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Qualitative research on threats against journalists. Development of appropriate counter-measures.

Franck, Patrick

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Laurea University of Applied Sciences

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Security Management
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The purpose of the thesis is to find countermeasures for journalists in encountering threats done via various communication methods, but mainly via email and other written communication ways. Objectives was to find out who makes these threats, what are their motives and what tools and they have in encountering them. The thesis was done in co-operation and for Sanoma Oy.

The qualitative methods used for finding solutions in the matter for journalists were, conducting a questionnaire for journalists in Helsingin Sanomat and Ilta Sanomat. Purpose was to find out from their point-of-view, the seriousness of the matter, what they think of the current countering measures and if their employers actions are enough. The Union of Journalists in Finland provided their material of their survey made for all media journalists in Finland. Results for the two surveys were analysed and compared together.

Document analysis and background information gathering was done from Finnish criminal act, Finnish occupational safety and health act, freedom of speech, existing researches in threats and literature in Internet behaviour by the police. Interviews with two policemen were conducted.

The research study's results indicates that by analysing threats content fulfilling a criminal act such as illegal threats and/or stalking, a contact to the police should be made. Moreover, the seriousness of the threats can be seen by analysing when the message has been sent, how emotional it is, telling concrete actions indicates that the threatener is not serious. A person with ill intentions will not reveal his or her plans in beforehand. Usually people making threats are looking for attention. Half of people making threats have some sort of mental illness. An administrator of a webpage is responsible of what is being said on Internet forums, Facebook groups and closed Facebook groups. If a message contains agitation against ethnic groups or dissemination of violent description and graphics, the administrator must delete the messages. If not doing so, the administrator is as much responsible as the writer. However, the administrator is not being held responsible of illegal threats being made on the Internet. Results of the survey for Helsingin Sanomat imply a good satisfaction of employer's actions in these circumstances. In the survey by The Union of Journalists in Finland, there was much more dispersion in the satisfaction of employers action.

Keywords: Security, Safety, Threat, Journalist, Occupational health.

Franck, Patrick

Kvalitatiivinen tutkimus toimittajiin kohdistuviin uhkauksiin. Sopivien vastatoimenpiteiden kehittäminen.

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Tämän opinnäytetyön tarkoitus on etsiä sopivia vastatoimenpiteitä uhkauksiin, jotka saapuvat eri teitä, mutta pääasiassa sähköpostin ja muiden viestintä välineiden kautta toimittajille. Tavoitteena on selvittää kuka tekee näitä uhkauksia, mitkä ovat heidän motiivinsa ja mitä välineitä toimittajilla on näiden kohtaamiseen. Opinnäytetyö tehtiin yhteistyössä Sanoma Oy:n kanssa.

Kvalitatiiviset menetelmät toimittajien toimenpiteisiin opinnäytetyössä olivat Helsingin Sanoman ja Ilta Sanoman toimittajille luotu kysely. Tarkoituksena oli selvittää heidän näkemyksensä aiheen vakavuudesta, mitä mieltä he ovat nykyistä toimenpiteistä sekä ovatko nykyiset työnantajan toimenpiteet riittävät. Journalistiliitto toimitti heidän materiaalin samasta aiheesta olevaan kyselyyn. Näiden kahden kyselyn vastauksia analysoitiin ja verrattiin keskenään.

Kirjallisuus analysointiin ja taustatutkimukseen tutkittiin suomen rikos lakia, suomen työturvallisuus lakia, sananvapautta, olemassa olevia tutkimuksia uhkauksiin liittyen, sekä poliisin tekemää kirjallisuutta miten käyttäytyä internetissä. Lisäksi kaksi haastattelua poliisin kanssa tehtiin.

Tutkimus tulokset osoittavat että analysoimalla uhkaviestin sisältöä jos se sisältää ja täyttää kriteerit laittomaan uhkaukseen tai vainoamiseen, ilmoitus poliisille on paikallaan. Uhkaviestin vakavuutta voi tarkastella katsomalla milloin viesti on lähetetty, kuinka tunneperäinen uhkaviesti on, kertomalla konkreettisia tekoja osoittaa ettei uhkaviestin lähettäjä ole aikeessa toteuttaa uhkauksiaan. Ihminen joka haluaa tehdä pahaa, ei paljasta suunnitelmiaan etukäteen. Yleensä uhkaviestin lähettäjä hakee huomiota. Puolet uhkaviestin lähettäjistä kärsivät mielenterveys ongelmista. Internet sivun ylläpitäjä on vastuussa mitä hänen ylläpitämällään sivulla, facebook ryhmässä, suljetussa facebook ryhmässä kirjoitetaan. Jos kirjoitus sisältää kiihottamista kansanryhmää vastaan, levittää väkivaltaista grafiikka, ylläpitäjä on vastuussa sen poistamisessa. Jos ylläpitäjä ei poista viestejä, hän on myös vastuussa viestin sisällöstä. Silti ylläpitäjä ei ole vastuussa jos viesti sisältää laittoman uhkauksen. Helsingin Sanomille ja Ilta Sanomille kertoo että työntekijät ovat tyytyväisiä työnantajan toimenpiteisiin. Journalistiliiton kyselyn tuloksissa on paljon hajontaa työnantajan toimenpiteiden tyytyväisyyteen liittyen.

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1 Introduction

Occupational Safety and Health Act states the employer's responsibility of one's employees; "Employers are required to take care of the safety and health of their employees while at work by taking the necessary measures." (Occupational Safety and Health Act, chapter 2) The sentence is straightforward. Employers have to guarantee the safety of their employees and give the proper tools for doing their work safely. Impaired feeling of one's own safety is a risk that is a concern of the employer.

According to a working life barometer (Työolobarometri. Ministry of Employment and the Economy. Finland. 2017), which will be presented later in the thesis, one of the most important factors of a work is that it is safe. No one will join a job that would threaten his or her health and safety in any way. Work and job is one of the biggest things in a person's life. So safety matters.

An illegal threat is a situation where someone points a gun at a person or says to harm someone with a criminal act. So, that the definition of threat is fulfilled, the victim must have a cause to feel fear of their or someone else's personal health and safety, or property to be in danger (Finlex 1995). A threat is possible to make via face-to-face, telephone, on the Internet through various forums and other communication methods.

With social media and the ease of communication, an increasing number of reported threats and thrash mail have been made and sent to journalists. This issue has been covered in the news and media. The topic aroused when a journalist for Yle Kioski made a research about Internet trolls and counter media, and was attacked aggressively by the alternative media and by private communication routes.

As a result of easy access to different kinds of communications channels, like Facebook, people are exposed to endless information. Moreover, this has lowered the barriers to where, when and what kind of feedback and opinions individuals share and in speaking out their minds. Unfortunately, without thinking of the consequences and what responsibilities they have with their sayings. At the same time, certain institutions take advantage of this in order to drive their own purposes. May that be money, disinformation or a plain reason of directing people to think in a certain way for a party to be and/or stay in power? Misunderstanding or misinterpretation the freedom of speech might also give an individual the reasons to make threats and send trash mail to journalists. One's life being threatened or mocked, may it be virtual or face-to-face, is a serious matter and concerns a person's feeling of being safe. It is basic human rights to have freedom of thought, conscience, religion and movement for everyone.

1.1 Interview with Sanoma Oy Security Manager

To find out what the current situation and working tools against threats for journalists are at Sanoma today, an interview was conducted on March 2017 at Sanomatalo Helsinki, Finland. The person interviewed was Kari Nieminen, security manager of Sanoma Oy. The interview was recorded. The purpose of the interview was to gather more background information in the matter of threats against journalists, narrow down the needs, specify possible research questions and find solutions for unclear situations. Prior to this was a conversation done via email, exchanging ideas and directions for the thesis.

