Cyberspace and security crises
A security concern and a communication imperative / Sureness

هاجس أمني و حتمية اتصالية

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Abstract :

This research paper aims to present how security crises affect with their multiple events and affects the states' safety and threaten their internal and external stability. These crises also threaten the rulers mental image among their citizens and the world's peoples. Therefore ،foresight preventive is a factor that reduces the negative repercussions resulting from them ،In the event of its actual occurrence ،various physical means and competencies are harnessed to manage and minimize their impact.

The media is a necessary communication mechanism used to leak information and absorb the curiosity of the public ،which is increasingly hungry for information and knowledge of the facts and therefore resort to individuals for all communication channels ،including the Virtual private social networks such as Facebook ،Twitter ،YouTube ،blogs ،etc. to collect as much information as possible ،and disseminated and circulated in a large and fast ،taking advantage of the features offered by the digital media and the Internet ،and attract millions of users ،so it is a concern for the security services With its management of the crisis ،it is required to communicate through the virtual and virtual spaces that transcend geography as an imperative for success in overcoming the crisis and managing, it effectively.

Key words : Security crisis**,** Cyberspace**,** Crisis communication**,** Crisis management, Security institution.

الملخص :

تمس الأزمات الأمنية بأحداثها المتشعبة والمتعددة الأبعاد سلامة مختلف الدول والمجتمعات، إذ عادة ما تهدد استقرارها الداخلي وكذا الخارجي وتؤثر بشكل أو بأخر على الصورة الذهنية للحكام لدى مواطنيها و شعوب العالم، لهذا الأساس يعد الاستشراف المسبق

لها عاملا وقائيا يحد من الارتدادات والعواقب السلبية المترتبة عنها. وفي حال وقوعها فعليا يتم تسخير الوسائل المادية بفروعها والكفاءات العلمية والبشرية لإدارتها وهذا تخفيفا من عواقبها ونتائجها التي يمكن أن تكون وخيمة في بعض الحالات.

وفي هذا السياق، تعد وسائل الإعلام كآلية اتصالية ضرورية يتم توظيفها لتقديم المعلومة وامتصاص الفضول الكبير للجمهور الذي يزداد تعطشا للمعلومة ومعرفة الوقائع. ولهذا يلجأ الأفراد إلى كافة القنوات الاتصالية بما فيها الافتراضية، شأن الشبكات الاجتماعية كالفايسبوك و تويتر واليوتيوب لجمع ورصد أكبر عدد ممكن من المعلومات ونشرها وتداولها في الفضاء العمومي بشكل كبير ومتسارع، مستفيدين بطبيعة الحال من المزايا والخصائص التي تتيحها الوسائط الرقمية وشبكة الانترنيت.

وباعتبارها وسيلة تستقطب الملايين من المستخدمين، فهي تشكل هاجسا للأجهزة الأمنية، فمع إدارتها للأزمة فهي مطالبة بالتواصل عبر الفضاءات الواقعية والافتراضية متخطية للحدود الجغرافية و الزمكانية التي تعد حتمية للنجاح من خلال تجاوز الأزمة و إدارتها بشكل فاعلي ودقيق.

الكلمات المفتاحية: الأزمة الأمنية، الفضاء السيبراني، اتصال الأزمة، إدارة الأزمة، المؤسسة الأمنية.

Introduction:

The study on the concept of the crisis in its various forms and types reveals that it expresses a state of tension and a pivotal turning point in a particular path, which requires a rapid response by taking countermeasures to contain its negative effects and consequences on different sectors. These decisions are reflected in the context of new positions directly affecting the various entities and frameworks that are primarily governed by the nature of the area in which they arise, which may have a political, cultural, social, economic, security, etc.

As well as reflecting on the concept of a security crisis, it can be seen as a set of events that undermine States' security and internal and external integrity, Where researchers and specialists rank them among the most difficult and complex crises, because they are complex dimensions and impacts, It requires the recruitment of all material and human means to keep pace with its development

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and to exploit the possibilities available to restore morale in the State and avoid its negatives, while making the most of its advantages.

To complement the same idea mentioned above, information is an effective tool in the decision-making process relating primarily to the management of security crises, and its good governance requires dealing with available communications spaces. "Traditional" and "modern", ensuring the satisfaction of the urgent and growing desires of the masses to obtain information and to remove the ambiguity of various events; Individuals and various organizations use digital social networks to disseminate, collect, disseminate and circulate information taking into account the various advantages offered by the communication technology available through it, It is therefore an outlet for self-expression and ideas, taking into account the aspects of freedom and reflecting the so-called free public space.

