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Investigating the sources of receiving news when the internet is cut off in Iran and its consequences

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Abstract

The purpose of this study is to investigate the effect of Internet disconnection in Iran on the free flow of information and the type of sources of news received by the citizens of Tehran and its consequences. The research method of this survey and variable measurement tool is a standard researcher-made questionnaire, derived from the theoretical structure and on a Likert scale. While measuring the tendency of people to various media such as radio, television, newspapers, the Internet, social networks and satellites, we received in Iran before and after the nationwide shutdown of the Internet.(A total of 390 people studied in this study) That is 75.1% of respondents use mobile social networks to monitor news And on average, 59 percent of respondents spend at least three hours a day on social media, The findings also show that, except for the gender variable, other contextual variables (age, education, and income) are not significantly related to the type of news sources. According to the citizens of Tehran, the main consequence of the disconnection of the national Internet in November 2019 was the "reduction of freedom of expression" and the least consequence was the "disruption of interpersonal communication." Other consequences include increased public distrust, declining social media credibility, disruption of personal and business affairs, escalating divisions and dissatisfaction among the public, and increasing rumors.

Keywords: News, social networks, Internet outages, Iran

1. Introduction

John Thompson states in him influential study entitled Media and Modernity [4]: The use of communication media requires the emergence of new forms of action and interaction in the social world, new types of social relations and new ways of communicating with others and oneself.

Thus, the role of the media in the contemporary century has become more prominent every day. Today, the media have penetrated to the depths of societies through the discovery and application of new communication technologies and have had a significant and decisive impact on the direction of public opinion.

The interests, desires and experiences of human beings in the present century are based on communication and information. Only individuals or nations will be able to make the most of the new age to have the balance of power to organize and convey information properly to all members of society [5].

On the other hand, based on the findings of recent research by researchers, the expansion of social networks, the emergence of a new generation of mobile phones and its diverse services, The spread of the Internet and the tablet revolution have been among the most important communications developments since 2010.

Undoubtedly, over the past decade, all kinds of convergence in networked societies have led to the formation of all kinds of inclusive, biological media and the expansion of the use of social media. This is due to the serious changes in technology in this field and the transition from Web 1 to Web 2 and the preparation to enter Web 3.

In this evolving world of communication technology, Iranian society in recent years and due to the ups and downs that have changed along the path of political, social, economic and cultural change, etc. Thus, such a variable society faces challenges in terms of disseminating, transmitting, and free flow of information through technological means.

For example, on November 15-30, 2019, due to nationwide protests in Iran, the Internet was cut off throughout the country during this period. In this study, we tried to examine and evaluate the challenges and consequences of this global Internet outage on people's social and personal relationships.

Some thinkers believe that the media often serves to strengthen the control of the interests of the powerful, In my opinion, many researchers of this view cannot always be true, everywhere and in any media.
As McLuhan emphasized, the media is the message, and now the new media, the social media itself, is the message. And because of their high capacity for transparency, they serve the interests of public opinion and civil society more than they serve powerful interests.
Thus, due to the influential role of civil media, ie social networks, In this article, we want to find out how much time people spend on social media during the day? How popular are other media among the people? And how and from what sources do they follow the news and events when the internet is down? Also, what effect does the disconnection of the Internet have on society and people's relationships?

2. Theoretical foundations of research

- The emergence of popular media
There is no doubt that new means of communication in large contemporary societies on a global, regional, national and urban scale and Due to the lack of another solution for direct contact between members of large groups, The only factor in human communication is the development of social networks, which are the real voice and language of society.
If their work is closed or disrupted or they do not do their job well. If they do not know and observe their duties and responsibilities, there will be many difficulties in the development and progress of the people of the society.
One of these difficulties is the dissemination of incomplete, incorrect and false news and information or rumors. Today, new media play an important and key role in the development of democracy because their nature is based on the free flow of real and transparent information.
So social media today is a free medium to tell the truth and a court of justice to hold officials accountable to society and the people.
Also, due to the nature of hypertext and multimedia (new media) of social networks, the possibility of connecting people around the world without obstacles and in a short time has been facilitated. Therefore, the new method of communication has accelerated the exchange of thoughts and information and has increased its effectiveness.

- Media function
Information technology is the realization of the all-seeing (panoptic vision) Jeremy Bentham prison section, which Michel Foucault also emphasized and it has a similar effect on them [1].
Today, we accept that human reaction to mass media is different. People have different interests, education, personalities and backgrounds, and all of these factors play an important role in how they react to these media. The recent proliferation of "reader response" theories (the reader is referring to the media consumer) It shows that "audiences" play a very important role in giving meaning to the media [3].
Some theorists have even argued that the role of readers in finding meaning in the media is as important as the role of "creators" in conveying the subject through the media.
The typology and function of the media, according to Dennis Mac Quail and colleagues, is:

1. Information
- Search for the desired events and find out about the environment, the community
- Ask for advice on practical issues or theories, or decisions
- Satisfaction of curiosity and general interests in learning, self-learning
- Gain a sense of security through knowledge and information
2- Personal identity
- Strengthen personal values
- Find behavioral patterns
- Feeling of unity with valuable people in the media
-Self-discovery and introspection
3- Integration and social interaction
- Paying attention to the situation of others: social empathy
- Feeling united and belonging with others
- Gaining an excuse for conversation and social interaction
- Achieving companionship and replacing it with real life
-Helping in social roles
-Helping people to connect with family, friends and community
4- Fun and entertainment
- Escape from problems and deviate from them
- Gain peace of mind
-Gaining cultural and aesthetic pleasure
-Killing time
-Determine emotions
-Sexual stimuli [3]