Actual threats have not been made in an increasing manner. Within the last year, there has not been any “bigger” threat. They do exist, however, most of the threats probably do not reach the security manager. However, troubling messages and contacts to the editor in chief are regular. The security manager tells that they are very likely from mentally unbalanced people and mostly nonsense. He still suspects that the journalists also gets directly these nonsense and perhaps threatening messages, but they do not report them onwards, and leave them in their own value.

The security management at Sanoma have some kinds of tools and manners that they give to victims. Victim, in this situation, a person who has gotten threats or disturbing messages. He has found out that simply listening can be enough. It is important that a person has the opportunity to open up and tell about their feelings.

In serious situations, they have given advice and guidance how to secure a journalist’s safety. One example that Nieminen mentions, is where they did not let the journalist go home and instead they put him or her overnight in a hotel. If more nights are needed, they change the hotel. Security management have also given advice to use different routes, and on different times of the hour, when going to, or off work. Journalists should also tell about their schedule to colleagues and family, so if someone is running late, precautions can be done. Even by letting the neighbours know of the possible threats, assures that they can also keep their eyes open for suspicious movements around the neighbourhood. Taxi services are encouraged to use during these times. The taxi should not leave a person in the main entrance. Rather at a side door of the main location. Sometimes even services from Securitas special bodyguards have been used.

Suspicious movements are followed and monitored around the building, headquarters of Sanoma Oy. Once there was a situation where a stalker wanted to have contact with a certain TV-personality. Security officers were aware of this. There were pictures of the stalker that was given to security management. Once the person entered Sanomatalo, the security guards

just went to stand beside him and giving a look that they know about him and he is being followed and monitored. The stalker got the message, and has not tried since to make contact again after that event in the main lobby of Sanomatalo. Possible help, for the victim, the TV-person in this case, was given by the occupational health care.

Security Managers talks about that often, when a journalist gets a threat, the security measures are too late. He thinks that possible scenarios should be thought of before hand. For example if writing about a sensitive topic, that arouses big general discussion, the steps for counter measures should be known already before the possible threats. It is always a journalists own decision to publish his or hers articles without their name. At the moment it is a case-by-case decision by the journalist. Sanoma can only advice in these situations. There are one or two people who do it by regular basis, which the security manager is aware of. Moreover, they have list of journalists who do not meet visitors who come in without an appointment or unnoticed. Security guards first ask and describe the person who wants to meet them, and after that the journalist can decide if he or she will meet them. The decision is up to the journalist. Reasons for this, and other security precautions are to bring up the sense of personal safety and it is safe and secure at work.

Other needs and concerns that where thought about were; what is, and how the legislation defines, a threat? What kinds of ways a company, in this case Sanoma Oy, has to protect themselves from threats, on a legislative level and possibly with the help of the authorities? What is a restraining order, concealment of contact information and advantages and disadvantages with these? What are the responsibilities of admins on various websites and forums to censor or delete posts, how it is regulated and who is supervising it? Is it so that people in higher or public positions, should tolerate more than people who are not in a public position? Where is the line for criticism and threat? What prevention tools (recording of phone calls, directing emails to another email address, other technical help tools) does people have for their own safety?

1.2 Objectives and outcomes

In agreement with Sanoma Oy the initial idea was to create a tool directly for journalists. It was intended to be a platform to help journalists identify a threat and what could be done to tackle it. For that purpose, a very big and detailed data gathering should be done. Going through the actual threats and logging keywords, time stamps and other consistencies from the messages to build an IT solution, a tool.

The initial idea met some obstacles. Main obstacle being a doctoral study in the matter, with the same schedule, at the University of Tampere and going through countless amount of

threat mails would not be efficient at this point for anyone. Due to above-mentioned barriers, it was agreed to turn the focus of this thesis towards a research study for the security managers and journalists to help to understand threats and give information on a person who makes threats and what can be done for encountering them with existing legal measures and actions.

In order to achieve an understanding of the phenomena, what journalists think about the matter, what the police can advise journalists, the following actions are to be done:

- 1) Questionnaire is done for journalists in Helsingin Sanomat and Ilta Sanomat
- 2) Data from a questionnaire done by Journalistiliitto (The Union of Journalists in Finland) is analysed by itself and how its results compare with the first questionnaire.
- 3) Interviews with the police

At this point research questions are shaped to:

- Understand a person who is threatening?
- What tools do journalists have in place, when encountering threats?

This thesis will not provide guidelines for crime prevention. This is a research study on how to prevent and prepare oneself for threats that could possibly in later times reveal as a crime. More specifically, threats made for journalists. The threats can be a side effect of today's society and a phenomenon that one just has to live with. This thesis tries to find solutions to ease this current issue.

Moreover, the scopes of the thesis is to try to learn and understand the state of mind of the people that makes these threats is helpful in finding ways how to treat the threats. Why is she or he making them? Do they understand it is illegal? Or do they even care about it.

Freedom of speech must be taken into consideration in this matter. People think they can say what they want, "because of freedom of speech". That is not the case. One's words have consequences. Before the Internet, I could say within a group of friends quite freely what I wanted. That mentality has spread to the world of the Internet. Even though one thinks they are speaking privately, it is easy to find closed discussions and make them public.

Globally, journalists are getting arrested more and more. Arresting journalists for purely questioning the government's actions, are happening in countries like China, Iran and Egypt. In recent times, Turkey has followed this practise also. (Reporters sans frontières -Toimittajat ilman rajoja. 2016). The pressure from government on journalist has always been there, but has taken new dimensions in Finland in December 2016. (Helsingin Sanomat 2016) The issue of

responsibilities in freedom of speech is raised in this thesis and discussion of freedom of speech in Finland, will be in its own chapter.

1.3 Company introduction

The company Sanoma Media Finland, as of January 1st 2014, is a corporation with six different business units and has quite a few known brands. The six units are Helsingin Sanomat, Ilta-Sanomat, Kids Media, Sanoma Lifestyle, Nelonen Media and Sanoma Digital Finland.

Since 1889, the company has created and published newspapers and magazines for the Finnish people. To name a few brands and magazines, there are; Helsingin Sanomat, Ilta-Sanomat, Talousanomat and Nelonen Media. Sanoma's operations are based on qualitative, important and fascinating information, entertainment and experiences. They are provided via newspapers, magazines, radio, internet and mobile phones. Sanoma reaches with its, different media channels, 94% of the all the Finnish people. Helsingin Sanomas circulation is the biggest in the Nordic countries.

Turnover is 572.8 million euros. Other than print media share of the turnover was 42% in 2016. Cash flow was in 2016 153, 5 million euros, which was a massive increasing from 2015's 25, 5 million euros. These provided with the before mentioned brands. The personnel for Sanoma Media Finland is around 2000. (Sanoma 2017)

2 Document analysis

To find better understanding and learning more about the subject of threats, previous reports were read and analysed. The police, counsels and journalists wrote literature for analysis in this chapter. The working life barometer by the Ministry of Employment and the Economy in Finland was analysed as well.

2.1 Freedom of speech

It is critical to take up freedom of speech in this thesis. It should be pointed out, *what* one can say and to whom and how. Is it privately or publicly? What is an individual's responsibility with his or hers words towards another individual. It seems, that the right to freedom of speech, to some individuals it means they can say what they want, of whomever they want. Mostly the information is based on a literature review on Sanavapaus Suomessa by Kaarle Nordenstreng 2015. Furthermore, the responsibilities and law that abides different parties on internet forums, are presented in this chapter.

