

# **The Relationship between Citizen and Mainstream Journalism for Covering Syria News**

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## **ABSTRACT**

With the intercession of the new media, individuals were able to write news and publish videos through their participations on Social Networking Sites like Facebook, Twitter and blogs. This study is centered on citizen journalism which comes from the participation of citizens in making news. The main purpose of this study is to show the relationship between citizen journalism and mainstream journalism in covering Syrian news.

The study interviewed 15 Syrians citizen journalists through the internet and he designed questionnaires to analyze the content of five Syrian events on Aljazeera news channel. The five Syrian events are Al-Bayda and Baniyas, the siege of Bab Amr, al Qusair and Khalidiya in Homs, Yarmouk camp, chemical on Al Gota.

Result shows that the reason why Syrian citizen journalists are important is because of the covering of the demonstrations against the Al-Assad Regime. Other reasons are the fact that citizens had the opportunity to express their views on many subjects such as political, economic, ethics and freedom of speech which they've been prevented from for many years. Moreover, Aljazeera uses a significant number of footages and contents which came from Syrian citizen journalists. Due to shared political agendas between Aljazeera and citizen journalists, Aljazeera depends on them more than their own reporters while they are covering Syrian news. Majority of footages reflect Syrian opposition and the killing of Syrians which resulted from Al-Assad Regime. The study observed from interviews that Aljazeera depends on some persons as alternative source on covering Syrian news, and in a way they are

becoming their reporters. This leads to a question about the future of citizen journalist (activists) in Syria. This study asserts that since this is the case in a dictatorship country like Syria, it suggests that studies like this should be done for democratic countries to see the importance of citizen journalism. Secondly, the study also suggests that for other studies, news content published by citizen journalists on their blogs and YouTube should be analyzed.

**Keywords:** Citizen Journalist, Mainstream, Syrian events, Aljazeera channel

## ÖZ

Sosyal medya ile birlikte, bireyler Facebook, Twitter ve bloglara katılım göstererek haber yazabiliyor ve video paylaşabiliyor. Bu çalışma vatandaş gazeteciliğine odaklanıp, gazetecilik tecrübesi olmayan insanların haber üretim sürecine katılarak katkı koymalarını araştırıyor. Ayrıca, çalışmanın temel amacı vatandaş gazeteciliği ile ana akım gazeteciği arasındaki ilişkiyi Suriye haberleri üzerinden Aljazeera televizyon kanalına uygulanan içerik analizi ile ortaya koymaktadır.

15 Suriyeli vatandaş gazetecisi ile internet üzerinden röportaj yapılmıştır. Ayrıca, Suriye’de yaşanan 5 olay Aljazeera haber kanalının haberleri üzerinden ele alınarak, bunun için bir anket geliştirilmiş ve içerik analizi uygulanmıştır. Suriye’de yaşanan 5 olayın isimleri şöyledir: Al-Bayda ve Baniyas, Bab Amr kuşatması, Homs’daki al Qusair ve khalidiya, Yarmouk kampı, Al Gota kimyasalları.

Çalışmanın sonuçları gösteriyor ki, Suriyeli vatandaş gazetecileri giderek önem kazanıyor, zira Al-Assad Rejimi’ne karşı olan olayları haberleştiriyorlar. Bir başka neden ise, yıllardır önlenen politik, ekonomik, etik ve ifade özgürlüğü vatandaş gazeteciliğinin gelişmesine fırsat tanıyor ve bireyler seslerini bu şekilde duyurabiliyor. Aljazeera, Suriyeli vatandaş gazetecilerinden gelen görüntü ve içerikleri önemli rakamlarda kullanıyor. Aljazeera ile vatandaş gazetecileri arasındaki ortak ajandadan dolayı, söz konusu kanal Suriye’deki olayları haberleştirirken vatandaş gazetecilerine kendi muhabirlerinden daha bağımlı bir duruma geliyor.

Görüntülerin çoğunluğu Suriyeli karşıtların ve Al-Assad Rejimi tarafından öldürülen Suriyelileri kapsıyor. Vatandaş gazetecileri ile yapılan röportajlarda Aljazeera'nın Suriye haberlerinde alternatif kaynak olarak vatandaşların kullanıldığı ortaya çıktı. Ayrıca bu kişiler kanal tarafından kendi muhabirleri gibi ilgi gördü. Bu da Suriye'deki vatandaş gazetecilerinin (aktivistlerin) geleceğini etkileyen bir soruya yol açmaktadır.

Bu çalışma Suriye gibi diktatörlükle idare edilen bir ülkede yaşanan olayları kapsıyor. Benzer çalışmalar demokratik ülkelerde de yapılarak vatandaş gazeteciliğinin önemi ortaya konabilir. İkinci olarak, bundan sonraki çalışmalarda vatandaş gazetecilerinin kendi blog (günlük) ve Youtube hesaplarında paylaştıkları olaylar analiz edilebilir.

