

### **The Social Web and Research**

### What to expect for Turkey?





# E-mail

## E-commerce





# 1995 - 2003

Englished

1/10-1

NTERNET & TACOS One Way

### Limited Interaction with Others

Enchilado

Content generated by companies

Limited customization





WIKIPEDIA The Free Encyclopedia

# facebook.

# Conter







### User Generated Content

# lf it's social, it's better

### Customization



Video: Social Media Revolution http://www.youtube.com/watch?v=sIFYPQjYhv8

# Some companies







#### Mills About Boothwest > BlogSouthwest Page

BLOGSOUTHWEST

### CHEESESTEAK WIT BEANS: KEEPING SCORE

By: Stave Heaser - Sr. Multimedia Specialist

What's better, a Philly "cheesesteak wit' or Boston baked beans? To property eat a cheesesteak, there is a certain stance one should take in order to not spill on one's shirt. Cheesesteak: one.

Boston Baked beans have been around a lot longer than the cheesesteak. Beans: One. Philadelphians Pat and Harry Olivieri are usually credited with inventing the cheesesteak sandwich by serving chopped-up steak on hoagie rolls in the early 1930s. Ironically, it did not originally have cheese. Hmmm. Another one to Beans since the name did not match the original dish.



In 1952, Cheez Whiz was first marketed and has now become a common option on the sandwich and is traditionally ordered as a "Cheesesteak Wit" meaning with cheese. Clever term and very local: Cheesesteak two.



#### SOUTHWEST AIRLINES BLOG

Nuts about Southwest is all about our Employees, Customers, airplanes, and airports. We really are Nuts about Southwest and we hope that our Readers will share that passion by poeting their own comments.

For more information about the blog and participating, please visit our User Guide.

#### SYNDICATE THIS BLOG







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#### HEST RECENT RECOGNISIONS:

 "Most Admired Airline" -ftartune meparine, 2008
 "Best Airline Prices" -Inethert Freed, 2008
 "Triendliest Airline" -ftartun, 2008
 "Best Overall U.S. Airline" -ftast & Soliver, 2008
 "Best Domestic Airline" -ftast & Soliver, 2008

9 careful 207 Suffeet Miller St.



twitter

Twitter is a free service that lets you keep in touch with people through the exchange of quick, frequent answers to one simple question: What's happening? Join today to start receiving SouthwestAir's tweets.

#### Join today!

Already using Twitter from your phone? Click here.

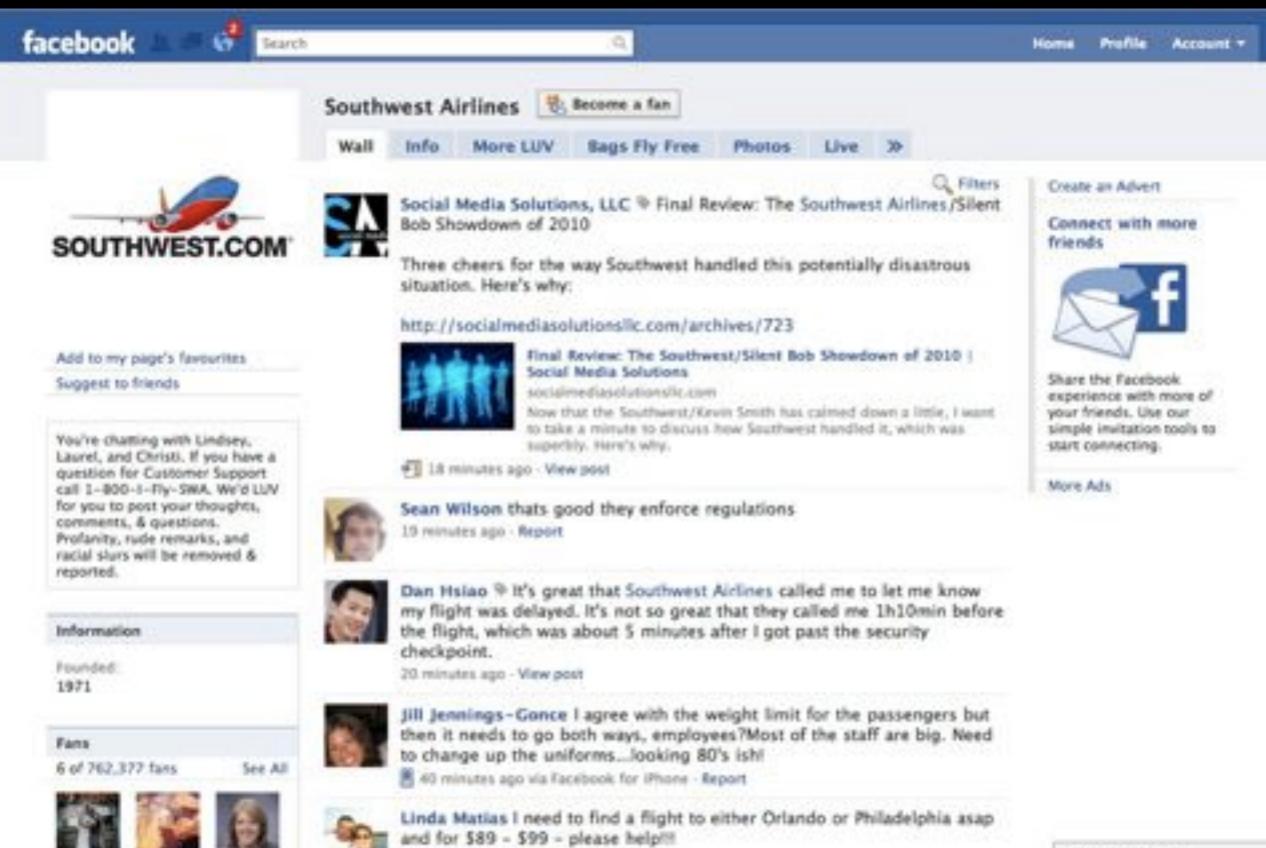
@devilishdelish Here is our policy as far as sizing goes: http://cot.ag/KT4WM If it fits in the appro. size...it's a FREE ckd "bag"

SouthwestAir

about 21 hours ago from CuTweet in reply to deutlahdeligh

@osiola I am so very sorry for your experience. Please give us the full story here: http://cot.ag/cCPb49 E-43 Ant Feb 12th from CoTorest Name Southwest Airlines Location Dailas, Texas Web http://www.southw... Bio The LUV Airline! Airplanes can't type so @ChristiDay and @Brandy\_King are piloting the Twitterverse!

