

The Effect of Facebook on Journalist in News Writing

Nor Afizan Zakaria¹
Fariza Hanis Abdul Razak²

*Centre for Media and Information Warfare Studies
Universiti Teknologi Mara (UiTM)
40450 Shah Alam, Selangor, MALAYSIA*

*zanzek786@yahoo.com¹
fariza@tmsk.uitm.edu.my²*

Received Date: 25/4/18; Accepted Date: 5/6/18; Published Date: 11/6/18

ABSTRACT

The “Facebook Phenomena” is growing greatly and without breaks in Malaysia. The particular social media has become the “one-stop centre” for almost everyone from around the globe with accessible Internet to share the information or moments they have come across, gained or reminiscing to the people they made acquaintance with or followed in the complex cyberspace. Today, modernization of technologies and us the Malaysians cannot be separated. We believe that Facebook is one of the best platforms that can be used to voice out our opinions or allegations. Thus, it is often being used by those who oppose a friend, politicians, entrepreneurs or even critics. As a result, it has become an unhealthy environment for both the government and the investigation team in searching for the right information and theorizing the situation as there is lack of befitting evidence or proof. The existence of Facebook has enabled the people to include media as such pictures and videos to the news they are sharing with the virtual community to which it is better than

the analogue print media. This research aims to study the effect of Facebook on the journalists in delivering the news to the public. This research was being conducted through in-depth interviews with the individuals of the respective field of journalism who were being chosen through purposive sampling. The findings gained in this research were being analysed using thematic analysis to which it has given the researcher a better and deeper understanding of the respective topic as well as being able to contribute ideas for improvement that may give an impact to the journalists in their news writing.

Keywords: *Facebook, news writing, journalists, journalism, information.*

1.0 INTRODUCTION

Due to the rise of social media, information spread far more quickly. The nature of the internet allows for information to flow freely, with little to hinder its progress. This, combined with the ever-growing popularity of smartphones, has allowed for the rise of citizen journalism and public produced news content. But this comes at a cost; the media now has an incentive to pick up news as quickly as possible, despite its lack of verifiability.

The field of journalism began to take interest on social media when they saw its potential, influence and the effect it has on the society as forms for communication and news-breaking tool [1]. After all, social media is all about communicating and networking through multiple ways of delivering and sharing messages and news. Evidently, a number of researchers were found to be stating that “*social media are transforming the way the information travels within and between networks of individuals*” [2]. On top of that, with the emergence of social media, the public at large now has the ability to create any content to their desire. As a result, social media experienced ripple effects in which it has went across a number of fields as such politics and cultural boundaries from the fields of business and industries.

Nevertheless, not everyone seeks for the news once they have logged in into their Facebook account, for example. Instead, the news that “found” them. In one previous study of the related field, a respondent had answered to their query by stating that Facebook is one platform where the users will found the news without actually having to search for it [3].

This raises an important question for the journalist community: how do they choose news story and information from social media platforms? They thought process and scrutiny in regards choosing such information is subject to many variables. This study aims to understand this within the Malaysian context.

2.0 PROBLEM STATEMENT

The job of a journalist requires a lot of skills, including technical and cognitive skills, but we do not know what skills and how to acquire the right information in the earlier days; people got their news from the traditional media like the newspaper. The newspapers were then followed by news broadcasted on the radio and subsequently on the television.

As of today, many journalists use Facebook as their starting point in writing and a part of the resources for information as first reported by Greenwood, Hampton, Goulet, & Rainie (2013) and Purcell (2011)[4]. Journalists have to seek for information to fulfil their task according to the topic that related to their tasks or work desk.

The issue of accuracy of the news has become a great concern among scholars for a number of reasons [5][6][7]. They are concerned with the information posted on Facebook and the media effects on the audience. There is, however, another concern that is rarely discussed is pertaining to the matters of its effect on journalist themselves. Understanding how they seek information on Facebook and their perception is necessary to ascertain the degree of influence that the social media platform would have as this could lead to the spread of misinformation. Therefore, this study aims to fill in the gap of information in regards to the matter of the journalists’ perceptions in relation to information on Facebook.

