



 @EstrellaGualda

#refugees

#rifugiati

#refugiados

Social Media and Immigration in our difficult times: Examples from Europe and the U.S.

Estrella Gualda (estrella@uhu.es)

Universidad de Huelva, www.eseis.es/estrella



#refugies #fluechlinge

Marzo 20, 2017, 3 - 4:30 p.m.
Roatch-Haskell Lecture Tucson
Arizona State University
School of Social Work



Linda Haskell
Memorial Lecture

ASU Arizona State University
School of Social Work

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Prof. Martinez-Brawley Roatch-Haskell Lecture

Prof. Martinez-Brawley Roatch-Haskell Lecture

Haskell lecture

past event archive

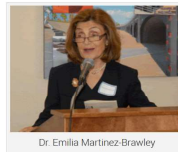
Roatch lecture

past event archive

research

The Office of the Distinguished Professor

Dr. Emilia Martinez-Brawley's research focuses on social service delivery in rural areas, intercultural issues and different ways of understanding. Recently she has focused on international migration patterns, particularly of agricultural workers. She has carried out research in Latin America, Europe, Australia, Israel and has lectured extensively as a Fulbright scholar and an invited speaker. [View full bio.](#)



John F. Roatch Global Lecture Series

The John F. Roatch Global Lecture Series on Social Policy and Practice is an annual event that hosts an internationally known scholar to lecture on a topic of global reach and social significance to the Arizona community. The John F. Roatch Global Lecture series was established by John and Mary Roatch to expand the parameters of global understanding in the Phoenix community.



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John F. Roatch Global Lecture Series



The **John F. Roatch Global Lecture Series on Social Policy and Practice** is an annual event that hosts an internationally known scholar to lecture on a topic of global reach and social significance to the Arizona community.

The John F. and Mary Roatch Endowment supports the global lecture series and, in conjunction with other partners, occasionally sponsors additional events. The lectures are free to the public and a copy of previous lectures can be viewed through this site or at the ASU Hayden Library.

the donors



The John F. Roatch Endowment was created by gifts made to the university by John and Mary Roatch. The endowment provides support for the Global Lecture Series on Social Policy and Practice. The endowment activities are organized through the office of Emilia E. Martinez-Brawley, the John F. Roatch Distinguished Professor at the College of Public Programs. We thank John for his vision, Mary for her continued support, and their son, David, for his enthusiastic participation in the endowment's activities.

https://socialwork.asu.edu/haskell

ASU Arizona State University
School of Social Work

ASU

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Linda Haskell Memorial Master Class

Prof. Martinez-Brawley Roatch-Haskell Lecture

Haskell lecture

past event archive

Roatch lecture

research

2017 Combined Lecture

The master class capitalizes on national talent to create an interactive forum for the discussion of current topics of concern to human services practitioners in Arizona. The Linda Haskell Memorial Master Class on Current Social Events Fund was established by Rose and William Haskell to honor the memory of their daughter Linda, a social worker.



A social worker for 18 years in the Palo Alto area, Linda Haskell (pictured right) received her bachelor's degree from Michigan State University and a master's from Michigan State University. She was born in Youngstown, Ohio and was the third daughter of Mr. and Mrs. William E. Haskell. Ms. Haskell died at age 45 from injuries suffered when her car was struck by a vehicle driven by a drunk driver fleeing the police.

Thanks!

My approach: From the Mediterranean



Spain
Andalusian Region
Province of Huelva

Nearest countries:
Portugal (West)
Morocco (South)
France (North)
Italy (East)



The Importance of Social Media (Twitter, Facebook...) and *Big Data*

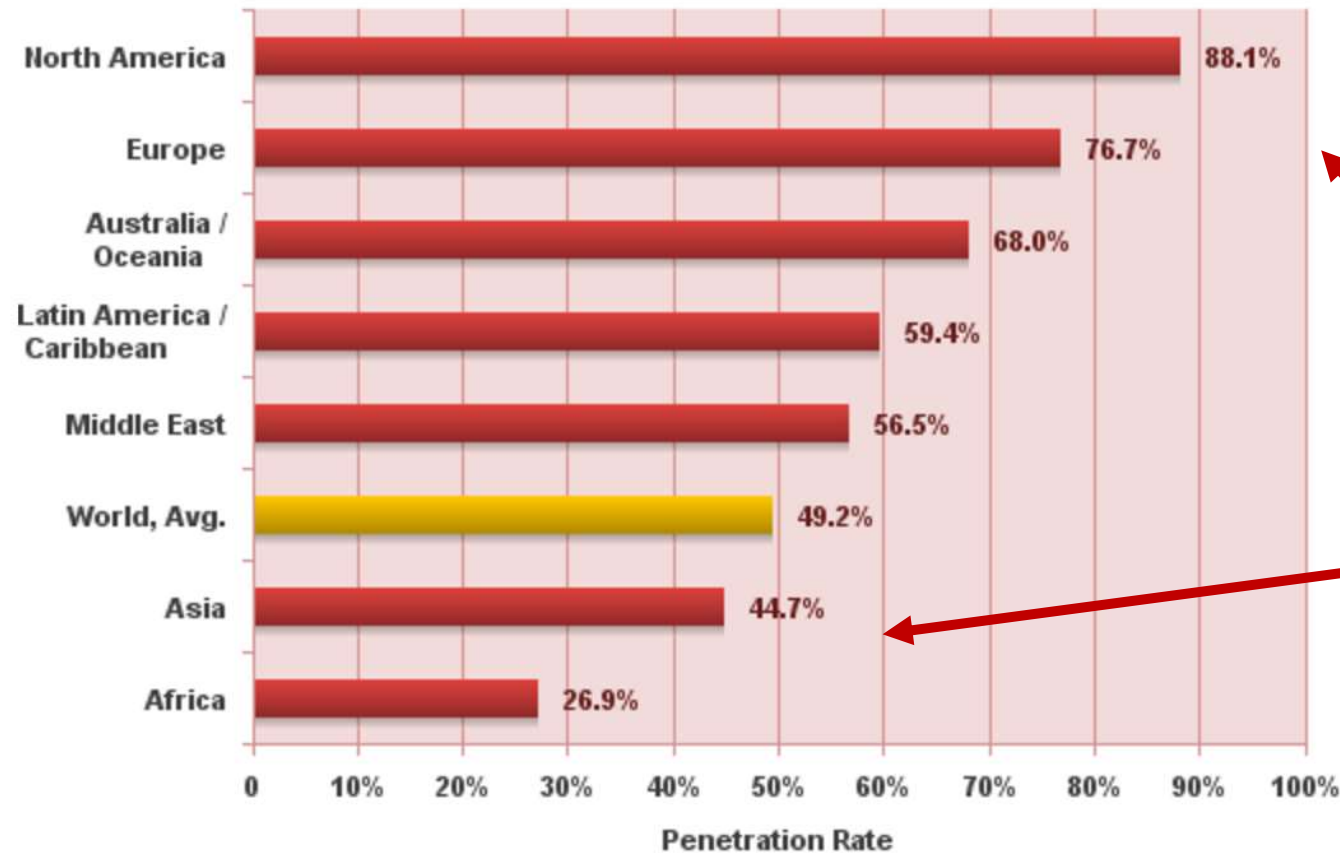
- It goes **viral**. It allows for **instantaneous** dissemination
- They represent part of Social Reality
- Some people use **NICKnames**. They **feel free** to produce **ANONYMOUS DISCOURSES**



