# **TRUST AT CRISIS** Communication models in digital communities

The GeNeMe conference series "Communities in New Media" has been focusing on online communities from the perspective of several disciplines such as computer science and data science, media technology, education and economics, information and management science and social and communication science as well as their interfaces for over 25 years.

GeNeMe 2024 addresses key social issues in the context of current times of crisis. The focus is on the discussion around building trust in digital communities as well as in the context of digital innovation. The following questions in particular will be considered: How does trust develop in online communities, and how can this be created and maintained? Which digital communication strategies are suitable for crises? What influence do digital technologies such as AI and AR/VR have on building trust? How can trust be built sustainably, which models for trust modeling are suitable? What expectations and competencies play a role in communication and trust building (in times of crisis)? Are there specific perspectives, methods and effectiveness for different sectors such as business, education, politics and administration, urban versus rural or inter-generational communication?

As a forum for transdisciplinary dialogue between science, business, organizations and administration, communities in new media facilitate the exchange of experience and knowledge between participants from a wide range of disciplines, companies, organizations and institutions.

Scientists from the Faculties of Education and Economics, the Center for Open Digital Innovation and Participation (CODIP) at TU Dresden, the Stralsund University of Applied Sciences (HOST) and the DGUV (HGU) are organizing the conference. Kind support is given by HTW Dresden, FH Dresden and Silicon Saxony e.V.

This 27<sup>th</sup> edition of GeNeMe will primarily take place in person with optional online participation. As usual, the conference team is experimenting with innovative formats with the aim of ensuring that participation is also methodically beneficial.

Submissions can include theoretical analyses, case studies, technological developments or innovative practices. You can organize your project workshop at the pre-conference - please contact us directly.

## DATES

01.05.2024 // Submission of abstracts
31.05.2024 // Notification of acceptance/ rejection of abstracts
01.07.2024 // Submission of complete contributions
12.08.2024 // Notification of final acceptance/ rejection
30.08.2024 // Submission of finally accepted papers
31.08.2024 // Deadline early bird discount
25.09.2024 // Pre-conference
26.-27.09.2024 // Main conference

## PARTICIPATION FEES (EARLY BIRD)

Keynote speakers, experts Presence | Online  $95 \in$ Co-speakers Presence  $95 \in$  | Online  $50 \in$ Regular participants Presence  $195 \in$  | Online  $95 \in$ Students (limited contingent) Presence | Online  $25 \in$ 

## From 01.09.2024, the fees will increase by $\notin$ 25.



English speaking participants please refer to the Call for Paper in English language. Papers submitted in English language should be presented in English language, English tracks will be provided.



## THEMATIC ORIENTATION AS AN OPEN INVITATION TO SUBMIT CONTRIBUTIONS

The following thematic focuses of the main conference provide an orientation and serve as an open invitation to submit contributions.

#### **DIGITAL LIFE**

- Digital sovereignty/self-determination
- Digital identity, identity management
- and protection
- Data protection
- Health, Healthcare
- Open Innovation + Open Science

#### **DIGITAL CITY**

- E-Government, Online Access Act
- Open data, smart city services and applications in the public digital space
- Public participatory processes
- Culture and practice of information security

#### **DIGITAL EDUCATION**

- Diversity, inclusion, educational equity
- AI and LLM, Prompt Engineering
- Educational Data Mining, Learning Analytics
- Digital skills
- Digital learning scenarios and communities
- Open Knowledge

#### DIGITAL COMMUNICATION

- Crisis communication communication in a crisis?
- Dissemination and moderation of information
- Communication models and strategies
- Reputation management

#### **DIGITAL BUSINESS**

- Digital transactions and contract management
- Knowledge and community management
- Digital leadership and governance
- Digital strategy and platform economy
- Co-creation and open innovation

#### **DIGITAL INTERACTION**

- Building trust in digital communities
- Adaptability of digital communities
- Trust models
- Nomadic Digital Worker & Online **Co-Working**

TWO-STAGE **SUBMISSION** AND REVIEW PROCESS

The assessment is carried out as a double-blind peer-review procedure:

#### Submit abstract //

- up to 3.000 characters excl. literature, maximum 2-3 informative figures

### Elaboration

of the accepted abstracts into one of the following formats

SUBMISSION FORMATS

#### **RESEARCH CONTRIBUTION //** 18.000 CHARACTERS EXCL. LITERATURE

- IMRAD structure
  - Review (degree of innovation, methodology, potential for scientific debate)

#### PROJECT CONTRIBUTIONS WORK IN PROGRESS // 9.000 CHARACTERS EXCL. LITERATURE

- Interim results, artifacts, project-specific reflections/evaluations
- Review (degree of innovation, methodically guided reflection, proof of concept)

#### **APPLICATIONS IN PRACTICE //** 4.500 CHARACTERS EXCL. LITERATURE

- Products, concepts, etc. that are established or being tested in practice
- Review (degree of innovation, reflection in terms of practicability, practical relevance)

As a junior-oriented conference, we particularly invite students and prospective aca**demics** to submit contributions in one of the formats. In order to enable an appropriate evaluation based on criteria typical for university studies, we kindly ask you to mark the submitted contributions as student contributions.

modalities can be found on our website www.geneme.de

All the necessary information on format templates, entry layout and submission

GeNeMe 2024 – www.geneme.de