3.0 RESEARCH OBJECTIVES

Therefore, the research objectives for this paper are:

1. To identify the effects of Facebook on journalists in news writing
2. To analyse journalists' perceptions towards Facebook postings

4.0 LITERATURE REVIEW

Basically, journalism aims to: i) disseminate information to its readers and audiences [8]; ii) interpret events to which at most time, were based on the culture and beliefs held by the society of the particular geographical perimeter; iii) to act as the watchdog on power; iv) to either advocate and reform or to advocate for certain causes; v) to educate and empower the public as the citizen of a nation and vi) to guide the public's opinion and/or to serve the party of state [9]. These aims eventually form a continuum of switches between factual reporting and interpretive analysis to social activism. In other words, we as human beings tend to be very analytical at times and thus, we analyse the things happening around us as much as possible in order to form some sort of understanding on what is actually happening.

All in all, this form of ideology surrounds the measures of analysing the symbolic content of media to which it is interrelated to the social interests, the constructive meaning for each message as well as having some form of influences on the process of journalistic decision-making [10]. In an attempt to remain relevant to readers' interest journalist will write based the trending topics floating in the social media domain rather than the traditional approach in journalism, such as getting information from official sources [11].

According to Aagaard (2016), among the top five (5) preferred channels seek by the public to attain news are: i) interpersonal connections; ii) press releases given via emails; iii) the various social media; iv) the search engine we grow attached to and v) through the spread of word of mouth.

Despite the fact that the print media is still standing unaverred from his dominant position in news reporting, we now see that it is being followed by the online news site as well as the social media platforms we love to get engaged to as such Facebook and Twitter. This, however, upsets a number of journalists as it seems to be taking over their roles as those in responsibility to disseminate news and information. With rapid developments of technologies, more and more people start to consume their daily dose of news from social media platforms and hence, increase the number of engagement with the social apps.

New identity may initiate change and replace of one form of logic by another [12]. However, it should be noted that institutional change never occurs simply by adopting and implementing new legal norms or technologies [13]. Although important, these innovations are always mediated through new emerging symbolic orders and reformations of social relations [14].

And this fact will inadvertently influence how journalist gathers information. For example, one research has suggests that news organizations value audience contributions the most in the immediate aftermath of major events such as adverse weather events or terror attacks that have broad public impact [15]. As journalists reach affected areas, there tends to be a decrease in the reliance on audience content. In a study of covering the Haiti quake, found what he saw as an opportunistic model [15]. After extensively utilizing social media, the news organizations studied – Cable News Network (CNN), the Guardian, and the BBC – scarcely used audience content once they had correspondents on the ground a week after the disaster [16]. As such, it was concluded that one of the reasons why new media has become a major part of how journalist gather information is due to the news vacuum that characterizes the aftermath of major events [17].

However, this new factor has led to certain transformation among journalists. There was an argument that argues the contention between professional control over content — of those that are considered as news — and open participation is at the centre of the current transformation of

the modern day journalist [18]. Open participation is being enabled by the new media and encouraged by digital culture [14]. It requires content to be openly distributed rather than centrally controlled. On top of that, as the means to publish content thrive and public communication becomes more and more participatory, news proliferates while professional journalists' share of it dwindles [19].

Social media is a web-based social networking sites which permit a person to create an open or partly private profile or identity in an online interaction system that can connected with other online users whom they share the connection with [20]. Furthermore, social networking sites such as Facebook, Twitter, Myspace, Friendster, and Google+ are the medium that enable a person to run through the list of contacts and create interaction with one and another through online method. Moreover, it is believed that social media not only connects people whom they have known, but to meet new individuals worldwide that share common interest and allows the person to get to know people beyond their social circle [21].

On top of that, another author has defined the term social media as a communication medium which is catered by the Internet and that the content of the online communication is generated by the users [22]. Besides that, social media helps in conveying the information whether about the user or any issues and events, which it will then allow other online users to interact though commentating, updating, and engaging in the online participation. Apart from making interactions with one and another, social media caters for collaboration and multimedia activities such as through video calls or conducting a video conference through Skype and Adobe Connect as well as to share photos and videos online [22].

