

Course Description

*Note: Despite the bureaucratically imposed course title, this course does **not** focus only on work.* It analyzes the interplay between new communication technologies and society. It will consider how technological developments affect social systems, and conversely, how social systems affect the nature and use of technology. We cannot look at everything and so will focus on studying the impact of computerization, the Internet and mobile phones. Some sessions may feature guest lecturers. The course will address four overarching questions:

1. How Has Society Changed with (and Shaped) Technology? There was life before the Internet and mobile phones. To place current developments in context, we also examine how earlier technological developments affected the nature of work and community. How has technological development – along with industrialization, urbanization and bureaucratization – affected the nature of societies, cities, work organizations and communities since the nineteenth century? However, there was life before PCs, and to place current developments in context, we also examine how earlier technological developments affected the nature of information exchange in the realms of work and community. How did the pre-computer technological development of trains, cars, planes, phones, etc. affect the ways in which people found community and worked together? As well, how do race, class and gender affect the adoption and use of technology?

2. How Do ICTs Affect Everyday Life? How have the development of information and communication technologies (ICTs), from mainframes to laptops to mobile phones, been shaped by governmental and organizational actions and desires? We are now in the third phase of thinking about ICTs. Phase 1 was: “wow, what a brave new world.” Phase 2 was doing systematic documentation of who is online when, where, why, how, and for what? The current Phase 3 looks at how ICTs fits into everyday life. We look at sociability, civic involvement, social capital, the global village, and how the Internet has affected Canadian households. We will also discuss how research, both qualitative and quantitative is conducted using the Internet.

3. What is the Nature of Computer-Mediated Communities? To what extent can people find “virtual community” at a distance when connected by the Internet, the Web, videoconferencing, mobile phones and other ICTs? How do online relationships fit in with people’s overall set of community ties? To what extent do online communities function as all-encompassing worlds? What can we learn about communities by studying their network structure or the collective behavior of the participants?

4. How Do ICTs Affect Social Control and Inequality? ICTs are sometimes heralded for their potential to cut across class and racial boundaries. Do new technologies merely recreate old inequalities in a new context? Do some segments of society benefit or suffer disproportionately because of the introduction of new technologies? How do those in power use technologies to discipline or constrain? How do citizens use ICTs to subvert this power?

COURSE READINGS

To save you (and me) work, we will share many readings from a similar undergraduate course, but will deal with them more fully and more rapidly. These readings will be most easily available online from the following website:

<http://www.chass.utoronto.ca/~wellman/cgi-bin/courselogin.php>

Please bookmark this site so that you can get to it easily and repeatedly.

Login: SOC356-08 [“SOC” must be in CAPS] **password:** 725spadina (where this course is located).

Course readings unique to our course are at:

<http://www.chass.utoronto.ca/~wellman/courses/SOC6312S-08/>

Login: SOC6312S-08 **password:** 725spadina

My own readings are available on my website – no login necessary

<http://www.chass.utoronto.ca/~wellman/publications/index.html>

Tools: As part of your training to be professionals, there will be instruction throughout the course in writing, editing, making presentations, and evaluating research.

Administrative Stuff

For flexibility, readings are organized by sections and subsections, not by lectures. However, you can usually assume one section or subsection per week.

Some readings will be optional, except for that session's presenter.

Note; There are more topics here than can be accommodated in the course. I will adjust readings to fit with participants' interests and the presentations of guest lecturers.

We will observe Reading Week

Grading

Presentation 20% [50 minutes: content, depth, organization, visual aids, clarity]

These should enrich the lectures, not replicate them. In consultation with me, please develop a presentation that goes beyond the required readings for the week. Some suggestions: examine the required readings in greater depth, develop the optional readings; bring in outside material that addresses matters at hand.

Term Paper 1st draft, 20% if delivered by April 30/09; revised draft 50%; If first draft not delivered by April 30, then entire paper worth 70%.