**Anahtar Kelimeler:** Vatandaş gazeteciliği, ana akım gazetecilik, Suriye olayları, Aljazeera kanalı.

# DEDICATION

To My Family

## **ACKNOWLEDGMENT**

I would like to express my appreciation to my supervisor, Assist. Prof. Dr. Metin Ersoy, whose expertise, understanding, and patience, and added considerably to my graduate experience. I appreciate his vast knowledge and skill in many areas (e.g., vision, aging, ethics, interaction with participants), and his assistance in writing this thesis.

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# TABLE OF CONTENTS

ABSTRACT.....	iii
ÖZ.....	v
DEDICATION.....	vii
ACKNOWLEDGMENT.....	viii
LIST OF TABLES.....	xii
LIST OF FIGURES.....	xiii
1 INTRODUCTION.....	1
1.1 Aims of the Study.....	3
1.2 Research Questions.....	4
1.3 Significance of the Study.....	4
1.4 Limitations of the Study.....	5
1.5 Definitions of Terms.....	5
2 LITERATURE REVIEW.....	6
2.1 Citizen Journalism.....	6
2.1.1 The Beginning of Citizen Journalism.....	8
2.1.2 Online News and Blogs.....	14
2.1.3 Citizen Journalism and Democracy.....	16
2.1.3.1 The Problem of Journalism.....	18
2.1.4 The Important of Citizen Journalism.....	19
2.2 Gatekeeping Theory.....	21
2.2.1 Gatekeeping Model.....	22
2.3 Mainstream Media.....	24

2.3.1 Journalism, Online Journalism .....	24
2.3.2 Journalism Credibility .....	26
2.3.3 Al Jazeera Channel .....	28
2.4 Syrian Civil War.....	31
2.4.1 The Reasons of Syrian Crisis.....	32
2.4.2 The Path of the Syrian Crisis .....	33
2.4.3 Five Syria Events .....	34
3 RESEARCH METHODOLOGY .....	39
3.1 Research Design .....	40
3.2 Sample of the Study .....	41
3.3 Instruments and Data Gathering Procedures .....	41
4 ANALYSIS AND FINDINGS.....	43
4.1 Interviews with Syrians Citizens Journalists.....	43
4.1.1 Importance of Syrian Citizen Journalism .....	43
4.1.2 The parameters of being a Syrian Citizen Journalist .....	47
4.2 Content Analysis of Aljazeera News.....	57
4.2.1 Content Analysis of Aljazeera News .....	57
4.2.1.1 Evaluation of Aljazeera News Report Headlines .....	57
4.2.1.2 The Footages on Al Jazeera TV reports .....	58
4.2.1.3 Information on Al Jazeera TV Reports.....	64
4.2.1.4 Interviews on Aljazeera TV Reports .....	68
4.2.1.5 The Frames used on Aljazeera TV Reports .....	70
4.2.2 Questionnaire Part Two.....	71
5 CONCLUSION & DISCUSSION .....	75
5.1 Summary of study .....	75

5.2 Results and Discussions .....	76
5.2.1 Evaluation of Aljazeera News Report Headlines .....	76
5.2.2 The Footages on Al Jazeera TV Reports .....	76
5.2.3 The Information on Al Jazeera TV Reports .....	79
5.2.4 The Frames used on Aljazeera TV Reports .....	80
5.2.5 The Content of Information that is given by Citizen Journalists through Aljazeera Newscast.....	80
5.3 Recommendations for Further Researchers .....	90
REFERENCES.....	91
APPENDICES .....	102
Appendix A: Aljazeera Content Analysis Coding: .....	103
Appendix B: Headline of Aljazeera News reports .....	108
Appendix C: Syrians Citizen Journalists Interviews Questions.....	112

## LIST OF TABLES

Table 1: Evaluation of Aljazeera News Report Headlines .....	58
Table 2: The Sources of Footage inside Aljazeera News Reports .....	59
Table 3: The Footage of News Reports Show .....	60
Table 4: The Feature of Footage ‘inside news report’ .....	61
Table 5: The Content of Footage that is used by ‘‘inside news report’’ .....	62
Table 6: How Many Times Aljazeera was repeating footages showed Killing and Blood Footage? .....	63
Table 7: How Many Times Aljazeera was repeating footages showed Violent Clashes? .....	64
Table 8: The Sources of Information used inside Aljazeera News Reports .....	65
Table 9: The Quality of Information used ‘inside news report’ .....	66
Table 10: The most repeated words used inside the News Reports .....	67
Table 11: How many interviews were used ‘inside news report’? .....	68
Table 12: The feature of interviews that were used ‘inside news report’ .....	69
Table 13: Which frames were used in Aljazeera news footage? .....	70
Table 14: The kind of information that is giving by citizen journalism through newscast related to .....	71
Table 15: The kind of information that giving by citizen journalists through newscast reflects .....	72
Table 16: Aljazeera is hosting citizen through newscast by: .....	73
Table 17: What is the hosting duration of citizen journalists through newscast? .....	73