Mac Quail also believes that finding insight into social situations and empathy, empathizing with others and gaining a sense of belonging, finding a basis and dialogue, social interaction, Filling the place of a real companion in life, helping to play social roles and empowering the individual to bond with the family, Friends and the community are the services that the media provide and through which they can strengthen social solidarity [3].
On the other hand, some of the most important functions and achievements of communication media in order to strengthen the social capital of any society are: Guiding public opinion when necessary, teaching the principles of citizenship and informing the people about their rights, strengthening national convergence, etc, it is also the clearest reason for the role of communication media in shaping civil society.
As a suitable platform for social capital, civil society owes its formation and development to the performance of the media.
Anthony Giddens sees communication and group media as tools for spreading social capital. He believes that these media are the means of identifying, continuing and promoting, preserving or transferring social capital.
The emergence of communication media and its massive expansion has reduced ambiguity in society. The relationship between social media and social trust in Giddens' thought is complex.
Giddens examines and compares trust and the factors that affect it in both traditional and modern societies. According to Giddens, it is in modern society that trust becomes a social issue.
Therefore, communication media, as one of the providers of social connection points, is related to the level of people's trust. James kelman is one of the people who believes in the impact of social media. According to him, actors are wise people who make a rational choice based on the calculation of

profit and loss from action. Trust requires assessing the position of the action and the amount of profit or loss from trust and distrust. This assessment is always based on a set of information; Because information can transfer our estimates from the probability of benefit to above the critical point [6].
kelman examines trust in two different social systems. The first system is a simple social system in which each actor, as a trustee, also contributes to the joint activity of interest.
He also believes that others will do the same. The second social system is more complex.
In this system, in addition to the trustworthy and trustworthy listener, there is a third factor that plays the role of the third factor in the process of social trust, that is, advisory intermediaries. This is related to the secondary role of communication media as intermediaries of trust in modern society. According to him, the mass media is increasingly becoming a medium that people trust to judge their various affairs [6].
Therefore, it can be inferred that the media, through providing sufficient information about the events and happenings of society and social institutions, pave the way for social trust.

- Pluralism; the essence of modern media
Pluralism in the field of media means the dissemination of different views in society by the media. This pluralism can be of two types: first, pluralism in relation to media content; This means that different groups can use a medium to express their views (internal pluralism), Another type of pluralism means that there are multiple media outlets in a society And each of the different groups and parties has its own media (external pluralism).

- Continuous drinking of information technology
The information technology paradigm relies on flexibility. Not only are processes reversible.
Organizations and institutions can also be reformed by rearranging their components. The distinguishing feature of the new technological paradigm configuration is its ability to reconfigure.
The technological revolution is the increasing convergence of certain technologies within a very coherent system, In which, old and separate technological paths become indistinguishable [2].
"In the past, networks were personal matters, and power was organized through central control and hierarchy (both political and economic power)," Castells said.
The institutions of society were essentially built around a vertical hierarchy.
Like governments, and churches that were built and centered on command-and-control systems and were able to mobilize resources based on discipline and direct control.
In this way, some temporary personal networks benefited from these centralized and hierarchical organizations to impose their interests and values on the rest of society.
"Only similar types of vertical organizations, such as garden armies or revolutionary parties, could stand up to them." [2]
But now the main difference is that we are organized not around personal networks, but around technology-armed information networks.
"They are able to manage any complexity and coordinate functions and perform tasks with very large and complex networks."
The world is increasingly networked, so competition is no longer between nations but between companies and individuals [2].

Cognitive Inconsistency Theory:

According to Leon Fastinger's theory of cognitive dissonance, humans tend to have messages and evidence that undermine their intellectual and value integrity. As long as they reach the mental and cognitive harmony within themselves, they will suppress or somehow interpret and distort them. Regarding the generalization of this theory to the objectives of the present study, it can be said that the media that fails to express the truth and all the opinions of the people It creates a phenomenon of cognitive dissonance in the audience, so to address this challenge, the audience turns to the media that leads them to cognitive coordination.

- Needs Theory:

Needs-seeking theories are divided into two categories: dependency theory and use-satisfaction theory: According to these two theories, the more responsive the media is to meeting the needs of the audience.
Therefore, the use and dependence of the audience on those medium increases.
Therefore, in Iran, due to the censorship of traditional media such as radio, television and the press, people (audiences) turn more to free and new media, ie social networks, to meet the information and news needs of the community.
And due to the responsiveness of these new media to the needs of the audience, the use-satisfaction and dependence of the audience on them increases.

