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COMMUNICATION IN TIMES OF CRISIS

THE INTERPLAY BETWEEN THE ORGANIZATION, NEWS MEDIA, AND THE PUBLIC

Societies are frequently confronted with disruptive organizational crisis situations, which can have drastic societal consequences. As communication increasingly plays a role in the escalation and impact of these crises, it is important to explore the communication between several key actors. Therefore, this dissertation explores the communicative interplay among the organization, news media, and the public in times of organizational crisis. The studies presented in this dissertation provide insights into (1) how the crisis frames of the three actors align over time, (2) how stakeholder-organization relationships are affected by the crisis, (3) how news media and journalists determine who gets a voice in the news during a crisis, and (4) the selection of news sources by the public during a crisis and the consequences of selection for public framing.

COMMUNICATION IN TIMES OF CRISIS

TONI VAN DER MEER



COMMUNICATION IN TIMES OF CRISIS

THE INTERPLAY BETWEEN
THE ORGANIZATION, NEWS
MEDIA, AND THE PUBLIC

TONI VAN DER MEER

Communication in times of crisis
The interplay between the organization, news media, and the public

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aan de Universiteit van Amsterdam
op gezag van de Rector Magnificus
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ten overstaan van een door het College
voor Promoties ingestelde commissie,
in het openbaar te verdedigen in de Agnietenkapel
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door

Gerrit Leendert Anton van der Meer
geboren te Groningen

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