens depend on information from varying media sources. In the background of the research problem paragraph is referred to Wimmer and Dominick (2013) their definition of mass media. They define mass media as any communication channel used to simultaneously reach a large number of people, including radio, TV, newspapers, magazines, billboards, films, recordings, books, the Internet, and smart media.

Several arguments serve as an explanation by scholars to explain the dependency of media announcements citizens for information about terrorism of citizens. A leading theory about media dependency for information is created by Ball-Rokeach and DeFleur (1976) wherein they state that the relationship between the media and, for example, the perception or experience of safety can, firstly, be explained by the dependency theory. This theory states there is an integral relationship among audiences, media and the larger social system. Their research results indicate that citizens depend on media information to meet certain needs and achieve certain goals. According to them, the dependency of citizens on the media for information is a cause that could change a certain experience or perception. Figure 4 is a visualization of their theory.

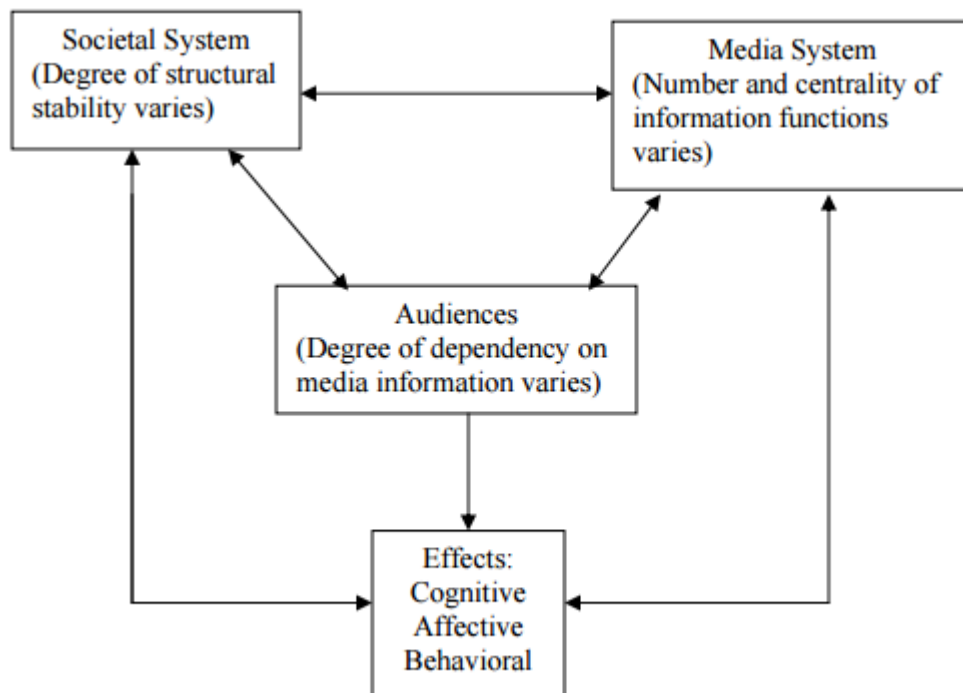


Figure 4. Tripartite relationship between the societal system, media system, and the audience. (Merskin, 1999, as cited by Demers & Viswanath, 1999, p. 81)

The dependency of information from media sources about terrorism is also seen in other research. For instance, another argument wherein is shown that citizens depend on media for information about terrorism is given in the research results of Loges (1994). According to these research results, citizens rely on information after a threat. Furthermore, the results indicate that a threat is positively related to the use of media, which means that higher perception or experience of a threat in the environment of citizens will intensify media usage among citizens. In other words, this theory states that citizens are more likely to use media sources if a situation of terrorism occurs.

As is mentioned above, several scholars state that citizens depend on media sources for information about terrorism. However, on the one hand, Heath and Gilbert (1996) state in their research that media effects are not simple main effects but, rather, involve many moderators. In other words, their theory states that the characteristics of the media announcements and the characteristics of the audience receiving the message decides the relationship between media announcements and safety experience and perception among citizens. Therefore, it must be considered that these different characteristics of the media announcements and the characteristics of the audience shape the dependency for information about terrorism.

This can best be explained by the research results of Anderson and Caumont (2014). As an illustration, their results indicate that half of social network site users share news stories, images or videos, and nearly as many (46%) discuss a news issue or event with each other. In addition to sharing news on social media, a small number of people also covers news themselves, by posting photos or videos of news events. However, it must be noted that this sharing of news through social media can both be received negatively and positively by audiences. That the sharing of news through social media could have a negative impact on the receiving audience is seen in, for example, the riots in Ferguson wherein the use of social media played an important role in spreading news among citizens whose, as a response, reactions were based on news received through social media.

The importance of internet and news spread through human interaction is an important feature and this is also seen in research results of Rainie (2001). Even though Americans relied mostly on television for their news and the phone primarily for their communication needs in the days following the terror attacks on the World Trade Center in New York City and the Pentagon, the research results indicate something more. The results also indicate that those Americans who used the internet as their main media source used this mostly as a useful supplemental role in the form of a communication tool towards others and as a news source.

The importance of online media sources wherein news can be spread in case of terrorism is also seen in research of Jaeger, Shneiderman, Fleischmann, Preece, Qu, and Wu (2007). Even though their research does not examine the relationship of media announcements about terrorism and the effect it has on safety experience or perception explicitly, it does aid in understanding that news spread among citizens directly or through online media sources is a relevant factor nowadays. In their research the scholars explore the concept of developing community response grids (CRGs) for community emergency response. CRGs make use of the internet and mobile communication devices, allowing residents and responders to share information, communicate, and coordinate activities in response to a major disaster. According to the scholars, policy decisions that lead to development and fostering of CRGs would bring significant benefits to governments, communities, responders, and residents faced with ever-present threats of terrorism by harnessing the power and presence of technology and of social networks to change the way in which responders and residents are able to share information about and deal with terrorism.

2.3 Relationship media announcements terrorism and safety experience

In the paragraphs above is insight provided wherein can be seen that citizens use different media sources and is described that citizens rely on information from media sources in case of terrorist attacks. This paragraph will firstly discuss the concept of safety experience. Secondly, it will discuss the effect of terrorism on safety experience. Finally, it will discuss what specific features about media announcements about terrorism do change the safety experience of citizens.

In order to discuss this aspect of the thesis, it is firstly necessary to explain that this thesis assumes a distinction between safety experience and safety perception. As might be expected, safety experience is a rather broad concept with no singular definition. For example, Heber (2008) states that feelings of safety, is normally viewed as a lack of worry, risk, and fear. In addition, Pleysier (2011) states that safety experience is a part of the subjective safety definition. Pleysier (2011), defines subjective safety as the personal experience of safety, unsafety feelings, or fear of crime. Due to the fact that safety experience is a broad concept with not a singular definition, there is a clear need for a certain view of safety experience in this thesis. Therefore, safety experience in this thesis will only be viewed as the manner how citizens experience safety feelings. Multiple example and arguments by different scholars will show that media announcements about terrorism could have effect on the safety experience of citizens.

That terrorism actually affects the safety experience of citizens is seen in research of Balnaves and Aly (2007). Their research indicates that terrorist attacks could change the safety experience of citizens in a negative way. Their results confirm a dramatic change in the feelings of safety before and after the September 11 terrorist attacks. For instance, 710 respondents (over 90%) reported feeling either very safe or fairly safe before the terrorist attacks. In contrast, only 487 (65%) stated that they felt either very safe or fairly safe after the terrorist attacks. Furthermore, their research showed a negligible response to feeling 'very unsafe' prior to the terrorist attacks (11 responses) increasing to 92 (8.1 %) after the attacks.

The relationship of media announcements about terrorism and safety experience is seen in the research results of Chiricos, Padgett, and Gertz (2000). Their results indicate that the consumption of news on both a local and national level is significantly related to fear of crime, independent of the influence of other predictors, and that this is one of the main aspects which influence the relationship between media announcements and safety experience. Furthermore, it must be noted that they do state that the effect of local news consumption on fear of crime has a greater influence than the effects of national news. According to their results this is the case due to the fact that local news is closer to the everyday lives of viewers, and, therefore, will have a bigger impact on their lives (Chiricos, Padgett, & Gertz, 2000). In addition, the research results of Romer, Jamieson, and Aday (2003) indicate the dependency for information of media sources about terrorism and safety experience as well. For example, their research shows that viewers of local television news experience increased perceptions of crime risk on both a personal and societal level. Finally, their results support the fact that an increasing crime coverage on national television news also increased the general fear of crime of the public.

On the other hand, research conducted by Rubin, Haridakis, Hullman, Sun, Chikombero, and Pornsakulvanich (2003) shows other results. In their research, Rubin et al. (2003) examined cultivation effects of television exposure on fear of terrorism and whether individual-level differences (i.e., locus of control, victimization experience, and gender) could explain the relationship between media consumption and fear of terrorism. Their research results showed that the effect of overall television exposure and terrorism-related television exposure had no effect on fear of terrorism. However, what can be said to be a remarkable result in their research is that motivation for viewing was significantly related to fear of terrorism. The results indicate that those who watch terrorism-related news reports

are more fearful and feel less safe from terrorist activity. Finally, they noticed that crime victims are more fearful of terrorism.

Following the research of Rubin et al. (2003), Nellis and Savage (2012) also conducted research about the relationship of media announcements about terrorism and citizens' safety experience. However, in contrast to the research mentioned above, the results of Nellis and Savage (2012) notice that paying greater attention to the news does not appear to affect terrorism fears. This is also seen in research conducted by Ragsdale (2003). This research also indicates that heavy viewers of television actually are no more likely to believe they will become victims of terrorism than light or medium viewers, which can also be seen figure 5.

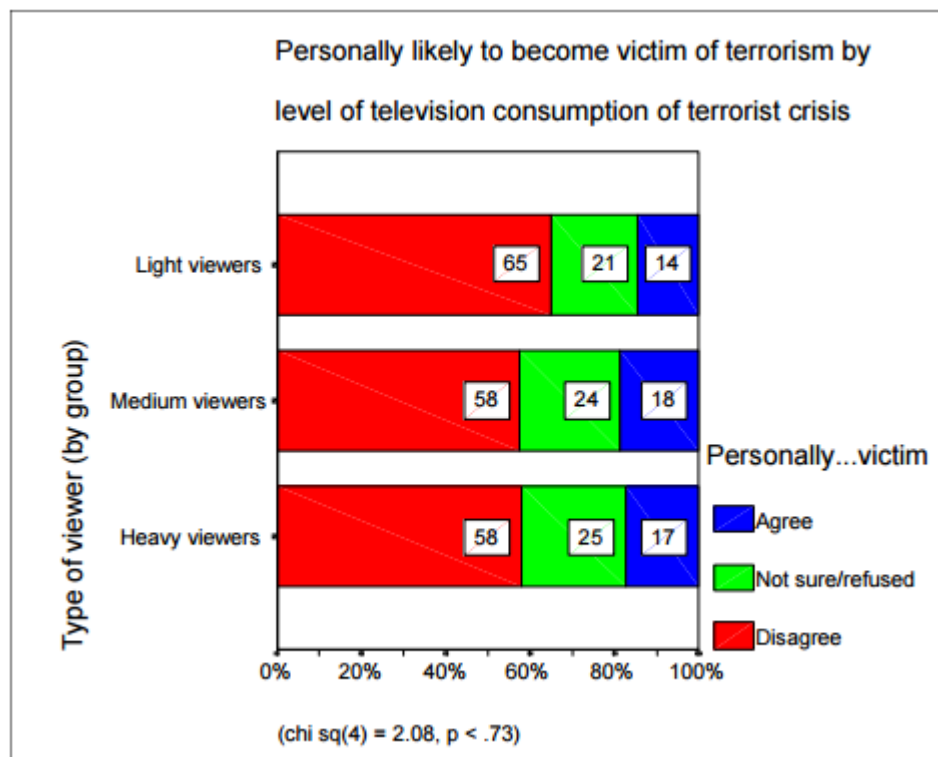


Figure 5. Personally likely to become victim of terrorism by level of television consumption of terrorist crisis. Reprinted from University of Florida website, by A. M. Ragsdale, 2003, retrieved from http://etd.fcla.edu/UF/UFE0000888/ragsdale_a.pdf Copyright 2003 by Andrew Mark Ragsdale.

Another theory wherein an aspect is shown that can explain the relationship between media announcements and the safety experience of citizens comes from Heath and Petraitis (1987). In their study, it is stated that news about specific crimes increases fear among citizens in high-crime neighbourhoods. This result strengthens the results of the research conducted by Tyler and Cook (1984), whose results implied that media announcements which are viewed as applicable on citizens' personal environment also increases fear. Another example wherein is shown that terrorism can result in a changed safety experience that is applicable on citizens' personal environment is seen in the research of Rubin, Brewin, Greenberg, Hughes, Simpson, and Wessely (2007). For example, their research results show that 19% of the 1010 respondents used for their research after the London bombings in 2005 felt very unsafe while travelling. Furthermore, 30% of respondents stated that they intended to travel less often.

However, on the other hand, the research results of Huddy, Feldman, Lahav, and Taber (2003) indicate that this does not always have to be the case. For example, they mention in their research that a CBS anchor opened a program by stating that the bombings in Oklahoma City in 1995 showed how vulnerable Americans are for domestic terrorism (Huddy, Feldman, Lahav & Taber, 2003). They suspected that the news announcements about the Oklahoma City bombing would allegedly heighten the public's awareness and insecurity about domestic terrorism. Even though they expected a heightened awareness and anxiety, their research results showed something else. For example, their results indicate that the bombings did not substantially nor lastingly increased the public's reckoning when it came to personal vulnerability. Furthermore, the results even show that a majority (57 percent) of respondents to a Gallup poll (1995b), immediately after the bombings, said that they were "not too worried" or "not worried at all" that they themselves or a relative "will become a victim of a terrorist attack similar to the bombing in Oklahoma City." The scholars also tried to discover why this was the case and when they asked the respondents why they were not worried, 45 percent cited low probability and, whether fatalistically or realistically, 46 percent mentioned that there was nothing one could do to prevent it.

In addition, the way the media announces the news also affects the experience of safety among citizens. Heath (1984), for instance, states that news of sensational crimes affects the way citizens experience safety. For example, the results indicated that nonlocal sensational crimes reassure readers of that news due to the fact that it can be used by the reader to offset the scaring effects on their own local crimes. In addition, Sandman, Miller, Johnson, and Weinstein (1993), also state that it is necessary to keep in mind that the manner of providing news is a cause for change in safety experience. According to their results, outrage, which they define as a function of whether people feel the authorities can be trusted, is a cause for change in safety experience and perception as well. As an illustration, they tested through the manipulation of media announcement whether or not the delivering party of media announcements affected the safety experience and perception of citizens. Their results indicate that when an agency was depicted as untrustworthy and secretive and the community was depicted as outraged, subjects rated risk as much more serious and their responses to the risk as much more frightened and less safe. In addition, if the agency and community were to be depicted as mutually respectful and cooperative, on the other hand, subjects saw the risk as much less serious, and described their own reactions as concerned rather than frightened or unsafe. In other words, the delivering party of media announcements about terrorism could also be cause for change in safety experience of citizens.

As previously stated, media announcements about terrorism and terrorist attacks do influence the public experience of safety in all sorts of manners. Another example of this change in safety experience is given in the research results of Fairbrother, Stuber, Galea, Fleischman, and Pfefferbaum (2003). According to their research results, posttraumatic stress reactions among children after the September 11 terrorist attacks could be explained by television exposure. Their results indicated that 18% of the children in New York City experienced severe or very severe posttraumatic stress reactions after September 11 due to the fact that they saw images of an airplane hitting the World Trade Center building, the collapsing of the towers, and people falling or jumping out of the building. This is also seen in other conducted research. As an illustration, Boscarino, Adams, Figley, Galea, and Foa (2006) show in their research results that Hispanics, those with less education, those with current posttraumatic stress disorder (PTSD), and those with a history of stressor exposures, felt that they may be at higher risk during a future attack following the September 11 terrorist attacks.

Finally, gender and race/ethnicity can also be seen as aspects that influence the relationship between media announcements and safety experience of citizens (Callanan & Rosenberger, 2015). Their research

results indicated that crime-related media consumption among men and women will have greater impact on women's fear of crime than men. Furthermore, their results also indicate that the consumption of crime-related news was higher among Caucasian women than women of color and that this consumption of news also has a bigger impact on Caucasian women's fear of becoming victim of a crime than women of color.

2.4 Relationship media announcements terrorism and safety perception

As mentioned in the previous paragraph, this thesis views safety experience and safety perception as two different concepts. In this thesis, safety perception will be viewed on the basis of the definition of the Dutch Centre for Crime Prevention and Safety (2016). They define safety perception as the way people perceive safety. The Dutch Health & Youth Department (2016) adds to this description of perceived safety, that perceived safety can best be explained as the experience of safety feelings in certain areas. Furthermore, the concept of perceived safety is a subjective one, meaning that perceived safety is a catchall phrase. However, in this thesis, safety perception will be viewed as a following result of safety experience. In other words, safety experience is the feeling of people whereby safety perception is seen as a result that follows from the safety experience of people. This paragraph will provide several examples and arguments used by scholars to show whether or not safety perception of citizens could change through media announcements about terrorism. It will also discuss whether or not these changes in safety perception will result in positive or negative perception.

In order to illustrate that the safety perception of citizens could change due to terrorism, several examples from scholars will be given to gain insight. Firstly, an example wherein it is seen that terrorism could change safety perception of citizens either positively or negatively can be explained by the Terrorism Risk Insurance Act passed by the U.S. Congress. This Act established a national terrorism insurance program that provides up to \$100 billion commercial coverage with a specific but temporary risk-sharing arrangement between the federal government and insurers after the terrorist attack on September 11, 2001 (Kunreuther & Michel-Kerjan, 2004). As a result of this passed Act, insurers were obligated to make an insurance policy against terrorism available to all their clients. The Terrorism Risk Insurance Act is not the only Act which makes it possible for citizens to be insured against terrorism. For example, Israel has a terrorism insurance programme as well. Due to their compensation fund, according to the Israeli Property Tax Act, compensation is to be partially paid by the State of Israel and partially by the insurance industry. The idea of compensation paid from tax law embodies the idea of insurance with the state providing compensation for damages caused by war and hostile acts (which includes terrorism). In other words, one of the positive effects for individual citizens is that all direct damage that has occurred within Israel due to hostilities or war will be compensated by the compensation fund (Property Tax Law Applicability Territorial Compensation Fund), according to the conditions stated in the regulations. This means that, for example, household properties, such as electrical goods, that have endured direct damages will be valued based upon market value (OECD, 2017).

However, some scholars argue that insurance for terrorism could also have negative effects for the safety perception of individuals. For example, Lakdawalla and Zanjani (2003) mention that the primary concern of terrorism insurance for individuals is the potential for distortion in individual self-protective behaviour, also known as moral hazard. The scholars argue that if people have access to subsidized insurance, will they still take proper care in protecting themselves? Will they make adequate provisions for security? Will developers choose locations with due regard for terrorism risk if they are insured by the government for terrorism losses? In addition to these statements, Lakdawalla and Zanjani (2005) later mention that, as an illustration, protection by one agent may increase the risks faced by others if terrorists substitute toward other less well-defended targets—as terrorists commonly do. Secondly, self-

protection decisions may lead to externalities that extend beyond the insurance market and affect public goods. For instance, the cancellation of a building project in a high-profile downtown area might hurt national prestige or morale by appearing to capitulate to terrorists. These external effects of self-protection are largely absent with, for example, natural catastrophe risks. Therefore, even though terrorism insurance has its positive effects like the Israeli terrorism insurance programme which takes care of damage due to terrorism, being insured against terrorism could also have negative effects for the safety perception citizens.

