Investigating the communication process of mobile-based social networks in crises to model crisis news coverage (a case study of Isfahan acid attack)

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Abstract: Timely information with a correct understanding of the characteristics and coordinates of the crisis regarding the various stages of political, economic and social crises reduces the occurrence of rumors and feelings of insecurity and, more importantly, seeks credibility for the media and increases the audience. In this applied-analytical study, the existing damages in the field of news coverage of crises were identified and provided a model using the opinions of experts in the field of social networks and crisis management. According to the results obtained by examining the content of users' opinions and information provided, 11 different factors were identified; each of them can marginalize and spread the social crisis.

INTRODUCTION

The planning and management of the news field in all prominent and professional media of the world is done in completely different conditions: one is in a normal situation and the other is in an abnormal and critical situation. It is obvious that under normal circumstances, the news editors who are in charge of managing media activities and efforts are able to design and implement their news schedule in such a way that both their media goals and missions reach a desirable end, as well as their needs, desires, and tastes. The audience should be provided. This situation in critical conditions is not very adjustable and predictable to expose media feed to the recipients of news and messages in a way that is consistent with the mindsets of media managers and policy makers. In crisis conditions, news and information activities are so sensitive that everything becomes decisive or may become risky: time, image, tone, literature and word of news are so important that if it is neglected, other competitors will take advantage of the same weakness. will do Therefore, what is sensitive and important in this situation is the management of critical situations. A management that can deal with emerging crises and their consequences with artistry and intelligence and implement a reactive and proactive approach. Iran is one of the countries that has always been exposed to various political, economic and social crises. Wherever there is a crisis, there is a need for its management tool, i.e. the media. Due to their ability to direct public opinion, the media play a key role in different stages of crisis. The dual role of the media in crisis generation and de-crisis, highlighting and downplaying, creating hope and losing hope, etc. is not hidden at least to experts in this field. But it seems that in our country, so far, the media tool and its exceptional capacity to manage them have not been used well. Many factors are involved in this story, the level of professionalism, the type of ruling media system, the ideological base, the degree of independence or dependence on the government, history of crisis, the type of performance of competitors, etc. are among the factors that cause different functions of the media in crises. These functions can be from strengthening

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national solidarity and harmony, attracting people's help and participating in solving the crisis, reducing the crisis with preventive educational, cultural and political functions, justifying and accepting the crisis, denying the crisis, etc. or intensifying the crisis to achieve political, social and economic and so on. Also, the type of approach, strategy and orientation of the media also affect the performance of the media in crises. In other words, the level of belief and faith in each of the approaches and strategies determines the type of movement and orientation of the media in the crisis, and the production and dissemination of news is undoubtedly affected by the type of view of the media practitioners and their strategies and approach.

Problem statement

Crisis management is an applied science that tries to prevent the occurrence of a crisis or reduce its effects if it occurs by analyzing and analyzing the crisis. Today, the role of the media in crisis management is very important, and without the media, crises cannot be handled properly and easily. managed The increase of people's turn to the media in critical situations requires that the type of action of the media in critical situations is different from normal situations and that the media should deal with the issue and subject quickly in order not to run away from its audience and drive them to competing media. This is why it is very important to identify and pay quickly and timely to "critical news subjects" in the era of multiplicity of media. It seems that the gap and problem that exists in the sphere of action of Iranian radio and television media regarding "critical news issues" is that:

A) Many times, they easily pass over pure and first-hand subjects that are needed by the people (especially critical subjects), and this leads to distrust of the audience and their referral to competing media (domestic and foreign) and the expansion of interpersonal communication to meet their news needs. .

b) Sometimes, the media and reporters deal with the subjects needed by the people (critical subjects) with delay. This issue also causes problems. Acting late is sometimes more harmful than not acting at all.

c) Sometimes the media deals with the subjects needed by the people (critical issues), but it is broadcast in low priorities and with non-literal and directional packaging. Apart from the issue of the right time. Giving correct and incorrect information. And even sometimes correct information that may lead to public concerns or sometimes contradictory information from various news sources can all be examples of this issue.

When the society is in a critical situation, public opinion becomes very thirsty for information and news. In the absence of reliable sources, information that meets the community's news needs, or in the case of their slow performance, social networks are able to quickly spread rumors or false information and influence public opinion.

