# Integrating truth bias and elaboration likelihood to understand how political polarisation impacts disinformation engagement on social media

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## Abstract

Political polarisation has become an increasingly alarming issue in society, exacerbated by the widespread use of social media and the development of filter bubbles among social media users. This environment has left users susceptible to disinformation, especially those with whom a user is politically aligned. In this research, we integrate truth bias, elaboration likelihood model and new media literacy into a model for explaining social media engagement (with both disinformation and factual information) and analysing how political polarisation (operationalised as political alignment between users) influences perceptions and behaviours. Using an experimental design, we analyse the model separately for posts containing disinformation and factual information, highlighting key differences. Political alignment positively moderates truth bias's effect on engagement with disinformation. For both disinformation and factual information, political alignment moderates the effect of generalised communicative suspicion (GCS) on truth bias, such that GCS's effect on truth bias flips from negative to positive as political alignment increases. Issue involvement and political alignment appear to be the primary drivers of disinformation engagement, with critical consuming media literacy failing to mitigate engagement. Our findings contribute to the understanding of persuasion, conviction, amplification, polarisation and aversion related to fake news on social media.

# A comparison of features in a crowdsourced phishing warning system

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## Abstract

Initial research on using crowdsourcing as a collaborative method for helping individuals identify phishing messages has shown promising results. However, the vast majority of crowdsourcing research has focussed on crowdsourced system components broadly and understanding individuals' motivation in contributing to crowdsourced systems. Little research has examined the features of crowdsourced systems that influence whether individuals utilise this information, particularly in the context of warnings for phishing emails. Thus, the present study examined four features related to warnings derived from a mock crowdsourced anti-phishing warning system that 438 participants were provided to aid in their evaluation of a series of email messages: the number of times an email message was reported as being potentially suspicious, the source of the reports, the accuracy rate of the warnings (based on reports) and the disclosure of the accuracy rate. The results showed that crowdsourcing features work together to encourage warning acceptance and reduce anxiety. Accuracy rate demonstrated the most prominent effects on outcomes related to judgement accuracy, adherence to warning recommendations and anxiety with system use. The results are discussed regarding implications for organisations considering the design and implementation of crowdsourced phishing warning systems that facilitate accurate recommendations.

# Leveraging fairness and reactance theories to deter reactive computer abuse following enhanced organisational information security policies: An empirical study of …

PB Lowry, C Posey, RBJ Bennett…

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## Abstract

Research shows that organisational efforts to protect their information assets from employee security threats do not always reach their full potential and may actually encourage the behaviours they attempt to thwart, such as reactive computer abuse (CA). To better understand this dilemma, we use fairness theory (FT) and reactance theory (RT) to explain why employees may blame organisations for and retaliate against enhanced information security policies (ISPs). We tested our model with 553 working professionals and found support for most of it. Our results show that organisational trust can decrease reactive CA. FT suggests that explanation adequacy (EA) is an important factor that builds trust after an event. Our results also suggest that trust both fully mediates the relationship between EA and CA and partially mediates the relationship between perceived freedom restrictions related to enhanced ISPs and reactive CA. EA also had a strong negative relationship with freedom restrictions. Moreover, organisational security education, training and awareness (SETA) initiatives decreased the perceptions of external control and freedom restrictions and increased EA, and advance notification of changes increased EA. We also included 14 control variables and rival explanations to determine with more confidence what drove reactive CA in our context. Notably, the deterrence theory (DT)-based constructs of sanction severity, certainty and celerity had no significant influence on reactive CA. We provide support for the importance of respectful communication efforts and SETA programmes, coupled with maximising employee rights and promoting trust and fairness to decrease reactive CA. These efforts can protect organisations from falling victim to their own organisational security efforts.

# Effects of culture, social presence, and group composition on trust in technology‐supported decision‐making groups

PB Lowry, D Zhang, L Zhou, X Fu

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## Abstract

This study examines trust in technology-supported groups from the perspectives of culture, social presence and group composition. Our results demonstrate that, in culturally homogeneous groups, individualism has a negative impact on the level of interpersonal trust; however, in culturally heterogeneous groups consisting of Chinese and U.S. participants, individualism has a positive impact on interpersonal trust among members. There were also significant differences in the level of trust between homogeneous Chinese groups and heterogeneous groups consisting of Chinese and U.S. participants. In addition, the mediating role of communication quality was identified to explain the effect for trust-of social presence on trust. These findings have important implications on building and communication in global technology-supported decision-making groups.