Another example wherein is noticed that safety perception could change either positively or negatively as a result from terrorism is shown in the research of Huddy, Feldman, Capelos, and Provost (2002). In their research, the scholars conducted a survey of 1,221 residents of Long Island and Queens, New York, wherein they explored the degree to which personal and national threats affect perceptions of the consequences of, and possible solutions to, terrorism. Their results showed, for example, some of the negative effects of terrorism. As an illustration, 55% of the respondents said that they were handling mail at home more carefully as a consequence of the news about anthrax contamination. In addition, 26% mentioned that they had delayed or cancelled plans to travel by air, 7% stated that they had changed upcoming vacation travel plans, 18.4% declared that they were driving into Manhattan less often, 13% reported taking mass transportation into Manhattan less often, and 31% told that they had changed their daily routine to spend more time with their children or family since 9/11. The impact of the terrorist attacks (including the anthrax-contaminated mail) on people's lives is also evident from the 52% of respondents who said that, in the week before the interview, they had found it somewhat or very difficult to concentrate on their job or normal activities.

However, on the other hand, Vázquez, Pérez-Sales, and Hervás (2008) state that there could be some positive effects of terrorism for individuals' safety perception as well. In their book, they mention that the research results of Peterson and Seligman (2003) indicate that terrorism can have positive effects for individuals' safety perception in terms of communicative behaviour. Peterson and Seligman (2003) researched if Americans changed following the September 11 terrorist attacks. According to their results, in the immediate aftermath of September 11, citizens started to behave differently by turning to others, which in turn changed their social environment so that the relevant behaviours were rewarded and thus maintained. Communicative forms of behaviour of individuals, such as kindness, gratitude, love, and teamwork, were perceived as positively and, as a result, increased following the terrorist attacks (Peterson & Seligman, 2003). In addition to the research of Peterson and Seligman (2003), the research results of Vázquez, Hervás, and Pérez-Sales (2006), also indicate that the events of terrorism could have positive effects on citizens' safety perception. In their research, they examined the positive consequences after the March 11 attacks in Madrid. According to their results, an area of frequent growth was feeling closer to others (80% of the total sample), a higher social cohesion (79% of the total sample), and feeling personally prepared for similar future situations (31% of the total sample). In conclusion, even though terrorism can have catastrophic consequences, it can have positive effects for the safety perception of citizens as well.

Schuster et al. (2001) show in their research as well that terrorism could a positive effect on citizens' safety perception. In this research, conducted immediately after the September 11 attacks, 560 participants were interviewed about their safety perception. The research results indicate that 36% of the adults interviewed donated blood after the attacks. In addition, Smith, Rasinski, and Toce (2001) show in their research that citizens' safety perception can change after experiencing terrorism as well. Their research results show that most Americans participated in positive civil actions as a response of the September 11 terrorist attacks. For example, it was confirmed according to the National Tragedy Survey

that a majority of Americans citizens, (59%), engaged in positive participated civil action such as contribution to charities, blood donations, and performing volunteer work. In addition, Penner (2004) also shows that a change in safety perception can occur as a response to terrorism. His research indicates that, for example, the number of visits to the website www.volunteermatch.com, which is a website wherein citizens can register themselves for volunteer work, tripled as a result of the September 11 terrorist attacks.

Other examples wherein can be seen that certain activities, as a response to terrorism, could influence safety perception positively is seen in research of Dikici (2008). In this research was revealed that several community policing programs implemented between 2002 and 2006 to fight terrorism had positive consequences. For example, the results indicate that 12 out of 50 parents with whom police experts intensively made contact persuaded their sons/daughters, who were among the active armed militants, to surrender. Research of Akbulut and Beren (2012) also indicated that community policing as a measure of counterterrorism can have positive results for safety perception of citizens. For instance, their results showed that community policing projects raise the sensitivity of people who have attended any kind of activity. As a result, people started to take precautions not to fall victim to terror.

Other initiatives as a reaction to terrorism are, for instance, the Canadian Coalition Against Terror. This organization is a non-partisan policy, research and advocacy body committed to seeking innovative legal and public policy strategies in the fight against terrorism. C-CAT is comprised of Canadian terror victims, counterterrorism professionals, lawyers and other individuals dedicated to building bridges between the private and public sectors in the battle against terrorism and to assisting terror victims in rebuilding their lives as a response to terrorism (C-CAT, 2010). Another example of a locally initiated organization as a response to terrorism is the launching of the Citizens Corps in January 2002 by the President of the United States of America. The Citizen Corps was created to help coordinate volunteer activities that will make our communities safer, stronger, and better prepared to respond to any emergency situation. In addition, it can help in providing opportunities for people to participate in a range of measures to make their families, their homes, and their communities safer from the threats of crime, terrorism, and disasters of all kinds (Citizens Corps, 2002).

However, it is also necessary to illustrate that citizens' safety perception could change due to media announcements about terrorism as well. This change in safety perception is shown in, for example, the research from Seabra, Abrantes, and Kastenholz (2014). According to their findings, the amount of attention given to terrorism in the media increases tourists' risk perception in international travel. The consequence of this is that tourists seek more information about their trip and are more concerned for their safety before they travel. In addition to this theory, the research results of Sönmez and Graefe (1998) mention the same kind of change in perception among citizens who are planning to travel. The respondents in their research most often associated health, financial, political instability, equipment, and terrorism risks with international travel. According to their research results, their respondents expressed concern regarding terrorism or political turmoil. As an illustration, 88% of the research respondents agreed that "politically unstable countries should be avoided by tourists". This implies that respondents' propensity for international tourism may be somewhat constrained by concerns about terrorism or political instability. In addition, 57% of the respondents agreed that "the possibility of terrorism discourages" them from international tourism.

On the other hand, even though the research results mentioned above indicate that a change in safety perception could be a result of fear from media announcements about terrorism, Pat-Horenczyk, Peled, Miron, Brom, Villa, and Chemtob (2007) come up with a different theory about change in safety

perception due to terrorism. For example, their research was conducted among 409 Israeli adolescent's participants who were aged 15 to 18 years old. In their research, the scholars aimed to assess the relationship between risk-taking behaviours and exposure to terrorism. The scholars describe risk-taking behaviour in their research as volitional behaviour whose outcome is uncertain and which entails negative consequences. Examples of risk-taking behaviour in adolescents exposed to recurrent terrorism are, for instance, driving dangerously, breaking the law, and carrying weapons. Their research results show an alarming rate of self-reported risk-taking behaviours by Israeli adolescents living under the continuous threat of terrorism. For example, youngsters reporting personal exposure to terrorism performed more risk-taking behaviours than adolescents without such exposure. In addition to this research, the research results of Cohen and Eid (2007) suggest a same kind of theory. In their research, the scholars focused on the symptoms of stress reaction in Jewish and Arab adolescents in Israel to the constant threat of terror attacks. Their results show that even though the researched adolescents had lived for many years in an abnormal situation, with continuous fear of being caught in a suicide bombing or other terror acts, they showed low stress symptoms and many of them continued to enjoy going out to entertainment centers.

Media announcements about terrorism wherein government officials spread the news could also result in a change of citizens' safety perception. This change in safety perception, as a result from fear of terrorism, is, for instance, shown in the statements of German far-right leader Frauke Petry of the Alternative for Germany party (Delcker, 2016). After the shootings in Munich in July 2016, the party leader stated that "every law-abiding citizen should be able to defend themselves, their family and their friends." In addition, the statement that citizens should be able to defend themselves from terrorism is shared by Sheriff Wayne Ivey. According to Sheriff Wayne Ivey, "the only thing that stops a bad guy with a gun, is a good guy with a gun (De Diego & Machado, 2015)." Therefore, after the terrorist attacks in Paris, Colorado Springs, and San Bernardino, he encouraged citizens to "proactively engage anyone who threatens harm through terrorism or mass killings." The statement made by Sheriff Wayne Ivey was spread among the internet and shared among colleague sheriffs and as a result, the purchase of guns increased enormously. A citizen was asked why she bought the gun and she answered by stating that "it made it feel like a smart move. It made it feel like a proactive move, rather than an aggressive move. It's not coming from aggression at all. It's coming from a personal desire to protect my family." Furthermore, the government of the Czech Republic also states that citizens should arm themselves against terrorism (Erickson, 2017). For example, the Czech President Milos Zeman made an unusual request: He urged citizens to arm themselves against a possible "super-Holocaust" carried out by Muslim terrorists.

This opinion is also shared by INTERPOL and they recommend, just like several other parties, that citizens need to protect themselves against terrorism. INTERPOL is the world's largest international police organization whose role it is to enable police around the world to work together to make the world a safer place (INTERPOL, 2017). Even the Secretary General of International Criminal Police Organization (INTERPOL), Ronald Noble, recommended that having armed civilians is an effective way to prevent or halt terrorist attacks. As an illustration, Noble pointed out that terrorist look for locations with many soft targets so they can maximize the damage. But if citizens are armed, the attacks could be stopped quickly (Mullen, 2015). In addition, Ursano (2006) shows in its research about workplace preparedness for terrorism, commissioned by the Center for the Study of Traumatic Stress, that corporations nowadays are very willingly to engage in an exploration of their human continuity terrorism preparedness with external academic institutions in order to be well prepared for possible future terrorism.

However, needlessly to say, there are some experts who do not advise citizens to carry guns. According to dr. Ondrej Ditrych, a scholar focusing on terrorism at the Charles University in Prague, more protective

behaviour from citizens, for example in providing weapons to citizens, can also have negative effects for the safety perception of citizens (CTK, 2016). For instance, dr. Ditrych states that it may undermine trust in the security forces, in the ability of the state bodies to guarantee security of the inhabitants. Furthermore, as a reaction to the Czech President, he points out that the Czech arms legislation is very liberal, including the conditions under which people may carry hidden arms. In addition, it has not been proven that more firearms among people would help prevent terrorist attacks and makes citizens perceive their environment as safer. Finally, he mentions that the divide between those who should arm and defend themselves ("us") and the dangerous "others" is artificial and this could result in a divided society.

Due to the fact that mass media includes the use of social media, it is inevitable to look at research results that deal with media announcements of citizens themselves. Magdy, Darwish, and Abokhodair (2015) researched twitter responses of citizens after the terrorist attacks in Paris. Their overall results indicated that a majority of twitter responses defended the position of Muslims and the Islam after the attacks in Paris. However, in The Netherlands and Italy, there were more twitter responses attacking Muslims and the Islam after the Paris attacks. These results suggest that citizens collectively respond differently after terrorist attacks. In addition to this research, it might be useful to implement multicultural liaison officers (MLOs). The research results of Pickering, McCulloch, and Wright-Neville (2008) indicate that citizens perceive the works of MLOs in culturally diverse communities as positive, which, as a result, could reduce fear towards certain ethnical groups.

2.5 Figure theoretical framework

Due to the fact that the theoretical framework is quite comprehensive, figure 6 is made in order to get a better understanding of the main theories in the theoretical framework. Therefore, a systematic and structured approach has been designed to understand how terrorism, displayed in different forms of media, could have its effect on safety experience and perception according to the literature described above (Innes, 2014). The arrows between the boxes indicate the (inter)dependency of the relationships. For example, in order to illustrate this, the arrow of the box expression pointing down to the box media sources citizens indicates that citizens receive news about terrorism through different kinds of media sources from which they depend to receive information.

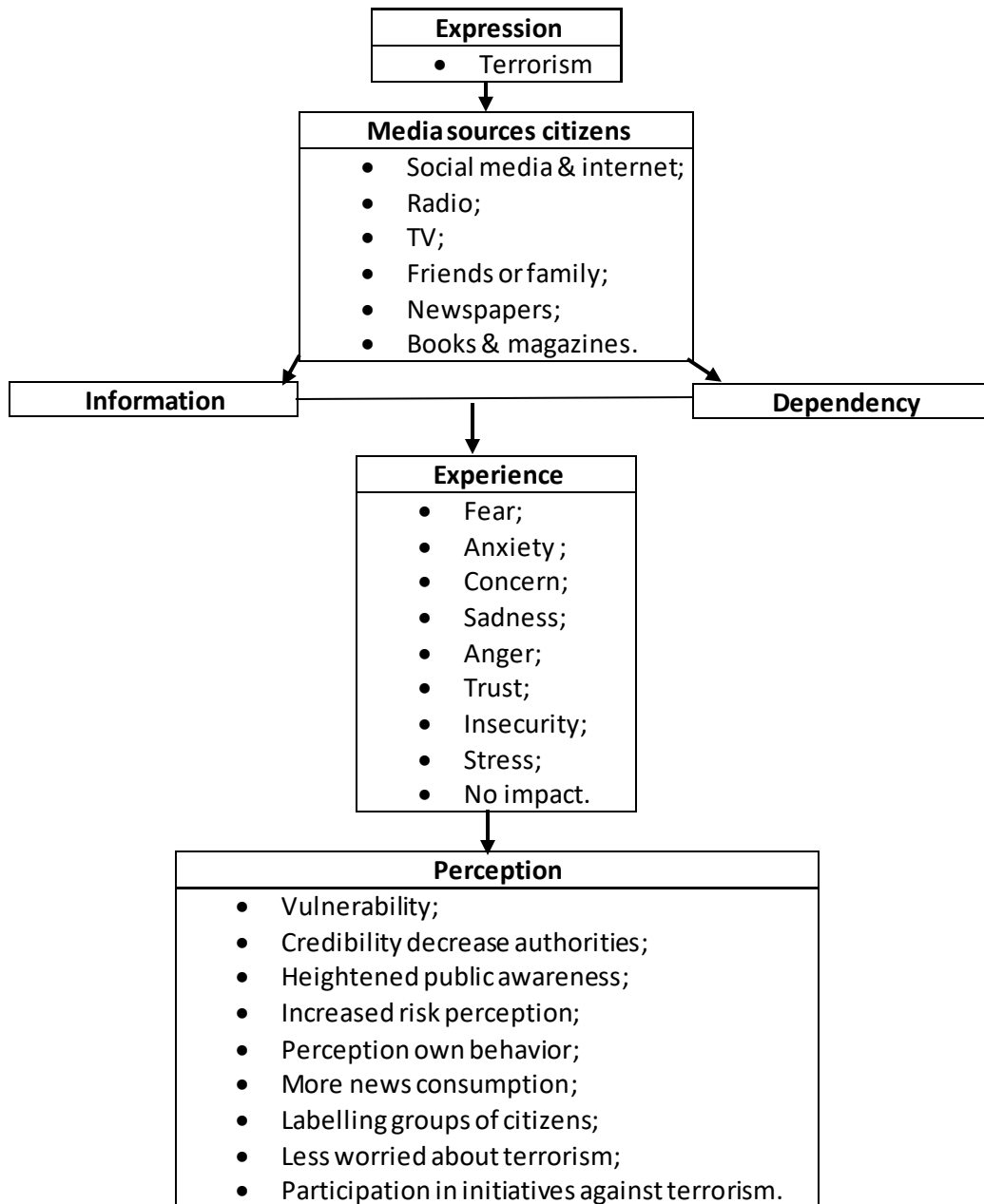


Figure 6. The Key components of signal events. Reprinted from "Signal Crimes: Social Reactions to Crime, Disorder and Control," by M. Innes, 2014, *Oxford University Press*. Copyright 2014 by Oxford University Press.

2.6 Conclusion theoretical framework

As can be read and seen in the paragraphs above, it can be said that there is some kind of causal relationship between media sources, the dependency for information of media sources and the ways this effects the safety experience and perception of citizens. In this paragraph, the main conclusions of the theoretical framework will be described. In addition, hypotheses are formulated to test the expectations for this research.

The main conclusion of paragraph 2.1 is that media sources that citizens use to receive news is evolving over the years. As can be seen in the figures, elderly citizens prefer to get their news through media sources that are printed or media sources that they can listen to. However, what can also be seen is that younger people prefer to get news through screens and online. In addition, receiving news through friends or family is still considered as an important media source. In conclusion, different age-groups use different media sources that also undergo change over time for each age-group.

The main conclusion drawn from paragraph 2.2 is that citizens do depend on media sources to receive news but there are many factors that either stimulate or halt this dependency. Furthermore, according to the literature, several scholars state that the dependency of citizens for the use of media sources to receive news about terrorism intensifies in case of a threat. The author of this thesis expects that the use of the media source social media will intensify more than other media sources in case of a terrorist attack. In order to test this, the following hypothesis is formulated.

Hypothesis	
1	The dependency of citizens on the media source social media to receive news about terrorism increases more than other media sources in case of a terrorist attack.

The main conclusion that can be drawn based on the literature in paragraph 2.3 is the disagreement of several scholars whether or not media announcements about terrorism has effect on the safety experience of citizens. For instance, some scholars state that more news consumption about terrorism causes for more fear among citizens while other scholars state that this is not the case. However, the author in this thesis expects that more news consumption about terrorism through social media makes citizens feel less safe than other media sources. Therefore, the following hypothesis is formulated in order to test this.

Hypothesis	
2	People who consume more news about terrorism through social media feel less safe than those who consume more news about terrorism through other media sources.

Just as in paragraph 2.3, the main conclusion that can be drawn based on the literature in paragraph 2.4 is that scholars disagree on the effect of media announcements about terrorism on the safety perception of citizens as well. For example, some scholars state that the citizens' risk perception increases after receiving news about terrorism while other scholars state that this is not the case. The author of this thesis expects that the safety perception of citizens in Enschede is not changed by media announcements about terrorism. In order to test this, the following hypothesis is constructed.

Hypotheses	
3	Media announcements about terrorist attacks (Stockholm, Brussel, and Paris) do not increase the risk perception of citizens in Enschede.

3. Methodology

This chapter will explain and describe the overall methodology of this thesis. Firstly, the case of this study will be described in paragraph 3.1. Secondly, the data collection methods of this thesis will be described in paragraph 3.2. Finally, paragraph 3.3 will explain how the collected data will be analyzed. In other words, this chapter explains the research methodology used for this thesis.

3.1 Thesis case

3.1.1 Case study

Figure 6 can be found at the end of chapter two wherein the relationships between the media, terrorism, and the (inter)dependency of these two concepts is shown. This figure is designed based on theories from different scholars and will be leading figure for this thesis due to the fact that it displays the (inter)dependency among the concepts. As a result of figure 6, three hypotheses are formulated and can also be found in the end of chapter two as well. In this thesis, the case is the in-depth examination of the social phenomenon of the relationship of media announcements about terrorism and the effect it could have on the safety experience and perception among a sample of citizens in Enschede.

Therefore, in order to figure out whether or not media announcements about terrorism has effect on citizens' safety experience and perception, a case study will be conducted in this thesis. Yin (2013) states that a case study should be conducted due to the fact that a case study makes it possible for researchers to retain the holistic and meaningful characteristics of real-life events. Furthermore, a case study seems to be a preferred study method if researchers ask how or why questions, when a researcher has little control over events, and when the focus is on a contemporary phenomenon within some real-life context.