Rumors are information or news whose authenticity has not been confirmed. For this reason, when they are available to the audience, the recipient of the message cannot recognize their truth or falsity. The general public thinks less when dealing with such messages and less bothers to check the correctness of the content. In crisis conditions, on the one hand, information is distorted, and on the other hand, the usual methods and technologies used in normal conditions do not have the necessary efficiency and affect decision-making and other management tasks. News management is based on organization, planning, decision making, coordination and supervision. Managing a news organization and fulfilling these five tasks is very complicated and difficult for reasons such as: the diversity and multiplicity of audiences, the diversity and diversity of events and topics, the unexpected reactions of competing media, etc. Therefore, in the media crisis conditions, the media should both manage external crises and try not to fall into the crisis themselves by performing correctly, timely and responding to the needs of the audience. With all these cases, the opinion leaders consider the main problem on the way not to be hardware but software, that is, specialized weaknesses, lack of professional forces, the type of approach and strategy of media management to the crisis, extreme influence of the media on non-media factors and variables, lack of understanding of the competitive environment "It is new and insufficient knowledge of the actors in the media field. If these problems are reduced, the hardware problems are either not so acute, or we can hope that they will be solved." Formulating "probable scenarios" in each part of the crisis and specifying the type of response to society's reactions "in the initial conditions of the crisis and paying attention to the considerations of "communications in crisis conditions" are among the issues facing the crisis management. Taking advantage of past crisis experiences is another management strategy. The news coverage is a crisis, but in the meantime, what has become important these days is a new model of communication that has involved the whole society, and that is new media called mobile phone social networking software, which are always available to all the society, and have a high speed of learning. , they are interactive, the ability to control from above and legal supervision as there is on radio and television is not possible on them, they have some of the characteristics of mass media and some of the characteristics of interpersonal communication, as well as more speed than mass media and complexity and in Interweaving similar to social networks in interpersonal communication, Isfahan province is one of

the most prone provinces of Iran for the occurrence of political crises, and for example, the Isfahan acid attack incident is one of the events that crisis management in Iran faced with the conditions to organize crisis communication with He faced a new generation of media that he did not know. The governor of Isfahan told the author of these lines that during the acid attacks, instead of solving the main issue of crimes, we were engaged in violence with an unknown issue called mobile social networks. The creation of rumors and the possibility of undesirable political events in addition to social demands caused by rumors, in addition to the intensity of public fear resulting from rumors It caused the management of the acid attack crisis to become involved in a new story instead of solving the crime incident, and that concern was the emergence of social and political crises. Some agents and commanders of Han Tazami told the writer of these lines that if we had not been involved in marginal issues and had controlled the rumors, maybe the victims of these incidents would have been arrested by now. Rumors that warned criminals and misled people and managers. The atmosphere of terror that affected normal life until the contract, and every moment a rumor of a new acid attack spread. But these questions are raised: the role of mass media such as newspapers, news agencies and radio, how and when to inform the responsible authorities, the content of the information given by the people. So, the information gaps that arose in this incident, and the social management of incidents are among the cases that have a question mark in front of them. Did the crisis management of this incident have an active behavior against what he calls successive rumors in these incidents, or did it only respond to the positions from the position of passive reaction? Was the crisis management present in this new communication network and took advantage of its opportunity to achieve its goals or was it just an observer from the outside? Therefore, it seems necessary to conduct research in this field so that in similar cases there is an all-round understanding of how to deal with the issue. The problem of the present research is to study the process of communication in social networks based on mobile phones and crisis management methods through the media in order to investigate this issue. Let's find a model for crisis management in this regard.

Research objectives

The present study was conducted in order to investigate the communication process of social networks based on mobile phones in crises in order to model the news coverage of the crisis with the case study of Isfahan acid attack. This research was done to answer these goals:

- Searching for existing external models for crisis management considering the emergence of virtual social networks.
- Development of a native model in the field of crisis management, taking into account the emergence of social networks
- Providing better crisis management solutions in the field of information in the crisis headquarters of the governorate.
- Designing comprehensive guidelines for managing internal and external forces for informing in critical situations with a virtual social network based on mobile phones.
- Developing a comprehensive media model suitable for influencing the audience and guiding the masses in the right direction before, during and after the crisis.
- Determining suitable solutions to interact with the masses in social networks based on mobile phones before, during and after the crisis.