Basics of freedom of speech include that in a democratic state, a citizen has the right to get information that has not been tried to withstand beforehand. This also includes information that you send. A citizen should have enough basic information, facts, about its living- and working environments and events both nationally and internationally and their backgrounds. Freedom of speech, and communication, also includes discussion. This gives the public a chance to participate and monitor political and societal actions. (Viestintäpoliittinen komitea 1973, Nordenstreng 2017)

One could divide the basics and means of freedom of speech in an autonomic country to five different categories. They are:

1. Participation in the society.
2. To find the political truth.
3. In support of the majority principle. This means that the decisions made are based on majority's unanimous consensus.
4. Mitigation of arbitrary and corruption.
5. Maintain order in the society.

The freedom of speech that is known today and is written in the constitution is over 110 years old. It is written and used also in the Act on the Freedom of the Press (1/1919) and act regarding electronic communication (Tietoyhteiskuntakaari 7.11.2014/917, formerly known as Sähköisen viestinnän tietosuojalaki). A purpose of the latest update in the act was to mitigate the mentality of paternalism. Other laws with freedom of speech are Act on the Exercise of Freedom of Expression in Mass Media (460/2003). (Nordenstreng 2017)

An editor in chief does not commit a crime if his or hers publication publishes something that would later turn out to be false information, in other words wrong. He would be convicted in a crime against lack of supervision and management. Portals, blogs and other discussion forums on the Internet are not under the Act on the Exercise of Freedom of Expression in Mass Media. There legality is determined by the criminal law. Usually the administrator of a web page is not responsible of writings unless, the administrator reads them before they are published. If a message on a public forum afterwards turns out to be illegal, the administrator of the webpage is responsible under the act of crime, to delete the message. The responsibilities and legislation of an administrator will be looked upon in its own chapter.

According to a convention signed in 1965, Finland is bound to take away all racial discrimination. Propaganda and all other conceptions that are based on superiority of a skin colour or alike, are to be condemned. This means, there are restrictions to freedom of speech. On internet forums and portals, it is thought that the administrator is responsible of taking down messages and comments that are defamatory to a certain group of people. In extreme cases,

if the messages are not taken down, the administrator might be prosecuted (Delfi As versus Estonia 2015, European Court of Human Rights). (Nordenstreng 2017)

Privacy issues are under the criminal act. It is there to protect an individual's right to live his or hers own life without any arbitrary interference from authority and other outsiders. An individual has to have the possibility to live its own life and create relationships without intrusion. (Nordenstreng 2017 p.116)

The regulation of privacy in the criminal code concerns the distribution of information, pictures and suggestions. The first regulation (criminal code, chapter 8), forbids to distribute the before mentioned information to a public audience, if it is harmful and would cause damage, pain and/or contempt to the target. This includes Twitter, Facebook, Instagram posts and emails. However, if the distributed material would be false, it is seen as defamation.

There is a difference where distribution of private material does not apply. For example, people in high societal positions, such as politicians and other positions within public administration, are considered as factors that make one's private life less limited. Also, if a celebrity exploits his or her status and publicity, he or she cannot later assume a narrow private life, according to the Finnish Supreme Court. (Nordenstreng 2017 p.116)

There is not a single number to determine a "large audience". What matters is, that the information was available to a large number of people. The possible extent of audience is taken in to consideration when giving sanctions. (Nordenstreng 2017 p.116)

2.1.1 Responsibilities of an webpage administrator

By law, there is not legislation of an administrator's responsibility to actively monitor and review messages and forum posts, in Finland. In practise, it would be near impossible to execute such an operation. However, an administrator or a profile owner can be held liable for a few crimes. (Forss, 2014. 20-21)

Factors determining that a message is breaking against the act of crime can be; agitation against ethnic groups or dissemination of violent description and graphics. In these crimes, only the keeping the messages available, or visible, can constitute to a criminal offence. If the administrator, the owner of the blog, holder (holders) of the Facebook page becomes aware of an obviously racists, agitational messages, and does nothing, he or she is committing to an offense. If a page of blog has many administrators, they are all held responsible for the offense. (Forss, 2014. 20-21).

The Constitutional Law Committee stated in 2002 that if a page is let to be formed as a publication channel for criminal messages, the administrator is to be held responsible. As an example, we can take a Facebook group, which intention is to talk bad of a certain person. Even if the group's founder, the administrator, does not take part in the discussion, he or she can be part in the possible crime. However, what needs to be remembered is that these do not include illegal threats. A threat made for a third party on a Facebook, does not make an administrator of the group responsible for a possible crime. (Forss, 2014. 21)

2.2 Saatana mä tapan sut - research report

“Saatana mä tapan sut” -research report is done by the The Finnish Security Intelligence Service (Supo), Jarkko Hynninen 2005. It studies threats against state administrations people in Finland, in the years of 1996 - 2005.

The study starts with examining a research done by FBI Academy. It tells that a person who plans to make his or hers actions real, would not tell it in advance in a form of a threat. Only in 4% on the threats, the actions were made reality, which was threatened to do. A person might make a threat in a sense of a “warning sign”, in order for someone to stop them. If any reaction to the threat is not made, it might be considered as a permission to continue with the threat and make it reality, from the threatens perspective. Ignoring threats may drive the threatener to be more desperate on frustrated. It could possibly increase the risk of violent behaviour.

Studies show that people, who actually make their threats real, have some sort of personal issues. They can be the feeling of being a “looser, nothing” or other traumatic events in their lives.

The Finnish Security Intelligence Service (Supo) has a statistical overview of a Finnish person that would make a threat against people in Finnish administration;

“A Finnish threatener is 40-70 year old, probably unemployed of on pension, possibly alcoholic man, who does not have a criminal background. He might have police law based apprehensions. The motivation for the threat is expression of opinion, but because of the culture of expression in Finland it is easily interpreted as a threat.”

The reason of the threat is more the position in the society, rather than personal reason. From bomb threats made in Finland, the statistics show some cohesive features. The threats are made from ones own phone, from the own telephone subscription. It is usually a 30-50

year old male with previous criminal background and working on the construction branch. Usually the motivation is revenge and vandalism.

So far the study material gives the impression that a person who really means to do something, would not really do it. They are impulsive aggressive expressions of opinion. The people, who are a threat for a target, would not threaten the target directly.

However, one should not divide threats to dangerous or non-dangerous threats. One should not neglect or dismiss a direct threat, because they have not yet come to reality. Previous studies show that a reaction to threats is a preventive in stopping a person to make the threat reality.