The actual case in this study is observing whether or not the (inter)dependencies displayed in the figure are seen among a sample of citizens in Enschede as well. In other words, the case in this study is to examine whether or not media announcements about terrorism actually affects the safety experience and perception among a sample of the citizens in Enschede. Furthermore, by conducting a case study, it becomes possible to test the hypotheses that are formulated as a result of figure 6 in the theoretical framework. As a result of conducting this case study, an answer could be given whether or not the (inter)dependency of figure 6 is applicable on the sample of citizens in Enschede as well. Furthermore, it could offer explanatory information on how and why this is the case

This case study consists of two research methods. The two research methods used in this thesis are literature research and conducting interviews among a sample of the citizens in Enschede. By conducting these two research methods, information gained from literature research can be compared with the data collected from the interviews held with the sample of citizens in Enschede. This will be done in order to show if, how, and why media announcements about terrorism actually affect the safety experience and perception among the sample of citizens in Enschede.

3.2 Data collection & purpose sub-questions

This paragraph will explain which procedures are followed by the researcher to collect the data for this thesis. In order words, it will provide a step-by-step guide for the data collection in this thesis. The answer for the main research question will be formulated by gathering the information of the specific formulated individual sub-questions found in chapter 1. Babbie (1989) argues that social research can serve many purposes. According to him, there are three common reasons social science is conducted, namely exploration, description, and explanation. However, the first sub-question has a different method of gathering information than the other three sub-questions and, therefore, the purposes of the sub-questions is different as well. In the paragraphs below is explained how the data is collected for this thesis for each sub-question

3.2.1 Literature research

The first part of this thesis will consist of conducting literature research. As can be seen in the box below, sub-question 1 has an exploratory purpose. Literature research has been chosen as a data collection method due to the fact that it can aid in getting a better understanding of the subject and what aspects are under-researched. Furthermore, it will highlight relevant theories and important variables (Utwente, 2017). Scientific articles will be used as the data collection method is due to the fact that scientific journals contain specialized articles that are, in general, more detailed than papers in conference proceedings. In addition, articles are normally only accepted for publication after a thorough peer review procedure (Ewi, 2017). The scientific articles used for this study will be retrieved by using academic databases and search engines like Web of Science, Scopus and Google Scholar.

In addition, literature research already has been conducted in this thesis in order to gain insight to formulate the theoretical framework and design figure 6. As mentioned in previous chapters, the media, terrorism, and the relationship between these concepts change over time. Firstly, by conducting literature research, it become possible to view the influence of media announcements about terrorism and the effect it might possibly have on citizens' safety experience and perception from a "world view" given by several scholars as can be seen in the theoretical framework. Secondly, the question in this thesis is one wherein there is not a single reality. In order words, a literature research will aid in providing diverse information about the research question that is based upon perceptions that are different for each person and change over time.

Purpose sub-question 1	
Exploratory	The first sub-question has an exploratory purpose. This is due to the fact that the answer on the first sub-question examines, according to scientific articles, what factors promote and inhibit the effect of media announcements about terrorism on safety experience and perception of people. Answering this sub-question will not only assist in answering the main research question but also aids in familiarizing the researcher in the topic.

3.2.2 Interviews

The second research method to collect data for this thesis is a qualitative research method. A case study will be conducted in the form of interviews that are held with citizens within the municipality of Enschede, in order to measure how media announcements about terrorism could affect a sample of the citizens' safety experience and perception. The purpose of each research question can be found in the figures below.

Purpose sub-question 2	
Descriptive	The second research question has a descriptive purpose and is a subsequent question of sub-question 1. This is due to the fact that it observes and describes to what extent people were exposed to inhibiting and promoting factors as examined in sub-question 1.

Purpose sub-question 3	
Explanatory	The purpose of explanatory question is answering questions of why and how. Sub-question 3 examines if media announcements about terrorism influence the safety perception and experience among the sample of citizens in Enschede. Therefore, sub-question 3 can be considered to have an explanatory purpose due to the fact that it tries to explain why some people in Enschede have or have not undergone a change in their safety perception and/or experience and why this is the case.

Purpose sub-question 4	
Descriptive	With a descriptive purpose, the researcher observes and then describes what was observed. Therefore, sub-question 4 has a descriptive purpose due to the fact that observes and describes which specific media announcements about terrorism have given residents of Enschede anxious feelings of insecurity

The most important argument for choosing this qualitative research method is due to the fact that this thesis will collect data that is provided by citizens' own words. According to the IGS (2017), qualitative research aims at understanding the everyday meanings of various forms of social action, strategies, practices, institutions, and the circumstances under which they occur. Furthermore, it focuses more on typicality and generalizability than on frequency and representativity, more on adequacy than on causality. Finally, Taylor, Bogdan, and DeVault (2015) state that qualitative research is the collection of descriptive data, people's own words, and records of people's behavior. Therefore, in order to collect this data, interviews with citizens will be conducted. Interviews are a good choice for collecting data on individuals' personal histories, perspectives, and experiences, especially if data is collected about sensitive topics.

The interviews will mainly be conducted through face to face interviews. The argument to conduct interviews as a data collection method to answer the second, third, and fourth research question is due to the fact that the researcher in this study has a general plan of inquiry based on a set of topics retrieved from figure 6 that need to be discussed (Babbie, 1989).

3.2.3 Case selection Enschede

This thesis will focus on a sample of citizens within the municipality of Enschede. This paragraph will describe why these people have been selected for this thesis. Firstly, a conducted Dutch poll in January 2015 revealed that more than half of the 20.000 questioned members of an opinion survey felt less secure about their safety after receiving the news about the terrorist attacks in Paris (Rademaker, 2015). In addition of this poll, a follow-up poll among Dutch people has been conducted in August 2016 to research safety feelings after several acts of terrorism in July 2016. According to this poll, 48% of the 23.500 questioned people felt less safe in the Netherlands after the acts of terrorism that occurred in July 2016. The remarkability of this percentage lies in the fact that the percentage for feeling less secure is approximately the same as the percentage of feeling less safe after the terrorist attacks in Paris.

Secondly, focusing more on a regional level, statistics from the Statistics Netherlands (CBS) reveal that the percentage of people who often feel less safe in Overijssel has increased from 1% in 2012 to 1.4% in 2015 (CBS, 2017). Therefore, several arguments serve as a reason why a sample of citizens in Enschede have been chosen for this thesis.

Firstly, as mentioned in the introduction as well, one of the main reasons that the people of Enschede have been selected can be explained by an event that occurred in Enschede. The reason that this event highlights the choice for the people of Enschede as the selected people is due to the fact that the influence of media about actually changed the safety experience and perception of a citizen in Enschede. Where, in February 2016, a citizen threw a Molotov cocktail at a mosque hoping to prevent the arrival of more refugees (Bos, 2016).

Secondly, the municipality of Enschede have made a safety and security monitor that specifically concerns the municipality of Enschede (IVP, 2013). According to this analysis, the safety feelings of citizens in Enschede have decreased. One of the goals of this Veiligheidsmonitor was to increase the safety perception and experience of citizens in Enschede from 22% in 2012 to 18% in 2016. However, according to the latest analysis of the municipality of Enschede, concerning safety feelings, this goal has not yet been realized (Gemeente Enschede, 2016).

3.2.4 Unit of analysis, domain, and settings

When doing research, it is unavoidable to describe the research requirements that come along with the specific research. One of these research requirements are the units of analysis. According to Babbie (1989), units of analysis are the what or whom that is being studied. As is mentioned above, this thesis specifically focuses at citizens in Enschede and, therefore, the units of analysis will be the citizens in Enschede. Even though, the units of analysis are the citizens in the city of Enschede as a group, the examined citizens will be individuals. In this way, it is possible to generalize, based on the results of individuals, and explain differences. Likewise, due to the fact that this thesis aims at citizens in the city of Enschede, the setting and domain of the research will be citizens in Enschede during the period of November 2016 until August 2017 and regards all citizens in the city of Enschede during that time period.

3.2.5 Sample citizens Enschede

According to Babbie (1989), sampling is the process of selecting observations. Due to the fact that this research aims directly at the citizens on Enschede, the units of observation are chosen through probability sampling. In this study, the study population, which is the aggregation of elements from which the sample is actually selected, are the citizens of Enschede. In order to examine the safety experience and perception of this study population, random selection has been chosen as the sampling method. This has been chosen due to the fact that this is a sampling method in which each element has an equal chance of selection independent of any other event in the selection process.

3.3 Data analysis

This paragraph will describe how the collected data will be analysed. In other words, how will the data derived from the literature research and the conducted interviews held with the sample of citizens in Enschede be analyzed to formulate the answer of the main question

3.3.1 Conceptualization

In his book, Babbie (1989) states that general used terms can be interpreted differently. Therefore, Babbie (1989) mentions that it is useful in scientific research to conceptualize the terms used in research. Conceptualization is the process through which is specified what is meant when particular terms in research are used (Babbie, 1989). In this study, the terms safety experience and safety perception are conceptualized and can be found in the table below.

Concept	Conceptualization
• Media Sources	In this study, media sources are defined as the instrument that is used to spread news to and among citizens.
• Media announcements	In this study, media announcements are defined as the news citizens receive from their used media sources.
• Effect of promoting & inhibiting factors	In this study, the effect of promoting and inhibiting factors is defined as those effects of media announcements that either promote or inhibit citizens' safety experience or perception.
• Safety experience	In this study, safety experience is defined as the safety feelings of people concerning their safety regardless the question whether that is truly the case or not (Stol, Rijpma, Tielenburg, Veenhuysen, & Abbas, 2006).
• Safety perception	In this study, safety perception is defined as the judgement that people make concerning the likelihood that they will face a particular event regarding their safety (Stol, Rijpma, Tielenburg, Veenhuysen, & Abbas, 2006).

3.3.2 Operationalization & indicators

According to Babbie (1989), operationalization is an extension of conceptualization that specifies the exact procedures that will be used to measure the attributes of variables. In addition, Babbie (1989) states that indicators are observations that have been chosen as a reflection of a variable that is studied. In the table below is shown how the concepts are operationalized and which indicators are chosen as a reflection of the concept.

Concept	Effect promoting & inhibiting factors
Operationalization	In this study, the effects of media announcements that either promote or inhibit citizens' safety experience or perception will be measured through literature research and interviews. The following interview questions will be used to measure the concept: <ul style="list-style-type: none">- Do you follow the news?- How often do you follow the news?- Through which media sources do you receive the news?- Have you received recent news about terrorism and through which media source have you received it?- How long ago was it that you last received news about terrorism?- On a scale of 1 – 5 with 1 very much decreased and 5 very much increased, has your dependency for news about terrorism changed after receiving news about terrorism?

	<ul style="list-style-type: none"> - Has your dependency for a specific media source to obtain news about terrorism changed after receiving news about terrorism? If so, which media sources are these? - What location of terrorist attacks received in media announcements do you remember most? 	
Indicators	Frequency receiving news	<ul style="list-style-type: none"> - Daily; - Weekly; - Monthly; - Or yearly basis.
	Used media source	<ul style="list-style-type: none"> - Social media & internet; - Radio; - TV; - Friends or family; - Newspapers; - Books & magazines.
	Dependency media sources	<ul style="list-style-type: none"> - Very much decreased; - Decreased; - Not changed; - Increased; - Very much increased.
	Location	<ul style="list-style-type: none"> - Western Europe; - Eastern Europe; - The Middle East; - The USA; - Asia; - Other regions.
Hypothesis	<ul style="list-style-type: none"> - The dependency of citizens on the media source social media to receive news about terrorism increases more than other media sources in case of a terrorist attack. 	

Concept	Safety experience	
Operationalization	<p>In this study, the concept safety experience will be measured in practice through conducting interviews. The following interview questions will measure the concept safety experience:</p> <ul style="list-style-type: none"> - How did you feel after receiving news about terrorism? - On a scale of 1 – 5 with 1 being very anxious and 5 very safe, how would you rate your safety experience at this moment? - On a scale of 1 – 5 with 1 not very much and 5 very much, did your current safety experience change as a result of received news about terrorism? 	
Indicators	Emotion	<ul style="list-style-type: none"> - Fearful; - Anxious; - Concerned; - Sad; - Angry; - Insecure; - Stressed; - No change of feelings.

	Current safety experience	<ul style="list-style-type: none"> - Very anxious; - Anxious; - Neutral; - Safe; - Very safe.
	Change in safety experience	<ul style="list-style-type: none"> - Not very much; - Not much; - No change; - Much; - Very much.
Hypothesis	- People who consume more news about terrorism through social media feel less safe than those who consume more news about terrorism through other media sources.	

Concept	Safety perception	
Operationalization	In this study, the concept safety perception will be measured in practice through conducting interviews. The following interview questions will measure the concept safety perception: <ul style="list-style-type: none"> - Does recent news about terrorism also affects your safety perception? - How did this news about terrorism affect your safety perception? 	
Indicators	Perception change	<ul style="list-style-type: none"> - Felt more or less vulnerable; - Perceived some authorities as more or less credible; - Have a heightened or lowered public awareness; - Have an increased or decreased risk perception; - Perceive your own behavior differently or not; - Consume more or less news; - Label groups of citizens or not; - Felt more or less worried; - More or less willingly to participate in initiatives against terrorism.
Hypothesis	- Media announcements about terrorist attacks (Stockholm, Brussel, and Paris) do not increase the risk perception of citizens in Enschede.	

When researchers engage in, for example in interviewing, qualitative research, they will be in the possession of a mass of data. According to Babbie (1989), the key process in the analysis of qualitative social research is coding. This is classifying or categorizing individual pieces of data coupled with some kind of retrieval system. Therefore, the data that is collected from the interviews held this study will be coded in order to reveal the results from the interviews. The computer program ATLAS.ti will be used due to the fact that it reveals meanings and relationships.

3.3.3 Validity

Another key element in doing research is guaranteeing the validity of the research. According to Babbie (1989), the validity of research is a term that describes a measure that accurately reflects the concept

that it intends to measure. An argument that supports the qualitative interviews comes from Babbie. According to Babbie (1989), it is possible for field researchers to tap a depth of meaning in concepts through qualitative interviewing that are generally unavailable to surveys and experiments.

The face validity is guaranteed due to the fact that the amount of anxiety of someone is some kind of indication for someone's safety experience which seems to make sense without a lot of explanation. In addition, criterion-related validity is the degree to which a measure relates to some external criterion. That this form of validity is guaranteed can best be explained through an example. The validity of change in safety perception of people is determined, in this example, by the relationship of people judgement about safety experience and their actual perception.

Furthermore, construct validity is based on the logical relationships among variables. For example, if the interview results indicate that people feel more anxious after receiving news about terrorism, it is also logical that they would have an increased risk perception. Finally, content validity is the degree to which a measure covers the range of meanings included within a concept. Therefore, in this study, the content validity is guaranteed due to the fact that the concepts examined are conceptualized within the conceptualization chapter and, therefore, have a clear definition what is meant by these concepts and their range.

3.3.4 Reliability

When doing research, one of the key elements is guaranteeing the reliability and validity of the measurements. Babbie (1989) states that reliability is the quality of measurement method that suggests that the same data would have been collected each time in repeated observations of the same phenomenon.

This thesis will have several measures to guarantee the reliability. Interviews can be conducted unstructured and structured. In order to improve the reliability, structured interviews are chosen as the conducted interview method. This interview method is chosen due to the fact that Schriesheim, Kopelman, and Solomon (1989) state that asking the same questions in the same order could increase the reliability due to the fact that it increase the consistency of the interviews. Another measure wherein the reliability is guaranteed is in line with the statements of Conway, Jako, and Goodman (1995). Just as Conway, Jako, and Goodman (1995) mention, the interviews in this research will also be conducted as one-to-one interviews.

3.3.5 Limitations interviews

Interviews are chosen as the research method for this thesis. The choice for interviews was made due to the fact that it is easier to retrieve in-depth answers about safety experience and perception of citizens, which were required, than for example by executing a large-scale survey. Ten random citizens of Enschede were chosen for this thesis as participants. The citizens were asked if they were willing to participate in the thesis and all participants had the possibility to read the interview and ask questions about it in case the participants were not capable of fully understanding the questions of the interview. In addition, the participants were asked if their interview could be recorded which was obligatory for the interview to be executed in the first place.

After executing the interviews, five participants were male and five were female. The age category was divided in the age groups 18-29, 30-49, 50-64, and 65+. Six participants fitted in the 18-29 age group, two participants in the age group of 50-64, and two participants fitted in the 65+ age group.

However, this thesis does have some limitations due to the fact that is chosen for interviews with a small sample of citizens as the research method instead of, as an illustration, a large-scale survey. The first limitation is the fact that this research only focuses on citizens in Enschede, and, therefore, only is applicable on Enschede. In addition, a small sample of citizens is chosen as participants in this thesis. As a result, this means that not all results are applicable on all citizens in Enschede. Secondly, due to the high amount of news about terrorism, citizens could have been influenced by this and have answered differently than they would have if this wasn't the case. Thirdly, the interviews were coded by a single person. If multiple persons would have coded the interviews, the validity of the interview would have been increased.

4. Results

In chapter four, the results gathered through literature research and the interviews will be shown. The chapter is divided in paragraphs based on the sub-questions in order to answer the main research question, these sub-questions have been formulated in chapter 1.5.

4.1 Promoting and inhibiting effects of media announcements about terrorism on safety experience and perception of people according to scientific literature

Due to the extensive literature research that has already been discussed in the theoretical framework, the researcher is already familiar with some factors that could either promote or inhibit the effect of media announcements about terrorism on safety experience and perception of people according to scientific literature. The indicators designated for sub-question one, which can be found in paragraph 3.3.2, will show how these different indicators could serve as factors that either promote or inhibit the effect of these media announcements. As described earlier in this thesis, the concept of the effect of promoting and inhibiting factors is defined as those effects of media announcements about terrorism that either promote or inhibit citizens' safety experience or perception. Both promoting and inhibiting results from different scholars for each indicator will be given in the way they are presented in paragraph 3.3.2.

4.1.1 Frequency receiving news

This paragraph will show results from different scholars who argue that the frequency of exposure of news about terrorism is a factor that could either have a promoting or an inhibiting effect on people's safety experience and perception. The table below will show that a higher frequency of receiving news about terrorism could have a negative effect on people's safety experience and perception.

Higher frequency receiving news
<p>The first argument wherein is shown that a higher frequency of receiving news about terrorism could have a negative effect on people's safety experience and perception comes from the research of Ahern et al. (2002). Their research examined if exposure to graphic images on television exacerbates psychological symptoms in disaster situations.</p> <p>Ahern et al. (2002) show in their research results that a higher frequency of receiving news about terrorism has a negative consequence on people's safety experience and perception. For example, their results indicate that those who had a higher frequency of seeing people falling or jumping from the towers of the World Trade Center had a higher prevalence of PTSD and depression than those who did not. Furthermore, their results indicate that among respondents who had directly been affected by the attacks and who had seen the image of people falling or jumping from the towers</p>

more frequently were more likely to develop PTSD and depression than those who were not directly affected by the attacks (Ahern et al., 2002).

The second argument that supports the fact that a higher frequency of receiving news about terrorism could have a negative effect on safety experience and perception of people is shown in the research of Pfefferbaum et al. (2001). In their research, they examined the influence of bomb-related television viewing in the context of physical and emotional exposure on posttraumatic stress symptoms in middle school students following the 1995 Oklahoma City bombing. According to their results television exposure was significantly related to posttraumatic stress symptomatology in children who had no physical or emotional exposure to the events (Pfefferbaum et al., 2001).