On the other hand, there is a security concern because it can be used to disseminate misinformation, fabricated news and fabricated videos, which promotes problem-raising and crisis activation or over-addressing their foundations and variables, especially in times of security tension, and is therefore a security concern that requires the security institution to proceed and optimize and rationally manage the crisis effectively and objectively.

Proceeding from the foregoing on the variables of the security crisis and its relationship to cyberspace, we as researchers will try to dissect the topic of cyberspace and security crises through this paper presented What is the specificity of communicating through cyberspace, i.e. (social networks are private) or so-called new media of communication during a crisis period and this is reflected in the security institution's management of the crisis. In this academic research, we also address the mechanisms for dealing with these spaces by answering the following pivotal problem: What is the specificity of communicating through cyberspace? To what extent can the security institution effectively exploit to make its crisis management work?

The scientific and thorough dismantling of the problem as well as the thorough examination of the issue in all its aspects, it was necessary to address in depth the theoretical description of the concept and characteristics of the security crisis and to explain the concept of social networks and their relations with security crises. What are the mechanics of the security institution's interaction with cyberspace.

1. Security crisis and its context under cyberspace:

1.1. conceptual description of the concept and characteristics of the security crisis:

The issue of security is a psychological need, a social requirement, a gain for States and a bet for institutions charged with ensuring and protecting it, proceeding from the family to the State's highest security apparatus. The concept of security receives academic attention in various disciplines. It is handled by researchers from several levels, but the overriding proposition is seen from two basic angles, "the first of which relates to the security of one's own life and property." It can be called traditional and other security linked to the concept of the State and to the social, economic and political entity of societies and to the general and holistic interests of society and of the State in a regional and international setting in which conflicts of interest and power imbalances, namely national security, are conflicted and disturbed. "

Maintaining security is a major concern, considering that stability and stability are not the primary advantage in the lives of individuals, societies and States, to the extent that they are aiming to achieve them. For example, situations of tension and disruption may lead to imbalances and the creation of crises that may be multifaceted and multifaceted.

So the crisis is "a continuum of events, starting with a small incident, evolving into a larger event, then into a conflict-like, They are a kind of rupture and degradation that actually affects the system as a whole and threatens its basic rules, its sense of self and its entity. " approach ", it is understood through this idea that the crisis is a kind of evolution since it has not been addressed in accordance with positive scientific requirements, determining its causes and proposing solutions to reduce its risks, So it's an unusual and unexpected attitude, characteristic of being very dangerous and fast, its events are going on, so it's an ordeal and an ordinary time for the difficulty of making an unfamiliar decision in the absence of information and uncertainty, which can therefore be regarded as a controversial concept not only threatening but potentially an opportunity for change ". 3

Reflecting on the concept of a world of crises, he comes to the idea that the world of the latter, or crises, is both vibrant and interactive, with its own phases, characteristics and causes influenced by the State or the Government, influenced by the smallest being in human society. The security crisis, for example, intersects with the rest of the crisis in its distinctive features, the most important of which can be summarized in the following points:

:: The security crisis is an event that threatens security.

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* The crisis may be a sudden event. It may be an expected event. This depends on the Organization's strategic management taking into account crises. They can monitor and predict the environment.

* Different crises. It therefore requires differentiated responses.

* It often occurs as a result of the accumulation of a number of unaware problems.

* Constitutes a threat to the organization or State and to its reputation. 4

* Lack of information and inaccuracies because the crisis situation is relatively new and this is difficult to capture all the events related to it, which opens the way for confusion.

For example, the specificity of the security crisis lies in its close association with all crises and their various causes. In short, "all crises are to one degree or another a security crisis or have security dimensions, which cannot be ignored or overlooked", so the reasons behind the emergence of security crises are multiple, including internal conflicts over power and intellectual or religious extremism among certain social groups. It may also result from low social level, high rates of delinquency, crime, dissonance and hostility among ethnic groups or religious minorities, etc.

It is worth mentioning that their causes can be external, that is, a reflection of direct or indirect security threats. The main problem in security crises is that they have a social, economic or political origin, so the security man is dealing with a crisis that is not of his own making or is ingrained in his work. "6 This is why it can be said that the security crisis is going through a life cycle that begins with a crisis and is called the alarm phase.

There are a number of frequent events that represent an early warning of the possibility of their occurrence and intervention here with the aim of preventing them, followed by the real crisis phase and with indicators that require immediate intervention by the administration in order to control and contain the damage.

If there is no rapid and effective response in phases I and II, we naturally reach the stage of chronic crisis, which researchers resemble and agree on the basis that it is more like chronic disease and intervention in this case is inevitable, whatever the cost and consequences. If the matter was ignored, it would lead to annihilation and demise.

In the end, there is the crisis resolution phase, which is usually resolved in the previous stages, which offers three opportunities to resolve with different effort, time and cost. In the first phase, the solution is easier and less costly, the difficulty is increased in the second phase and requires the synergy of all efforts and resources in the third phase".