## **LIST OF FIGURES**

Figure 1: The “PICK” Model for Multimedia News (Yaros 2008, 2009) .....	13
Figure 2: Gatekeeping Theory Model (Theory, 2011).....	23

# Chapter 1

## INTRODUCTION

With the intervention of the new media, individuals have played important roles in making news, whereas before the coming of the new media, the contents were mainly from traditional media such as TV, Radio, newspapers, and magazines. The citizen journalist played a significant role in many countries especially in Middle East. During “Arab Spring” especially in Egypt, Egyptian state media outlets were publishing previous president Mohammad Hosni’s regime propaganda for Egyptians. As a result, Egyptians found social media channels like Facebook and Twitter as a good platform to make popular campaigns against Mubarak's rule. As an example, most of Egyptians activists were communicating through social media channels like Facebook pages. By this way, people found another way through social media other than what was presented by the state owned media outlets. When the Egyptians brought down Mubarak from power, state media changed their orientation and started to cover news from Egyptian revolution activists’ blogs and Facebook pages. So, internet made the mainstream change their news coverage to include news published on news websites and sometimes news agencies also depend on individual’s post as the main source if there is no new information from their reporters’.

Similarly, Syrian events were also fostered on social media platforms by making citizen participants cover the latest news by publishing them on their blogs or

Facebook timeline. A youth initiative was titled “You are the editor” launched on Syrian website “Tahree Syria”, this website allows freelancers and citizen journalist to transfer the latest news developments in the Syrian events. Also, “Syria News Youth”, “eyewitness Syria” and other pages were joined the “Syrian Edit” website. This way, citizens transformed from being a source of news to being the editors and publishers of the Syrian news (Marwan, 2012).

During Syria civil war, many Syrians became citizen journalists like Amal Hanano, Rami Jarrah or Alexander<sup>1</sup> and they uploaded videos and sounds on YouTube. They were using fake names when they uploaded videos and other materials on social media to avoid being detected by the regime and to escape imminent death or imprisonment. Rami asserts that the Syrians did not see the first week of protests on state TV and other channels like Aljazeera and al-Arabiya. On the other hand, the killing of Syrian oppositions by Assad’s regime was covered by citizen journalists on social network sites. These coverages led mainstream media to the covering of news from citizens. As a result, mainstream media such as CNN added new icon called IReport that allows citizens to publish the latest news about Syria and other areas (Leigh ,2013).

Today’s technologies have contributed in making citizen journalism very important. Now, they have an impact on mainstream media through immediate news reporting. These technologies have helped to discover some of the most important activities that happened around the world such as Occupy Wall Street movements, Arab spring, and other major events. For instance, Ryan Boyette is a citizen journalist; he

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<sup>1</sup> Rami Jarrah: He is a Syrian activist, and was using “Alexander” as fake name for security reasons related to protect him from regime.

exposed the Sudanese government atrocities by using photos and video from eyewitnesses. Charlie Beckett said that network journalism may play an important role on global public sphere and creating a new news room way of life that will help fosters new journalism production (Revis, 2011). Naji (2015) asserts that citizen journalism comes as a result of expanding the gap between citizen and state, citizen and media institutions by traditional media. This led to less participation of citizen in different aspects of life like politics, economic, social (N. Jerf, personal communication, March 27, 2015).

However, professional journalists argue that citizens are not professional to create news content because they don't consider accuracy and ethical standards which are standards that mainstream journalist follow. Also, citizens do not care about privacy, sensitivity and balance in writing news. During Syria events, citizens posted news about children dead bodies and deaths of Syrians were also recorded during that period. Professional journalists emphasize that sometimes citizens publish some manipulated videos which served activists group in Syria, such as Al-Assad Regime using chemical bomb against Syrians. They believe there is no gatekeeper on the news content from citizens because the features of news being accurate, balanced, impartial and newsworthy is lost (Niyomukiza, 2013). The study explains these concepts in the second chapter of the study (literature review).

