

**User Generated Content and news reporting
" Twitter as reporting tool for breaking news"
-A Comparative study between Al-Jazeera and CNN News Channels-**

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Abstract:

This study seeks to understand and demonstrate how the perception of Use media Organizations user-generated content, Especially Twitter for disseminating breaking news. The study used a quantitative content analysis to analyze 650 Tweet to users collected from both Al-Jazeera and CNN News Channels, From December 20, 2021 to January 15, 2022. The results indicated that CNN shared tweets about political news more than Al-Jazeera and both Channels rely on Twitter to disseminate human interest, Health news and War news more than any other type of news. Findings hold key implications for theory and practice.

Keywords: User-Generated Content; Twitter; Breaking News; Al-Jazeera News Channel; CNN News Channel.

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INTRODUCTION

The Internet offers many more opportunities for ordinary individuals to interact with each other and with journalists, than the pre- Internet age. Web 2.0 and other online applications have transformed mass communication from a one-way to a two-way communication system. With the Internet, even ordinary Web users can conveniently create and disseminate media content.

Participatory journalism' has been anticipated as a form of journalism in which the audience no longer 'merely' receives news, but, enabled by digital technologies, is involved in its production and dissemination.

The potential rise of the audience as producer of news challenges journalism to rethink its professional identity, conventional understandings of its function in society and key principles – such as objectivity and diversity – that are conventionally associated with professional journalistic quality. In short, participatory journalism forces professional journalists to reconsider the building blocks through which they have claimed their expertise, social authority and public legitimacy). News organizations and journalists have taken a hesitant attitude towards a participating audience, fearing a loss of journalistic quality . Participatory media production in general and the notion of user-generated news in particular present philosophical and technical challenges to the professional logic of journalism.

Social media has become a significant source for journalists. Platforms such as Twitter play a vital role in the process of gathering information, and have become a major part of many newsrooms Twitter facilitates the immediate dissemination of news from official or unofficial sources to over a variety of system and devices. Also, this social platform is significant because it functions as a sort of awareness system, which helps journalists to be aware of current events.

This study investigated the type of news used in Twitter feeds, as well as the type of content on Twitter feeds from both Al-Jazeera and CNN news channels. By conducting a quantitative content analysis, the study explored which types of news are most related to retweeting and explored whether or not there is a relationship between the types of news and the audience's replies to the news as a sort of interaction.

Statement of the Research Problem:

This study seeks to understand how established news organisations are responding to the emergence of UGC. We examine UGC as a process whereby ordinary people have an opportunity to participate with or contribute to professionally edited publications.

The purpose of this study is to:" How does Al-Jazeera and CNN news channels use Twitter to spread breaking news"?

Objectives and Significance of the Study:

The general objective of this study is is to illustrate importance of user generated content (UGC) Industry in the Media Enterprise News Industry. As this study seeks to

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explore the type of news released in the on Al-Jazeera and CNN news channels outlet as well as explore the use of different content in the posted tweets like using tweets with images, links and videos and Hashtag. Also, these This study aims to explore if the type of news is related to retweeting. Our research thus provides guidance for Media digital insights and analytics, and ideally will encourage other researchers to focus on this changing context.

This shall contribute to the available literature and reveal the implications of User-Generated Content on the mainstream journalism, and as well as form a synergy between the mainstream journalism and citizen journalism.

Theoretically, The impact of this study will be felt positively in various fields, such as all journalism sectors, governments, private individuals, NGOs, academics and others.

Academically, this research work will therefore advance knowledge. The academic community will use this work as a reference point and in the execution of similar studies.

Research Questions :

In line with the research objectives, the following research questions were formulated below:

RQ1: What kind of content do news editors share on Al-Jazeera and CNN news channels?

RQ2: Do particular types of stories posted receive the greatest number of retweets?

RQ3 : Is there a relationship between the type of news that is posted by Al-Jazeera and CNN news channels and followers?

The following two hypotheses are tested :

H1: Al-Jazeera channel relies on user generated content on Twitter as a source of information and breaking news, especially political news.

H2: CNN channel relies on user generated content on Twitter as a source of information and breaking news, especially political news.

This paper is organized as follows. In the first section Definition of Search terms is introduced, The second section describes our The theoretical aspect, The third section presents the research method. Key findings are discussed, The last section concludes with a discussion of the theoretical and practical implications.