[20 pp. single-spaced; to be discussed in class]

Your choice in consultation with me:

- 1. Use scholarly literature to analyze a scholarly issue;*
- 2. Use scholarly literature to analyze a public issue.*
- 3. Prepare a doctoral level research proposal.*
- 4. Prepare a data analysis paper (your data or mine), taking into account scholarly issues;*
- 5. Use scholarly literature to analyze a professional issue or make a professional proposal.*
- 6. Use social scientific knowledge to develop new groupware.*
- 7. Use social scientific knowledge to evaluate existing groupware.*

Participation: 10%. Takes into account: thoughtfulness, originality, and activity. It should go without saying, but always bears repeating, that all participants are expected to have done the reading before class and are prepared to discuss them.

Cautions

Plagiarism: To avoid plagiarism, you must give credit whenever you use:

Another person's idea, opinion, or theory;

Any facts, statistics, graphs, drawings: in short, any pieces of information that are not common knowledge;

Quotations of another person's actual spoken or written words;

Paraphrases of another person's spoken or written words.

If need be, I reserve the right to submit your paper to *Turnitin.com*

Lateness: The penalty for a late assignment is a grade deduction of 5% per day, beginning immediately after class and including weekend days. Medical documentation is required if you want lateness penalties waived or if you miss an exam

Knowledge Base: This is a graduate sociology course. Although students from other disciplines are welcome, we assume that you have basic knowledge of Social Theory and Social Research. Some of the assigned readings require understanding moderate-level statistical analysis.

Visions of the Future: Utopian / Dystopian (Jan 21)

- Wellman, Barry (2001). Physical place and cyber place: The rise of personalized networking. *International Journal of Urban and Regional Research*, 25(2):227–252
[This, and all references to “Wellman” publications are on my website:
<http://www.chass.utoronto.ca/~wellman/publications/index.html>
- Wellman, Barry and Gulia, Milena (1999). Net surfers don't ride alone: Virtual community as community. In Wellman, B., editor, *Networks in the Global Village*, pages 331–367. Westview Press, Boulder, CO
- Barry Wellman, "An Electronic Group is Virtually a Social Network" - in Sara Kiesler, ed., *The Culture of the Internet*
- Wellman, Barry 2002. "Little Boxes, Glocalization, and Networked Individualism." in *Digital Cities II: Computational and Sociological Approaches*, edited by M. Tanabe, P. van den Besselaar, and T. Ishida. Berlin: Springer-Verlag.
- Rainie, Lee and Barry Wellman (2010). “Netting Together: A Book Proposal for MIT Press.”
+ rough draft of chapter 1
- Robert Kraut, et al., “The Internet Paradox”, *The American Psychologist* 53 (9), Sept., 1998: 1017-1031.
<http://www.apa.org/journals/amp/amp5391017.html>
- Robert Kraut, Sara Kiesler, Bonka Boneva, Jonathon Cummings, Vicki Helgeson and Anne Crawford. 2002. "Internet Paradox Revisited." *Journal of Social Issues* 58 (1): 49-74.
<http://myaccess.library.utoronto.ca/login?url=http://www.blackwell-synergy.com/links/doi/10.1111/1540-4560.00248/pdf>

