



*The role of citizen journalism in strengthening the principle of freedom
of expression and the formation of public opinion.*

*Le rôle du journalisme citoyen dans le renforcement du principe de la
liberté d'expression et la formation de l'opinion publique*

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Abstract:

This study aims to know the role that citizen journalism plays in strengthening the principle of freedom of expression and the formation of public opinion, by opening the way for pluralism of opinions, highlighting the reality of censorship imposed on citizen journalist participation, the mechanisms for overcoming it, the factors that attract citizen journalism to the public, and how to arouse it to the attention of the media.

The study reached a number of results, the most important of which is that citizen journalism, as a new media, enables members of the ordinary public to express their opinions, concerns and needs, and this increases their ability to make change in all fields and to form, shape and direct public opinion on a particular issue, and this is by employing the skills gained from practicing Citizen journalism and the recruitment of masses who are accustomed to receiving and following up on the contents and content produced and published by citizen journalists through social networks.

Keywords: *Citizen journalism, citizen journalist, social networks, freedom of expression, public opinion.*

I. INTRODUCTION

Information and communication technologies in their various branches have witnessed a great development in recent years, especially with regard to networking technologies represented mainly in satellite technology, the Internet and smart phones. As a result of this technological revolution, social networks have spread with different applications and remarkably, to intervene in all activities and sectors of political, economic, social, cultural and media life.

The recent technological revolution has led to the birth of a new networked virtual community characterized by a set of features, the members of which communicate with each other easily and quickly at any time and time within the framework of what is known as the ubiquitous feature or the unlimited spatial and temporal presence, which made the users of these media are cameras that cover events In various fields, in a timely and exclusive manner, where the process of transmission and reception is carried out through social media applications and sites as a means, and the smartphone as a mainstay, which has the role of collecting and capturing information and data in its various forms, written, audio, or audio-visual.

In light of all this, the media process has moved to a new stage in which the recipient has become the most important element in the communication and media process in particular, where the audience has become an important source of obtaining exclusive information, to the extent that mass communication means of written press, radio and television have become dependent on the materials that it captures It is sent by citizen journalists of all levels who have become eyewitnesses at the heart of the event in possession of their own means to cover it and publish its course.

All of the above leads us to refer to the precursors of what is known as citizen journalism, for which modern communication and media technologies have paved the way to prove its basic pillars in the media journalistic ground, and it has been able to impose itself in all parts of the world, especially in developed countries invaded by the culture and technology of smart phones, which is the main factor in The emergence of this new press trend.

The patterns of the public's use of citizen journalism applications differ, each individual uses a specific device or means and a specific application without another application, and members of citizen journalists also differ in the motive that makes them engage in this activity as well as the field they are interested in covering, and this is due to the background they possess in advance and the goals set before Participation in the production of media content and news stories. In this study, we will focus on the role of citizen journalism in consolidating the principle of freedom of expression and effecting change in various areas of life and the extent of the citizen's ability to form or direct public opinion on a particular issue.

Through this completed research paper, we will try to answer the following fundamental question:

How does citizen journalism contribute to consolidating the principle of freedom of expression and the formation of public opinion?

In order to answer this problem, we will break it down into a number of questions as follows:

- A- What is the reality of the censorship imposed on citizen journalism? What are the mechanisms to bypass it?
- b- What are the factors that attract citizen journalism to the public and form public opinion?
- C- What are the factors of media interest in citizen journalism and citizen journalism?

II - The methodological framework of the study:

II - 1 Defining the concepts and terminology of the study:

- **Citizen journalism:**

There are many concepts given by researchers in the field of new media of communication to citizen journalism, and this is due to the different time period in which they presented the definition of the concept, the different scientific and cognitive backgrounds and the context in which it appeared, in addition to the novelty of this new journalistic orientation. Similar to "citizen journalism" or "citizen media" . It is a term developed by the Colombian researcher and theorist Clemencia Rodriguez in 2001 (Rodriguez, 2011, p. 38) and "participatory journalism" which was introduced by the American researchers Bowman and Willis in 2003 (Zakaria, 2013), in addition to the term networked journalism, and there are those who call it street journalism. Or "public journalism", which was developed by the American researcher and specialist in modern technologies Dan Gillmor in 2004 (Gillmor, 2004, p. 58), and the public press and democratic journalism (democratic journalism), which is the name that the American researchers Hackett and Carroll came up with in 2006, and the term open-source journalism (- source journalism) which was introduced by American journalist and critic Andrew Leohard in 2013 (Carroll, 2006, p. 83). Another term that attempts to describe citizen journalism is "UGC Generated Content (UGC)". (Moyers, 2007)

procedurally:

By citizen journalism, in our study, we mean that field journalistic activity that has become practiced by the public as a means of contact with the world of journalism, acquiring skills, and getting used to the atmosphere of searching for information and publishing it through various media that enhance their ability to exercise freedom of expression, achieve change, and form public opinion on various issues.

- **Social media networks:**

It is a group of websites on the Internet, and its main goal is to build communication between a group of people around the world, and these sites depended on developing several services, which were known to Internet users at the beginning of their spread among them, and among these services were collected by social networks The ability to speak in writing with other people and to communicate in audio and video. (Shakra, 2014, p. 53)

procedurally:

Social networks are considered in our study as a means to participate in the free expression of opinions and concerns, and one of the mechanisms for achieving change and forming and directing public opinion. All of the above principles.

- **Freedom of Expression:**

Freedom of expression is central to the life, dignity and development of every citizen, as it allows each person to understand his surroundings and the wider world through the free exchange of ideas and information with others. 19 of the Universal Declaration of Human Rights that "everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers." (William Dutton, 2013, p. 29)

procedurally:

We mean freedom of expression in our study is the ability of citizen journalists to employ technical supports and social networks to present their concerns and opinions on various issues with the least amount of censorship and the greatest possible amount of freedom.

- **public opinion:**

It is difficult to find a single definition of public opinion, since the seventeenth century and many definitions provided by researchers for this thorny concept, which has always

constituted a fertile field for research. One of the important books that focused on this concept is the book "The Psychology of the Masses" by Gustave Le Bon. After public opinion was confined - after the French Revolution - to what the elite expressed, the concept shifted a lot - according to Le Bon - to the public, and the power of the latter became so great that it can be affected even the educated individual, as the public can move everyone, for either the worse or the better.

Among the group of multiple definitions of public opinion, we can cite a definition contained in the book "News and Public Opinion...The Impact of the Media on Civil Life" by a group of authors, in which it stated that public opinion is "a social consensus on political and civil matters reached by the constituent groups of society." The largest, and these groups can vary from small entities, to huge international communities

procedurally:

By public opinion, we mean in our study that compatibility and integration that occurs between members of the public on a specific issue and topic that occupies the social, political, economic and other fields, and the public turns to a certain direction and angle adopted by active people in the media process, such as citizen journalists.

II - 2 Research Methodology:

Each researcher must determine the method used in his study, and this is due to the nature of the research and study that we are doing. It should be noted that the term "curriculum" has several meanings and it is not possible to stop at all of these meanings, but this diversity of meanings can be summarized by saying: "The method is It is an answer to the question: "How do we reach the goals? " (Bouhoush, 2007, p. 138), while techniques refer to the means that are used to reach these goals. The descriptive approach will enable us to describe the reality of censorship imposed on citizen journalists and the mechanisms for overcoming it, and to highlight the role that citizen journalism has become, in strengthening and consolidating the principle of freedom of expression and guiding and forming public opinion.

II - 3 Importance of the study:

The topic of the citizen's role in citizen journalism in consolidating the principle of freedom of expression and in shaping or directing public opinion on a particular issue is a new topic. Therefore, the importance of the study lies in knowing whether citizen journalism has a role and presence in the media space in light of the openness that Algeria knows in two aspects: the aspect of the Internet and its technologies Which has known a great spread of the culture of the smartphone with high-flow Internet, which created us a networked community of users who are present in every place and time, and on the other hand, this coincided with the emergence of private television channels that are also open to this virtual space, and in front of this interaction taking place, this will allow us to The study highlights this role.

II-4 Objectives of the Study:

This study aims to find out:

- Citizen journalism and its role in opening the way for pluralism of opinions.
- The reality of censorship imposed on citizen journalism and the mechanisms for overcoming it.
- Factors for attracting citizen journalism to the public and forming public opinion.
- Factors of media interest in citizen journalism and citizen journalist.