## **1.1 Aims of the Study**

This study aims to show the relationship between citizen journalism and main stream journalism through analysis of the Syrian news on Aljazeera TV channel on five "Massacres": Al-Bayda and Baniyas, The Siege of Bab Amr, Al Qusair and khalidiya in Homs, Yarmouk camp, Chemical on Al Gota. This study chose

Aljazeera channel because it covered the five Syrian events through reports from citizen and mainstream journalists. However, Aljazeera is not allowed to cover Syrian news by the regime. Ali Hashim, a former correspondent of Aljazeera, said that Aljazeera paid \$50,000 for “Syrian opposition” for telephone and internet to get an news from Syria, whereas Syria government criticized unbalanced coverage of Syrian news from some Arabic channel (Ruissa Today, 2012). Additionally, the study makes interviews with some citizen journalism in syria to evaluate their experiments, and to help answering the rescerach questions.

## **1.2 Research Questions**

In order to find the relationship between citizen and mainstream journalism, the research will try to find out answers of one major and four minors questions:

What is the relationship between citizen and mainstream journalists in covering Syrian news?

A) What is the importance of the Syrian citizen journalism?

B) What are the problems of the Syrian citizen journalism?

C) What are the similarities and differences between citizen and mainstream journalists of covering the Syrian news?

D) What are the news reports contents used by Aljazeera channel on five Syria events?

## **1.3 Significance of the Study**

This study is important because it helps to explain the importance of Syrian citizen journalism and it also finds the relationship with mainstream media such as Aljazeera. This study is also significant because it can be a future reference for researches done about citizen journalism especially in Arabic countries.

## **1.4 Limitations of the Study**

There are two limitations of this study:

A- The study used Aljazeera channel for the analysis of videos but it's important to note that Aljazeera is subjected to Qatar state policy which i find as a limitation to this study. However, it will help the study to find the relationship between citizen and mainstream journalism.

B- The study uses a definite name for the Syrian civil war because there is no united concept that studies agree to use in their articles. For instance, some studies used "Syria Revolution", other used "Syria crisis", and "Syria Civil War".

## **1.5 Definitions of Terms**

1- Blogs: "Blogs are interactive, non-synchronous web pages whose host upload posting the center of the topic .The topic need not be news, nor need it written following the standards and practices of traditional media ,and reader can write comment to bloggers posts" (Papacharissi, 2009, p. 109).

2- IReport: This is a CNN tool on their news website that allows citizens to publish videos and sounds. CNN checks for fairness and accuracy of the news and then they publish on their homepage site.

3- Framing analysis: according to Hope (2010) he affirms that "Frame analysis is a discourse analysis method that is principally concerned with dissecting how an issue is defined and problematized, and the effect that this has on the broader discussion of the issue" (Hope, 2010).

## Chapter 2

### LITERATURE REVIEW

#### 2.1 Citizen Journalism

Following Jay Rosen (2008) definition of citizen journalism, he asserts that “When the people formerly known as the audience employ the press tools they have in their possession to inform one another” (Deuze, 2009, p. 256). The purpose of gathering, reporting and analyzing information by the citizen is to give independent, reliable, and accurate information (Bowman & Will, 2003). In the effort to understand this concept, Luke (2009) submits that citizen journalism is sets of practices on internet which reflects the citizens and their engagement with journalism community. Sometimes, the citizen journalist gathers information to foster their activity through republishing and editing of news stories which comes from professional news agencies. Furthermore, the major source of citizen journalism is through eyewitness report with the help of smart phones which has the audio visual capacity to record voice, moving pictures and camera with high mega pixels. The citizen journalist gives information to reporters on the field who are to give reports to respective TV and Radio media outlets (Goode, 2009). From the defintions, citizens jouranalists take a handful of information at some point also from the mainstream media and this is important to understand as no man is island of knowledge.

Over time, citizen journalists have been called the public, participatory, democratic, civic, and street journalist owing to how they get their information. Grimes (1999)

accedes that civic journalism aims to mend American public life and American journalism. He asserts that creating news by citizens is to get their attentions and participations efficacies (Grimes,1999).

Similarly, civic journalism concentrates on citizens and their communities and normative attitudes of civic participations toward public life. The idea is that civic journalism in a way gives a call to other members of the community to realize their ability to serve themselves good and quality information which makes them morally responsible for themselves and the community at large. To achieve this goal, civic journalist needs to participate their communities in public discussions, and entered civics views into new media (Grimes, 1999). Rosen (1999) explains how this kind of journalism works by saying:

Firstly, addressing people as citizen and potential participants in public affairs, rather than victim or spectators, Secondly, helping the political community act upon, rather than learn about its problem, Third, improving the public discussions to make public life well. So, it earns its claim on our attentions. Journalists have to restore public confidence in the press, and reconnecting with the audience that has been drifting away (Rosen, 1991, p.22)

As a citizen journalist, civic responsibility is to collect information and create news content which the people can relate with. Human interest is a very important area of citizen journalism because information from the journalist has to concern the public. The participatory edge of democracy over other systems of government has allowed the ever increasing number of citizen journalist. This is what makes it possible in major areas like Europe for instance where the system of government is democracy. Interestingly, democracy dictates a system of the people, by the people and for the people. Pateman (1970) accedes that democracy supports and encourages people to contribute into decision making because the power to rule the state is in the hand of

the people and the leaders are supposedly servant leaders who should do what the people wants (Pateman, 1970, pp. 1-15).