➔ Discourses that emerge are not always “politically correct”

- Participation of People on Social Media produce an increase of “**Social Big Data**” in the World
- This **Open DATA** are an important source for Social Research

Internet World Penetration Rates by Geographic Regions - Dec. 2016



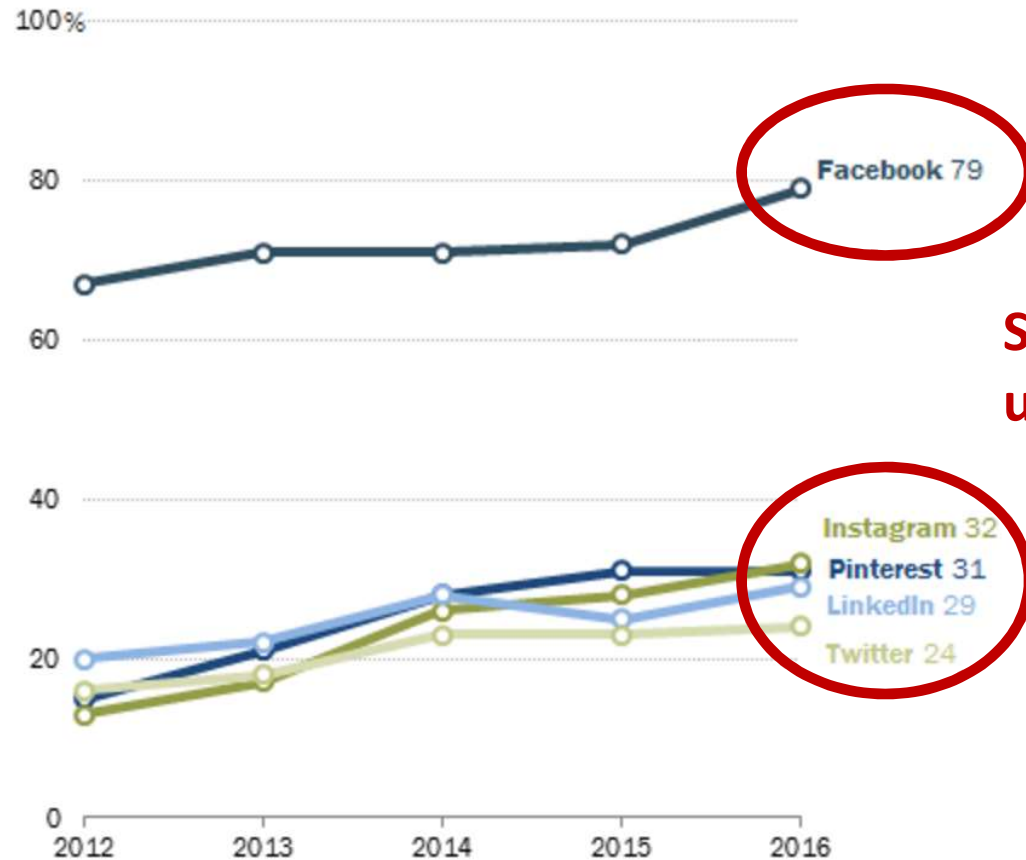
**Inequality and
Technological
Gaps**

Source: Internet World Stats - www.internetworldstats.com/stats.htm
Penetration Rates are based on a world population of 7,519,028,970
and 3,696,238,430 estimated Internet users on December 30, 2016.
Copyright © 2017, Miniwatts Marketing Group

Internet World Stats: <http://www.internetworldstats.com/stats.htm>

Facebook remains the most popular social media platform

% of online adults who use ...



Social Media Platforms usage in the US

Greenwood, Perrin and Duggan (2016): Social Media Update 2016. Facebook usage and engagement is on the rise, while adoption of other platforms holds steady.

In

<http://www.pewinternet.org/2016/11/11/social-media-update-2016/>

Note: 86% of Americans are currently internet users
Source: Survey conducted March 7-April 4, 2016.
"Social Media Update 2016"

PEW RESEARCH CENTER

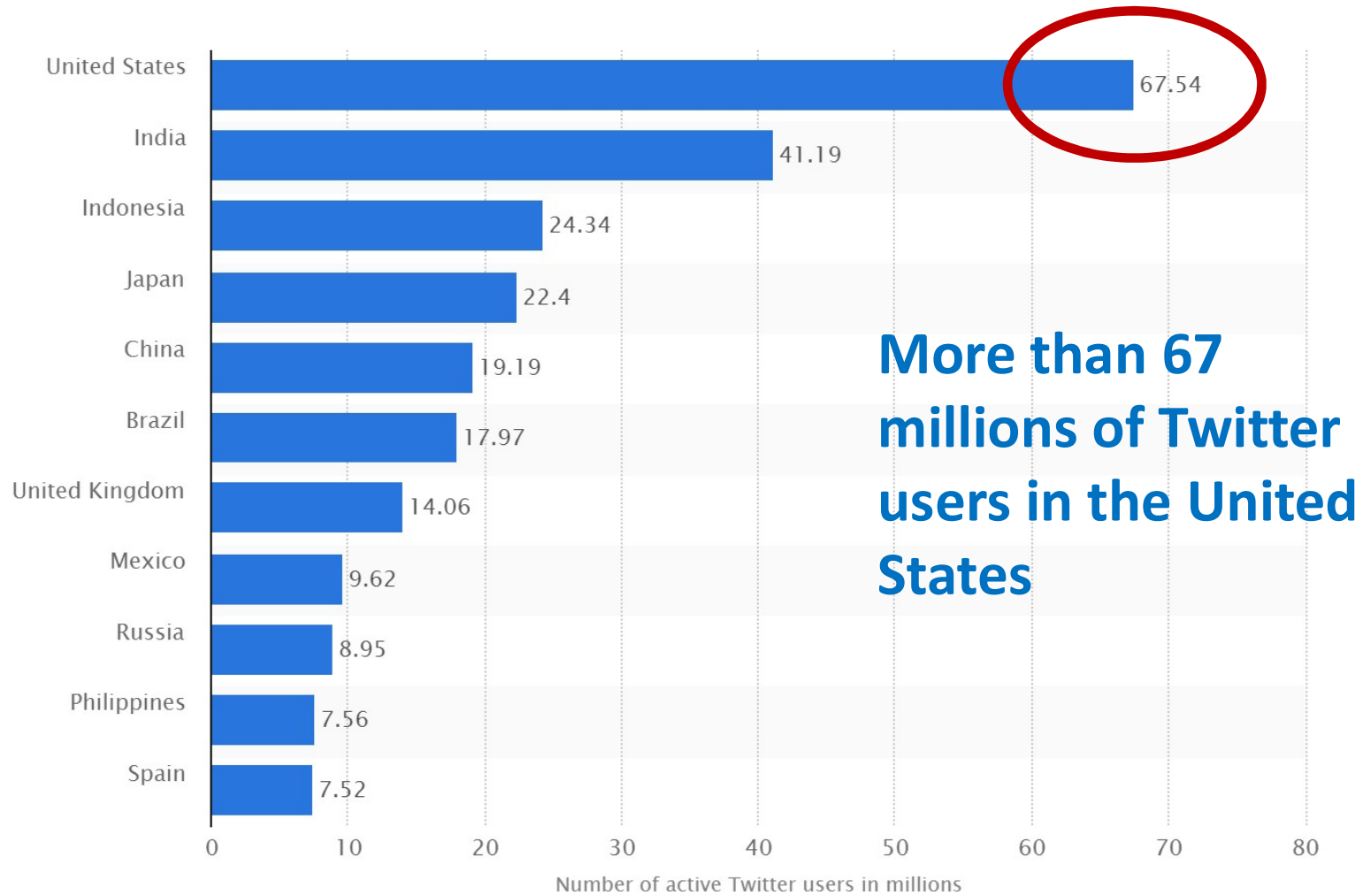
Why Twitter?