II - 5 Previous Studies:

Some studies in recent years have dealt with topics related to the problem of our study, and we will focus in mentioning them on presenting the most important findings that we have reached and that intersect with and serve the topic of our article:

- The study of the researcher "Ibrahim Baziz" entitled "Public Participation in the Production of Media Content and the Emergence of Citizen Journalism", a doctoral

thesis discussed at the University of Algiers 3 in 2014, which reached important results that the Algerian public began to actually adopt citizen journalism as a basic activity that enters into the The framework of an attempt to convey facts and events in a quick and instant way, thus arousing the interest and attention of media institutions on the one hand, and the ordinary public looking for news in various fields on the other hand.

- The study of the researcher, "Nha El-Sayed Abdel-Moaty Ahmed", entitled "Attitudes of Egyptian youth towards citizen journalism on the Internet," a master's thesis discussed at Mansoura University in 2013. The study aims to measure the attitudes of Egyptian youth toward citizen journalism on the Internet and shed light on the forms Citizen journalism and the problems it faces, as well as monitoring the changes brought about by the citizen journalist phenomenon on the media industry.
- Researcher Mark Pearson's study on the use of the Internet in the media field, the impact of the Internet on journalism and the extent to which it is used to train journalists, and in teaching some subjects in journalism departments, a doctoral thesis discussed at Bond University in Australia in 1999 AD, tried Through it, the researcher studies the impact of the use of the Internet on the media process, while showing the new activities that resulted from this use. Where the researcher reached results that the Internet has a great influence on the media process, and this is the result of the role that network users have played in journalistic work. The researcher also concluded that the Internet audience should be taught in a way that is different from the audience of other traditional means.
- A study by researcher "Akshay" that dealt with social media and how to analyze its content, and the participation of individuals in the production of content through interactive Internet applications, a doctoral thesis discussed at the University of Maryland in 2008. The researcher has studied the structure of virtual communities and the nature of communications that take place between its members through various interactive applications. The researcher indicated that blogs are considered one of the unprecedented means of communication, which enables individuals to freely express and communicate with others, and thus contribute to the formation of virtual communities.
- The study of Islam Muhammad Abdel Raouf in 2014, which dealt with interactive methods in direct satellite news channels towards issues of democratic transition in Egypt, an applied study that concluded that social media brought a clear richness in the television news service and achieved a social presence for viewers through their interaction through those approved channels On social media, the study also indicated that democracy has become a feature of the media climate, not just the political climate, which created a state of qualitative development in terms of use and presentation of interactive content in new media.

III. Theoretical framework of the study:

III.1 Citizen journalism and opening the way for a plurality of opinions:

The old media, including written press, radio and television, have always been a narrow space that does not accommodate all ideas and opinions that flow into political, social, economic, cultural, sports, religious and other fields of interest to members of society in its various segments and categories. This is due to the fact that these media institutions are "managed by influential political and economic parties," (Qarnani, 2020, p. 138) which control the financing of the media and direct them towards agendas that serve the interests of senior

politicians and businessmen, which they feed with the necessary human and material resources to continue publishing, broadcasting, and producing content and media materials.

The media here are compelled and not given the choice to follow the media policy that is dictated by the entities that fund them, (Allam, 2020, p. 93) and this leads to their inclination towards a specific intellectual and ideological current more than the currents and opinions of other parties, including the opinions of citizens and the public, which is supposed to be the most important element in the communication and media process and is the pillar of public service. Which always seeks to meet his news, cultural, educational and entertainment needs from exposure to the contents of the media.

But with the emergence and spread of citizen journalism applications that do not recognize temporal and spatial boundaries, nor the status of people and their political and economic influence, (writer, 2015, p. 47) the media space has become teeming with multiple ideas and opinions from here and there. The situation requires the presence of the largest possible number of its categories in discussing files that occupy them, express their needs and tendencies, and motivate them to participate in the production, dissemination and treatment of news stories and content through various media.