9,154 1,029,836 3,961 followers listed Tweets 4,161 Favorites Lists SouthwestAir/employees View all

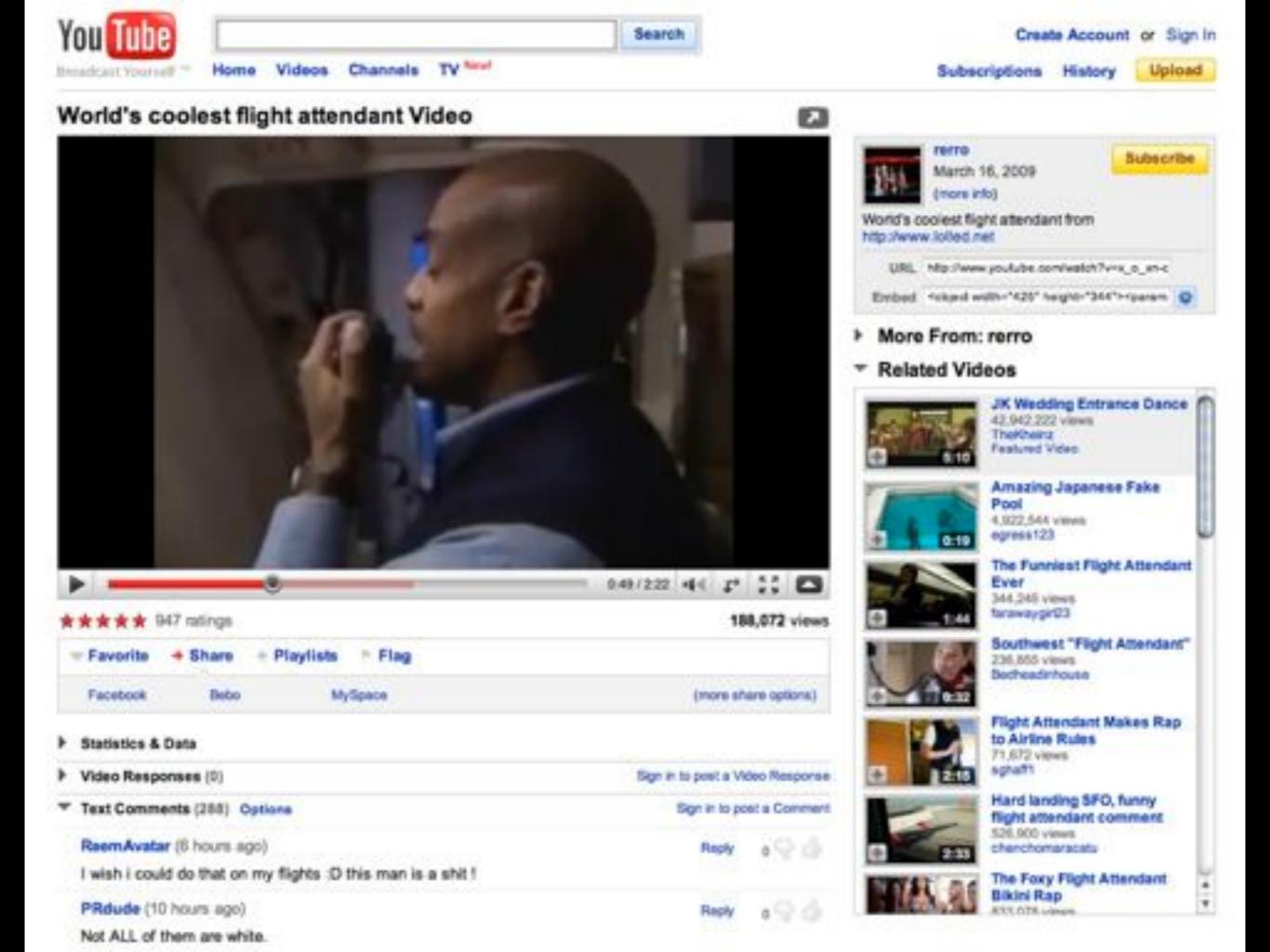


40 minutes ago - Report

Revenue

Emilar

1+ Chat (Offline)



Video: Coolest Flight Attendant Ever http://www.youtube.com/watch?v=x\_o\_xn-q5Zk



### my @southwestair trip from denver tonight was awesome because of our flight attendant rick. seriously, this guy was the best!