The fact that a higher frequency of media coverage about terrorism could have a negative effect on people's safety experience and perception is also seen in the research results of Becker-Blease, Finkelhor, and Turner (2008). They examined reactions to 3 news events, namely the September 11 terrorist attacks, the Summer 2002 kidnappings in California, and the Fall 2002 sniper shootings in Washington. Their results indicate that exposure to media, more so than other factors, predicted increased worry following the September 11 terrorist attacks, child kidnappings, and sniper shootings. Another remarkable result of their research was that even though the level of most children's reactions was dampened if they had less media exposure, this was not true for the most highly affected group of children, the 10- to 13-year-olds (Becker-Blease, Finkelhor, and Turner, 2008).

Finally, Ben-Zur and Shamshins (2012) argue that a higher frequency of receiving news about terrorism has a negative effect on people's safety experience and perception as well. They investigated secondary traumatization among Israeli students. According to their main results, higher media exposure during terror attacks was related to higher levels of distress and posttraumatic symptoms. Furthermore, they state that the media, which is capable of magnifying and reinforcing the effects of terror acts, can prompt secondary traumatization. According to the scholars, this demonstrates the importance of an awareness of the risks of vicarious exposure to terror and trauma through the media (Ben-Zur & Shamsins, 2012).

However, there are also scholars who argue that the frequency of exposure to media announcements about terrorism does not have an effect on people's safety experience or perception. For instance, the table below will show contradicting arguments from scholars that a certain frequency of exposure to media announcements about terrorism does not have to be a cause for change in people's safety experience or perception.

Frequency of media announcements about terrorism has no effect

In order to illustrate that a lower frequency of media announcements about terrorism has nothing to do with people's safety experience or perception, research of Rubin et al. (2003) will be used. In their study, they examined cultivation effects of television exposure on fear of terrorism and whether individual-level differences could explain the relationship between media consumption and fear of terrorism. For example, their results indicated that the frequency of overall television exposure and terrorism-related television exposure had no effect on fear of terrorism.

Secondly, the next argument that contradicts that a higher frequency of receiving news about terrorism has a negative effect on people's safety experience and perception comes from Nellis and Savage (2012). According to them, several authors have proposed that media hype elevates perceptions of risk and fear of crime. Therefore, they examined whether the same applies for terrorism. As an illustration, according to the research results of Nellis and Savage (2012), paying greater attention to the news does not appear to affect terrorism fears or perceived risk of terrorism.
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In addition, there are even some scholars that state the frequency of media exposure or exposure to media announcements about terrorism should be inhibited or controlled in order to prevent that media announcements about terrorism has a negative effect on people's safety experience and perception. These arguments can be found in the table below.

Inhibit or control media announcements about terrorism
<p>The first example wherein is shown that it is important to inhibit or control media announcements about terrorism is mentioned in a guidebook published by UNESCO (2017). According to this guidebook, the media are often the first source of information for citizens, well before the public authorities are able to take up the communication during the first moments of a terrorist attack. Therefore, UNESCO (2017) states that it should be a mission of the media to provide clear, accurate, fast and responsible information. This should be done in order to help citizens to ensure their safety, in tandem with or in parallel to the official services. With a rigorous handling of information, self-control, gravity and empathy, the media and especially TV news anchors and 'tweeters' can reassure public opinion (UNESCO, 2017).</p> <p>With a carefully chosen tone and choice of words and images the media can not only help to avoid panic, but also prevent retaliation against individuals or groups linked in the minds of the public to the perpetrators of the attacks. Therefore, UNESCO states that the press must act as a beacon of the media sphere. The proliferation of so called 'citizen journalism' (through social networks, mobile phones and blogs) and the dawn of a continuous stream of information have made it an absolute necessity to check, filter and interpret these information flows, which circulate amidst a chaotic jumble of rumor, extrapolation, speculation and trolling (UNESCO, 2017).</p> <p>UNESCO gives the collaboration between the media and governments officials during the Boston Marathon attack as an example of a proper way of handling terrorism in the media. During the Boston Marathon Attack in the United States in 2013 the local newspaper, The Boston Globe, was one of the most reliable sources because it had developed contacts with frontline services at the right time and its journalists knew their strengths and weaknesses. In addition, they had defined the way to process the events with a clear set of fundamental ethics rules (on the use of images, interview rules, respecting the secrecy of security operations, etc.).</p>
<p>The second argument wherein is shown that inhibited or controlled media announcements about terrorism could have a less negative consequence for people's safety experience or perception comes from Spencer (2012). According to Spencer (2012), the media is vital for a terrorist group as they provide the means of attracting attention and spreading the message of the group. At the same time, it has been noted that terrorists provide the media with emotional, exciting and bloody news which helps them sell their product.</p> <p>Even though, it is impossible to fully control the media, Spencer (2012) argues that public announcements by politicians and press briefings by government officials can attempt to frame terrorism in certain ways and thereby aid a particular kind of construction of "terrorism" which is then picked up by the media by quotes or paraphrasing of statements and communicated to the public, thereby lessening the public's feeling of concern. In order words, Spencer (2012) argues that the media can play an important part in countering terrorism by framing the phenomena in a less fear provoking manner.</p>
<p>Finally, the third argument wherein is stated that media announcements about terrorism should be inhibited or controlled comes from Perl (1997). According to Perl (1997), terrorists need publicity, usually free publicity that a group could normally not afford or buy. Perl (1997) states that any</p>

publicity surrounding a terrorist act alerts the world that a problem exists that cannot be ignored and must be addressed. Furthermore, Perl (1997) argues that, from a terrorist perspective, an unedited interview with a major figure is a treasured prize, for example the May 1997 CNN interview with Saudi dissident, terrorist recruiter and financier Osama Bin Ladin.

Therefore, Perl (1997) argues that media announcements about terrorism should be inhibited or controlled in order to not have a negative consequence on people's safety experience and perception. According to Perl (1997), it is an important goal to separate the terrorists from the media in order to deny terrorists a platform unless to do so is likely to contribute to their imminent defeat. Therefore, communication between the government and the media can be seen as an important element in any strategy designed to prevent the cause of terrorism from prevailing and in preserving democracy.

4.1.2 Used media source

In the paragraph above, the indicator frequency of receiving news about terrorism was analyzed as a factor that could either promote or inhibit people's safety experience or perception. In this paragraph, another indicator will be analyzed, namely the indicator used media source. As can be seen in the figure of the theoretical framework, people use different media sources to obtain news about terrorism. However, all of these media sources play a different role in promoting or inhibiting a negative effect on safety experience and perception of people when releasing media announcements about terrorism.

Social media & internet

Just as the indicator frequency of receiving news about terrorism, the indicator used media sources and its effect on people's safety experience and perception will be analyzed for each media source. Therefore, the table below shows arguments wherein is shown that social media & internet plays a negative role in people's safety experience and perception after receiving media announcements about terrorism.

Negative effects of social media & internet
According to Marcu and Balteanu (2014), the combination of social media & internet can be a dangerous one due to the fact that it could have negative consequences on people's safety experience and perception. As an illustration, terrorist groups have become increasingly more present in the virtual world of the Internet, about 90% of organized terrorism on the internet is based on social media. Social networks have taken measures against terrorist and extremist groups by defining terms of service and prohibiting the use of their services to promote terrorist activities. However, it is difficult to implement these measures in practice, due to the impossibility of monitoring a large volume of information generated by users in real time.
In addition, Weimann (2014) gives several examples wherein is shown that terrorists get a better understanding of the possibilities of the use of social media. For instance, Weimann (2014) states that Twitter has emerged as terrorists' favorite internet service, even more popular than self-designed websites or Facebook, in order to disseminate propaganda and enable internal communication. Furthermore, terrorist use Twitter to take advantage of a recent trend in news coverage that often sacrifices validation and in-depth analysis for the sake of almost real-time coverage. When this occurs, especially when there are few options, mainstream media might possibly take tweets as a legitimate news source and, as a result, terrorists repeatedly and methodically exploit this shortcoming for their propaganda purposes.

The fact that this could have a negative effect on people's safety experience and perception is, for example, shown in research of Magdy, Darwish, and Abokhodair (2015). Their results indicated a considerable number of tweets were blaming Muslims for terrorist attacks in Paris, with most of these tweets coming from western countries such as the Netherlands, France, and the US.

The table below shows arguments wherein is shown that social media & the internet could inhibit the negative role in people's safety experience and perception after receiving media announcements about terrorism.

Inhibiting the negative effects of social media & internet
Not all scholars agree that social media & internet are promoting negative consequences on people's safety experience and perception. For example, even though Okolie-Osemene, J. A. M. E. S., and Okoh (2015) recognize that recent events have shown that terrorists have increasingly become information and communication technology compliant, using such tools to mobilise groups, shape or influence public perceptions on their activities, and also win sympathisers with the help of social media & internet, they also highlight that social media and terrorism can aid in inhibiting negative consequences for people's safety experience and perception.
As an illustration, Okolie-Osemene, J. A. M. E. S., and Okoh (2015) argue that various actors are able to sample opinions on the goals of terrorists and ways of coming to grips with their threats, while at the same time achieving the goal of communicating to a wider audience who use social networks by using social media group discussions, updates and reports on terrorist groups and other activities.
The fact that social media & internet could inhibit negative consequences for people's safety experience and perception is also seen in research results of Magdy, Darwish, and Abokhodair (2015). They show in their research that majority of the tweets after the Paris attacks were in fact defending Muslims and absolving them from responsibility for the attacks in order to inhibit a negative stimulant for people's safety experience and perception.

Radio

This table will show arguments from scholars wherein is shown that the radio is a factor that could promote negative consequences for safety experience and perception of people after receiving media announcements about terrorism.

Negative effects of radio
Wilkinson (1997) argues in his research that one of the objectives to use mass media as an instrument by terrorist groups is to convey the propaganda of the deed and to create extreme fear among their target groups. The fact that the radio could be a promoting stimulant for a negative development for people's safety experience and perception is seen in different research. For example, Osipova (2011) shows in their research that terrorist organization Hizballah established its own radio station in order to have a direct channel of communication with a much wider, mass audience, and becoming a prominent voice for several years.
That the radio could have a negative effect on safety experience and perception of people is also shown in research of Ian Ross (2007). As an illustration, radio station al Jazeera is seen as a terrorist supporting radio station due to the fact that it had broadcasted several audiotapes wherein Osama bin Laden warning the West of impending terrorist attacks. This is also seen in research of Pedersen, Watt, and Griffiths (2007), wherein the link is made between asylum seekers and terrorism. According to the authors this link has entered the discourse of the Australian public due to the fact that much of

Australian talkback radio linked the September 11 terrorists with Muslim asylum seekers trying to push their way into Australia.

This table will show arguments from scholars wherein is shown that the radio is a factor that also could inhibit negative consequences for safety experience and perception of people after receiving media announcements about terrorism.

Inhibiting negative effects of radio
The radio is also an instrument that could inhibit the effect of terrorism on people's safety experience and perception. For example, Kilby (2016) examined how members introduce and develop social representations of peace in terrorism talk in the United Kingdom. The results, for example, indicate that Muslim speakers on the radio not only position peace as central to Muslim identity, but also treat peace as a core common value around which non-Muslims and Muslims can cohere whereby upholding and maintaining peace, and rejecting radical ideologies are often mentioned.
Peterson (2002) shows in his research another negative effect on people's safety experience and perception after receiving news about terrorism was inhibited. As an example, Peterson (2002) mentions the Middle East Radio Network (MERN). This is known in Arabic as "Radio Sawa," which aims to attract young Arab adults. The station is trying to build an audience. In addition, it will add components, such as audience "voting" for favorite songs, call-in discussions, and news stories about young people. In other words, the MERN will interact with its audience, and the underlying messages will be respect for each other and each other's opinions.

TV

This table will show arguments from scholars wherein can be seen that the use of television is a factor that could promote negative consequences for safety experience and perception of people after receiving media announcements about terrorism.

Promoting negative effect of TV
In the research of Cho et al. (2003) is shown that the television could promote a negative effect on people's safety experience and perception after receiving news about terrorism. In their research, Cho et al. (2003) found support for one of their hypotheses wherein was hypothesized that respondents who relied on television news would experience more positive and negative emotions towards terrorist attacks. For example, their results indicate that more frequent television news users sustained a higher level of negative emotional reactions to terrorist attacks than, for instance, people who use newspapers as their primary source of news (Cho et al., 2003).

This table will show arguments from scholars wherein can be seen that the use of television is a factor that could promote negative consequences for people's safety experience and perception after receiving media announcements about terrorism.

Inhibiting negative effect of TV
Rubin et al. (2003) contradict the results shown in the row above. According to their research results, the effect of overall television exposure and terrorism-related television exposure had no effect on fear of terrorism. In other words, media announcements about terrorism received through the television have no negative consequence for safety experience and perception of people.

Friends or family

Receiving media announcements about terrorism from friends or family could promote a negative effect on people's safety experience and perception. Arguments from scholars can be found in the table below.

Promoting negative effect of friends & family
<p>In their book <i>Terrorism, Trauma and Psychology: A multilevel victim perspective of the Bali bombings</i>, Brookes, Pooley, and Earnest (2014) comprehensively examined the multi-layered effects experienced by directly affected victims and their indirectly affected family members following terrorist incidents and other world disasters. According to their research, receiving news about terrorist attacks from friends or family could be a factor that promotes a negative effect on people's safety experience and perception.</p> <p>For example, the authors mention that friends & family members of the Australian football players who were victims of the terrorist attacks in Bali became secondary-level victims themselves. According to the authors, the secondary-level victims became deeply distressed, concerned, and confused due to the news about the terrorist attacks that the citizens spread among each other.</p>

However, receiving media announcements about terrorism from friends or family could also inhibit the negative effect on safety experience and perception of people. Arguments from scholars can be found in the table below.

Inhibiting negative effect of friends & family
<p>There are also scholars who argue that talking about terrorism with friends or family after news about terrorism could be inhibiting negative consequences for people's safety experience and perception. Brotherson (2009) examined the effect of terrorism news on children. One of his considerations was to discuss terrorism news with children which may help clarify the context of what children are seeing and help them understand what happened, rather than just seeing disturbing visual images.</p>
<p>This is also seen in research of West and Orr who researched public attitudes towards urban terrorism. They state that conversation is an antidote to the unhealthy role of the media in raising negative emotions. The scholars argue that people should talk about volatile subjects such as terrorism, which could reassure them and encourage people to think more reasonably. Finally, Hoffner et al. (2002) also found that those who obtained the news of 9/11 attacks through interpersonal sources were less likely to feel angry than those who obtained it from other media sources.</p>

Newspapers

Newspapers who provide news about terrorism could also be a factor that promotes a negative effect on safety experience or perception of people. The arguments are found in the table below.

Promoting negative effect of newspapers
<p>The fact that newspapers play a role in promoting a negative effect on people's safety experience and perception is seen in the research of Papacharissi and Oliveira (2008). They examined the media coverage of terrorism, as reported by prominent American and U.K. newspapers. According to their results, American newspapers mostly employed episodic frames over thematic ones when describing Muslim Americans. In other words, American newspapers focused on describing single events or occurrences and tended to involve the use of negative stereotypes.</p>

In addition, the research of Fahmy (2010) also shows that terrorism coverage in newspapers could have a negative effect on people's safety experience and perception. For example, results indicate that the International Herald Tribune ran images of American aid in Afghanistan, trying to portray a more benevolent coverage of the war. This finding suggests that the visual coverage of the IHT might have shifted the attention and the public sympathy away from the agony and suffering inflicted upon the Afghans to a new concern, supporting and winning the war. Furthermore, results indicate the English newspaper the International Herald Tribune dedicated a considerable proportion of its images depicting war preparations, patriotism and American aid.

However, newspapers who provide news about terrorism could also be a factor that inhibits a negative effect on safety experience or perception of people. The arguments are found in the table below.

Inhibiting negative effect of newspapers
Cho et al. (2003) also found results in their research wherein is shown that newspapers have no causal relationship with a negative emotional response after receiving news about terrorism. For instance, their results indicated that newspaper use was not significantly related to negative emotional responses to terrorist attacks.
In addition, Fahmy (2010) also shows in her results that newspapers don't always promote a negative consequence after publishing news about terrorism. For example, in order to depict the people's reaction to September 11 in Arab and Muslim countries, Al-Hayat published several images of Arabs and Muslims memorializing the victims. Furthermore, Al-Hayat ran an image of Iranians chanting anti-terrorism slogans and holding candles for September 11 victims and another image of Arab women mourning the victims in a church in Damascus, Syria.

Books & magazines

Finally, the last media sources that could either have a promoting or inhibiting effect on people's safety experience and perception after receiving news about terrorism are books and magazines. The arguments which state that these media sources can have a negative effect on safety experience and perception of people can be found in the table below.

Promoting negative effect of books and magazines
Results of Deveau and Fouts (2005) show that a promoting negative effect on people's safety experience and perception after receiving news about terrorism can also come from books and magazines. They examined how American and Canadian magazines justified revenge after the September 11 attacks. According to their results, readers in both countries were exposed to the modelling of various aspects of revenge (for example, advocacy of revenge and retaliatory options) in their magazines. Thus, magazines are a potential source of influence by which people may become familiar with revenge and learn vengeful motives, attitudes, and behaviours associated with victimization.
This is also seen in research results of Yusof, Hassan, and Osman (2013). Their results indicate that the coverage selected by two western magazines showed that there is still some negative labelling made towards Islam in association with terrorism.

However, books and magazines who provide news about terrorism could also be a factor that inhibits a negative effect on people's safety experience or perception. The arguments are found in the table below.

Inhibiting negative effect of books and magazines
However, magazines and books can also inhibit the effect of receiving news about terrorism on people's safety experience and perception. This is seen in the conference paper of Crelinsten (2007). In this conference paper Islamica Magazine is highlighted. This magazine is especially developed in order to broaden perspectives on Islam and provide a forum for Muslims to articulate their concerns while establishing cross-cultural relations between Muslims and their neighbours and co-religionists while creating distance with terrorist organizations such as Al-Qaeda.

4.1.3 Dependency media sources

This paragraph will show arguments from different scholars wherein can be seen that the indicator dependency towards media sources to receive news about terrorism could be a factor that either has a promoting or an inhibiting effect on people's safety experience and perception.

Higher dependency for news about terrorism
As mentioned earlier, Rubin et al (2003) analyzed the role of television coverage of terrorism in perpetuating fright and fear following the September 11 attacks. For instance, their results indicated that the frequency of overall television exposure and terrorism-related television exposure had no effect on fear of terrorism. However, their results did indicate that media consumption and fear of terrorism do have a relationship with each other, namely that the motivation for viewing news about terrorism was significantly related to fear of terrorism.
A higher dependency for news about terrorism is also seen in the research of Lachlan, Spence, and Seeger (2009). Their results support the underlying assumptions of the Media Dependency Theory. According to this Dependency Theory, the more a person becomes dependent on the media to fulfill these needs, the more important media will become to that individual. The results indicate that individual media use immediately following September 11 was positively correlated with their average daily use for each medium. Furthermore, their results revealed that a higher dependency for news about terrorism did not reduce uncertainty.

However, not all scholars argue that a greater dependency for news about terrorism promotes a negative effect on people's safety experience and perception. These arguments can be found in the table below.