Especially those news channels that previously expressed one opinion, and today the huge developments that have taken place in the media space and the production of news through social networks have forced them to cite the contributions of citizen journalists in their news bulletins, not only that, but sometimes they even host bloggers and participants in Informing citizen journalism to discuss their topics and developments through the news studio and on the air, in the presence of specialists and representatives of the official bodies of the state, which would participate in providing the necessary recommendations and solutions to confront the phenomena that forced the citizen journalist to engage in the production of media content.

Citizen journalism applications were able to bring together members of the public from ordinary citizens with various elites and media, political and cultural frameworks, and established a round table in the virtual and real space characterized by pluralism of opinions and interactiveness that allows the exchange of various ideas using these new media and communication, which are characterized by ease and flexibility of use and wide global spread.

III.2 The role of citizen journalism in consolidating the principle of freedom of expression:

Freedom of expression is central to the life, dignity and development of every citizen, as it allows each person to understand his surroundings and the wider world through the free exchange of ideas and information with others. 19 of the Universal Declaration of Human Rights that “everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers.” (William Dutton, Freedom of Communication and Freedom of Expression: Changing the Legal and Regulatory Environment Supporting the Internet, 2013, p. 29)

By analyzing the text of this article and its projection on the reality of the media and communication space, which is characterized by tremendous technological developments, we find that the public who uses the new media for information and communication has now exercised its right to express its opinion more easily and adopt multiple opinions without pressure from any party, as the applications of citizen journalism and its interactive means have enabled The public can receive the largest possible number of news and participate in the production of other and widely disseminated using these new media in every place and time.

These capabilities and privileges granted by citizen journalism applications to citizen journalists have greatly contributed to enhancing and consolidating the principle of freedom of expression due to the lack of censorship mechanisms over publications and materials flowing on

a daily basis through social networking platforms, unlike the old media of written newspapers, radios and televisions in which information does not flow. Different opinions are not published freely, but are subject to censorship and scrutiny and often broadcast the opinion of the dominant parties.

In the face of this great amount of freedom of opinion and expression that characterizes the citizen journalism space, "many professional journalists have moved to electronic press platforms to practice a journalistic activity parallel to their profession in the old media, (Al-Yaqoubi, 2018)" and this is in order to express their opinions and ideas on various national and international issues freely, bypassing restrictions imposed on them in their media institutions, which joined them in the virtual media space and opened their own pages on social networks in order to form their electronic audience and support their television audience."

Thus, the old media, led by TV channels of various specializations, exploit the navigation in these social networks in order to expand their public base more" (Jenkins, 2007 , p. 81) The issue has become a competition issue between major local and international channels, which have well realized that the interconnected citizen press space allows everyone, without exception, the freedom to think and express opinion with the least possible percentage of censorship, and this is what made it a refuge for all parties to the media and communication process who exchanged jobs. It produces it, as communication here has become revolving in an endless cycle between taking and rejecting between different opinions.

This new interactive communication space does not include only citizen journalists, citizen journalists (professionals) and media men, but also attracts the interest of senior politicians, economists and famous people from the world of culture, art, literature and religion (Bashir, 2014, p. 62) to discuss issues that concern their fields of specialization and present their opinions about them freely and interactively with a large number of Members of the public navigating through these networks, which brought together all spectrums of society, who found in them an outlet for expressing their opinions and positions, exchanging ideas, recommendations, solutions and other outcomes of free discussion.

III. 2 . 1 The reality of censorship imposed on citizen journalist participation and the mechanisms for overcoming it:

The censorship factor is among the most prominent obstacles that stand in the way of consolidating the principle of freedom of expression, participation in the production of content and the dissemination of opinions through the old media, which has disrupted the wheel of press development and development and impeded the process of achieving public service. On the other hand, we find that the electronic press has known a qualitative leap thanks to the applications of citizen journalism that gave the audience of its users the ability to exercise their right to freely express with a small percentage of censorship compared to that practice in the media, which did not give the citizen journalist the opportunity to participate directly in the media process.

The public, with all its categories, found in citizen journalism applications the appropriate means to disseminate media contents in the form of various opinions, ideas and news and in any field desired by the citizen journalist and other groups involved "in this type of free expressive activity that is not subject to any pressures or censorship, and if the latter exists, it is Limited and relative, not absolute" (Simon, 2014 , p. 57) as is the case in the old media, and the censorship imposed on the citizen press space is difficult to verify and implement, as the authorities cannot impose censorship on the activity and participation of the citizen journalist except within the limits of the geographical region of the country concerned (writer, Legal Censorship of Digital Media, 2013, p. 12).