Social Contexts – extra readings for Jan 21

- Georg Simmel, “The Metropolis and Mental Life” in *The Sociology of Georg Simmel*, edited by Kurt Wolff.
- W.L. Bliss, “In the Wake of the Wheel.” *
- * = Find at <http://www.chass.utoronto.ca/~wellman/cgi-bin/courselogin.php>
- Claude Fischer, *America Calling* (1992), chap. 5
- Mark Granovetter, "The Strength of Weak Ties (Revisited)." In *Social Structure and Network Analysis*, edited by Peter Marsden and Nan Lin. (1982): 105-130.
- Karl Weick, "Educational Organizations as Loosely-Coupled Systems." *Administrative Science Quarterly* 21 (1976): 1-19.
<http://myaccess.library.utoronto.ca/login?url=http://www.jstor.org/view/00018392/di995452/99p05076/0>
- Robert Putnam, "Bowling Alone: America's Declining Social Capital." *Journal of Democracy* 6 (1): 65-78. 1995. http://muse.jhu.edu/demo/journal_of_democracy/v006/putnam.html
- Barry Wellman "The Network Community: An Introduction to Networks in the Global Village." Pp. 1-47 in *Networks in the Global Village*, edited by Barry Wellman. Boulder, CO: Westview Press. 1999.
- Castells, Manuel (2000). *The Rise of the Network Society*, 2nd Ed, vol 1. Blackwell, Oxford: 2000. Chapter. 5 "The culture of real virtuality." Pp. 355-406. *

How Communities Intermix Online and Offline Relationships: The Connected Lives Studies – Jan 28

- Bernie Hogan, (2008). *Networking in Everyday Life*, Chapter 5: “Networking profiles: coupling media use and social activity.”
- Wellman, Barry, Bernie Hogan, Kristen Berg, Jeffrey Boase, Juan-Antonio Carrasco, Rochelle Coté, Jennifer Kayahara, Tracy Kennedy, and Phouc Tran (2006). *Connected Lives*. In Purcell, P., editor, *Networked Neighbourhoods*, pages 161–216. Springer, London *
- Boase, Jeffrey, John Horrigan, Barry Wellman and Lee Rainie. (2006). *The Strength of Internet Ties*. Pew Internet and American Life Project, Washington. Introduction and sections 1-5.
http://www.pewinternet.org/PPF/r/172/report_display.asp
- Veenhof, Ben., Barry Wellman, Carsten Quell and Bernie Hogan, Bernie (2008). “How Canadians' Use of the Internet Affects Social Life and Civic Participation.” Statistics Canada Connectedness series.
<http://www.statcan.gc.ca/pub/56f0004m/56f0004m2008016-eng.pdf> Also: link on my website.
- Collins, Jessica and Barry Wellman (2009). “Small town in the Internet society.” *American Behavioral Scientist*: forthcoming (ppt)
- Diana Mok, Barry Wellman and Juan-Antonio Carrasco, “Has Distance Died with the Internet.” [*new paper for critique*]
- Kennedy, Tracy L. M. and Wellman, Barry (2007). “The networked household.” *Information, Communication & Society*: 10 (5): 647-70*
- Kennedy, Tracy, Aaron Smith, Amy Tracy Wells, and Barry Wellman. (2008). “Networked Families.” Pew Internet and American Life Report. http://pewinternet.org/PPF/r/266/report_display.asp
- Hampton, Keith & Barry Wellman (2003). “Neighboring in Netville: How the Internet Supports Community and Social Capital in a Wired Suburb.” *City and Community* 2(4), 277-311.
http://www.chass.utoronto.ca/~wellman/publications/neighboring/neighboring_netville.pdf

Mobile-ization – Feb 4 (Maria Majerski & Rhonda McEwen)

- Smith, Marc. (2000). “Some Social Implications of Ubiquitous Wireless Networks.” *Mobile Computing and Communications Review*, 4(2):25–36
- Ling, Richard (2004). *The Mobile Connection*, Morgan Kaufmann, New York Ch. 4: The coordination of everyday life. Pp 57-82. *
- Madell, Dominc and Steven Muncer. (2005). “Are Internet and mobile phone communication complementary activities amongst young people?” *Information, Communication & Society*, 8(1):64–80 *
- Miyata, Kakuko, Jeffrey Boase, Barry Wellman and Ken’ichi Ikeda. 2005. “The mobile-izing Japanese: Connecting to the Internet by PC and webphone in Yamanashi.” In Ito, M., Matsuda, M., and Okabe, D., editors, *Portable, Personal, Pedestrian*. MIT Press