Apparently, individual's participation in journalism over internet does defy age and sex factors. So, participatory journalism provides an interactive platform among community members irrespective of their age, sex, occupation and other demographics through the pictures, videos and sounds they have shared on the social media. Sometimes, some community members may be excluded from news because they get an altered version of the story (Domingo et al, 2008).

In recent times, citizen journalists have recorded a huge number of noticeable appearances in news coverage and reportage in topical issues around the world. A major instance is that of the war in Iraq in 2003, Salam Pax, one of the first citizen journalist got global attention from his reportage, his noticeable effort was to explain how western Journalists gave a one sided story giving the western readers an incomplete story. In this attempt, he seeks to find Arabic bloggers to give the other side of the story. Although Pax is not Arabic, but his post as regards this issue was detail oriented because it reflects Iraqis side of the story told by an Iraqi. The success of his post on this topical issue was based on readers getting to read his story which is written from two different view point (Campbella, 2014).

### **2.1.1 The Beginning of Citizen Journalism**

In the late of 1980, public and civic journalism was coming up with “reform” movement. This movement calls that the media should not just give information; it should also do its part to revival of democracy (Kim & Lowrey, 2015).

By 1988, Ledger Enquirer, a local newspaper in Columbus, was the first newspaper used the public journalism (Hass, 2006). After two years, when citizen or public journalism movement reflected the crisis among government and citizen, news agencies and their audiences, it led to the decrease in voters in political scope and shifted up to who participates in local community affairs. So, news agencies empathize on citizen participating in democratic process:

They produce greater amounts of election-related reporting; Second, include more staff-written stories; Third, they focus more on substantive election issues, candidates' qualifications for office, and candidates' policy records; Fourth, de-emphasize polls, campaign managed events, and candidates' strategies and image-management tactics; Lastly, they rely more on non-elite sources, including women and minorities, than on elite sources for information ( Haas & Steiner, 2006, p. 241)

By this way, agencies motivate the public sphere between citizens, and show the most problems to citizen like educational and others (Hass, 2006). Citizen was able to express their point of views on news pages even more than politicians and their campaigns, and they find solutions into community forums, and local civic groups. For example, Waikato Times is one of the New Zealand newspapers found in 1872, and it used phones surveying to ask citizens about their comments on different political parties. In the same way, they asked candidates to respond to citizen's questions. And, if any parties rejected to answer, news organizations like Press, evening Post and others threatened to add a block of white space of words under headline "No response" (Hass, 2006).

In addition, Asahi Shimbun, one Japanese newspaper which was making public journalism did in-depth interviews with citizens and asking them about political parties. Later, this newspaper added section called "Civic Welfare". This section

aims to cover the issues from citizen's perspectives. APN News also used the same section to identify citizens and their problems. As the result, Japanese newspapers such as Asahi, Kahoku Shimpō, Tokyo Shimbun, Chugoku Shimbun, Shinano Mainichi Shimbun and others emphasized on the strong relationship between citizen and journalists. For example, Shinano Mainichi Shimbun and Nishi-Nippon Shimbun newspapers focus on community forums that made a possible a public sphere platform between citizen and journalists during 1999 to 2003. Similar cases also happened in many European countries like Finland, Spain, and Sweden where using public journalism played a very important role. For instance, Diario de Burgos is local Spain newspaper and the media outfit motivated readers to give their opinions on political campaign and candidates. Also in South America with Clarín, La Nación, El Tiempo, Grupo Reforma Newspapers, Swazi Observer, Times of Swaziland, Oxy-Jeunes, which are Radio, TV broadcasting, were collaborated using of public journalism in Africa (Hass, 2006).

At the same time, 62 of civic journalism projects created by Pew Center aims to improve the civic life, and dialogue. This social movement employs on American politics and public life. Associated Press did a survey with 554 media executives about civic journalism. From the survey, result shows that 7.4% of respondents think that civic journalism is a significant way to connect between news organizations and their alienated communities, 14.1% agreed that making reports and news coverage was getting better with the intervention of citizen journalism. On the other hand, 33 % of respondents disagreed. One of the survey questions reads is civic journalism crossing the line of reporting and advocacy— putting journalism's ebbing credibility in further peril? The results show that 41 % of respondents agree, while 34.8 % disagree (Grimes, 1999).

With the intercession of the new media, millions of citizens share information and their experiences on social network sites. Citizen journalism began to highlight many issues around the world like South Africa tsunami in 2005, hurricane Katrina which damaged the Gulf coast in US and many other topical issues were on news sites from citizen journalist, whereas the government media outlets do not give full information about the occurrence (Allan & Thorsen, 2009, pp. 17-31).

