

Use of Facebook as a Source of Social Capital

Azam Jan, Mukhtar Ahmad*

Abstract

This research work was intended to study the effects of Facebook usage on the social capital of youth in Pakistan. Through this study, the researcher anticipated to make a valued contribution in developing a better understanding of Facebook uses among Pakistani youth. For this purpose a research questionnaire was devised to collect data from the university students of Islamabad. The questions were based on demographics, intensity of Facebook usage and social capital. The results were tested to identify and explain the relationship of Facebook usage on the social capital of the youth. The researcher also tried to explore the concepts of bonding and bridging social capital in the online settings. It is evident from the findings of the statistical analysis that there is a high intensity relationship between Facebook and the scale of social capital among the university students in Pakistan. Mostly, individuals who were found to have membership in Facebook since long considered it one of the most effective tools of building social capital.

Key words: Facebook, source, social capital

Introduction

This research intended to explore and study the effects of Facebook usage on the social capital of youth in Pakistan. Through this study, the researcher anticipated to make a valuable contribution in developing a better understanding of social networking websites, particularly, Facebook uses in Pakistan, by examining its potentials as a source of social capital. In recent times, plentiful circumstantial evidences are globally available to propose that such an effect exists. Websites like Takingitglobal.org and YouthNoise.org offer social network services globally who want to understand and participate in their societies, to address complicated social problems (Raynes, et al., 2008). Nowadays all profit oriented and nonprofit oriented organizations and political parties are present on the social networking sites (SNSs) and make use of these digital platforms for their personal advantages. For instance, Amnesty International has utilized this platform to organize demonstrations in different cities around the world (Valenzuela, Park & Kee, 2009). As in other countries, so in Pakistan, all major political parties are actively utilizing SNSs platforms for propagation of their ideas and use it for public motivation and mobilization.

* Azam Jan: Assistant Professor, Department of Communication and Media Studies, Hazara University Mansehra, Email: azamjancms@gmail.com; Mukhtar Ahmad: Department of Communication and Media Studies, Hazara, University Mansehra, Email: mukhtar.haider@gmail.com

The notion of social capital has been recognized as one of the most popular terms in the social sciences and one of the most discussed phenomenon in this regard is the concept of “online and offline social capital” (Fu, Q., 2004). In this research work, an attempt has been made to explore the concepts of bonding and bridging social capital in the perspective of the intensity of Facebook usage.

Understating Social Capital

Social capital can be defined as “all the resources imbedded in one's social linkages and connections, which can be retrieved or utilized through relations in the networks” (Lin, 2008). According to Putnam (2000), there are basically two types of social capital; “bridging social capital” and “bonding social capital”. He has noted that ‘bridging’ social capital is all-inclusive in nature and it takes place when people from dissimilar backgrounds make relations with other members of the social networks. Bridging relations lack in depth but they are more in number. Resultantly, bridging relations may result in expansion of world understandings. However, these relations provide very little emotional and passionate support in the times of crisis or needs. On the other hand, bonding can be very close and private in nature. It happens when intensely knotted individuals, such as family and intimate friends interact and offer support for one another. These relationships are very durable and reliable (Putnam, 2000).

It is believed that the individuals, who have a large and very diverse network of people, possess more valued social capital as compared to individuals that have less diverse and a small number of people in their social network (Valenzuela, et al. 2009). Furthermore, there is a possibility of a conscious investment in social interactions (Resnick, 2002). By being an active member of the social networks one can enhance the social capital (Ellison et al., 2007). Social networks also promote successful engagements in the achievement of collective activities in the community by allowing collaborations in working on common issues (Putnam, 2004; Joinson, 2008).

Bonding and bridging social capital are affected via the use of the social networking site like Facebook (Williams & Durrance, 2008). Conversely, it is Facebook's capability to develop both bridging capital, as well as bonding capital, which has the most substantial effect on increasing a user's social capital (Adkins, 2009).