Surveillance / Censorship

Guest Lecturer: Ronald Deibert, CitizenLab, University of Toronto,

Tuesday, Feb 10, 4:10 Bahen 120

- Deibert, Ronald and R. Rohozinski. 2008. "Good for liberty, Bad for security? The Internet and Global Civil Society." In Deibert, R. J., Palfrey, J. G., Rohozinski, R., and Zittrain, J., editors, *Access Denied: The Practice and Policy of Global Internet Filtering*. MIT Press, Cambridge, MA
- Zhang, X. (2005). "What do Consumers Really Know about Spyware?" *Communications of the ACM*, 48(8):44–48
- Walter, C. (2007). A little privacy please. *Scientific American*, July:92–95
- Dumiak, M. (2007). Pieces of a paranoid past. *Scientific American*, July:26–29

Reading Week, No Class

Blogs and Wikis– Feb 25 (Zack Hayat)

- Watts, Duncan. 2002. *Six Degrees: The Science of a Connected Age*. Norton, New York. Ch. 3. (92-100)
- Dodds, Peter Sheridan, Roby Muhamad, Duncan J. Watts. 2003. "An experimental study of search in global social networks." *Science* 301 (5634) pp. 827 – 829. Aug. 8. DOI: 10.1126/science.1081058. <http://www.sciencemag.org/cgi/content/abstract/301/5634/827>
- Barabasi, A.-L. 2003. *Linked*. Penguin, New York. Ch. 12. Pp. 161-178
- Viegas, Fernanda, Martin Wattenberg, Jesse Kriss and Frank van Ham, F. 2007. "Talk Before You Type: Coordination in Wikipedia." In *Proceedings of the 40th Hawaii International Conference on System Sciences, Hawaii*. ACM Press. http://www.hicss.hawaii.edu/hicss_40/apahome40.htm
- Nardi, Bonnie, Diane Schiano, and Michelle Gumbrecht 2004. "Blogging as Social Activity, or, Would You Let 900 Million People Read Your Diary?" In *Proceedings of CSCW'04 Conference on Computer-Supported Cooperative Work* *
- Nielsen, Jakob (2006). Participation inequality: Encouraging more users to contribute. Jakob Nielsen's Alertbox

Social Software – Facebook and Beyond – March 4 (Paula Lam)

- Walther, J. B. (2007). Selective self-presentation in computer-mediated communication: Hyper-personal dimensions of technology, language, and cognition. *Computers in Human Behavior*, 23:2538–2557
- Marc Smith, "Measuring the Social Structure of the Usenet." In Peter Kollock and Marc Smith, *Communities in Cyberspace*. + Netscan At his Microsoft Research website.
- Noshir Contractor, Dan Zink and Mike Chan. "IKNOW: A Tool to Assist and Study the Creation, Maintenance, and Dissolution of Knowledge Networks." Presented at Sunbelt Social Networks Conference, Sitges, Spain, May, 1998. <http://link.springer.de/link/service/series/0558/bibs/1519/15190201.htm>
- boyd, d. (2007). "Viewing American Class Divisions through Facebook and MySpace." Plus boyd's response to criticisms of the essay. *Apophenia Blog Essay* * <http://www.danah.org/papers/essays/ClassDivisions.html>
- Golder, S., Wilkinson, D. M., and Huberman, B. A. (2007). Rhythms of social interaction: Messaging within a massive online network. In *3rd International Conference on Communities and Technologies*, East Lansing, MI. Springer

Cyber Love, Cyber Stalking, Cyber Alienation – March 11 (Meghan Dawes)