7:01 PM Feb Sth from Seesmic





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# Sometimes things

# go wrong

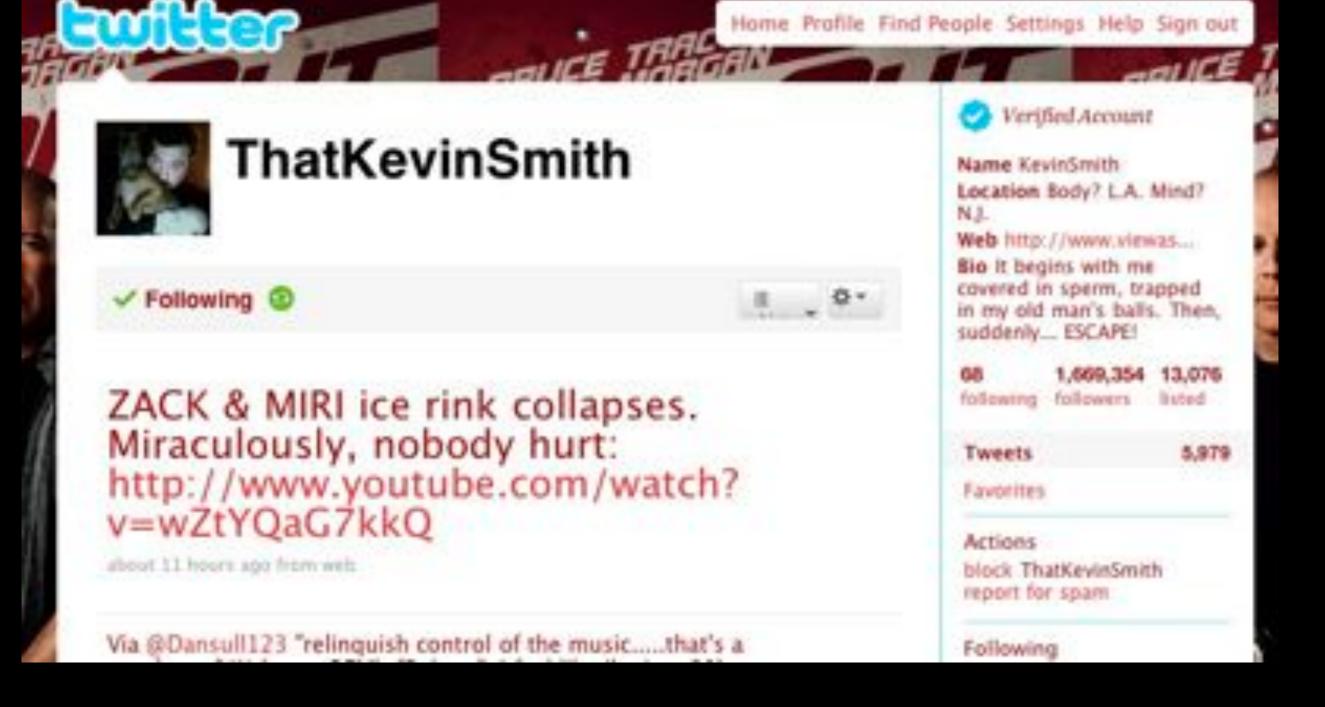












### Dear @SouthwestAir - I know I'm fat, but was Captain Leysath really justified in throwing me off a flight for which I was already seated?

1.52 AM Feb 14th from Echefon Revented by 100+ people.

cter

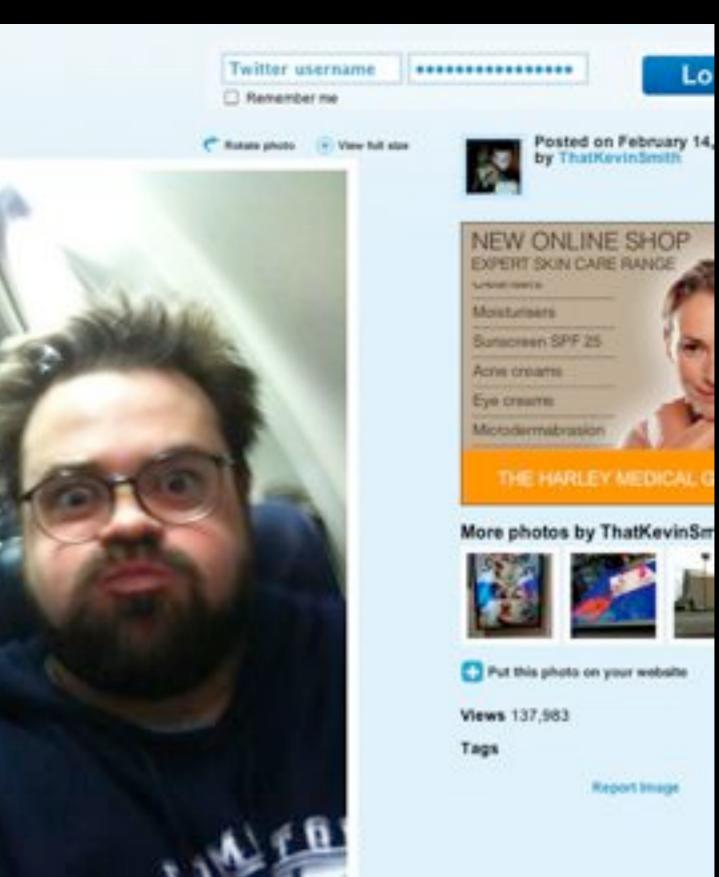
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Lo

Hey @SouthwestAirl Look how fat I am on your plane! Quick! Throw me off



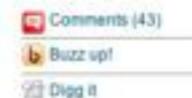
#### guardian.co.uk

News Sport Comment Culture Business Money Life & style Travel Environment

#### Culture ) Film ) Kevin Smith

#### Why Kevin Smith was wrong about fat people on aeroplanes

Have you ever sat next to overweight people on a plane? I have and it wasn't a lot of fun



A larger i smaller



Deborah Orr The Guardian, Thursday 18 February 2010 Article history

Kevin Smith, who is apparently big in Hollywood, was so humiliated when he was kicked off a Southwest Airlines flight for being "too fat", that he told the entire planet what an outrage it was. Perhaps he is greedy for attention as well. It all brought back traumatic memories for me of sitting next to a very stout woman on an EasyJet flight, trying to get on with reading a book and taking a few notes, while her left arm nestled, quivering and insinuating, on my hip.

She and her well-covered friend were not attempting to pass the time by reading. Instead, they were engaged in exchanging a low mutter of urgent, angry verbiage. I wasn't actively listening, but the regular nods in my direction promoted the uncomfortable suspicion that the stream of spite was directed at me.

Eventually, the inevitable occurred and I jostled the blancmange of forearm spilling down my side. I offered an apology. It was not accepted. "That's not the first time, either," my fellow passenger said. "You've been fidgeting about with those books and that pen the whole time – like a child."

I called the stewardess, and asked if I could be seated elsewhere, perhaps next to someone who understood that reading and writing were not activities to be abandoned for ever upon leaving school. Perhaps