Research background

Taghipour et al.[1] studied "Risk analysis in the management of urban construction projects from the perspective of the employer and the contractor."

Mahboobi et al.[2] discussed "Assessing ergonomic risk factors using combined data envelopment analysis and conventional methods for an auto parts manufacturer", occupational injuries are currently a major contributor to job loss around the world.

Taghipour et al.[3] studied "The impact of ICT on knowledge sharing obstacles in knowledge management process (including case-study)."

Khalilpour et al.[4] studied "The impact of accountant's ethical approaches on the disclosure quality of corporate social responsibility information an Islamic perspective in Iran."

Mirzaie et al.[5] studied "The relationship between social bearing capacities with conflict as a result, in the perception of the visiting historical sites."

Alamdar khoolaki et al.[6] studied "Effect of integrated marketing communication on brand value with the role of agencys reputation (including case study)."

Taghipouret[7] studied "A survey of BPL technology and feasibility of its application in Iran (Gilan Province)."

Mohammad et al.[8] studied "Assessing the effect of the FRP system on compressive and shear bending strength of concrete elements."

Jalili[9] studied "Comparative study of Khaje Rashid al-Din views on Rab-e Rashidi Islamic utopia and Kevin Lynch ideas."

Taghipour et al.[10] studied "Insurance performance evaluation using BSC-AHP combined technique."

Rezvani et al.[11] discussed "The design of high-rise building with ecological approach in Iran (Alborz Province)."

Taghipour et al.[12] studied "The identification and prioritization of effective indices on optimal implementation of customer relationship management using TOPSIS, AHP methods—Case study: Pasargad bank."

Taghipour[13] studied "Seismic analysis (non-linear static analysis (pushover) and nonlinear dynamic) on cable-stayed bridge."

Taghipour et al.[14] studied "Investigating the relationship between competitive strategies and corporates performance (case study: Parsian Banks of Tehran)."

Taghipour and Moosavi[15] studied "A look at gas turbine vibration condition monitoring in region 3 of gas transmission operation."

Rahmani et al.[16] studied "Providing health, safety and environmental management (HSE) program in metal mining industry (including case study)."

Taghipour and Vaezi[17] studied "Safe power outlet."

Tarverdizadehet et al.[18] studied "Predicting students' academic achievement based on emotional intelligence, personality and demographic characteristics, attitudes toward education and career prospects through the mediation of academic resilience."

Azarian and Taghipour[19] studied "The impact of implementing inclusive quality management on organizational trust (case study: Educatin)."

Ghadamzan Jalali et al.[20] studied "Explain the relationship between intellectual capital, organizational learning and employee performance of Parsian Bank Branches in Gilan province."

Mohammadi et al.[21] studied "Investigating the role and impact of using ICT tools on evaluating the performance of service organizations."

Abdi Hevelayi et al.[22] studied "Predicting entrepreneurial marketing through strategic planning (including case study)."

Arsalani et al.[23] studied "Investigating the effect of social media marketing activities on brand awareness."

Khorasani and Taghipour.[24] studied "The location of industrial complex using combined model of fuzzy multiple criteria decision making (including case study)."

Taghipour et al.[25] studied "Risk assessment and analysis of the state DAM construction projects using FMEA technique.

Hoseinpour et al.[26] studied "The problem solving of bi-objective hybrid production with the possibility of production outsourcing through Imperialist Algorithm, NSGA-II, GAPSO Hybrid Algorithms."

Taghipour and Sarchoghaei.[27] studied "Evalation of tourist attractions in Bourujerd county with emphasis on development of new markets by using topsis model."

Hashemi et al.[28] studied "The effect of personal factors on increasing the productivity of low-level employees in the General Welfare Department of Tehran Municipality."

Safdarpour et al.[29] studied "The effect of government support on innovation ability (including a case study)."

Ganjali et al.[30] studied "Strategic analysis of household hazardous waste reduction."

Taghipour et al.[31] studied "The impact of managerial factors on increasing the productivity of low-level employees (including case study)."

Ganjali et al.[32] studied "Investigating the relationship between environmental awareness and the level of education and occupation of people."

Baghipour saramiet et al.[33] studied "Modeling of nurses' shift work schedules according to ergonomics: A case study in Imam Sajjad (As) Hospital of Ramsar."

Moradi Lalekaei et al.[34] studied "Measurement of the country of origin of the brand of branding and brand loyalty."