Traditionally, the conception of ethics encompasses standards of right and wrong, good or bad in a particular system [23]. In the case of media, every decision a journalist makes in gathering, organizing and presenting news requires value judgments [23]. Professional journalists are bounded by a code of conduct (conceived by the Society of Professional Journalists) through which they strive to honestly and thoroughly serve the public. The code of ethics stipulates that journalists should seek truth and report it,

minimize harm, act independently and be accountable. Therefore, ethics become a significant aspect of journalism. The original code states that journalists should be honest, just and brave in collecting information.

The initial bloggers' code of ethics suggested calls for truthful publishing, accurate source information, correction of mistakes, the integrity of content, disclosure of conflicts of interest and identification of biased sources [24]. Other available codes, such as Cyber journalist's code of blogging ethics, note three principles: to be honest and fair, to be accountable and to minimize harm. These codes were critiqued for being too narrow or that it is to be applied in a rather minimally modified form of professional journalistic code to the larger disparate cyber world [25].

Hence, broader codes were developed such that called for responsibility, respect, private communication before public communication, security against unfair attack, barring anonymous comments and ignoring the trolls. Another set of code proposed by a researcher promoting interactivity, free expression and transparency while being mindful of the "human element"[24]. However, such codes can be impractical in the case of citizen journalists, as such individuals often function independently outside the realm of the structured system or lack of professional status (thereby not accountable to any ethical code), or that the notes can be resistant to rules and codes.

The credibility of the Internet has been highlighted by some scholars, whereby Internet has the ability for the society to create their own judgement and perceptions towards an individual [26][27].

Personal branding is the keyword that is being highlighted by Lindahl and Öhlund as they believed that each image posted in Instagram brings many symbolisms. In addition, by posting images, an individual can create his or her own identity via their social media account (as such of Instagram) which makes it easy for the individual to interact with the society in the real world. Other than that, images are also believed to have greater impacts in delivering messages to the society because of the eye-catching photo as compared by using texts which is seen to be more boring.

5.0 METHODOLOGY

The researcher had decided to conduct a qualitative research for this study by obtaining the information from the selected participants, who in the researcher's view are experts and have the qualification to give the information that in-line with the study. Qualitative researchers are interested in understanding the meaning people have constructed, that is, how people make sense of their world [28]. However, this process will make the qualitative data becomes bigger and difficult to manage. Normally, the researcher needs to wait until the data have been analysed before it can be selected based on the need of research.

In this research, the researcher was using in-depth interviews technique as it provides detailed, more elaborated answers to the questions that are given by the researcher to the participants. At the same time, it allows the researcher to explore a particular subject beyond the confines of the researcher, allowing for more in-depth conclusion to be made [30]. Through this research technique, the researcher also had managed to get further explanation through the reasoning of the given answers.

The interview was conducted semi-structured, which gives freedom to the participants to express their views on their own terms.

The five (5) interviewees are from various newspaper companies around Kuala Lumpur and Klang Valley. They were called upon when they agreed to be in the research. Most of the participants are either journalists or expert editor in the related work field and thus the researcher was able to get clear pictures and the real scenario in the real world in order to answer the research objective of "Effect of Facebook on Journalist in News Writing."

6.0 FINDINGS

The following is the data gained from the face-to-face interview done with the five (5) journalists. A set of ten (10) questions were asked to seek a clear picture about their perceptions on Facebook (FB).

Questions 1: Do you use Facebook to search for information? Do you trust the information that you gather from Facebook? Why?

From the interview results, four out of five interviewees (I1, I3, I4 and I5) have similar opinions. They acknowledge and agreed as their opinions are supporting each other. According to the participants, they use Facebook to get some information and the public perception over a particular as he will then commented on the issue in his section. As for one participant, he stated that he did not rely on Facebook in search for primary source of a news and information.

Question 2: When looking for information, how do you use Facebook?