Where the relevant authorities are trying to block bloggers' websites and their pages on social networks and report them to the administration of these sites in order to ban their owner, or arrest citizen journalists who are active through official accounts bearing their pictures and real names, in order to investigate them, especially in the case of covering sensitive issues in The political, social, economic and other fields.

Also, some official bodies and bodies in some developing countries resort to recruiting a group of people to engage in an activity parallel to that of the citizen journalist in order to confront him (Osba, 2017) and exercise the right to respond to him and to the issues he raises through his news stories, especially if they include information that is not accurate and is not sure of its validity.

However, these censorship measures exercised by the authorities against the platforms and pages that the citizen journalist exploits in the production and dissemination of news stories may affect only the category of contributors who participate from the country governed and managed by these authorities, But it is unable to use any kind of censorship on publications broadcast from foreign countries, and this is what makes many citizen journalists take advantage of their presence outside the country to participate in the process of producing media content and news stories of interest to members of the community and members of the citizens of their home country at the same time, they find The most advanced technical means and high and uninterrupted internet speed available at all times and places, including in public spaces and facilities (wify service).

A group of citizen journalists also resort to participating in the production of stories, but with fake accounts bearing identities, names and pseudonyms (Talqani, 2019), which makes it difficult to censor or prosecute their publications, unlike those who work in an official capacity with their real names and pictures and who are often looking to achieve fame in the content industry. There is also a category of citizen journalists who practice their media activity in an organized manner while trying to abide by the ethics of the journalistic profession as much as possible. They exercise self-censorship over the contents they produce and broadcast through the new media, and this is to avoid any clashes with the authorities and their censorship scissors. (writer, Legal Censorship of Digital Media, 2013, p. 15)

Even if the authorities are able to censor a citizen journalist's publications, it is relative and positional censorship, as it affects a specific website or page. However, the work of citizen journalists is within a network activity through which they exchange content or news story through several applications and means of publication such as forums and various social networks, as well as The story may be sent and saved safely in the e-mail of any user, as the news is circulated in several ways and means, and it has no destiny but to publish and reach the largest possible number of audiences.

International organizations supporting human rights, especially those related to freedom of opinion and expression, have encouraged citizen journalists in all parts of the world to continue their activities in order to convey their voice and give an image that illustrates their daily living reality, especially in areas that suffer from marginalization and tyranny and those under the control of an occupying power such as The Western Sahara region, which is considered the last colony on the African continent, and which Human Rights Watch follows the developments of the issue, especially in terms of humanity, and this is what prompted it to write a post on the organization's official page on Facebook on May 16, 2019 whose content was the following

"Citizen journalism is not a crime! But it seems that the Moroccan authorities are ready to criminalize it if they do not like the content - for example, support for self-determination in Western Sahara (Watch, 2019). The same international organization also records numerous violations and harassment of citizen journalist activity in other countries, such as Palestine,

where the Israeli occupation is practiced. The policy of restriction in many vital areas, including the media field, which makes it difficult for the youth participating in the production and dissemination of content to participate in the process of participating to cover their daily lives and the problems and crises they live with with the occupation.

As a result of political developments and the accompanying events of protest and violence in order to change the prevailing regime in Arab countries such as Tunisia, Egypt, Yemen, Libya, Syria in 2011 and before them, in the years of Iraq, these countries witnessed a strong emergence of citizen journalist activity who sought to cover these events. With his smart phone equipped with the Internet and supported by citizen journalism applications, especially the Facebook network, to produce and publish news stories on a daily basis to follow up on everything small and large, especially in the face of the inability of the old media to carry out press coverage due to the censorship policy, which increased more than before, in a reality filled with chaos in all fields. In this case, the media are subject to the political and economic authorities that finance and run them at the same time.