Inhibiting effects of media dependency for news about terrorism
This is for example shown in the research of Nellis and Savage (2012). According to their research, frequency of exposure was associated with greater fear for one's family, greater personal perceived risk of terrorism, and greater risk of terrorism to others. However, their results also indicated that paying greater attention and a higher dependency to the news does not appear to affect terrorism fears or perceived risk of terrorism.
In addition, Lett, Dipietro, and Johnson also mention that a higher dependency for news about terrorism does not always promote a negative effect on safety experience and perception of people. For example, they found support for their hypothesis that those who had a higher dependency to watch greater amounts of television news after 9/11 attacks perceived Islamic individuals as less negative than viewers of less television news did.

4.1.4 Location

Finally, the location of terrorist attacks exposed in news about terrorism will be the last indicator analysed that could either have a promoting or inhibiting effect on people's safety experience and perception.

More terrorism news due to location
The research of Jetter (2014) shows that the location of terrorist attacks covered in the media plays a role in possible promoting a negative effect on people's safety experience and perception. For example, the results of Jetter (2014) reveal that media response about terrorism is higher for attacks in poorer nations and the bilateral economic links between the attacked country and America matters as well. As an illustration, The New York Times reports relatively more on attacks in countries with which America has a stronger trade relationship, but also if countries display a higher importance of natural resources or foreign direct investment. Jetter (2014) states that this finding is not necessarily surprising, due to the fact that it is understandable that American citizens have a stronger interest to be informed about terrorism in countries with which the US is more economically involved.
This is also seen in the research of Ruigrok and Van Atteveltdt (2007). They investigated whether news about terrorism was mainly framed in a local or global way in the American, British, and Dutch press. A remarkable result of their research, which shows that location plays an important role, is shown in the high media coverage of the London bombings in American press. The remarkability lies in the fact that the London attacks got more localized coverage in the United States than in the United Kingdom itself. In other words, for the American media, the attacks fitted within the earlier formed framework of September 11 and were, therefore, highly news worthy.

However, the location of a terrorist attack could result in less media attention received. The arguments below will show why some locations of terrorist attacks receive less media attention and, therefore, play a role in inhibiting a negative effect on safety experience and perception of people.

Less terrorism news due to location
The research results of Ruigrok and Van Atteveltdt (2007) have also shown that location of terrorism plays an important role in inhibiting a negative effect on people's safety experience and perception. As an illustration, the results indicate that Dutch newspapers paid significantly more attention to Dutch terrorism events than did the other newspapers. The other newspapers do not even mention it at all (the Sun and USA Today) or only minimally (the Washington Post and the Guardian) due to the fact that the news did not fit in their news framework.
In addition, the results of Jetter (2014) also reveal that location could also be a factor which could influence the attention terrorism receives in the media. For example, the results reveal that any terrorist attack in a country located further away from America systematically receive less attention in the New York Times.

To answer sub-question one, it can be said that all indicators have both promoting and inhibiting effects when citizens receive news about terrorism according to scientific literature. As can be seen in the results shown above, scholars refute other scholars for all indicators in their research results. In others words, this means that scholars give either arguments wherein they state that an indicator promotes a negative effect of media announcements about terrorism or a result is given wherein is stated that the indicator inhibits the negative effect of news about terrorism.

4.2 To what extent were these people exposed to inhibiting and promoting factors?

In paragraph 4.2, the results which were obtained from the participants who were questioned about the promoting and inhibiting effects of media announcements about terrorism on people's safety experience and perception will be presented. In other words, this paragraph will show to what extent these promoting and inhibiting effects of media announcements about terrorism, discussed in paragraph 4.1, are applicable on the participants of the interview. The outline of this paragraph will be the same as in paragraph 4.1.

4.2.1 Frequency receiving news

The indicator used to measure the frequency of receiving news were daily, weekly, monthly, and yearly. Based on the analysis of the interviews, seven of the ten participants receive news on a daily basis. However, there are three participants who receive news on a weekly basis. Figure 7 shows how often each participant received the news.

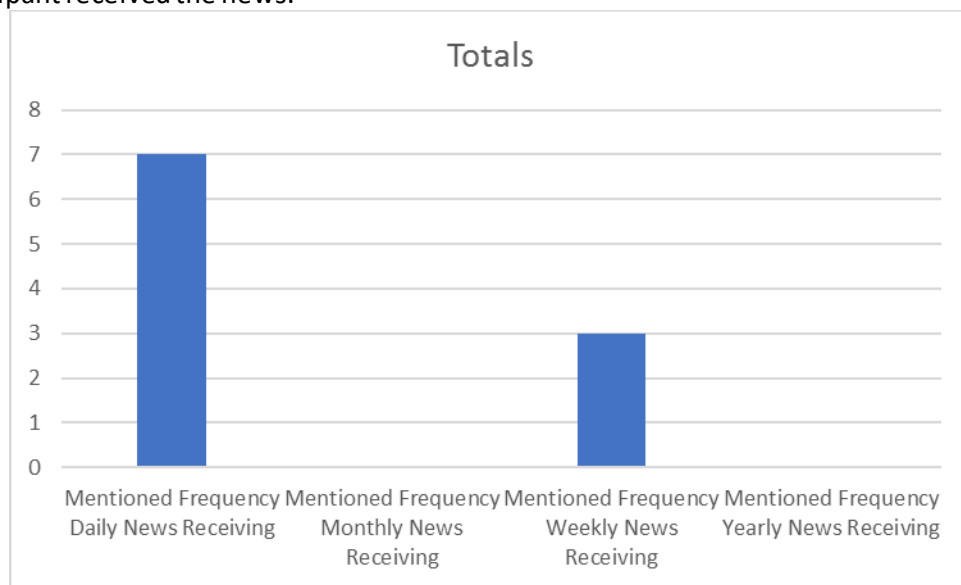


Figure 7. Respondents frequency of received news

In addition, all ten participants have recently received news about terrorism. This is shown in figure 8 displayed below.

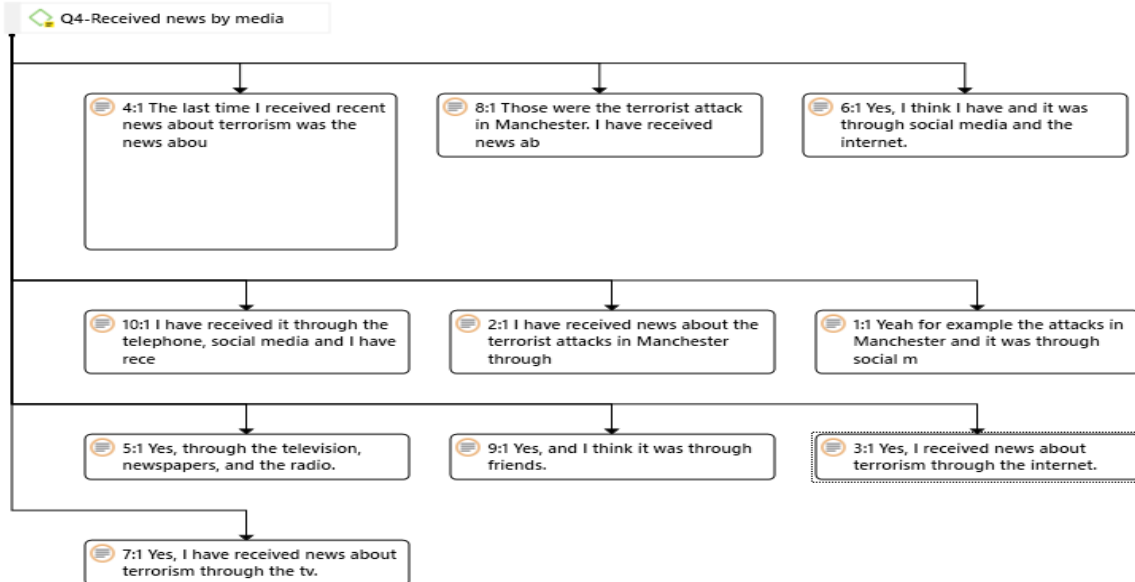


Figure 8. Respondents confirmation of received news about terrorism

However, more importantly to mention is the effect that either daily or weekly frequency of receiving news about terrorism can affect the safety experience of respondents. As can be seen in figure 9 below, three respondents receive news on a daily basis but news about terrorism does not change their safety experience very much. This is also the case for one respondent that receives news on a weekly basis. In addition, two respondents that receive news on a daily basis state that their safety experience is not much changed after receiving news about terrorism.

Two other respondents of whom one receives news on a daily basis and one on a weekly basis state that news about terrorism has not changed their safety experience. However, the most important aspect that is revealed in the figure displayed below is the fact that there are two respondents, one on a daily basis and one on a weekly basis, who mention that their safety experience is much changed due to media announcements about terrorism.

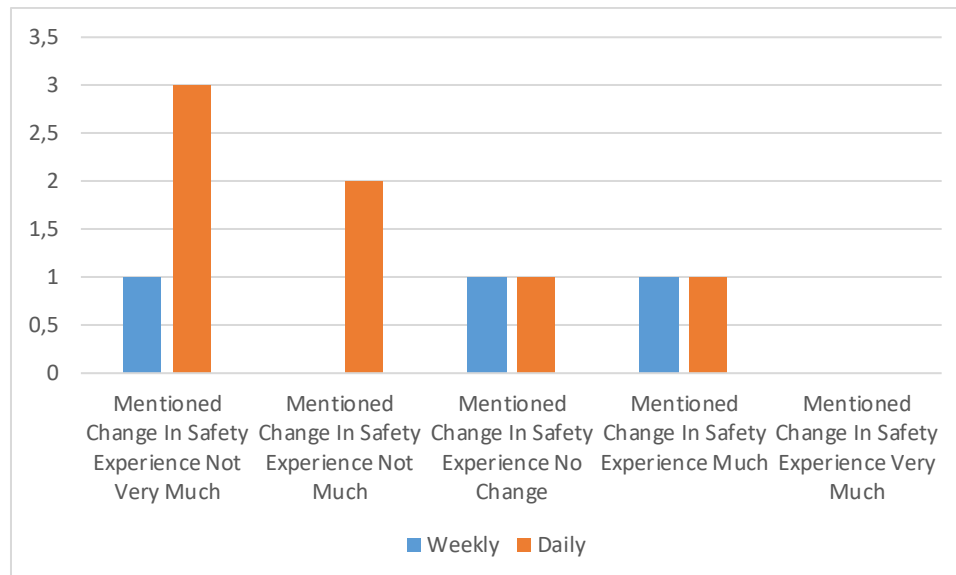


Figure 9. Respondents current safety experience combined with received news frequency

Furthermore, it must be mentioned that the two respondents who state that their safety experience has changed much, while receiving news on a daily and weekly basis, also say that their safety perception has changed. As can be seen in figure 10 displayed below, the two respondents who stated that their current safety experience was changed much also explain why their safety perception has changed.

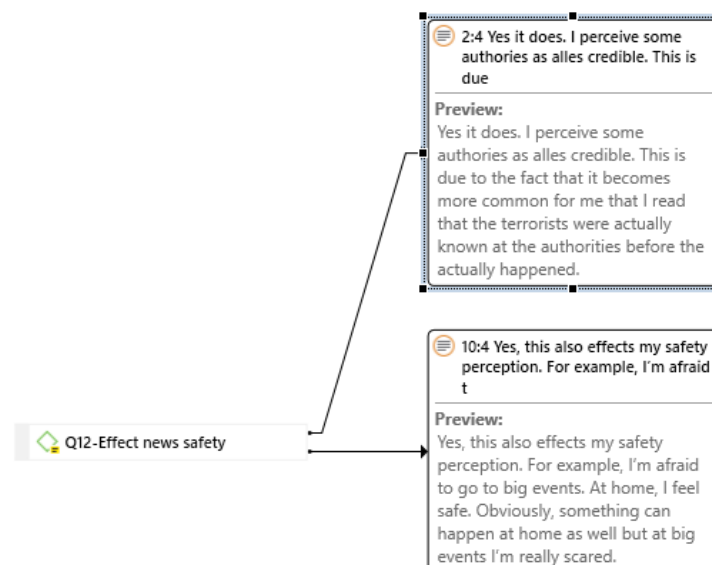


Figure 10. Respondents who state that their current safety experience has changed much their safety perception description

4.2.2 Used media source

Before analysing the indicator used media source, and other indicators analysed further on in this chapter, it is necessary to take a look at the two tables displayed below. Each table represents either the current safety experience of the respondents or the change of the current safety experience of respondents. As an illustration, if a respondent grades his current safety experience with a five, this respondent perceives the current safety experience as very safe. In addition, if the same respondent who

has graded the current safety experience with a five and grades the change of safety experience with a three, it can be said that this respondent feels very safe and there is no change of safety experience. In the table shown below, this will be highlighted with a green five and a brown three in the respondent's columns.

Colour	Current safety experience
	Very safe (5)
	Safe (4)
	Neutral (3)
	Anxious (2)
	Very Anxious (1)

Colour	Change of safety experience
	Very much (5)
	Much (4)
	No change (3)
	Not much (2)
	Not very much (1)

The indicator used media source consisted of the media sources social media & internet, radio, TV, friends & family, newspapers, and books & magazines. The results of the interview analysis indicate that the respondents mostly use social media & the internet and television to receive news. Each mentioned media source will be analysed below.

There are three respondents that use the media source friends & family to receive news. Of those three respondents, two currently grade their current safety experience as safe and one respondent as neutral. One respondent who graded the current safety experience as safe, grades the change of safety perception with a one and, therefore, received news about terrorism has not very much effect on the current safety experience. Furthermore, the other respondent who rated the current safety experience as safe graded the change of safety experience with a three. This means that there was no change of the current safety experience due to news about terrorism. However, the respondent that rated the current safety perception with a three graded the change of safety experience with a four and, therefore, it can be said that the current rating of the safety experience has much to do with news about terrorism.

Media source	Friends & Family	
Respondents	Current safety experience	Change of safety experience
6	4	3
9	4	1
2	3	4

Table 1. Respondents current and changed safety experience with used media source friends & family

There are four respondents that use the newspaper as their media source to receive news. Two of the four respondents that use the newspaper as their media source currently feel very safe and mention that media announcements about terrorism does not very much change their current safety experience. As a result, these two respondents rated the change of safety experience with a one. However, the other two respondents rated their current safety experience as neutral. One of these two rated the change of current safety experience with a three and states that the current safety experience has not changed due to news about terrorism. However, the other respondent rates the change of current safety experience with a four, which means that the change of the current safety experience has much to do with news about terrorism.

Media source	Newspaper	
	Current safety experience	Change of safety experience
Respondents		
4	5	1
8	5	1
2	3	4
5	3	3

Table 2. Respondents current and changed safety experience with used media source newspaper

Newspapers not only create a change in safety experience but also in safety perception. For example, respondent two states that the safety perception is also changed. According to respondent two, the safety perception is changed in such a way that respondent two perceives some authorities as less credible. In addition, respondent two states that this is due to the fact that it becomes more common for the respondent to read in the newspapers that the terrorists were actually known at the authorities before the terrorist attack actually happened.

Two respondents use the radio as a media source to receive news. One of those two rates the current safety experience as very safe and states that the current safety experience is not very much changed due to news about terrorism. The other respondent grades the current safety experience as neutral. However, this respondent also states that his current safety experience has not changed due to news about terrorism.

Media source	Radio	
	Current safety experience	Change of safety experience
Respondents		
8	5	1
5	3	3

Table 3. Respondents current and changed safety experience with used media source radio

Eight of the ten respondents use social media & internet as their media source to receive news about terrorism. Seven out of eight respondents rate their current safety experience as very safe and safe. Only one respondent rates the current safety experience as neutral. Based on the table below, it must be mentioned that two of the eight respondents, that use social media & internet as their media source, state that their current safety experience is changed much due to media announcements about terrorism.

Media source	Social Media & Internet
--------------	-------------------------

Respondents	Current safety experience	Change of safety experience
1	5	1
4	5	1
8	5	1
10	4	4
6	4	3
3	4	2
9	4	1
2	3	4

Table 4. Respondents current and changed safety experience with used media source social media & internet

In addition, respondents two and ten also mention that their safety perception is changed as well. According to them, they felt more vulnerable, perceived authorities as less credible, had a heightened public awareness, had an increased risk perception, perceived their own behavior differently, and started to label groups of citizens.

Five respondents use the television as their media source to receive news. Three of these five respondents rate their current safety experience as very safe and safe. Furthermore, these respondents state that their current safety experience is not changed very much and not changed much after receiving news about terrorism. In addition, of the two respondents who grade their current safety experience as neutral, one respondent states that this has not much to do with news about terrorism and the other one states that news about terrorism has not changed the current safety experience.

Media source	TV	
Respondents	Current safety experience	Change of safety experience
4	5	1
8	5	1
3	4	2
5	3	3
7	3	2

Table 5. Respondents current and changed safety experience with used media source TV

4.2.3 Dependency media sources

The indicator used to measure the dependency of media sources among a sample of the citizens in Enschede was: very much decreased, decreased, not changed, increased, and very much increased. The results show that the respondents either state that their dependency is increased or not changed. As can be seen in figure 11 below, there are three respondents who rate their current safety experience as very safe and mention that their dependency for news about terrorism has not changed after receiving media announcements about terrorism. Two respondents rate their current safety experience as safe and also state that their dependency for news about terrorism has not changed after receiving news about terrorism. Finally, there is one respondent who rates the current safety experience as neutral even though the dependency for news about terrorism has not changed after receiving media announcements about terrorism.

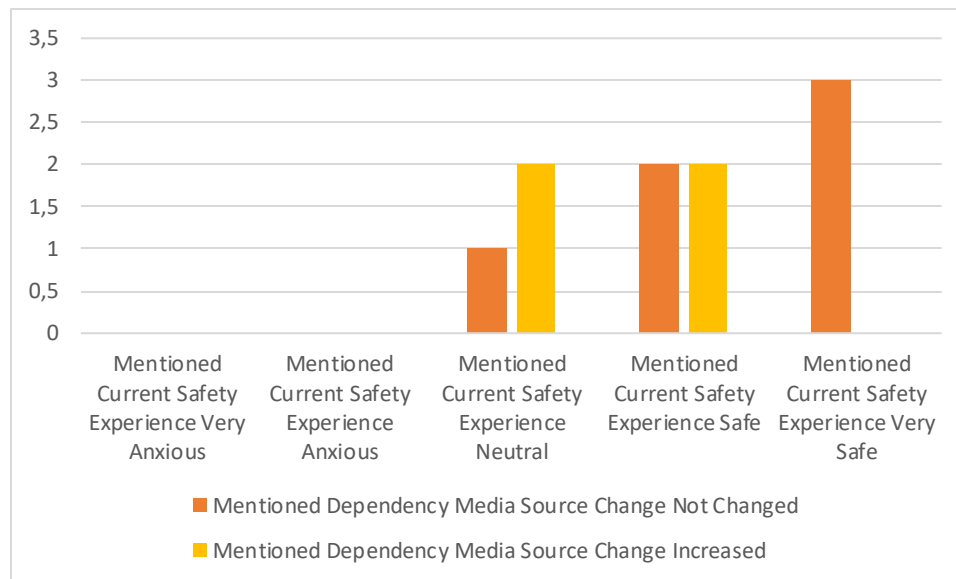


Figure 11. Respondents current safety experience rating and respondents their change of dependency for news about terrorism after receiving media announcements about terrorism

However, there are also four respondents that state that their dependency for news about terrorism after having received news about terrorism is increased. There are two respondents that rate their current safety experience as neutral. In addition, these two respondents also mention that their dependency to receive news about terrorism is increased after receiving news about terrorism. The other two respondents that state that their dependency for news about terrorism is increased after receiving news about terrorism grade their current safety experience as safe.