- **Hypotheses:**

- Main Hypothesis 1: Selecting the type of news source source has a significant relationship with contextual characteristics (age, gender, education, income).
- The main assumption 2: Internet disconnection and lack of access to social networks has a significant relationship with the increase of negative personal and social consequences.
- Sub-assumption 1: Internet disconnection and lack of access to social networks are significantly associated with increased "gossip".
- Sub-assumption 2: Internet disconnection and lack of access to social networks have a significant relationship with the increase in "interpersonal communication disorder".
- Sub-assumption 3: Internet disconnection and lack of access to social networks have a significant relationship with increasing "personal and work disorder".
- Sub-assumption 4: Internet disconnection and lack of access to social networks have a significant relationship with increasing "people's distrust of the government."
- Sub-assumption 5: Internet disconnection and lack of access to social networks have a significant relationship with increasing "government discredit".
- Sub-assumption 6: Internet disconnection and lack of access to social networks have a significant relationship with the reduction of "freedom of expression".
- Sub-assumption 7: Internet disconnection and lack of access to social networks have a significant relationship with

increasing "severity of division and dissatisfaction among the people."
- Sub-assumption 8: Internet disconnection and lack of access to social networks to reduce news credibility
Social media has no effect.

3. Research method

The research method of this research is to survey and collect data from a researcher-made questionnaire with a total of 30 questions, which in the first part of the questions are closed and multi-choice (9 items).
The background information and type of media used by the audience before the Internet shutdown was evaluated and data collected in this section and in the second part of the questionnaire (21 items) of questions with a range of five Likert options, Information about variables; the type of media used by the audience after disconnecting the Internet and its consequences were measured.
The validity of the questionnaire was calculated through the opinions of professors and its reliability was calculated by calculating Cronbach's alpha at a rate of r =0.798. Cronbach's alpha coefficient of the questionnaire is more than 0.7, Which indicates and expresses the internal correlation of questions as well as stability, The questionnaire is reliable .statistical test and spss software were also used to analyze the questionnaire data.
The statistical findings of the research have been studied and presented in two descriptive and inferential sections.
The statistical population of the study is the population of about 9 million people in Tehran (according to the latest population and housing census in 1397, the official website of Iran's statistics).
Using the Cochran's formula, the number 383.999983659, was obtained; the statistical sample and the target population were determined.
To be more sure and to have a sufficient statistical sample, 390 questionnaires were provided to citizens aged 20 to 60 years by simple random sampling method.

4. Research findings

4.1. The reliability of the questionnaire

The reliability or reliability of the research questionnaire was confirmed using SPS software and Cronbach's alpha coefficient.
As can be seen in the table below, Cronbach's alpha coefficient of the questionnaire is more than 0.7.
Which indicates the internal correlation of the questions as well as the stability and states that the questionnaire is reliable. Given that in research, the validity of less than 0.6 is weak, the range of 0.7 is acceptable and more than 0.8 is considered good.

Number of items	Cronbach's alpha coefficients	Cronbach's alpha coefficient based on standardized items	questionnaire
21	0/771	0/798	Sources of information when the Internet is down

Table 1: Cronbach's alpha coefficients

4.2. Analysis of individual characteristics

- Frequency distribution of age variables of respondents
The table below shows the frequency distribution of the age variable. According to the results of this table, the age group of 15 to 20 years, 57 people, equivalent to 14.6%, The age group of 20 to 30 years is 152 people or 39% and the age group of 30 to 40 years is 181.4%.
The lowest frequency is for people aged 15 to 20 years and the highest frequency is for people aged 30 to 40 years.

Table 2: Frequency distribution of age variables of respondents

Cumulative Percent	Percent	Frequency	Age
14/6	14/6	57	15-20 Year
53/6	39	152	20-30 Year
100	46/4	181	30-40 Year
	100	390	Total

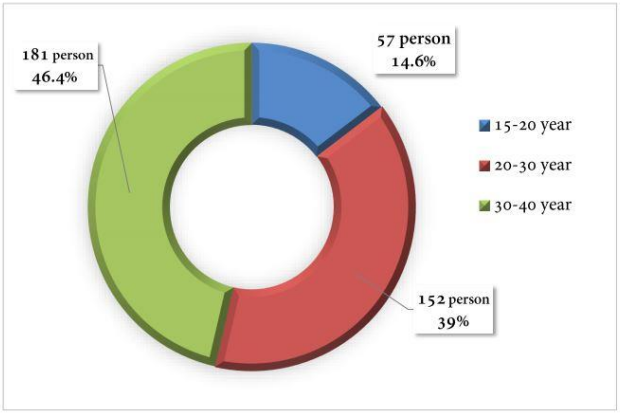

Figure 1: Circular age charts of respondents

- Frequency distribution of gender variable of respondents
The table below shows the frequency distribution of the sex variable. According to the results of this table, 111 people are female Which make up 28.5% of the sample. There are also 279 men, accounting for 71.5 percent of the total sample.