Hostile aggression in a threat can tell about the impulsiveness or spontaneity of a person. Usually these kinds of threats are done in an emotional state of mind, and are often assumed to vanish in time. But it is to be remembered that the impulsiveness and or unthinking is most likely a personality characteristic, and comes back. Threats towards a person or specific target that contain anger or pure rage, can cause different kinds of risk or threats, that originally was intended for the target. In the Saatana mä tapan sut - research report, it is concluded that a reason for a threat is the targets (victims) personality, political stand, discussion, or actions. (Hynninen 2007, 105)

2.3 Insecurity in one's own and working life

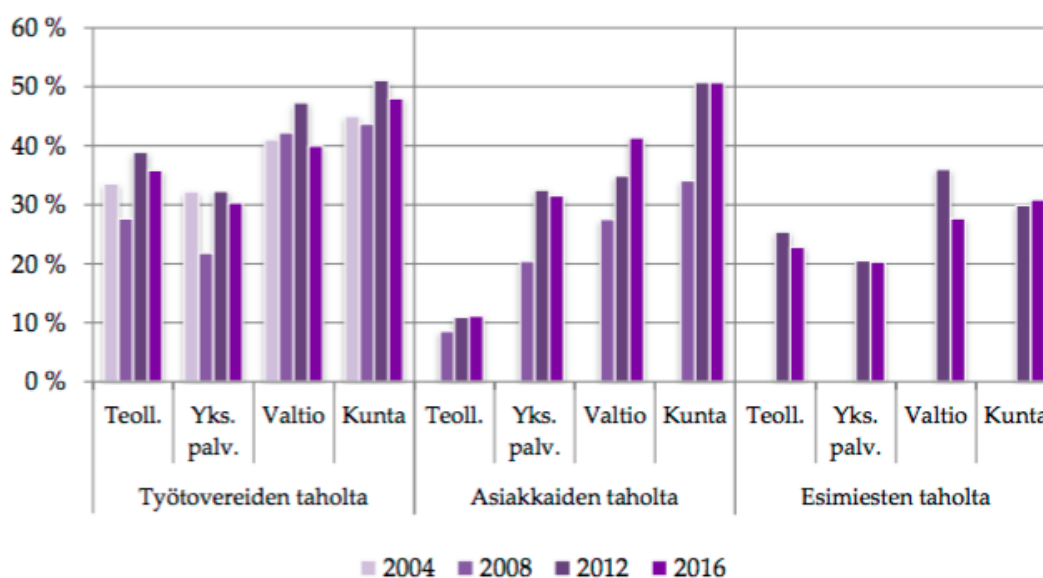
Security is a complicated and a broad subject. It has to do with everything that concerns ones future; ecological issues, tension between states, economic insecurity, information security, traffic security, fire safety, health and the like. It is very diverse, but one can draw few similarities of these. These are for example that feeling safe, is bound to place and time. It has certain patterns and rhythm that are connected to a person's social life's' processes. It is based on experiences and feelings that are shaped by life experiences, for better or worse. Security can also be seen as *calculated* (calculated security). A concluded risk of being a victim from actual crimes committed. This is by no means a broad view in the matter, but can give statistical information on where and when it is safe or dangerous to be. (Koskela, 2009. 103)

A risk-oriented lifestyle, or an appetite for living a risk full life, is one owns choice. This is considered as *personal security*. It is driven by how an individual is linked to the society, even though it is personal. It is a sort of state of fear. Hence, personal security is seen as bigger threat, than calculated security. (Koskela, 2009. 104)

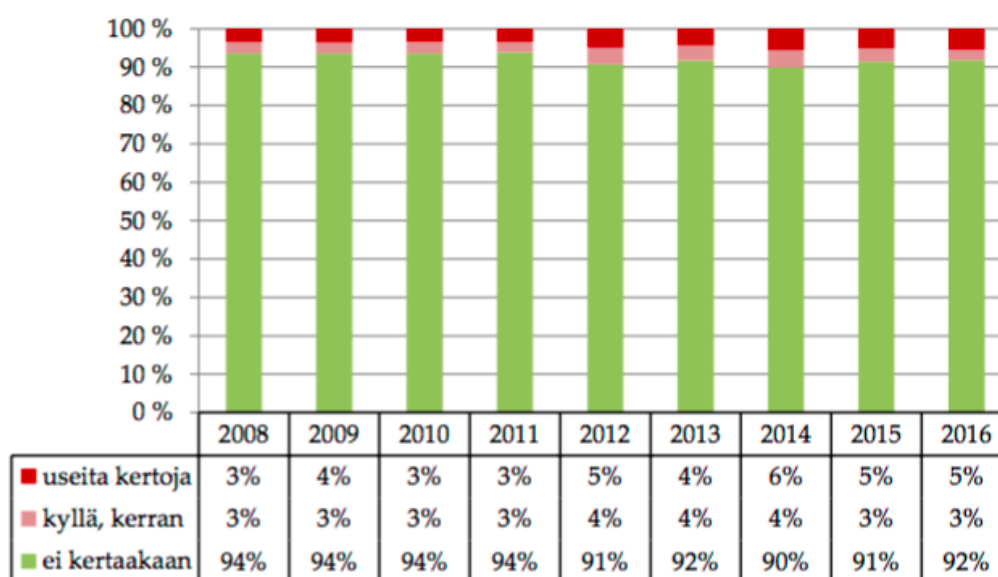
Insecurity can also be fear of other people. People that are considered strangers, strange and are unknown are experienced as threatening. This *cultural* feeling leads to a paradox of insecurity where prejudices and aggressions collide. From some perspective, different segments of people that are based on gender, ethnicity, skin colour, age or religion, may be pushed into subordinate position. Again, leading towards a state of insecurity. (Koskela, 2009. 105)

In a broad sight, one could say that the occupational health and safety in everyday work, is mostly concentrated on the relationship between the employee and employer. The legislation and regulation in the matter, have concentrated on branches that are considered dangerous and risky, such as factory- or construction work. The legislation and regulation of work safety, does not take into account, or enough into account, for threats from outside the company. For example, violent customers or robbery during work. (Koskela, 2009. 121)

The working life barometer by the Ministry of Employment and the Economy in Finland shows concerning numbers of increase of insecurity in job in Finland. Over 50% of people, in the year of 2016, feel that there is mental violence appearing at the workplace or bullying of some sort. That is a greater number from 2015. The barometer also tells that more and more people are subjected to violence or are threatened of violence (picture 1). The amount of people who have confronted violence in their jobs, increased from six per cents to eight (picture 2). The working life barometer has been done annually since 1992. (Ministry of Employment and the Economy)



Picture 1. Occurrence of psychological violence or bullying in the workplace by industry-, private-, state- or municipality sector. (Ministry of Employment and the Economy)



Picture 2. Victim to violence or the threat of violence from customers from in 2008-2016. (Ministry of Employment and the Economy).

2.4 The right to be forgotten

The European Union court has made a verdict in 2014, between Google and Spain that a person has the right to be forgotten. The court said that under EU laws, Google as a registered administrator, must evaluate and delete in some cases, wrong, irrelevant or inadequate information. This applies only to Google and not media web magazines or -pages. This works so that when making a search of peoples name on a search engine, such as Google, all the links that it shows must be deleted from the result list on the search engine. This deleting process is done on a request basis by person, and is made case-by-case. (European Commission)

In Finland, a person who wishes that Google deletes search results, can contact directly Google. If they will not agree to this request, one can contact The Office of the Data Protection Ombudsman (Finnish: tietosuojavaltuutettu).

According to Helsingin Sanomat, Google in Finland has received 5760 requests of deleting nearly 19 000 URL links on search results. Reijo Aarnio, the Finnish Data Protection Ombudsman, receives weekly removal request that where denied by Google.

On a side note, this is part of a reformation of the General Data Protection Regulation (GDPR) in the European Union. It has been in process since 2011 and the enforcement date is May 25 2018. It includes regulation of for example a persons right to know in which databases there are information about them and what is that content. This regulation might even over rule

the personal data act. “The EU General Data Protection Regulation (GDPR) is the most important change in data privacy regulation in 20 years”. (European Commission)

3 Research methods

In this chapter I will present the research methods used for this thesis. Gathered data should be qualitative, informative and based on experiences with the case of threats against journalists, or other public professions. The gathered data is preferred to be qualitative rather than quantitative.