The five interviewees reached unanimous answer and same point of view that they use Facebook in search of information through the authentic Facebook page. Most of the interviewee gave answers related to the credibility and reliability of the sources. For these journalists, Facebook is being utilize as the second option in gathering the related information; an authentic source for public figures' personal views; first-hand information that helps them in anticipating the following information as well as getting the information and updates from the netizens on a news that is not being highlighted by the mass media.

Question 3: Can you provide an example of a situation in which you trust Facebook with particular information, and when you do not?

From the answers given, it shows that the five interviewees reached unanimous answer and same point of view as that they used Facebook for particular information. There are two groups of answers related to the question. For some, news from Facebook can be excessive as there is multiple additional information added by certain parties. However, there are some participants who saw that prominent public figures utilize Facebook to provide the public with statements related to the discussed or viral issues. This is because there are some figures as such the presidents for political parties and Malaysian Royal Police who will use Facebook as

a platform to do so and thus, there is authenticity to the news provided by them. Nevertheless, they will make sure that the information abstracted from Facebook is trustworthy and had come from reliable source.

Question 4: When receiving information from a Facebook “mutual friend”, what makes you trust this information as legitimate?

From the interview, it shows that all five interviewees had given similar answers and point of view in regards trusting the information shared and/or posted by mutual friends. Any information received is usually filtered through the source’s background of work, their level of education and the relevance of the information they are trying to convey. According to the participants, they will personally double-check the information with the “friend’s” backgrounds, knowledge and relationship upon the matter and the related individuals. In addition, the trustworthiness will be higher if it was being delivered by the mutual friends who had personally witnessed the situation.

Question 5: Do you trust the information from a Facebook “friend” or an informer that you have not met in real life?

From the interview, it shows that the five interviewees gave similar answer and point of view about trusting mutual friends’ information. To them, only the valid ones and exact news will be selected. On average, they focus on all aspects as any mishaps or misinformation may harm both them and the company. The participants have highlighted the fact that they will select only the accurate and trusted information from the informants. In addition, a participant had stated that the virtual connection they had with friends on Facebook enable them to naturally asses a whistle-blower from different aspects. A participant has also added that journalists would find it very difficult to believe the information given by whistle-blowers without being able to meet them personally. Besides that, there are participants who has very minimal trust upon news shared even by mutual friends and that the personal information of the informer is the main criteria that a journalist will pay attention to before considering the validity of the news.

Question 6: In general, Information on Facebook is accurate?

From the results interview, it shows that the five interviewees reached the same answer and the same point of view whether information on Facebook is accurate. Despite their varying answers, the gist remains the same which points to the stance that it is extremely difficult to believe the legality of news gained via Facebook.

Question 7: In your opinion, how does Facebook affect the way you receive, gather and distribute news?

From the results interview, it shows that three out five Interviewees (I1, I2 and I4) gave contradicting answers with those given by the other interviewees. For these interviewees, the existence of Facebook really gives an impact to them and disrupted their daily tasks. One interviewee finds Facebook is not an appropriate place to disseminate reliable information and thus disrupts the process of gathering and disseminating information while another interviewee finds it to have created a positive way to receive, gather and distribute news. The latter is being agreed by another interviewee because thanks to Facebook, they are able to have a glimpse on information that they do not receive in the first place. They claimed that Facebook has helped them to cut down cost and yet they are still able to get information easily and quickly.

Question 8: Facebook has affected the nature of the news gathering process. What do you think?

The results show that two out five interviewees found that the evolution of Facebook is really helpful not only in their personal life, but through their task and daily routine as well. For these interviewees, despite the process remains the same, it has become much easier for the journalists to gather information.

However, the other participants found that Facebook has miserably changed the newsgathering process. This is because it has made the journalists to being left with the impression that journalists did not follow

the acknowledge steps and ethics practiced by journalist for years and that they did not receive any information on the particular issue being highlighted. Thus, it is only right to view Facebook as a medium for light reading.

Question 9: What are the factors that influence the accuracy of the information on Facebook?

