

Master Thesis:

Crisis Communication in a Digital world

How Social Media Changed Crisis Communication from the Dutch Police in the
period 2011 - 2018



Guido Leon Krijthe

S1239805 | leonkrijthe@gmail.com | 22611 words | June 8th, 2019

Abstract

Social media changed the way we communicate to one another. Communication through social media is easier, but also has the potential to reach more audience than ever was held possible. Despite the fact that social media influenced our way of communication, it possibly also influenced crisis communication by the Dutch Police. Unfortunately, there was no way to objectively analyse different sources and types of sources. Therefore, to analyse these different sources and types of sources, a neutral way to analyse this data needed to be created. Based on the results of this research, the findings create a conclusion to the question whether social media influenced the way the Dutch Police communicate in times of crisis or not. There indeed is a shift from the contemporary media type of one-way communication to the more two-way type of communication that is made possible because of the emergence of social media. This research is mainly a starting point to further research that needs to be done to crisis communication and the influence of social media.

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Chapter 1

Introduction

Social media can have huge consequences for crises, and crisis management. Twitter and Facebook, amongst others (e.g. Sina Weibo in China, and VKontakte in Russia), play a major role in disaster management. Only in 2009, social media was the number four source people would access in times of crisis to access emergency information, a study of The American Red Cross showed (Lindsay, 2011, p. 1). The amount of Facebook users grew to almost 2.3 billion users worldwide since 2009 (see appendix 3). A massive amount of 87% of the American people were online in 2015, whereof 73% used social media. In the Netherlands, 87% of the people use social media according to CBS¹ (Beuningen & Kloosterman, 2018, p. 16). This makes social media “one domain in which practitioners and constituents widely [potentially, red.] recognize the utility” (Wukich, 2015, p. 1) in times of crisis. Likewise, Twitter is one of the most powerful platforms for communication in times of crisis and has the potential to catalyse during periods of crises. “Twitter has become a real-time global newswire for individuals and organizations” (Gruber, Smerek, Thomas-Hunt, & James, 2015, p. 168), and news reaches the people faster than ever before. Photos and videos of certain events are, despite the character limitation of 280 characters², shared easily and communication between large groups of people is easier than it ever was. Hashtags³ can become trending, so even more people can engage in the conversation. According to Mangold & Faulds (2009), “the tools and strategies for communicating with customers have changed significantly with the emergence of the phenomenon known as social media” (Mangold & Faulds, 2009, p. 357). Potentially, communication (and thus crisis communication) by the Dutch Police has changed as well since the emergence of social media.

Communication is nothing new. It is something we do every day. It is our way to get close to one another, to tell a story, or to tell people what bothers us. We did already communicate with one another in the years human beings did not have the means to print large amounts of texts. It is our way to inform or be informed, e.g. in

¹ Centraal Bureau voor de Statistiek – Dutch Central Bureau for Statistics

² See https://blog.twitter.com/official/en_us/topics/product/2017/tweetingmadeeasier.html

³ A symbol used on for example Twitter to index keywords, see <https://help.twitter.com/en/using-twitter/how-to-use-hashtags#>

times of crisis. In the last decade, social media made new forms of risk and crisis communication emerge.

“Social media can be used in major catastrophic events (...) to enhance both risk and crisis communication”

(Wendling, Radisch, & Jacobzone, 2013)

According to a CBS-research, 39% of the Dutch people on social media primarily use social media to not miss any information (Beuningen & Kloosterman, 2018, p. 16). Wendling, Radisch and Jacobzone (2013) suggest that a study by the University of Copenhagen showed that users of the emergency services through social media do not only believe the Tweets and Facebook Messages, but also forward them to their friends. This raises the question if the Dutch Police changed their behaviour in crisis communication, influenced by this purpose.

1.1 Research objectives

In the last two decades, our ways of communication changed phenomenally. To be precise, the emergence of social media has changed our ways of communication drastically. In 2006, Twitter opened its doors⁴. In the same year, Facebook became public⁵. According to Gruber, et al. (2015), Twitter became “one of the most powerful social media platforms through which organizations communicate with stakeholders”. Twitter and Facebook proved themselves fast in sharing information, and also receiving information from stakeholders in times of crisis.

“While the mainstream media documented the events with great interest, it was social media (...) that actually participated as an active medium for the sharing of news and information in real time, enabling stakeholders to express their opinions and rally together (sic.)”

(Gruber, Smerek, Thomas-Hunt, & James, 2015, p. 164).

The national Dutch Police adapted Twitter in October 2011⁶, although some local forces adapted it before that, such as the local Police force of Apeldoorn⁷. The thesis' focus is a presumed evolution in crisis communication by the Dutch Police since the

⁴ Source: First tweet as found on <https://www.lifewire.com/history-of-twitter-3288854>

⁵ Source: <https://www.facebook.com/notes/facebook/welcome-to-facebook-everyone/2210227130/>

⁶ Source: <https://twitter.com/politie>

⁷ Source: https://twitter.com/POL_Apeldoorn

emergence of social media. But how is social media actually used in crisis communication by the Dutch Police? This thesis creates a framework with which crisis communication can be analysed, based on the idea that social media changed the way we communicate. Furthermore, crisis communication by the Dutch Police in the period 2011 – 2018 is analysed with this newly created framework.

1.2 Research question

The research conducted in this thesis focusses mainly on creating this framework; Creating the objective test to analyse the possible influence of social media on crisis communication. After this framework is created, an analysis will be conducted to how the Dutch Police communicates in times of crisis. The framework and analysis combined will conclude by answering the following research question (RQ):

RQ: How did the crisis communication of the Dutch Police, after an attack with a terroristic motive, differ between two cases in the period 2011 – 2018?

All combined, this thesis will answer the research question by creating a conceptual framework that will contribute to academics in a way that it creates an objective test.

1.3 Scientific and societal relevance

There are multiple scholars that have written about social media and crisis communication as such, but only a handful combined the two. Fewer articles elaborate on the evolution in crisis communication since the emergence of social media, and if so, these articles are mostly about the potential use of social media only. In other words, these articles are about how (social) media *can be used* in crisis communication, not how it *is used* in crisis communication (e.g. Alexander, 2014; Coombs, 1995; Wendling, Radisch, & Jacobzone, 2013). This indicates a gap in knowledge on how social media potentially influences crisis communication. Therefore, the main purpose of this thesis is to bring together several frameworks about the uses of social media, and crisis communication as such, and combine them to one conceptual framework that can be used to analyse the potential influence of social media in crisis communication. In other words, this framework creates an objective test to analyse how social media is used, and the use of it potentially

influenced crisis communication as a whole. This framework is further explained in chapter 2.

Unique relative to contemporary media, the receiver can communicate back to the organization, and with one another. Through social media, in times of crisis when crisis communication comes in, it is possible for organisations to be faster in sharing information and make calls for action. That considered, potentially, social media can bring a whole new dimension to crisis communication. In other words, crisis communication by the Dutch Police has potentially evolved as well. Besides creating a conceptual framework to objectively analyse the use of social media in crisis communication, the framework will be deployed to propose an evolution in crisis communication by the Dutch Police. To start measuring this proposed evolution, two attacks with terroristic motive will be analysed in the period 2011 – 2018 to show a difference between the way the Dutch Police communicated in, and right after, the two crises. The first case will be a 2011 crisis, a shooting at the Ridderhof in Alphen aan den Rijn. The Police used social media by then, but it is still the beginning of an era of crisis communication through social media. The second case is the most recent one: the terrorist attack at Amsterdam Central Station in 2018. The cases and choice of cases will be further explained in chapter 3.

It is necessary to mention that the Dutch Police started a reorganization in the year 2013 (Politie, 2014). January first of 2013, the new Police law 2012 started, and the Dutch Police formally became one National Police Force instead of several separate forces. This changed the organization itself, but not the communication from it per se. For this research, it is irrelevant to assume the communication from the Dutch Police around crises changed since the emergence of the National Police. There will be further elaboration on this reorganization in chapter 3.

This thesis is separated into five chapters, which are separated into several paragraphs per chapter. The second chapter gives an overview of the literature that is used to form the framework and gives an overview of the terms that are being used throughout the thesis. The third chapter creates the framework with which the analysis is conducted in chapter four. Chapter five concludes by answering the research question and discusses the results and research as such.

Chapter 2

Literature overview

Communication is key in every crisis. Not only to inform the public, but also between organizations and institutions that handle the crises. In times of crisis, “social media is ranked as fourth most popular source for accessing emergency information” (Kim & Hastak, 2018, p. 86). In other words, social media is a very important medium for communication between emergency agencies and the people. Several scholars speak about three stages in crisis communication. These stages (pre-crisis, crisis response, and post-crisis) all do have their own challenges in communication (Bundy, Pfarrer, Short, & Coombs, 2017, p. 1665). The focus of this framework lies in the second stage, the crisis response period. Or to put more precise, on the communication in the crisis response period. In this chapter, a start will be made with forming the framework to objectively analyse the influence of social media on crisis communication. Furthermore, the definitions used throughout this thesis will be elaborated on.

2.1 Definitions

In this thesis, several terms are being used to show whether there is an difference in crisis communication by the Dutch Police between the two cases, or not. Although some definitions seem clear, it is important to elaborate on the used terms to form the funnel with which the framework is formed. The main focus of the thesis is the influence of social media on crisis communication. However, the described phenomenon does not exist without a crisis. And although it seems clear what this term means, scholars do not agree on the definition of crisis per se. This paragraph will focus on terms like crisis, to clarify what the author means with these terms.

2.1.1 Crisis

Without a crisis, no crisis communication. The question remains what the true definition of crisis is, since scholars do not agree on the definition. In all fairness, a true definition cannot be found. Therefore, multiple scholars, along with their definitions, have been analysed, and combined into the definition that is used in this thesis.

Firstly, an event is considered to be a crisis, or can become a crisis, when it is a conflict, a man made accident or a natural disaster, and “shatter the peace and order

of a society” (Boin, 't Hart, Stern, & Sundelius, 2005, p. 1). According to Boin and Renaud (2013), a crisis is a collective perception of threat, which “must be immediately addressed under conditions of pervasive uncertainty” (Boin & Renaud, 2013, p. 42). This threat threatens core values the people have, such as safety, or disrupt critical infrastructures (Boin & Bynander, 2015, p. 124; Boin, 't Hart, Stern, & Sundelius, 2005).

Secondly, an event is usually referred to as a crisis when something “bad is to befall a person, group, organization, culture, society, or, when we think really big, the world at large” (Boin, et al., 2005, p. 2). With this in mind, authorities (or the organization) need to come to action, urgently. In this definition, Boin, et al. (2005) distinguish three different components of a crisis: an event needs to poses a threat, create uncertainty, and comes with great urgency. Broekema, Porth, Steen, and Torenvlied (2019) talk about a crisis in a familiar sense. According to them, crisis is defined as a situation in which a population is confronted with an enormous challenge.

To combine, the first part of the definition should be as follows: crisis refers to an unexpected and undesired situation towards a certain population or group, that has to be taken care of with great urgency. Although this seems complete, in this definition a certain part is missing. In the introduction of the book *Crisis Communication in a Digital World*, Sheehan & Quinn-Allan (2015) state that it is necessary to realize that a crisis can be more than just a disruption or threat. An event can be called a crisis when it threatens the existence of the organization (Sheehan & Quinn-Allan, 2015), for example. Bundy, Pfarrer, Short & Coombs (2017) talk about a crisis as an event that is highly “salient, unexpected, and potentially disruptive (sic.)” (Bundy, Pfarrer, Short, & Coombs, 2017, p. 1662). They also acknowledge that a crisis is harmful or threatening.

All things considered, a definition for the term crisis can be formulated. Crisis in this thesis refers to an unexpected, undesired and noticeable situation towards a certain population or group, that has the potential to disrupt a community, and therefore needs to be taken care of with great urgency.

2.1.2 Crisis communication

Following this, crisis communication is the communication around an event that is unexpected, noticeable and has the potential to disrupt a community. But Mackey (2015) describes crisis communication from the perspective of an organisation. He

states that crisis communication is a “process that organisations employ to manage risk and instances of crisis” (Mackey, 2015, p. 12). If we combine crisis and crisis communication in the definition of Mackey, we see that crisis communication is a process that organisations employ to manage risk and instances of events that are unexpected, noticeable and have the potential to disrupt a community. Amongst others, according to Bundy, et al. (2017), crisis communication can be divided into three stages. The first stage is the pre-crisis prevention stage. In this stage, crisis communication is focussed on stakeholder relationships: negative sentiment about an organization can cause or escalate a crisis. This stage also focusses on preparedness to a crisis. The third stage is the post-crisis outcome stage. This stage focusses on learning from a crisis and its outcomes. The focus in this stage also lies on social evaluations of the crisis. That said, the scope of this study lies on the second stage. The second stage focusses on the actual crisis management, the communication when the crisis actually occurs, and is therefore most relevant to answer the research question. The importance of crisis communication in times of crisis is well described by Sheehan and Quinn-Allen (2015). If the crisis communication is well-managed, Sheehan & Quinn-Allen (2015) argue, it reduces negativity around the organization or crisis, even though it is not per se the organization that caused the crisis.

2.1.3 Social Media

One of the ways to communicate in times of crisis, is through social media. Social media are online means to communicate in peer-to-peer communication (or two-way-communication). Or as Wukich put it: “Social Media are Internet-based platforms that facilitate communication and content exchange between users.” (Wukich, 2015, p. 282). Social media as such contrasts with contemporary (or traditional) media in the ability of users to create content themselves, instead of just receiving content. Perhaps, this is the reason Mangold and Faulds (2009) refer to social media as *consumer-generated-media*:

“Social media encompasses a wide range of online, word-of-mouth forums including blogs, company-sponsored discussion boards and chat rooms, consumer-to-consumer e-mail, consumer product or service ratings websites and forums, Internet discussion boards and forums, moblogs (sites containing digital audio, images, movies, or photographs), and social networking websites, to name a few.”

When this thesis speaks about social media, it refers to the social media websites Facebook and Twitter. These platforms are amongst the biggest in the world (see appendix 3), and are widely used in the Netherlands according to Coosto, an online comprehensive social media management tool (Coosto, 2018). Other social media platforms, such as WhatsApp and Instagram, are not used in the analysis, because these platforms do not fit the research purpose or are impossible to analyse with publicly available data. WhatsApp for example is a chat application to chat with others, but private. Instagram focusses on images and not so much on text, and therefore does not fit the research purpose.

2.1.4 Terrorism

In order to answer the research question, one must know what is meant with the term 'terroristic motive'. In order to develop an understanding of the term terroristic motive, the term terrorism needs to be defined first. Terrorism is a term that holds a lot of definitions. Or as Edwin Bakker put it: "Terrorism is a complex and ever-changing phenomenon" (Bakker, 2012, p. 69). This means that terrorism is not easy to define. And if terrorism is defined, this definition most likely does not suit all situations that can still be considered acts of terrorism. Since the rise of ISIS, or since the 9/11 attacks in 2001, terrorist attacks were not always in the pursuit of political aim. Acts of terror nowadays do sometimes have a different purpose, such as sow fear or disrupt our daily lives. Terrorism therefore is "a highly complex, highly subjective and politically sensitive topic" (Bakker, 2015, p. 19). Firstly, terrorism has an impact on society, as we see in for example headlines in newspapers. According to Bakker (2015), *The Global Terrorism Database* by the University of Maryland is one of the only databases worldwide that collected data on terrorism. They define terrorism as 'intentional act of violence by a non-state actor'. This act of violence needs to meet at least two of the following three criteria: it poses a political, economic, social or religious goal; its' goal is to intimidate an audience larger than just the victims; and it is outside the "precepts of International Humanitarian Law" (Bakker, 2015, p. 20).

For most people, "terrorism seems to be a random and senseless form of violence perpetrated by very disturbed people (sic.)" (Ruby, 2002, p. 10). The seemingly uncontrollable situation causes a heightened sense of anxiety. The motive, or idea, of terrorists is often linked to war because of the political or ideological

motivation of the terrorist. Terrorism can therefore be defined as “intentional generation of massive fear by human beings for the purpose of securing or maintaining control over other human beings” (Cooper, 2001, p. 883). But this definition does not suit all acts which are considered to be terroristic. For example, terrorist attacks in France or Belgium do not serve the purpose of securing or maintaining control, even though these attacks serve to pose massive fear.

Yet, the headlines are filled with terrorist attacks from organizations such as Al-Qaida and Islamic State, another form of terrorism can be distinguished. Some attacks are considered terrorist acts even though the suspects have no links with these organizations per se. For these so-called *lone actor terrorists*, an ideological background is mostly unknown, as a contrast to attacks executed by Al-Qaida and Islamic State for example (Liem & Bakker, 2019). Anders Breivik in Norway for example was a lone actor terrorist when he killed 77 people and wounded 300. In other words, not only attacks from for example Muslim extremists are terrorist attacks.

With this in mind, a definition still needs to be formed. Fortunately, the definitions by the scholars mentioned above can be combined, since these scholars do have some agreement on the definition. According to them, a terrorist attack needs to sow fear and disrupt a community for the purpose of sowing fear or gain political wins. All things considered, in this thesis, terrorism is defined as the *unlawful use of violence and intimidation against civilians, to put pressure on a government or population in the pursuit of political aims, or to sow fear to a larger audience than just the victim(s)*. The division of terrorist cells and lone actor terrorists makes it harder to distinguish whether an act has a terrorist motive or not; if a cell claims the act as their own, one can expect this act to have a terrorist motive. In the case of lone actor terrorists, this is much harder. Therefore, in this thesis, the definition of terrorism is linked to the person(s) that committed the act and its'(their) ideas or motives, and not the organisation behind the act (if there is one). If the perpetrator(s) has(have) a motive that fits the definition of terrorism, the motive is considered to be terroristic. Only in those cases, the case fits the research purpose.