- **Open Network** – API* – Live!!
- Alexa (8^o position in the US, March
- Users change it: **#SocialTagging**
– *‘What is happening?’* (Twitter)
- All reality is not there, but there is an important sample: **Big Data**
- It is as a **“taste”** of Social Reality
- **Direct and Indirect influx on Society: Source of information for Journalists**

*API: Application Programming Interface

Number of active Twitter users in leading markets as of May 2016 (in millions)



<https://www.statista.com/statistics/242606/number-of-active-twitter-users-in-selected-countries/>

EU Immigration & Refugees Framework



European Union Framework

Promotion of Intercultural Cities, Diversity Management and Integration of Immigrants in Europe

- **Today:** At a crossroad that range from solidarity and humanity to an important restriction of refugee's human rights across Europe.
- **Coexistence** and Integration problems ("Refugee Crisis")

Challenge:

- How to articulate this orientation coherently with the refugees crisis, and new expressions of hate and racism to refugees and immigrants?
- Managing the refugee crisis is the Agenda

Intercultural Cities Europe

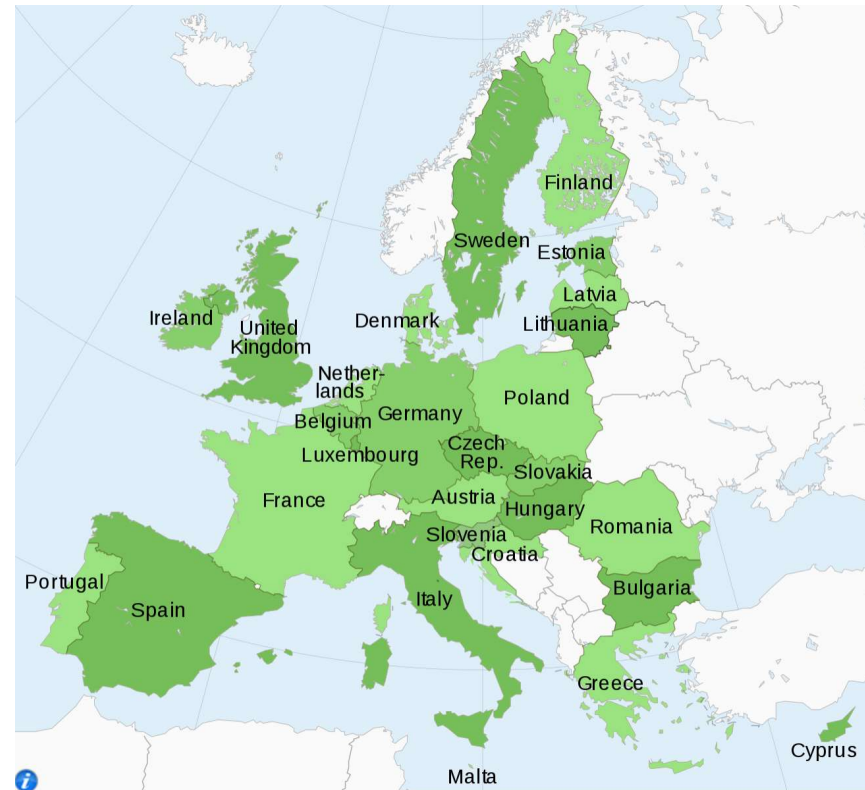


<https://www.coe.int/en/web/interculturalcities/what>

<https://rm.coe.int/CoERMPublicCommonSearchServices/DisplayDCTMContent?documentId=0900001680483cd4>

European Union Today

Priority to the development of a **secure, stable and respectful environment** with the law and Common asylum policy based on **solidarity, responsibility and the relationships between immigration and integration** (European Commission, Department of "Migrations and Home Affairs", 2016).



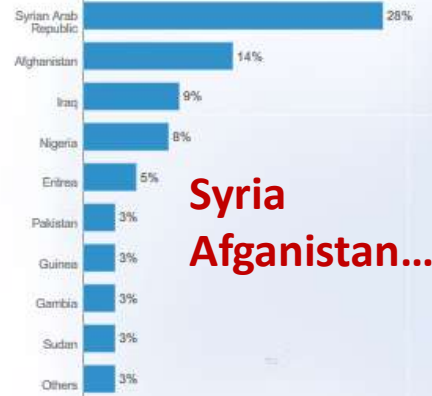
Refugees/Migrants Emergency Response - Mediterranean