Taghipour et al.[35] studied "Investigating the effect of intelligent ordnance on the level of learning/teaching (including case study)."

Taghipour et al.[36] studied "The study of the effect of smart schools on the level of learning-teaching in high school."

Taghipour et al.[37] studied "The impact of motives from obtaining ISO 9001 certification on organization performance (including case study)."

Yaghoubi et al.[38] studied "Students learn and learn using the effects of smart schools."

Taghipour et al.[39] studied "The impact of working capital management on the performance of firms listed in Tehran Stock Exchange (TSE)."

Habibi et al.[40] studied "Designing a smart model for managing Iranian chain stores based on business intelligence (case study of proma chain store)."

Ganjali et al.[41] studied " "Strategic analysis of household hazardous waste reduction."

Akbarnezhadbaei et al.[42] studied "Modeling the application of knowledge management sestem in order to improve the technology governance in the automotive industry of Iran using the data mining environment."

Akbarnezhadbaei et al.[43] studied "Determining a model for evaluating the knowledge management system in order to improve industries with the focus on educational technology and applying data mining concepts."

Taghipour et al.[44] studied "Evaluating Project Planning and Control System in Multi-project Organizations under Fuzzy Data Approach Considering Resource Constraints(Case Study:Wind Tunnel Construction Project)".

Taghipour et al.[45] studied "Implementation of software-efficient DES Algorithm".

Taghipour et al.[46] studied "survey of BPL technology and feasibility of its application in Iran (Gilan Province) ".

Taghipour et al.[47] studied "Evaluation of the Relationship between Occupational Accidents and Usage of Personal Protective Equipment in an Auto Making Unit ".

Taghipour et al.[48] studied "Evaluation of the effective variables of the value engineering in services(Qazvin post center case study)".

Taghipour et al.[49] studied " Study of the Application of Risk Management in the Operation and Maintenance of Power Plant Projects".

Taghipour et al.[50] studied " Necessity Analysis and Optimization of Implementing Projects with The Integration Approach of Risk Management and Value Engineering".

Taghipour et al.[51] studied " Assessment of the Relationship Between Knowledge Managment Implementation and Managers Skills (Case Study: Reezmoj System Company in Iran)".

Taghipour et al.[52] studied " Insurance performance evaluation using BSC-AHP combined technique".

METHOD

Table 1: News reports of social network users

Main categories	Sub-categories	Codes
Determining and generating messages	• Issue magnification • Media failure • Security messages • Variety of opinions • Individual tastes of users • Realism • Lack of proper news design • Negative news orientation. • Sensitizing and warning • Non-targeted news generation • Lack of audiences' needs recognition	• Using images to determine the depth of the disaster • Providing suggestions to improve news coverage • Personal analysis of the incident and expressing an opinion • Considering different subjects • Manipulating the official news on the subject • Protesting against the information and the low level of quality of news products of official principles • Collecting, processing and disseminating news on the subject of crisis • Considering the principle of time and place of the accident • Officials ridicule for the emerged crisis • Selecting critical and stressful topics
Dissemination and distribution of messages	• Gossip • Fake news • Calling for rallies and protests • Personal maliciousness • ignoring the religious and cultural values of the society • considering the personality of religion and belief • self-criticism • Demonization of the current flow • Prosecution and sharia punishment.	• Abusing the crisis to tarnish the image of officials • Critical tendencies not to prevent similar crises • Creating heresy and spreading it in the minds of users • Reproduction of rumors using software and mobile networks • Lack of justice in publishing news related to the incident • Expressing contradictory statements of users about the crisis

	• Pretending to be neutral • Low cost and fast news release.	• Spreading hatred and incompetence of officials regarding the crisis. • Lack of sufficient skills to control public opinion • Foreign media support for published news. • Learning unofficial news of society's ignorance of existing facts. • Non-compliance with laws and regulations related to crime prevention in society • Spreading violence against women in society.
Impact of the message	• Getting sensational • Charging • Condemnation • The connection of the subject with religion • Increased user volume • Personal hostility • Biased judgment • Creating pessimism • Challenging the religion • Unsettling • Disturbing the public mind • User participation in creating a Propaganda	• Stimulating public opinion to provide more opinions. • Lack of morale to people and creating despair. • Creating a sense of social insecurity of citizens. • Making grounds for the dominance of foreign news media to present false news. • Criticism of the silence of the officials and lack of attention to the issue. • Damage to the credibility of the official news media. • Requesting the formation of a specialized working group in the parliament to investigate the incident • People's fear of developing similar crises. • Political and factional game with the issue of hijab and chastity • Reducing cooperation between people and officials.