2.2 Different uses of crisis communication

In the literature, a lot can be found about how social media can be used in times of crisis. For example, Wendling, Radisch and Jacobzone (2013) formulated several good practices in the use of social media in crisis communication. Alexander (2014)

identified different ways of using social media. Also, a lot can be found about strategies for crisis communication. For example, Coombs (1995) who formulated five strategies on how an organization should respond to a crisis. In other words, how crisis communication is formed based on the literature, can be categorized. For example, one can argue that crisis communication has a specific function. It could inform the public or warn people to (not) do something. But also, that crisis communication is conducted following specific strategies. A crisis can be denied for example, or the communication during a crisis can be used to thank bystanders. In the following paragraphs, several functions of crisis communication are investigated, along with several strategies with which crisis communication can be conducted. Moreover, crisis communication is theorized to form a framework with which an objective analysis on crisis communication can be made. With this analysis, the research question can be answered.

2.2.1 Functions

As stated before, Wendling, Radisch and Jacobzone (2013) formulated some good practices on the use of social media. The first good practice they formulate is that social media should be used as a tool to *raise public awareness*. They argue that people even tend to refer to official statements by authorities if they post something on Facebook or Twitter: “Social media can give way to viral dissemination through communities” (p. 18). Besides that, social media is also a tool to *provide information and warning*, or even to *mobilize volunteers*. Also, social media can be used for *surveillance and monitoring* purposes, even to create an early warning system. In this way, “the content of social media can be a way to know better and understand more accurately what is happening during a crisis” (Wendling, Radisch, & Jacobzone, 2013, p. 18). The monitoring at its place can be used to *improve preparedness* and *identify survivor and victims*. Finally, social media can be used to *manage inaccurate press coverage or counterbalance rumours*.

Alexander (2014) did not formulate best practises but identified different ways of using social media. At first, social media have an important *listening function*. According to Alexander (2014), social media is able to create a two-way exchange of information and give voice to the people. Besides, social media can be used to *monitor a situation* or even *research*. “Whereas the listening function involves the passive collection of information, monitoring is conducted in order to improve reactions to

events and better to manage the general public by learning what people are thinking and doing” (Alexander, 2014, pp. 720-721). With this knowledge, social media can be used to *crowd-source and collaborative development*, to make people feel part of initiatives or enhance voluntarism. Or even to *launch an appeal for donations*.

Wouter Jong (2017) adds another function to the list of possible functions crisis communication can have. He calls it *meaning making*. Jong (2017) states that meaning making is “a key aspect of crisis management when people expect their public leaders to appear on the public stage”. Public leaders in the research of Jong are political leaders who take the role of communicator in times of crisis, but this role can be taken by the Dutch Police as well. That is to say that the Dutch Police is confronted with public impact of the crises researched in this thesis, such as public leaders would have. If people experience a crisis, they try to make sense of what happened, and public leaders (or the Police, red.) “support them in this process, interpret the situation, use rhetoric to make sense of the situation, make sure they are concerned about the emotional and physical well-being of citizens, and actively communicate what is happening and what needs to be done” (Jong, 2017, p. 1026).

Another view on functions of social media can be found in the way public leaders respond during and after a crisis. This view does not fit the research purpose per se but gives a great insight in the reasons on how crisis communication is executed by public leaders, and why they execute it the way they do. We can distinguish five tasks for public leadership: sense making, decision making, meaning making, terminating, and learning (Jong, Dückers, & van der Velden, 2016; Boin, 't Hart, Stern, & Sundelius, 2005).

2.2.2 Organizational crisis communication strategies

Coombs (1995) formulate several strategies around crisis communication. The first strategy Coombs formulated is the *nonexistence strategy*. This strategy ‘seek to eliminate the crisis if no crisis exists’ (Coombs, 1995, p. 450). An organization can deny the crisis exists or clarify why there is no crisis. Or an organization can attack the ones spreading the *fake news* about the crisis. They can even threaten to sue these persons or organizations. The second strategy aims to create public acceptance of the crisis and weakening the link between the organization and the crisis, they create a *distance*. In other words, the crisis is acknowledged but the organization does not have something to do with the crisis per se. They can do so by apologize, and thus

minimize the organizations responsibility. Or they can post a justification, to “minimize damage associated with the crisis” (Coombs, 1995, p. 451). The third strategy is the *ingratiation strategy*. This strategy “seek to gain public approval for the organization (...) by connecting the organization to things positively valued by the publics” (Coombs, 1995, p. 452). This strategy includes the aim to remind the public of the positive aspects of the organization, placing the crisis in a larger context that is more desirable, and to praise other organizations for the work they have done. The fourth strategy (*mortification*) involves creating acceptance for the crisis by asking forgiveness, offer compensation to the victims, and taking action to prevent such a crisis to happen again. The last strategy by Coombs (1995) is what Coombs calls *suffering*. In this strategy, the organization portrays itself as an unfair victim of the crisis, not the cause per se. These strategies do not per se have something to do with crisis communication through social media (social media did not exist back then, red), nor crisis communication by an external party. But these strategies offer great insight in the process of crisis communication, because people ask themselves the question ‘How could this have happened?’. For example, Jong states that responsibility and accountability can become an issue with meaning making, since people will without a doubt wonder how a crisis could have happened. “The search for answers to the question (...) often degenerates into ‘blame games’ in relation to responsibilities” (Jong, 2017, p. 1026). The Dutch Police is not involved a crisis itself, but possibly act as if they are, because of these so-called blame games.

2.2.3 Division into categories

Although the previous paragraphs already divided different functions of social media and strategies with which the crisis communication is conducted, these categories do not function enough to fit the research purpose. Hypothetically, crisis communication has changed since the emergence of social media. As stated before, the contemporary media focusses more on informing in their one-way type of communication, while social media opened the doors for a more direct type of communication back and forth. This has nothing to do with a function or strategy of crisis communication per se.

Based on the idea that social media is used more and more over the past decade, and the idea that social media is a two-way mean of communication that emerged long after the contemporary media one-way type of communication, other categories needed to be developed. In order to develop a framework with which the influence of

social media on crisis communication can be measured, this research came up with three categories. In short, the categories in this framework are *Sharing*, *Gathering*, and *Controlling*. The first category (sharing) is based on the contemporary media one-way type of communication: it informs the public but does not necessarily expect a response. The third category (controlling) is based on the idea that communication evokes a response in a way that people do or do not do things or change their opinion. This can be a launch for appeal or a call to action, for example. The second category fits between these two. Further elaboration on these categories can be found in chapter three.

Based on the literature elaborated on in this chapter, the next chapter will finish the framework with which crisis communication (the process that organisations employ to manage risk and instances of events that are unexpected, noticeable and have the potential to disrupt a community), as the influence of social media on crisis communication, is objectively analysable.

Chapter 3

Methodology

A crisis consists of different stages, according to several scholars (e.g. Bundy, Pfarrer, Short, & Coombs, 2017; Seeger, Sellnow, & Ulmer, 2003). This model is called the Three Stage Model of Crisis, and states that a crisis consists of three stages: pre-crisis, crisis and post-crisis (Bundy, et al., 2017, p. 1665). The pre-crisis stage is the stage before the crisis, in which procedures and policies are considered adequate. In other words, this is the stage in which stakeholders actually try to prevent the crisis. This crisis-phase begins with a trigger event. In this phase, the harm is initiated and most of the harm occurs. The final stage is post-crisis, the time of investigation and analysis of the crisis. This study specifically looks at the period of crisis response, which is the period of crisis, responses to this crisis, and the start of the post-crisis period.

According to multiple scholars (e.g. Gruber, Smerek, Thomas-Hunt, & James, 2015), social media has a huge influence on the way we communicate. This is why the specified period of time is chosen: there is an expectation that crisis communication has evolved (or 'shifted from one type to another' as formulated in previous paragraphs) because of the emergence of social media.

In order to develop an objective research, the functions of using social media, the strategies or ways to use social media have been put together into a framework. All categories consist of several subcategories (or indicators). This chapter focusses on these created categories, and how they originated. Furthermore, this chapter focusses on the case selection and operationalization of the categories.

3.1 Conceptual framework

In order to objectively look at how social media influenced crisis communication, a framework needed to be created. Firstly, the different strategies and functions needed to be divided into different categories to find a shift as elaborated on in paragraph 2.2.3. The result hereof can be found in table 1. Unfortunately, this would give some issues with the analysis that needed to be conducted.

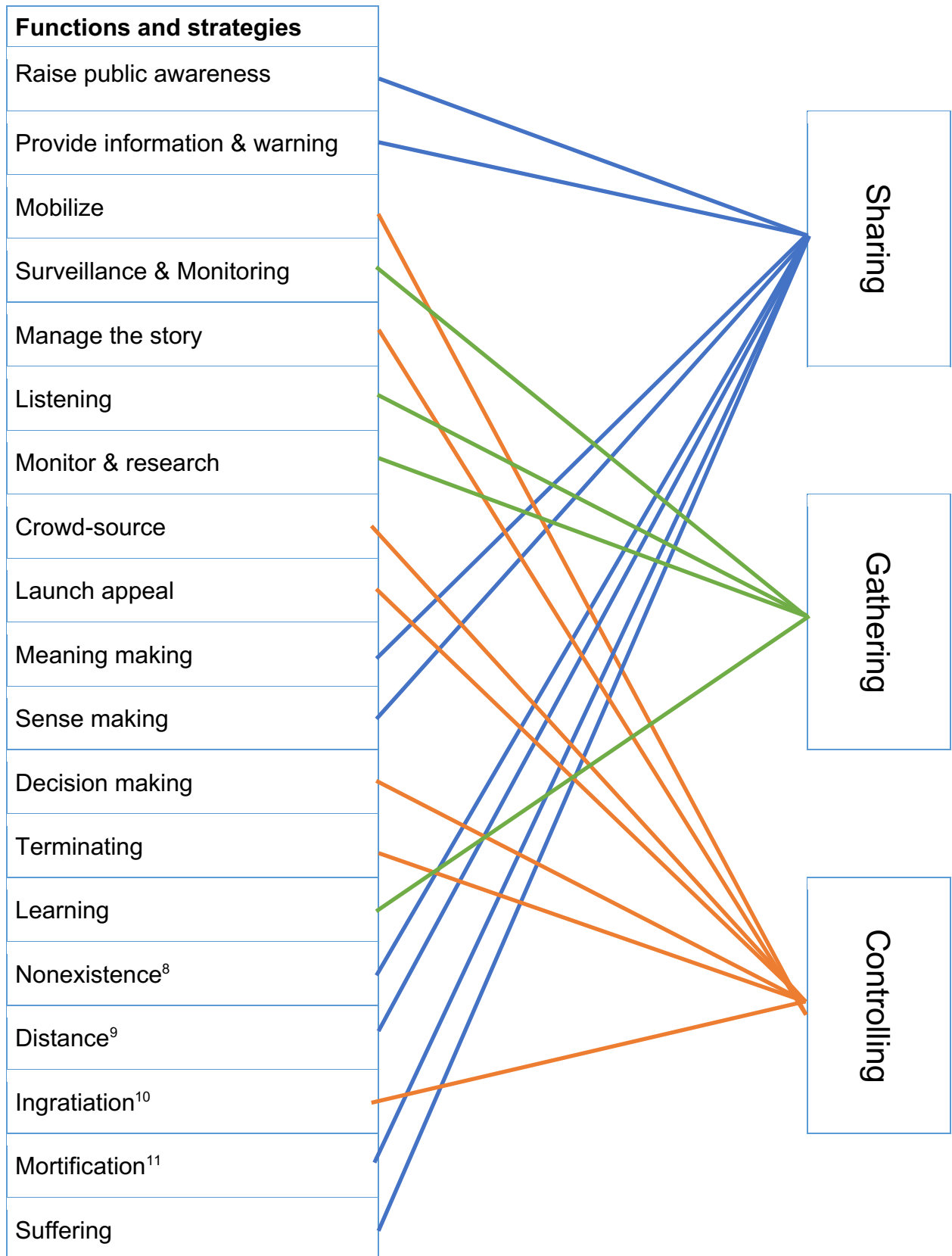


Table 1: Functions and strategies of crisis communication divided in categories

⁸ Refers to Denial, Clarification, Attack and Intimidation by Coombs

⁹ Refers to Excuse and Justification by Coombs

¹⁰ Refers to Bolstering, Transcendence and Praising others by Coombs

¹¹ Refers to Remediation, Repentance and Rectification by Coombs

Out of the 19 functions and strategies, several are similar to each other. For example, *surveillance and monitoring* is comparable with the function *monitor and research*. These functions both state that social media can be used in crisis communication in a way that it helps monitoring the situation, and therefore could be combined in one subcategory called research instead. Furthermore, raising public awareness is comparable to providing information and warning, since both functions are about informing the public and give meaning to the situation. Meaning making is another function crisis communication can have, and thus is comparable to raising public awareness and providing information and warning as well. These three potential subcategories could therefore fit one subcategory: *meaning making*. Moreover, when crisis communication follows the strategy of suffering ('we were the victims here', red.), or considered to do so, one could also say that the crisis is mortifying for the organization. In both cases, the organization is the suspect, although they should be considered the victim. The organization is the suspect because of what they did to prevent the crisis from getting worse. Therefore, they are victimizing themselves: they suffer because of what they did (for example, the Police shot someone because he had a weapon, and therefore are part of the research to if the Police officer was allowed to shoot or not). On the other hand, if the organization denies the crisis (claims it to be non-existent): the strategy non-existence is not comparable to the launch for appeal. To put in other words, if the nineteen functions and strategies were to be analysed separately, more sources (or parts thereof) would fit in more than one subcategory. How these nineteen strategies and functions can be combined, can be found in table 3. In table 2, the new subcategories are categorized based on the categories as mentioned before. These categories and newly formed subcategories will be further elaborated on in paragraph 3.4.

Category	Subcategories
Sharing	Meaning making
	Story making
	Suffering
	Distance
	Denial
Gathering	Listening
	Research
Controlling	Mobilize
	Story management
	Ingratiation

Table 2: Categories and indicators within framework

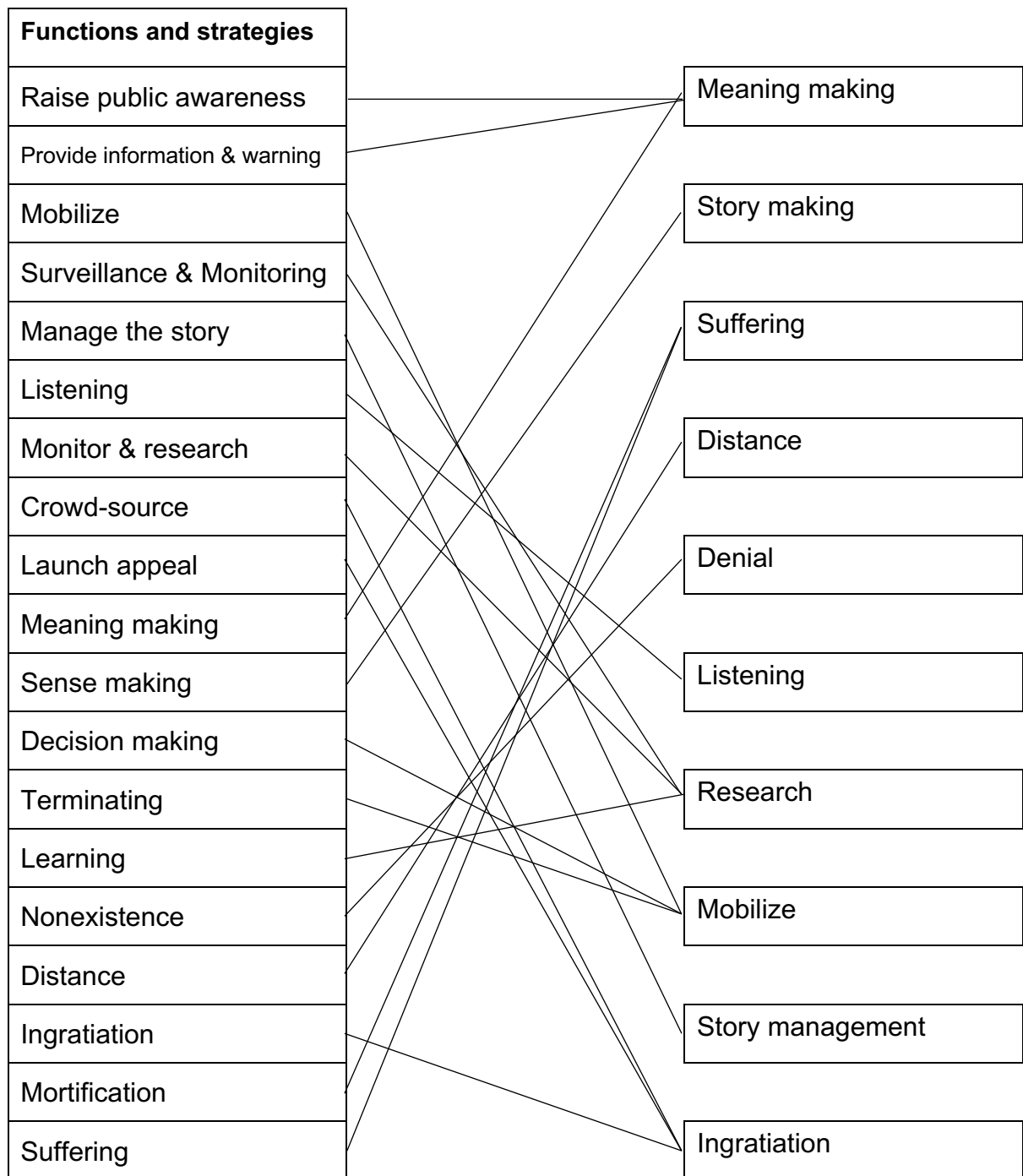


Table 3: How the strategies and functions are divided into new subcategories, based on similarity

3.2. Case selection

In this comparative case study to the proposed difference of crisis communication by the Dutch Police between two cases, and to form a clear starting point to research the proposed evolution of crisis communication in general, two cases needed to be selected first. To answer the research question (How did crisis communication after an attack with terroristic motive by the Dutch Police differ between two cases in the period 2011 – 2018?), the potential cases needed to fit within the research purpose.