Objectives of the Study

- To determine the relationship between Facebook intensity and social capital among the university students in Pakistan.
- To find out a relationship between Facebook usage and the value of social capital with regard to gender?
- To find out a relationship between Facebook usage and the value of social capital with regard to residence?

Research hypothesis

H: Intensity of Facebook use has significant positive impact on bridging and bonding social capital among the youth

Social networking sites (SNSs) such as Facebook, Twitter, and Myspace permit their members to show themselves as they desire, communicate with other peers of that network, and establish their relations with others. Members of these sites may use the platform to communicate with people they already know in their personal lives or to meet new people whom they only know virtually. The online social network, under study for this research work, is Facebook. There have been many researches on various topics related to Facebook and the social capital in the recent past which elaborate multiple dimensions of these phenomena. Some studies are briefly cited here for the objective literature review. Bourdieu & Wacquant, in their book “An Invitation to Reflexive Sociology”, have noted that social capital is the sum of the resources, actual or virtual, that accrue to an individual or a group by virtue of possessing a durable network of more or less institutionalized relationships of mutual acquaintance and recognition” (Bourdieu and Wacquant, 1992, p.14). In recent times, political scientist Robert Putnam has gained global acclaim for his book “Bowling Alone” on the topic of social capital. He defines social capital as “connections among individuals, social networks and the norms of reciprocity and trustworthiness that arise from them.” Putnam has noted that social capital refers to the resources accessed through social connections. It is the collective value of all social networks and the feelings that arise from these networks to do things for each other (Putnam, 2000. P. 19). It has been identified that social capital can be expressed in terms of the social networks, which can build trust, civic engagement, satisfaction of life (Bourdieu, 1983; Coleman, 1988; Lin, 2001; Putnam, 2000). The fundamental concept behind social capital is to provide resources to people through their interaction in their social networks. It is

believed that the individuals who have a big and very varied network of people, own more treasured social capital as compared to individuals that have less diverse and a small number of people in their social network (Lin, 2001). Many of the people in social media have previously suggested that they join Facebook so that they can spend time on the site and get connected with friends and colleagues and by being an active member of the social networks one can enhance the social capital (Ellison et al., 2007).

Adler and Kwon (2002) have also noted that social capital has been linked to a variety of positive social outcomes, such as better public health, lower crime rates, and more efficient financial markets. Likewise, Paxton (1999) wrote that for individuals, social capital facilitates a person to take advantages of resources from other members of the networks to which a person belongs. Access to people, outside their close circle, provides them with non-redundant information, which may be beneficial for them in such as employment contacts (Granovetter, 1973). It has been found that various elements of social capital such as self-esteem and life satisfaction, as well as ties with friends and neighbors, are interrelated to the indications of good emotional health (Bargh & McKenna, 2004).

According to Resnick (2001), in recent times, researchers have given emphasis to the importance of internet based relations for the development of weak ties, which functions as the basis of the phenomenon of bridging social capital. It is probable that new forms of social capital and connection building will take place in online social networks. Bridging social capital can be increased by the use of these networks, permitting its users to generate and preserve large account of associations from which they could possibly fetch resources (Donath & Boyd, 2004; Resnick, 2001; Wellman et al., 2001). Donath and Boyd (2004) have postulated that online social networking sites could significantly upsurge the weak relations because the technology is well-matched to retaining such connections inexpensively and without difficulty.

It is evident that the internet enables new contacts and it offers people with an unconventional way to associate with other people who share interests and goals according to their beliefs (Ellison, et al, 2006; Parks & Floyd, 1996). These new networks may result in growth of social capital (Boase, Horrigan, Wellman, & Rainie, 2006). It has also been noted that the social networking sites might help people with low mental comfort because of their lack of good relations with their in-person contacts (Bargh & McKenna, 2004). Some

forms of computer-mediated communication can lessen the obstacles to interact with other people and inspire some people to go for extra self-disclosure (Bargh, et al. 2002). There has been an ongoing recognition of the notion that online social networks can aid in maintaining both weak and strong relations (Wellman, et al. 1996)