3.1 Qualitative research

A qualitative research varies from each other very much. However, there are some common principles that they have. The complexity of social interaction and meanings what they have for each partner, is a source for the researcher. This factor takes the researcher in to the natural world instead of laboratories and such (Marshall 2011, 2).

Typically a qualitative research is executed in a natural setting. The research is focused on context and evolving as it goes forward. Moreover it is informative and analytical. These are some distinctive differences to quantitative researches (Marshall 2011, 2).

3.2 Qualitative interviewing

An interview is “words with views into different worlds” (Schostak 2006, 1). An interview is a place for a person to tell his view on things, were they collide, delude or strengthen the ongoing research. They might also provide anecdotes that drive the interview to a whole new path. Interviews are supposed to provide information. What is known of humans, they know how to lie, tell misleading information or do not say anything. The trick is to find the correct data (Schostak 2006).

Using an in-depth qualitative interview, a researcher talks to those who have knowledge and experience with the problem. By talking to different experts, a researcher finds different experiences, motives and opinions. This helps to reconstruct events and to build a complicated process of a model suited for the thesis topic (Rubin 2012, 3)

In-depth qualitative interviews have naturalistic data-gathering techniques. It has some distinctive characteristics. The purpose is to find detailed information. With the help of examples, experiences of narratives and stories, the yes-and-no questions are to be avoided. The questions are not made easy and they are open-ended. This gives the interviewee a chance to

elaborate on the questions by him/herself or, to completely disagree with the question and bring up a new topic or perspective to the subject. The questions are, preferably, vast that leaves no room for categorizing. The questions made are not fixed in order to give dynamics during the interview. During the interview, the researcher can skip some questions; make new questions on the spot in a follow up of a new perception (Rubin 2012, 29).

Frameworks that are explained in the interview section will also be implemented when conducting the survey in this thesis. There is no amount goal for the survey. For the purpose in this thesis, something is better than nothing. The survey shall be with open questions and give the attendee of the survey, a change to speak out, anonymously. The survey shall be as easy and effortless as possible to answer, in order to get as many replies as possible.

The survey will be carried via Internet, with Google Forms -platform. From previous experience, it has turned out to be liable and easy to use. Answers are conveniently provided in charts and other tables, and therefore are easy to analyse for the researcher.

3.2.1 Semi structured interview

A semi structured interview gives the interviewee the word and the chance to lead the interview. By presenting the theme or open question, the researcher is more likely to get to hear experiences in the subject. This way follow-up questions are made during the interview, and goes in a direction led by the interviewee (Brinkmann 2015, 27).

The semi structured interview tries to understand the theme through the interviewee's perspective. With respect to the interviewee, the researcher obtains descriptions to build interpretation of the meaning of the phenomenon. It can feel like an everyday conversation, but it has a very distinctive purpose.

According to Brinkmann, there are different aspects that characterises a semi structured interview. They are as follows (Brinkmann 2015, 32-35):

- Life world.
 - The world encountered in everyday life.
- Meaning.
 - Researcher tries to understand the meaning and the essential theme of the subject. Including interpretation of vocalization, facial expression, and body gestures.
- Qualitative
 - Seeks for knowledge in what is said. Finding aspects in gathered data. This works only with words, not numbers.

- Descriptive
 - Encouragement of precise description of the subject, from the interviewer.
- Specificity
 - Descriptions of specific situations are obtained, rather than opinions.
- Deliberate naiveté
 - Obtaining inclusive descriptions and new and unexpected phenomenon. Researcher must be aware of own presuppositions and they should be ignored.
- Focus
 - Being focused on the on-going theme of the research, not on opinions.
- Ambiguity
 - Interviewer must clarify ambiguities from miscommunication or inconsistencies and contradictions.
- Change
 - During an interview, interviewees might change their description or attitude towards the theme. New relations between different themes might be found.
- Interpersonal situation
 - The interaction between two people, interviewer versus interviewee, should be taken into consideration. Awareness of potential ethical offences and address the interpersonal dynamics.
- Positive experience
 - The interviewee might be delighted to have rare interest in him or her and their experiences and knowledge. It can be difficult to terminate a qualitative interview.

3.2.2 Evaluation of done interview

No-one is terrific at interviewing from the first time one tries. It is important to look back at the previous interviews and try to find errors and fix and improve them. There is a risk that the interviewer loses focus, misses an opportunity to a follow-up question, overreaction or being led by the interviewee into wrong direction. A wrong reaction, such as a shock, can end the discussion or the whole interview. Interviewing experienced policemen who have seen a lot, this will most likely not be the case. Ideally, the policemen would lead the discussion and tell what they have to say.

When examining old interviews, take into consideration the preparations. How was the introduction? Was it too broad, too narrow too abstract? Did the researcher pay attention when the interviewee answered a different question what was asked? This might be a polite way of the interviewee to tell that these are wrong questions to ask (Rubin 2012, 113).

When making self-evaluation following questions should be made to one-self:

- Did the interview work as a conversation?
- Did the questions flow naturally from the answers the researcher heard?
- Was the responds appropriate to the interviewee in order to steer the discussion to a predetermined path? (Rubin 2012, 114).

If the interview has given thoughtful and detailed answers and the interviewee points out subtleties and suggest new themes, it can be said that the interview has been successful. Moreover, if the interview arouses excitement and makes the interviewer feel absorbed, it creates a strong desire of wanting to share the findings with others.

A good interview lays open thoughts, feelings, knowledge and experience, not only to the interviewer but also to the interview (Patton 2002). An interview is an intervention. Ethical issues that may come up of or during the interview, is bound to the relationship between the researcher and the interviewed partner. Is there chance for reciprocity? Is the relationship non-manipulative between the researcher and interviewee? Is there a demand of protecting the interviewee's identity trough the study?

3.2.3 Taking into account the nature of the research

The research topic is very topical and has been so in the last few years. It is important to take that into account during the interviews. The researchers work is to find the answer to the research topic from different information and distinctive perspectives. By listening, the interviewer must sort, weigh, balance and analyse what was heard. Thereafter, create a narrative of the gathered data. An interviewer in this situation must take a more active role and should keep the interviewed person more or less focused on the specific topic (Rubin 2012, 32).

In the final end-result there can be, proportionally, more judgements and conclusions than quotations. Studying a broad process, experiences can be reconstructed. Rubin compares this interview style to photography and paintings. Making an interview of a topical study, the researcher creates a painting of the gathered data, whereas normally an interviewer would create a photograph. The painting is an interpretation of the portrait with selected information and details. It is not a literal photograph. In this situation, the interviewers' role is greater than in a typical news- or oral history interviews (Rubin 2012, 32).

Importance of creating trust with the interviewee is important. Making the interviewee feel comfortable and asking non-confrontational and non-judgmental questions, is likely to mitigate the possibility of untruths coming up in the interview (Rubin 2012, 32).

3.3 Document analysis

For my background research and document analysis I looked what the theory says about literature review. Existing researches might be very helpful and give guidelines for the end product. It will also be helpful in finding what is already known about the topic, and possibly find issues that need further study. New research methods and questions might be also found and used for this thesis. There are two types of literature reviews. They are evidence providing systematic review and the other a general of conceptual literature review (brief or extended) (Thomas 2010, 105).

A literature review includes four main steps. They are; 1) developing and refining the topic and scope, 2) find and search for relevant research material, 3) reading studies of the topic and assessing them and 4) report writing of the key information discovered. Often these steps overlap and the first are done at the same time, and lastly one makes the report (Thomas 2010, 106).