1. Definition of Search terms

1.1 User-Generated Content

User-generated content, or UGC, can be defined as generic term that encompasses a wide range of media and creative content types that were created or at least substantially cocreated by “users” that is, by contributors working outside of Conventional professional environments. Although UGC in digital formats is as old as computing technology itself, and UGC in nondigital formats has an even longer history, the term emerged to widespread recognition especially with the participative turn in Web design and practices that took place in the early years of the new millennium and is often referred to as the emergence of "Web 2.0". (Holt & Random, 2015, p1799)



All user-generated content falls under three categories: Text, Pictures, or Videos. UGC can be any of the following: (Banyai, 2012, p269)

- Social media content
- Reviews and testimonials
- Blog posts
- Video content (including live streaming and AR lenses/filters)
- Q & A Forums (including comments)
- Case studies. (Soemaker, 2009, p34)

1.2 Twitter

Twitter is an open social network that people use to converse with each other in short messages, known as tweets. Whether it's sharing breaking news, posting updates about their company or following their favourite celebrities, people are using Twitter to connect with others and to discover new things every day. (Hermida, 2018, p661)

1.3 Breaking News

Breaking news or what is known as the special report or newsletter expresses a journalistic phenomenon aimed at conveying and broadcasting the most important and up-to-date news to viewers, whether by voice transmission through the news presenter or by writing on tape below the tv screen, allowing the presenter of the newsletter or the programs shown to cut it and broadcast the breaking details of the important news. (Mohan, 2014, p45)

1.4 Al-Jazeera News Channel

Al Jazeera is a state-owned news channel affiliated with al-Jazeera Media Network, founded on November 1, 1996, based in Doha, Qatar. Initially as a satellite channel for Arab news and current affairs and since then with the same name as Al Jazeera, the channel has expanded into an international media network with a number of outlets, including the Internet and television channels specializing in multiple languages in several regions of the world". (Galtung, 2015, p71)

1.5 CNN News Channel

Cable News Network (CNN) is an American news-based pay television channel owned by CNN Worldwide, a unit of the WarnerMedia News & Sports division of AT&T's WarnerMedia. It was founded in 1980 by American media proprietor Ted Turner and Reese Schonfeld as a 24-hour cable news channel. Upon its launch in 1980, CNN was the first 24-hour news channel in the history of television seven days a week and the first channel dedicated solely to news in the United States. (Leon, 2015, p53)

2. Theoretical Context

2.1 Twitter and practices in Citizen Journalism

The scholarly community still applies the labels citizen journalist and citizen journalism to this group of people even though the phenomenon of citizen journalism is not technically new. For example, citizens passed political pamphlets in New York, Philadelphia, and Boston in the 1740s. (Thurman, 2008, p83)

The new label for this particular category of journalism, however, does suggest that citizen

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journalism embodies a unique phenomenon in that its emergence was in conjunction with the advent of internet publishing technologies; especially blogging. Social-media platforms have facilitated people's ability to publicly share their knowledge, Information, and opinions with anyone with internet access. (Bélair, 2015, p3)

Many scholars have attempted to theoretically define citizen journalism. Despite these theoretical efforts, there has not been a consensus on the definition of citizen journalism. As the field develops, we should see some agreement on the concept label and its definition. In the literature, these People have been referred to as participatory journalists, community journalists, citizen journalists, pro-ams, bloggers, nonprofit journalists, Alternative journalists, hyperlocal journalists, user-generated participants, para journalists, and producers. (Kin, 2017, p301)

Citizen journalism can be defined as follows: (Masip, 2018, p365)

- "The act of a citizen, or group or citizens, playing an active role in the process of collecting, reporting, analyzing, and disseminating news and information. The intent of this participation is to provide the independent, reliable, accurate, and wide-ranging and relevant information that a democracy requires".

- "A participant that had ever produced a photo, video, or writing piece that has been submitted for inclusion by a mainstream or citizen journalism outlet, or that has intentionally or unintentionally been published by a mainstream or citizen journalism outlet".

- "People who are responsible for gathering content, visioning, producing, and publishing the news product". (Mortensen, 2016, p366)

Based on the themes that emerged across theoretical definitions put forth by researchers, it appears that the scholarly community that studies citizen journalism interprets such journalists as people with no news organizational Ties, who gather and/or publish news content, and who cover marginalized or hyperlocal communities. Earlier theoretical definitions, dating from Approximately 2003 to 2011, were more idealist in nature stating that Citizen journalists sought to engage other citizens or support democracy through their journalistic work. (Nip, 2010, p221)

2.2 Twitter and Journalism

Enter here the text of second subtitle, enter here the text of second subtitle. (Hermida, Twittering the news "Hermida, 2010, p398)