Of those four respondents that mention that their dependency for news about terrorism is increased much after receiving media announcements about terrorism, two state that their safety perception is affected as well. However, the other two state that their safety perception hasn't changed after receiving news about terrorism. This can be seen in figure 12 displayed below.

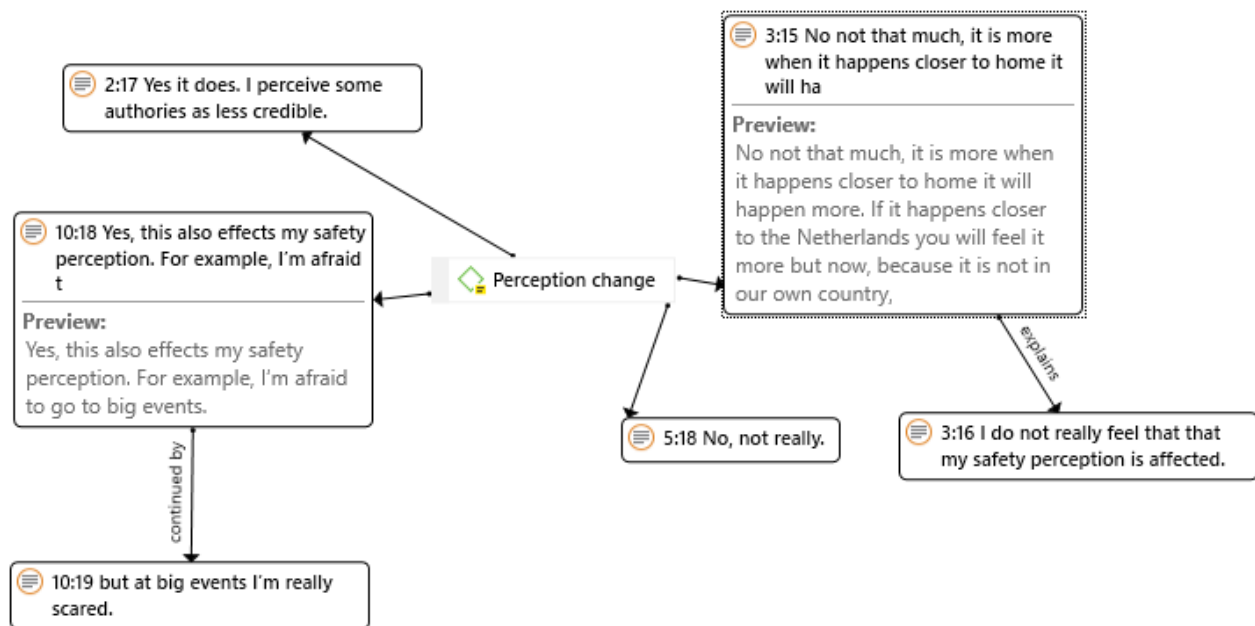


Figure 12. Explanation respondents change of safety perception

4.2.4 Location

Finally, participants were asked about the location of terrorism mentioned in the news. The measurements for the indicator location were Western Europe, Eastern Europe, the Middle East, the USA, Asia, and other regions. Based on the analysis, it can be said that none of the participants grade their current safety experience as very unsafe or unsafe. Furthermore, a total of nine respondents mention Western Europe as a location of terrorism received in media announcements while rating their current safety experience as either neutral, safe or very safe.

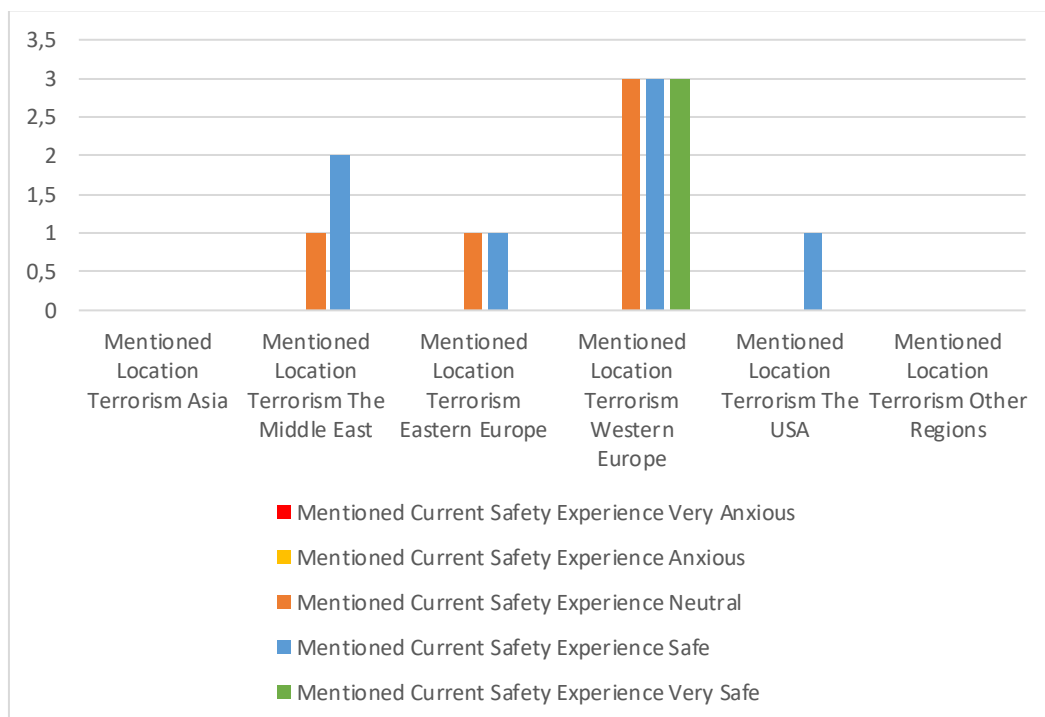


Figure 13. Current safety experience and location of terrorism

The Middle East is also mentioned as a location of terrorism after receiving news by three respondents. Two of these three respondents rate their current safety experience as safe and one respondents as neutral. Two respondents have mentioned Eastern Europe as a location of terrorism received in media announcements of whom one rates his current safety experience as safe and the other one as neutral. In addition, the USA is also mentioned as a location of terrorism after receiving news. The respondent who mentioned the USA rated his current safety experience as safe. Finally, it must be mentioned that the locations of terrorism Asia and other regions were not mentioned by the respondents.

Sub-question 2 examined to what extent the sample of citizens in Enschede used in this thesis were exposed to inhibiting and promoting factors. To answer this sub-question, based on the results above, the sample was exposed to the promoting and inhibiting factors. The sample receives news on either a daily or weekly basis and is up-to-date on news about terrorism. However, even though they have received news recently, only two participants state that their safety experience has changed much after receiving news about terrorism.

Social media & internet is the media source the sample of citizens in Enschede are most exposed to in order to receive news about terrorism. Other media sources the sample were exposed to are television and newspapers. For none of the media sources participants graded their current safety experience as very unsafe or unsafe. However, those participants of the sample that use social media & internet, newspapers, and friends & family as a media source do state that their safety experience has changed much after receiving news about terrorism.

Furthermore, almost half of the sample who participated in this thesis argued that their dependency for news about terrorism had increased after receiving media announcements about terrorism. In other words, almost half of the participants stated that they wanted to be exposed more to news about terrorism after receiving media announcements about terrorism. Finally, Western Europe, Eastern Europe, the Middle East, and the USA are locations of terrorism described in news about terrorism that the sample of citizens were exposed to. The sample was most exposed to Western Europe as a location of terrorist attacks mentioned in media announcements about terrorism.

4.3 Do media announcements about terrorism influence the safety perception and experience of people in Enschede?

This paragraph will display the results from the interviews, wherein is analyzed if media announcements about terrorism influence the safety experience and perception of people in Enschede. From the ten participants, all ten have recently received news about terrorism. This is shown in figure 14 below.

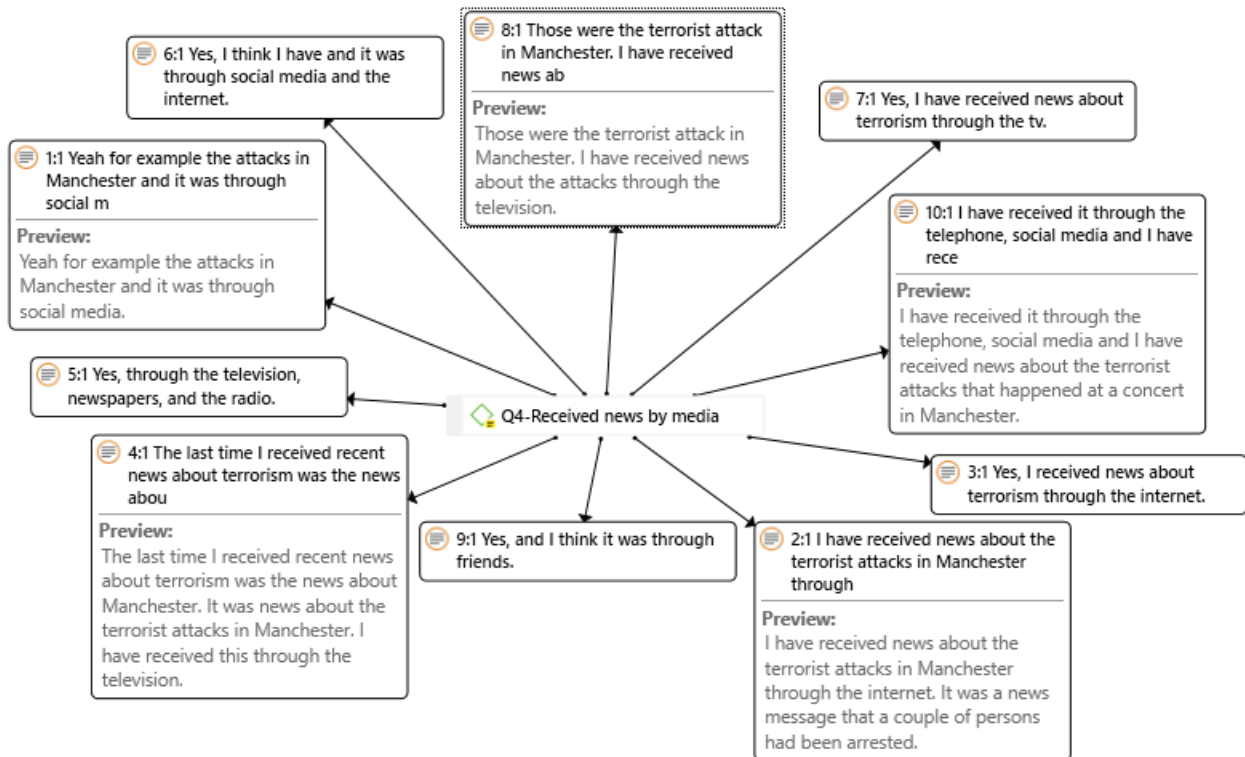


Figure 14. The confirmation of the respondents about receiving news about terrorism

4.3.1 Safety experience

Based on the analysis, it can be said that media announcements about terrorism influence the participants in such a way that they currently feel very safe or safe. Four participants mention they feel safe, three participants feel very safe, and three participants feel that their safety experience is rated neutral. Figure 15 shows how the participants currently feel about their safety experience in a chart.

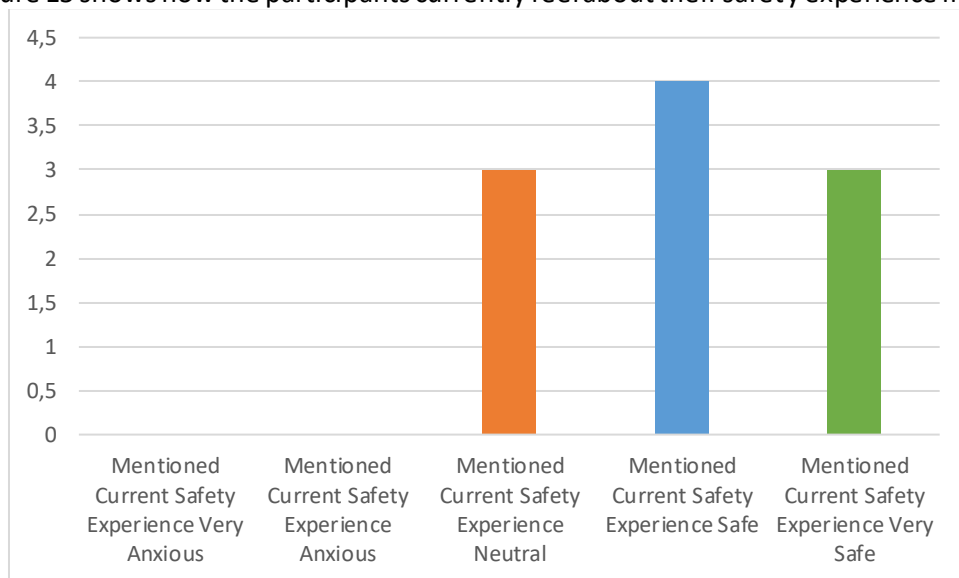


Figure 15. Current safety experience of respondents

In figure 16 below can be seen if participants their current safety experience, as shown above, has changed due to news about terrorism. In other words, the table below shows if respondents their current safety experience is affected after receiving news about terrorism and, as a result, has changed or not. As can be seen in the chart below, four participants mention that their current safety experience has not changed very much, two participants mention that their current safety experience has not changed much, two mentions no change at all, and the two participants mention that the change in their current safety experience is changed much due to receiving news about terrorism.

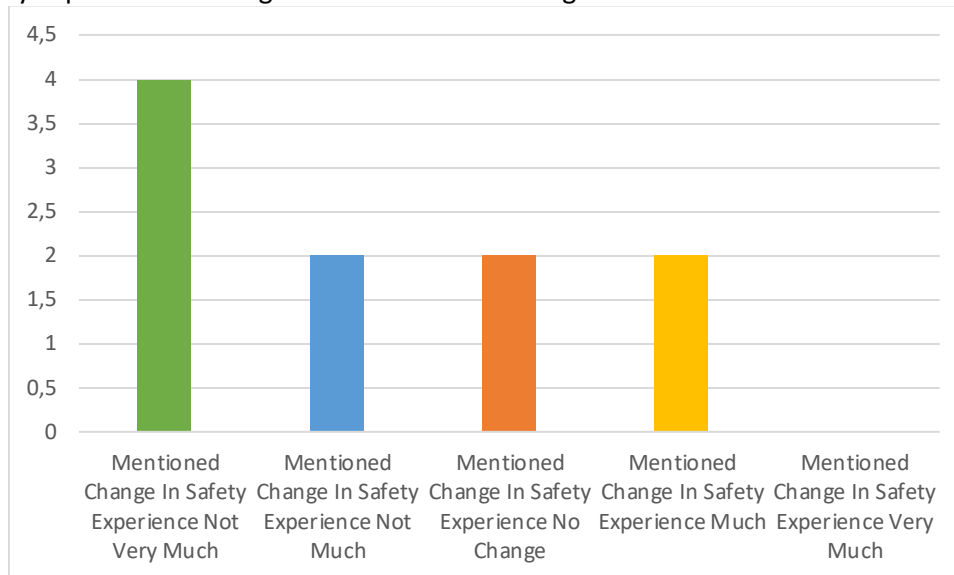


Figure 16. Change of current safety experience of respondents

However, more importantly is the fact that some of the participants state that news about terrorism has influenced, and, therefore, changed their current safety experience. For example, there is one participant who mentions that the participants current safety experience is neutral but also indicates that media announcements about terrorism has not changed the current safety experience. Furthermore, a participant who rated her current safety experience as neutral indicated that this has not much to do with receiving news about terrorism. In addition, another participant who rated the current safety experience as neutral indicated that this had much to do with receiving news about terrorism. In other words, his current safety experience is rated neutral much to receiving news about terrorism.

Another participant rates the current safety experience as safe. However, the same participant also states that the participants current safety experience changed much as a result of received news about terrorism. Finally, there is also a participant who rated the current safety experience as safe. However, the rating of safe has not changed due to receiving news about terrorism.

The table below will show all results concerning the current safety experience of the respondents and whether or not media announcements about terrorism have changed their current safety experience. The most mentionable results seen in this table are the grades respondents two and ten give to their current and changed safety experience. For example, the current safety experience of respondent two is graded as neutral. However, the change of the current safety experience of respondent two has changed much due to media announcements about terrorism. Therefore, respondent two grades the change of current safety experience with a four. In addition, respondent ten grades the current safety experience as safe. However, this respondent also states that his current safety experience is rated as safe and not

very safe due to the fact that it has much to do with media announcements about terrorism. Therefore , the change of the current safety experience of respondent ten is graded four.

Respondents	Current safety experience	Change of safety experience
1	5	1
4	5	1
8	5	1
9	4	1
3	4	2
6	4	3
10	4	4
7	3	2
5	3	3
2	3	4

Table 6. Respondents current and changed safety experience ratings

4.3.2 Safety perception

This paragraph will show whether or not media announcements about terrorism influenced the safety perception of the participants. The participants were asked if recent news about terrorism also affected their safety perception. The results are shown in the figure below.

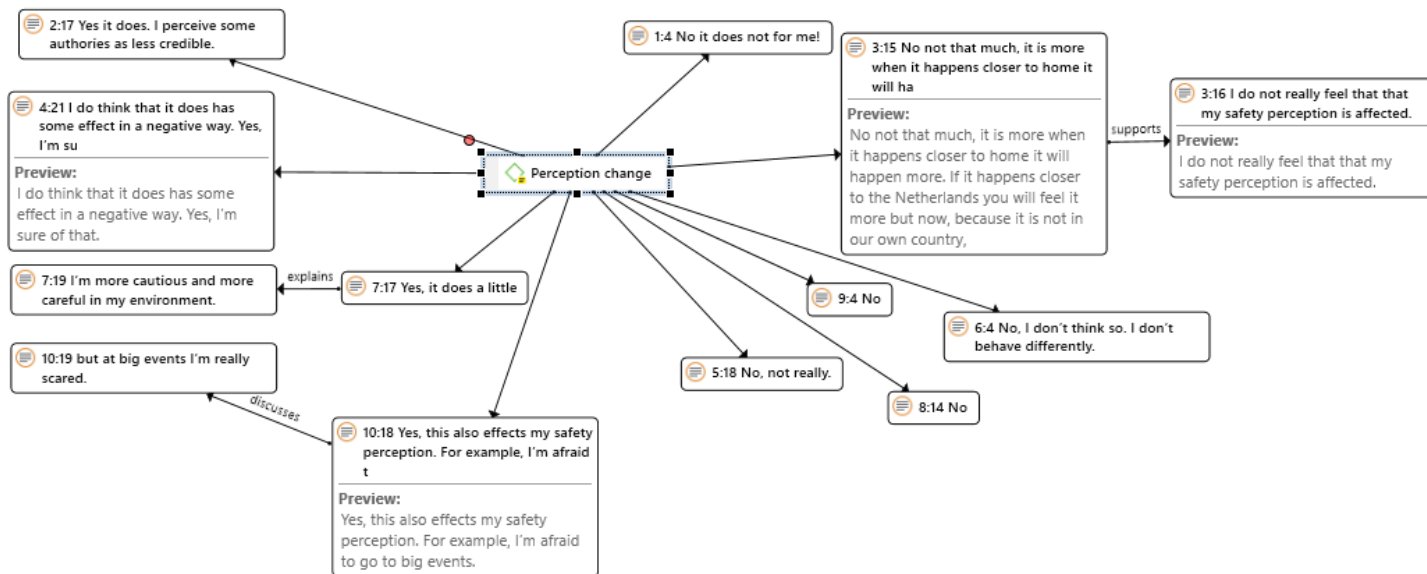


Figure 17. Safety perception change of respondents

As can be seen in figure 17, the arrows pointing to the left show that the safety perception of four participants is affected by media announcements about terrorism. Therefore, six participants state that their safety perception is not affected by media announcements about terrorism.