Lampe et al (2006) propose that social media sites facilitate in the preservation of prevailing social connections and the creation of new relationships. Facebook users are found to be more indulged in “searching” for people with whom they have had an offline relation than they “browse” for total unfamiliar person to interact (Lampe, et al. 2006). However, Parks and Floyd (1996) reported that one-third of their respondents later met their online correspondents face-to-face. Haythornthwaite (2002) has proposed that online and offline relationships may have different depth. She is of the view that new communications technologies like the internet are intrinsically valuable for starting and sustaining weak relations. Whereas Hampton (2003) has noted that introducing new communication technologies can cultivate and grow weak-tie networks and help in community building. Wellman (2001) is of the view that internet would reestablish public relationships by offering them a virtual gathering place without any barriers of space and time. It has become vivid that most affiliations made in virtual world locations are likely to carry on in the physical world, which will result in formation of a unique society that is based on the combination of online and offline collaborations (Rheingold, 2000).

The key unique feature of social media is interactivity, which defines the capability of users to produce content in reaction to a source or communication companion. Due to this factor, in social media platforms, the distinction between end user and manufacturer is likely to be overlapped, which has resulted in the introduction of a new term prosumer to define capabilities if the users to take control over the creation and circulation and consumption of the content. This makes it important to inspect the possible gratifications offered by new media to its users in the perspective of traditional media (Lin, 2001).

Theoretical Framework and Methodology

This research work is primarily linked with the Uses and Gratification Theory of Elihu Katz which examines the factors behind the utilization of different

media sources. According to Katz, Blumler, and Gurevitch (1974) uses and gratifications approach has five basic assumptions. The first assumption is that the audience is perceived as active. The second basic supposition is that in the mass communication process, it is the choice of the audience member to associate a certain need gratification with some specific media. The third postulation suggests that the various media sources compete with each other to offer better gratification of needs for the audiences. The fourth one is that different motives behind the use of media can be understood from the data supplied by the individual audience members themselves. The final basic assumption suggests that value judgments about cultural significance of mass communication should be suspended while audience operations are explored on their own terms.

Katz and colleagues are of the view that only the audience members can determine the value of the media content. It is the individual audience members who decide to watch specific media content; therefore, they decide its importance by their individual decision to view it. These basic assumptions provide a framework for understanding the exact correlation between the media and its consumers. Keeping this in view, this theory becomes relevant to the area under study which intends to investigate the impact of a social media website usage on the social capital needs of the users. In addition, this theoretical framework provides a distinction as to how the audience is more or less active and the consequences of their involvement in the media as a whole.

Traditionally, Pakistan has strong family system and people are connected to each other through socially approved mutual obligations and strong family ties. However, the emergence of SNSs has altered the patterns of social intercourses and opened up new channels that serve to connect the people beyond their close social circles. This phenomenon has significant impact on the social life of its users and on the society in general. Therefore, a scientific inquiry was needed to see how does SNS use influence the daily life of young people, particularly the university and college students and how it is affecting the phenomena of social capital in the society.

Research Sample and Sample Size

The capital city of Pakistan, Islamabad was selected as the study universe for this research work. The population was drawn from HEC recognized 13 Degree Awarding Institutions (DAIs). Stratified sampling was used in selecting

institutes from HEC recognized list. These DAIs include: General DAIs, Medical DAIs, Engineering DAIs and Management DAIs. From the enrolment list of each institute, a random sample was selected on the basis of proportion allocation. A sample of 300 students in total was selected from the prescribed institutions.

Data Collection

According to the nature of the research, primary data was gathered from the students through their responses to questionnaire. The questionnaire consisted of the factors like demographic characteristics, Facebook usage intensity, bonding social capital and bridging social capital. The questionnaire after being filled out by the respondents was entered in SPSS version 16 and the data was used for statistical analysis.

