

# CONFIDENCE IN THE PEACE PROCESS IN COLOMBIA. CONTENT ANALYSIS IN TWITTER

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## Abstract

This article presents the results of research on the expressions of confidence on the social network Twitter regarding the peace process between the Colombian Government led by Juan Manuel Santos Calderón and The Revolutionary Armed Forces of Colombia-People's army (FARC-EP). The study was methodologically based on the constructivist paradigm, the interpretive approach, the qualitative design and the hermeneutic method. Data collection was carried out through an invitation to Twitter users to publish their ideas about the confidence - or lack of confidence - in the peace process in Colombia. A content analysis was done of 642 tweets published between September 5, 2015 and March 23, 2016, of which 339 tweets were expressions of confidence. Seven emerging categories were produced. This article discusses two of them: Peace agreement and Peace. The findings show that when Twitter users talk about the Peace Agreement they are able to discuss real people, institutions, documents, and negotiating points. However, when they talk about Peace itself, their language is more abstract. They have a sense that the agreement is not enough, that achieving real peace depends on citizen attitudes, but can't imagine the institutional mechanisms or practical approaches for building it.

**Keywords:** Confidence; Peace Agreement; Peace; Colombia; Twitter.