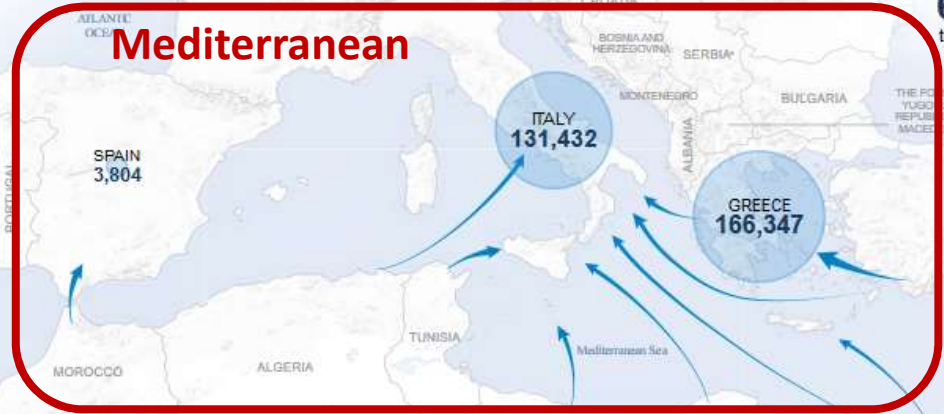
Increasing numbers of refugees and migrants take their chances aboard unseaworthy boats and dinghies in a desperate bid to reach Europe. The vast majority of those attempting this dangerous crossing are in need of international protection, fleeing war violence and persecution in their country of origin. Every year these movements continue to exact a devastating toll on human life.

Top-10 nationalities of Mediterranean sea arrivals

Top-10 nationalities represent 79% of the sea arrivals based on arrivals since 1 Jan 2016



Syria
Afghanistan...



301,583 arrivals by sea in 2016

1,015,078 arrivals by sea in 2015

3,498 dead/missing in 2016

61% of arrivals come from the world's top 10 refugee-producing countries

Comparison of monthly Mediterranean sea arrivals 2015 2016

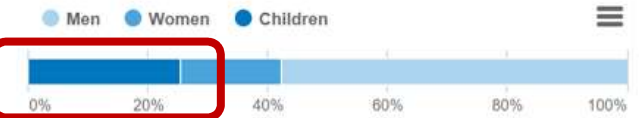
Evolution - Mediterranean Sea

Dead and missing

537

Last updated 12 Mar 2017

Demography



<http://data2.unhcr.org/en/situations/mediterranean>

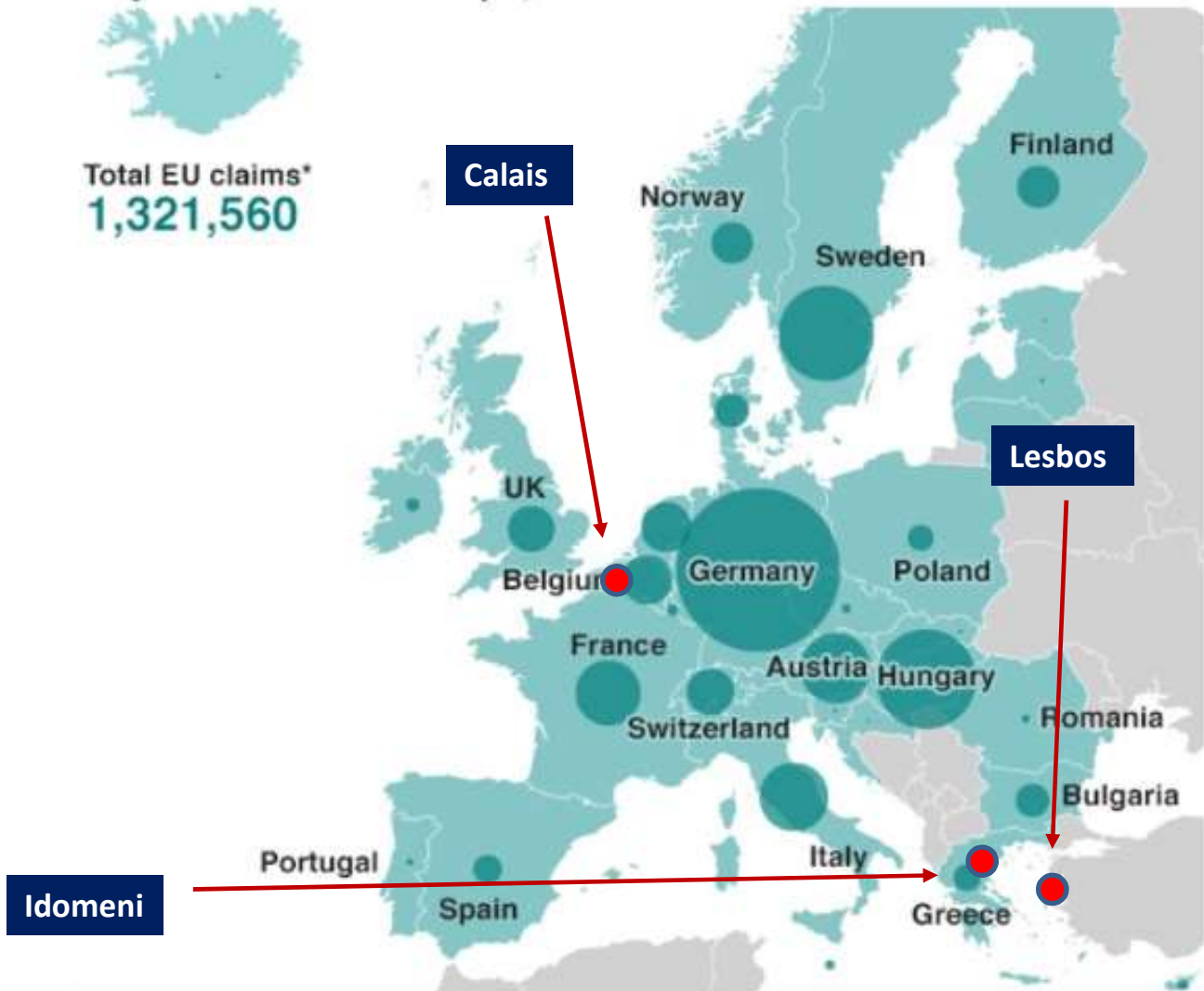
1/3 Children !!!



Asylum claims in Europe, 2015



Total EU claims*
1,321,560



@EstrellaGualda

Asylum Claims by Destination

Great concern in Germany

Hotspots in Twitter discourses

- “Jungle Calais”
- Lesbos
- Idomeni
- ...