In addition, in 2009 Iranian presidential elections witnessed a violent crackdown on demonstrators which was covered by eye witness (Jurrat, 2011). For example, a video uploaded on YouTube by citizen journalist about the killing of Neda Agha-Soltan who was killed during protests in Iran was topical at that point. These are videos the government will ordinarily not want people to see, but the citizen journalist made it available to people. Khaled Saaed, an Egyptian activist was beaten to death by the police because he published a video that showed the corrupt practices of the police and their brutal treatment against protesters. Both of Neda and Khaled cases represents the “Revolution code” as a call to freedom. A Facebook page was created to this effect and Egyptian activists began to go against Mubarak’s rule such as the names of the page suggest freedom. It goes "we are all Khaled Saeed" (Ali & Fahmy, 2013).

In 2011, millions of people turned to YouTube in order to see the tsunami which struck the Japanese coast. Furthermore, news corporations depend on these videos for their coverage to their audience. In 2012, YouTube management accedes that over 350,000 news videos were uploaded from Syria and had over 200 million views. However, hurricane sandy which struck the Caribbean and eastern US seaboard got 40,000 videos which were uploaded on YouTube (Browne, 2012).

In recent times, a good number of new websites were created by citizen journalists to published articles, podcasts, photo and videos such as The Huffington Post, South Korean Oh MyNews.com, NowPublic.com, and Wiki Journalism<sup>2</sup>. These websites have operated to traditional newsroom media, and called “pro-am ventures”. These news sources allows professional to change some of their publication (Jurrat, 2011). In 2006, one of the most popular news channels in the world, the CNN news added a tool called “IReport”. This tool allows for citizens to upload videos and photos from events of daily life. In the same way, it became an important platform for contributing to breaking news stories all-around of the world. Moreover, it is a good way to publish news materials more quickly because it doesn't need acceptance from the editorial board. Mostly, these news materials are not edited. So, there is no guarantee on the content or coverage. Sometimes, CNN uses this mark “On CNN”, which means the reportage is useful to them, but it is from a citizen journalist. Helen Boaden, BBC s director of news thinks that citizen journalism has a significant future for newsgatherings as dynamic resources because it creates the new stories from audience experiences and using their knowledge and hosting their opinions (Allan & Thorsen, 2009, pp. 1-7).

Ultimately, it is important to note that all these different events are covered by non-professional journalists or citizen journalism “Peoples Platform” is making real interaction between people and news through blogging and sharing videos or photos directly as a breaking news. The news writing from the citizen’s perspective is more emotional than mainstream media (Allan & Thorsen, 2009, pp. 17-31). As a result, citizen journalism shows another point of view “citizen views" to audience, whereas

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<sup>2</sup> Wiki Journalism is a web –based application, follows to Wikipedia site, and allows for individual to add, edit, and remove the content. So, the audience is connected to each other “horizontally” ,and with people in power like editors and politicians “vertically “ ( Jurrat, 2011)

it was prevented from government especially Arabic countries like Syria, Egypt and Libya. Also, Citizen Journalism is a way of reporting news outside mainstream media institutions. News stories have different subjects and ideas and are alternative sources of legitimacy (Radsch & Karlekar, 2012). It is important to note that formal journalist who follows media agency news needs to get approval on his news materials from his editor and head office of media outlet (Bowman & Will, 2003).

Citizens are motivated to make news based on these three elements: personalization, involvement, and contiguity see (figure 1). Citizen personalizes their content on internet to get positive attitude from audience. So, the different level of personalization determinates through user's expertise. Another factor which is motivating citizen is involvement (interest and interactivity). Digital technology is used to provide the content with includes people interest. The contiguity includes hypertext and graphics on electronic web. Images makes audience remember easily what they have seen than text without image because have its way of way getting to our mind easily (Papacharissi, 2009, pp. 72-77).

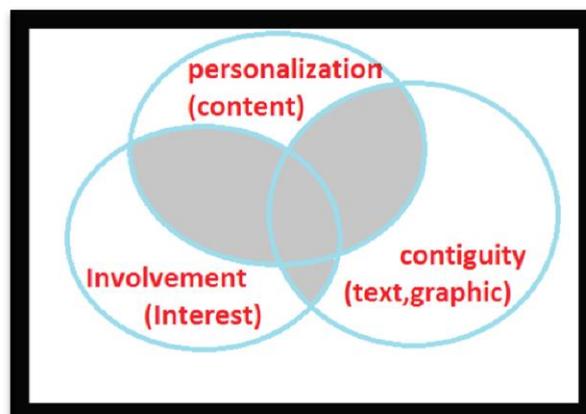


Figure 1: The “PICK” Model for Multimedia News (Yaros 2008, 2009)