The structure of a literature review is basic and straightforward. A literature review should start with an introduction. In the beginning, state the objectives, the covered topic and why the review is conducted. A paragraph of how the literature search was done. It can include a list of search words used, databases used or search sequences used. The main sections in the review should describe, compare and discuss different themes that are covered in the literature that was reviewed. Relevant information can be organized under different (sub-) headings and topics in the report. The authors intentions and meanings should be described as detailed as possible. In conclusions, it should be summarized the main findings and indicate what the evidence in the reviewed literature suggests (Thomas 2010, 118-119).

These guidelines were helpful for the background research. It helped in defining and actually narrowing down the scope, what needs to be researched in order for the thesis being helpful for Sanoma. An official separate report was not written, but an analysis and conclusions of precious information for finding answers to research questions and the subject.

4 Results

A survey was conducted in order to gain the journalists perspective in the subject. The questions came into form from brainstorming what the situation looks like from the journalist's perspective. The desired information was to get to know is there lot of threats that do not get reported, do the journalists feel insecure, do they get enough support from their employer and how the possible threats affects their job. The questions were made open and intended not to be suggestive. The questions were formulated so that it would easy to answer

and lower the barriers to reply to them. The survey was sent to writing journalists in Helsingin Sanomat and Ilta-Sanomat. The questions for the survey were (see full survey in Appendixes):

1. Professional title
2. Age
3. Gender
4. Do you get threats regarding your job? What kind?
5. In which kinds of subjects do you receive threats?
6. Via which platform do you get threats? (Email, something else?)
7. What do you do, when you receive a threat?
8. How do the threats affect your work?
9. What are your feelings and thoughts that evoke of these threats?
10. Have you considered leaving an article or news story unpublished, because of a fear of threats or unpleasant feedback?
11. What kind of help do you get, or would wish to get, from your employer for processing these threats?

The above-mentioned survey was also supposed to be shared via Journalistiliitto, the Union of Journalists in Finland. However, they are conducting a similar questionnaire in the same theme of threats against journalists, with doctoral students of University of Tampere. Because of this, they did not want to put out a similar questionnaire to cause confusion of two similar surveys being sent to the members at the same time. Most likely it would have decreased the number of responses for either one or both. Fortunately, I got the material of a similar survey conducted in spring 2016 by Journalistiliitto, which I will analyse in sub-chapter 5.2. The questions for this survey were:

1. Have you received messages during the last few years, where someone has threatened you in some way?
2. How have the messages been sent?
3. What was the content of the message?
4. What subject did the messages concern?
5. Have you been physically attacked in a working situation?
6. If you have been threatened in your job, how has your employer reacted to the situation?
7. What do you think is the best way to react to threat messages?
8. How does your employer take a stand towards occupational safety issues?

The interviews turned out to be very informative. There were not too many expectations and every result and finding is considered as positive. Moreover, the questions in the inquiry messages to the police asking about the possibility of interviews were helpful and ironically gave maybe the most valuable information.

4.1 Results of survey for Helsingin Sanomat and Ilta-Sanomat (Survey No. 1)

Five responses were given to this survey. All were women, between ages 26-35 and 46-55 and their professional titles were journalists. Three out of the five answered that they get threats. Usually they are threats of being raped. One had gotten a threat to be killed. One commented that she gets more messages with foul language, than an actual threat.

All who answered said that they get threats from articles regarding immigration and (gender) equality issues. Prostitution and making news of “case Aarnio”, made people to make threats and send thrash mail. Threats have been made, to the respondents in this survey, via email, (Facebook) messenger, traditional mail and on web pages (assuming on comment sections or the like).

Journalists who had received threats have reported to their supervisor or in some cases to the police. One tells that she made prohibition on disclosure of information to Väestörekisteri, Population Register Centre, of her and her children. They are also telling about how they try to forget and ignore most of the messages.

One says that sometimes she feels she would rather not write a news report of the subject in hand. She says they, the threats, have a freedom-of-speech diminishing effect. But, if she would not write about a sensitive subject in the fear of threats, the other side would win, she adds.

Feelings that evoke of threats in the respondents are anger, frustration, weakness (in the sense that there is nothing to do) and flattening for the state of mind. One says she has never been afraid but more saddening is the foul language, lies and sexuality comments on some web pages. They feel safe to work in Sanomatalo, because there are strict safety precautions, one cannot just walk into the office of the journalists.

Regarding threats and unpleasant feedback, the respondents say they discussed the matter and possible threats scenarios are gone through before publishing an article. One says she has admitted that she carefully thinks if she wants to write of a sensitive subject. Another respondent tells about how she has difficulties to find interviewees for her news articles because people are afraid of smear-campaign and thrash mail, that they might get.

Mainly the respondents are pleased in their employer's actions in regards of threats. However, one tells that there is little nonchalant attitude towards threats, "it is probably nothing". She hopes it does not lead to more underestimation of threats per se, and in worst-case scenario, to some serious events.

4.2 Results of survey made by Journalistiliitto (Survey No. 2)

This survey got in total 1396 responses. There are hundreds of comments and complementary answers. Though in this survey, are also included all kinds of journalists who work in TV and other kinds of media, such as radio.

Limitations of the survey were that the data given was unstructured. It was not separated which respondent said what and which comment belonged to which respondent. Theoretically, one person could have been answering the same way for every question "anything to add" -section. However, what can be seen is how many answered the questions in hand.

16,3% of men and 15,7% of women had received a threat in one way or another. They were sent mostly via email, but also over phone and Facebook messenger, other social media, Internet forums and news comment sections. Some have received face-to-face threats and traditional letters.

The contents of the messages have been violent threatening and for women sexual violence. People say that they will get the related journalists fired, ruin their reputation and reveal, "who they really are", ruin their lives, put them in jail, and further more.

Subjects that triggered a person to send or make these threats were in 40% of cases, multicultural issues and immigration and equality 3%. Rest of the respondents commented they got threats or messages, to name a few, of subjects and news articles concerning legal cases, criminal news, economical issues, extreme right wing and language (mandatory Swedish teaching in Finland). One summarized his/her messages contents descriptively as "everything".

Eight per cent have experienced physical violence during work. They have been in various situations where disagreements have led to physical contact. Alcohol and drugs have been involved, but only pure prejudice and presence of journalists and photographers arouses anger and dissatisfaction in some people.

Majority, men: 27,8% and women 34,1%, says that their employer have taken the matter, the threat, into their hands and given full support to the employee. Around 15% says that their

employer does nothing when asked to. 26,7% of men and 19,7% of women said they have not told their employer about threats or thrash mails.

In the free answer sections, experiences of employers' reactions vary widely. Some employers ignore threats, however, mostly the employers and work community have given support. In some cases the report to the police have been left on the journalists shoulders. One respondent tells about a case which went to court and the accused was condemned for an illegal threat.

In the question on how to react to threats, half of both men and women, 44% and 54%, says that these issues are the employer's responsibility. Around 20% says that the cases should be reported directly by themselves to the police. 17,5% of men says the messages should be ignored whereas 7,5% of women they should be ignored.

Many say they should hide their personal phone number, home address and other contact information. In a direct threat situation, it should be reported onwards, but if and when anger arouses from different opinions, a discussion should be held. Respondents talk about events where discussing with the threat maker "cools down" the situation. Many of the respondents also adds that they have to carry the responsibility of their own articles and handle the feedback they get. However, in the end, it is their employer's responsibility, because they have made the decision to make the article public and release it. Some say there should be zero tolerance for threats and hate talk, and they should be reported to the police. Some say it is a part of the job. A wish is made towards politicians that they would take a stronger stand on the issue and that state that is not acceptable. The responder also wonders why politicians do not take seriously the threats that are made against the media.