Film Kevin Smith	
Life and style Obesity	
Society Health	



Google keven swith Search News Search the Web Advanced news search Performance		
News	Results 1 - 10 of about 14,016 for kevin smith. (0.14 seconds)	
Top Stories More sections •	"For the last 15 years, I've been playing in the WHA, and now I made it to the NHL."	
<ul> <li>All news</li> <li>Images</li> <li>Bizza</li> <li>Gueles</li> <li>Any recent news</li> <li>East hour</li> <li>East day</li> <li>East week</li> <li>East mosth</li> <li>2005-2010</li> <li>2005-2010</li> <li>2005-2010</li> <li>1999-2002</li> <li>1999-2002</li> <li>1999-2002</li> <li>1999-2002</li> <li>1999-2002</li> <li>1999-2002</li> <li>1999-2002</li> <li>1999-2002</li> <li>1999-2005</li> <li>Sorted by relevance</li> <li>Sorted by data</li> </ul>	Feb 16, 2010 Maxteent Gazette (12 occurrences)       more by Kavin Smith         Image: Arrow and Human Laboration       Image: Arrow and Human Laboration         Image: Arrow and Human Laboration       Image: Arrow and Human Laboration         Image: Arrow and Human Laboration       Image: Arrow and Human Laboration         Image: Arrow and Human Laboration       Image: Arrow and Human Laboration         Image: Arrow and Human Laboration       Image: Arrow and Human Laboration         Image: Arrow and Human Laboration       Image: Arrow and Human Laboration         Image: Arrow and Human Laboration       Image: Arrow and Human Laboration         Image: Arrow and Human Laboration       Image: Arrow and Human Laboration         Image: Arrow and Human Laboration       Image: Arrow and Human Laboration         Image: Arrow and Human Laboration       Image: Arrow and Human Laboration         Image: Arrow and Human Laboration       Image: Arrow and Human Laboration         Image: Arrow and Human Laboration       Image: Arrow and Human Laboration         Image: Arrow and Human Laboration       Image: Arrow and Human Laboration         Image: Arrow and Human Laboration       Image: Arrow and Human Laboration         Image: Arrow and Arrow Arro	

all 1,390 news articles y El LUN Goldman this story

#### Kevin Smith, I feel your pain!

CNN - Cathy Ladman - 55 minutes ago

Los Angeles, California (CNN) - As many of you already know - because Tweets travel faster than airplanes -Kevin Smith, the portly film director of the ... Should fat people on airplanes be treated like tail people? - William Saletan ... State all 2 news articles + SCEmail this story



Kevin Smith trades emo flicks for buddy romp in 'Cop Out' Cineplex (blog) - Andrea Miller - 16 hours ago ... New Jersey's favourite son Kevin Smith has made a career out of writing and directing wordy, crass, autobiographical meditations on the lives of .... Knock Knock: It's a Red Band Cip from Kevin Smith's Cop Out Film School Rejects thiogi Mr. (Kevin) Smith goes to Hollywood. Montreal Gazette Enter to Win a Prize Package from IESB's "COP OUT" Sweepstakes! IESB NET Examiner.com all 109 news articles + IB LUV 521Email this shire



#### Dünya



### Etkilepim kutusu Haberi Dinis Haberi Dinis Haberi Dinis Haberi Dinis Katusa posta

#### Obez yönetmeni uçaktan attılar

16.02.2010

DIS HABERLER

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ABD'li yönetmen ve oyuncu Kevin Smith'i fazla kilolu bulunduğu için uçağa almayan Southwest Havayolları, gelen tepkiler üzerine özür diledi

Hollywood'un üzgün yönetmenlerinden Kevin Smith, bir ABD uçak firması fazla kilolu olduğu ve diğer yolcular için güvenlik tehlikesi yaratabileceği gerekçesiyle kendisine uçuş izni vermeyince kıyameti kopardı. Yönettiği "Clerks" adlı filmle tanınan ve oyunculuk da yapan Smith, kendisini uçaktan atan Southwest Havayolları'na öfkesini sosyal paylaşım sitesi twitter'da yazdığı mesajlarla aktardı. "Uçakta benden daha şişmanlar vardı" diyen Smith'in hayranları da olaya tepki gösterip, havayollarının sitesini mail bombardımanına tuttu.

#### SONRAKİ UÇAĞA BİNDİ

Tepki üzerine Southwest Havayolları, twitter aracılığıyla ünlü yönetmenden özür diledi. Smith olayın tatirya bağlanmasının ardından şirketin başka uçağıyla Oakland'dan Kaliforniya'ya gitti.

# I LOVE KEVIN SMITH. Fuck southwest airlines (:

Login Join Twitter!

about 4 hours ago from web

twitter



# McKenna Strand

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### twitter

I read every single tweet that comes into this account, and take every tweet seriously. We'll handle @thatkevinsmith issue asap.

7.37 PM Pels 13th via TweetDeck



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Social networks are now more popular than pornography

It took TV 13 years to reach to 50 million users. 100 million people signed up to Facebook in the last 9 months.

If Facebook would be a country, it would be the 4th largest

YouTube has more than 100,000,000 videos WikiPedia has more than 13 million articles

There are over 200,000,000 blogs

Source: Forrester Research, ComScore, eMarketer

34% of bloggers write about brands

25% of search results for the top 20 brands link to user generated content.

78% trust in friends' recommendations, 14% in advertising

70% of 18-34 year olds watched some sort of TV on the Internet

24 of the top 25 newspapers are declining in sales

Obama had 3M Facebook supporters on election day, McCain 600k.

Source: Forrester Research, ComScore, eMarketer, Livra

You're crazy! That is irrelevant to Turkey!