Table 3: Frequency distribution of gender variable of respondents

Cumulative Percent	Percent	Frequency	Gender
28/5	28/5	111	Women
100	71/5	279	Men
	100	390	Total

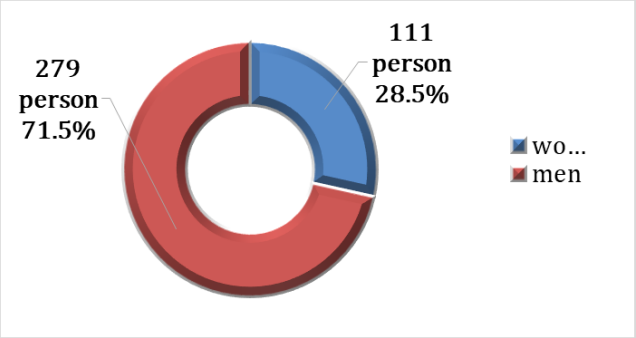

Figure 2: Circular sex chart of respondents

- Frequency distribution of respondents' education variable

The table below shows the variable frequency distribution of education. According to the results of this table, 37 people have not announced their level of education Undergraduates 24 people equal to 6.2 percent, graduates 67 people equal to 17.2 percent, bachelors 166 people equal to 42.6 percent and 96 percent of people, 24.5 percent, have a master's degree or higher. Bachelor's degrees are the most common, and people with a bachelor's degree are the least likely.

Table 4: Frequency distribution of respondents' education variable

Cumulative Percent	Percent	Frequency	Level of Education
6/2	6/2	24	Less Than a Diploma
23/4	17/2	67	Diploma
66	42/6	166	Licensee
90/5	24/5	97	Master's Degree and Doctora
100	9/5	37	No Answer
	100	390	Total

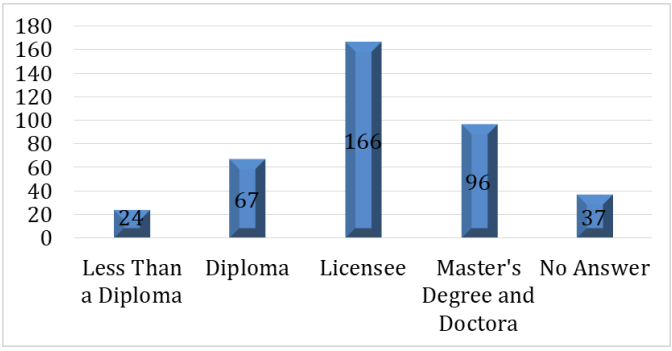

Figure 3: Column chart of respondents' education level

- Frequency distribution of respondents' jobs

The table below shows the frequency distribution of respondents' job variables.

Based on the results of this table, employees with 65 people or 16.67% of the sample size have the largest share and drivers with one person or 0.26% sample size have the lowest share in this research.

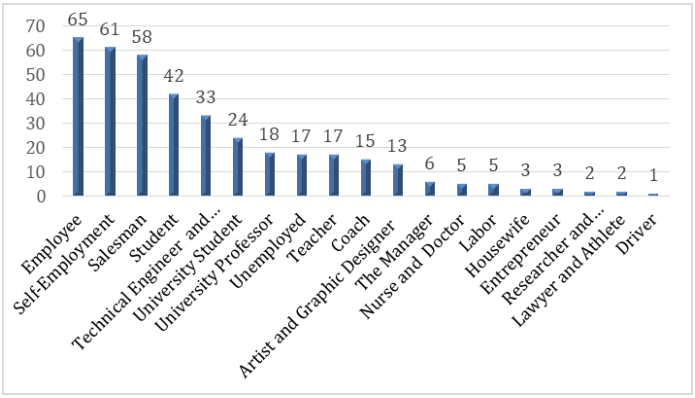

Figure 4: Column diagrams of respondents' jobs

4.3. Analyze news sources when the Internet is not disconnected

Scale item 1: I follow the news through .... during the day.

The table below shows the distribution of news sources. According to the results of this table, 293 people or 75.1% of the sample news volume are received from mobile social networks and 97 people or 24.9% of the sample news volume are received from the television.

Table 5- Frequency distribution of news receiving sources

Cumulative Percent	Percent	Frequency	Mobile Social Networks
24/9	24/9	97	TV
100	75/1	293	Mobile
	100	390	Total

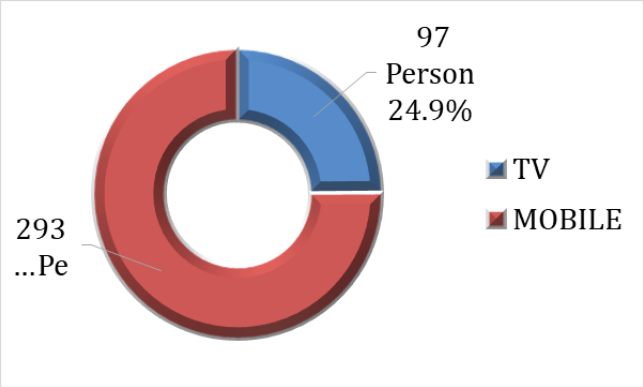

Figure 5: Circular diagram of news receiving sources

Scale item 2: Average time when I connect to the Internet Day and night and use it.

The table below shows the frequency distribution of the average time of Internet connection per day. According to the results of this table, 111 people or 28.5% of the sample size are connected to the Internet for 3 hours a day.

106 people or 27.2% of the sample size are connected to the Internet for 6 hours a day and 173 people or 44.4% of the sample volume are connected to the Internet for more than 6 hours a day.