Instrumentation

The five point Likert scale was adopted from Siegel and Ruh (2002) to measure the independent variable Participative decision making. The factors in the instrument fundamentally asked the respondents to find out the degree of participation. The respondents were also asked to show their agreement or disagreement with the fulfillment of their social capital need. The SPSS software package was used for all statistical analyses. Descriptive statistics was used to examine the frequency distribution for categorical variables, whereas the mean and standard deviation was used to describe numeric data. The differences in scores between all the groups were measured with the independent-samples t-test. Simple correlation statistical test was used to find out the relationship between social capital and intensity of Facebook use.

Reliability Analysis

The first step of data analysis was to measure the reliability and validity. The Cronbach alpha technique was used to test reliability. Cronbach's alpha of variable greater than 0.6 is considered acceptable.

	Variable	No. of Items	A
1	Facebook intensity	5	.64
2	Social Capital	10	.61
		15	.65

Five items on Facebook intensity tested for reliability included: use of Facebook since less than one year; use of Facebook since one year; use of Facebook since two years; use of Facebook since three years; and use of Facebook since four years or more (Cronbach's Alpha = .64).

There were two parts of social capital (Cronbach's Alpha = .61)- bridging social capital and bonding social capital.

Bridging social capital (five items):interacting with people on Facebook makes me interested in things that happen outside of my town; interacting with people on Facebook makes me feel like part of a larger community; I am willing to spend time to support general cause on Facebook community activities; on Facebook, I come in contact with new people all the time; based on the people I interact with, it is easy for me to hear about new job opportunities.

Bonding social capital (five items): there are several people on Facebook I trust to help solve my problems; there is someone in my "Facebook Friends List" I can turn to for advice about making very important decisions; if I needed an emergency loan, I know someone in my "Facebook Friends" I can turn to; the people I interact within my "Facebook Friends List" would be good job references for me; the people I interact within my "Facebook Friends List" would help me fight an injustice.

Data Analysis

Demographics

Data in tables 1 – 5 reflects breakdown in terms of gender, age, ethnicity, field of education and residence. According to the findings, majority (80%) were males and (60%) in the age bracket of 21 – 30 years. Similarly, (50%) of them were Punjabi followed by 25% Sindhi and 15% Pashtuns of Khyber Pakhtunkhwa (KP). Likewise, (50%) respondents were students of social sciences, (30%) medical students whereas 15% were students of management sciences. Among the sample students (55%) were found to be the residents of Islamabad/Rawalpindi while 45% belonged to other areas of the country.

Table 1: Descriptive Statistics for Demographic Variables (Gender)

Gender	Frequency	%	M	S.D
Male	240	80.0	1.20	.401

Female	60	20.0		
--------	----	------	--	--

Table 2: Descriptive Statistics for age

	Frequency	%	M	S.D
20 Years or less	55	18.3	2.04	.626
21 - 30 Years	179	59.7		
31-40 Years	66	22.0		

Table 3: Frequency distribution of ethnicity

	Frequency	%	M	S.D
Punjab	150	50.0	1.90	1.138
Sindh	75	25.0		
KPK	45	15.0		
Baluchistan	15	5.0		
GB & Azad Kashmir	15	5.0		

Table 4: Frequency distribution of Field of education

	Frequency	%	M	S.D
Social Sciences	150	50.0	1.95	1.246
Medical	90	30.0		
Management	45	15.0		
Others	15	5.0		

Table 5: Frequency distribution of residence

	Frequency	%	M	S.D
Resident of Islamabad / Rawalpindi	165	55.0	1.45	.498
Non - resident of Islamabad / Rawalpindi	135	45.0		

Intensity of Facebook Use

To explore Facebook intensity, students were required to select an answer to the question of how long they have been users of Facebook. Table 6 indicates data with respect to the same inquiry. Results in the table show that (51.0%) of the participants have been using Facebook for the last one year followed by (30.6%) of the students who were using the site since less than one year.

Table 6:How long have you been a user of Facebook?