Twitter has been rapidly adopted in newsrooms as an essential mechanism to distribute breaking news quickly and concisely, or as a tool to solicit story ideas, sources and facts. The relative newness of micro-blogging means there is limited academic literature on the impact on journalism, Studies such as the one by Java et al. (Boyd, 2010, P25) Have looked at the motivation of users, concluding that micro-blogging fulfils a need for a fast mode of communication that "lowers users" requirement of time and thought



investment for content generation. (Brickner, 2016, p16)

In their analysis of user intentions, they found that people use Twitter for four reasons: daily chatter, conversation, sharing information and reporting news. At least two of these sharing information and reporting news can be considered as relevant to journalism, though arguably so could daily chatter and conversation around current events. Two of the three main categories of users on Twitter defined by Java et al. information source and information seeker are also directly relevant to journalism. (Skipa, 2014, p21)

When Twitter is discussed in the mainstream media, it is framed within the context of established journalism norms and values. There has been a degree of bewilderment, scepticism and even derision from seasoned journalists. New York Times columnist described it as "a toy for bored celebrities and high-school girls". (Hermida, 2010, p399)

There has also been discussion on whether the breadth and depth of news reporting would suffer as more reporters sign up to Twitter. Of particular concern has been how journalists should adopt social media within existing ethical norms and values, leading news organisations such as the New York Times, Wall Street Journal, and Bloomberg to institute Twitter policies to bring its use in line with established practices. The unverified nature of the information on Twitter has led journalists to comment that "it's like Searching for medical advice in an online world of quacks and cures". (Castells, 2016, p23)

Social media technologies like Twitter are part of a range of Internet Technologies enabling the disintermediation of news and undermining the gatekeeping function of journalists. Micro-blogging can be seen as a form of participatory or citizen journalism, where citizens report without recourse to Institutional journalism. It forms part of a trend in journalism that Deuze has described as a shift from individualistic, top-down' monomedia journalism to team-based, 'participatory' multimedia journalism. However, While micro-blogging services such as Twitter can be situated within the trend in citizen journalism, it should also be considered a system of Communication with its own media logic, shapes and structures. While Twitter can be used to crowdsource the news, where a large group of users come together to report on a news event, this paper argues that the institutionally structured features of micro-blogging are creating new forms of journalism, representing one of the ways in which the Internet is influencing journalism practices and, furthermore, changing how journalism itself is defined. (Lasorsa, 2017, p22)

Micro-blogging presents a multi-faceted and fragmented news experience, marking a shift away from the classical paradigm of journalism as a framework to provide reports and analyses of events through narratives, producing an accurate and objective rendering of reality. Services like Twitter are a challenge to a news culture based on individual expert systems and group think over team work and knowledge-sharing. As Malone et al Suggest, to unlock the potential of collective intelligence, managers instead need a deeper understanding of how these systems work. (Benkler, 2016, p28)

2.3 Twitter and Breaking News

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Twitter use has become commonplace in journalistic practice for reporting and engaging media consumers, and both news organizations and Journalists have adopted Twitter. Newsrooms consider Twitter as a means to disseminate news very rapidly to a large number of people who can easily access the information through the technology. (Dominic, 2017, p21)

Twitter can also help journalists gather facts, ideas or sources on developing stories or stories where a citizen on the scene may have better information or photos than will a professional journalist. Social media outlets, such as Twitter, disengage the process of gatekeeping; however, the reason journalists are using Twitter to disseminate information is because there is a Growing audience for short but fast bits and pieces of news. (Dimmick, 2016, p23)

Traditional media are not only losing their audience but also their credibility. Over the years, the news media, in general, have been getting Lower and lower trust ratings. This is plausibly one of the reasons many news consumers are looking for alternative sources of information, such as Twitter. But news consumption can also bedue to incidental exposure. For example, a study conducted in the 1998 elections found that the more frequently people went online, the more likely they were to report News exposure. This type of news consumption is not trivial because "unintentional exposure can lead to greater knowledge of current affairs". This incidental exposure to news also happens on social media sites such as Twitter, especially because social media have become popular news referral or sharing entry points to actual news sites. (Singer, 2014, 117)

2.4 Pros and Cons of Citizen Journalism

User Generated Content has been trailed by mixed reactions over the years. While some commentators have spoken so glowingly about the benefits of this brand of journalism, others have almost over-emphasized its downsides. There is, therefore, a need to strike a balance through a dispassionate assessment of the pros and the cons of citizen journalism. (Bowman, 2013, p46)