According to the interviewees, some of the information shared on Facebook from certain blogs by unknown users is to influence the readers from their agenda-setting. In fact, the owner for the Facebook account itself happened to be the second source for the given information rather than the main source.

Besides that, interviewees found that the source's Facebook profiles, credibility of the source as well as the perceptions, emotions and political views the source had on the particular matter do influence the accuracy of the information.

Question 10: Why does Facebook become the preferred choice of Malaysians for reading and sharing the news?

According to all five interviewees, modern technologies have been a great help whereas mobile technology enable Malaysians to get the information needed simply through their fingertips. In fact, there is no need for Malaysians to carry around bulk electronic devices just for the sake of getting access to the information. In addition, modern hand-held technology helps cut cost in getting and spreading the news and information and thus making Facebook as a one-stop centre for Malaysians to get the updates and information on the situation that is happening around the globe.

7.0 ANALYSIS AND DISCUSSION

7.1 Effect of Facebook on Journalist in News Writing

7.1.1 Fast

The term ‘fast information’ is very important in our daily lives. The advantage is possessed by Facebook and that it recognizes the effectiveness of traditional media in disseminating news. Considering the responses received from the Interviewee 1, 2, 4 and 5, it shows how effective the Facebook is as a communication tool to spread all kinds of news or information.

“New Journalism” in which people think that the media and civil society are not static information and where the media no longer owned by the mass media” – Interviewee 3

It is a different response that the researcher got from the interviewee 3, compared with the others. As an experienced person in the mainstream media, the responses the researcher had received was more skewed to the function of Facebook. Hence, it is made visible that changes in the mainstream media have changed the landscape of media dissemination. The traditional media can no longer be regarded as holding the news. Facebook has become the current in-trend tool of communication by taking over the task of journalists whom shall disseminate the information.

7.1.2 Easy

Modern and mobile technologies evidently have helped Malaysians to live a convenient life whereby we are now able to get the needed information simply through our fingertips. In addition, social media such as Facebook that is being considered new and simple has improves the facility in getting information. Besides that, some interviewee opinionated that Facebook is being recognized as as “identity card” in both the cyberspace and the reality and it has become a necessity for Facebook fans. On top of that, almost all Malaysians were found to own a Facebook account and latest gadgets helps them in spreading the information simply via smartphones. Moreover, Facebook apparently has took over the role as a “one-stop centre” where its users can get the information on almost everything through a single media.

The modernization in our daily life has given much help to the development of the media itself. The streaming media technology and many others are related to each other. The existence of communication systems and gadgets that help the development of the media as well as the latest upgrades in mobile phones have allowed us to gain additional new members or the Facebook users. On average, almost all interviewees are on the same page of opinions and that they provide similar answers.

7.1.3 Viral (Share)

A ‘viral post’ is when something or a post is being shared, copied and spread across all social platforms. On Facebook, in particular, ‘going viral’ means that a post has generated a great deal of attention in the form of a high number of likes, shares and comments.

Statements from all participants indicated that the issue of ‘Viral’ indeed has a profound impact on the cyber world, it effects clearly the “physical community” in general. Viral issues should be given greater attention. Replies from Interviewee 1 explained that the issue of ‘Viral’ can be just a game for some interested parties, where something are being deliberately repeated for a specific purpose and it can create a tensed atmosphere.

Based on the replies given by interviewee 2, the issue of ‘Viral’ had impacted the people, nation or country’s level of education and their general knowledge. This shows that the Malaysian societies, in general, are easily influenced without thinking about the validity of the news itself. The researcher was attracted to the answer given by interviewee 3 who had explained in greater detail on the issue of ‘Viral’ whereby behind a subject that is played up, either by a party or group. Be it a political party or the like of the individuals behind the scenes, those who are better known as “Rookie” or “Trooper” serve only to sensationalize the issues concerned, where if it to be analysed, one can find a hidden agenda that will be put into use for their benefit.

On the contrary, interviewees 4 and 5 have the opinions that there are indeed the good and the bad effects on the issue of ‘Viral’. Interviewee 4 had explained that what has become a burden to the reporters are the issue that had become a hot topic of her Facebook page, especially when, the reporter did not receive any instructions or news on a particular issue. So as a journalist, they need to find an authentic source or parties that are responsible for verifying whether the news that has gone ‘viral’ is genuine or otherwise.