The first requirement is that the perpetrators or suspects of these attacks needed to have a terroristic motive. A motive is considered terroristic when the suspect or perpetrator commits an act of terror to put pressure on a government or population to sow fear to a larger audience than just the victim(s) in light of opinions, feelings or beliefs of the perpetrator. The second requirement is that the crisis needed to take place in The Netherlands, since the Dutch Police needs to be involved in one way or another. The third requirement is that the crisis needed to take place in the period 2009 – 2018. It is important to note, the potential influence of social media on crisis communication by the Dutch Police can only be measured when social media is present and used at the time of an attack with terroristic motive. Therefore, the presence and use of social media is the fourth requirement.

Fortunately for The Netherlands, there are just a few attacks with a terrorist motive that took place in the period 2009 – 2018. In this period, only five cases can be found of terrorist attacks, or attacks with a terrorist motive, that fit the definition of terrorism as elaborated on in paragraph 2.1.4. The first attack that took place in the specified period, was the attack on the Royal Family of The Netherlands in 2009, where Karst Tate drove with a car through the crowd in an attempt to injure or even kill members of the Royal Family. The second case is the shopping mall shooting in Alphen aan den Rijn, where Tristan van der Vlis killed six people with a gun and fired over one hundred bullets because he hated God and all its' creatures (Borsje, 2011). The third case that potentially fits the research purpose is the political murder of Minister of State Els Borst in 2014, who was murdered because of a euthanasia law she created (Algemeen Dagblad, 2014; Trouw, 2016; NOS, 2018a). The fourth case that fits the research purpose is the attack on a mosque in Enschede in 2016, where five men attacked a mosque with Molotov cocktails (NOS, 2018a). The fifth case was a stabbing on Amsterdam Central Station in 2018 by Jawed S (Nu.nl, 2018; De Telegraaf, 2018; RTL Nieuws, 2018). Besides the cases mentioned, no other act of terror happened that can be considered an attack with terroristic motive (the writer is aware of)¹². Of the five cases that potentially fit the research purpose, two cases needed to be chosen.

¹² After the Amsterdam Attack, there was one more case that could have been investigated. The attack on the tram in Utrecht, 2019. This case has not been investigated, because the motives of the suspect are not fully clear, yet.

A great starting point for the research would be the 2009 Apeldoorn case, since a case in 2009 (where the Police adapted social media, red.) potentially could function as the zero measurement of this research. In 2009, on *Koninginnedag*, Karst Tates drove into the crowd with his car, because he found the Royal Family hypocrite (Algemeen Dagblad, 2016; Nu.nl, 2009; NOS, 2010). Unfortunately, there were not enough data available of the Apeldoorn case since the Police did not use Twitter nor Facebook at that time in the year 2009. As elaborated before, social media potentially has a great influence on crisis communication by the Dutch Police. Therefore, the case of Apeldoorn could not be used in this research, because this case does not meet all four requirements.

Around the case of Alphen aan den Rijn in 2011, the Dutch Police did use social media. Therefore, this case could be used as a sort of *zero measurement*. The Alphen aan den Rijn case is the first case (that fits the research purpose) where the Police actively used social media in their crisis communication. Firstly, the motive was terroristic, against God and its' creatures (Borsje, 2011). Secondly, it happened in the Netherlands, since Alphen aan den Rijn is a Dutch city. Thirdly, this case fits the research purpose because it took place in 2011, which fits the specified period. And fourthly, social media was present in crisis communication and actively used by the Dutch Police during and right after this crisis.

The political murder of Minister of State Els Borst in 2014, who was murdered because of a euthanasia law she created (Algemeen Dagblad, 2014; Trouw, 2016; NOS, 2018a), is the third potential case that could be part of the research. The motive was terroristic; she was murdered because of thoughts she had, and the things she had done as a Minister. The pursuit of political aim and the pressure this potentially has on the government (do they need to be protected more, should they be fearful?) could be considered terroristic. On the other hand, did the murder of Minister of State Els Borst in 2014 actually disrupt a community or put pressure on the government, since the murder took place in her own home (Trouw, 2016)? This attack can also be considered a homicide, or plain murder, and therefore does not suit the research as such.

The fourth potential case that could fit the research purpose is the attack of the Mosque in Enschede in 2016. Unfortunately, no Tweets could be retrieved from this attack on the account of the Police in Enschede. Other Police forces (of the province

and the National Police) did not Tweet at all about this attack as well¹³. This considered, the case of Enschede could not be used in this research, even though it fits three requirements: the presence and use of social media around this case is insufficient.

The fifth potential case is the attack in Amsterdam Central Station in 2018. The motive was terroristic. The Dutch Police states that this was made clear by the perpetrator in his first statement (NOS, 2018b). The attack took place in Amsterdam, which is the capital city of the Netherlands, so this attack also meets the second requirement as well. With the attack taking place in 2018, it marks a clear ending of the research period. Furthermore, social media was used during and right after the crisis in the crisis communication by the Dutch Police. Therefore, the Amsterdam Central Station attack of 2018 suits all the requirements and thus the research purpose.

All things considered, the Alphen aan den Rijn attack of 2011 and the Amsterdam Central Station attack of 2018 were chosen to analyse in this research. Besides the fact that these cases are the only two – of the five cases with terroristic motive in the specified period – that meet the requirements, these cases both mark a clear point in the specified period as well. Although the 2009 attack in Apeldoorn would mark a starting point in the research based on the year it took place in, the Dutch Police did not use social media by then. The first attack with terroristic motive in the Netherlands, where the Dutch Police did use social media, is the 2011 case: the attack in Alphen aan den Rijn. The specified period stops in 2018, thus the Amsterdam Central Station attack marks a clear ending point of this research. A change in the way the Dutch Police communicated during crisis can be found by analysing these two cases. Or to put in other words: by analysing the cases of 2011 and 2018, the research question can be answered.

More elaboration on the chosen cases can be found in the following paragraphs. More on the limitations, such as the insufficient amount of data, can be found in the limitations and discussion.

¹³ These results were found via <https://www.vicinitas.io/free-tools/download-user-Tweets>. For more information on this tool: see data gathering

3.2.1 Case 1: The terror attack in Alphen aan den Rijn, 2011

The first case is the act of terror committed by Tristan van der Vlis in 2011. He started shooting around in a shopping centre in Alphen aan den Rijn. He fired at least 100 bullets and killed six people. In a note, which was found in his car, he threatened that he placed some bombs in other shopping centres in Alphen aan den Rijn. The Police started to evacuate these malls right away (Ploeg, 2011; NOS, 2016).

This event turned out to be a crisis, because it disrupted the lives of a lot of people in Alphen aan den Rijn, including the relatives of the victims and deceased. The motive is terroristic as well. According to a report of the Police, van der Vlis hated God and all its' creatures. He wanted to hurt God, and he believed that he could only do so by hurting His creatures (Borsje, 2011). Furthermore, the date this attack happened fits the research period. Since this attack took place in Alphen aan den Rijn, which is a city in The Netherlands, it also suits the research scope (the Dutch Police is involved).

3.2.2 Case 2: The terror attack in Amsterdam, 2018

The second case is the act of terror committed by Jawed S. on August 31st, 2018. Jawed S. stabbed 2 people on Amsterdam Central Station. The Police acted very quick and shot the suspect. Jawed S. had a terroristic motive, according to the Police. He travelled to Amsterdam Central Station on purpose (Nu.nl, 2018; De Telegraaf, 2018; RTL Nieuws, 2018).

This event created chaos at Amsterdam Central Station and disrupted the train services for a few hours. People at Amsterdam Central Station panicked during, and right after, the attacks. Even forgotten bags made people more anxious. Therefore, this event can be considered a crisis. According to official statements by the municipality of Amsterdam, and the mayor of Amsterdam Femke Halsema, Jawed S. acted with a terroristic motive. The date this attack happened fits the research period. All in all, this case fits the research period and scope.

3.3 Data gathering and analysis

The data that is going to be analysed in this thesis consists of Tweets, Facebook posts, videos, and formal press releases by the Dutch Police and Dutch Public Prosecution Service (*Het Openbaar Ministerie*). The data can only be used if the data is about the case itself and has to be published within a week after the attack (day + 7 days). The

social media posts (Tweets and Facebook posts) that are being used are from the Dutch Police Department that is involved in the crisis in some way. E.g.: Tweets published by the Police force in Maastricht for the Amsterdam attack.

Twitter has the possibility to retweet Tweets from other sources. This means that the Dutch Police can retweet organizations such as municipalities, but also another Police department. For example, the Police of Amsterdam can retweet a statement by the Dutch Police. If the Police retweets a Tweet by another Police department that is involved, these retweets are not analysed. The Tweets themselves (the original ones) will be analysed. If the Police retweets from another organization than the Police itself, the Tweets are analysed. Tweets that consist of only a link to a website, or a short description such as *Update to case x LINK*, are not analysed well, since they add no value unless one opens the link. Responses to Tweets of others, whereof the original Tweet where the Police responds to are not available anymore because they have been removed for some reason, are not analysed as well, unless it is clear that the response is about the case that is being analysed.

As stated, four types of sources are being analysed, all with a different unit of analysis. The types are: official press releases from both the Dutch Police and the Dutch Public Prosecutor, Tweets by the Dutch Police, and Facebook posts by the Dutch Police, and videos published by the Dutch Police. The last type is analysed as a transcript of the videos. In the official press statements, the unit of analysis is a paragraph. Tweets and Facebook posts are analysed as a whole. Tweets are at most 280 characters long (since 2018, before: 140 characters). The research conducted is qualitative. Therefore, the analysis will not be on words. Since Tweets and Facebook messages are (mostly) short, the whole article (or: Tweet/Facebook Post) is used as unit of analysis. Video's posted by the Dutch Police are also analysed as a whole. To analyse video, the video will be transcribed.

Articles (such as official press releases by the Dutch Police) consist of several paragraphs. Since these paragraphs are chosen wisely by the press-department of the Police (all are about another subject in some way), these articles will be analysed per paragraph. Crisis communication other than crisis communication by the Dutch Police and the Dutch Public Prosecution Service in the period 2009 – 2018 falls outside the scope of this thesis at all and will not be analysed for the purpose of this research. For example, press coverage by newspapers and similar are not analysed.

Tweets were partly found via the webtool *vicinitas.io*. This is a free tool to download Tweets from a specified user. Unfortunately, this tool limits the download of user Tweets to a maximum of the last 3200. In the case of Amsterdam Central Station, this was no issue. The Alphen aan den Rijn case however formed an issue, since the Tweets of this attack were more than 3200 Tweets away from the last posted one. Therefore, a search query was formed, to access these Tweets through Twitter itself. This query consists of the account whereof the Tweets needed to be found, plus the *from* and *till*. Facebook Posts and videos posted on Facebook were found via the advanced search on Facebook.

Some press releases could not be retrieved from the 2011-attack on the official sites from both the Police and the National Public Prosecutor. This was due to the fact that the Police reorganized in 2013, and renewed their website system with this reorganization (see appendix 2). In those cases, the web archive was used to retrieve the articles anyway. This tool archives webpages to make sure they do not disappear when the site is shut down.

3.4 Operationalization

In order to analyze the content found on the Twitter-pages of the Dutch Police, the Facebook-pages of the Dutch Police, and in press releases by the Dutch Police and the National Prosecutor, the categories as elaborated on in paragraph 3.1 need to be put into a codebook. This codebook can be used to objectively analyze the sources, or parts of these sources. In this paragraph, the codebook will be operationalized. Beside this operationalization, some coding rules will be added.

3.4.1 Sharing

The category *Sharing* is assigned to a (part of a) source when the source tries to make sense of what happened or tries to tell the story as such. This can be done by facts about what happened, or by interpreting what happened. It can also be done by making statements about the situation, such as opinions from bystanders or victims. This category is a combination of the framework as used by Jong, Dückers & van der Velden (2016), Boin, et al (2005), and Jong (2017). When organizations report on a crisis and try to make meaning of it for victims and bystanders, the source fits this category. Besides, when an organization tries to create the whole view on the crisis (E.g.: put the crisis in order from event to event), the category *sharing* also applies.

Basically, when information about the story is shared, this category applies. Unless the organization is defending the 'real story' against so called *fake news*, which makes that it does not fit in the category sharing but rather in the category controlling. Furthermore, this category also applies to (parts of) a source that acknowledges the crisis, but statements try to weaken the link between the crisis and the organization. The organization can make an apology to minimize its wrongdoing, but also justify that the situation is not that bad. This can be done in several ways. By simply saying sorry for example. Or by using terms like 'noodweer', which basically means 'out of self-defence'. Lastly, this category is used when a crisis is denied. For example, when the official statements say that it was no crisis. This can be done by denying or even by clarifying why there was no crisis. Another way a (part of a) source can be put in this category, is when the source denies the crisis, and when sanctions against someone/-thing who wrongly reports about the crisis are being mentioned.

Within the category sharing, five indicators (or subcategories) are created. The first indicator is *meaning making*, based on the framework of Boin, et al (2005), and Jong, Dückers and van der Velden (2016). "In a crisis, leaders (or the Police, red.) are expected to reduce uncertainty and provide an authoritative account of what is going on, why it is happening, and what needs to be done" (Boin, et al, 2005, p. 13). In other words, they must provide *meaning* to the crisis, to get others to accept their definition of the situation. With making meaning of a crisis, the officials compete with the media. Their job is to reduce public uncertainty. Sources that try to make meaning can be recognized. If the Dutch Police is sharing information about the crisis, or; the Dutch Police is sharing information about the suspects and/or victims of the crisis, this indicator applies. This indicator does not apply though, when the Police responds defensive on for example fake news. In those cases, the category controlling applies, with the indicator story management.

The second indicator is called *story making*, based on Boin, et al (2005), and Jong, Dückers and van der Velden (2016), combined with Wendling, Radisch, Jacobzone (2013). This indicator is merely the same as meaning making but differs from that indicator in the type of information the organization shares. Where meaning making is about facts, story making is about suspicion. 'Terms like 'We expect that he acted on his own' or 'we expect a terroristic motive' do fit this indicator.

The third indicator in the category sharing is called *suffering*, based on Coombs (1995). This indicator does not give information about the crisis per se, but about the

organization itself. For example, this indicator applies when the Dutch Police tries to win sympathy as if the Police is the wrongdoer (e.g. 'Rijksrecherche doet onderzoek' (National Investigation Department investigates what happened, red.), as if they are the ones who did anything wrong).

The fourth indicator in the category sharing is called *distance*, also based on Coombs (1995). If the Police informs about the Police in times of crisis, but the source does not fit the indicator *suffering*, the indicator distance applies. In other words, if the Police does not try to win sympathy as if the Police is a victim. Instead, they could excuse themselves ('We acted out of self-defence'), the Dutch Police tries to win sympathy for how the situation ended ('there could have been more victims'), or if they refer to a comparable crisis that ended better ('unfortunately, it did not end as last time in ...'), this indicator applies.

Lastly, a crisis can be denied as a whole. When a (part of a) source denies the crisis, it fits the indicator *denial*. On the one hand, denial could have been put in the category controlling as well. Despite this, the choice was made to put it in the category sharing, since it is expected to fit the idea of one-way communication by contemporary media more than it fits two-way communication the category controlling is about. If (a part of) a source fits the category denial, meaning the crisis is denied as a whole ('*there is no crisis, nothing going on here*'), this source cannot fit any other category.

3.4.2 Gathering

The category *Gathering* is assigned to a (part of a) source when the source has the purpose to gather information from the audience. If the (part of the) source actively asks for information, such as photographs or bystanders-information, or when the source calls for action in things such as evaluations, this category is assigned. This category combines the functions *Surveillance*, and *Monitoring* from Wendling, Radisch & Jacobzone (2013) with the functions *listening*, and *monitor & research* by Alexander (2014). When organizations actively ask for responses from the public about their opinions, or actively ask to participate in an ongoing research, this category is assigned as well.

This category is split into two indicators (or subcategories). The first indicator is called *listening*, based on Wendling, Radisch & Jacobzone (2013) and Alexander (2014). If the Dutch Police specifically asks for responses from the public (victims or people with traumas), for example about their opinion or if they have seen something,

this indicator applies. If the Police asks if people could send photos or videos of an event on the other hand, this indicator does not apply. In those specific cases, the indicator research applies.

The second indicator in the category gathering is called *research*, based on Alexander (2014), Boin, et al (2005), and Jong, Dückers and van der Velden (2016). This indicator could have been put in the category controlling, since the Police urges for a response and thus tries to mobilize people. Yet, it has been put in the category gathering, because the Police actively asks people to respond with photographs or information on the suspect, and thus tries to gather information for the purpose of the ongoing investigation.