Table 6-Frequent distribution of the average time of Internet connection per day

Cumulative Percent	Percent	Frequency	Average Internet Connection Time Per Day
28/5	28/5	111	3 Hours
55/6	27/2	106	6 Hours
100	44/4	173	<6 Hours
	100	390	Total

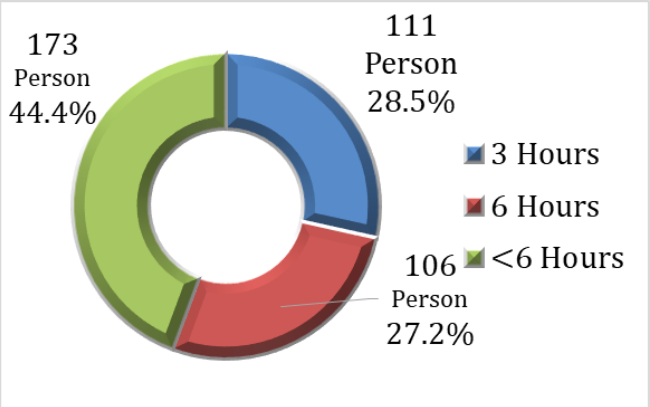

Figure 6: Circular diagram of the average time of internet connection per day

Scale item 3: Average time when I watch social media around the clock.

The table below shows the frequency distribution of the average time spent monitoring social networks day and night. According to the results of this table, 231 people or 59.2% of the sample size observe social networks for 3 hours a day. 90 people, or 23.1% of the sample size, monitor social media for 4 hours a day, and 69 people, or 17.7% of the sample size, monitor social media for more than 5 hours a day.

Table 7-Abundant distribution of the average time spent monitoring social networks day and night

Cumulative Percent	Percent	Frequency	Average Time Spent Watching Social Networks Per Day
59/2	59/2	231	3 Hours
82/3	23/1	90	4 Hours
100	17/7	69	<5 Hours
	100	390	Total

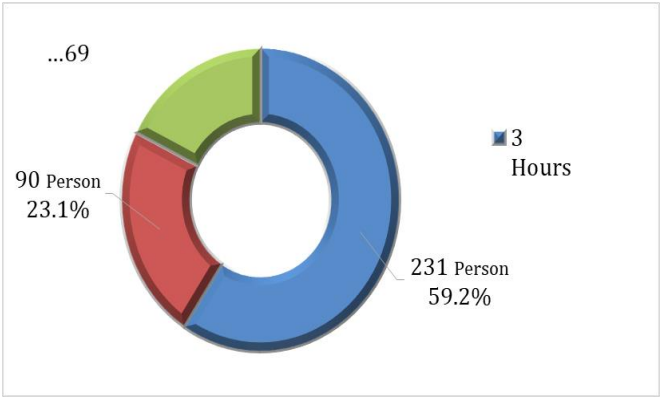

Figure 7: Circular diagram of the average time of monitoring social networks day and night

Scale item4: Am I more interested in news with ..... topics?

The table below shows the distribution of interest in the topics. According to the results of this table, 166 people or 42.6% of the sample size to socio-cultural issues, 114 people or 29.2% of the sample size to scientific-educational topics, 25 people or 6.4% of the sample volume to economic topics, 24 people or 6.2% of the sample volume to the events topics and 61 people, or 15.6% of the sample size, are interested in entertainment.

Table 8-Abundant distribution of interest in topics

Cumulative Percent	**Percent**	**Frequency**	**Interest**
42/6	42/6	166	Social- Cultural
71/8	29/2	114	Scientific - Educational
78/2	6/4	25	Economic
84/4	6/2	24	Accidents
100	15/6	61	Fun
	100	390	Total

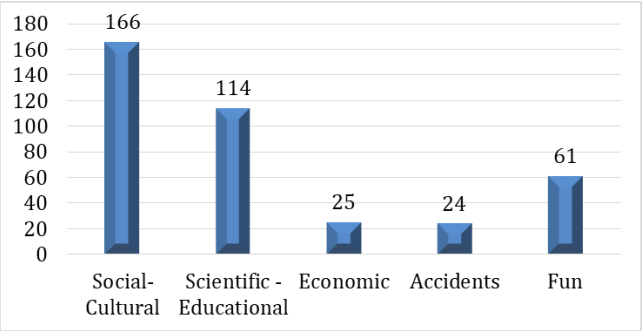

Figure 8: Column chart of interests

4.4. Data analysis (inferential statistics)

In this section, we will first examine the normality of data distribution in the research variable through the Kolmogorov-Smirnov test. After that, the results of inferential tests related to the increase of negative individual and social consequences in the definite time of the Internet will be presented.

- Test the normality of data distribution
The Clomogrov-Smirnov test (KS) is used to investigate the claim for data distribution of a small variable.
In this test, the null hypothesis is the claim made about the type of data distribution. The present study examines the normality of data distribution using the KS test.
H_0: Data distribution is normal
H_1: Data distribution is not normal

The results of the Kolmogorov-Smirnov test on the questionnaire variables in the table below show that the questionnaire data in the sample under study follow the normal distribution, because the significance level is less than 0.05 and the assumption is zero. It is rejected.
Therefore, it is better to use non-parametric statistical tests to identify the negative individual and social consequences during the Internet time and their ranking.

Table 9
One-Sample Kolmogorov-Smirnov Test

N		390
Normal Parameters[a,b]	Mean	3.07
	Std. Deviation	.426
Most Extreme Differences	Absolute	.158
	Positive	.134
	Negative	-.158
Kolmogorov-Smirnov Z		3.113
Asymp. Sig. (2-tailed)		**.000**

a. Test distribution is Normal.

b. Calculated from data.