- Whitty, Monica (2008). Liberating or debilitating: an examination of romantic relationships, sexual relationships and friendships on the Net. *Computers in Human Behavior* 24: 1837-50.
- Whitty, Monica (2008). Revealing the 'real' me, searching for the actual you. *Computers in Human Behavior* 24: 1707-23.
- Toma, C, Hancock, J. and Ellison, N. (2008). Separating fact from fiction: an examination of deceptive self-presentation in online dating profiles. *Personality and Social Psychology Bulletin* 34 (8), August: 1023-36.
- Robert Kraut, et al., "The Internet Paradox", *The American Psychologist* 53 (9), Sept., 1998: 1017-1031.
<http://www.apa.org/journals/amp/amp5391017.html>
- Robert Kraut, Sara Kiesler, Bonka Boneva, Jonathon Cummings, Vicki Helgeson and Anne Crawford. 2002. "Internet Paradox Revisited." *Journal of Social Issues* 58 (1): 49-74.
<http://myaccess.library.utoronto.ca/login?url=http://www.blackwell-synergy.com/links/doi/10.1111/1540-4560.00248/pdf>

Digital Divides – Domestic Comparisons – March 18 (Jeanette Chua)

- DiMaggio, Paul, Hargatti, Eszter, Celeste, C., and Shafer, Steven. (2004). Digital inequality: From unequal access to differentiated use. In Neckerman, K., editor, *Social Inequality*, pages 355–400. Russell Sage Foundation Publications, New York
- Hargittai, Eszter and Steven Shafer (2006). "Differences in Actual and Perceived Online Skills: The Role of Gender." *Social Science Quarterly*, 87(2):432–448 http://scholarsportal.info/cgi-bin/sciserv.pl?collection=journals&journal=00384941&issue=v87i0002&article=432_diaapostrog
- Liff, Sonia, A. Shepherd., Judy Wajcman, Ronald Rice, and Eszter Hargittai. (2004). "An evolving gender digital divide?" Oxford Internet Institute, Internet Issue Brief, 2:1–17
<http://www.oii.ox.ac.uk/research/publications.cfm>

International Comparisons – March 25 (Julia Chae)

- Chen, Wenhong and Barry Wellman. (2005). "Charting digital divides: Within and between countries." In Dutton, W., Kahin, B., O'Callaghan, R., and Wyckoff, A., editors, *Transforming Enterprise*, pages 467–498. MIT Press, Cambridge, MA *
- Wenhong Chen and Barry Wellman, "Doing Business at Home and Away: Policy Implications of Chinese-Canadian Entrepreneurship." *Canada in Asia Series*, Asia Pacific Foundation of Canada, Vancouver. April, 2007. 30 pp *

+ other study

How Has Computerization Affected Work Relations? – April 1 (Alexandra Rodney)

- Caroline Haythornthwaite and Barry Wellman, "Work, Friendship and Media Use in a Networked Organization" *Journal of the American Society for Information Science* 49, 12 (Oct, 1998): 1101-14 *
- Anabel Quan-Haase and Barry Wellman. "Hyperconnected Net Work: Computer-Mediated Community in a High-Tech Organization." Pp. 281-333 in *The Firm as a Collaborative Community: Reconstructing Trust in the Knowledge Economy*, edited by Charles Heckscher and Paul Adler. New

York: Oxford University Press, 2006.*

Kiesler, Sara, and Jonathon N. Cummings. 2002. "What do we know about proximity in work groups? A legacy of research on physical distance." Pp. 57-82 in *Distributed Work*, edited by Pamela Hinds and Sara Kiesler. Cambridge: MIT Press.*

Finholt, Thomas A., Lee Sproull, and Sara Kiesler. 2002. "Outsiders on the Inside: Sharing Know-How Across Space and Time." in *Distributed Work*, edited by Pamela Hinds and Sara Kiesler. Cambridge: MIT Press. <http://books.nap.edu/books/0309065771/html/97.html#pagetop>

Madden, Mary and Sydney Jones. 2008. "Networked Workers." Pew Internet and American Life Report. http://pewinternet.org/pdfs/PIP_Networked_Workers_FINAL.pdf

Yochai Benkler, *The Wealth of Nations*, Chap. 3: "Peer Production and Sharing"

Optional

Noshir Contractor, et al., "Self-Organizing Communication Networks in Organizations." International Communication Association, Jerusalem, Sept., 1998.