Source: BBC News

Refugees crisis: Main issues today [@EstrellaGualda](#)

in political agendas

- Unprecedented Global Humanitarian Crisis
- Difficult to manage & Problems
 - Quota of resettlement and relocation
 - Solidary distribution between countries
 - Vulnerability of asylum rights of refugees
 - Slowness of procedures
 - States that **not accept more** refugees
 - Harsh policy of **border control**
 - **Deaths and precarious living conditions in the camps** (such as Calais or Idomeni)
 - European Union and Turkey have signed an agreement
Problems is Turkey do not respect Human Rights
- Public opinion not indiferent in Society neither in Social Networks



International Research on 'Refugees in Twitter': Discourses and Actors

- **Research Progress**
 - On line – Off line approaches
 - Internal – External Dynamics
 - Organization Social Media and NGOs

- **Comparative approaches**

Europe and the US





140 characters



@EstrellaGualda

Objectives

- Identification of main public discourses disseminated through Twitter
 - MICROdiscourses around the string “refugees”
- Compare international approaches to the refugees crisis in different countries in Europe and in the World through Twitter
 - *Refugiados – Refugees – Fluechlinge –*
 - *Refugies – Rifugiati -*
- Discover patterns in the recent discourses on refugees: Social Big Data > Intervention

Data collection from Twitter

- **More than 2 million tweets** about “refugees”. Search strings in different languages (English, French, German, Italian, Portuguese, and Spanish)
- From 14 December 2015, after the Paris Attacks to today, March 2017: Cumulative database

Filtering and data processing

Processing & Analysis

- Qualitative analysis: Content – Discourse – Sentiment analysis
- Social Networks Analysis: Actors
- Quantitative analysis
- Comparison between countries

Refugees' Discourses: Summary



POSITIVE AND SUPPORT DISCOURSES PRO REFUGEES - Critical, Sensitizing and Vindication Approaches		NEGATIVE DISCOURSES Rejection and Racism
<p><u>AGAINST EU POLICIES</u></p> <ul style="list-style-type: none"> *Borders and FORTRESS Europe *Turkya Agreement... 	<p><u>CLAIMING HUMAN RIGHTS</u></p> <ul style="list-style-type: none"> *Attacks on HR *Vulnerability of CHILDREN, WOMEN, OLDERS 	<p><u>BORDERS CONTROL</u></p> <ul style="list-style-type: none"> *WALL *Deportation *ProGun * Security
<p><u>AGAINST EUROPEAN GOVERNMENTS</u></p> <ul style="list-style-type: none"> *Not doing their best *Pasivity and slowness to welcome refugees 	<p><u>CLAIMING HUMANITY</u></p> <ul style="list-style-type: none"> *Shame of Europe *Dramas in Hotspots and the Mediterranean 	<p><u>PREJUDICE (“THE WORST”)</u></p> <ul style="list-style-type: none"> *Terrorism *Rape *Religius radicality

POLARIZED AND EMOTIONAL DISCOURSES

TWEETS PRO REFUGEES OR IMMIGRANTS

**Critical, Sensitizing
and Vindication Approaches**



Ireland Says Welcome @IRLsaysWelcome - 27 feb.
 TODAY, 3pm @ Ha'Penny Bridge. Join the Europe-wide action to call for
 #SafePassage facebook.com/events/7435671... #F27 #27F



@EstrellaGualda

PRO Discourses

#SafePassage



Mahmoud | #Gaza @_alhawajri - 29 feb.
 Desde las ciudades de Europa queremos hacer llegar un mensaje
 #SafePassage #ViesSegures #YoVoyPasajeSeguro #27F



EUROPE-WIDE ACTION TO CALL FOR SAFE PASSAGE

#safepassage – 27F
 #WorldRefugeesDay
 #DiaMundialDeLosRefugiados
 #20J

 **Panayot Nikolov**
@Panayot_Nikolov

Solidarity is the only one solution to the **#refugeecrisis** **#refugees** are human beings who have the same **#humanrights** like us **#refugeeswelcome**

Ver traducción

6:07 - 16 dic. 2015



Seg



@EstrellaGualda



Noelia González
@Noglez



Seguir

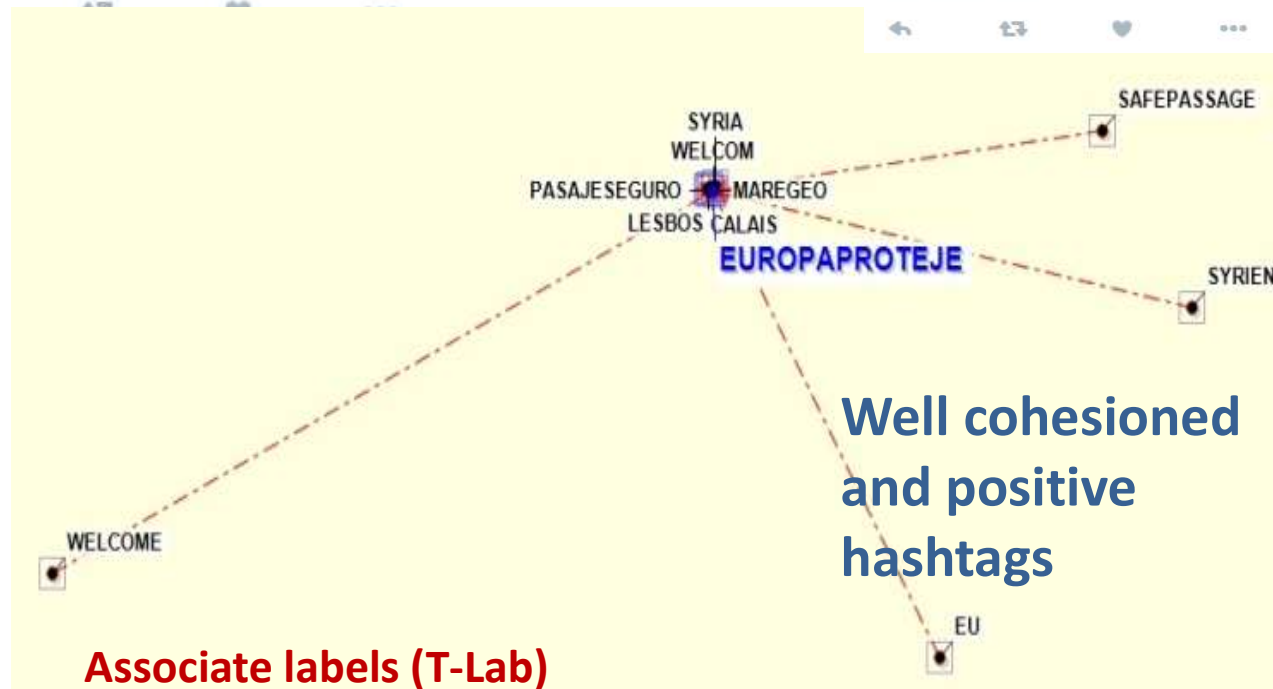
Por un **#PasajeSeguro**, el **#27F** nos vemos en las calles junto a cientos de ciudades en toda Europa por los **#Refugiados**



Desalambre @desalambre

Un teatro de Berlín despliega cientos de chalecos salvavidas de refugiados eldiario.es/cultura/Ai-Wei...