Hypothesis 1: Selecting the type of news source source has a significant relationship with contextual characteristics (age, gender, education, income).

Investigate the relationship between news source and age

Table 10
ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	12.366	2	6.183	25.403	.000
Within Groups	94.192	387	.243		
Total	106.558	389			

One-way analysis of variance test is used to examine the relationship between news sources and respondents' age.
According to the analysis of variance test on the questionnaire information and the significant level of the table above, the selection of sources for receiving news is independent of people's age.

Investigate the relationship between news source and gender

Table 11

Independent Samples Test									
	Levene's Test for Equality of Variances		t-test for Equality of Means						
	F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
								Lower	Upper
Equal variances assumed	47.51	**.000**	-2.07	388	**.039**	-.12130	.05849	-.23629	-.00631
Equal variances not assumed			-1.88	168.57	.061	-.12130	.06438	-.24839	.00579

An independent T-test is used to examine the relationship between news sources and respondents' gender. Given the significant level of the T-test in the table above, it is clear that the choice of sources for receiving news of the gender of the respondents is not independent.

Investigating the relationship between news source and education

Table 12
ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	30/661	4	7/665	38/884	.000
Within Groups	75/896	385	0/197		
Total	106.558	389			

One-way analysis of variance test is used to investigate the relationship between news sources and respondents' education. According to the analysis of variance test on the questionnaire information and the significant level of the table above, the selection of sources for receiving news is independent of people's education.

Investigate the relationship between news source and revenue.

Table 13
ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	38/218	3	12/739	71/955	.000
Within Groups	68/340	386	0/177		
Total	106.558	389			

One-way analysis of variance test is used to investigate the relationship between news receiving sources and respondents' income. According to the analysis of variance test on the questionnaire information and the significant level of the table above, the choice of sources for receiving news is independent of people's income.

Hypothesis 2: Internet disconnection and lack of access to social networks have a significant relationship with increasing personal and social negative consequences.

Table 14
One-Sample Test

Test Value = 3					
t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
				Lower	Upper
9.755	389	**.000**	.29829	.2382	.3584

A sample T test is used to investigate the increase in negative personal and social consequences when the Internet is disconnected and inaccessible to social networks. Due to the significant level obtained during the disconnection of the Internet and lack of access to social networks, the negative personal and social consequences increase.
In other words, according to the participants in this study, with the disconnection of the Internet and lack of access to social networks, the negative personal and social consequences will increase.

Sub-assumption 1: Internet disconnection and lack of access to social networks have a significant relationship with increasing "gossip".

Table 15
One-Sample Test

Test Value = 3					
t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
				Lower	Upper
4/394	389	.000	.11923	.1726	.0659

A sample T-test is used to check for increased gossip when the Internet is down and not accessible to social networks.
Due to the significant level obtained during the disconnection of the Internet and lack of access to social networks, a significant relationship with gossip is proven, ie according to the participants in this study, gossip is disconnected with the disconnection of the Internet and lack of access to social networks. increase.

The table below shows the value of this correlation. As mentioned, this relationship is direct and almost weak.

Table 16
Correlations

		Internet Disconnection	Increased Gossip
Internet Disconnection	Pearson Correlation	1	**.274****
	Sig. (2-tailed)		.000
	N	390	390
Increased Gossip	Pearson Correlation	**.274****	1
	Sig. (2-tailed)	.000	
	N	390	390

**. Correlation is significant at the 0.01 level (2-tailed).

Sub-assumption 2: Internet disconnection and lack of access to social networks have a significant relationship with the increase in "interpersonal communication disorder".

Table 17
One-Sample Test

Test Value = 3					
t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
				Lower	Upper
21/651	389	**.000**	1.35385	1.2309	1.4768

A sample T test is used to investigate the increase in interpersonal communication disorder when the Internet is disconnected and inaccessible to social networks.
Due to the significant level obtained during the disconnection of the Internet and lack of access to social networks, a significant relationship with interpersonal communication disorder is proven.
In other words, according to the participants in this study, with the disconnection of the Internet and lack of access to social networks, the disorder in interpersonal communication increases. This is a direct relationship. The table below shows the value of this correlation. As mentioned, this relationship is direct and moderate.

Table 18
Correlations

		Internet Disconnection	Interpersonal Communication Disorder
Internet Disconnection	Pearson Correlation	1	**.474****
	Sig. (2-tailed)		.000
	N	390	390
Interpersonal Dommunication Disorder	Pearson Correlation	**.474****	1
	Sig. (2-tailed)	.000	
	N	390	390

**. Correlation is significant at the 0.01 level (2-tailed).

Sub-assumption 3: Internet disconnection and lack of access to social networks have a significant relationship with the increase in "personal and work disorder".

Table 19

One-Sample Test

Test Value = 3					
t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
				Lower	Upper
10.728	389	**.000**	.59658	.4872	.7059

A sample T test is used to check for increased personal and business disruption when the Internet is down and social media is not available.
Due to the significant level obtained during the disconnection of the Internet and lack of access to social networks, a significant relationship with personal and work disorders is proven.
In other words, according to the participants in this study, with the disconnection of the Internet and lack of access to social networks, the disorder in personal and business affairs will increase. This is a direct relationship.
The table below shows the value of this correlation. As mentioned, this relationship is direct and almost strong.