Interviewee 5 explained that ‘Viral’ issue gives a big impact on their daily work and/or assignments. It is thought to be easy, fast and does not require any cost. However, he argued that there is goodness in every negative thing, same goes for the issue of ‘Viral’. He explained that many defamatory and untrue allegations are intentionally made to go ‘Viral’ and thus, it often turned troublesome for the individuals and/or ethnic groups in mention.

7.2 Journalists’ Perception on Facebook

7.2.1 Accuracy

From all the five interviews, we can see that there are a couple of main factors that influence the accuracy of the information gathered on Facebook. This segment tried to dig these factors of inaccurate news or information sharing that may occur between the known and unknown Facebook users itself.

“The smart users have to be wise and wait for the authority bodies to make an announcement in order to receive accurate and trusted information, just like I have mentioned earlier” – Interviewee 1

From the interviews, it shows that all of them agree that Facebook is not an appropriate platform to gain and find news as various issues will be distorted.

Many of them expressed concern that Facebook users have been going along with the trends of passing the received influential news despite not

knowing the source of the news to other users. Thus, there is a need to search for the accuracy on the news and that ‘Citizen Journalist’ differs from the true means of ‘Journalism’.

The answers gained from interviewee 2 shows that he likes to be in a ‘safe position’ whereas he put himself in the “middle ground” where he will neither reject nor accept the information as a total. He will always review and opt for ‘wait-and-see’ strategy to which he will be looking for the extensions of the information received.

In relative to ‘accuracy’, interviewee 3, 4 and 5 were seen to have given the researcher similar answers and opinions. Most of them decline a non-authentic source. As a reporter, there is a “Standard of Procedure” that needs to be followed before publishing a news. The concept of ‘filtration’ is still being used today as to avoid legal action being brought forward by the readers – either through an individual or group(s) – who may or are connected to the publish stories or news.

7.2.2 Trustworthiness

The answers received from interviewee 1 showed that certain issues may be manipulated (or ‘spin’, according to the locals) by some parties for their personal benefits and later being uploaded on Facebook

‘Spin’ on a certain issue and the misuse of information were being uploaded on Facebook for their personal purposes. Multiple results have been received on the issue of “Trustworthiness” and among them, the statements from the interviewee 2 that caught the interests of the researcher the most was when the interviewee had described the definitions of “Trustworthiness” and that similar answers were gained from Interviewee 4 and 5 that are related to “Trust” on news.

“Generally, he does not trust them one hundred per cent, but only about seventy per cent. For example, PAS president officially writes on the websites, which allows us to take it or use it as a primary source” – Interviewee 2

From the answer given, it shows that Interviewee 2 will accept the news from the official website of any organisation or individual to avoid the unreliable news. As a reporter, all kind of statements that come out is to be considered as solid evidence and to trust the sources.

On the contrary, interviewee 3 gave a lengthy answer in which he had stated that among the Facebook users themselves, there are individuals who are representing certain groups with their interest and the prospect of creating tension and persuade. These individuals are commonly being known as the “Cyberspace Citizens” and “Physical Citizens” and often rise against the government.

The results gained from Interviewee 4 and 5 shows that they believed that trusted news are now easy to be verified through the official e-News such as e-Awani, e-Berita Harian and other media companies. Other than that they have refused to accept the particular issues.

7.2.3 Integrity

Integrity is a trait that can be acquired, reliable, honest, sweet character and selfless. Each interviewee had unanimously voiced out their concerns upon what is being particularly noticeable among the users of Facebook.

“Rumours and gossips in media have long existed and not only in the new media. Their purposes are only to sensationalize an issue that match their goal or interest and that it benefits to either the individual or the group itself” – Interviewee 3

Interviewee 1, 2, 4 and 5 had agreed that the spreading false news is not a quality of integrity. They keep repeating that variety of issues aimed at thwarting plans regarding both politics and business, with the aim of overthrowing their competitors. This characteristic must be nipped off at the very early stage and must be taken seriously by the government by addressing these issues before them.