The present research is applied in terms of purpose and analytical in terms of nature. The statistical population was journalists, political activists, mobile-based social network activists, political authorities, officials and managers of the time of radio and television, especially professors of social communication sciences and professors of information technology living in Isfahan, which 15 people were selected as the sample size by purposeful-judgmental method. To fit the research model, considering that the desired model is in the media, 70 employees of the Radio and Television in the management and supervision categories were selected as a statistical sample. The results of content analysis and documentary study were provided to experts, and then the damages caused by this type of management were identified and the solutions for solving the damages were discovered by Delphi method and content analysis. The basic model of crisis management is as follows:

Analyze
Table 1 displays the relevant categories and codes of social media user interviews.

Delphi technique findings
According to Table 2, the role of the media in crisis management is designed to examine the role of the mass media as the most powerful tool for managing public opinion in crisis management. Accordingly, the media have three main categories in news coverage crisis management: monitoring and managing the environment, educating and guiding public opinion, informing and creating public solidarity.

Table 2. Categories, subcategories and indicators of social crises for news coverage on social networks

Categories	Subcategories	Needs	Functions	operational definitions and indicators
Environmental monitoring	Raising the topic, online highlighting, creating news flow, user search behavior, stimulating audience emotions, audience friendliness, mobilization of public opinion, audience needs, timely entry to the news with the importance of making the news appear, motivating and persuading people	Media readiness	Monitoring	Local rumor management: It refers to the process of organizing accurate and precise information and informing about some false news and preventing the magnification of true news.
				Field and non-news reports: It refers to the process of visiting the scene in person and submitting survey reports.
				Incident analysis: It refers to the process of proper crisis analysis at the accident scene.
				Incident feedback in the community: The process of monitoring the type and extent of the impact of the crisis on society.
				Sending a reporter: It refers to the process of sending a suitable and reliable person to the site for news coverage.
				News accuracy It refers to the extent to which the media consider filtering out untrue news and presenting true news.
				Reports of protest rallies: It refers to the reporting of popular protests and their demands regarding the incident.
				Continuous news coverage: It refers to the process by which the media consider presenting news online and continuously.
				On-site news follow: The process of continuous attendance of the person sent to the place to provide local news.
Educating and guiding public opinion	Not doubting the number of victims, reducing hatred, creating psychological security, reducing suspicion, informing, changing the attitude of the audience, two-way news, news orientation, having a news coverage scenario, mastering the news topic,	Follow up	News policy-making	Calming the community: It refers to the process of reducing ambiguity and increasing the sense of security in society.
				Lack of alignment with the opposition media and differentiation: It refers to the process of increasing transparency regarding the incident and diminishing the role of the opposition media and the magnifying glass.
				Responding to the news audience questions: It refers to the process of providing appropriate and non-suspicious responses to news audiences.
				Defining policies and approach: It refers to the process of paying close and quantitative attention to the accident.
				Compensation for news lag:

				It refers to the process of improving the speed of news reporting and fast news coverage of unreported news.
				News poll: It refers to the process of considering the audience's opinions about news and events.
				Creating realism in the audience: It refers to the process of reducing some magnifications in presenting news related to accidents or providing accurate information about accidents.
				News trust-building: It refers to the process of building trust by providing accurate and timely news.
				Short news headlines: It refers to the process of presenting news in the form of important news headlines.
				Setting news priorities: It refers to the process of determining the importance of any news related to the accident and how to deal with it.
				Over-reporting: It refers to excessive coverage and analysis of incident news.
				Giving new information: It refers to the process of presenting new and non-repetitive news about an accident.
				News support for the injured: It refers to news and reports on the rights of victims and requests for redress.
				Pressure of officials to respond: It refers to the process of following up on actions taken or not taken by the authorities.
Informing and creating solidarity	Determining news values, selecting and filtering news, processing and manipulating news, targeted news production, developing a suitable format for presenting news, planning and publishing news.	News generation	Informing	Official news presentation: It refers to the process of providing relevant news within the framework of internal laws and regulations.
				Interviewing with the official: It refers to the process of preparing a report in the form of questions and answers with officials.
				Interviewing or reporting victims: The process of obtaining information about the opinions and circumstances of the victims of accidents.
				Interviewing with social affairs experts: Refers to the pathological process of accidents by experts.
				Interviewing with artists and celebrities: It refers to the process of preparing interviews with famous and well-known people in artistic, sports etc. of the community activities.
				Republish other media news:

				It refers to the process of re-presenting news published by other media.
				Using the phenomenon of citizen journalism: It refers to the process of attracting volunteers from the heart of society to prepare video news and reports.
				Monitoring the attention of officials: It refers to the report on how the authorities handle the incidents.
				Providing accurate statistics and information: To provide quantitative and qualitative reports on accidents in the form of figures, graphs using accurate data.
				News coding: It refers to the process of classifying and categorizing ready-to-publish news.
				Quick view of news: It refers to the process of fast and timely loading of news in the media.
				News presentation template design: It refers to the process of using images, animators, colors, etc. to present news.
				Using newspaper images: It refers to using images published in official and unofficial domestic and foreign media.
				Producing the right content: The process of creating news content away from bias refers to tasteful opinions.
				Storage of knowledge and experiences gained: The process of storing experiences gained from a crisis covered by news coverage for use in possible future events.

DISCUSSION

Examining the content of users' comments and information, 11 different factors were identified, each of them can marginalize and expand the social crisis, as follows:

1. Spreading rumors
2. Magnification
3. Subject-religion connection
4. Lack of proper news analysis
5. Calling for rallies and protests
6. Getting sensational
7. Charging
8. Publishing fake news
9. Securing
10. Condemn
11. Media negligence

During the surveys of social media users' opinions, it was found that due to the lack of proper news coverage by the media, different opinions were presented, which users monitored and other people also read these opinions for the lack of a proper news process. In a way, they have been persuaded and presented in line with them. These opinions are a substitute for the news that various media outlets should have covered, leading to rumors magnifications by users due to the lack of a proper news coverage

pattern on virtual networks. According to the indicators and sub-indicators presented in the table, all items extracted from the content of users' opinions can be managed and any marginalization can be prevented with appropriate news coverage and accurate information. Finally, according to the experiences gained in the subsequent events, covering social crises in various fields can be performed better, showing the failure of the media to provide timely and accurate information.

CONCLUSION

One of the important achievements in the field of virtual social networks is virtual social networks based on mobile phones (cell phones), which are rapidly replacing traditional social networks, and in recent years, with the introduction of new generations of smart phones and tablets to the market, social networks And social software entered mobile phones and managed to attract many users.

The importance of social networks based on mobile phones cannot be considered only in the increasing acceptance of social networks by Internet users and the placing of competitors in the world rankings by social networks; Rather, it should be looked for from other angles such as the use of social networks to convey messages and induce thoughts to users, inform in critical situations, turn normal events into a crisis, in addition to the attractions and also the tremendous effects that these virtual communities have on the real life of communities. did In today's world, the emergence of social crises has become an integral part of every society, and in the meantime, the role of social networks, especially in the context of mobile phones, has been accepted in the creation and spread of social crises.

This research has been done with the aim of explaining the role of informing social networks based on mobile phones in social crises. The results of the research show that "speed in the transmission of information (audio and video) by rioters", "determining the time and place of the protest gathering through social networks" and "providing the context for the rioters to interact with each other" play the most important role in informing social networks based on mobile phones. in social crises, and social crises are most affected by social networks based on mobile phones through "jeopardizing the values and goals of the system", "weakness in not fulfilling social obligations on the part of institutions and managers" and "weakness of appropriate decision-making in dealing with crisis-causing incidents " Is.

Therefore, sharing information in social media through sharing data and news and information in public areas related to public security at a low cost and in a timely manner or in some way sharing images, news and news bulletins in the networks in order to exploit the police to advance organizational goals It is effective in the development and promotion of public security. On the other hand, news and information related to ethnic groups and their movements in social networks in matters related to public security and publishing important incidents and events in networks in order to quickly inform the police and prevent social and security crises in order to promote and develop public security. Takes. Therefore, we conclude that there is a direct and meaningful relationship between sharing information on social media and improving public security, and the above hypothesis is confirmed.