8:34 - 15 feb. 2016



Positive Discourses

Metaphors, symbols and Critics to EU




“Do not allow the Europe of Values sinks in the Mediterranean. Sign our request”



**#UErfanos = EU –
European Union
(Huérfanos = Orphans)**

**Condensed very
critical discourses
in a hashtag**

Tweet fijado
CEAR  @CEARRefugio · 6 h
R) Desplegamos bandera de #UErfanos frente a la CE para recordar que su acuerdo con Turquía sigue provocando muertes y sufrimiento #StopAcuerdo



Coordinadora ONGD, Médicos del Mundo, Accem and 2 others

Letter to Father Christmas(24 Dec 2016):

“A Child must never
see crying his
Father. It is
Christmas Eve also
for Refugees”

 @EstrellaGualda



Subversivos_
@subversivos_

 Seguir

#QueridoSanta:Un niño nunca debería ver
llorar a un padre, es #Nochebuena también
para los #refugiados
Feliz Navidad



RETWEETS 391 ME GUSTA 246



7:31 - 24 dic. 2015

 10  391  246

Asking for World Peace



Patricia V. Ponce
@PatIrlanda

 Seguir

#NoAlTerrorismo y mi corazón #Refugiados
los más vulnerables #PrayForBelgium
#PrayForPazMundial #prayforpeace



Bloody pingeon
in the fence

Redefinition and Rebuilding of “Terrorism” in Tweets

“Abandonment of Refugees to the cold weather and lack of hope must be a crime of terrorism”

#CrimeOfTerrorism

 [@EstrellaGualda](#)

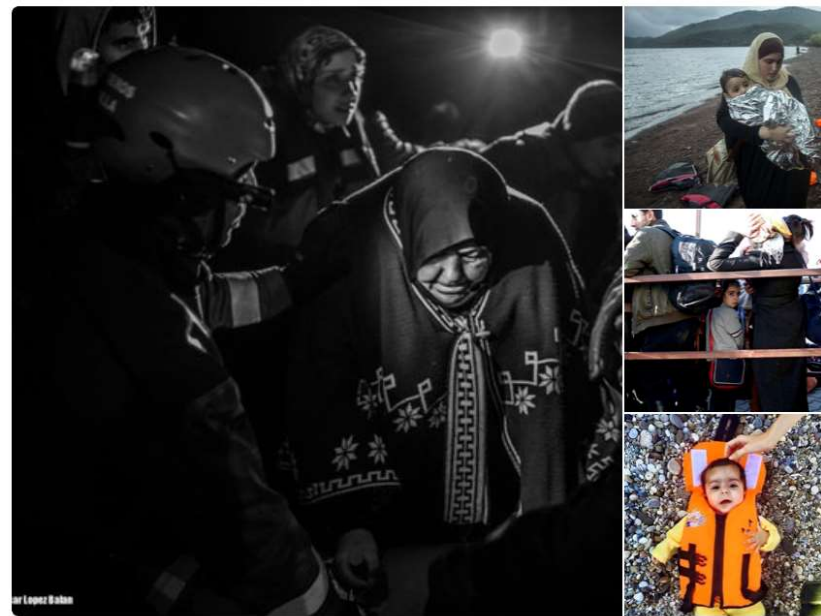
Children, Old people and Women: Vulnerability



Subversivos_
@subversivos_

 Seguir

Abandonar al frío y la desesperanza y las promesas rotas a los **#refugiados** debería de ser un **#DelitodeTerrorismo**



RETWEETS
232

ME GUSTA
116



6:33 - 14 feb. 2016

 6  232  116

#VergUEnza #shame... CHILDREN  [@EstrellaGualda](https://twitter.com/EstrellaGualda)
#Europeshame #Shameoneurope



Emotions:
Frustration, sorrow,
anger by the
passivity of
Europe.

**Vulnerability
Victims**



#LutoEnEuropa #VergUEnza #Shame #UErfanos

 @EstrellaGualda

Mourning in
Europe



Drama through
Children



Memories of Aylan



Thomas van Linge @arabthomness · 23 abr.

L: **Aylan** Kurdi, drowned in Mediterranean in September 2015

R: Zakariya AbdelSalam, killed by regime in #Aleppo today



r/@Lissly



32



12





@EstrellaGualda



UNICEF Australia

@unicefaustralia



Seguir

70 years on from World War II, the situation for children on the move through Europe looks eerily familiar [unicef.org.au/blog/december- ...](http://unicef.org.au/blog/december-...)
#refugees



Wilfrid Estève

@Wilfrid_Esteve



Seguir

Dans l'affaire des 10.000 #enfants #réfugiés disparus, les États européens sont les premiers coupables [slate.fr/story/113689/e ...](http://slate.fr/story/113689/e...)
#enfant

In the issue of 10.000 #Children #Refugees disappeared...European States are the Firsts Guilties

TWEETS AGAINST REFUGEES OR IMMIGRANTS

“They” are the Worst

 @EstrellaGualda



Robin Hood @Sherwode_Forest · 29 abr.

Rapes, sexual assaults by migrants increase dramatically in Germany and Sweden



Keleigh @BarbieKeleigh · 7 ene.

All that has contributed to & resulted from the **#RapeRefugees** nightmare makes me want more guns. 🗡️🚫 **#ProGun** **#MediaCensorship** **#AntImmigrant**



‘Cologne is every day’: Europe’s rape epidemic

GERMANY, Sweden and other European countries are facing growing public unrest amid a wave of reports of sexual assaults since the Colo...

news.com.au

Rapes

Cologne

ProGun

See Nicknames!!

Deportation



Jack Buffington III @buffingtonthe3 · 7 ene.

I would give **#Muslims** in Europe two options 1) Immediate self-deportation 2) Denounce **#Islam** or face arrest/execution **#Cologne** **#Raperefugees**





Brains The Weapon
@KahlenbergsErbe



Seguir



@EstrellaGualda

#Refugees just have to respect #women,
#freedom and #enlightenment! Uhm...hold
on...damn #islamistheproblem! #flüchtlinge
#grenzendicht

Ver traducción

RETWEET
1



9:40 - 25 ene. 2016



Booze Cruz
@DropOutJeb



axel
@axelmojave

Seguir

#Germany is ruining Europe!
#IStandWithViktorOrban #Hungary #Polska
#Brexit #leaveEU #Syria #ISIS #Refugees
investmentwatchblog.com/refugee-crisis ...