7.2.4 *One Stop Centre*

The answers received were from various facets.

As quoted from interviewee 1, “*It [Facebook] is being fully accepted and used by the public. Nowadays, every Malaysians have at least one Facebook account. Facebook has become the first “alarm” to check out on all kinds of news and information*”.

She pointed out on how useful Facebook is in our daily life and it has become compulsory for every Malaysians regardless of age, gender and rank to own at least an account. She often refers to Facebook in searching all kinds of information because as a Facebook user, she would simply click or visit the related homepages to obtain the necessary information.

Interviewee 2 though, has good reasons on not to support Facebook hundred per cent (100%) as a one-stop centre to search for information. He believes that anyone can write any articles, current issues and information on health. Most of the users were more attracted to follow the guideline given by Facebook users rather than a qualified medical practitioner. Malaysians have become lazy in the quest for knowledge and thus the statistic shows that the practice of reading among Malaysians is very low.

However, according to interviewee 3, 4 and 5, they claimed that Facebook works as a signal to an issue or information that is being sensationalized on the social media to which it is being discussed among Facebook users. They also claimed that as journalists, they have to provide answers as well as to calm the public in regards to the issues that may trigger a certain reaction among the Facebook users. Attentively, journalists have to help the public in spreading authentic information as well as to give and build the correct perception.

7.0 REFERENCES

- [1] Alejandro, J. (2010). Journalism in the Age of Social Media. *Reuters Institute for the Study of Journalism*, (Reuters Institute Fellowship Paper, University of Oxford), 1–47. <https://doi.org/10.1017/CBO9781107415324.004>
- [2] Gangadharbatla, H., Bright, L. F., & Logan, K. (2014). Social Media and

- News Gathering: Tapping into the Millennial Mindset. *The Journal of Social Media in Society*, 3(1), 45–63. Retrieved from <http://thejsms.org/index.php/TSMRI/article/view/63/33>
- [3] Mitchell, A., & Page, D. (2013). The Role of News on Facebook - Common yet Incidental. *Pew Research Journalism Project*. Retrieved from <http://www.journalism.org/2013/10/24/the-role-of-news-on-facebook/>
- [4] Safori, A. O., Mohammed, R., & Abd Rahman, N. A. (2012). Illuminating the needs to study journalists' perspectives and attitudes on the credibility of news on social networking (SNSs) sites. *Journal of Media Studies*, 27(January), 1–14. Retrieved from http://pu.edu.pk/images/journal/ICS/PDF/03_31_2_16.pdf
- [5] Lewis, S. C., Kaufhold, K., & Lasorsa, D. L. (2010). Thinking about citizen journalism: The philosophical and practical challenges of user-generated content for community newspapers. *Journal Practice*, 163-179.
- [6] Carpenter, S. (2010). A study of content diversity in online citizen journalism and online newspaper articles. *New Media & Society*, 12(7), 1064-1084.
- [7] Kim, Y., & Lowrey, W. (2015). Who are Citizen Journalists in the Social Media Environment? Personal and social determinants of citizen journalism activities. *Digital Journalism*, 3(2), 298-314.
- [8] Akar, E., & Topcu, B. (2011). An Examination of the Factors Influencing Consumers' Attitudes Toward Social Media Marketing. *Journal of Internet Commerce*(1), 35-67.
- [9] Croteau, D., & Hoynes, W. (2013). *Media/Society: Industries, images, and audiences*. London: Sage Publications.
- [10] Deuze, M. (2005). What is journalism?: Professional identity and ideology of journalists reconsidered. *Journalism*, 6(4), 442–464. <https://doi.org/10.1177/1464884905056815>
- [11] Shoemaker, P. J., & Riccio, J. R. (2016). *Gatekeeping*. Hoboken, New Jersey: John Wiley & Sons.
- [12] Rao, H., Monin, P., & Durand, R. (2003). Institutional change in Toque Ville: Nouvelle cuisine as an identity movement in French gastronomy. *American Journal of Sociology*, 108(4), 795–843.
- [13] Friedland, R., & Alford, R. (1991). Bringing society back in: Symbols, practices and institutional contradictions. In W. Powell, & P. DiMaggio, *The new institutionalism in organizational analysis* (pp. 232–263). Chicago: University Of Chicago Press.