I have been using Facebook since:	Frequency	Percent
Less than One hour	92	30.6
1 year	153	51.0
2 years	27	09.0
3 years	18	06.0
4 years or more	10	03.3
Total	300	100

Social Capital

Data with respect to social capital was analyzed in terms of descriptive statistics. Self-reported extent of agreement or disagreement with ten statements was measured on a 5-point Likert scale ranging from strongly disagree (1) to strongly agree (5). Results reveal the highest mean score (3.90) for the statement – based on the people I interact with, it is easy for me to hear about new job opportunities, followed by (3.85) for the statement - on Facebook, I come in contact with new people all the time, (3.75) for the statement - interacting with people on Facebook makes me feel like part of a larger community, (3.55) for the statement -on Facebook, I come in contact with new people all the time, (3.30) for the statement –there is someone in my “Facebook Friends List” I can turn to for advice about making very important decisions and (3.10) for the statement - I am willing to spend time to support general cause on Facebook community activities. Responses on the high side (above average) to the aforesaid statements on social capital suggest agreement of the students. In the same manner, the lowest mean scores for the statement on social capital reflected disagreement of the respondents. It deduces that Facebook usage has been associated with enhancement in social capital (see table 7).

Table 7: Frequency Distribution and Descriptive Statistics with respect to social capital

Items	<i>Percentage response rate (N=300)</i>						Mean	St. Dev
	5	4	3	2	1			
Interacting with people on Facebook makes me feel like part of a larger community.	15	80	45	150	10	3.75	.699	
I am willing to spend time to support general cause on Facebook community activities.	20	15	100	150	15	3.10	.997	
On Facebook, I come in contact with new people all the time	10	15	30	230	15	3.55 0	.67007	
On Facebook, I come in contact with new people all the time.	20	15	30	220	15	3.85 0	.57323	
Based on the people I interact with, it is easy for me to hear about new job opportunities	15	10	30	200	45	3.90 0	.83205	
There are several people on Facebook I trust to help solve my problems	30	12 0	75	60	15	2.55 0	.92214	
There is someone in my "Facebook Friends List" I can turn to for advice about making very important decisions	5	70	60	150	15	3.30 0	.84402	
If I needed an emergency loan, I know someone in my "Facebook Friends" I can turn	60	16 5	0	75	0	2.30 0	1.0553	

The people I interact with in my "Facebook Friends List" would be good job references for me	45	90	75	75	15	2.750	1.1365
the people I interact with in my "Facebook Friends List" would help me fight an injustice.	15	180	60	45		2.450	.80602

Independent Sample t-test: Gender with Social Capital&Facebook Intensity

This t-test was administered to ascertain differences between male and female respondents regarding social capital and Facebook intensity. The study found significant relationship of gender with social capital ($p < 0.05$). Results suggest that male respondents with mean (3.21) were more interested to show their agreement with the statements on social capital than female students with mean score (2.90). Likewise, the study found insignificant relationship of gender with Facebook intensity ($p > 0.05$). No significant differences were found in the approach of males ($M = 2.65$) and females ($M = 2.50$) with respect to Facebook intensity (see table 8).

Table 8: Social capital and Gender (N = 300)

Variables	Gender	N	Mean	Std. Dev	F-value	P-value
Social capital	Male	240	3.2125	.34691	3.821	.05
	Female	60	2.9000	.28523		
Facebook intensity	Male	240	2.6500	.51828	1.649	.20
	Female	60	2.5000	.41579		

Independent Sample t-test: Residence with Social capital &Facebook Intensity

Table 9 reflects data with respect to relationship of residence with social capital and Facebook intensity. Results found significant relationship of

resident of Islamabad and non-resident of Islamabad with social capital ($p < 0.05$). It infers significant difference in the mean scores of residents of Islamabad (3.24) and nonresidents of Islamabad (3.03). Residents of Islamabad were more inclined to show their agreement with the statement on social capital than nonresidents of Islamabad. The study also found significance relationship between residence and Facebook intensity ($p < 0.05$). Residents of Islamabad ($M = 2.62$) were more interested to agree with the statements on social capital than the nonresidents of Islamabad ($M = 2.42$).