2. Information and its role during the crisis:

To talk about information in the light of the crisis is no longer about the effectiveness and speed of intervention in resolving security crises, but also about the flow of information between the parties concerned. The search for information in the case of the crisis must be:

- Continue: from the beginning of the crisis until after it is extinguished.
- Active: It is to search for them by various means without waiting only for them to arrive.

In order to avoid duplication or inconsistency of information.

- Objectively: free from any personal or external effects.
- Evaluated: based on the diagnosis of benefits and assurance of their source and health.
- Protector: Ensure that access is made only to relevant entities 8 ".

To recall, information as accurate, abundant and timely as it is available becomes an effective tool in important decision-making. Reliance on the media is a necessity to be an important outlet in passing messages and dealing with them by the security institution, but digital spaces are familiar. - Especially social networks - it is a new gift in crisis management, it is a double-edged communication space that requires dealing with according to its specificity.

3. The security crisis in the context of social networks:

3.1. Social media networks and the security crisis.. Radical changes and qualitative effects:

The emergence of new media of communication, including social applications available through it, is a qualitative breakthrough in the course of human progress, contributing to reducing the monopoly of a few monopolies of money and political influence on the process of guiding ideas. It opened up space for citizens to make digital content, "These social applications, with their various tools and platforms, have brought about dramatic changes and qualitative impacts on the features of the crisis management media landscape, due to their advantages and qualifications for leadership and guidance. They are therefore a communication gain for individuals and organizations across their distinctive features in times of crisis. The main characteristics include:

* Instant and synchronized dissemination of information and news.
* Provide a live broadcast feature that will alert the competent authorities to the speed of movement and take safety and safety measures.
* Ability to reach large audiences exceeding all natural boundaries and manufactured by censorship and blocking.

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* Promote interactive and two-way bilateral communication.

* Ability to monitor rumours and develop plans to confront and trap them.

* Easy to use and access from several outlets, most notably smartphones.

* Use the hashtag, facilitating the process of compiling as much information as available on the subject in one place.

* Ability to modify communication messages that cause problems at record speed.

* Sharing others with comments and news, photos and videos ".10

When studying social media sites and their features, ordinary individuals and media experts exploited these enormous possibilities in times of crisis and disaster, It has been used to seek distress and exchange information and news, and states have also sought to adopt a clear vision of the exploitation of virtual space, In the United States, for example, the public can send messages to the President of the United States via the White House account, which is a proactive step to monitor any problems Messenger bot on Facebook via its name app and crises before they break out and worsen. and the Turkish President also resorted during the failed coup attempt in Turkey in 2016 to use the FaceTime app at the first hour to attempt a coup d 'état to reassure the public of his life and safety and to mobilize his supporters and invite them to vital fields and centres. Here, the new media and its various applications have emerged as an important factor in resolving the crisis. Social applications have in turn approached the interests of individuals and countries in exploiting their spaces in times of crisis. Facebook's application on Facebook aimed at enabling families and friends of Brussels explosion to activate the application bearing the name of the Belgian capital to verify that they are safe. This app came as an extension of a previous app launched by Facebook for the first .Paris attack terror11

These media and their applications are a gain that can be used to solve crises and capture information But for security institutions, they combine the contradictions, they are a communication gain and a security bet. in many countries of the world to recruit spies and withdraw information. pirates can spread misinformation and disrupt essential services or gain advantage in times of stress through the use of malware. As an example of the negative impact of the misuse of these networks happened in France on September 30, 2011, tweeting via Twitter:

"*Attention !Sarko veut enlever 1moi de vacances!!!Donc stu fai pas tourner sa veu dire que tu kiff les cours"(sic).*

This tweet, which carried rumors spread through Facebook and via SMS, caused high school students to come out in demonstrations in northern France and recorded material losses and burning cars. The rumor itself is an old phenomenon, but what has changed is the great ability to mobilize in a short time through digital

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social spaces. This requires security institutions to deal swiftly with what is deployed and will only cause incidents that worsen into crises. "

Concerns and concerns about security threats posed by modern technologies are due mainly to the specificity of the relationship between the new media and the security crisis. This is what researcher Maha Abdelmadjid Salah detailed in her scientific paper on new media and security crisis management, highlighting the controversy between the two concepts in the following points:

* In the age of digital media, the space between real-life and media scenes has disappeared. At the same time as the event, it is published and circulated documented with images and live footage via social media networks and other media apps and tools, that is to say, it plays a clear role in monitoring security practices in dealing with the public and in particular practices containing violations or abuses.

* In the new media the philosophy of the moment and the event prevails, the security man does not have the same opportunity as the traditional media to justify, explain or select the information he wants to pass and the one he wants to withhold from the media.