In addition, the participants were asked how news about terrorism specifically affected their safety perception. In the chart below is shown, of those four that answered that news about terrorism influenced their safety perception, how their safety perception was influenced. As can be seen in the chart, three respondents answered that they perceived their own behavior differently, two participants responded that they had a heightened public awareness, two participants answered that they had an increased risk perception, and two participants answered that they started to label groups of citizens. Finally, one participant responded that due to the change in safety perception, the participant consumed more news. Furthermore, one participant stated that the safety perception made the participant feel more vulnerable. Another participant stated that some authorities were perceived as less credible.

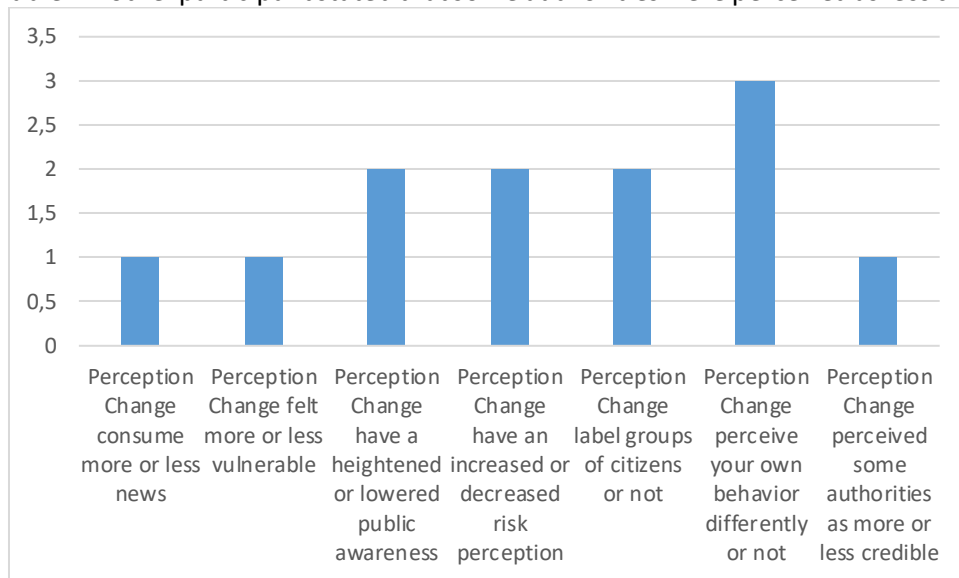


Figure 18. Actual change of safety perception among respondents

What can be said to be remarkable, is the fact that there are two participants that state that their safety perception is not affected due to news about terrorism but do perceive their safety perception differently. One participant answered that the participant felt more vulnerable and had an increased risk perception. The other participant stated that, even though his safety perception was not affected due to news about terrorism, the participant had a heightened public awareness.

Sub-question 3 examined whether or not media announcements about terrorism influence the safety perception and experience of people in Enschede. According to the results mentioned above, the answer that can be given is that the safety experience of the sample is either neutral, safe or very safe. None of the respondents answer that they experience their safety as unsafe or very unsafe. However, it must be said that there are two participants who grade their current safety experience as neutral and safe whom also state that their current safety experience is changed much due to news about terrorism.

In addition, giving an answer whether or not the safety perception is affected as well, it can be said that almost half of the sample argues that their safety perception is affected by media announcements about terrorism. As a consequence, all possible changes in forms of safety perception were mentioned by the respondents. Even though two participants stated that their safety perception was not changed, they do argue that a form of their safety perception was affected due to news about terrorism.

4.4 Which media announcements about terrorism have given residents of Enschede anxious feelings of insecurity?

This paragraph will show which media announcements about terrorism have given residents of Enschede anxious feelings of insecurity based on the interview analysis. Therefore, this paragraph will firstly show what location of terrorist attacks received in media announcements respondents remember. In addition, respondents had the opportunity to name multiple locations. As can be seen in the table below, nine of the ten respondents mention Western Europe as the location of terrorist attacks received in media announcements they remember the most. In addition, three of the ten respondents mention The Middle East, two of the ten said Eastern Europe, and only one of the ten respondents mentioned The USA as a location of terrorist attacks remembered most.

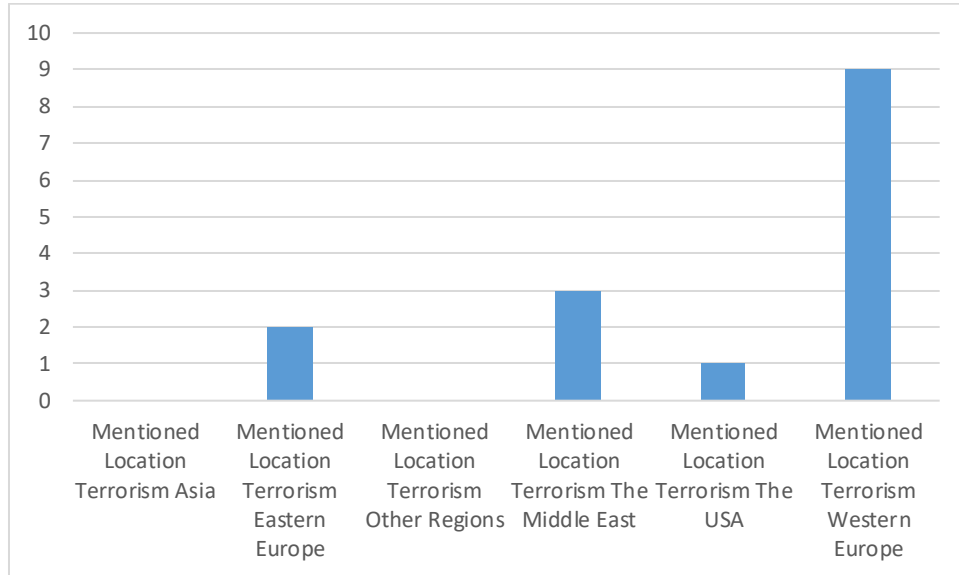


Figure 19. Mentioned location of terrorism according to respondents

Furthermore, the analyzed results also showed how respondents felt after receiving news about terrorism. Just as mentioned above, the respondents had the opportunity to give multiple answers to their emotions. Their feelings based on receiving news about terrorism can be seen in figure 20.

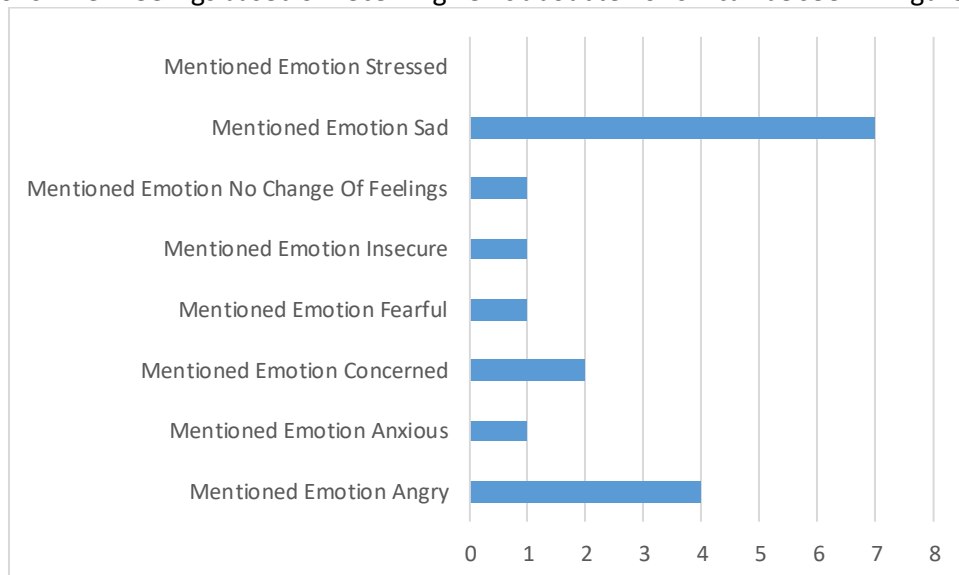


Figure 20. Mentioned emotions among respondents

The graph clearly shows that all emotions have been mentioned by the ten respondents except for the emotion stressed. From the ten respondents, seven mentioned they felt sad after receiving news about terrorism. Another emotion that multiple respondents mentioned is the emotion of angry with four of the ten respondents stating that they were angry after receiving media announcements about terrorism. Being concerned after receiving news about terrorism was mentioned by two of the ten respondents. In addition, the emotion of being anxious, fearful, and being insecure was stated only once by the respondents. What can be said to be remarkable is the fact that none of the respondents said they became stressed and even more notable is the fact that one respondent mentioned there was no change of feelings after receiving news about terrorism.

Another result revealed by the analysis that must be mentioned is the fact that five of the ten respondents have mentioned the terrorist attacks in Manchester as the last received news about terrorism. Figure 21 reveals that five of ten respondents mention that they remember Manchester as a location of a terrorist attack. Furthermore, figure 21 reveals that of these five respondents, four mention the location multiple times.

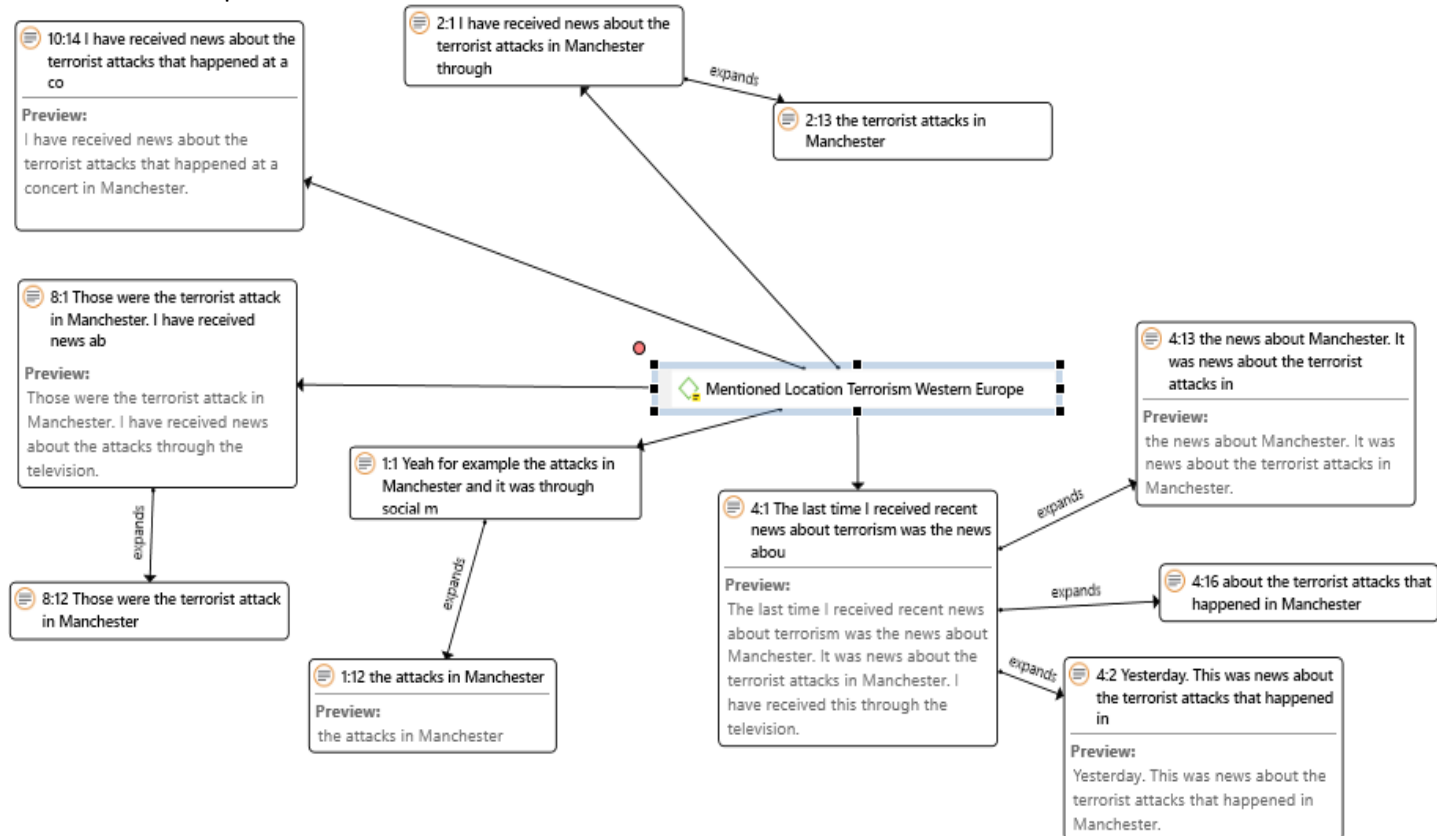


Figure 21. Explanation respondents last mentioned location of terrorism received through media announcements

Finalizing the question, in presenting what media announcements about terrorism have given residents of Enschede anxious feelings of insecurity, it can be said that Western Europe and more specifically Manchester is the location remembered most by respondents. Figure 22 reveals that from the nine of the ten respondents that stated Western Europe as a location remembered, six of those nine mentioned the emotion sad. Furthermore, four of those nine mentioned being angry as an emotion. As can be seen

in the graph below, only the emotion stressed was not said by those nine respondents who mentioned Western Europe as the location they remembered most.

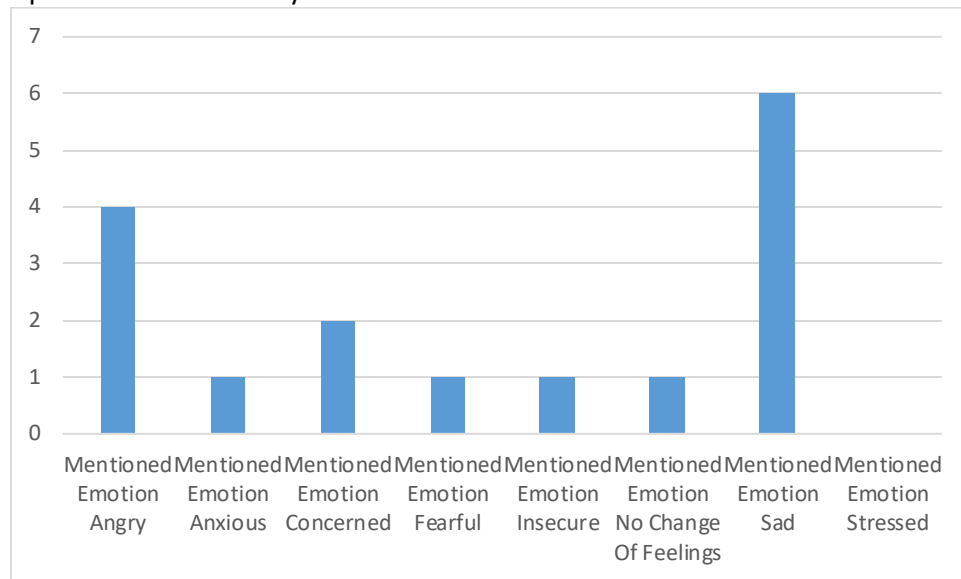


Figure 22. Emotions mentioned by respondents location of terrorism Western Europe

However, the USA was also mentioned as a location of terrorism respondents remembered most. One respondent mentioned the USA as the location remembered most and answered the emotion sad on the question how the participant felt after receiving news about terrorism. Eastern Europe was mentioned by three respondents and of those three respondents, one felt sad, two felt angry, and, remarkably, one respondent had no change of feelings. Finally, two respondents said the Middle East as a location and both respondents felt sad. One of the respondents who stated the Middle East as a location felt angry as well.

Finally, an answer will be given to the last sub-question wherein was examined which media announcements about terrorism have given residents of Enschede anxious feelings of insecurity. Based on the results, it can be said that the respondents were most exposed to the location Western Europe mentioned in news about terrorism. Other locations mentioned were Eastern Europe, the Middle East, and the USA. In addition, half of the participants even mention Manchester as a specific location of terrorist attacks received in news about terrorism.

This has resulted in the fact that all emotions felt after receiving news about terrorism were mentioned by the participants. This is also the case for Western Europe as a mentioned location of terrorism in media announcements. The only emotion not mentioned by the participants was feeling stressed. As a result, after receiving news about terrorism, the two main emotions expressed by the sample was feeling sad and angry and not necessarily anxious or insecure.

5. Conclusion

In this chapter, several conclusions will be given, based upon the answers to the research questions. The conclusions are drawn from the results of each individual sub-question and are shown in the paragraphs below.

Conclusion of sub-question 1

The first sub-question examined what promoting and inhibiting effects of media announcements about terrorism could have on the safety experience and perception of people according to scientific literature. As can be seen in paragraph 3.3.2, the indicators to examine this sub-question were the frequency of receiving news, the used media source, the dependency on media sources, and the location of terrorist attacks mentioned in news about terrorism. After doing extensive literature research in order to answer the sub-question, a conclusion is drawn.

Firstly, it is concluded that scholars that have studied the relationship between media announcements about terrorism and people their safety experience and perception do not agree with each other. As can be seen in paragraph 4.1, scholars who have written about this subject give arguments for each indicator used in this thesis wherein it is indicated that, for example, a higher frequency of receiving news or a greater dependency to receive media announcements are a negative stimulant for people's safety experience and perception. The scholars had results wherein was shown that a higher frequency of receiving news about terrorism had a negative consequence for the safety experience and/or perception of citizens.

However, other scholars contradict these arguments and give opposing arguments wherein these scholars refute that a higher frequency or a greater dependency for receiving news is a negative stimulant for citizens their safety experience and perception. These scholars presented results wherein was shown that a higher frequency of receiving news about terrorism did not necessarily had to have a negative effect on people their safety experience and/or perception.

This was the case for each of the indicators and, as a result, it must be concluded that different scholars give different arguments about the relationship between media announcements about terrorism and safety experience and perception. The results of the sub-question clearly show that there are scholars that present arguments in their research wherein the negative relationship between news about terrorism and safety experience and perception is seen whilst other scholars refute these arguments with contradicting research results and state that there is not a negative relationship between media announcements about terrorism and the safety experience and perception of citizens.

In other words, scholars have not yet agreed upon the matter whether or not media announcements about terrorism promote or inhibit a negative effect on people their safety experience and perception due to the different results shown in their research.

Conclusion of sub-question 2

The second sub-question examined to what extent the sample of citizens were exposed to the inhibiting and promoting factors. Based on the results, several conclusions can also be drawn. Firstly, it can be concluded that all of the participants frequently receive news on either a daily or weekly basis. In addition, all participants also have stated that they recently received media announcements about terrorism through different media sources. In other words, they not only receive news about terrorism

frequently but during the time of the interviews the small sample was also up-to-date on recent terrorist attacks received through media announcements.