Table 20
Correlations

		Internet Disconnection	Personal and Occupational Disorders
Internet Disconnection	Pearson Correlation	1	**.666****
	Sig. (2-tailed)		.000
	N	390	390
Personal and Occupational Disorders	Pearson Correlation	**.666****	1
	Sig. (2-tailed)	.000	
	N	390	390

**. Correlation is significant at the 0.01 level (2-tailed).

Sub-assumption 4: Internet disconnection and lack of access to social networks have a significant relationship with increasing "people's distrust of the government."

Table 21

One-Sample Test

Test Value = 3					
t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
				Lower	Upper
14.960	389	**.000**	.926	.80	1.05

A sample T test is used to investigate the increase in people's distrust of the government when the Internet is down and social media is not accessible. Due to the significant level obtained during the disconnection of the Internet and the lack of access to social networks, a significant relationship with people's distrust of the government is proven. In other words, according to the participants in this study, people's distrust of the government will increase as the Internet is cut off and they do not have access to social networks. This is a direct relationship. The table below shows the value of this correlation. As mentioned, this relationship is direct and strong.

Table 22
Correlations

		Internet Disconnection	People's Distrust of Government
Internet Disconnection	Pearson Correlation	1	**.831****
	Sig. (2-tailed)		.000
	N	390	390
People's Distrust of Government	Pearson Correlation	**.831****	1
	Sig. (2-tailed)	.000	
	N	390	390

**. Correlation is significant at the 0.01 level (2-tailed).

Sub-assumption 5: Internet disconnection and lack of access to social networks have a significant relationship with increasing "government discredit".

Table 23

One-Sample Test

Test Value = 3					
t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
				Lower	Upper
15.387	389	**.000**	.856	.75	.97

A sample T test is used to investigate the increase in government discredit when the Internet is disconnected and inaccessible to social networks. Due to the significant level obtained during the disconnection of the Internet and the lack of access to social networks, a significant relationship with government discredit is proven.
In other words, according to the participants in this study, with the disconnection of the Internet and the lack of access to social networks, the government's discredit will increase. This is a direct relationship. The table below shows the value of this correlation. As mentioned, this relationship is direct and strong.

Table 24
Correlations

		Internet Disconnection	Government Discredit
Internet Disconnection	Pearson Correlation	1	**.803****
	Sig. (2-tailed)		.000
	N	390	390
Government Discredit	Pearson Correlation	**.803****	1
	Sig. (2-tailed)	.000	
	N	390	390

**. Correlation is significant at the 0.01 level (2-tailed).

Sub-assumption 6: Internet disconnection and lack of access to social networks have a significant relationship with the reduction of "freedom of expression".

Table 25
One-Sample Test

Test Value = 3					
t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
				Lower	Upper
12.510	389	**.000**	.779	.66	.90

A sample T test is used to examine the reduction in freedom of expression when the Internet is disconnected and inaccessible to social networks. Due to the significant level obtained during the disconnection of the Internet and lack of access to social networks, a significant relationship with reduced freedom of expression is proven.
In other words, according to the participants in this study, freedom of speech decreases with the disconnection of the Internet and lack of access to social networks. This is a direct relationship. The table below shows the value of this correlation. As mentioned, this relationship is direct and almost strong.

Sub-assumption 7: Internet disconnection and lack of access to social networks have a significant relationship with increasing "severity of division and dissatisfaction among the people."

Table 26

One-Sample Test

Test Value = 3					
t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
				Lower	Upper
7.231	389	**.000**	.27350	.1991	.3479

A sample T test is used to check for increased severity and dissatisfaction among people when the Internet is down and they do not have access to social networks.
Due to the significant level obtained during the disconnection of the Internet and lack of access to social networks, a significant relationship with increasing severity of divisions and dissatisfaction among people is proven. In other words, according to the participants in this study, with the disconnection of the Internet and the lack of access to social networks, division and dissatisfaction among the people will intensify.

Table 27
Correlations

		Internet Disconnection	Divide and Discontent Among the People
Internet Disconnection	Pearson Correlation	1	**.672****
	Sig. (2-tailed)		.000
	N	390	390
Divide and Discontent Among the People	Pearson Correlation	**.672****	1
	Sig. (2-tailed)	.000	
	N	390	390

**. Correlation is significant at the 0.01 level (2-tailed).

Sub-assumption 8: Internet disconnection and lack of access to social networks in reducing news credibility social media has no effect.

Table 28
One-Sample Test

Test Value = 3					
t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
				Lower	Upper
21.538	389	**.000**	.86496	.7860	.9439

A sample T test is used to check the validity of social media news when the Internet is down and not accessible to social networks. Due to the significant level obtained during the disconnection of the Internet and the lack of access to social networks, a significant relationship is proven by reducing the credibility of social media news.
In other words, according to the participants in this study, with the disconnection of the Internet and the lack of access to social networks, the credibility of social media news will be reduced. This is a direct relationship.