> Yes, these Argentines are crazy

Facebook is the 2nd most popular website in Turkey

4th largest Facebook population in Facebook with over 10 million users

3rd largest population in Windows Live Messenger with 23 million users

Turkey is in the top 15 countries with most Internet Users

Internet Penetration is above 35%

Source: WebRazzi, Internet World Stats

### Some lessons

# from Latam

# Paralell Testing

Sample Re-design

Survey Re-design

Not for everything









# Research in a 2.0 world?

F. 0 ..... S...... D...... L.....

ŝ



### Communities

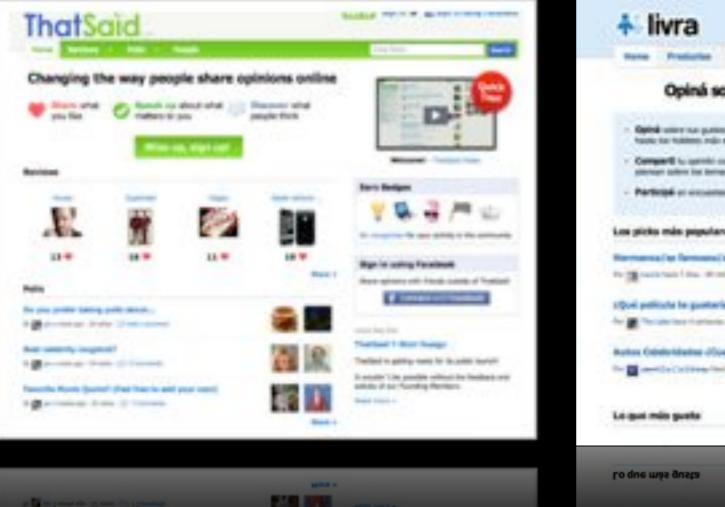
Social Media Tracking

### Crowdsourcing

Listen MORE and ask LESS

## Using social media to tackle

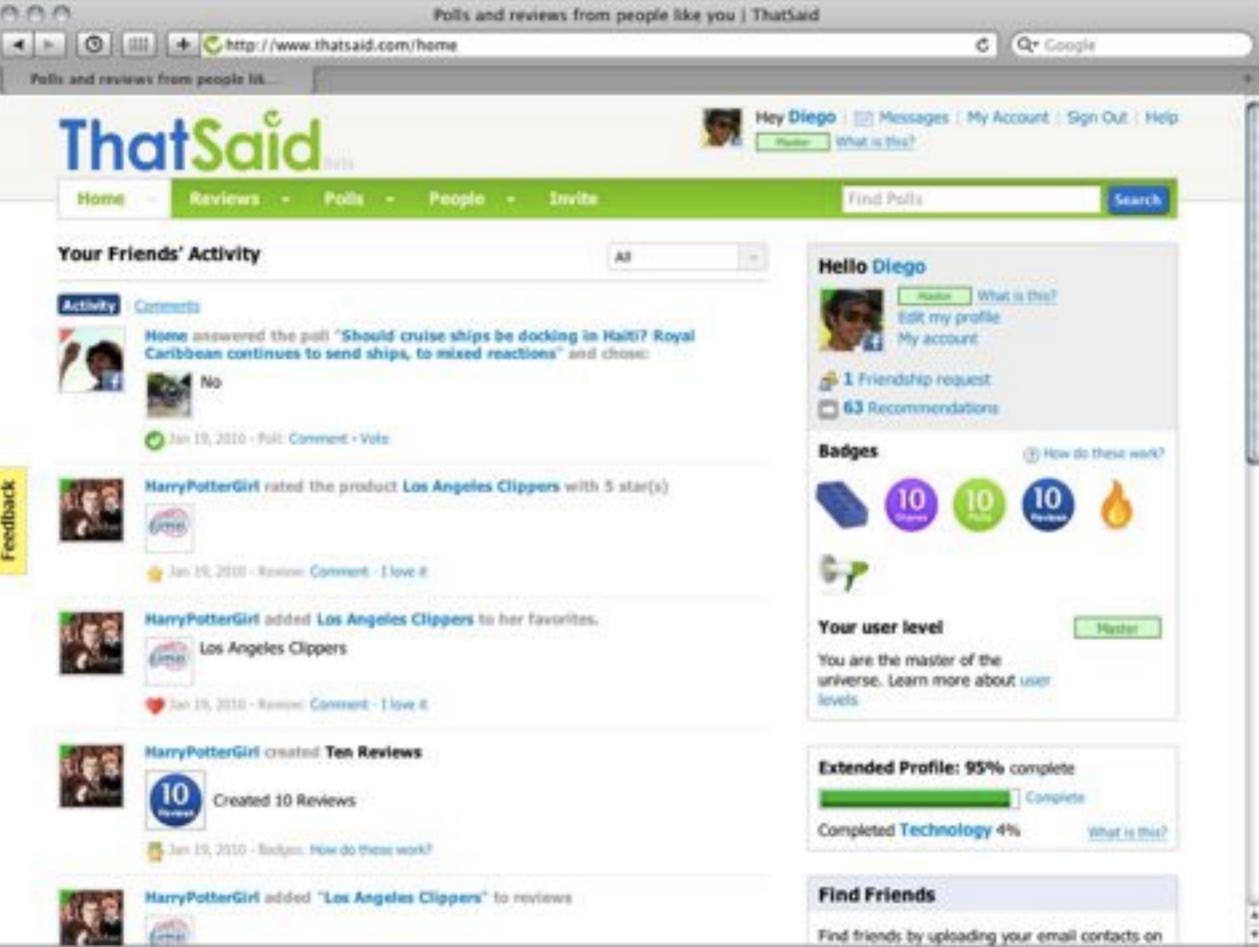
## a research problem

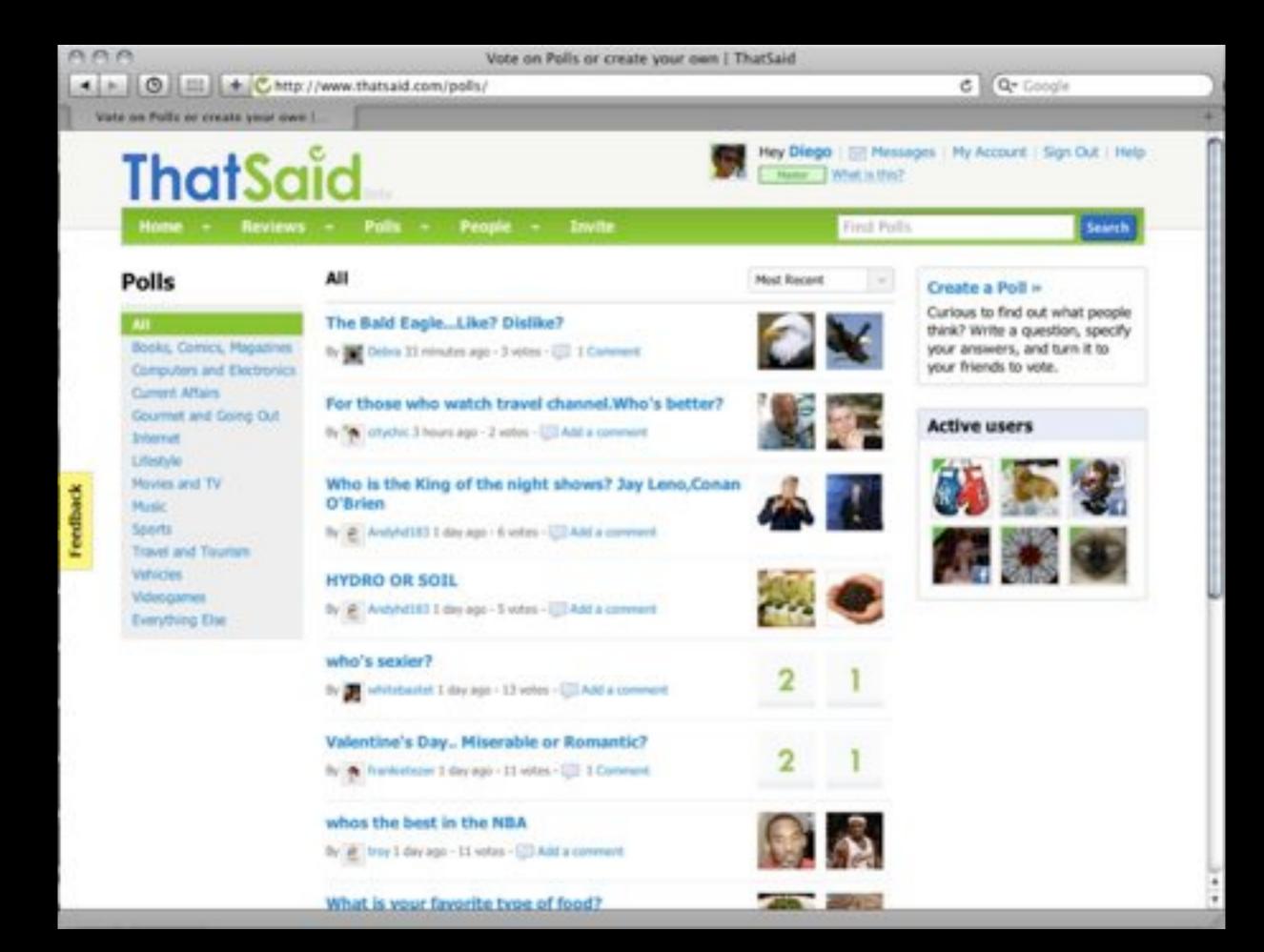




Real controls require the formula









Sign lin er Sign in using Pacebook

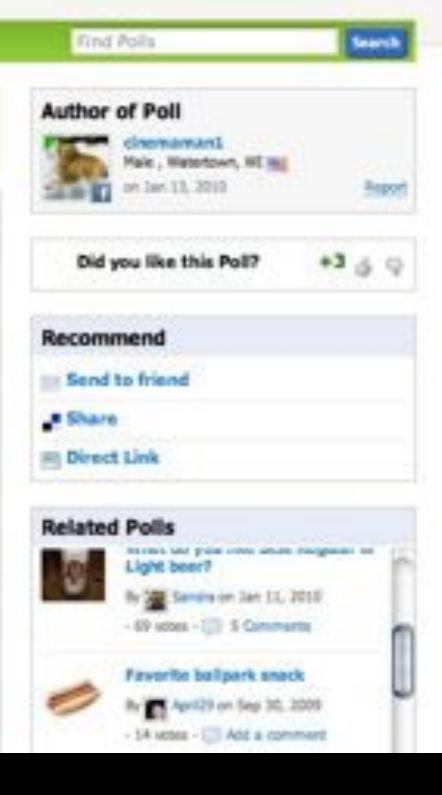
People

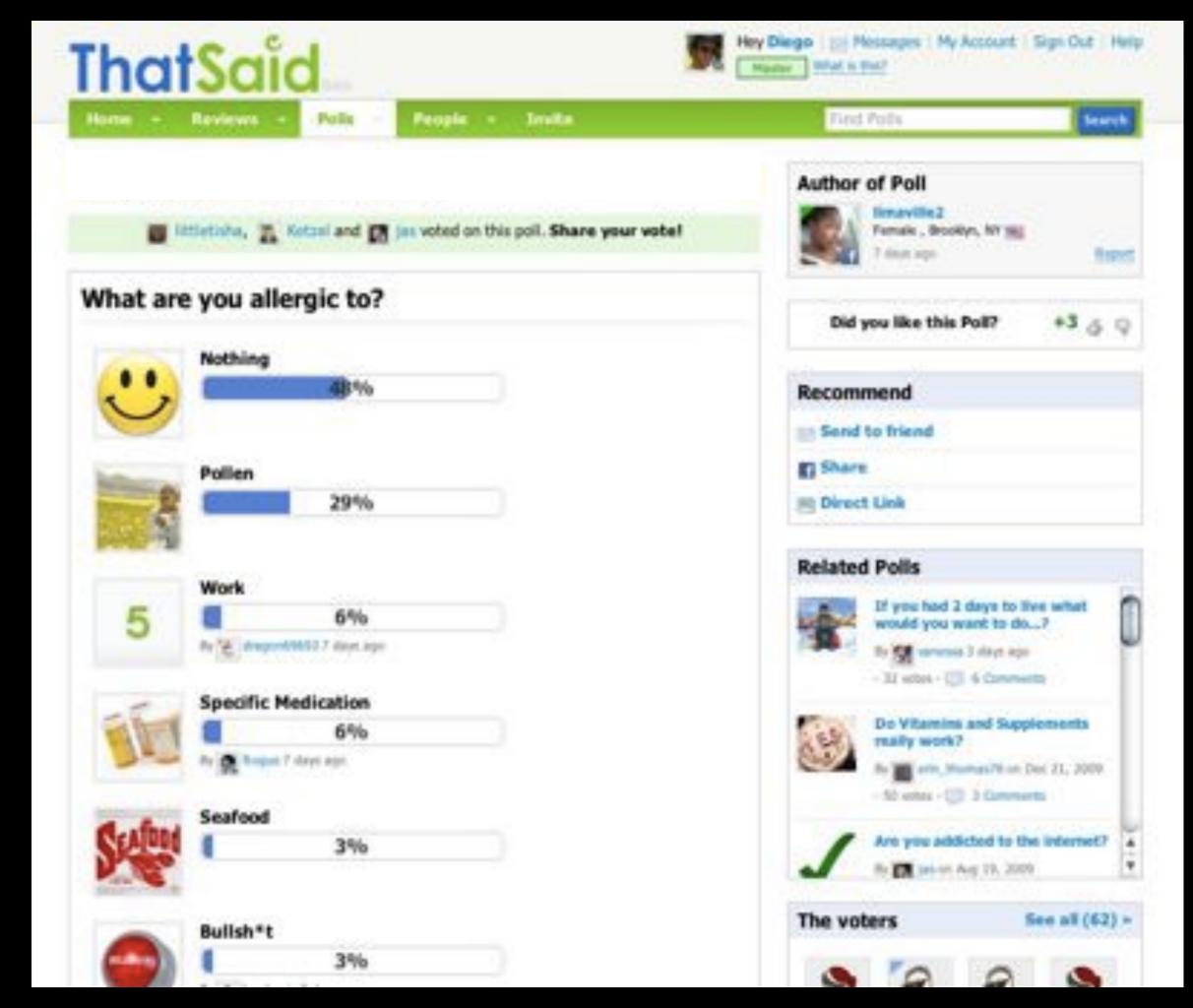
#### Share your vote!

