

KYSELYLOMAKE: FSD3658 DIPLOMAATTIEN TWITTER-KYSELY2021

QUESTIONNAIRE: FSD3658 TWITTER USE OF DIPLOMATS AND FOREIGN POLICY PROFESSIONALS SURVEY 2021

Tämä kyselylomake on osa yllä mainittua Yhteiskuntatieteelliseen tietoarkistoon arkistoitua tutkimusaineistoa.

Kyselylomaketta hyödyntävien tulee viitata siihen asianmukaisesti lähdeviitteellä.

This questionnaire forms a part of the above mentioned dataset, archived at the Finnish Social Science Data Archive.

If the questionnaire is used or referred to in any way, the source must be acknowledged by means of an appropriate bibliographic citation.

Detta frågeformulär utgör en del av den ovannämnda datamängden, arkiverad på Finlands samhällsvetenskapliga dataarkiv.

Om frågeformuläret är utnyttjat eller refererat till måste källan anges i form av bibliografisk referens.

Diplomats and Twitter

* Pakollinen

Welcome to our survey!

The purpose of this research is to increase understanding about Twitter use among diplomats and other foreign policy professionals. The main goals are to study diplomats' involvement in Twitter communication and to evaluate the value of Twitter interaction in the diplomatic context. (This survey is a part of my doctoral dissertation.)

The focus is on diplomats who are currently posted at embassies and operate an individual Twitter account in their own name or an institutional account, since they have the first-hand experience and information on the subject. Therefore, your opinion matters!

Participation in this study is voluntary and anonymous. At no time will the participants be identified by name. The results will be used for academic purposes only and may be reported in scientific journals, books, and conventions - including Open Access publications*. Information will be kept confidential, available only to the researchers associated with this study (me and professors Pekka Isotalus and Hiski Haukkala). However, the researchers reserve the right to publish information as Open Research Data**. In any case, no information will be published that identifies you or your exact location/post.

Completion of the survey indicates that you understand the above information, and voluntarily consent to participate in this study. Please allow 10-15 minutes to complete the survey. Your time and participation are very much appreciated!

If you have questions regarding this study, please contact [\[Yhteystiedot poistettu\]](#)
[\[Yhteystiedot poistettu\]](#)

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**Open Research Data is data that can be freely accessed, reused, remixed and redistributed, for academic research and teaching purposes.

PART 1/4

First, we would like to ask you a few questions about your Twitter use. Please choose the option that best describes you in your work.

1. Do you have an individual Twitter account (in your own name) that you are using in your work? *

- Yes
- No, I only operate an institutional (e.g. embassy) Twitter account
- No, I don't use Twitter

2. How long have you been using Twitter? *

- More than 10 years
- 5-10 years
- 3-5 years
- 1-3 years
- Less than a year

3. How frequently do you use Twitter (for each activity)? *

	Multiple times per day	Once per day	Multiple times per week	Once per week	Less than once per week
Tweeting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retweeting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Replying to others' tweets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Following other accounts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Following news	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. How well does your Twitter use satisfy your personal goals? *

- Extremely well
- Very well
- Somewhat well
- Not very well
- Not well at all

5. How well does your Twitter use satisfy your work organization's goals? *

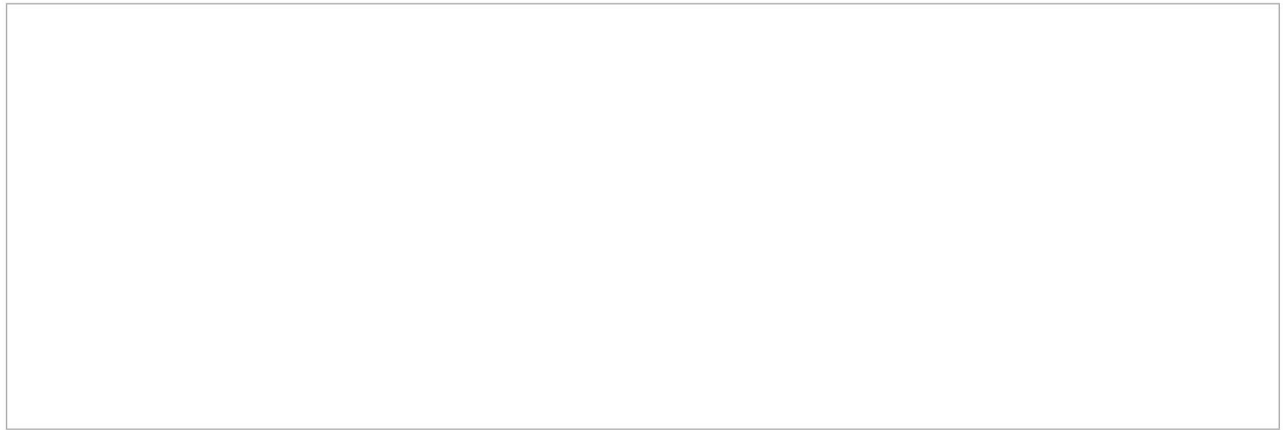
- Extremely well
- Very well
- Somewhat well
- Not very well
- Not well at all

6. Regarding your work, how important is it to participate actively on Twitter in your own name? *

- Extremely important
- Very important
- Somewhat important
- Not very important
- Not important at all

7. Regarding the previous question, why do you think so?

Please answer briefly. (Answering is optional)



PART 2/4

Now we are going to ask you to describe your own behavior. There are no right or wrong answers to any of the following items.