Among the factors that grant great freedom to citizen journalists to practice their activities constantly is the absence or lack of clarity in the laws and legislation regulating this activity, especially in developing countries (Al-Labban, 2010, p. 58) that were unable to deter this new and active journalistic current due to the lack of definition of legal frameworks that regulate citizen journalist contributions within private media laws in every country. Every individual can open a blog, a website, or a news page on the network. Even the process of opening and issuing these platforms does not require legal approval from any party, at least for the time being. (Jamousi, 2018)

So citizen journalism and its applications were, in most local and international events, the alternative to the old media in the process of covering the course of events, especially in its early beginnings, and thanks to citizen journalism, senior financiers and media were no longer able to control, formulate and broadcast information in a manner that is in line with their policy, especially in crises. Major wars and conflicts, "In the war of the United States of America and Britain on Iraq in 2003, a great discrepancy emerged between the media contents broadcast by the American media, which were often misleading to public opinion about the causes and circumstances of the invasion." (Gharaibeh, 2004)

And those contents that were produced and documented by the American soldiers in Iraq using the technologies available at the time, especially since citizen journalism was in its first forays. Social media platforms and blogs, which have become today many, varied and spread widely, making it impossible for the American authorities to censor or prevent these publications that they see as contrary to their policy. The role of the soldier citizen journalist.

It should also be noted when talking about the forms and mechanisms of censorship practiced on citizen journalist activity, that it is sometimes carried out at the level of electronic platforms that the citizen uses to publish news stories. Citizen journalists, especially those that touch on topics that the Facebook administration deems inconsistent with the community standards in force on this site (Reuters, 2018), and "the process of censorship and deletion is carried out using the anti-spam system that prevents the publication of links and publications on a specific topic."

Similar to the global epidemic, Corona covid 19, which, since its spread at the end of 2019 and the first trio of 2020, citizen journalists have begun to produce and circulate a large number of news stories in various forms, awareness, warning, and others looking into the secrets of this virus, its causes and factors of its spread, which some have linked to biological warfare. An existing list between China and the United States of America, while some citizen

journalists attributed it to the fact that it is linked to the fifth generation of the Internet, which has significant repercussions on human health. (Al-Rashidi, 2020)

Where they lied the large numbers presented as victims of this virus and attributed them to the fact that most of these victims died due to the dangerous repercussions of the fifth generation technology on the health of citizens, especially the elderly and people with chronic diseases and other matters that the Facebook network management found dangerous and sensitive and sometimes classified within the false and misleading information of public opinion and this What prompted it in many cases to delete publications related to this epidemic, and to ban their owners from publishing and participating in the production of news stories due to the circulation of baseless information according to the management of the site, whose owner cannot oppose the higher authorities in the United States of America.

Another example of the censorship that Facebook exercises over the news stories published by some citizen journalists through this site is the latter's late 2018 deletion of hundreds of accounts, pages and groups in Myanmar from its social networks, after the site's management discovered what it said was "fabricated and coordinated behavior" and links the country's army (Correspondents, 2018). And the company had previously deleted accounts, including the account of the army chief, after criticism that it had failed to act to address hate speech in light of violence against the Rohingya Muslims in the country, and it also continued to investigate other pages that "misled others about their identities and what they are doing," and may violate the company's policy. Regarding the false description, Facebook stated that the deleted pages included "news pages that appear to be independent citizen journalists and are all linked to the Myanmar military." (Hurriyat, 14)

Nevertheless, the censorship and domination exercised by the authorities over the old media and at a small percentage of the new media remains impotent in the face of the large flow of media content produced by the citizen journalist, which is often characterized by collective production in all stages of preparation, publishing and broadcasting from several parties and through several supports and means at a time itself, which constitutes an endless communication network that is difficult to control or exercise any kind of control over, and the information reaches in any form, place and time. Which is required by the profession of journalism in general, which is honesty and credibility in transmitting information and ensuring its authenticity before publishing it.

Once a media content is published in this networked space that receives news in a flowing way and re-publishes it and sends it in a more flowing and complex way to cross all temporal and spatial boundaries, this content will become everyone's talk even if it is incorrect, while the ethics of journalism stipulates the need to provide a public service to the public among its pillars. It is telling him what is going on in reality without distortion or falsification. In order to avoid the obstacles and difficulties that the citizen journalist may face during the performance of his activities, he must from the beginning avoid all publications of insults, cursing, slander, defamation and other violations that journalists have always fallen into in the old media and which reflect the existing political and financial conflicts between the parties that finance these media.