It has already been noted that UGC offers professional and non-professional journalists alike opportunities to be active participants in news content creation. With it, members of the public are no longer helpless passive consumers of news. They are now content creators. Citizen journalism has broken the hitherto seemingly endless monopoly of the mainstream media. (Radsch, 2013, p33)

As such, journalism is today democratic and participatory by granting access to just anyone to cover the news, citizen journalism presents a more personal, nuanced view of events and has the potential to cultivate communities of people with a common interest. Through blogs, citizen journalists have broken stories about political corruption, police brutality, and other issues of concern to local and national communities. (Bruns, 2011, p51)

Another rather amazing benefit of citizen journalism is that it delivers news almost at the speed of lightning. It has surpassed the immediacy of the broadcast media (radio and television). Citizen journalism, via the social media, spreads news like wild harmattan fire



just in split seconds, apparently because the news does not need to wait for any editor to process it. Feedback is also immediate. The audience has the opportunity to react to the news instantly, and even add to the content. This is why citizen journalism has been called “We Media.” In fact, we can simplify it by calling it “Our Media.” This is because the content of this brand of journalism is what we make it. (Kim, 2015, p310)

The foregoing benefits of User Generated Content notwithstanding, it has some downsides. One of such challenges is the question about the veracity of its content. Some commentators have criticized citizen journalism as a new way of spreading falsehood and other unethical practices in the name of journalism. (Petersen, 2015, p52)

Potential false news reports are just one of the many possible ramifications of sourcing news from anonymous sources. The news could be factually correct, but have flaws like blatant disregard of ethics, lack of objectivity, impartiality and balance. It could also be a hidden agenda or opinion sugarcoated as fact or a libelous or defamatory statement that puts subjects in the story in bad light. In mainstream media, a process of verification and checks called gate-keeping can weed out any such inaccuracies and biases. Gate keeping, so it’s called, is done by experienced and trained journalists and editors, using tools and skills like knowledge of the law and in house or commercial stylebooks such as the Associated Press Stylebook. (McQuail, 2010, p26)

3. Method and Data collection

3.1 Methodology

The researcher selected a of Al-Jazeera and CNN news channels based on their popularity, A content analysis was conducted to analyze a total number of 600 tweets, Those tweets were collected From December 20, 2021 to January 15, 2022 This study focused on user tweets shared (UGC) by Al-Jazeera and CNN news channels to explore how these news outlets use Twitter to disseminate specific types of news. Content analysis is a research tool used to determine the presence of certain words or concepts within Texts or sets of texts. Researchers quantify and analyze the presence, meanings and relationships of such Words and concepts, then make inferences about the messages within the texts, the writer(s), the Audience, and even the culture and time of which these are a part. (Titscher, 2013, p76)

Content analysis is a method for summarizing different types of content by counting various aspects of the content. Additionally, this method enables the researcher to include large amounts of textual information and systematically identify its properties. Content analysis allowed the researcher to explore what is Share content created by the public. The content helped the researcher to analyze and understand the different types of content that was presented to the audience through Al-Jazeera and CNN news channels .

The content analysis method provides extremely significant benefits including the devoid of interruptions In the process of gathering the data. This method helped the researcher to explore The interaction between the journalists and the audience on Twitter, and explore the content of news channels.

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We divided our study into the following categories :

-type of news : Politics, Business, War, Crime, Technology, Human Interest, Health , Religion, Entertainment.

- type of content : Tweet Text, Tweet with Image, Tweet video, Tweet h Hashtag.

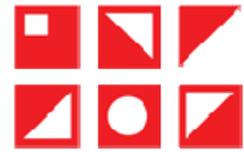
3.2 Results, and Data Aanalysis

The results revealed that the most common type of news released was news that related to Politics proportion of 65.07 % , followed by Human Interest news and Health with and War a combined proportion of 21.98 %. News related to Entertainment, Religion, Technology, Crime, Business, and weather and Other had a combined proportion of 12.53 %.

Table 1. Type of news shared by Al-Jazeera and CNN News Channels.

CATEGORY	Al Jazeera	CNN	Total	Percent
Politics	210	213	423	65.07
Business	07	10	17	02.61
War	22	18	40	06.15
Crime	09	03	12	01.48
Technology	11	12	23	03.53
Human Interest	20	34	54	08.30
Religion	13	06	19	02.92
Health	23	26	49	07.53
Entertainment	04	03	07	01.07
Other	02	04	06	00.92
Total	321	329	650	100

The first hypothesis suggested that news editors on Al-Jazeera and CNN news channels use Twitter accounts User Generated Content to release political news more than other Types of news. Based on the provided numbers in "Table. 1", these hypothesis were supported, Where political news which it came in First place with a Total of 423 tweets was cited



more than any other type of news Like Human Interest and War news and Health, Entertainment and Crime and Business and othet.