Many say employers and employees should together handle the situation. Moreover, journalists should not be light skinned, and they should confront the threat makers. In serious matters contact to police should be made.

Nearly half of the answers for the last question, "how does your employer take a stand towards occupational safety issues?", they answered 'neutral'. 34% of men and 27% of women said the attitude is positive. 16% of the respondents experienced the employers' attitudes as vague or nonchalant.

4.3 Police interviews

With the results of the surveys, I headed towards interviews with the police. Two Senior Detective Constables were interviewed. One based on threats and the phenomena, and the other the legality point-of-view of threats. The interviews helped me to get more knowledge and gave expertise insight of the matter. Before the interviews, I was advised to learn about stalking, since that is the most common crime that threatening leads to.

I interviewed Jarkko Hynninen at the official residence of The President of the Republic of Finland, in Mäntyniemi Helsinki, Finland. Mr Hynninen has written the study of threats against administrations people in Finland, which I have written about in chapter four. This interview was focused on the surveys and their answers and most crucial findings. Jarkko Hynninen was contacted because of his previous experiences and studies in the subject of threats.

Going through the results, Mr Hynninen talks about stalking, in which threatening cases often involve around, and victimization of journalists. Hynninen says that depending on studies, 12% - 16% of women and 4% - 7% men in the general populations, experience stalking. Typically stalking cases applies in human relationships and between ex-partners. Where someone is left and/or abandoned. Other motives for stalking are anger, feeling of unfairness and resentment. A typical sector, where stalking is prominent, is the healthcare industry. 50% have some sort of experience in becoming a victim of stalking. Other groups that stand out where stalking is common are public figures and people. For example news anchors, radio reporters, artists and further more.

Mr Hynninen presents a German study, Prevalence of Stalking Victimization in Journalists: An E-Mail Survey of German Journalists (2009), where 14% have experienced general stalking. In this study, 14% had experienced stalking and only 2,2% where work related. Surprising result, adds Mr Hynninen. Public figures, such as news anchors, have a much higher risk of being a victim of stalking, compared to writing journalists. In the general public, usually women are the victims and men are the stalkers. However, when looking inside the healthcare industry and journalists, there are no significant differences, which gender is the victim or which is the stalker.

The role of social media is the next subject. Studies made in the USA, show that threats made on social media and via email, are much more unlikely to happen in reality. They are emotion based, made in the late hours of the day and made in a moment of thought without thinking

of consequences. An example Mr Hynninen tells about, is a situation where a man was watching the news after a few beers. The news had a story of where the ministry of social affairs and health, would decrease the number of alcohol in beer, which is being sold in the markets. This triggered the man to find the secretaries telephone number and call him and say: "If you will do this, I will kill you."

What should a person do in this kind of a situation? Where they receive a threat call on the phone. Mr Hynninen advises to analyse the threat. If the threat is more emotion- and feeling based, it is most likely just frustration being burst upon a journalist, for example. If the threat is more "cold" and there can be found a relation with the subject, of which the threat is made, and the person making the threat, the situation could be more serious.

It is known that alcohol lowers the barriers of doing things. If it can be shown that there is alcohol involved, it can also be a sign of a threat being emotion based and can be ignored. Mr Hynninen says that if they get calls late on Friday or Saturday evenings, they will not answer the phones and completely ignores them.

When talking about the fact, if public figures have to tolerate more, as in threats and thrash mail, the same criminal justice principals applies to everyone. Making an illegal threat or stalking, is as illegal for a non-public person, as for a public person, says Mr Hynninen. However, when talking about inappropriate contact, communication or defamation, that do not include illegal threats of stalking a public figure, it is expected of them to have a higher tolerance against it. What affects feedback towards a public person, is directly linked to how much they have media visibility and media time. The more one is exposed to the media, the more feedback they will get. Rationally thinking, for a politician the media visibility is more in a negative situation, and hence they are expected to get and tolerate more of it.

When asking Mr Hynninen, what should a journalist do, when receiving a threat he gives some suggestions. Firstly, a journalist should not be left alone with the threat and message. There should be some kind of people in the organisation who has knowledge and know-how to analyse the content. For instance, to analyse the message if it is containing content that is untypical or does it contain features that would cause concern. The working environment should not leave anyone afraid. Even though, when writing about sensitive subjects, it is certain that threats will be made towards journalist or their organization they represent. All personal information, telephone numbers, home address, should be deleted from public databases including one's own family's information.

It is also good to know statistics of people who are making threats. When compared to stalking and their psychopathology, 45% of them suffer from some sort of mental illness, mostly of

personality disorder. 20% suffer from serious mental illnesses, on a psychosis level. Regarding statistics, the threat of violence is extremely low in stalking issues.

The second interview was made with a Senior Detective Constable from the serious violent crime investigation unit from the targeted threat team. The goal of the interview was to find what kinds of advice does the police have to offer for the matter in this thesis, and what legislation to focus on. I sent an email to a general email address that the Helsinki Police has, and got a reply from there from a representative from the targeted threat team. The interview was held in the Helsinki Police offices in Pasila. The interview was recorded. We decided to leave the interviewees name out of this report.

The team that this interviewee represents, deals with the most serious crimes related to threats. General illegal threats and other individual cases are handled in the mass investigation units. Depending on what kinds of criteria's the crimes have, such as illegal threat and stalking, are put in either one of the teams. It should be a targeted threat, instead of general talking, then that would cause actions in the targeted threat team.

When discussing the answers in the Survey No 2, where some journalists felt the police did not do anything, the interviewee tells about jurisdiction and duties. If a threat, or other kinds of messages, does not fulfil criteria's of, for example, illegal threat, the police cannot do anything. However, if they do fulfil the criteria, it is their duty to investigate. Even if the discussion, or talk, has been harsh, the police cannot intervene if they do not fulfil the criteria of a crime. However, if "talking" is on going and happens for a longer time, it can be seen as stalking.

I asked if the interviewee has a sense about, if threatening and hate- or thrash talking has increased, he says that by gut feeling, yes. The police are establishing a new hate talk unit. They will try to find solutions on how to intervene and what kinds of measures could be introduced against hate talk.

The interviewee says that there is no distinctive line to draw between a "normal" person and a public person. When committing a crime is always a crime, no matter who makes it and against whom. A politician, or other public figures, might get so many threats and thrash mail that they get used to it. He or she even might not even want go through the hassle of reporting every threat to the police.

When receiving a threat, the interviewee advices in acute situations to call the emergency number 112. In non-urgent situations, a person can send an investigation request by email to

kirjaamo.helsinki@poliisi.fi or to call directly the police. From there the police will take the necessary actions. Own reflection should be used, but if own immunity is clearly threatened, a contact to the police should be made.

If possible, phone calls with threatening content should be recorded. This applies in a situation where calling has been regular and one can expect a phone call with a threat from a certain number. Regarding emails, the sender's address can be seen more detailed, than at first glance. By checking the header of the email message, one can see the IP address of the true sender. That can also give some suggestions of seriousness of the sender of the message. If the email is sent with one's own name or anonymously, can also give indications of serious versus emotional outburst.

The interviewee says that there is no right way to react to threat. Before taking contact to the police, a journalist or other security manager in the organization can try to find out the real sender of the message and analyse the seriousness of it. For example, by thinking what day and what time of the hour was the message sent? Who is the sender? If the sender's name is hidden or cannot be tracked, it tells something about the sender. Why would he or she take the measures to hide their tracks and IP-address?