The citizen journalist should convey the voice, image and opinion of his fellow members of society in their simple daily lives and the crises and problems they face. By transmitting them through citizen journalism applications, they will reach the newscasting studios and discuss at the officials' table who are now in direct contact with the ordinary citizen through very effective means of communication and media. .

III. 3 . The role of citizen journalism in shaping public opinion:

Today, thanks to the applications of citizen journalism, the public has become the most prominent element in the communication and media process in its various forms, written, audio,

audio-visual and electronic. This is by taking into consideration the concerns and preoccupations of members of his community and the public thirsting to receive news and developments about its social, political, economic, cultural, sports and other fields and areas of life.

In this participatory media space, the public takes two basic forms and roles. A large group of it participates in the production of media messages, analysis and treatment of events through the media, (Blaagaard, 2018, p. 52) which found themselves forced to transmit and broadcast news stories produced by citizen journalists and who covered the event at the moment it occurred, which gave them an advantage and a journalistic precedence over which journalists compete. Professionals in various newspapers, radio and satellite news channels, which made these media enter a second stage of seeking another level of scoop and obtaining these news stories as soon as possible to know the merits and backgrounds of the issues raised and closely follow their developments. (Blaagaard, 2018, p. 54)

And the media often resort to hosting citizen journalists with news stories to discuss, analyze and treat events on the pages of newspapers, radio waves, television screens and main bulletins. And if the media do not interact with the citizen journalist's publications and try to distract the public opinion from them with secondary issues, it will appear as if they are tweeting out of tune and will lose the public's trust (Suleiman Salem Saleh, 2019, p. 71) and follow-up to its newsletters that are devoid of all current developments and issues and that fall directly into the circle of his interests.

To avoid this abandonment, the media resort to Keeping abreast of the events covered by the citizen journalist, who becomes an effective role in the formation of public opinion In view of the fact that dealing with his news stories through official governmental and private media gives these stories a kind of credibility, importance and great influence in the opinion of the receiving public, who encounters such contents everywhere and at all times, as he finds them invading social networks on the one hand and news channels on the other hand, and this is what It makes it support the opinions and positions of citizen journalists, supports them and encourages them to continue this media practice that is more interactive, realistic and dynamic.

III. 3 . 1 Factors that attract citizen journalists to the public:

The citizen journalist is considered an integral part of the public (Quinn, 2008, p. 24) and it is a media extension to it. The citizen journalist before the advent of modern communication technologies was a single mass of the public receiving media messages that had a single source and walked in one direction from the communicator to the audience as a passive receiver who had no other role except for consumption. The public is tired of these features that theories of the strong influence of the media have attached to it, especially in its early days, and it has always sought to find effective ways to interact with these media and respond to their messages or participate in preparing them with his own touch, opinion and direction.

The public has sought, through specific historical stages, to form an active group that represents it in the prevailing media space, in whose name it addresses the media and official authorities and authorities and participates in the treatment and analysis of issues of concern to it through these means.

The emergence of a group of citizens who use the new media and communication, not only to receive content, but to produce other content from their point of view and the view of the rest of their community members, has led the public to encourage these initiatives since their inception, especially as they "represent them and speak on their behalf in the media and try to convey facts and events from their diaries." (Bassiouni, 2018, p. 37) And this is what earns the

citizen journalist great public support, which gives him the ability to build and form a strong public opinion on a particular issue, especially if he chooses the topics on which he produces his news stories.

And if public opinion in its concept is the formation of an idea or judgment on a subject or a person, or a group of debatable beliefs and thus may be true or false, and pertain to members of a group or nation that shares the opinion despite their class, cultural or social difference, (Blaagaard, 2018, p. 61) then it is opposed with A private opinion that refers to personal matters and issues related to one individual.

The public opinion that unites the public and is adopted by citizen journalists in their news stories faces strongly the opinion of the communicator, who is a political party or a financial force that funds the media and directs them to their opinion and point of view.