In responding to some of the items, you might say, "Sometimes I do that, and sometimes I don't". You should respond to each item in a way that best describes your typical manner of communication on Twitter – how you behave in most situations. If you cannot decide how a particular item applies to you, choose the "not sure" alternative. However, please be sure to respond to all of the items.

8. Please, choose the one alternative for each item that best characterizes your communication on Twitter. *

	Very much like me	Like me	Somewhat like me	Not sure	Somewhat unlike me	Not like me	Not at all like me
I am keenly aware of how others perceive me on Twitter.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My mind wanders on Twitter and I often miss parts of what is going on.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Often on Twitter, I'm not sure what to say; I can't seem to find the appropriate lines.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am very observant of others' reactions to my tweets.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On Twitter, I pay close attention to what others say and do and try to obtain as much information as I can.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Often on Twitter, I'm not sure what my role is; that is, I'm not sure how I'm expected to relate to others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Often on Twitter I pretend to be listening to someone when in fact I'm thinking about something else.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Often on Twitter I feel like I know what should be said (like accepting, a compliment, or asking a question), but I hesitate to do so.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Very much like me	Like me	Somewhat like me	Not sure	Somewhat unlike me	Not like me	Not at all like me
Sometimes on Twitter I'm not sure what the other really means or intends by certain comments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I carefully observe how others respond to me on Twitter.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Often I feel withdrawn or distant on Twitter.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Often on Twitter I'm not sure what others' needs are (e.g., a compliment, reassurance, etc.) until it is too late to respond appropriately.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel confident on Twitter, I am sure what to say and do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Often on Twitter I am preoccupied and do not pay complete attention to others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Often on Twitter I feel sort of "unplugged", I am uncertain of my role, others' motives, and what is happening.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On Twitter, I often do not accurately perceive others' intentions or motivations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On Twitter I am very perceptive to the meaning of others' behavior in relation to myself and the situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Often on Twitter I can't think of what to say, I just don't react quickly enough.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PART 2/4

Even if you do not use Twitter for your work, we would like to hear more about your opinions regarding the channel.

9. What are the main reasons why you don't use Twitter in your work as a diplomat?



PART 3/4

Below are descriptions of possible values that Twitter communication can contribute to a country. Based on your experience, please answer the following questions by choosing the answer that most appropriately describes the value of Twitter communication for your country.

10. How do you see Twitter communication's contribution on the following aspects for your country? *

(5 = very large contribution, 4 = large contribution, 3 = moderate contribution, 2 = small contribution, 1 = no contribution)

	5	4	3	2	1
Increase in the amount of media exposure and publicity.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase in positive media coverage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decrease in negative media coverage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase in relationship maintenance and cultivation with stakeholders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase in new networks building.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining important networks.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase in public impression that my country supports good causes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase in public impression that my country maintains high standards in the way it treats people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase in public impression that my country is environmentally responsible.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase in public impression that my country offers high quality services and products.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PART 4/4

There are only a few questions left. To help summarize the responses and interpret the results, we would like to learn more about you.

(Please note that answering to some questions is optional. Feel free to decide if you want to give that information or not. However, answering all questions will benefit the study, as the information is combined with the information given by diplomats from other countries.)

11. What is your age range?

(Answering is optional)

- 18-25
- 26-35
- 36-45
- 46-55
- 56+
- Prefer not to say

12. What gender do you identify as? *

- Woman
- Man
- Non-binary
- Other
- Prefer not to say

13. Which of the following options best describes your position at your organization? *

- Diplomatic
- Administrative
- Specialist
- Other

14. Which embassy personnel category do you belong to? *

- Head of the mission (e.g. ambassador, chargé d'affaires)
- Diplomatic staff (other diplomatic ranks)
- Other (no diplomatic rank)
- I do not work at an embassy

15. In which region are you based in?

(Answering is optional)

Please choose the most accurate option. (Note: If you act as an ambassador-at-large/a roving ambassador etc. please choose the option that best applies to your area of responsibility.)

- Middle East & North Africa
- Sub-Saharan Africa
- Latin America & the Caribbean
- North America & Oceania
- Asia (East, Southeast, and South Asia)
- Russia & Central Asia
- Europe (EU)
- Europe (non-EU)
- Prefer not to say

16. Who operates your Twitter account? *

Please choose the most accurate option.

- I operate it by myself
- I operate it mostly by myself
- I operate it with assistance/others
- It is operated by other person/persons
- I don't use Twitter

17. How many Twitter accounts are you following?

(Answering is optional)

- More than 1000
- 500-1000
- Less than 500

18. How many followers do you have on Twitter?

(Answering is optional)

- More than 1000
- 500-1000
- Less than 500

19. Besides Twitter, what other social media platforms do you use for your work?

(Answering is optional)

Thank you for your answers. Please submit your answers by clicking "Submit".

Please feel free to leave your comments regarding this study and its topic in the field below.

20. Comments:

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