3.4.3 Controlling

The last category is called *Controlling*. This category is assigned to (a part of) a source when the organization tries to mobilize their audience or try to manage the story from, for example, fake news. That to say, the organization tries to control the situation by making a call to action or manage the story as the official source of information. This category also applies when the organization tries to win sympathy of, or get approval from, the public by connecting positively valued things of the organization. It is about changing people's perspective or opinion on a crisis. This category only applies when the one being thanked or helped in a message is not the organization itself. E.g. this applies when the Police posts statements like 'thanks to a sharp-eyed anyone' or 'you can help them by donating'.

This category is split into three indicators. The first indicator is *mobilize*, based on Alexander (2014), which is created for all calls for action that do not fit the indicator research in the category gathering. Examples of sources that fit this indicator are messages like 'Do not come near Utrecht', or 'We are looking for person X. If you see him/her, do not go near this person but call the Police immediately via 112'.

The second indicator is called *story management*, based on Wendling, Radisch & Jacobzone (2013), Boin, et al (2005), and Jong, Dückers and van der Velden (2016). The reason this indicator fits the category controlling is because with the Police telling the story, people and their opinions are being controlled. Despite the fact that it is information sharing, and thus could have been put in that category as well. Only stories that explicitly react to fake news or wrong statements fit in this indicator and thus this

category. All other posts about the event are to be put in the category sharing, indicators *story making* or *meaning making*.

The third indicator, *ingratiation*, is based on Coombs (1995), and is created to fit sources that try win sympathy of, or get approval by, the public by connecting positively valued things to the organization. It is about changing people's perspective or opinion on a crisis. By playing the public with phrases like 'thanks to an attentive bystander' for example. Or the Police actively try to help victims of a crisis by raising an appeal for donation or help by the public. This indicator also applies when the Police compliments themselves about how they acted.

3.4.4 Coding rules

In order to make it possible to code all sources into a category, with as less doubt about the code as possible, some coding rules have been developed. For example, a (part of a) source cannot fit in both *meaning making* and *story making*. Meaning making applies when the Police is informing based on facts. However, story making is applied when the Police informs the people based on suspicion. To create a clear distinction:

- A phrase such as 'The victim acted alone' fit *meaning making*, since this phrase displays the situation as if it is a fact
- A phrase such as 'We suspect the victim acted alone' will fit *story making*, since there is a clear suspicion on the situation.

Suffering and *distance* cannot be applied to the same source as well. If the Police does not try to win sympathy as if they are the wrongdoers, but they excuse themselves for what they do, the subcategory *distance* applies. For example:

- Phrases such as 'We acted out of self-defence' or 'There could have been more victims' fit *distance*, since they excuse the actions of the Police.
- Phrases such as 'National investigation is investigating the Police officer who shot the suspect' fit the subcategory *suffering*, since these kinds of phrases make it look like the Police is the wrongdoer.

The same goes for the subcategories *listening* and *research*. If the Police asks for information only, the category *listening* applies. If the Police asks for footage of an event, the subcategory *research* applies. These subcategories cannot be combined: a (part of a) source cannot fit in both *listening* and *research*. The subcategory *gathering* cannot be combined with the subcategory *mobilize* as well, even though a

request for handing over footage could be considered a call to action. Furthermore, if a story explicitly responds to fake news or wrong statements, *story management* applies; In other cases, the subcategory *meaning making* or *story making* should apply. The subcategory *story management* can also not apply to a (part of a) source when there is an update to the situation. Or if the Police corrects statements, they made themselves (e.g.: 'Correction to previous Tweet...'). If a part of a source fits the subcategory *denial*, no other subcategory can apply to this source. All the coding rules can be found in the codebook in appendix 1.

3.5 Generalizability, reliability and validity

The main purpose of this thesis is to create a framework with which it is possible to analyse crisis communication. With this framework, the thesis tends to prove the proposed evolution in crisis communication by the Dutch Police since the emergence of social media. It does so by analysing two cases and measure a difference between the ways the Dutch Police communicated during these crises. Although the two cases cover the whole period in time *with* social media, the results still are just generalizable to crisis communication of the Dutch Police, and therefore not generalizable to other Police forces around the (western) world. Yet, the conclusion cannot even be seen as the *truth*. That said, the conclusions of this thesis can only be generalized to the two cases investigated. Further elaboration on this can be found in chapter 5.

The main purpose of this thesis is to form a framework with which social media use in crisis communication is objectively analysable. In order to make sure the results shown in chapter 5 are generalizable, this framework needs to be used in further researches to prove (or disprove) the proposed theory that crisis communication has indeed evolved because of the emergence of social media.

One of the things that could be problematic is that the Dutch Police started to reform the organization in 2013. During this reorganization, the original Police departments were reorganized into one National Police department with eleven separate units. All under charge of one chief of Police (Politie, 2019). In essence, this could form a potential problem in the research. After all, if the whole organization is reformed, strategies in communication could change as well. On the other hand, the Police still operates in one or more cities and municipalities. For example, Politie Leiden has its own Twitter and Facebook accounts, as does the Police in Amsterdam,

and Den Haag. With this in mind, this research assumes that the impact of the reorganization is low and thus irrelevant.

3.6 Expectations

Both Twitter and Facebook proved themselves fast in sharing information, but also as a source for receiving information from stakeholders in times of crisis. Unique relative to contemporary media, or other 'older' means to communicate: the receiver can communicate back to the organization and with one another through social media. Besides, social media are much faster than contemporary media, since everyone can update their status at every given moment with an internet connection. In other words, crisis communication by the Dutch Police has potentially evolved as well to a more two-way type of communication and thus more controlling the situation or gathering, instead of just communicating with the public.

To put in another way: based on the idea that social media creates a two-way type of communication, meaning that people can (and do) respond to communication by the Dutch Police; based on the idea that the use of social media grew over the past decades; and based on the idea that, according to Gruber, Smerek, Thomas-Hunt and James (2015), Twitter became "one of the most powerful social media platforms through which organizations communicate with stakeholders"; it is expected that social media is now more used as a source of controlling, and information gathering, rather than (before) as a source of information sharing.

3.7 Limitations

The first issue the author encountered is the reorganization of the Dutch Police in 2013. Despite the fact that, as mentioned before, this reorganisation is irrelevant for the way the Dutch Police communicates, it clearly created an issue with the data collection. After this reorganization, the Police started to use a new system for their website. See appendix 2 for an email conversation with the Police. Therefore, all articles older than 2013 could not be found on their website. This created a first challenge.

As mentioned before, only two of the five attacks – with terroristic motive in the Netherlands in the period 2009 - 2018 – could be analysed. The original idea was to investigate three cases over the whole period of time. Unfortunately, for the 2009 Apeldoorn attack, only two sources could be retrieved. Twitter and Facebook were not

used at that time, only videos with official press statements from the Police and the Dutch Public Prosecutor could be found. Whilst researching the Enschede attack of 2016, only one valid Tweet and one press release could be found. This created the second challenge the author faced: the number of sources in general. In the discussion in chapter 5, there will be further elaboration on these limitations in data gathering.

The literature overview and creation of the codebook will make it possible to conduct the analysis towards the two crises with terroristic motive. In the next chapter, this analysis will be conducted and a comparative analysis will be executed.

Chapter 4

Analysis

In this chapter, the analysis will be conducted. This chapter is divided into three paragraphs. The first two paragraphs will consist of a short summary of the cases that are going to be analysed. After that, the data that is analysed will be elaborated on. In the third paragraph, the analysis of the two cases will be combined.

4.1 The terror attack in Alphen aan den Rijn, 2011

The act of terror in Alphen aan den Rijn took place on the 9th of April in 2011. Around noon, a 24 old man walks into the ‘Ridderhof’, a shopping centre in Alphen aan den Rijn. He starts to shoot towards the people present. He killed six people, wounded sixteen, and eventually killed himself. Later that day, the Police found the car of the shooter, with a note about potentially present explosives in three shopping centres in Alphen aan den Rijn (Inspectie Openbare Orde en Veiligheid, 2011).

The research period for this case starts at the 9th of April in 2011 and ends at the 16th of April in 2011. In this period, the Police of Alphen aan den Rijn did not have Twitter. The closest department of the Police is the department in Leiden (@PolLeiden on Twitter); therefore, this department will be analysed. The Police of Leiden e.o. (and surroundings, red.) posted 103 Tweets in the specified period¹⁴, whereof 63 are about the shooting in Alphen aan den Rijn. 35 of these Tweets fit the research purpose as elaborated on in the paragraph on data gathering. The National Police did unfortunately not have a Facebook page on April 9th, 2011. They started their page on May 26th, 2011¹⁵. The same counts for the Police of Alphen aan den Rijn. Their page started the 19th of February, 2015¹⁶. Following this, they did not post any video’s in the specified period on Facebook. Two press-releases could be recovered from web archives¹⁷. The official press release from the Police has been taken from an old *live blog* from NRC. The official press release from the National Public Prosecutor (Openbaar Ministerie) has been found via the web archive as well. Considering the

¹⁴ These results were found with the search query *(from:PolLeiden) since:2011-04-09 until:2011-04-16* through advanced search on Twitter.

¹⁵ Source: <https://www.facebook.com/Politie>

¹⁶ Source: <https://www.facebook.com/politiealphenaanandenrijn/>

¹⁷ Archives of the history of a specified internet page, or archives from newspapers such as NRC and de Volkskrant

unit of analysis for press releases (paragraphs), these press releases created a total of eight sources that needed to be analysed. The first press release consists of three paragraphs, the second consists of five paragraphs. After the data was gathered, it was analysed according to the codebook as created in chapter three. A visualization of this analysis can be found in figure 1.

Source	S1	S2	S3	S4	S5	G1	G2	C1	C2	C3
Press releases	9	0	0	0	0	0	0	0	0	0
Tweets	28	0	1	0	0	0	0	4	1	1
Facebook Posts	0	0	0	0	0	0	0	0	0	0
Videos	0	0	0	0	0	0	0	0	0	0
Total	37	0	1	0	0	0	0	4	1	1

Figure 1: Visualisation of analysis of data around the Alphen aan den Rijn attack in 2011

Based on the visualisation, one could say that the Police actively shares information, but also tries to gather it through Twitter. The Police even tries to control the crowd through Twitter, although that seems to have happened on a limited pace. This analysis will be further explored, with some examples, in the next three paragraphs according to the three uses as elaborated on in the previous chapter. Because the sources are in Dutch, first the original source will be displayed, followed by a translation by the author of this thesis.

4.1.1 Sharing

The first use is the sharing way of using media. When Tweets, Facebook posts, press releases or videos by the Dutch Police tends to make sense of what happened (or did not happen), this use is assigned, and thus the (parts of the) source fit this category. A total of 86,4% of all codes given to the (parts of the) sources, were in the category sharing, whereof all the paragraphs from the press releases did get a code from the category sharing. This supports the idea that contemporary media is mostly about sharing as discussed before. For example, these paragraphs describe the characteristics of the suspect: the paragraphs tell us that the suspect was 24 and lived in Alphen aan den Rijn with his father.

“Voor het winkelcentrum waar hij heeft geschoten stond zijn auto. In zijn auto is een brief aan de politie aangetroffen waarop stond dat in drie andere winkelcentra in Alphen explosieven zouden liggen. Dit is de reden geweest voor de ontruiming van deze winkelcentra. We zijn nog bezig met het onderzoek en streven ernaar om de drie ontruimde winkelcentra vanavond weer vrij te geven. In de woning van de verdachte is een huiszoeking gedaan. Over de resultaten is nog niets bekend”

'In front of the shopping mall where he shot, his car was parked. In his car, a note to the Police has been found. On this note he said that he placed explosives in three other shopping centres. This is the reason we evacuated these three shopping centres. We are still investigating and strive to reopen the three closed shopping centres later tonight. The house of the suspect has been researched. There are no results yet.

From: <https://www.nrc.nl/nieuws/2011/04/09/meerdere-doden-bij-schietpartij-alphen-aan-de-rijn-a1458363>

This paragraph shares some facts about the situation and suspect. The Police is not trying to make people (not do) something and therefore the subcategory mobilize did not fit. The Police also does not respond to fake news, since they bring facts, thus the subcategory *story making* does not fit this paragraph. That said, controlling does not fit this paragraph. The Police is also not trying to get information, so the only category that would suit this paragraph is *sharing*. The author decided to put this paragraph in the category *meaning making* (S1), since the Police is sharing information about the crisis AND information about the suspect.

“Een aantal slachtoffers is beschoten met een semi-automatisch vuurwapen, anderen met een handvuurwapen (sic.)”

'Some victims have been shot with a semi-automated weapon, others with a gun'

From:
https://archive.is/20120530225918/http://www.om.nl/actueel/nieuws-_en/@155447/update-schietpartij-1/#selection-121.0-123.489

This paragraph is talking about the victims, displayed as facts; the Police does not show any sign that they suspect something. Therefore, this paragraph could not be categorized in *story making* (S2): The Police does not actively suspect something. For that reason, this paragraph is categorized in *meaning making* (S1) as well.

Although the press releases showed that the way contemporary media is used suits the theory that it is more about a one-way type of communication (sharing), a big part of the Tweets still fit this category: 82,9% of the Tweets fit the category sharing. These Tweets are about what happened, or an update to the story as such.

“Om 12.15 uur heeft er een #schietpartij plaatsgevonden in #AlphenaandenRijn in het winkelcentrum Ridderhof. Volg dit account voor meer info.”

‘At 12.15 pm, a #shooting took place in #AlphenaandenRijn in shopping mall the Ridderhof. Follow this account for more info.’

From:

<https://twitter.com/PolLeiden/status/56679305144573952?s=20>

This Tweet gives an update to the situation and marks the clear start of information sharing through Twitter (*‘Follow this account for more info’*). As stated in the codebook, calls to watch a live press conference, plus calls to follow the account of the Police for updates, are considered to be an update of the story, and thus be considered *sharing* and not *controlling*. This Tweet therefore is considered to be meaning making, since the main component of the Tweet is an update about the situation.

“RT @gemeenteaadr: Er zijn 6 dodelijke slachtoffers gevallen bij de schietpartij. #schietincident #schietpartij”

‘RT @gemeenteaadr: Six people died during the shooting. #shootingincident #shooting’

From:

<https://twitter.com/PolLeiden/status/56702427407204352>

This Tweet, or actually Retweet, is an update to the situation. The municipality of Alphen aan den Rijn (@gemeenteaadr on Twitter, red.) informs the public about the situation: six casualties. With this Tweet being an update where information about the suspect is being shared, it fits the category *meaning making* (S1).

“Hoofd Officier van Justitie heeft besloten dat rijksrecherche onderzoek doet naar het verstrekken vd wapenvergunningen #schietpartij #Alphen (sic.)”

‘Chief Public Prosecutor decided that the national investigation will research the issue of the weapons license #shooting #Alphen’

From:

<https://twitter.com/PolLeiden/status/57101527550148609?s=20>

This Tweet could have been considered an update to the situation. On the other hand, it states that the Chief Public Prosecutor is investigating the weapons license that has

been issued to the suspect. In the Netherlands, the Chief of Police is giving these licenses (Politie.nl, n.a.); this Tweet therefore fits the category *suffering* (S3).

4.1.2 Gathering

The second use is the gathering way of using media. When Tweets, Facebook posts, press releases or videos by the Dutch Police tries to get a response, but at the same time not getting people to act a certain way, this use is assigned, and thus the (parts of the) source fit this category. Several (11,4%) Tweets did fit this category, since they were trying to get pictures or video's (footage) of what happened during and right after the shooting.

"Heeft u foto's of video's van de #schietpartij in Alphen? U kunt ze uploaden naar de politie via <http://bit.ly/fBLZxK>¹⁸"

'Do you have pictures or videos of the #shooting in Alphen? You can upload them to the Police via <http://bit.ly/fBLZxK>'

From:

<https://twitter.com/PolLeiden/status/56837507429564416?s=20>

This Tweet clearly asks for footage of the shooting and thus fits the category *research* (G2), since the Police asks for a response with photographs or videos.

"Politie is nog steeds op zoek naar beeldmateriaal #schietpartij #Alphen. Foto's&video's kunt u (anoniem) uploaden via <http://bit.ly/hmhxn>¹⁹"

'The Police still looks for footage of the #shooting #Alphen. You can upload photos and videos (anonymously) via <http://bit.ly/hmhxn>'

From:

<https://twitter.com/PolLeiden/status/57467501956694016?s=20>

The Tweet above is a follow-up to the Tweet discussed before; the Police still asks for footage.

4.1.3 Controlling

The third and last use is the controlling way of using media. When Tweets, Facebook posts, press releases or videos by the Dutch Police actively try to control the crowd,

¹⁸ This link supposed to go to nationale-recherche.nl. A web archive page of this old (and no longer existing) website can be found at

<https://web.archive.org/web/20110804053830/http://www.nationale-recherche.nl/>

¹⁹ Idem

or get them to (not do) something, this use is assigned, and thus the (parts of the) source fit in this category. Only one Tweet (or actually Retweet) (5,7%) did fit this category:

“RT @gemeenteaadr: Wij verzoeken iedereen om nu niet naar een winkelcentrum toe te gaan. #schietpartij”

‘RT @gemeenteaadr: We urge anyone, do not come to a shopping centre #shooting’

From:

<https://twitter.com/PolLeiden/status/56736540105244672?s=20>

4.2 The terror attack in Amsterdam, 2018

On August 31st, 2018, Jawed S. stabbed two people on Amsterdam Central Station. For a longer period of time, train traffic was disrupted, and people were anxious about things such as forgotten bags because of the chaos that emerged.

