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INCREASING RESILIENCE
IN SURVEILLANCE SOCIETIES

Citizens Attitudes and Security

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Citizens and their attitudes towards surveillance – Working Package 4

Aim: citizens' understanding on surveillance through a qualitative in-depth approach.

Core of the analysis: the understanding of how surveillance is embedded in social practices.

Assumptions and guiding questions

- Difference between *being exposed to* surveillance and *being aware* of the fact
 - Privacy is not a default state, it has to be actively created (privacy labour)
 - Citizens as leaky data containers and techno-social hybrids
 - The myriad of ways in which people shop, travel, actively engage with security is telling of how they “do” or create privacy in surveillance societies.
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- How is surveillance embedded in social processes?
 - Do citizens comply with it?
 - Do people negotiate with it?
 - How citizens “do” privacy in surveillance societies?

Methodology

➤ Qualitative approach:

- ✓ Country reports
- ✓ In depth interviews
- ✓ Focus groups (involving citizens in an informed debate about surveillance)

Holistic approach in order to gain a deep understanding of the interrelations between different dimensions.

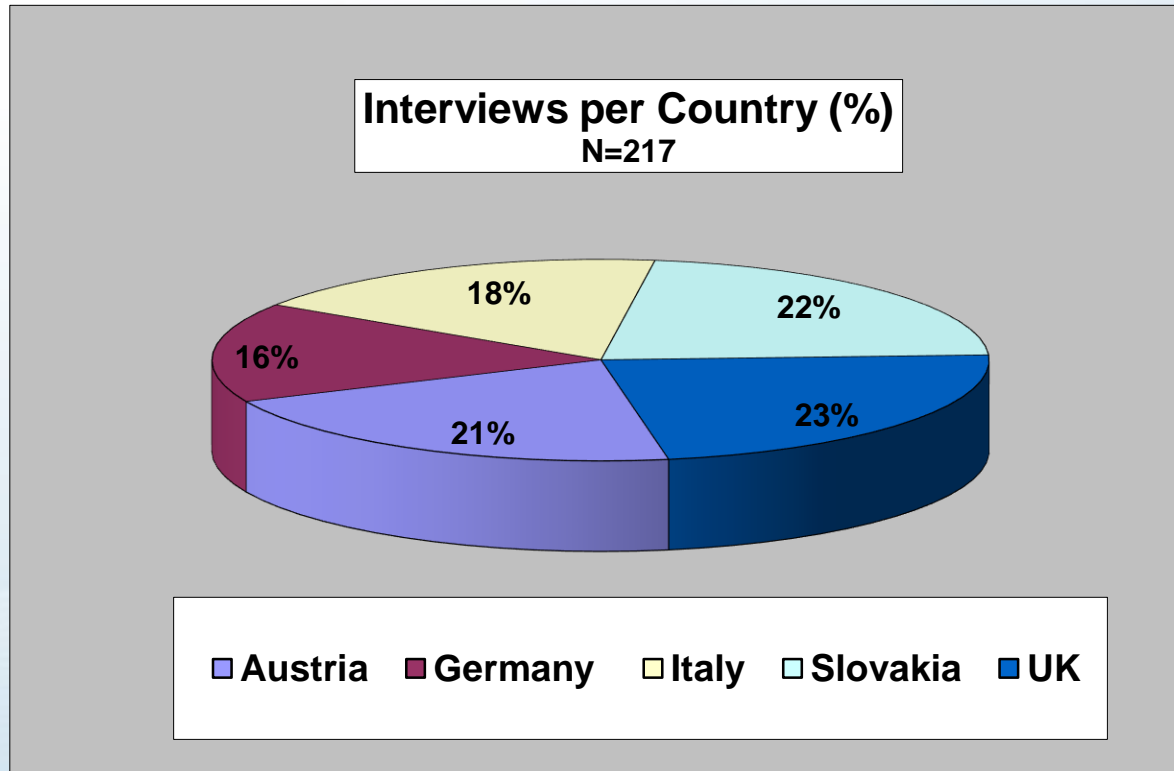
Socio-cultural dimensions

Country reports on **Austria, Germany, Italy, United Kingdom and Slovakia.**

The reports shed light on how the public debate is very different in the countries involved.

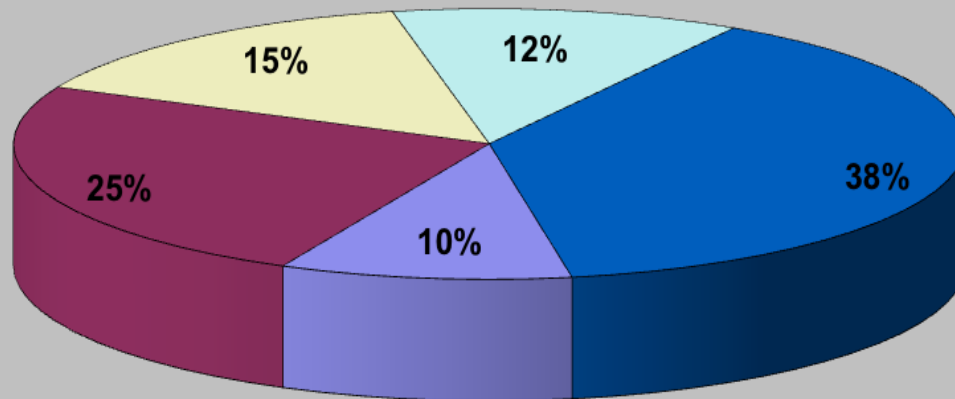
Citizens views of surveillance

- 1,000 stories were collected in 5 European countries



Recruitment strategies

Interviews per Entry Topic (%)
N=217



- Consumer Advocacy
- Crime Prevention
- Data Protection
- Workplace Surveillance
- Random Control Group

1,000 stories

The narratives on surveillance are structured in 5 dilemmas which revolve around several significant domains:

- **Privacy and Convenience:** citizens and consumers;
- **Privacy and Security:** views on security (specific focus on CCTV);
- **Privacy and Sociality:** the use of social media
- **Privacy and Trust-Fairness:** citizens at their workplace;
- **Engagement and Security:** citizens watching citizens (i.e. neighbourhood watch).

Overall Findings

- ✓ The inevitability of surveillance (and the futility to resist)
- ✓ The ambivalence of feelings towards surveillance
- ✓ High level of awareness of the surveillance potential of various technologies
- ✓ Privacy often framed in terms of “security fatigue”
- ✓ Privacy labour: the efforts of being privacy vigilant
- ✓ More often than not, citizens are ready to give up their privacy as long as they can see clear benefits
- ✓ Resilience strategies

Citizens attitudes towards CCTV

- The normalisation of surveillance is often questioned through narratives that revolve around issues of false sense of security and asymmetries of power
- The feeling of “being watched” has significant consequences (impact of behaviour)
- The gaze of CCTV is inevitable but there are options for resilience
- If CCTV is used for security reasons, it is accepted and welcome
- The overall security approach behind the use of the cameras is often disputed (the usefulness of CCTV)

Daily encounters with surveillance do not go unnoticed and there is the need to perform some extra activities to e.g. avoid surveillance or to feel “safer”.

Surveillance is an embedded feature of contemporary society but there are options for resilience and the “glassy” consumer or citizen often displays multi-layered reactions and an ambivalence of feelings towards technology.