- [14] Revers, M. (2014). The Twitterization of News Making: Transparency and Journalistic Professionalism. *Journal of Communication*, 64(5), 806-826.
- [15] Williams, A., Wardle, C., & Wahl-Jorgensen, K. (2011). Have they got news for us. *Journalism Practice*, 5(1), 85-99.
- [16] Bruno, N. (2011). Tweet First, Verify Later? How Real-Time Information is Changing The Coverage of Worldwide Crisis Events. Oxford: Reuters Institute Fellowship Paper.
- [17] Hermida, A. (2012). Social Journalism: Exploring How Social Media is Shaping Journalism . In E. Siapera, & A. Veglis, *The Handbook of Global Online Journalism* (pp. 309-328). Hoboken: John Wiley & Sons, Inc.
- [18] Lewis, S. C., Kaufhold, K., & Lasorsa, D. L. (2010). Thinking about citizen journalism: The philosophical and practical challenges of user-generated content for community newspapers. *Journal Practice*, 163-179.
- [19] Hedman, U., & Djerf-Pierre, M. (2013). The social journalist: Embracing the social media life or creating a new digital divide? *Digital Journalism*, 1(3), 368–385.
- [20] V.Pavlik, J. (2008). Media In The Digital Age. In *Media In The Digital Age* (p. 360). Columbia: Columbia University Press, 2012. <https://doi.org/10.1016/j.pubrev.2009.01.014>
- [21] Molina, A. (1997). Issues and challenges in the evolution of multimedia. *Futures*, 29(3), 193–211. [https://doi.org/10.1016/S0016-3287\(97\)00001-3](https://doi.org/10.1016/S0016-3287(97)00001-3)
- [22] Mangold, W. G., & Faulds, D. J. (2009). Social media: The new hybrid element of the promotion mix. *Business Horizons*, 52(4), 357–365. <https://doi.org/10.1016/j.bushor.2009.03.002>
- [23] Ed, M., Becker, J., & Ph, D. (2012). Into the Tangled Web : K-12 Educators, Free Speech Rights and Social Media A dissertation submitted in partial fulfillment of the requirements for the degree of Doctor of Philosophy at Virginia Commonwealth University. by John David Andrews Assistant .
- [24] Kang, I. (2016). Web 2.0, UGC, and citizen journalism: Revisiting South Korea’s OhmyNews model in the age of social media. *Telematics and Informatics*, 33(2), 546–556. <https://doi.org/10.1016/j.tele.2015.07.007>
- [25] Flavián, C., & Gurrea, R. (2007). Perceived substitutability between digital and physical channels: The case of newspapers. *Online Information Review*, 31(6), 793–813. <https://doi.org/10.1108/14684520710841775>
- [26] Flanagin, A. J., & Metzger, M. J. (2013). Santa Barbara What Is Social About Social Media Users ? How Social Media Efficacy Impacts Information

Evaluation Online A thesis submitted in partial satisfaction of the requirements for the degree Master of Arts in Communication by Kristin Page Hocevar C, (September).

- [27] Johnson, K. A., & Wiedenbeck, S. (2009). Enhancing Perceived Credibility of Citizen Journalism Web Sites. *Journalism & Mass Communication Quarterly*, 86(2), 332–348. <https://doi.org/10.1177/107769900908600205>
- [28] Uma Sekaran (2003). *Research method for business: A skill building approach*, 4th edition, John Wiley & Sons.
- [29] Doody, O., & Noonan, M. (2013). Preparing and conducting interviews to collect data. *Nurse researcher*, 20(5), 28-32.
- [30] Doody, O., & Noonan, M. (2013). Preparing and conducting interviews to collect data. *Nurse researcher*, 20(5), 28-32.