The first research question focused on determining the type of news that news editors released On Al-Jazeera and CNN news channels use Twitter accounts User Generated Content .The frequencies show that a total of 423 tweets were about news related to political news. There were 143 tweets (War and Human Interest and Health), and 84 tweets (Business, Crime, Technology, Religion, Entertainment and Other).

Table 2. Format of news shared by Al-Jazeera and CNN News Channels

CATEGORY	Al Jazeera	CNN	Total	Percent
Tweet Text	80	100	180	27.69
Tweet image	116	119	235	36.15
Tweet video	111	105	216	33.23
Tweet Hashtag	14	05	19	02.92
Total	321	329	650	100

The second research question asked the most common type of User Generated Content on Twitter. This research question explored how Al-Jazeera and CNN news channels tweet with image, video, Text, hashtags.

"Table. 2" shows The frequency of the type of content that was released by the nAl-Jazeera and CNN news channels use Twitter accounts User Generated Content .235 tweets with image, 216 Tweets with video, 180 Tweet with Text, 19 Tweet with Hashtag.

As the table shows, CNN news channel Participated 119 tweets with images where Al Jazeera Participated 116 tweets with images. Also Al Jazeera Participated 111 tweets with vidio where CNN Participated less with 105 tweets. Also CNN Participated 111 tweets with Text where Al Jazeera Participated less with 80 tweets. Also Al Jazeera Participated tweets with Hashtag more than CNN with a total of 14 tweets and 05 tweets for CNN.

3.3 Correlation

In order to explore the relation between the research questions, the researcher chose to conduct a correlation test to explore the relationship between the type of news and the number of retweets, The research question asked if do Particular types of stories posted receive the greatest number of retweets. The correlation test showed that there was a positive correlation between thepolitical news and the number of retweets, $(650) = 0.03$, p

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< .004. This Correlation revealed that the type of news influences the number of Retweets, and political news gets the greatest number of retweets by the followers.

The last research question asked if there is a relationship between the type of news that is Participated by Al-Jazeera and CNN news channels use Twitter accounts User Generated Content. The correlation test shows that there was a positive correlation between these variables, (650) = .003. , $p < .001$. This correlation revealed that Political news gets more replies than any other type of news.

CONCLUSION

Journalists and editors show some concerns about user contributions. They feel that there is a need to edit material in order to avoid duplication, keep the standards of language, select material that is newsworthy with broad appeal, and ensure balance and decency. Editors tend to view UGC initiatives as complementary to professional journalism, rather than replacing it. There seems to emerge a shared view that "a good story will beat anything", so that professionally produced pieces are superior journalism compared to content submitted by viewers and web users.

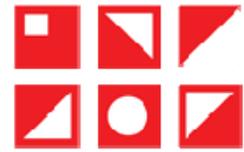
As the Web allows User Generated Content to become increasingly hyper-local and hyper-personal, tailored to niche enclaves of interest and individuals' distinct concerns, it will be essential to better understand how Citizen journalism operates at the very local level; how it serves communities, both real and virtual; and how it negotiates participatory forms of media production vis-à-vis longstanding norms of professional control.

The potential rise of the audience as producer of news challenges journalism to rethink its professional identity, conventional understandings of its function in society and key principles – such as objectivity and diversity – that are conventionally associated with professional journalistic quality.

Our study showed a dramatic increase in the opportunities for audience participation Media Organization News Industry. The of these formats can be seen as the most radical departure from the traditional publishing model, as they seek to present 'news', and comment on current events from the point of view of the audience. and more as a way of taking advantage of the "limitless newshole" of the Internet While most mainstream TV news providers have not yet recognized the growing importance of UGC in supplying news-related material to the public, they seem to be more open to incorporate these initiatives and are more aware of their role.

Ultimately, This study makes theoretical contributions in several ways. Moreover, the Findings of this study also provide some invaluable implications for Practitioners it adds to the burgeoning literature on Web metrics and Newsroom decision-making, despite the several interesting findings, the study is not free of the limitations.

The researcher suggests for future studies to expand the sample and choose more news organizations that popular and active on Twitter in order to get more significant results



regarding who releases specific types of news. In addition, expanding the sample of tweets would play a significant role in exploring what type of news do followers like to retweet or response to.

Twitter is a tool that we need to be aware of and understand more fully we believe that this study provides important insights to both researchers and practitioners.

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