According to the analysis, it is argued that the crisis is generally unpredictable (it is not possible to predict when and where it will happen); Crises have destructive effects, and people who did not need help before the crisis need help as soon as the crisis occurs; They have a long and depreciating nature and effects; In a critical situation, decisions are usually made in dire conditions and in limited time, and the information needed by the decision makers is incomplete.

In fact, a social crisis occurs when there are disturbances in the society that endanger the general balance, normal and usual functioning of social life. A general social crisis shows that the society lacks the ability to organize and maintain social order and has lost its internal talent for issues related to the development of society. Social crises themselves are divided into political, cultural, economic, health, natural (natural factors) crises and their combinations. It is usually thought that social crises should only be managed, but the reality is that social crisis should be managed first of all. Numbers and figures such as population growth rate, population age composition, unemployment rate, factory growth curve, dropout percentage growth rate at different levels, technical and vocational training acceptance capacity, some diseases, addiction, suicide rate at different age levels and social status and gender and many very simple statistical results on the one hand indicate the formation of special conditions and on the other hand show the inevitable necessity of knowledge management in public services and public administration. For this reason, it should be said that social crises can occur in very different economic, cultural, natural, political, etc. fields. Each of these crises has a specific pattern in the security process that is different from the other. For example, the security process of a social crisis caused by economic problems is completely different from what happens in a natural crisis such as an earthquake in terms of speed and steps. In another example, we can say that some political crises such as ethnic crisis, identity crisis, and legitimacy crisis, due to their fluid nature, neighborly relationship, and historical precedent, are quickly labeled as security by various actors and change their nature. In fact, the type of crisis can determine the speed and path of their security and provide space for threats against basic values. Since the

basis and foundation of security in any society is based on human beings and human actions and behavior follow his perception and understanding of the world and its issues and issues, the role of the media as a strong and undisputed arm for managing human perception and social engineering should be given more attention. The contract is important because the place of the media in security studies, which may be called "soft security". The media and the ever-increasing expansion of their sphere of action and influence provide threats and opportunities to countries and their security analysts.

The virtual social network based on the Telegram mobile phone plays a role in shaping public opinion and social, security and political movements, and in a way, a factor of connection and social participation of users in the political and social arenas or in social unrest and security-orderly crises.

One of the important achievements in the field of virtual social networks is virtual social networks based on mobile phones (cell phones), which are rapidly replacing traditional social networks, and in recent years, with the introduction of new generations of smart phones and tablets to the market, social networks And social software entered mobile phones and managed to attract many users.

The importance of social networks based on mobile phones cannot be considered only in the increasing acceptance of social networks by Internet users and the placing of competitors in the world rankings by social networks; Rather, it should be looked for from other angles such as the use of social networks to convey messages and induce thoughts to users, inform in critical situations, turn normal events into a crisis, in addition to the attractions and also the tremendous effects that these virtual communities have on the real life of communities. did In today's world, the emergence of social crises has become an integral part of every society, and in the meantime, the role of social networks, especially in the context of mobile phones, has been accepted in the creation and spread of social crises.

This research has been done with the aim of explaining the role of mobile phone-based social networks in social crises and specifically acid attacks in Isfahan city. The results of the research show that "speed in the transmission of information (audio and video) by rioters", "determining the time and place of the protest gathering through social networks" and "providing the context for the rioters to interact with each other" play the most important role in informing social networks based on mobile phones. in social crises, and social crises are most affected by social networks based on mobile phones through "jeopardizing the values and goals of the system", "weakness in not fulfilling social obligations on the part of institutions and managers" and "weakness of appropriate decision-making in dealing with crisis-causing incidents " Is.

Examining the role of "informing" social networks based on mobile phones as a predictor variable in "creating social crises" shows that there is a positive and significant relationship between "informing" social networks based on mobile phones and "creating social crises", so that the more exchanges As information increases among social networks based on mobile phones, social crises also increase.

Also, the results of this study showed that the presence of prominent actors and people with the aim of disseminating the inadequacies, shortcomings and inequalities in the social system is effective in disturbing the public mind and forming security crises in the system of the Islamic Republic of Iran; On the other hand, the unauthorized and influential virtual political groups in the virtual social network based on the Telegram mobile with the aim of weakening the system of the Islamic Republic of Iran and inducing the views of opposing currents into the country are effective in creating conflict and division and security and law enforcement crises. Therefore, social, situational and non-criminal prevention of security crises through mobile networks is necessary.

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