### **2.1.2 Online News and Blogs**

In recent years, citizen journalism has allowed for the increase of citizens participation into news making on social network sites through posting, tagging and commenting so on. These acts are free for the citizen journalist on internet, whereas professional journalist serves the news organizations. The purpose of collecting data by citizens is to inform others who probably don't have the knowledge; also it could be irregular data and needs to guide people of their ways and practices (Kim & Lowrey, 2015). Moreover, it makes search and the reach for information easier through mobile applications. The new media has made it easy to participate in public issues and discourse (Jurrat, 2011)

In "Being Digital" book by Nicholas Negroponte (1995) argues that online news is a good platform for readers. You can easily choose the topic of your interest as a consumer. CNN, Wall Street Journal, Washington Post are USA online websites that provide readers some suggestion on possible things they will like to read on their sites and you can give a comment and suggest some ideas to the post read. For instance, 17 % of American used internet as a major source for news during the first day of the war in Iraq. A new form of participations started with internet age for publishing news daily events, personal storytelling like the blogs. These blogs make people more active on internet by participating with others on news post and sharing of ideas (Bowman & Will, 2003). New media platforms like YouTube and Vimeo and others allow users to make an account by connecting with their personal mail system like Gmail.

Domingo and Heinonen (2008) divided journalism blogs into four categories: audience blog, citizen blog, journalist blog and media blog. Firstly, audience blog

attracts new audience members and they publish news which is useful for mainstream media journalist. Journalist blog are basically journalists who their own private blog that does not follow their media institution. Media blog as the name implies are blogs owned by professional journalists who work with media outlet. Lastly, citizens' blogs are those kinds of blogs that are run by non-professional journalism and they do not have a relation with media institution (Kim & Lowrey, 2015). Bloggers divided into three categories which are activists, bridge- bloggers and public sphere bloggers. This bridge blogger means blogger who writes in different languages and probably different culture and nationality to their audience. Initially, blogs started to post in English language that reflected Western content and how liberal-minded elites in the region are. After that, Arabic blogs started and incorporated political, social and entertainment topical issues.

Arabic blogs were estimated to over 40,000 in 2006. During the war in Iraq, Arabic citizens used social network sites to express their ideas and make pressure on the government about their needs or opinion about certain issues. This way, Arabic citizens had impacted on politics and economic issues through expanding the space for freedom of expression, and creating an alternate viewpoint which never exists before (Hamdy, 2009).

In the last decades, digital media has given the opportunity to people to write that is vital to their community. With the increase of this blogs, governments increased censorship on the internet because the numbers keep increasing (Radsch & Karlekar , 2012).

Blogs gave the opportunity to citizen to disseminate news and opinions faster than government controlled media outlets. On the other hand, some traditional journalism made media blackout for some events around the world. During the rule of former Egyptian president Hosni Mubarak, he disallowed write up that criticize his policy in Egyptians media outlets. These media did not use news contents that criticize against him. When the citizen journalists covered main political issues and human rights abuses and social problems, it became an important source for information that attracts people by discussing the issue that matters to them, this also called for international attraction and attention. Arabic media at that time cannot control on the information people take because citizen journalism was attracting more audiences. But, not all Arab bloggers are journalists and must follow news standards. One of the famous bloggers that had articulated posts and good audiences was Baheyya, Sabah's Blog, her blog consist of sensitive political, human rights, social and economic issues. For example, some blogs covered Wael Abbas's exposure of police brutality in Egypt and the downtown Cairo sexual harassment (Hamdy, 2009).

The benefit of blogs during war is to give a different point of view from that of traditional media news reporting, but sometimes bloggers have certain ideology that might be full of propaganda and it becomes talked about easily. In the same ways, sharing photos online as a way of photo journalism makes citizen more interested because pictures may send message easily that a million words. Flickr is one of the social network site that helps citizens to store, search and share photo online (Allan & Thorsen, 2009, pp. 39-61) .

### **2.1.3 Citizen Journalism and Democracy**

In democratic societies, individual does ordinarily have the freedom to say things about their leaders. At beginning of citizen journalism, democratic participation of

citizens gave birth to the movement “reform” in 1980. This movement makes media not just to give information but also aims to revive democracy and it brings about publics into civic issues. Journalists have to distribute the information to audience to make them participate into making political decisions.

Following Schumpeter’s assertion, he argues that voting for leaders and discussion is the way of making people participate in politics. This way, citizens have a say in the leadership of their country especially during election campaign and the process of changing who is next to be in office. Thus, the percentage of participation is representing the requirement of producing a stable system of democracy (Pateman, 1970, pp. 1-15). This participation theory asserts that “The individual is the necessary basis on which rest political equality and political independence” (Pateman, 1970, pp. 22-23).