The research period for this case starts at the 31st of August in 2018 and ends at the 7th of September in 2018. In this period, the Police of Amsterdam (@Politie_Adam on Twitter) posted 29 Tweets, whereof three were a response to others²⁰. Seventeen of these Tweets are about the stabbing at Amsterdam Central Station. One of these seventeen Tweets consists of just a link to a website, and thus could not be analysed. The National Police posted 48 Tweets in this period, whereof 23 retweets, and nine responses to others²¹. Only one Tweet did fit the research purpose. The National Police (@Politie on Facebook) did not post anything about this attack on Facebook in the specified period. The Police of Amsterdam (@politieAmsterdam on Facebook) posted three times about this act in the specified period, whereof one post consisted only of a link, and thus could not be analysed. One of these posts consisted of a video, and thus will be analysed as such. The Police posted two press releases on their website; the National Public Prosecutor posted one official press release. Considering the unit of analysis for press releases (paragraphs), these press releases created a total of fourteen sources that needed to be analysed. After the data was gathered, it was analysed according to the codebook as created in chapter 3. A visualization of this analysis can be found in figure 2.

²⁰ These results were found via <https://www.vicinitas.io/free-tools/download-user-Tweets>. For more information on this tool: see data gathering

²¹ Idem

Source	S1	S2	S3	S4	S5	G1	G2	C1	C2	C3
Press releases		11	2	1	0	0	0	1	0	0
Tweets		13	1	0	0	0	0	0	1	1
Facebook Posts		1	0	0	0	0	0	0	0	0
Videos		1	0	0	0	0	0	0	0	0
Total		26	3	1	0	0	0	1	1	1

Figure 2: Visualisation of analysis of data around the Amsterdam Central Station attack in 2018.
Note: Some of the sources fitted more than one category.

Based on the analysis, Twitter is partly used for controlling the crowd. Press statements, as also the other types of sources, mostly focused on informing (sharing information). This analysis will be further explored in the next three paragraphs according to the three uses as elaborated on in the previous chapter.

4.2.1 Sharing

The first use is the sharing way of using media. Once again: Tweets, Facebook posts, press releases or videos by the Dutch Police fit the use *sharing* when they tend to make sense of what happened (or did not happen). In the analysis, 77,14% of the codes given to the (parts of the) sources were in the category sharing. Of the press releases, the most common category a paragraph is coded in is sharing. The Police actively shares information based on facts or suspicion or tries to win sympathy.

“Zowel de verdachte als de twee slachtoffers van het steekincident zijn ter behandeling naar het ziekenhuis overgebracht. Ter plaatse wordt een uitvoerig onderzoek ingesteld. De politie kan op dit moment nog niets melden over de achtergrond van het steekincident. Zoals gebruikelijk verricht de Rijksrecherche het onderzoek naar het schieten door de politieagent.”

‘Both the suspect as the two victims are brought to the hospital to be treated to their wounds. On the scene, a thorough investigation is being set. Momentarily, the Police cannot say anything about the background of the incident, nor the motives of the suspect. As usual, the national investigation is investigating the shooting Police officer.’

From: <https://www.politie.nl/mijnbuurt/nieuws/2018/augustus/31/05-verdachte-neergeschoten-na-steekincident-op-amsterdam-centraal-station.html>

This paragraph, for example, shares some insight on the victims and suspect, and about the ongoing research. With other words, this paragraph fits the subcategory *meaning making* (S1). But this paragraph also makes a statement about a Police

officer being investigated by the national investigation ('*Rijksrecherche*'). Therefore, the code S3 (subcategory *suffering*) is also assigned to this paragraph. That said, this paragraph still fits the category *sharing*.

“Op verzoek van het Nederlandse OM hebben de Duitse autoriteiten de woning van de verdachte in Duitsland doorzocht. Diverse gegevensdragers zijn inbeslaggenomen, die worden nader onderzocht.”

'By the request of the Dutch Public Prosecutor, the German authorities have searched the house of the suspect in Germany. A variety of data is seized and being investigated'

From:

<https://www.om.nl/actueel/nieuwsberichten/@103950/verdachte/?fbclid=IwAR1WJyjk0MzveCp0pVdIlsB3HhuJgGXFtIWXHLn5bd2QRT-DxGJfAW5NZ1g>

This paragraph is another example. It shares information around the ongoing investigation and partly about the suspect (he has a house in Germany). The Police even goes to their German colleagues to conduct the investigation thoroughly. For this reason, this paragraph fits the subcategory *meaning making* (S1) and thus the category *sharing*.

“Geen aanvullende maatregelen - De Amsterdam driehoek heeft naar aanleiding van het incident gekeken of het nodig is om aanvullende veiligheidsmaatregelen te nemen in Amsterdam. Het kordate optreden van de politie gisteren laat zien dat Amsterdam voorbereid is op dit soort incidenten. De Amsterdamse driehoek ziet op dit moment geen aanleiding om aanvullende maatregelen te nemen. Hierover is nauw contact met de NCTV.”

'No additional measures – The Amsterdam triangle²² decided whether or not additional security measures needed to be taken in Amsterdam, in response to the incident. The decisive performance of the Police yesterday showed that Amsterdam is prepared for these kinds of incidents. The Amsterdam Triangle decided no additional measures need to be taken.

²² A triangle consists of the Police, the National Public Prosecutor (*Openbaar Ministerie*) and a local government such as a municipality.

There is close contact with the National Coordinator for Security and Counterterrorism.

From: <https://www.politie.nl/nieuws/2018/september/2/05-steekincident-amsterdam-cs-onderzoek-richt-zich-op-terroristisch-motief.html>

The paragraph above is one of the paragraphs that actually fit in two subcategories and two categories at the same time. Firstly, the paragraph talks about the incident and how no additional measures need to be taken in Amsterdam following the incident. This part describes the situation and the ongoing investigation (also prevention in the future), and therefore fits the subcategory *meaning making* (S1) that is part of the category sharing. But also, since this press release was published by the Dutch Police itself, they appear to be complimenting themselves with the phrase ‘the decisive performance of the Police yesterday showed that Amsterdam is prepared’. This compliment to themselves (they acted decisive), is, according to the indicators in the codebook, an example of a (part of a source) that fits in the category *ingratiation* (C3). In conclusion, this paragraph fits both *meaning making* and *ingratiation*.

“Bij steekincident op Amsterdam CS is door politie een verdachte neergeschoten. Onderzoek is gaande Nadere berichtgeving volgt.”

‘At a stab incident at Amsterdam Central Station, the Police shot a suspect. Investigation is ongoing. More news follows’

From: https://twitter.com/Politie_Adam/status/1035474993969291264

This Tweet does not fit *listening* (G1) or *research* (G2), because it is not calling for responses. Neither does this Tweet make a call for action (C1) or responds to *fake news* (C2). That said, this Tweet tells the audience what happened and what the next steps will be. Therefore, this tweet is considered to *meaning making* (S1), which is a subcategory of the category sharing.



“Steekincident Amsterdam CS: onderzoek richt zich op terroristisch motief
<https://t.co/dhFAEkyXFb> #Amsterdam
<https://t.co/azrN6GyuuV>”

‘Stab incident Amsterdam CS: investigation focusses on a terrorist motive
<https://t.co/dhFAEkyXFb> #Amsterdam
<https://t.co/azrN6GyuuV>’

From:

<https://twitter.com/Politie/status/1036194995244544000>

Image source:

<https://twitter.com/Politie/status/1036194995244544000>

This Tweet appears to be an update for the ongoing investigation. All in all, the Police says what the ongoing investigation is focussing on. On the other hand, it tells us that the research focusses on a terrorist motive, which at that moment is not a fact per se. This is considered to be a suspicion by the Police: they did not know if the suspect had a terrorist motive, yet. Therefore, the author decided to code this Tweet in the subcategory *story making* (S2).

“RT @AmsterdamNL: Burgemeester Halsema sprak vandaag met de agenten die ingrepen op het Centraal Station. Namens alle Amsterdammers sprak zij grote waardering uit voor hun snelle en heldhaftige optreden. Ook sprak zij de slachtoffers en hun familie in het ziekenhuis. <https://t.co/3KshUkcAfc>”

‘RT @AmsterdamNL: Mayor Halsema spoke to the Police officers that intervened at the Central Station. On behalf of all the people of Amsterdam, she thanked them for their fast and heroic performance. She also spoke to the victims and their families in the hospital <https://t.co/3KshUkcAfc>’

From:

https://twitter.com/Politie_Adam/status/1036998179194130432

This Retweet was a hard one. If it would have been a Tweet by the Police itself, it would have fit the subcategory *ingratiation* (C3). It then could have been considered as a compliment, a big thank you to their own men with the phrase ‘On behalf of all the people of Amsterdam, she thanked them for their fast and heroic performance’.

Yet, the author decided to code this Retweet in the subcategory *meaning making* (S1). The Police is, with Retweeting this Tweet, sharing information about the crisis and its aftermath. This considered, despite the fact that the mayor of Amsterdam compliments the Police, the information sharing function of the Tweet is considered to be more important and therefore put in subcategory *meaning making* (S1).

4.2.2 Gathering

The second use is the gathering way of using media. The (parts of the) sources that fit this category try to get a response, but at the same time not getting people to act a certain way. Only one paragraph of the sources that fit the scope of this research fitted this category.

“Het onderzoeksteam roept mensen die getuige zijn geweest van het incident of beelden hebben gemaakt om contact op te nemen met het onderzoeksteam via 0900-8844 of rechtstreeks beelden te uploaden via onderstaand tipformulier.”

‘The investigation team requests people that witnessed the incident, or made footage of the incident, to contact the investigation team via 0900-8844, or to directly upload the footage via the form below’

From: <https://www.politie.nl/mijn-buurt/nieuws/2018/augustus/31/05-verdachte-neergeschoten-na-steekincident-op-amsterdam-centraal-station.html>

This paragraph does not try to tell the audience something about the incident itself. Despite the fact that the Police actively asks people if they have seen something in this paragraph, they also ask for footage. Moreover, not only does the Police actively ask people for footage or information on the incident, the Police urges people to share this information with them. This considered, this paragraph fits the category *research* (G2) and not the category *listening* (G1).

4.2.3 Controlling

The third and last use is the controlling way of using media. This category applies when Tweets, Facebook posts, press releases or videos by the Dutch Police actively try to control the crowd or get them to (not do) something. One paragraph is already elaborated on, that fitted both the category sharing and the category controlling. But there is another paragraph of a press release that fits both categories:

“Alert en snel optreden - Het team verdenkt de 19 jarige Afghaan met een Duitse verblijfsvergunning, Jawed S., ervan opzettelijk twee personen te hebben neergestoken. Uit de eerste verklaringen van de verdachte blijkt dat hij hierbij een terroristisch motief had. Dankzij alert en snel optreden van agenten op het Centraal Station kon direct worden ingegrepen (sic).”

‘Alert and fast performance – The team suspects the 19-year-old Afghan man with a German residence permit, Jawed S., to purposely stab two people. After the first statement of the suspect, it turns out he had a terrorist motive. Thanks to an alert and fast performance of some Police officers at the Central Station, immediate action could be taken’

From: <https://www.politie.nl/nieuws/2018/september/2/05-steekincident-amsterdam-cs-onderzoek-richt-zich-op-terroristisch-motief.html>

As stated, this paragraph fits both sharing and controlling. Firstly, it shares information about the suspect. Therefore, it is considered to be a paragraph that fits the subcategory *meaning making* (S1) and thus sharing. Secondly, the Polices’ press release thanks the Police officers at the Central Station of Amsterdam that acted right away. This compliment to themselves fits the subcategory *ingratiation* (C3). All in all, this paragraph fits both sharing and controlling.

One of the Tweets that fit the scope of this research was rather hard to put into a (sub)category. At first sight, the Tweet seems an update to the situation, and thus would fit the category sharing. Yet, the Tweets were both coded as C2 (*story management*).

“Van ontruiming Amsterdam CS is GEEN sprake. Alleen spoor 4 en 5 is niet bereikbaar voor treinverkeer. Tramverkeer voor Amsterdam CS (Stationplein) ligt stil (sic).”

‘Evacuation of Amsterdam CS is NOT accurate. Only tracks 4 and 5 cannot be reached by train. Tram traffic for Amsterdam CS (Stationsplein) has been stopped.’

From:
https://twitter.com/Politie_Adam/status/1035482834776088576

This Tweet appears to be an update to the situation. All in all, the Police states that train tracks 4 and 5 are closed, and that there is no tram traffic in front of the Central

Station. On the other hand, they clearly state that they did NOT evacuate the station. Moreover, they appear to be correcting a statement made before, and that statement was not a statement by themselves (there was no statement about an evacuation of the CS by the Police, red.). Therefore, the author decided to code this Tweet in *story management* (C2).

4.3 Comparative analysis

The number of sources is different for both cases. And because the number of sources differ from case to case, the visualizations were recalculated to percentages of the total. First, the totals of the rows 'Press releases', 'Tweets', 'Facebook Posts', 'Videos' and 'Total' have been calculated. After that, the amount of press releases that fit in category S1 has been divided by the total amount of the row to get the percentage of sources that fit in this subcategory, the amount of press releases that fit in category S2 has been divided by the total amount of the row to get the percentage of sources that fit in this subcategory, etcetera. Resulting in, for example, that 64,7% of the press releases that were analysed in the Amsterdam Central Station case fit in subcategory S1, 11,8% fit in S2, and 5,9% fit in G2²³. See also figures 3 and 4.

Source	S1	S2	S3	S4	S5	G1	G2	C1	C2	C3
Press releases	100,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Tweets	80,0%	0,0%	2,9%	0,0%	0,0%	0,0%	11,4%	2,9%	2,9%	0,0%
Facebook Posts	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Videos	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Total	84,1%	0,0%	2,3%	0,0%	0,0%	0,0%	9,1%	2,3%	2,3%	0,0%

Figure 3: Recalculated results of analysis in the Alphen aan den Rijn case

Source	S1	S2	S3	S4	S5	G1	G2	C1	C2	C3
Press releases	64,7%	11,8%	5,9%	0,0%	0,0%	0,0%	0,0%	5,9%	0,0%	11,8%
Tweets	81,3%	6,3%	0,0%	0,0%	0,0%	0,0%	0,0%	6,3%	6,3%	0,0%
Facebook Posts	100,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Videos	100,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
Total	74,3%	8,6%	2,9%	0,0%	0,0%	0,0%	0,0%	2,9%	2,9%	5,7%

Figure 4: Recalculated results of the analysis in the Amsterdam Central Station case

These figures already show a pattern. For example, if we take a look at the category S2 (*story making*), we see that the Police uses this type of communication more often in the 2018-case than they did in the 2011-case. Meaning that they appear to share more thoughts, not based on facts per se. We also see that the Police appears to be using the crisis communication less for gathering footage for example. Although the findings seem clear (there is a shift in the way the Police communicates during crises), it might become clearer when we recalculate the results once again.

²³ Note that divisions by 0 are impossible, concluding in an #DIV/0!-error in Excel. If these errors emerged, the assumption is made that 0% of the sources fit that (sub)category.

In this recalculation, we base the sum (in absolute numbers) of the subcategories that belong to the category sharing with the total of the row. For example, in the Amsterdam Central Station case, 14 times a (part of a) source fitted the category

	Percentage S	Percentage G	Percentage C
Press releases	100,0%	0,0%	0,0%
Tweets	82,9%	11,4%	5,7%
Facebook Posts	0,0%	0,0%	0,0%
Videos	0,0%	0,0%	0,0%
Total	86,4%	9,1%	4,5%

Figure 5: Percentage per category of the Alphen aan den Rijn case

	Percentage S	Percentage G	Percentage C
Press releases	82,4%	5,9%	11,8%
Tweets	87,5%	0,0%	12,5%
Facebook Posts	100,0%	0,0%	0,0%
Videos	100,0%	0,0%	0,0%
Total	85,7%	2,9%	11,4%

Figure 6: Percentage per category of the Amsterdam Central Station case

sharing in the source type press release. The total of codes given to the press releases is 17, meaning that 82,3% of the press releases are considered to be sharing. The same goes for the Tweets of the Alphen aan den Rijn case. A total of 29 out of the 35 Tweets were coded in the category sharing, meaning 82,9% of the Tweets were coded in the category sharing. See figure 5 and 6.

Based on these findings, some conclusions can be made. Where in 2011 the Police used press releases purely to inform the audience, in 2018 the Police used press releases to control the crowd in one way or another as well; 11,8% of the paragraphs of press releases in 2018 fitted this category. On the other hand, Tweets show another pattern. Where in the 2011-case 82,9% of the Tweets were put in the category sharing, from the sources from the 2018-case a mere 87,5% was put into the category sharing. The biggest shift with the source type of Tweets can be seen in the category gathering: The Police did not try to gather information at all in 2018, compared to 11,4% of the Tweets that tried to gather information in 2011. Instead, the Police appears to be more interested in controlling the crowd in 2018 (12,5%) compared to 2011 (5,7%).

To combine these findings, the total was calculated as well, as a sum of the total row divided by the total amount of codes given. For example, in the Amsterdam Central Station case, 30 on a total of 35 (parts of) sources were coded in the category sharing, meaning 85,7%. With these findings a shift can be found from the categories sharing and gathering to the category controlling. More elaboration on these findings, the relevance for science, and what this means for future research, can be found in the next chapter.