Table 9: Social capital and Independent Variables with respect to residence (N = 300)

Variables	Residence	N	Mean	Std. Deviation	F-value	P-value
Social capital	Resident of Islamabad / Rawalpindi	165	3.245	.39284	5.946	.015
	Non - Resident of Islamabad / Rawalpindi	135	3.033	.26766		
Facebook intensity	Resident of Islamabad / Rawalpindi	165	2.618	.34699	8.393	.000
	Non - Resident of Islamabad / Rawalpindi	135	2.422	.64492		

Co-relation: Facebook Intensity & Social Capital

This test was undertaken to explore relationship between social capital and intensity of Facebook use. The study found positive significant relationship of Facebook intensity and social capital ($P < 0.05$) as shown in table 10. Result

suggests that the students who have been using Facebook since long, considered Facebook as a useful source of social capital. The finding thus supports and substantiates the aforesaid hypothesis.

Table 10: Co-relation Coefficient

		Facebook intensity			Social Capital
Facebook intensity	Correlation Coefficient	1			.246**
	Sig. (2-tailed)				.000
Social Capital	Correlation Coefficient				1
	Sig. (2-tailed)				

Discussion & Conclusion

The core purpose of this research was to analyze the usage and effectiveness of Facebook on the social capital of youth. It is evident from the results of statistical analysis that there is a high level of relationship between Facebook usage and social capital among the university students of Pakistan. Mostly, the students who have been using Facebook since long thought it very effective tool of building social capital. Thus hypothesis of the study which states that “intensity of Facebook use has significant positive impact on the level of bridging and bonding social capital among youth” is approved and is also supported by various studies such Ellison, et al.(2007) who believed that social capital is enhanced through active membership in social networking sites and those of Putnam (2004) and Joins on(2008) who found that SM use promotes successful engagements and allow collaborations in working on common issues. The same finding is also supported by the studies of Williams & Durrance (2008) and Adkins (2009). They explored that Facebook helps in bridging and bonding social relations which in turn increase social capital.

The study found significant relationship between gender and social capital and found no significant variation between male and female with respect to intensity of Facebook usage. Male students were keener than their female counterparts to believe that Facebook use enhances social capital. Likewise, the study found significant differences between residents of Islamabad and nonresidents of Islamabad with respect to social capital and Facebook intensity. The residents of Islamabad were found to be more experienced in

terms of Facebook use than nonresidents of Islamabad. Given this, the residents of Islamabad considered the site as useful for increasing social capital. Scholars have associated increase in social capital with variety of positive social outcomes, such as better public health, lower crime rates, more efficient financial markets and allied economic gains (Granovetter, 1973; Paxton 1999; Adler & Kwon 2002; Bargh & McKenna 2004).

Keeping in view the above facts, it is essential to understand the impact of social media on the society and how they view things. It must be understood to develop the study of the impact that it has on the users which are increasing every day. Social capital is thus, an essential factor that needs to be elaborated for the grasp of the community. This study examined the role of social capital based on Facebook usage by the youth of Pakistan, in order to understand the overall impact of Facebook on the society as a whole.

References

- Adler, P., & Kwon, S. (2002). Social capital: Prospects for a new concept. *Academy of Management Review*, 27(1), 17–40.
- Bargh, J. & McKenna, K. (2004). The Internet and social life. *Annual Review of Psychology*, 55(1), 573–590.
- Bargh, J. A., McKenna, K. Y., & Fitzsimons, G. M. (2002). Can you see the real me? Activation and expression of the true self on the Internet. *Journal of Social Issues*, 58(1), 33–48.
- Boase, J., Horrigan, J. B., Wellman, B., & Rainie, L. (2006). The strength of Internet ties. Pew Internet and American Life Project. Retrieved 14 September 2015 from http://www.pewinternet.org/pdfs/PIP_Internet_ties.pdf
- Bourdieu, P., & Wacquant, L. (1992). *An Invitation to Reflexive Sociology*. Chicago: University of Chicago Press.
- Coleman, J. (1988). Social Capital in the Creation of Human Capital. *American Journal of Sociology*, Issue Supplement: S95-120.
- Donath, J., & Boyd, d. (2004). Public displays of connection. *BT Technology Journal*, 22(4), 71.
- Ellison, N. B., Steinfield, C., & Lampe, C. (2007). The Benefits of Facebook "Friends:" Social Capital and College Students' Use of Online Social Network Sites. *Journal of Computer-Mediated Communication*, 12(4), 1143–1168

