Mitigating Misinformation: Understanding the Need for Relational Approaches
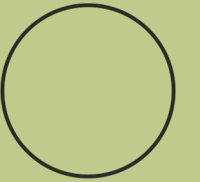
a work in progress

chandell gosse, phd
shandell houlden, phd
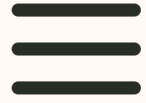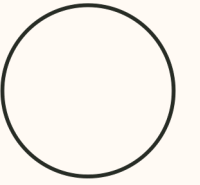jaigris hodson, phd

royal roads university

Information Disorder

The term is meant to capture the gamut of information gone awry; it is a signal that the problem at hand is a disruption of something otherwise meant to be ordered in a particular way.

Platform Logic

- prioritizes user participation

- designed to compel action; to encourage users to like, comment, share, or scroll

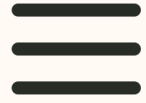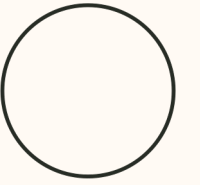- elevates and circulates what's "engaging"

Communicative Capitalism

Everyday communication has been co-opted for capitalist productivity. The content of a message has been superseded by its capacity to circulate, to be forwarded, and to be counted.

Platform Capitalism
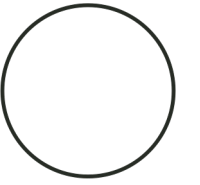
Under platform capitalism, there is no information disorder, the machine is performing exactly as it's intended to. It's a feature, not a bug.
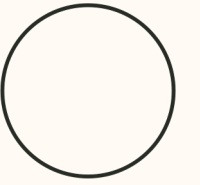
Information as Commodity

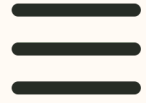The problem is not the information itself, but the system in which the information proliferates.

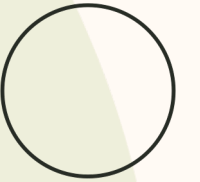# Managing the System and Not the Problem

The solution to misinformation is achieved in the same ecosystem that produced the problem.

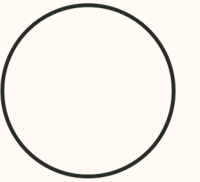# Alternative Approaches

Management that fails to account for the cause of information disorder will inadvertently sustain it.
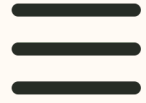
Relationally Oriented to Information

Information disorder is a symptom of larger structural problems, needing new practices that address issues of inequity and dominance, such as platform capitalism and colonial processes of data extraction.

THANK YOU

Contact Us

chandell gosse, phd

shandell houlden, phd

jaigris hodson, phd

chandell.1gosse@royalroads.ca

shandell.houlden@royalroads.ca

jaigris.hodson@royalroads.ca

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Royal Roads UNIVERSITY