Continuing on the media sources used by the small sample of citizens in Enschede to receive news about terrorism, social media & internet is by far the most used media source. This was followed by television, newspapers, friends & family, and the radio. Another conclusion drawn based on the results is the fact that there were participants that stated to have received news about terrorism through social media & internet and whom also have stated that their safety experience was changed much due to news about terrorism. This was also the case for the media sources newspapers and friends & family. Finally, the media sources books & magazines was not used as a media source by the respondents.

The third conclusion drawn, based upon the results, is the fact that almost half of the small sample state that their dependency for news about terrorism after receiving media announcements about terrorism has increased. There are even participants of the sample of citizens in Enschede whom have stated that their dependency for news about terrorism after receiving media announcements about terrorism increased that also argue that their safety perception is affected as well.

Finally, a conclusion that can be drawn based on the results that concern the location of terrorist attacks mentioned in news about terrorism is the fact that Western Europe is the location mentioned in news about terrorism the sample pointed out most often. Not only is Western Europe mentioned most by the small sample as a location of terrorism received in media announcements, half of the sample even give the terrorist attacks in Manchester as a specific location of terrorism received in news about terrorism. The other locations mentioned in news about terrorism noted by the sample were Eastern Europe, the Middle East, and the USA. The other locations, namely Asia and other regions, were not noted by the sample as locations of terrorism mentioned in received media announcements about terrorism.

Conclusion of sub-question 3

The third sub-question examined whether or not media announcements about terrorism actually influence the safety perception and experience of people in Enschede. Several conclusions can also be drawn based upon the results of sub-question 3. Firstly, based on the results, it can be concluded that none of the participants state that their safety experience has resulted in either an unsafe or very unsafe experience due to media announcements about terrorism even though it does evoke several emotions among citizens in Enschede. For example, all emotions felt after receiving news about terrorism, except for feeling stressed, were mentioned by the sample. Even though, all emotions were felt after receiving news about terrorism, except for stressed, participants do grade their safety experience as either neutral, safe, or very safe. However, it does need to be mentioned that some participants do state that their safety experience has changed much due to media announcements about terrorism. Even though news about terrorism has changed the safety experience of citizens much, this has not resulted in an unsafe or very unsafe safety experience of the sample of citizens used for this thesis. Therefore, the conclusion can be drawn that media announcements about terrorism do not result in an unsafe or very unsafe safety experience for the sample of citizens even though the safety experience has changed negatively due to news about terrorism.

In addition, based on the results, conclusions can also be drawn about the safety perception of the sample of citizens used in this thesis. Almost half of the sample stated that their safety perception was affected in a negative way due to media announcements about terrorism. In addition, all indicators that represent a negative form of change of safety perception were picked among the sample of citizens in Enschede. More notably, even though some participants of the sample stated that their safety

perception was not changed, they did state that they underwent a change for some of the safety perception indicators in a negative manner.

Even though citizens receive media announcements about terrorism, which led to all emotions being felt except for stressed, and almost half of the citizens stated that their safety perception was affected in a negative manner due to media announcements about terrorism, it did not result in a negative form of safety experience. This could be explained due to the fact that the citizens are not affected in a direct manner by the acts of terrorism. In other words, even though they receive news about terrorism, which leads to emotions felt and safety perception affected negatively, the news about terrorism has not had the drastic effect that citizens experience their safety as very unsafe or unsafe. For example, one of the respondents stated that the participants safety experience could be affected in a negative manner if media announcements about terrorism regard acts of terrorism within The Netherlands and, therefore, closer to home with a more direct effect on citizens' safety experience. In conclusion, the absence of a very unsafe or unsafe safety experience among citizens could be explained due to the fact that media announcements about terrorism report about locations wherein acts of terrorism were committed in places outside of The Netherlands.

Conclusion of sub-question 4

The fourth and final sub-question examined which media announcements about terrorism have given residents of Enschede anxious feelings of insecurity. Based on the results, it can be concluded that the sample used for this thesis get anxious feelings of insecurity mainly due to media announcements about terrorism wherein Western Europe is mentioned as a location of terrorism. Eastern Europe, the Middle East, and the USA are also locations of terrorism received in news about terrorism but are less often mentioned than Western Europe. Furthermore, half of the sample who participated in this thesis even specifically mention the terrorist attacks in Manchester as a location of terrorism received in news about terrorism.

Another conclusion that can be drawn based upon is the results is the fact that media announcements about terrorism do evoke several emotions that the participants felt after receiving news about terrorism. As can be seen in paragraph 4.4, all emotions were felt, except for feeling stressed, after receiving news about terrorism purely based on Western Europe as a location mentioned in news about terrorism.

Finally, another conclusion that can be drawn based on the results is the fact that the participants not really felt anxious or insecure after receiving news about terrorism. According to the results, the sample of citizens in Enschede felt mainly sad and angry instead of anxious and insecure after receiving news about terrorism. However, the emotions anxious and insecure were mentioned by the sample of citizens in Enschede as well but not as often as sad and angry.

Conclusion of central research question

The central research question examined in which ways the perception and experience of safety of citizens in Enschede were influenced by media announcements about terrorism. Based upon the results from the sub-questions, it can be said that the sample of citizens in Enschede who participated in this thesis are in fact affected by media announcements about terrorism.

The sample of citizens who participated in this thesis are up-to-date on news about terrorism and receive it on a frequent basis. In addition, they mostly use social media & internet and television to

receive news. Furthermore, half of the sample state that their dependency for news about terrorism increased after receiving news about terrorism. Finally, the location Western Europe is mainly picked as a location of terrorism received in news about terrorism.

Focusing more on the influence of media announcements about terrorism, it can be concluded that news about terrorism does not develop into an unsafe or very unsafe safety experience of the small sample of citizens who participated in this thesis. In fact, all participants of the sample felt either neutral, safe or very safe. However, it must be said that some of the participants state that their safety experience has lowered due to media announcements about terrorism. In addition, it can also be concluded that media announcements about terrorism does raise some emotion. In case of this sample, the emotions sad and angry were mostly felt after receiving news about terrorism.

Finally, zooming in on the safety perception of the citizens in Enschede, it can be concluded that almost half of the sample felt that their safety perception was changed. As a result, all forms of safety perception that could change after receiving news about terrorism were mentioned by the sample. Another result was the fact that some participants of the sample stated that their safety perception was not changed. However, these participants did state that they underwent a change in some form of safety perception.

In conclusion, media announcements about terrorism do influence the different forms of safety perception with, as a result, a change in safety perception of some participants of the small sample. However, it must also be said that, even though there are some changes in safety perceptions and media announcements about terrorism do evoke sad and angry emotions, the main conclusion is that news about terrorism do not result in an unsafe or very unsafe safety experience of the small sample of citizens in Enschede.

6. Hypotheses

The purpose of this study was to examine whether or not media announcements about terrorism could have effect on citizens' safety experience and safety perception. Three hypotheses are formulated as a part of this thesis. In this paragraph, it will be discussed whether or not the hypotheses are considered to be true or false.

Hypothesis 1: *The dependency of citizens on the media source social media to receive news about terrorism increases more than other media sources in case of a terrorist attack.*

The first hypothesis can be considered as false for the sample in this thesis. This is due to the fact that it is clearly shown in figure 23 that of the small sample of citizens that said to use social media & internet as a media source, only 37,5% stated that their dependency for news about terrorism increased after receiving news about terrorism. For example, of the small sample of citizens that stated to use newspapers, radio, and television as their media source, 50%, 50%, and 40% stated that their dependency for media announcements about terrorism has increased after receiving news about terrorism. Finally, it can be said that figure 23 reveals that the highest chart for all media sources is not changed. In other words, this indicates that the dependency for news about terrorism after receiving news about terrorism doesn't have an effect on the dependency of a certain media source to receive news about terrorism.

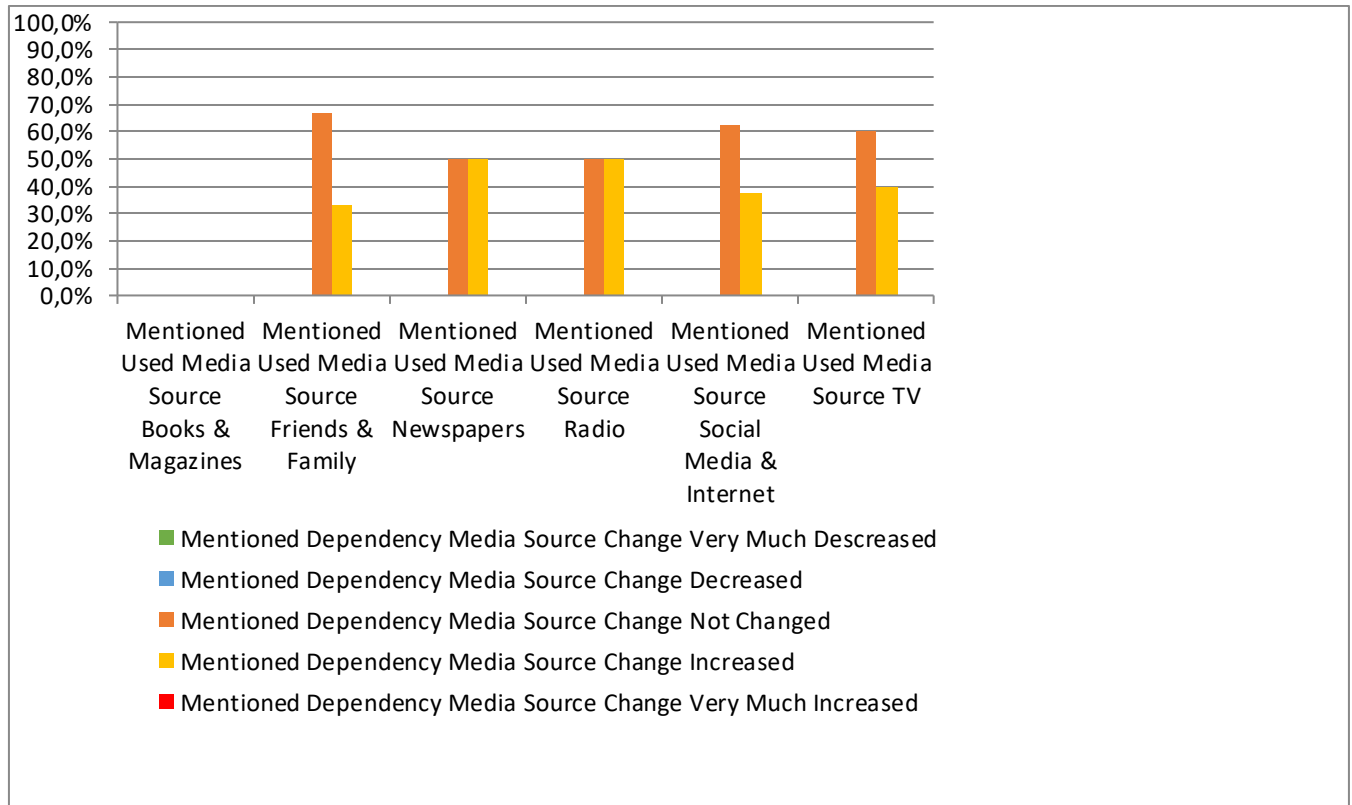


Figure 23. Change of media dependency and used media source

Hypothesis 2: *People who consume more news about terrorism through social media feel less safe than those who consume more news about terrorism through other media sources.*

The second hypothesis is rejected as well. As is clearly shown in figure 24, none of the respondents of the small sample of citizens that do not use social media as a media source feel anxious or very anxious. In addition, it is clearly shown that of the small sample of citizens that use social media & internet as a media source, 50% feels safe and 37,5% even feels very safe.

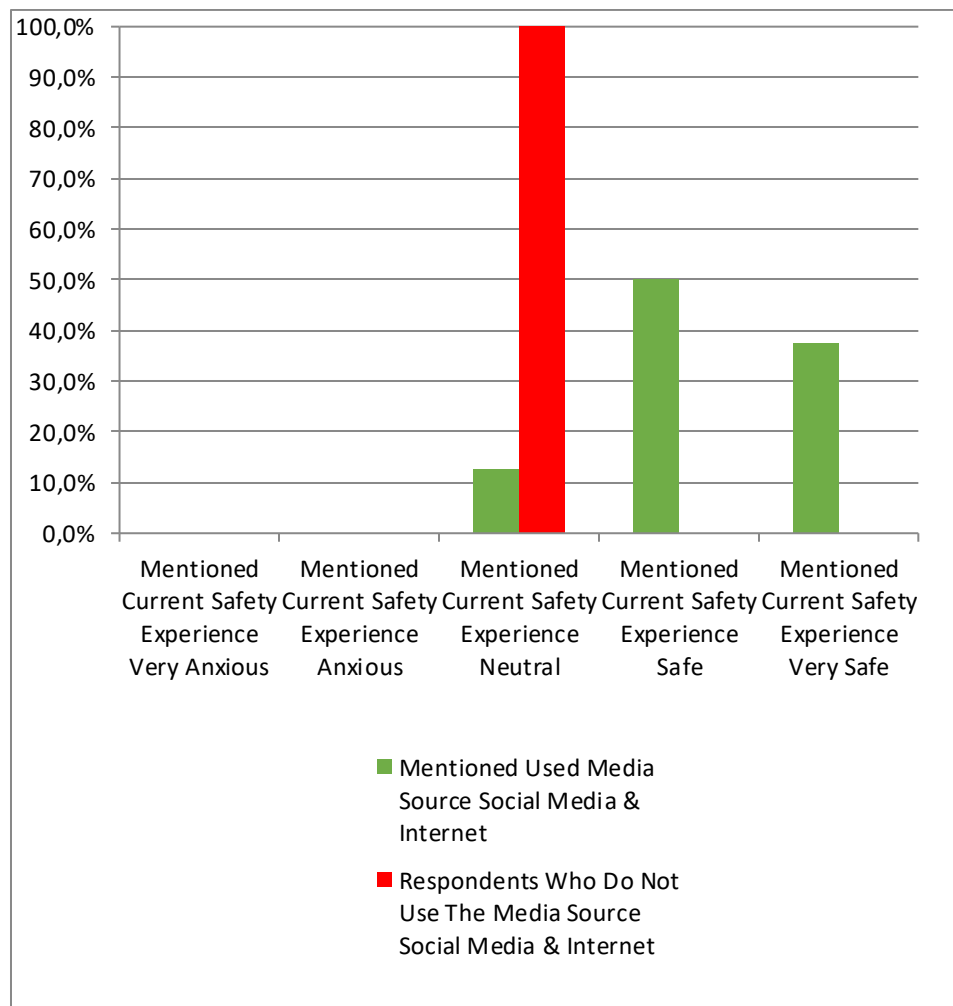


Figure 24. Used media source social media & internet and current safety experience

Hypothesis 3: *Media announcements about terrorist attacks (Stockholm, Brussel, and Paris) do not increase the risk perception of citizens in Enschede.*

The third hypothesis is considered to be true. Nine of the ten respondents mentioned Western Europe as a location of terrorism received in media announcements. Of those nine respondents, three stated they experienced their safety experience as neutral, three as safe, and three even as very safe. As figure 21 reveals, five of ten respondents even mention Manchester as the last remembered location of a terrorist attack received in media announcements. Looking more specifically at the safety perception of the respondents, figure 17 shows that the safety perception of four participants is affected by media announcements about terrorism in a negative way. Therefore, the safety perception of six participants is not affected by media announcements about terrorism. Of the four respondents who state that their safety perception is affected by news about terrorism, only two respondents mention that their risk perception is increased. In other words, of the nine respondents whom mentioned Western Europe as a location of terrorism received in media announcements, only two respondents state that their risk perception increased and seven state that their risk perception has not increased.

The consideration of trueness of the third hypothesis could be explained, just as the conclusion of sub-question 3, due to the fact that the media announcements about terrorism received by citizens we re not

committed in The Netherlands. It is clearly seen that the terrorist attacks in Manchester were mentioned multiple times by the respondents. However, Manchester, just as the other locations mentioned in the hypothesis, is not located in The Netherlands and, therefore, perhaps seen as a location that not directly affects the risk perception of the citizens. In other words, it could be stated that the risk perception increases if acts of terrorism are committed within The Netherlands. As a result, this could cause more direct effects on safety perception compared to cases of terrorism committed in other countries.

7. Discussion & Recommendations

Discussion

As can be read in the results and conclusion chapter, all of the citizens in Enschede that participated as the small sample in this thesis graded their current safety experience as either neutral, safe or very safe. Even though two respondents indicate that their current safety experience is changed much due to news about terrorism this does not result in an unsafe or very unsafe experience.

However, all emotions felt after receiving news about terrorism, except for feeling stressed, were mentioned by the respondents and almost half of the sample stated that their safety perception was affected by news about terrorism. Some of the participants even point out that, even though their safety perception is not affected, they did undergo some change in a form of safety question. This begs the question why the sample of citizens in Enschede who participated in this thesis do feel certain emotions after receiving news about terrorism and some of the small sample state that their safety perception has changed as well, even though the safety experience of the sample is graded either neutral, safe or very safe.

Perhaps the sample grades their safety experience as neutral, safe or very safe due to the fact that news about terrorism is seemed as rather 'normal' and not shocking anymore. Perhaps the rating of the safety experience is what it is due to the fact that the sample of citizens have access to social media & internet whereby they can figure out the news and facts for themselves and discuss it with other people. Another explanation for the rating of the safety experience could be the locations mentioned in news about terrorism. As an illustration, every media announcement about terrorism received by the small sample is too far away to have a significant impact. In other words, all news about terrorism received were locations outside of The Netherlands. For example, one of the participants explained that the participants' safety perception is not affected. However, the participant does state that it would be more affected when it happens closer to home.

However, even though the safety experience is graded as neutral, safe or very safe in this case, it is still a subject that is in need of follow-up research. This thesis has shown that emotions are felt and changes do exist in forms of safety perception. How would this change if the safety experience would be rated as unsafe or very unsafe? Therefore, this subject needs to be further researched.

Recommendations future research

This research has given insight how the relationship between news about terrorism and safety experience and perception affects a small sample of citizens in Enschede. As is shown above, the safety experience of the sample of citizens in Enschede who participated in this thesis is graded neutral, safe, and very safe. However, the safety perception is affected for some of the sample and certain emotions were felt after receiving news about terrorism. Future research can help in understanding this subject

better. By examining the subject more closely or perhaps in a wider context, other results may be discovered. Recommendations for future research are:

- *Research the subject from a different research domain:* For example, scholars in sociology or psychology could examine more precisely why emotions felt and a change of safety perception does not result in a negative safety experience. Why is it that the safety experience does not result in a negative safety experience even though emotions felt are sad and angry.
- *Examine the research subject from a wider perspective:* This research has been executed with Dutch citizens. It would be interesting to see what the differences are between, for instance, Dutch and German citizens and if different locations matter. Another option would be to execute research from another continent. Doing the same research in the USA could result in different results. Another option is executing the research in a different city.
- *Examine the behavior of citizens:* As is shown in the results, citizens do state that there is a change in some forms of their safety perception. However, it is not examined whether or not these changes in forms of safety perception also lead to change in behavior. Follow-up research could examine whether or not a change in safety perception might possibly lead to a change in behavior as well and why this change in behavior happens.
- *Widen the scope of participants:* This thesis has used a rather small sample to retrieve results. The choice for the small sample is made due to the fact that it made it possible to gain information on a very personal level. The interviews made it possible to retrieve information why the safe experience was graded as it was. By extending the scope of participants, it may be harder to gain more specific information but it does become possible to retrieve results for a larger sample.

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Appendix

Interview

Information interviewer and respondent
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