Chapter 5

Conclusion and discussion

In the previous chapters, a codebook was created to conduct the analysis as done in chapter 4. The results show that there is a shift in the way the Police communicates during crises. This chapter elaborates further on these results by concluding the research. At the same time, this chapter questions the outcome of the research conducted by discussing the results.

5.1 Conclusion

In both 2011 and 2018, terrible things happened. In 2011, Alphen aan den Rijn was in shock after Tristan van der Vlis attacked a shopping mall with a semi-automated rifle. In 2018, a man stabbed two people at Amsterdam Central Station which disturbed Amsterdam Central Station and surroundings for a big part of the day. These crises both started with a terrorist motive. Both crises took place in a different time: one around the start of social media, and one in a time we cannot believe we lived a day without. But did social media influence the way the Dutch Police communicates in times of crisis? One conclusion can be made based on the findings: The Police actively tries to inform the people through all kinds of media. In both the Alphen aan den Rijn case, and the Amsterdam case, more than 85% of the sources that fit the scope of this research were coded in the category sharing. See figure 7. But there are some interesting findings as well.

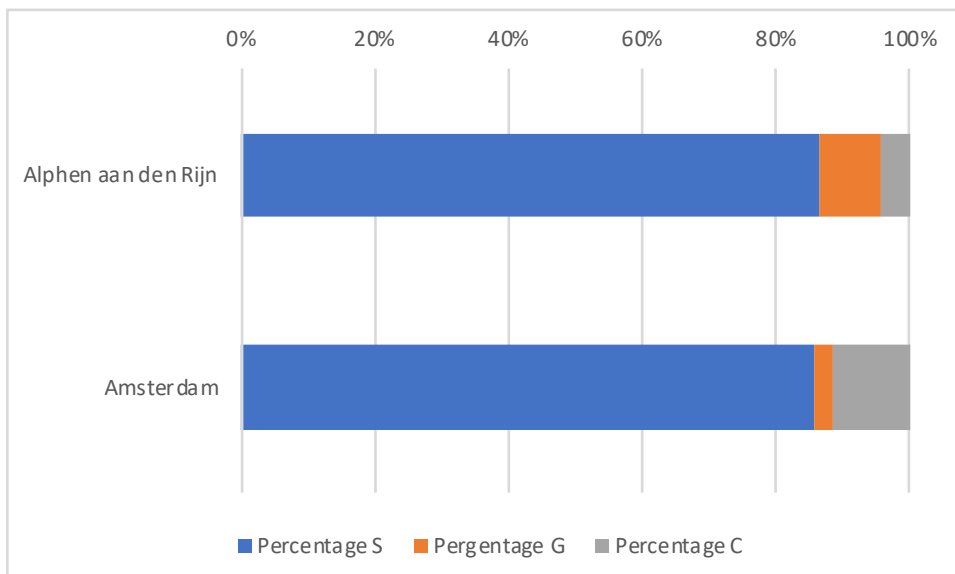


Figure 7: Type of communication the Police used within 7 days after an attack with terrorist motive

The cities mentioned in the Y-axis refer to the attacks that took place in 2011 (Alphen aan den Rijn) and 2018 (Amsterdam). The full analysis can be found in the previous chapter and 4 and 5.

The researched types of sources were press releases, Tweets, Facebook Posts and Videos. A visualization of all results per type of source can be found in figure 8.

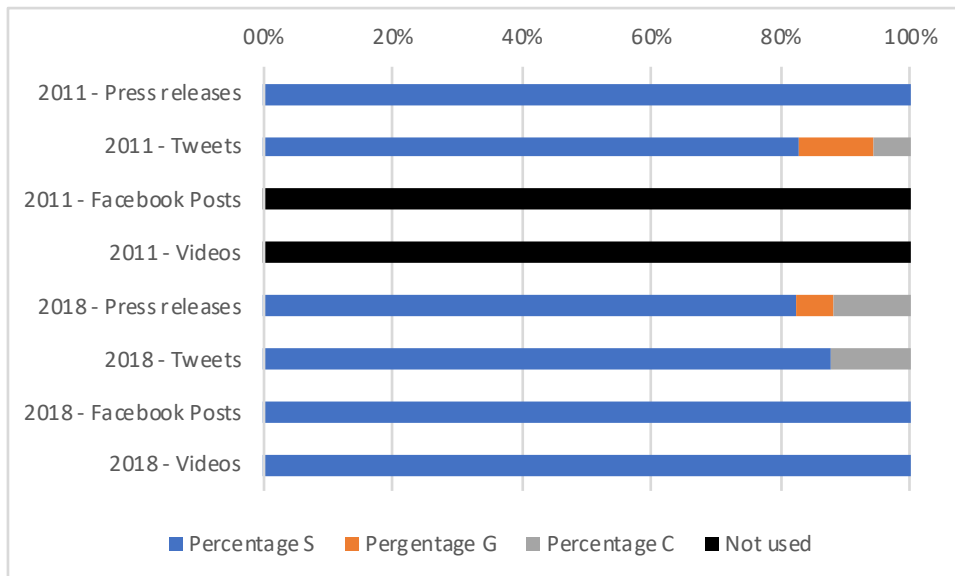


Figure 8: Type of communication the Police used within 7 days after an attack with terroristic motive per type of source.

2011 refers to the Alphen aan den Rijn case, 2018 to the Amsterdam Central Station case.

Since the Police did not post any posts on Facebook, and did not publish videos, in 2011, these types of sources are removed in figure 9. Note that this does not influence the other data, since the percentages of the categories are based on the total of that source type being part of the research.

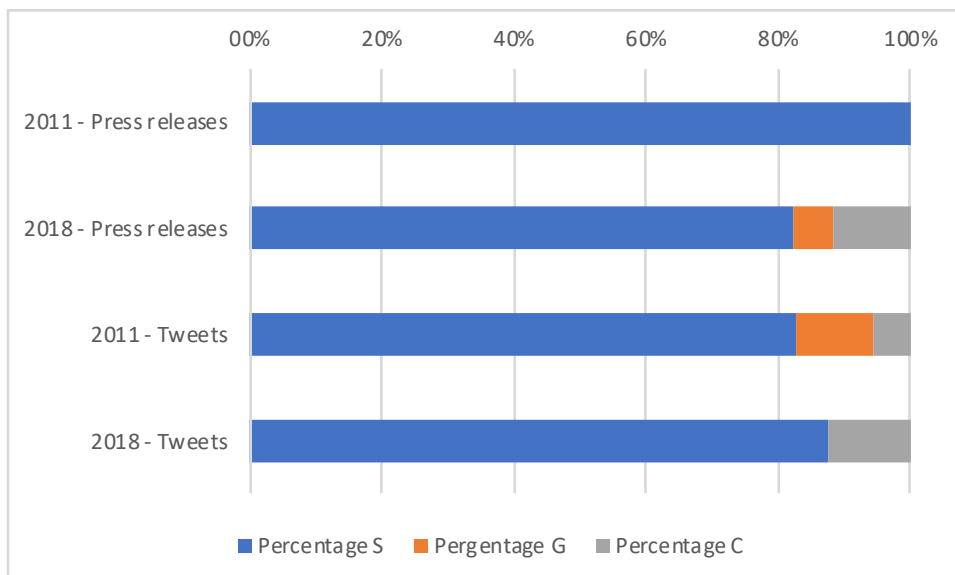


Figure 9: Type of communication used within 7 days after an attack with terroristic motive, press releases and Tweets only

2011 refers to the Alphen aan den Rijn case, 2018 to the Amsterdam Central Station case.

In the 2011 case, Tweets were used for 11,4% to gather information. Interesting enough, the Police did not use Tweets to gather information in 2018, but instead used their press releases for information gathering. Furthermore, the Police appears to have used Twitter more to control the crowd (12,5% in 2018 compared to 5,7% in 2011). Moreover, shift can be found in the way press releases are being used in crisis

communication by the Dutch Police as well. In 2011 for example, during the Alphen aan den Rijn crisis, 100% of the communication through press releases by the Dutch Police was about sharing information. In 2018, during the Amsterdam Central Station crisis, only 82,4% of the communication via press releases was about sharing information. The rest was about gathering information and controlling the situation, and the audience.

This research tended to answer the question *“How did the crisis communication of the Dutch Police, after an attack with a terroristic motive, differ between two cases in the period 2011 - 2018?”*. Social media seem to have an influence in the way that crisis communication is conducted in the period 2011 – 2018 by the Dutch Police. All in all, the findings based on this research show a shift in the way the Police communicates in times of crisis. Social media seemed to have influenced crisis communication in the way that press releases seem to be focussing more on controlling and gathering. Moreover, Twitter focused more controlling the situation and did not focus on gathering information anymore.

5.2 Discussion

This thesis attempted to find an difference in the way the Dutch Police communicates with the people during times of crisis, based on a research to two cases in the period 2011 - 2018. Although the findings did not show the results that were expected per se, a shift towards the expectations was found. These findings show that there might be a change in the way the Police communicate in times of crisis, simply because the people can respond directly to them. This two-way type of communication, as also described by Alexander (2014), has an enormous potential in crisis communication. And the results show that the communication by the Police indeed shifts towards this type of communication. Not only in communication through Twitter, but also in the communication through press releases.

The main goal of this study was to form a framework with which further studies can analyse a potential evolution in crisis communication. Based on the conclusions of this study, crisis communication by the Dutch Police did shift from one-way communication to a more two-way type of communication. The hypothesis formed – social media has an influence in the way the Dutch Police communicates in times of crisis – creates an opportunity for future research to other Police forces. The findings for example could create suspicion about the Los Angeles Police Department, and

how they communicate in times of crisis. Or the communication by London Police. Did their communication change as well? Do they more and more use the two-way type of communication, as the Dutch Police does? Or does social media not influence their way of communication? Or for example, school shootings in the United States. The amount of data that could potentially be analysed could help supporting the hypothesis that is formed in this thesis. Furthermore, it could also be the start for further research towards the type of crisis communication with the best potential to actually help people during crises around the world. With these further researches, more knowledge can be obtained in the way social media influences crisis communication.

The data analysed, and findings that the analysis showed, cannot be considered the truth. The results are not generalizable to other cases than the two cases analysed. However, the main purpose of this study was not to prove or disprove an existing theory, but to work towards forming a new theory. It did so by creating a codebook with which the type of crisis communication can be analysed. All in all, this codebook, and the framework, could be used in future studies. These future studies can continue to research a possible evolution in the way the Police communicates in times of crisis.

One of the issues this study faced was the lack of data that could be found. The lack of data can be explained by two things. Firstly, Facebook and Twitter were not used at the time of the Apeldoorn attack, and therefore data from Twitter and Facebook could not be found and analysed. Secondly, the Dutch Police changed their structure in 2013, and as shown in appendix 2, one of the consequences of this change was that old press releases were removed from their site. This problem particularly played a role in analysing the Apeldoorn Attack; even the Web Archive did not go back that far or did not contain the pages needed. This lack of data (besides the limited period of time) limited the number of potential cases that could be analysed in this thesis. Not only a limited number of sources could be found around the Apeldoorn attack, the attack on the mosque in Enschede in 2016 also provided a too small amount of data and could therefore not be added to this research as well.

Another issue the author of this thesis faced, unfortunately, is the proposed objectivity of the analysis. On the one hand, most of the sources (or parts thereof) were objectively analysable because of the created codebook. On the other hand, some of these sources were not objectively analysable. A good example of this objectivity that could not be delivered is the Retweet of the municipality of Amsterdam by the Police of Amsterdam. As elaborated before, this Tweet did not fit one

subcategory per se. The author placed this Tweet in the category *meaning making*, but it could have been put in *ingratiation* as well. Moreover, some sources were put into two separate (sub)categories, because they fitted in both according to the author. Further researches should focus on fixing these *issues* in the codebook, to make sure future research can be more objective than this research was. All in all, this codebook poses a great start for future research to the influence of social media on crisis communication.

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In appendices 4 and 5, the list of data sources can be found.

Appendix 1: Codebook

Code	Category	Definition	Subcategories and indicators	Coding rules
S	Sharing	<p>This category is assigned to a (part of a) source when that tend to make sense of what happened (or did not happen) or tries to tell the story as such. This category also applies to (parts of) a source that acknowledges the crisis, but statements try to weaken the link between the crisis and the organization. This category is based on the idea of one-way communication of contemporary media such as radio and television.</p>	<p>S1: Meaning making This applies when the Dutch Police is sharing information about the crisis, or; the Dutch Police is sharing information about the suspects and/or victims of the crisis.</p> <p>S2: Story making This subcategory applies when the Police actively suspects something to have happened in a certain way. For example, when the Police expects the suspect to have acted alone</p>	<p>A (part of a) source cannot fit in both S1 and S2. S1 applies when the Police is informing based on facts, S2 applies when the Police is informing based on suspicion. Phrases such as ‘The victim acted alone’ fit meaning making. Likewise, phrases as ‘We suspect the victim acted alone’ fit story making.</p> <p>A (part of a) source cannot fit in both S3 and S4 either. If the Police informs about the Police in times of crisis, but the source does not fit the indicator <i>suffering</i>, the indicator <i>distance</i> applies. In other words, if the Police does not try to</p>

			<p>S3: Suffering</p> <p>This subcategory applies when the Police tries to win sympathy with phrases such as ‘Rijksrecherche doet onderzoek’ (there is a national investigation to the behaviour of the Dutch Police). As if the Police is the victim. This subcategory also applies when specifically, Police victims are mentioned.</p> <p>S4: Distance</p> <p>This subcategory applies when the Police tries to win sympathy but not as if they are the victim. A (part of a) source is considered to fit the category distance when the Police is excusing themselves for how they acted or how an event ended.</p>	<p>win sympathy as if the Police is a victim. Instead, they could excuse themselves (‘We acted out of self-defence’), the Dutch Police tries to win sympathy for how the situation ended (‘there could have been more victims’), or if they refer to a comparable crisis that ended better (‘unfortunately, it did not end as last time in ...’).</p> <p>If a (part of a) source fits the subcategory denial, none of the other subcategories can be applied to the (part of the) source.</p>
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			S5: Denial This subcategory applies when the crisis is denied completely.	
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Code	Category	Definition	Subcategories and indicators	Coding rules
G	Gathering	<p>This category is assigned to a (part of a) source when this (part of a) source can be considered as a form between the one-way-type of communication (sharing), and the two-way-type of communication (controlling) and thus is more about the idea of receiving responses but not per se getting people to act a certain way.</p>	<p>G1: Listening If the Dutch Police specifically asks for responses from the public (victims or people with traumas), for example about their opinion or if they have seen something, this indicator applies.</p> <p>G2: Research The Dutch Police urges for a response with photographs or information on the suspect, and thus tries to gather information for the purpose of the ongoing investigation.</p>	<p>G1 applies only when the Police asks for information. If the Police asks if people could send photos or videos of an event on the other hand, this indicator does not apply. In those specific cases, the category G2 should be given to the (part of the) source.</p>

Code	Category	Definition	Subcategories and indicators	Coding rules
C	Controlling	This category is assigned to a (part of a) source when a source (or a part thereof) actively tries to control the crowd or get them to do something (or do not do something).	<p>C1: Mobilize</p> <p>This subcategory fits when the Police proposes a call for action that does not fit the subcategory research in the category gathering. Examples of sources that fit this indicator are messages like ‘Do not come near Utrecht’, or ‘We are looking for person X. If you see him/her, do not go near this person but call the Police immediately via 112’.</p> <p>C2: Story management</p> <p>If the Police explicitly respond to fake news around a crisis, but a crisis is not denied, this subcategory applies. This subcategory also applies when the Police tries to clarify statements made before.</p>	<p>A (part of a source) cannot fit in both G2 and C1.</p> <p>Calls to watch a live press conference, plus calls to follow the account of the Police for updates, are considered to be an update of the story, and thus fit in category S1 and not C1.</p> <p>Only stories that explicitly react to fake news or wrong statements fit C2. A (part of a) source that fits in C2 cannot fit in both S1 and S2.</p> <p>C3 cannot be combined with S3 and S4.</p>

			<p>C3: Ingratiation</p> <p>If a (part of a) source is about changing people's perspective or opinion on a crisis, this (part of the) source fits this subcategory. By playing the public with phrases like 'thanks to an attentive bystander' for example. Or the Police actively try to help victims of a crisis by raising an appeal for donation or help by the public. This subcategory also applies when the Police compliments themselves.</p>	<p>C2 does not apply when the Police talks about victims. In these cases, S1 or S2 applies.</p> <p>C2 does also not apply when the (part of the) source is an update of the situation. In those cases, S1 applies.</p> <p>C2 does not apply when the Police corrects a statement made before by themselves (EG: 'correctie op een vorige tweet'). In these cases, S1 applies.</p>
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Appendix 2: E-mail from the Dutch Police

In this e-mail, I asked the Dutch Police if they had some kind of archive where I could find old press releases. They refer to press releases in Tweets about the Alphen aan den Rijn attacks, but these links led to a non-existing page on their website.

Their reply:

Beste Leon,

Het klopt inderdaad dat er op [politie.nl](https://www.politie.nl) geen berichten terug te vinden zijn. In 2013 zijn we namelijk landelijk overgestapt naar een nieuw systeem. We hebben zelf even gegoogled en kwamen deze berichten tegen. (Gezocht op 'Ridderhof persbericht politie 2011').

Misschien kan je onderstaande info nog gebruiken.