- Fu, Q. (2004). Trust, social capital, and organizational effectiveness (Doctoral dissertation, Virginia Polytechnic Institute and State University).
- Granovetter, M. S. (1973). The strength of weak ties. *American Journal of Sociology*, 78(6), 1360–1380.
- Hampton, K., & Wellman, B. (2003). Neighboring in Netville: How the Internet supports community and social capital in a wired suburb. *City & Community*, 2(4), 277–311.
- Haythornthwaite, C. (2005). Social networks and Internet connectivity effects. *Information, Communication, & Society*, 8(2), 125–147.
- Joinson, A. N. (2008, April). Looking at, looking up or keeping up with people?: Motives and use of Facebook. Paper presented at the 26th annual SIGCHI conference on Human Factors in Computing Systems, Florence, Italy.
- Lampe, C., Ellison, N., & Steinfield, C. (2006). A Face(book) in the crowd: Social searching vs. social browsing. Proceedings of the 2006 20th Anniversary Conference on Computer Supported Cooperative Work (pp. 167–170). New York: ACM Press.
- Lin, N. (2001). *Social capital: A theory of social structure and action*. Cambridge: Cambridge University Press.
- Parks, M. R., & Floyd, K. (1996). Making friends in cyberspace. *Journal of Computer-Mediated Communication*, 1(4). Retrieved 14 September 2015 from <http://jcmc.indiana.edu/vol1/issue4/parks.html>
- Putnam, R. D. (2000). *Bowling alone: The collapse and revival of American community*. New York: Simon & Schuster.
- Putnam, R. D. (2001). *Bowling alone: The collapse and revival of American community*. Simon and Schuster.
- Raynes-Goldie, K. and Walker, L. (2008). *Our space: Online civic engagement tools for youth*. In Bennett, W.L. (Ed.), *Civic Life Online: Learning How Digital Media Can Engage Youth* (161-188). Cambridge, MA: MIT Press.
- Resnick, P. (2001). *Beyond bowling together: Sociotechnical capital*. In J. Carroll (Ed.), *HCI in the New Millennium* (pp. 247–272). Boston, MA: Addison-Wesley.
- Rheingold, H. (2000). *The virtual community: Homesteading on the electronic frontier*. Reading, MA: Addison-Wesley.

Valenzuela, S., Park, N., & Kee, K. F. (2009). Is There social capital in a social network site?: Facebook use and college student's life satisfaction, trust, and participation. *Journal of Computer-Mediated Communication*, 14(4), 875-901.

Wellman, B., Haase, A. Q., Witte, J., & Hampton, K. (2001). Does the Internet increase, decrease, or supplement social capital? Social networks, participation, and community commitment. *American Behavioral Scientist*, 45(3), 436.

Williams, D. (2006). On and off the 'net: Scales for social capital in an online era. *Journal of Computer-Mediated Communication*, 11(2), article 11. Retrieved 14 September 2015 from <http://jcmc.indiana.edu/vol11/issue2/williams.html>

Williams, K., & Durrance, J. C. (2008). Social networks and social capital: Rethinking theory in community informatics. *The Journal of Community Informatics*, 4(3).

Wellman, B., Haase, A. Q., Witte, J., & Hampton, K. (2001). Does the Internet increase, decrease, or supplement social capital? Social networks, participation, and community commitment. *American Behavioral Scientist*, 45(3), 436.

Williams, D. (2006). On and off the'Net: Scales for social capital in an online era. *Journal of Computer- Mediated Communication*, 11(2), 593-628.