* Every individual and every citizen who is able to monitor, monitor and disseminate security performance is accompanied by his or her own point of view.

* In the new media the security man deals with many, varied and mysterious events, it is to inform the individual, not to inform the institution, the individual is diverse ideologies of the diversity of individuals themselves. Different personal experiences and convictions are attributed to their reading of events, so the event is displayed on social networks and other new media tools with different insights. It often contributes to confusion and to further ambiguizing the crisis's situation, thereby escalating its seriousness and difficulty predicting its consequences.

* In informing individuals, broad audiences are increasingly convinced that such information is not governed by the agendas and interests of media organizations.

It may be more credible and more in contact with the realities of the pension, as well as freer and bolder to bring up various reality events. He is more passionate about capturing the silence in the media and more eager to highlight it.

* The new media addresses world public opinion as well.

The data provided highlight the contentious relationship between the communications gains available on the virtual space on the one hand and the difficulty in dealing with its advantages, particularly when it comes to managing security crises, and this requires the institutions concerned to deal with them through specific mechanisms. This is to recognize their ability to amplify crises and thus dwarf them or even play a preventive role in dealing with them.

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3.2. Mechanisms and mechanics of the security institution's interaction with digital media:

Research into the concept of digital media discovers the fact that it confused the competent authorities and contributed to influencing the views and attitudes of this class, especially about informal information, spreading rumours and sometimes in addition to dismay and fear among citizens, especially with the free flow of information, That's why today's virtual space is no longer just an individual's space. and is invested in by sovereign, civil and even international institutions and bodies through:

- Perception by decision-making circles of the importance of new media ". 14
The commitment to transparency, although frightening to the authorities and adherence to it at a time of crisis, is a very difficult process, but it is no longer an acceptable need to continue with the vertical communication model. The current reality forces listening, sharing, disclosing and speeding up the facts. It is the first impression that lasts and affects our reception to events and our understanding of what happened, how it happened and what could happen in the future. "15
- Being on Twitter, Facebook and YouTube platforms to gather information, this means creating pages to interact with citizens to respond to rumors and announce their position on issues raised, and correct misconceptions in the public.
- Training workers to use new media application tools, prior to emergencies and crises, identify web sites that pronounce the name of the Authority and determine which accounts will be used on social media sites.
-Engaging the public at different stages of the crisis, knowing their interests and responding to them to seek help from them.
- Engage in quick and continuous dialogues with the citizen and the latter expects his questions to be answered by the authorities.
Responding to rumours reduces damage to authorities and agencies and protects their reputation. "16 Given the importance of information in managing security crises, these digital spaces must be analyzed to find out about some important information circulating, both before the crisis occurs to sense and prevent alarms, and during the crisis to observe the evolution of the situation and to know the influential individuals. Even after the crisis had been resolved to understand what had happened and to develop the Organization and stabilize good behaviour.
Given their specificities and their strong impact on society and States' reputation, security crises require caution in dealing with them and optimizing the five principles adopted in crisis management:

* Mindfulness: in the sense of knowing what is said.
* Interaction through rapid response.

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* Flexibility, softness and fast changing attitudes.
* Control and mastery through the credibility of information and speed of response.
* Targeting and good choice of locations to respond".

Conclusion:

After careful consideration and analysis of the subject matter of our research, it can be said that the new media of communication and its applications are a key and central part in managing security crises and examining their negative implications for both the security and political stability of the State. There is also no justification for preventing or withholding some of them, since public opinion considers this arbitrary and infringes upon a fundamental right of expression. The consequences of the encroachment are, of course, stronger and have a negative impact on the management of society's sensitive crises.

It is worth mentioning that security institutions should speak the language in which young people deal through digital media and enhance the security media in their permanent public address and move away from circumstantial and occasional speeches, while ensuring that the press takes the lead in disseminating information of interest to society to avoid rumours and to constantly strive to strengthen its relations with individuals and to build positive intellectual images that enhance trust between it and society.

Furthermore, the skills and communication expertise of the new digital channels should be used to strengthen their solutions to security crises and bring them into line with the various communication phases of crisis management, as well as traditional channels, in order to be fully aware of the impact of these media on the arousal, sometimes orientation, distraction and other distortions of public opinion.

When we talk about the hallmarks of social media sites, especially the speed with which digital content is broadcast, disseminated and interacted quickly with them In order to avoid crises and damage to the individual and the community, the security institution must be constantly and effectively present on these platforms. On the one hand, dealing with these crises requires a set of conditions that are related to the ethical and professional aspects of dealing with them. The study of crises must be based on objectivity and respect for citizens' right to information and to move away from all forms of intimidation, excitement, underestimation and dwarfism.

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