<http://www.spcomm.uiuc.edu/users/nosh/manuscripts/Comp/comp.htm>

Optionals – April 8: Preliminary Presentations of Projects or Barry's Writing Lab

Politics On and Off Line

Clay Shirky, *Here Comes Everybody*. Ch. 6, "Collective Action and Political Change"

Adamic, Lada and Natalie Glance. 2005. "The Political Blogosphere and the 2004 U.S. Election."
Working Paper *

Earl, Jennifer and Kimport, Katrina (2008) The targets of online protest. *Information, Communication and Society*
11, 4

Hampton, Keith (2003). "Grieving For a Lost Network: Collective Action in a Wired Suburb." *The*
Information Society 19(5), 1-13. <http://web.mit.edu/knh/www/downloads/mobilization-final.pdf>

Hampton, Keith. (2007). "Neighborhoods In The Network Society: The Neighborhoods in The Network
Society: The E-Neighbors Study." *Information, Communication & Society*, 10(5).714-48.*

Term Paper Preliminary Presentations (last class)

Optional – Downloads / IP / Open Source

Guest Lecturer: Pina D'Agostino (Osgoode Hall Law School)

D'Agostino, Giuseppina. 2007. "Healing Fair Dealing? A Comparative Copyright Analysis of Canadian Fair Dealing to UK Fair Dealing and US Fair Use." <http://ssrn.com/abstracted=1014404>

Optional - Ways of Studying the Internet -optional

Philip Howard, Lee Rainie and Steve Jones, "Days and Nights on the Internet." In Wellman & Haythornthwaite.

Ben Anderson and Karina Tracey, "Digital Living." In Wellman & Haythornthwaite.

Bonka Boneva and Robert Kraut. "Email Gender and Personal Relations." In Wellman and Haythornthwaite

Bernie Hogan, Juan-Antonio Carrasco and Barry Wellman, Visualizing

Hargittai, Eszter. 2002. "Beyond Logs and Survey: In-Depth Measures of People's Web Use Skills." *Journal of the American Society for Information Science and Technology* 53:1239-1244.
http://scholarsportal.info/science?_volkey=15322882%2353%231239%2314

Golder, Scott, Dennis Wilkinson, and Bernardo Huberman. (2007). Rhythms of social interaction: Messaging within a massive online network. In 3rd International Conference on Communities and Technologies, East Lansing, MI. Springer *

Viégas, Fernanda, Martin Wattenberg, and Dave. Kushal "Studying Cooperation and Conflict between Authors with history flow Visualizations". CHI 2004. Vienna, Austria.
<http://alumni.media.mit.edu/~fviegas/publications.html>.

Optional - Information Flows

Kayahara, Jennifer and Barry Wellman. 2007. Searching for culture-high and low. *Journal of Computer Mediated Communication*, 12(3)

Howard White, Barry Wellman and Nancy Nazer. "Does Citation Reflect Social Structure? Longitudinal Evidence from an Interdisciplinary Research Group". *Journal of the American Society for Information Science and Technology*, 2003.

<http://www.chass.utoronto.ca/~wellman/publications/index.html>

Uwe Matzat, "The Social Embeddedness of Academic Online Groups in Offline Networks as a Norm Generating Structure:" *Computational and Mathematical Organization Theory*, 10, 3: 205-226"

Optional

Mark Granovetter, "Economic Action and Social Structure: The Problem of Embeddedness." Pp. 430-51 in *Social Structures: A Network Approach*, edited by Barry Wellman and S.D. Berkowitz. JAI Press 1997.

Optional – Diasporas

Hiller, Harry H. and Franz, T. M. (2004). New ties, old ties and lost ties: the use of the Internet in diaspora. *New Media & Society*, 6:731-752

Neugebauer, Martin (2006). Between worlds: The Internet as a transnational tool in immigrants' lives. NetLab Working Paper