**Digital Citizenship and Surveillance Society: UK State-Media-Citizen Relations After the Snowden Leaks**

**Civil Society Stream – Research Design – Focus Groups**

1. Definition of the problem

Goal: to identify the different roles of citizen interaction with governance mechanisms and digital rights in light of the Snowden leaks by investigating the nature of public knowledge of online surveillance and perceptions of civic rights within the UK; and to analyse people's everyday interaction with technology and examine changes in communication practices and forms of self-regulating behaviour.

1. Sample
   1. Muslim
   2. African-Caribbean
   3. Asian
   4. Older group 45+
   5. Young 18 – 25
   6. In between 26 – 45
   7. First-generation immigrant
   8. Second/Third-generation immigrant
   9. Socio-economic group D/E/C2
   10. Socio-economic group A/B/C1
2. Focus Group Discussion
   1. Introduction

Welcome

Introduction of ourselves and our role as moderators.

Overview of the topic, and what the results of the focus group will be used for.

Guidelines

* no right or wrong answers
* the focus group is being recorded
* one person speaks at a time
* if you disagree with someone’s point wait for them to finish before voicing your own
  1. Opening questions

Please give us your name, age, profession, brief background – and what type of online / digital platforms / smart devices do you use

What does the term surveillance mean to you?

What does the term metadata mean to you? Do you consider collecting online data on people a form of surveillance? (if not, is it more about how it is used that makes it surveillance)?

* 1. Snowden leaks

What have you heard about Edward Snowden?

Where did you hear about Edward Snowden?

What did Edward Snowden tell us about what the intelligence services are doing?

What are your opinions on the information he revealed?

[Possibly give a brief overview of the Snowden leaks depending on the level of knowledge in the group.]

What do you think about people who reveal this type of information?

What are your opinions of the newspapers who published this information?

* 1. Behaviour – Online / Privacy / Tools

How has news about the ways the government and companies use our private data influenced your online/digital behaviour?

Have you changed your behaviour?

Has it made you think more about what information you reveal about yourself online? If so, in what way?

Have you started using any different tools or sites? Which ones and why? Have you heard of encryption?

What do you think would need to happen for you to change your online/digital behaviour? (as an individual / when communicating with others)

What kind of information would you want to help to inform you, if you wanted to make these changes?

* 1. Opinion – Snowden / Intelligence services / Privacy

Under what circumstances do you think the intelligence services should use surveillance?

* On general members of the public?
* On journalists? [Guardian hard drives prompt – opinions?]
* On people suspected of a crime?
* On people suspected of terrorism? [Charlie Hebdo prompt – opinions?]
* On foreign nationals?

How much information do you think the intelligence services have access to about the general public?

How do you feel about the US national security agency and other countries having access to this information?

Think about the way the government balances fighting terrorism, and protecting privacy and human rights of the general public:

* To what extent do you think more should be done to protect privacy?
* To what extent should the intelligence services be given more powers?
* Is the current balance between fighting terror and the publics’ privacy about right?

What are your opinions of communications companies (Facebook, Google, Vodafone) providing personal data to the intelligence services?

[Lee Rigby scenario – opinion change?]

* 1. General questions

How often, if at all, do you worry about your online / digital privacy?

Tell us what aspects of your privacy are you concerned with?

If more concerned with corporate surveillance, why are you more concerned about this than with state surveillance?

Who would you trust with your personal data?

* 1. Ending Questions

[All things considered question] Of all the things we discussed, what to you is the most important?

Has participating in this focus group and discussing these issues changed your attitudes in any way?

[Summary question – sum up key points] Is this an accurate summary?

[Final question – reiterate purpose of study] Anything we have missed? / Anything anyone would like to add?

Thank you for your participation, and goodbye!