Among the factors that helped the citizen journalist to attract the public and gain its trust and support in forming a consensus public opinion among its members, "is his success in achieving the press scoop in covering urgent events and provoking discussion on other issues more important than those circulated through the media" (Jack Rosenberry, 2010, p. 38) that finds itself It broadcasts the contents of the citizen journalist, which gives it strength, support and greater importance in a media space teeming with news and information with multiple topics and sources.

III. 3 . 2 Factors of interest of TV news channels in citizen journalist participation:

The old media, especially the news TV channels, found themselves forced to keep pace with developments in the media space, whose torch was carried by the citizen journalist to lay its foundations steadily, especially after he gained a large fan base through social networks, forming a supportive force for the opinion adopted by the citizen journalist in the content of his news stories. Of interest to the public from near and far. That is why TV news channels embraced these bloggers and citizen journalists through their bulletins and analytical studios, either by hosting directly or by making contacts with the owners of news stories published through social networks and transmitted on TV news screens.

This step comes in order to follow developments of interest to the public in order to attract their interest and achieve large viewing rates that are close to those recorded through the Facebook network. in a relative way.

Thus, TV news channels are accustomed to involving the citizen journalist in the media process and encouraging him to contribute to the production and dissemination of news stories, especially in (Al-Dulaimi, 2011, p. 53)“developing countries that lack the principles of interactive media and open to all parties, including the part of the simple citizens.” This media dynamic began to appear clearly in International channels, especially in the United States and Europe, which cooperate a lot with the public wishing to produce media contents (Tweissi, 2017, p. 9), and this is one of the factors of generalizing this experience to the world's televisions, whether governmental or private.

While some of those in charge of media organizations believe that one of the factors of the latter's interest in the contents produced and published by the citizen journalist is that it is part of a new strategy that has yielded positive results in the process of achieving and consolidating the principles of public service in its media and news aspect. The public or citizen journalist has the full right to contribute In achieving the highest percentage of public service equally with the professional journalist, intensifying their efforts would allow access to the largest possible number of information from different sources and deliver it to the largest possible number of public Especially those groups that are still living in the stage of receiving and receiving intense news, including those news that are covered and transmitted by the citizen journalist who is a social and media extension for the members of this audience, for which every media medium, including television news channels, aims to build a mass base through which it

is capable of expansion. And permanence in a media space filled with competition and seeking to achieve the journalistic scoop in transmitting news and treating it with the various available human and material means.

IV Conclusion:

Citizen journalism and citizen journalist play an effective role in consolidating the principles of freedom of expression and opening the way for a plurality of opinions on various issues of concern to members of society in all areas of political, economic, social, cultural, sports, health, environmental and religious life, and this is through the contents and media contents that It is produced and published by the citizen journalist through social networks. His practice of citizen journalism has earned him a mass base that he can direct and form a public opinion through on an issue.

The study reached a number of results, the most important of which are:

Citizen journalism, as a new media, enables members of the ordinary public to express their opinions, concerns and needs. The growing ability of citizen journalists to bring about change in all fields and to form, shape and direct public opinion on a specific issue.

Citizen journalism allows the public to employ the skills gained from practicing this journalistic activity and to recruit audiences that are accustomed to receiving and following up on the contents and contents produced and published by citizen journalists through social networks.

There is relative control over citizen journalist contributions via the Facebook network and at the level of local laws and legislations that seek to control this activity and avoid it deviating from the correct media track, but there are some cases that conflict with the principles of freedom of expression.

Citizen journalism gives the public the ability to bypass imposed censorship and express more freely.

• Recommendations:

- The citizen journalist must practice citizen journalism in a more positive manner and contribute to the consolidation of the principle of freedom of expression, but without exceeding the limits set by the charters and ethics of the journalistic profession and avoiding contents that carry violations and abuses such as insults, slander, slander, interference in the privacy of others, publishing fabricated news and everything else. It would dilute his activity as a citizen journalist who participates in providing a public service in its media aspect, equally with the professional journalist.
- The citizen journalist must take advantage of his ability to form and direct public opinion on a particular issue, choosing topics of public interest that provide services to the community, and avoiding superficial topics that their owners seek to draw attention and create a fleeting media uproar through social networks.
- The custodians should pay attention to the formation of citizen journalists and the establishment of special institutions to give them the basics of journalistic work in the virtual space.

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