When will #refugees realize that we do not
want them in our country? If you're not happy
with yours, FIGHT FOR CHANGE.
#RefugeesNotWelcome

Ver traducción

ME GUSTA
1



Invasion and War Metaphors against Refugees and Immigrants



Fears and Threats

- They Colonize Us
- They Replace Us
- They Destroy Us

***“150 Refugees will
Colonize a burgundy
Village of only 450
inhabitants”***

ElogiodelasFronteras
@contrainfo_

150 "refugiados" colonizarán un pueblo de Borgoña de sólo 450 habitantes.
[#nosreemplazan](#) [#nosdestruyen](#)

Robert Ménard @RobertMenardFR
L'État impose 150 #migrants dans un village de 450 hab en Bourgogne. Le #GrandRemplacement n'est plus un fantasme !
lejsl.com/edition-charol...

RETWEETS 5 ME GUSTA 2

3:06 - 28 mar. 2016

5 2

**Always tweeting with
this orientation: Plann**

“They” are the Worst: We Do Not Want Them

 @EstrellaGualda



DNJ ~ Jaén
@DNJaen

 Seguir

No son refugiados, son violadores, terroristas, traficantes...

[#StopIslam](#) [#DefendEurope](#)

RETWEETS
9

ME GUSTA
8



11:59 - 22 mar. 2016

  9  8

***“They are not
Refugees, they are
rapers,
Terrorists,
smugglers...”***



Evropa despierta
@EvropaDespierta

 Seguir

No todo es trigo limpio en el tremendo flujo de refugiados, [#PrayForEurope](#) [#DefendEurope](#)



RETWEETS
4

ME GUSTA
3



2:47 - 15 jul. 2016

 1  4  3

War Metaphors: Invaders

Justify Violence
& Walls

#DefendEurope
“They are criminal
Invasors, not refugees
and immigrants”

Visually argued

 **Corso**
@Corso_88 Seguir

#EsDeCobardes decir que son refugiados e inmigrantes. Son invasores criminales.**#DefendEurope**



RETWEETS 15 ME GUSTA 11

5:27 - 11 oct. 2016

1 15 11

**Melilla Fence
(Borders Spain & Morocco)**



- “Fortress Europe” from Ceuta & Melilla Fences
- “Pateras” (small boats) entering Europe through Spain (mafia)
- Humanitarian Help
- Deaths & Deportations



If they are “invaders”, of course, we need a Wall

 **Donald J. Trump** 
[@realDonaldTrump](#) 

13 Syrian refugees were caught trying to get into the U.S. through the Southern Border. How many made it? WE NEED THE WALL!

 Traducir del inglés


RETWEETS 5.539 ME GUSTA 12.092



7:53 - 22 nov. 2015

 1,5K  5,5K  12K

 **Irma Hinojosa** 
[@latinaafortump](#) 

Thanks to Trump the Wall will be build and Muslim refugees will be banned from entry therefore securing the safety of our great citizens. 

 Traducir del inglés

Trump to order Mexican border wall, ban refugees from 7 Muslim countries

Published time: 25 Jan, 2017 11:01

Edited time: 25 Jan, 2017 13:46



RETWEETS 810 ME GUSTA 1.781



7:48 - 25 ene. 2017

 95  810  1,8K

COUNTERACTING DISCOURSES

TODAY

**(Individual, Non Profit Organizations,
some political parties)**

Welcoming Messages: #NoBanNoWall



Nader
@BonsaiSky

 Seguir

If you don't want Syrian refugees, then stop bombing Syria.

If you build a 20-foot wall, people will make a 21-foot ladder.

#NoBanNoWall

 Traducir del inglés

RETWEETS
444

ME GUSTA
614



13:26 - 25 ene. 2017

 29

 444

 614



chrissy
@Cuhhrissee

 Seguir

no ban, no wall, america's for all!
no hate, no fear, refugees are welcome here!

 Traducir del inglés



RETWEETS
316

ME GUSTA
652



14:47 - 29 ene. 2017 desde [Virginia Commonwealth University \(VCU\)](#)

 5

 316

 652

**Spanish Solidarity
NGOs and Civil Society trying to
change European policies :
Barcelona, Madrid...**

 [@EstrellaGualda](https://twitter.com/EstrellaGualda)



El cantautor y poeta español Marwan, hijo de un palestino y una española, actúa frente al Ayuntamiento de Madrid durante el acto por la acogida de refugiados. EFE RGL

**Movilizaciones en sesenta ciudades
españolas a favor de la acogida de
refugiados**

Spain, March 2017

Demonstrations in 60 Cities to Welcome Refugees

#VolemAcollir (#WeWantAccept)



Maria del Pozo Sierra @MPozosierra · 13 h

Ante la embajada de #EEUU: decimos NO a toda orden ejecutiva discriminatoria y SI a los refugiados #NoHateNoFear #SinMiedoNiOdio #YoAcojo

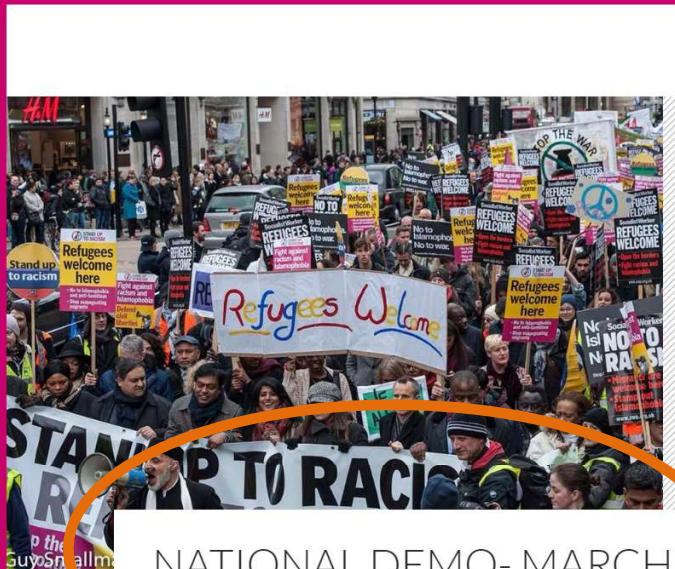


STAND UP TO RACISM

Sign up here to
Keep in touch

LOCAL STAND UP TO RACISM GROUPS

- Bristol
- Birmingham
- Bradford
- Cambridge
- Chesterfield & North
Derbyshire
- Coventry
- Derby
- East Lanc
- Hackney
- Harlow
- Islington
- Kirklees
- Leeds
- Leicester



NATIONAL DEMO- MARCH
18TH 2017

National demonstration: March Against
Racism March 18 2017, UN Anti-Racism Day

London: 12pm, (BBC) Portland Place, W1A 1AA



STAND UP TO RACISM

<http://www.standuptoracism.org.uk/national-demo-refugees-migrants-welcome-stand-racism-islamophobia-anti-semitism/>