<https://www.nrc.nl/nieuws/2011/04/09/meerdere-doden-bij-schietpartij-alphen-aan-de-rijn-a1458363>

<https://www.onderzoeksraad.nl/nl/page/1649/onderzoek-naar-nederlandse-systeem-ter-beheersing-van-legaal>

<https://www.politieacademie.nl/kennisenonderzoek/kennis/mediatheek/PDF/81937.pdf>

Met vriendelijke groet,

Yvette Verboon

The following information has been sent to the Police via their contact form:

<i>Verzendinformatie</i>	
<i>Referentie</i>	<i>190515-107255526351 (m)</i>
<i>Informatie</i>	
<i>Betreft</i>	<i>Terugvinden oude persberichten/uitingen van de Politie</i>
<i>Bericht</i>	<p><i>Goedemorgen, De Social webcare heeft me hier naartoe verwezen. En ik hoop dat jullie me kunnen helpen, need it voor m'n scriptie. Ik ben voor mijn scriptie op zoek naar officiële persberichten van de politie (maakt niet uit welke eenheid) van de politie van 3 verschillende zaken uit het verleden. Nu heb ik op jullie website moeite om van twee van deze zaken officiële persberichten te vinden (het lijkt of deze verwijderd zijn van jullie website). Het gaat specifiek om persberichten en uitingen die via jullie website/andere officiële kanalen anders dan Social media zijn gedaan in de periode van 7 dagen nadat het voorval plaatsvind. Jullie hebben er vanuit het account Leiden e.o. (PolLeiden) wel over één getweet waar ik vanaf weet. Dit is tweet https://twitter.com/PolLeiden/status/57333347323609088, waar verwezen wordt naar http://bit.ly/heLTP2. Nu verwijst die link naar een pagina op jullie website die niet meer bestaat (ik weet niet eens of dit persbericht wel over de schietpartij gaat). Ik vroeg me af of jullie mij kunnen helpen aan officiële persberichten, of een website waar ik ze wél kan vinden (soort archief). Jullie website helpt me helaas niet verder :(Het gaat om de volgende zaken: De schietpartij bij winkelcentrum de Ridderhof in 2011 en de aanslag in Apeldoorn op de Koninklijke familie in 2009. Hoor graag van jullie! Alvast bedankt. Met vriendelijke groet, Leon Krijthe, Masterstudent Leiden Universiteit</i></p>

Appendix 3: Worldwide use of Social Media

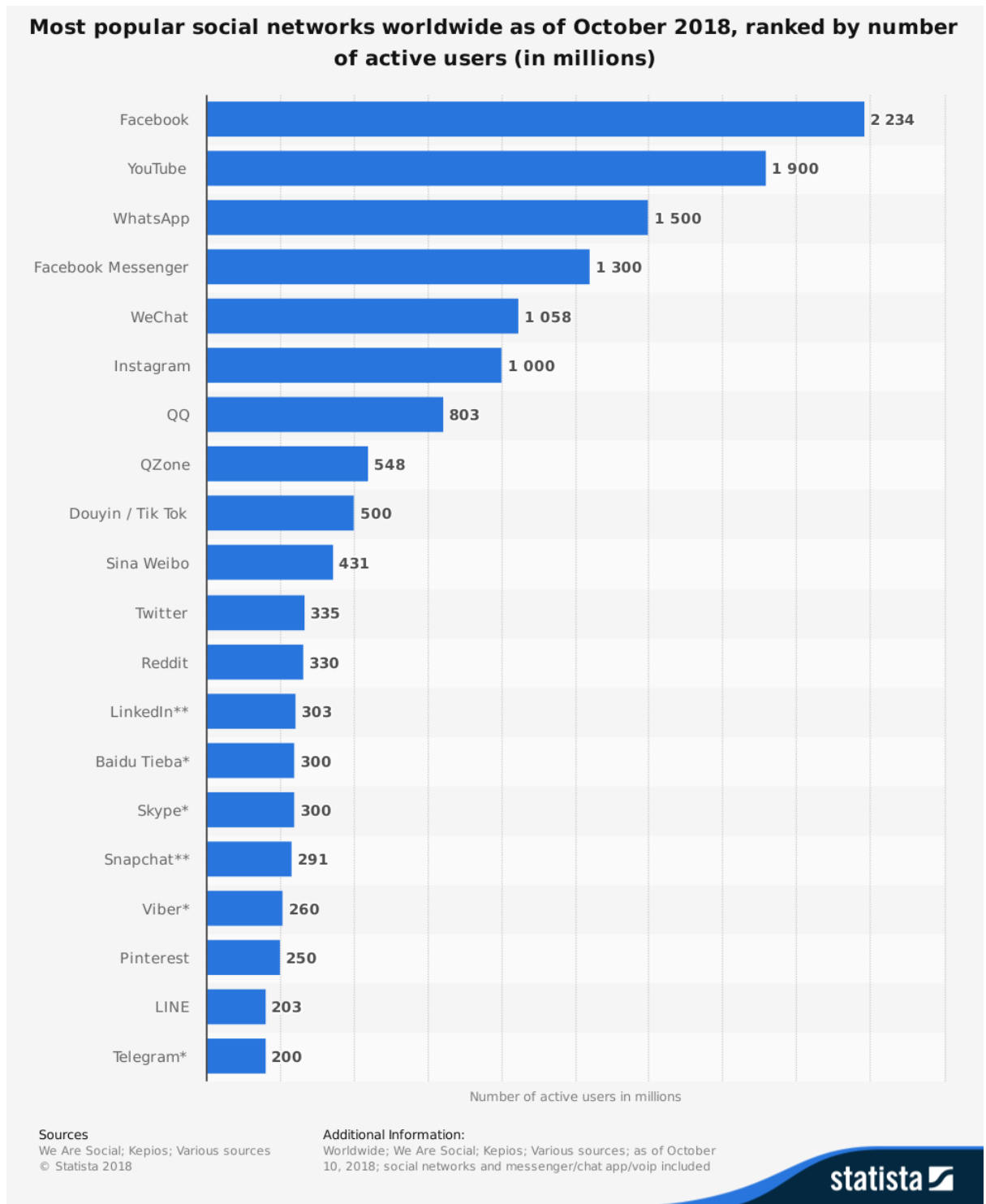


Figure 10: Worldwide use of Social media in 2018. Source: Statista.com

Appendix 4: Complete analysis Alphen aan den Rijn attack

Press releases

Text	Source	S	S	S	S	S	G	G	C	C	C
		1	2	3	4	5	1	2	1	2	3
Uit het onderzoek, onder leiding van twee officieren van justitie, blijkt het volgende: De identiteit van de dader is een 24-jarige man uit Alphen aan den Rijn.	https://www.nrc.nl/nieuws/2011/04/09/meerde-re-doden-bij-schietpartij-alphen-aan-de-rijn-a1458363	1									
De dader woonde bij zijn vader. Zijn vader en moeder zijn niet gewond, noch andere familieleden. Zijn moeder heeft een afscheidsbrief gevonden.	https://www.nrc.nl/nieuws/2011/04/09/meerde-re-doden-bij-schietpartij-alphen-aan-de-rijn-a1458363	1									
De dader was lid van een schietvereniging. Hij had een vergunning om 5 wapens thuis te hebben. Hij had 3 wapens. Het is nog niet bekend of hij heeft geschoten met een van deze wapens waarvoor hij een vergunning heeft. Het onderzoek naar het wapen waarmee is geschoten loopt nog.	https://www.nrc.nl/nieuws/2011/04/09/meerde-re-doden-bij-schietpartij-alphen-aan-de-rijn-a1458363	1									

Text	Source	S 1	S 2	S 3	S 4	S 5	G 1	G 2	C 1	C 2	C 3
<p>Voor het winkelcentrum waar hij heeft geschoten stond zijn auto. In zijn auto is een brief aan de politie aangetroffen waarop stond dat in drie andere winkelcentra in Alphen explosieven zouden liggen. Dit is de reden geweest voor de ontruiming van deze winkelcentra. We zijn nog bezig met het onderzoek en streven ernaar om de drie ontruimde winkelcentra vanavond weer vrij te geven. In de woning van de verdachte is een huiszoeking gedaan. Over de resultaten is nog niets bekend.</p>	<p>https://www.nrc.nl/nieuws/2011/04/09/meerde-re-doden-bij-schietpartij-alphen-aan-de-rijn-a1458363</p>	1									

Text	Source	S 1	S 2	S 3	S 4	S 5	G 1	G 2	C 1	C 2	C 3
<p>Semi-automatisch wapen</p> <p>Uit het onderzoek naar de door de dader gebruikte wapens bij schietpartij in Alphen aan den Rijn is vast komen te staan dat één van de wapens die hij heeft gebruikt een semi-automatisch wapen is. Het betreft dus niet- zoals wel door derden is gezegd- een automatisch vuurwapen of een tot automatisch vuurwapen gemanipuleerd vuurwapen. Dit is gebleken uit het sporenbeeld op de plaats delict en bevestigd door onderzoek van het Nederlands Forensisch Instituut. Met dit semi-automatische wapen is het mogelijk 25 patronen per 5 seconden af te vuren.</p>	<p>https://archive.is/20120530225918/http://www.om.nl/actueel/nieuws-en/@155447/update-schietpartij-1/</p>	1									
<p>Een aantal slachtoffers is beschoten met het semi-automatische vuurwapen, anderen met een handvuurwapen.</p>	<p>https://archive.is/20120530225918/http://www.om.nl/actueel/nieuws-en/@155447/update-schietpartij-1/#selection-121.0-123.489</p>	1									

Text	Source	S	S	S	S	S	G	G	C	C	C
		1	2	3	4	5	1	2	1	2	3
Uit het forensisch onderzoek is ook vast komen te staan dat de dader tijdens het schieten een kogelwerend vest droeg,	https://archive.is/20120530225918/http://www.om.nl/actueel/nieuws-en/@155447/update-schietpartij-1/#selection-121.0-123.489	1									
Het onderzoeksteam is volop bezig met het bekijken van het vele beeldmateriaal dat er is. Ook worden nog steeds getuigen gehoord. Hierdoor hopen politie en justitie tot een heldere reconstructie te kunnen komen van wat er zaterdag precies is gebeurd.	https://archive.is/20120530225918/http://www.om.nl/actueel/nieuws-en/@155447/update-schietpartij-1/#selection-121.0-123.489	1									
Text	Source	S	S	S	S	S	G	G	C	C	C
		1	2	3	4	5	1	2	1	2	3

<p>Psyche</p> <p>Vandaag is een team van de Nationale Recherche toegevoegd aan het onderzoeksteam. Deze teamleden waren eerder betrokken bij het onderzoek naar het incident in Apeldoorn op Koninginnedag in 2009. Zij zullen zich met name gaan buigen over de psyche van de dader. Het leven van de 24-jarige Alphenaar zal onder de loep genomen worden. Het is belangrijk om te weten hoe hij zich vanaf zijn geboorte tot volwassene heeft ontwikkeld om daarmee mogelijk duidelijkheid te krijgen over zijn motief.</p>	<p>https://archive.is/20120530225918/http://www.om.nl/actueel/nieuws-en/@155447/update-schietpartij-1/#selection-121.0-123.489</p>	1								
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Tweets

Text	Source	S	S	S	S	S	G	G	C	C	C
		1	2	3	4	5	1	2	1	2	3
Om 12.15 uur heeft er een #schietpartij plaatsgevonden in #AlphenaandenRijn in het winkelcentrum Ridderhof. Volg dit account voor meer info.	https://twitter.com/PolLeiden/status/56679305144573952?s=20	1							1		
RT @omroepwest: De persconferentie wordt LIVE uitgezonden op Radio West op 88.9 FM. #schietpartij #alphen	https://twitter.com/PolLeiden/status/56694798043721728?s=20	1									
RT @gemeenteaadr: Op dit moment kunnen wij bevestigen dat er 16 gewonden zijn en 4 dodelijke slachtoffers. #schietincident	https://twitter.com/PolLeiden/status/56696560326672384?s=20	1									
Bekijk http://nos.nl/nieuws/live/journaal24/ voor live uitzending van persconferentie #Alphen.	https://twitter.com/PolLeiden/status/56699612941139968?s=20	1									
RT @gemeenteaadr: Alle actuele informatie over de schietpartij in Alphen aan den Rijn staat op www.alphenaandenrijn.nl #schietpartij	https://twitter.com/PolLeiden/status/56701439149473793?s=20	1									

Text	Source	S	S	S	S	S	G	G	C	C	C
		1	2	3	4	5	1	2	1	2	3
RT @gemeenteaadr: Er zijn 6 dodelijke slachtoffers gevallen bij de schietpartij. #schietincident #schietpartij	https://twitter.com/PolLeiden/status/56702427407204352?s=20	1									
RT @gemeenteaadr: OM: Het is 100% zeker dat er geen tweede dader of schutter is geweest. #schietpartij	https://twitter.com/PolLeiden/status/56711439783706624?s=20		1								
RT @gemeenteaadr: Er is een publieksnummer geopend voor vragen (0172) - 465073 #schietpartij	https://twitter.com/PolLeiden/status/56711485363204096?s=20	1									
Vanmiddag rond 17.00 uur vindt er een tweede persconferentie plaats in het gemeentehuis van Alphen. #schietpartij	https://twitter.com/PolLeiden/status/56722778535112705?s=20	1									
Correctie op vorige tweet: persconferentie is om 16:45 uur.	https://twitter.com/PolLeiden/status/56724313990111232?s=20	1									
RT @gemeenteaadr: Wij verzoeken iedereen om nu niet naar een winkelcentrum toe te gaan. #schietpartij	https://twitter.com/PolLeiden/status/56736540105244672?s=20								1		
Text	Source	S	S	S	S	S	G	G	C	C	C
		1	2	3	4	5	1	2	1	2	3

RT @gemeenteaadr: Op dit moment worden er drie andere winkelcentra in Alphen aan den Rijn ontruimd. #schietpartij	https://twitter.com/PolLeiden/status/56736627799760896?s=20	1										
RT @gemeenteaadr: In de Ridderhof zijn mannen in witte pakken aan het werk. Zij doen sporenonderzoek. #schietpartij	https://twitter.com/PolLeiden/status/56739998866743296?s=20	1										
Heeft u foto's of video's van de #schietpartij in Alphen? U kunt ze uploaden naar de politie via http://bit.ly/fBLZxK	https://twitter.com/PolLeiden/status/56758274791452672?s=20							1				
RT @gemeenteaadr: Het aantal slachtoffers is inmiddels bijgesteld naar 7 personen. #schietpartij	https://twitter.com/PolLeiden/status/56758878716690432?s=20	1										
Heeft u foto's of video's van de #schietpartij in Alphen? U kunt ze uploaden naar de politie via http://bit.ly/fBLZxK	https://twitter.com/PolLeiden/status/56837507429564416?s=20							1				
Text	Source	S	S	S	S	S	G	G	C	C	C	
		1	2	3	4	5	1	2	1	2	3	

Heeft u foto's of video's van de #schietpartij in Alphen? U kunt ze uploaden naar de politie via http://bit.ly/fBLZxK	https://twitter.com/PolLeiden/status/57028640407437312?s=20								1			
RT @gemeenteaadr: 12.40: Rectificatie C1000 Herenhof is niet open vanmiddag.	https://twitter.com/PolLeiden/status/57031821933805568?s=20	1										
RT @gemeenteaadr: De komende zes dagen is De Bron voor iedereen die daar behoefte aan heeft, geopend van 08.00 tot 22.00 uur #alphen	https://twitter.com/PolLeiden/status/57066367853137920?s=20	1										
Persconferentie van 15.00 uur op het gemeentehuis is begonnen, kijk live mee op http://bit.ly/6WApeZ .	https://twitter.com/PolLeiden/status/57068251120812032?s=20	1							1			
Vannacht hebben explosievenverkenner van de politie, explosieve opruimingsdienst (EOD) en honden de winkelcentra onderzocht: geen explosieven.	https://twitter.com/PolLeiden/status/57077366043852800?s=20	1										
Text	Source	S	S	S	S	S	G	G	C	C	C	
		1	2	3	4	5	1	2	1	2	3	
Aan onderzoek #schietpartij in #Alphen werken ruim 70 rechercheurs. Het doel is	https://twitter.com/PolLeiden/status/57096002070528000?s=20	1										

zsm duidelijkheid te krijgen over de exacte gebeurtenissen.												
Onderzoek heeft uitgewezen dat er geen 2e persoon in #Alphen is met dezelfde naam als de dader. Politie onderneemt actie naar #faker.	https://twitter.com/PolLeiden/status/57101033620516864?s=20	1										
Hoofd Officier van Justitie heeft besloten dat rijksrecherche onderzoek doet naar het verstrekken vd wapenvergunningen #schietpartij #Alphen	https://twitter.com/PolLeiden/status/57101527550148609?s=20			1								
Rond de 5000 mensen waren bij de bijeenkomst voor de herdenking in #alphen.	https://twitter.com/PolLeiden/status/57172358917664768?s=20	1										
Het gerucht dat er vannacht twee mensen zijn overleden in het ziekenhuis nav de #schietpartij in Alphen is NIET WAAR.	https://twitter.com/PolLeiden/status/57381774757593088?s=20										1	
Text	Source	S	S	S	S	S	G	G	C	C	C	
		1	2	3	4	5	1	2	1	2	3	
Update: de 3 wapens op de PD zijn allen gebruikt. Hij had hiervoor vergunningen.	https://twitter.com/PolLeiden/status/57392890229436417?s=20	1										

Er wordt nog onderzocht of een wapen omgebouwd is. #Alphen												
RT @WijkagentArthur: Gisteren zijn de #familieagenten en #familierechercheurs ingezet tbv de families van de slachtoffers in #Alphen.	https://twitter.com/PolLeiden/status/57406179248316416?s=20	1										
Politie is nog steeds op zoek naar beeldmateriaal #schietpartij #Alphen. Foto's&video's kunt u (anoniem) uploaden via http://bit.ly/hmhhxn	https://twitter.com/PolLeiden/status/57467501956694016?s=20						1					
Afgelopen zaterdag is er in totaal 88 keer naar 112 gebeld. #schietpartij #alphen	https://twitter.com/PolLeiden/status/57812458919833600?s=20	1										
Vanavond in #HartvanNederland is politiechef Jaco van Hoorn te zien over opvang van agenten na schokkende gebeurtenissen. #alphen	https://twitter.com/PolLeiden/status/57837001717710848?s=20	1										
Text	Source	S	S	S	S	S	G	G	C	C	C	
		1	2	3	4	5	1	2	1	2	3	
RT @OMDenHaag: Dader #schietpartij #Alphen gebruikte een semi-automatisch	https://twitter.com/PolLeiden/status/58208583753547776?s=20	1										

wapen. Tijdens het schieten droeg hij een kogelwerend vest.														
Zaterdag houdt de politie in #Alphen in vier winkelcentra tussen 11.00 uur en 14.00 uur een passantenonderzoek. http://bit.ly/hI00F8	https://twitter.com/PolLeiden/status/58547180004315136?s=20	1												
RT @WijkagentTheo: Gister bijeenkomst politiecollega's geweest. Indrukwekkend verhaal van collega die eerste tp was. Nu tijd voor mijn gezin	https://twitter.com/PolLeiden/status/58885834660790272?s=20	1												
Alphen aan den Rijn - Politie en OM treden streng op in winkelcentrum Ridderhof http://bit.ly/eQmHDz	https://twitter.com/PolLeiden/status/58894714887340032?s=20	1												

Facebook messages

There were no Facebook messages available to analyse in this case.