As a general advice, the interviewee recommends checking one's own behaviour and what information is being shared on their public forums and social media profile pages. People are aware of the phenomena and that carefulness should be followed through on social media, but still people act the opposite. It does not take too much effort to find information that can be used against a person.

5 Recommendations and conclusions

The purpose of the thesis was to find out what countermeasures Sanoma Oy, and other journalists, have towards threats and thrash mail that has been made against them. During the time the task was given, it was an unclear situation for Sanoma. They wanted to be more prepared when a threat is given towards them and their employees. In this chapter I will present the most useful findings and counter measures for journalists and other security officers in an organization, that they can make, and give an understanding to a person who makes threats.

I have made document analysis and reviews, got material of a survey done by Union of Journalists in Finland, conducted a survey for journalists in Helsingin Sanomat and Ilta-Sanomat and held two expertise interviews. Two main research questions were:

- Understand a person who is threatening?
- What tools do journalists have in place, when encountering threats?

The two surveys had very different starting points. Survey No. 1 was for all kinds of journalists, in TV radio and other media, and survey No. 2 for writing journalists in Helsingin Sanomat and Ilta-Sanomat. Moreover, the Survey No. 1 had a little response rate, so it cannot be generalized too much to represent whole staff of Sanoma Oy.

The similarities are, that everybody knows about threats and their disturbance of a journalist's work. If a journalist themselves has not gotten a threat or trash mail, then most likely their colleague has. What can be read about in free comments in the Survey No 2 is the self-criticism towards journalists. The comments say a lot that it is part of the job. Moreover, the threats and "feedback" are exaggerated too much, and gets too much attention. A "storm inside a glass of water" as one explains it. By highlighting the journalist's victim position, it twists the societies atmosphere. The most negative people are the loudest. One comment arouse the thought, that can journalists, and other media people, make a difference with a threat or pressuring. The respondent felt that magazines write too subjective and should focus on more objective news writing. They also felt that unchecked facts goes through to published articles. This factor can arise emotions and trigger a person to send hate mail or make a threat.

A differential thing between the surveys was what subject causes threats. Though equality issues were not that topical in the beginning of 2016 as it was in 2017. Physical and threatening encounters were not dealt with in the survey number 1.

In many of the threat cases, the journalists have reported them, either to their employer or directly to the police. In both surveys the majority are satisfied with their employer's actions and attitudes. At the same time, journalists ignore a lot of the messages as just nonsense, which they very well could be.

Regarding the issue if threats affects a journalist work, you could say, they do in some way affect it. Journalists subconsciously think about the possible threats and hate mail. In most extreme cases, some do not even want to talk about a certain subject at all.

It seems as if no one dears to take action. Who or which politician will publicly draw the line and say this is enough and make the threats stop? What will the police come up with, in order to handle the situation? Does a threat have to become reality, before proper countermeasures are to be made?

A critical result from finding out what goes through a person's mind, who makes threats, was found via literature review and the interviews. Statistically a person who says "I will do X and

harm you”, will most likely not do it. A person, who really wants to harm someone and cause serious damage to some one, will not reveal his or her plans to the target. A person making threats is in half of the cases having some sort of mental illness. As well as half of these people have personality disorders. Usually threats are done in an emotional state of mind and likely under the influence of alcohol. Moreover, making a threat is also attention seeking, the studies show. In these cases a person making the threat, just wants some sort of reaction. A discussion with or a simple response to a threat, may in some cases make a solution and end the threatening. These things are good to know for a journalist so that they can process this in their minds, how to relate to threats.

The answers and comments from the surveys gave the impression that mostly the employees were satisfied with their employer’s actions towards safety issues. Mainly support is enough. Moreover, it is stated in the occupational safety act; the employer is responsible of their employees work safety. In the survey for journalists in Helsingin-Sanomat and Ilta-Sanomat (Survey No. 1), there were answers that said the threats affect their work and they give a deeper thought on if they want to write about a certain subject. In the survey made by Journalistiliitto, Survey No. 2, comments were more towards that the threats and thrash mail and -talk, is part of the job.

What was apparent from the surveys was that everyone gets threats, with an exception of journalists in culture and other easier subjects. However, they are aware of the threats and that their colleagues get them. Furthermore, there are no boundaries what the subjects concern. In survey no. 1 all of the respondents had gotten threats regarding issues of equality articles, whereas only 2% in survey no. 2. That is explained by that in early 2017, equality issue was more topical than the year before that.

Regarding Internet forums and Facebook groups, there are few things to remember. By law there is not a responsibility of an administrator to monitor what is being written on their forum, blog or group. However, if the contents of the messages fulfilling criteria of a crime, the administrator can be held responsible. The crimes would be in this case:

- Agitation against ethnic groups
- Dissemination of violent description and graphics

Furthermore, in a closed Facebook group the administrator is responsible of the content in the group, even if they are not participating in the discussion. This applies also to other Internet forums. He can be held responsible in the two crimes that were mentioned earlier. However,, an illegal threat on a Facebook group, is alone on the person who has made the threat, not on the administrator.

In both interviews the policemen encourage journalists and other security people of organizations to get familiar with illegal threats and stalking. Usually it is around these criminal acts, where threats go under. Also by studying these, a security manager or journalist can judge for himself or herself, if there is a reason to make a request of an investigation to the police. If these things are fulfilled, a contact to the police is advised to be done.

- Illegal threat is a situation where someone makes a threatening act, by pointing a weapon or a verbal threat, and there is a justified reason for the victim to be afraid due to the threat. They can feel afraid of their own, or behalf of someone else's, safety and health.
- Stalking is a criminal offense. In stalking situations, the targeted people get twice or more, contacts via various communication channels, such as email, telephone, social media or letters. Their information is excavated from all possible sources and used against them. It contains elements where the stalker continuously follows, threatens, monitors and takes contact to the victim. The victim usually feels afraid and this causes anxiety.

By finding the real sender, a journalist can make conclusions of the seriousness of the threat. If the email has gone through many servers, or does not make logical sense, it can be assumed the sender has some serious intentions. By checking the email message header, you can track the sender's IP-address. This requires some understanding in IT security.

Journalists have according to the surveys, taken good care of hiding their, and their families, private information. Moreover, they could use their "right to be forgotten" and hide their information on search engines, such as Google. The request is made under personal settings in Google, or contacting Google Finland. If the request is denied, a person can contact the Office of the Data Protection Ombudsman. In stalking situations, this can stop the stalker in his actions and it can also stop smear campaigns that can be directed towards someone.

5.1 Future research topics

Occupational safety and sense of fear and concern of one's own health, has increased during the last years, as stated in the working life barometer. Since a job and working place are one of the most important factors in a person's life, it is a very concerning issue. Future researchers could try study this phenomena and find tools for improving work safety.

Regarding threats against journalists, a researcher could go into detail and content of the actual threats. Is there any consistency in the threats given? Are threats received at a certain time of the hour, certain day of the week? What topic is a triggering factor for threats? Are there threats made after an article is released physically on paper versus digitally on the Internet? What key words are there to be found in the articles? In this way, a journalist can act in a proper way. For example, in the writing process, a journalist can think of the wording in his or hers article. Think about when, where and how to release the article. But by any means, there should not be any self-censorship. Contrary, this possible data should be there to help the journalist to be prepared for threats. Give preparation methods and advices to be mentally ready. The data may also be used as elements for building build up preventive tools and measures.

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