Table 29
Correlations

		Internet Disconnection	Credibility of Social Network News
Internet Disconnection	Pearson Correlation	1	**.761****
	Sig. (2-tailed)		.000
	N	390	390
Credibility of Social Network News	Pearson Correlation	**.761****	1
	Sig. (2-tailed)	.000	
	N	390	390

**. Correlation is significant at the 0.01 level (2-tailed).

Friedman test results to prioritize the consequences of nationwide Internet outages in Iran

Table 30
Test Statistics[a]

N	390
Chi-Square	899.093
df	6
Asymp. Sig.	**.000**

a. Friedman Test

Due to the significant level in the table above, the Friedman test is significant, so in the table below, the consequences of nationwide Internet disconnection in Iran are ranked. According to the citizens of Tehran, the main consequence of the disconnection of the national Internet in November 2019 was the "reduction of freedom of expression" and the least consequence was the "disruption of interpersonal communication."

Other consequences include declining freedom of expression, public distrust of the government, declining credibility on social media news, disruption of personal and business affairs, escalating divisions and dissatisfaction among the population, increased gossip and disruption of interpersonal communication.

Table 31
Ranks

Mean Rank	Consequences of the Global Disconnection in Iran	Rank
5/76	Reduce Freedom of Expression	1
5/47	People's Distrust of Government	2
5/44	Government Discredit	3
5/42	Credibility of Social Network News	4
4/64	Personal and Occupational Disorders	5
3/99	Divide and Discontent Among the People	6
3/27	Increased Gossip	7
2	Interpersonal Communication Disorder	8

5. Conclusion

As the findings, figures and statistics obtained from the analysis of the data of this study show, based on the main hypothesis between the type of use of news sources with contextual information other than gender {which has a significant relationship} with age, education and income of respondents It has nothing to do with it.

The findings also showed that 75.1% of the sample size received news from mobile social networks and 97 people or 24.9% of the sample news volume received from television and 42.6% of the volume of respondents to socio-cultural issues, 29.2% to the topics Scientific-educational, 6.4% are interested in economic issues, 6.2% are interested in events and 15.6% are interested in entertainment.

On the other hand, according to the results, 28.5% of respondents are connected to the Internet for 3 hours a day, 27.2% are connected to the Internet for 6 hours and 44.4% are connected to the Internet for more than 6 hours, and according to the results, 59.2% of respondents They monitor social networks for 3 hours a day, 23.1% for 4 hours and 17.7% for more than 5 hours on social networks, which indicates the high penetration rate of Internet and social networking among Tehran citizens.

Also, due to the significant level obtained during the disconnection of the Internet and lack of access to social networks, the negative personal and social consequences increase. Therefore, the second main hypothesis of the research was confirmed; that is, according to the respondents in this study, with the disconnection of the Internet and lack of access to social networks, the negative individual and social consequences increase.

Sub-Hypothesis 1 Confirmation: Considering the significant level obtained during the disconnection of the Internet and the lack of access to social networks, a significant relationship with gossip is proven, ie according to the participants in this study, with the disconnection of the Internet and lack of access to the network. Social gossip is on the rise.

Sub-Hypothesis 2 Confirmation: Given the significant level obtained at the time of Internet disconnection and lack of access to social networks, a significant relationship with interpersonal communication disorder is proven. In other words, according to the participants in this study, with the disconnection of the Internet and lack of access to social networks, the disorder in interpersonal communication increases. This is a direct relationship.

Sub-Hypothesis 3 Verification: Considering the significant level obtained during the disconnection of the Internet and lack of access to social networks, a significant relationship with personal and work disorder is proven. In other words, according to the participants in this study, with the disconnection of the Internet and lack of access to social networks, the disorder in personal and business affairs will increase. This is a direct relationship.

Confirmation of Hypotheses 4 and 5: Considering the significant level obtained during the disconnection of the Internet and the lack of access to social networks, a significant relationship with people's distrust of the government is proven. In other words, according to the participants in this study, with the disconnection of the Internet and the lack of access to social networks, people's distrust of the government and the government's discredit will increase. This is a direct relationship.

Sub-Hypothesis 6 Verification: Considering the significant level obtained at the time of Internet disconnection and lack of access to social networks, a significant relationship with reduced freedom of expression is proven. In other words, according to the participants in this study, freedom of speech decreases with the disconnection of the Internet and lack of access to social networks. This is a direct relationship.

Confirmation of Sub-Hypothesis 7: Considering the significant level obtained during the disconnection of the Internet and lack of access to social networks, a significant relationship with increasing severity of discord and dissatisfaction among people is proven. In other words, according to the participants in this study, with the disconnection of the Internet and the lack of access to social

networks, division and dissatisfaction among the people will intensify. This is a direct relationship.

Confirmation of Sub-Hypothesis 8: Considering the significant level obtained during the disconnection of the Internet and lack of access to social networks, a significant relationship with reducing the credibility of social media news is proven. In other words, according to the participants in this study, with the disconnection of the Internet and the lack of access to social networks, the credibility of social media news will decrease. This is a direct relationship.

Therefore, considering the significant level in Table 32, the Friedman test is significant. According to the citizens of Tehran, the main consequence of the disconnection of the national Internet in November 2019 was "reduction of freedom of expression" and the lowest consequence of "interpersonal communication disorder". Is. Other consequences include increasing public distrust of the government, declining credibility on social media news, disruption of personal and business affairs, escalating divisions, and dissatisfaction among the public, increasing rumors.

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