#MarchAgainstRacism

Sat 18 March



Tweet fijado

@AntiRacismDay



Stand Up To Racism @AntiRacismDay · 39 min

30,000 out saying stand up to racism in parliament sq #MarchAgainstRacism

Traducir del inglés



Summary and Conclusions in the negative side

Stereotypes – Unfounded generalizations

Racist orientation (individual and organized, spontaneous and planned)

OverExaggerated in the negative

- Great focus on Muslim and hate to the Islam: #BanIslam, #Islamistheproblem, #raperefugees (Europe)
- Powerful metaphorical discourses generating fear and threats, suspicious, hate and alert messages

Justify border control and violences

(“Fortress Europe”, The Wall in the US)



@EstrellaGualda

Challenges

- **Challenge for Europe and the World: Integration and Diversity Management**
- **Peace and Human Rights – Humanity**
 - Promoting a pacific living together are necessary to avoid the increase racism and xenophobia
- **Key moment for Europe: Brexit & Refugees**
- **Open – Close Borders debates**

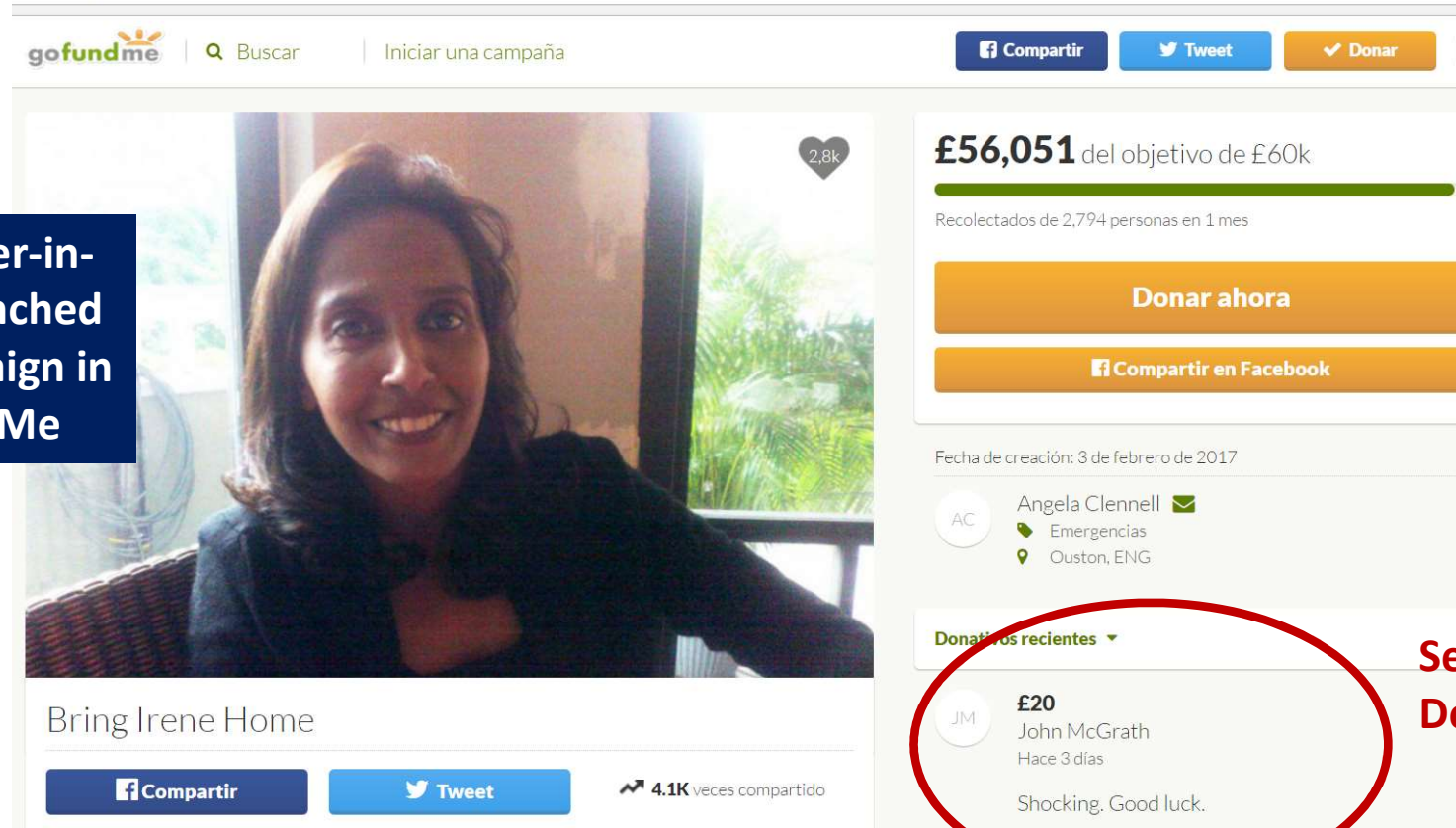
Hopes for Refugees and Immigrants

- **Solidarity is found: Lots of Campaigns**
- **Internationally organized: Doctors Without Borders, Savethechildren, CEAR Refugio, International Amnesty...**
- **NGOs and Citizens in the Street and Supporting Immigrants and Refugees**

Hope? Irene Clennell - UK

 @EstrellaGualda

/www.gofundme.com/bringirenehome



The screenshot shows a GoFundMe campaign page for 'Bring Irene Home'. The campaign is led by Angela Clennell, located in Ouston, ENG. It has raised £56,051 towards a goal of £60k, with 2,794 donors in one month. A recent donation of £20 by John McGrath is highlighted with a red circle. The campaign was created on February 3, 2017, and has been shared 4.1K times.

gofundme | 🔍 Buscar | Iniciar una campaña

Compartir | Tweet | Donar

2.8k

£56,051 del objetivo de £60k

Recolectados de 2,794 personas en 1 mes

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Her sister-in-law launched a campaign in GoFundMe



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Support in Social Networks

A Grandmother Has Been Deported Despite Living In Britain For The Past 30 Years

Europe: “To counteract the negativism about Immigration we have to set our sights much higher than walls”

Is it this
discourse
also in
the US?





#refugees #rifugiati #refugiados #fluechlinge #refugies

Social Media and Immigration in our difficult times: Examples from Europe and the U.S.

Estrella Gualda (estrella@uhu.es)

Universidad de Huelva, www.eseis.es/estrella

More info in:

<http://eseis.es/investigacion/big-data/refugees>

Gualda, E. and Rebollo, C. (2016) "Refugee crisis in Twitter: Diversity of Discourses at an European Crossroads", *Journal of Spatial and Organizational Dynamics*. Volume IV, Issue 3, pp.199-212.

http://www.cieo.pt/journal/2016/JSD_3_2016.pdf