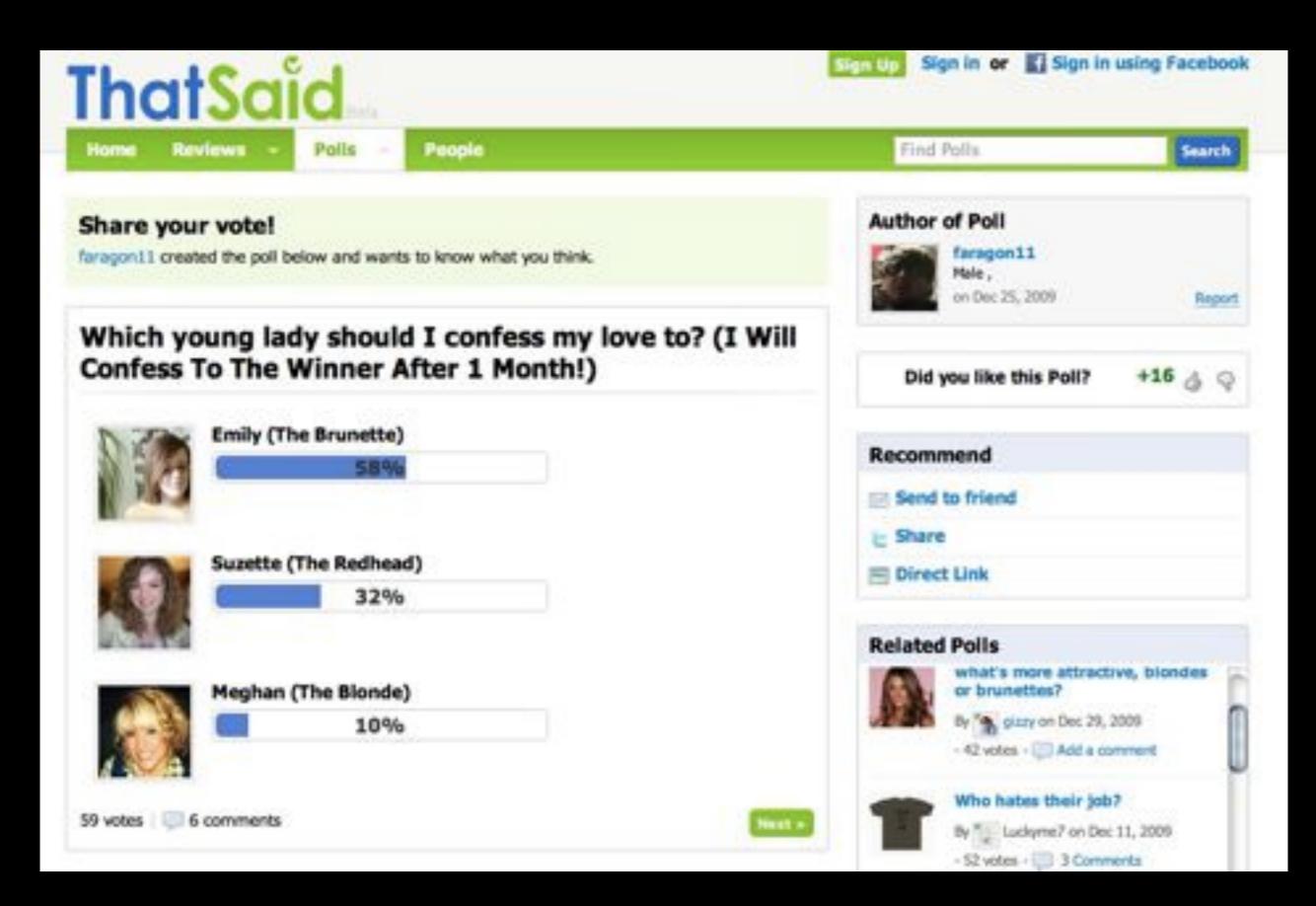
cinemamand created the poll below and wants to know what you think.