Videos

There were no videos available to analyse in this case.

Appendix 5: Complete analysis Amsterdam Central Station attack

Press releases

Text	Source	S	S	S	S	S	G	G	C	C	C
		1	2	3	4	5	1	2	1	2	3
Amsterdam - Op het Centraal Station in Amsterdam heeft vrijdagmiddag kort na het middaguur een steekincident plaatsgevonden. Daarbij zijn twee personen gewond geraakt. Agenten hebben een verdachte neergeschoten.	https://www.politie.nl/mijn-buurt/nieuws/2018/augustus/31/05-verdachte-neergeschoten-na-steekincident-op-amsterdam-centraal-station.html	1									
Zowel de verdachte als de twee slachtoffers van het steekincident zijn ter behandeling naar het ziekenhuis overgebracht. Ter plaatse wordt een uitvoerig onderzoek ingesteld. De politie kan op dit moment nog niets melden over de achtergrond van het steekincident. Zoals gebruikelijk verricht de Rijksrecherche het onderzoek naar het schieten door de politieagent.	https://www.politie.nl/mijn-buurt/nieuws/2018/augustus/31/05-verdachte-neergeschoten-na-steekincident-op-amsterdam-centraal-station.html	1		1							

Text	Source	S	S	S	S	S	G	G	C	C	C
		1	2	3	4	5	1	2	1	2	3
Het onderzoeksteam roept mensen die getuige zijn geweest van het incident of beelden hebben gemaakt om contact op te nemen met het onderzoekteam via 0900-8844 of rechtstreeks beelden te uploaden via onderstaand tipformulier.	https://www.politie.nl/mijn-buurt/nieuws/2018/augustus/31/05-verdachte-neergeschoten-na-steekincident-op-amsterdam-centraal-station.html							1			
Vanmiddag is de 19-jarige man die ervan verdacht wordt afgelopen vrijdagmiddag 31 augustus twee Amerikaanse toeristen op het Centraal Station van Amsterdam te hebben neergestoken in het ziekenhuis met behulp van een tolk voorgeleid aan de rechter-commissaris. De officier van justitie heeft de inbewaringstelling voor een periode van veertien dagen gevorderd. De rechter-commissaris heeft die vordering toegewezen.	https://www.om.nl/actueel/nieuwsberichten/@103950/verdachte/?fbclid=IwAR1WJykoMzveCp0pVdIlsB3HhuJgGXFtIWXHLn5bd2QRT-DxGJfAW5NZ1g	1									
Text	Source	S	S	S	S	S	G	G	C	C	C
		1	2	3	4	5	1	2	1	2	3

<p>De verdachte, een man van Afghaanse afkomst met een Duitse verblijfsvergunning, is, zo blijkt uit het onderzoek, op vrijdagmorgen kort voor het middaguur met een internationale trein vanuit Duitsland aangekomen op het Centraal Station in Amsterdam. Kort na het middaguur stak hij twee mannen, beiden 38 jaar oud, neer. Hij heeft, zo heeft hij verklaard, de slachtoffers willekeurig gekozen, hij wist niet dat het Amerikaanse toeristen waren.</p>	<p>https://www.om.nl/actueel/nieuwsberichten/@103950/verdachte/?fbclid=IwAR1WJykoMzveCp0pVdIlsB3HhuJgGXFtIWXHLn5bd2QRT-DxGJfAW5NZ1g</p>	1									
Text	Source	S	S	S	S	S	G	G	C	C	C
		1	2	3	4	5	1	2	1	2	3

<p>De politie, die zeer snel ter plaatse was, heeft de man neergeschoten en vervolgens aangehouden.</p>	<p>https://www.om.nl/actueel/nieuwsberichten/@103950/verdachte/?fbclid=IwAR1WJyikoMzveCp0pVdIlsB3HhuJgGXFtIWXHLn5bd2QRT-DxGJfAW5NZ1g</p>	1									
<p>Op verzoek van het Nederlandse OM hebben de Duitse autoriteiten de woning van de verdachte in Duitsland doorzocht. Diverse gegevensdragers zijn inbeslaggenomen, die worden nader onderzocht.</p>	<p>https://www.om.nl/actueel/nieuwsberichten/@103950/verdachte/?fbclid=IwAR1WJyikoMzveCp0pVdIlsB3HhuJgGXFtIWXHLn5bd2QRT-DxGJfAW5NZ1g</p>	1									
<p>Text</p>	<p>Source</p>	S	S	S	S	S	G	G	C	C	C
		1	2	3	4	5	1	2	1	2	3

<p>Uit de verklaringen die verdachte tot nu toe heeft afgelegd wordt duidelijk dat de man een terroristisch motief had bij het plegen van zijn daden en dat hij ook daarvoor naar Nederland is gekomen. Hij is van mening, zo blijkt uit zijn verklaringen, dat in Nederland ‘de profeet Mohammed, de Koran, de Islam en Allah veelvuldig worden beledigd’. Hij noemt daarbij onder meer de heer Wilders, maar over de cartoonwedstrijd heeft hij niks gezegd. Er is tot nu toe geen enkele aanwijzing dat de verdachte met anderen zou hebben samengewerkt.</p>	<p>https://www.om.nl/actueel/nieuwsberichten/@103950/verdachte/?fbclid=IwAR1WJykoMzveCp0pVdIlsB3HhuJgGXFtIWXHLn5bd2QRT-DxGJfAW5NZ1g</p>	1								
Text	Source	S	S	S	S	S	G	G	C	C
		1	2	3	4	5	1	2	1	2

De verdachte zal psychologisch en psychiatrisch worden onderzocht.	https://www.om.nl/actueel/nieuwsberichten/@103950/verdachte/?fbclid=IwAR1WJykoMzveCp0pVdIlsB3HhuJgGXFtIWXHLn5bd2QRT-DxGJfAW5NZ1g	1										
De verdachte ligt nog in het ziekenhuis waar hij aan zijn verwondingen wordt behandeld. Ook de beide slachtoffers liggen nog in het ziekenhuis	https://www.om.nl/actueel/nieuwsberichten/@103950/verdachte/?fbclid=IwAR1WJykoMzveCp0pVdIlsB3HhuJgGXFtIWXHLn5bd2QRT-DxGJfAW5NZ1g	1										
Amsterdam - Op het Centraal Station in Amsterdam heeft vrijdag kort na het middaguur een steekincident plaatsgevonden. Daarbij zijn twee personen gewond geraakt. Agenten hebben een verdachte aangehouden. Het rechercheteam dat onder leiding van de officier van justitie onderzoek doet naar de toedracht van het incident, richt zich op een terroristisch motief.	https://www.politie.nl/nieuws/2018/september/2/05-steekincident-amsterdam-cs-onderzoek-richt-zich-op-terroristisch-motief.html	1										
Text	Source	S	S	S	S	S	G	G	C	C	C	
		1	2	3	4	5	1	2	1	2	3	

<p>Alert en snel optreden - Het team verdenkt de 19 jarige Afghaan met een Duitse verblijfsvergunning, Jawed S. , ervan opzettelijk twee personen te hebben neergestoken. Uit de eerste verklaringen van de verdachte blijkt dat hij hierbij een terroristisch motief had. Dankzij alert en snel optreden van agenten op het Centraal Station kon direct worden ingegrepen.</p>	<p>https://www.politie.nl/nieuws/2018/september/2/05-steekincident-amsterdam-cs-onderzoek-richt-zich-op-terroristisch-motief.html</p>	1								1
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Text	Source	S 1	S 2	S 3	S 4	S 5	G 1	G 2	C 1	C 2	C 3
<p>Huiszoeking in Duitsland - Uiteraard is het onderzoek nog in volle gang om alles rond deze verdachte en zijn motief in beeld te brengen. Hierbij is intensief contact met de Duitse autoriteiten. Inmiddels heeft de Duitse politie op verzoek van de Nederlandse justitie huiszoeking verricht in de woning van de verdachte in Duitsland. Er zijn o.a. meerdere gegevensdragers inbeslaggenomen die zullen worden onderzocht. De verdachte wordt aanstaande maandag voorgeleid aan de rechter-commissaris. Hij zit in alle beperkingen en dat betekent dat de verdachte geen contact met de buitenwereld heeft behoudens met zijn advocaat.</p>	<p>https://www.politie.nl/nieuws/2018/september/2/05-steekincident-amsterdam-cs-onderzoek-richt-zich-op-terroristisch-motief.html</p>	1									
Text	Source	S 1	S 2	S 3	S 4	S 5	G 1	G 2	C 1	C 2	C 3

<p>Geen aanvullende maatregelen - De Amsterdam driehoek heeft naar aanleiding van het incident gekeken of het nodig is om aanvullende veiligheidsmaatregelen te nemen in Amsterdam. Het kordate optreden van de politie gisteren laat zien dat Amsterdam voorbereid is op dit soort incidenten. De Amsterdamse driehoek ziet op dit moment geen aanleiding om aanvullende maatregelen te nemen. Hierover is nauw contact met de NCTV.</p>	<p>https://www.politie.nl/nieuws/2018/september/2/05-steekincident-amsterdam-cs-onderzoek-richt-zich-op-terroristisch-motief.html</p>	1									1
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Tweets

Text	Source	S	S	S	S	S	G	G	C	C	C
		1	2	3	4	5	1	2	1	2	3
Bij steekincident op Amsterdam CS is door politie een verdachte neergeschoten. Onderzoek is gaande Nadere berichtgeving volgt.	https://twitter.com/Politie_Adam/status/1035474993969291264	1									
Bij steekincident zijn twee gewonden en de gewonde verdachte overgebracht naar het ziekenhuis.	https://twitter.com/Politie_Adam/status/1035475455665733639	1									
In verband met onderzoek Amsterdam CS is de centrale tunnel afgesloten	https://twitter.com/Politie_Adam/status/1035476028347568128	1									
Volg dit twitteraccount voor de nadere bijzonderheden met betrekking tot Amsterdam CS.	https://twitter.com/Politie_Adam/status/1035476925635092482								1		
Van ontruiming Amsterdam CS is GEEN sprake. Alleen spoor 4 en 5 is niet bereikbaar voor treinverkeer. Tramverkeer voor Amsterdam CS (Stationplein) ligt stil.	https://twitter.com/Politie_Adam/status/1035482834776088576									1	

Text	Source	S	S	S	S	S	G	G	C	C	C
		1	2	3	4	5	1	2	1	2	3
De afgesloten tunnelbuis Amsterdam CS betreft de westelijke tunnel. De centrale en de oostelijke tunnel zijn wel bereikbaar.	https://twitter.com/Politie_Adam/status/1035485681710231557									1	
Aanleiding steekincident Amsterdam Centraal Station is onderwerp van onderzoek. Daarin wordt alle mogelijke scenario's meegenomen.	https://twitter.com/Politie_Adam/status/1035488010375258112	1									
Verdachte neergeschoten na steekincident op Amsterdam Centraal Station https://www.politie.nl/mijn-buurt/nieuws/2018/augustus/31/05-verdachte-neergeschoten-na-steekincident-op-amsterdam-centraal-station.html ... #Amsterdam	https://twitter.com/Politie_Adam/status/1035494863771447297	1									
Text	Source	S	S	S	S	S	G	G	C	C	C
		1	2	3	4	5	1	2	1	2	3

<p>Politie geeft sporen 4 en 5 treinverkeer Amsterdam Centraal Station (CS) en tramverkeer Stationsplein weer vrij. Volg @NS_online en @GVB_actueel voor de actuele dienstregelingen.</p>	<p>https://twitter.com/Politie_Adam/status/1035503405677117441</p>									1	
<p>Vanmiddag heeft op Amsterdam CS een steekincident plaatsgevonden. Daarbij zijn twee personen gewond geraakt. De politie heeft een verdachte neergeschoten. Politiewoordvoerder Rob van der Veen geeft toelichting. https://t.co/hdFjhwIHh8</p>	<p>https://twitter.com/Politie_Adam/status/1035531541865263109</p>	1									
<p>@Antoineke Zie persbericht van de gemeente Amsterdam. De telefoonlijn is constant in gebruik om woordvoering te doen.</p>	<p>https://twitter.com/Politie_Adam/status/1035620340775505921</p>									1	
<p>Text</p>	<p>Source</p>	S	S	S	S	S	G	G	C	C	C
		1	2	3	4	5	1	2	1	2	3

<p>Update CS De gisteren neergestoken toeristen zijn afkomstig uit de Verenigde Staten. Zij liggen beiden nog in het ziekenhuis en zijn aanspreekbaar. De 19-jarige verdachte, die ook nog in het ziekenhuis ligt, wordt met een tolk gehoord. Later mogelijk meer info nav dit verhoor</p>	<p>https://twitter.com/Politie_Adam/status/1035836223192031233</p>	1									
<p>Update CS: De verdachte Jawed S. wordt morgen voorgeleid voor een rechter commissaris. Hij blijft in de beperkingen zitten en daarom wordt er tot de voorgeleiding geen informatie meer verstrekt.</p>	<p>https://twitter.com/Politie_Adam/status/1036185736029118464</p>	1									
<p>Verdachte steekincident Amsterdam Centraal voorgeleid aan RC https://t.co/WWjkNzWdms</p>	<p>https://twitter.com/Politie_Adam/status/1036674318791593984</p>	1									
<p>Text</p>	<p>Source</p>	S	S	S	S	S	G	G	C	C	C
		1	2	3	4	5	1	2	1	2	3

<p>RT @AmsterdamNL: Burgemeester Halsema sprak vandaag met de agenten die ingrepen op het Centraal Station. Namens alle Amsterdammers sprak zij grote waardering uit voor hun snelle en heldhaftige optreden. Ook sprak zij de slachtoffers en hun familie in het ziekenhuis. https://t.co/3KshUkcAfc</p>	<p>https://twitter.com/Politie_Adam/status/1036998179194130432</p>	1									
<p>Steekincident Amsterdam CS: onderzoek richt zich op terroristisch motief https://t.co/dhFAEkyXFb #Amsterdam https://t.co/azrN6GyuuV</p>	<p>https://twitter.com/Politie/status/1036194995244544000</p>		1								

Facebook messages

Text	Source	S	S	S	S	S	G	G	C	C	C3
		1	2	3	4	5	1	2	1	2	
Bij de voorpleiding bij de rechter-commissaris heeft de verdachte meer toelichting gegeven over zijn motief.	https://www.facebook.com/politieAmsterdam/posts/2173681612871638	1									

Videos

Text	Source	S	S	S	S	S	G	G	C	C	C
		1	2	3	4	5	1	2	1	2	3
<p>"Vanmiddag rond 10 over 12 zijn er twee mensen neergestoken in de westbuis van het Centraal Station. De verdachte is door de politie neergeschoten. Een man liep in de westbuis van het Centraal Station. Op een gegeven moment liep hij tussen wat reizigers. Daarbij ontstond tumult. Daarbij zijn twee mensen neergestoken. De verdachte liep met een mes in zijn hand en is vervolgens door de politie neergeschoten. De neergeschoten man is aangehouden en vervolgens naar het ziekenhuis overgebracht. De twee mensen die neergestoken waren, zijn uiteraard ook naar het ziekenhuis overgebracht en zijn daar in behandeling. Op dit moment is nog niet duidelijk wat de reden is van het</p>	<p>Video: https://www.facebook.com/politieAmsterdam/videos/259062008059965/</p>	1									

<p>steken. Dus dat houdt natuurlijk in dat de recherche zijn uiterste best doet om alle scenario's door te lopen om na te gaan wat nou het motief van de verdachte is geweest."</p>											
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