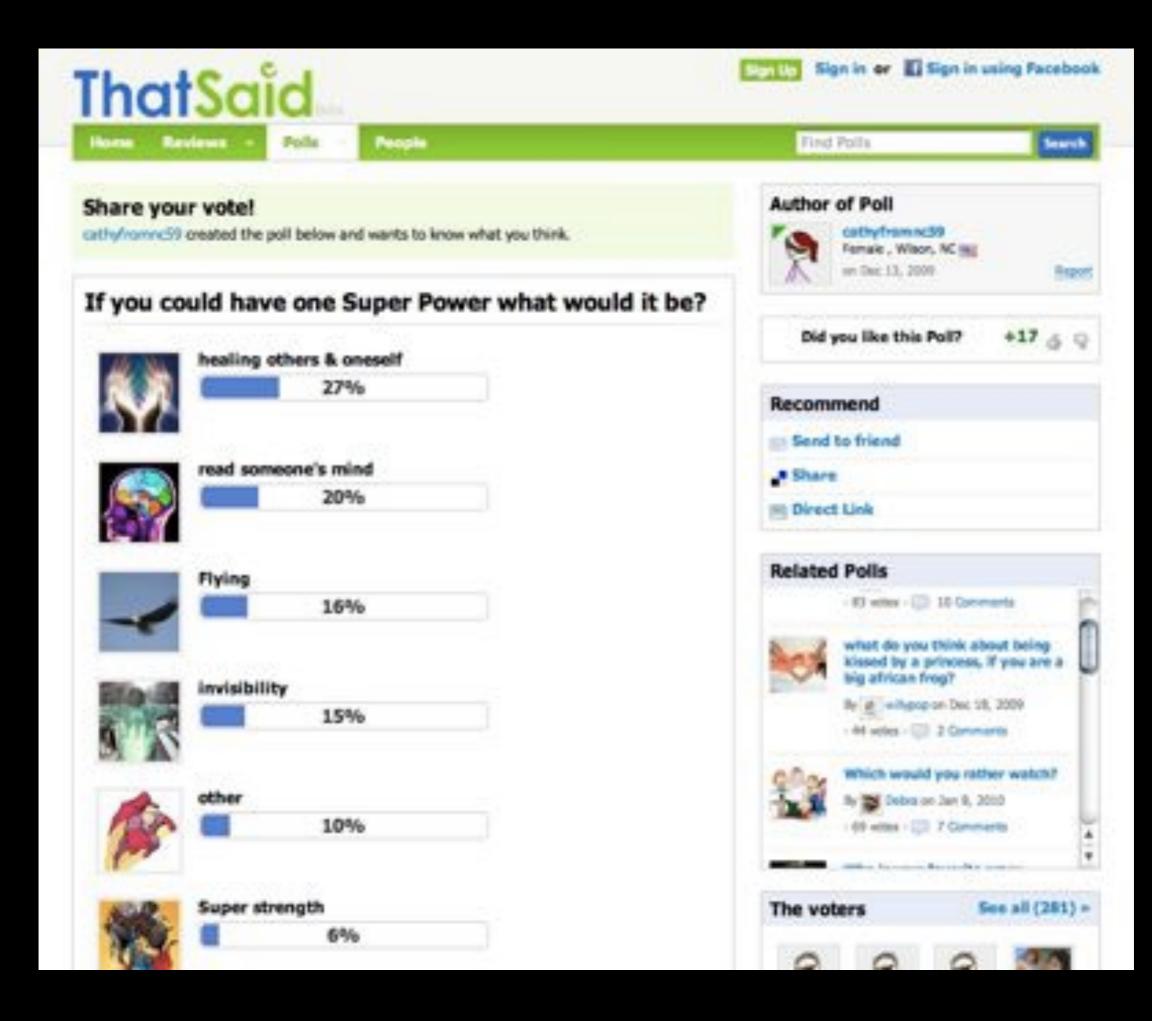
#### What is your favorite?

	pepsi	26%	
ecoleria	coke	24%	
Rapping	Dr. Pepper	13%	
AW	A&W Root B	ser 5%	









#### 16 comments

Most Recent



#### NightowIT3 said

That is a thought, I would love to change the lottery to be in my favor!! I can't even imagine how wonderful it would be to have money!! I'm very poor, so any extra money would be a treat!!

# weeks apc - For reply please topin - Report



#### snowlover09 said

I would choose the ability to change the outcome of things. Like the election, the lottery and the future.

4 weeks ago - For maly please lagit - Report



#### Bluedodge said

Tv always wanted to fly. I could get places guicker and wouldn't have to drive in this horrible traffic.

# weeks ago - For reply please login - Report



#### NightowITJ said

Being in chronic pain for over 18yrs. I would do just about anything to stop being this miserable!!

# weeks ago - For suply please login - Report



#### selber said

I would want the power of looking into a gus's brain and knowing how he is going to be before I start dating him.

on Jan 35, 2013 - For mark please login - Report



#### Synthia 23 said

I have a weak body, so if I could have super strength. That would just be bevvific.

un Jan 24, 2013 - For mply please kopn - Report



#### ogrohoske said

surveyjohn68 - which ones would you be talking about?

pet Jan 6, 2010 - For eight please login - Report





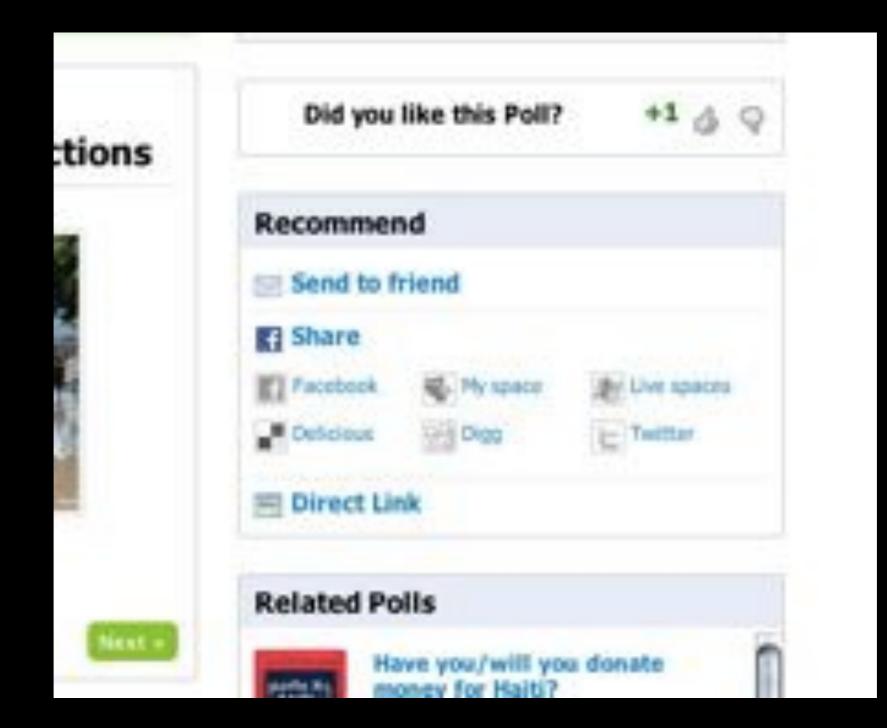








9



Yes	No			
See results		Next -		
Embed this poll in your blog or site				
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Choose Skin. This selection modify the source before.		Close		
4 comments				
Debra said The USA is too involved in too many o	Charles and	the greatest movie (	of all time?	Commenta
Timester and Renks Percet - Delete		Wizard of Oz	37 %	
		Gone With the Wind	15 %	
	100	It's A Wonderful Life	12 %	
	BEARET.	Citizen Kane	10 %	
	5-5		21 Votes	
	Pl ostic70	13		Perform

# Social media is changing how people communicate

## Surveys have to adapt

## Listen and blend

No need to wait

## Thank you! diego@livra.net twitter: diemel