Moreover, the function of democracy is to provide dividends of democracy to its citizens through its law, elections so on. The elements of democracy like liberty and self –development provides in participatory society that embraced a power of political efficacy. In this society, the political problems play a significant role of shaping the citizens knowledge. Although, democracy calls for liberty, justice and equality, it also gives the minority of citizens’ voice to talk about their issues in participatory society (Held, 2006, pp.207-262).

As the result, individual needs the journalism to take a decision. There are many functions of journalism in democratic societies. Firstly, media has to give fair and full information because it reflects on citizens’ decisions in their self-government. Secondly, it investigates the concentrated sources of governmental power. In

addition, media provides a good analysis frame work to help citizen on understanding the world. In order to take social empathy in journalism consideration, media tells people about other's society. Fifth, journalism can create public form to make people more interactive and participation. So, the purpose of public form is to get diversity views from the different people in the society. Moreover, journalism helps to crowd citizens toward political programs (Schudson, 2008).

Journalism is another side of democracy, and it used from thinkers to make argument about French revolution in the pages of newspapers. On the other hand, it's not necessary that democracy produces journalism, and the same thing with journalism. For example, American journalism found in colonial territories under a monarchical, colonial power, it was before American democracy (Schudson, 2008).

### **2.1.3.1 The Problem of Journalism**

In some countries, journalism has many restrictions imposed by the government. Vincent (2014) argues that Indian journalists have the freedom of press of course to an extent, but it must not be against the government of the day. Same way, China government allows Chinese's journalism to practice but with restrictions because it monitors citizen journalist activity. In Saudi Arabia, female citizen journalists work with higher restrictions in comparison with men. In Iran, government has the power and censorship over the media, a video uploaded on YouTube that viewed Neda Agha-Soltan was killed during protests in Iran. Also, Khaled Saaed, Egyptian activist, was beaten to death by the police because he published video that viewed police corruption and brutality like using violence against protesters. Both of Neda and Khaled are still representing "Revolution code" due to freedom as the activist's views. So, citizen journalism was helping to publish these stories, and state media intended to hide from audience (Campbella, 2014).

The media in some Arabic countries like Syria, Libya, and Egypt suffer from the absence of positive and neutral sense. They do not discriminate supreme national interest, but they give biased point of view of power and allied with them and huddled around or beneficiaries. The absence of the objectivity is based on the main reasons. The trusteeship imposed by the executive branch of the media that and the problem of access to information and obtained (Al Sabah, 2007).

Sometimes, the problem of journalism is lacking of funding and so they rely on advertising as a source of income and it decentralizes decision making. Topics or issues are on newspapers for instance should not contradict the advertisers' ideas because he who pays the piper dictates the tune. Adverts provide profits for media outlets. In a way, advertisers control the newspaper content. Media must be independent, writers have to express their opinions freely without interference from their editors who are the mouthpiece of the owners and that means the editorial board has to be independent too (Al Sabah, 2007).

#### **2.1.4 The Important of Citizen Journalism**

The importance of citizen journalism comes from covering some global events that were not covered by traditional media. In 2001, September 11/9 the terrorist attacked on New York City; people who got the news first were from eye witness reports on websites. Also, Asian tsunami which struck on Indian Ocean, this event makes people to upload photo and videos on social network sites. The following year, many videos and photos were taken from citizen mobile phone about Hurricane Katrina and London bombings which happened in 2005. These events imposes media networks like CNN, New York Times, and other media networks to cover crisis events from citizen news sites such as NowPulic.com, The Huffington Post, South Korean Oh MyNews.com (Jurrat, 2011). Alexis (2012) accedes that the popular press

contributes to traditional journalism and power hierarchies. The model of journalism that is used in American blogging has greatly impacted on political decisions in the states (Arnold, 2012).

Citizen journalist helps in collecting and disseminating news on blogs or personal account without gatekeeping. The mainstream media limited the individual movements over content that are controlled by the gatekeeper “elites”. Citizen’s user generated content (UGC) tends to go in line with human interest and might be not detailed but professional journalists look in depth for covering issues. In 2010, there was a study that aims to know how UGC is subjected to gatekeeping practices at the British Broadcasting Company (BBC). The study shows that it is a good way for viewers to be far away from traditional journalism sources and public service because it increased the competition in reaching audiences. The BBC editors prefer to use UGC that serve the same purpose of the news they want to report (Ali & Fahmy, 2013).

As in the Syrian case, news media journalists have to write what pleases the Syrians regime. Syrian government gives a little freedom of press. However, journalists who are criticizing the government of the day have to leave the country and continue reporting news from neighboring countries like Turkey and Lebanon so on (Walla & El Zahed, 2014). Ribal (2011) argues that Syrian regime refused to recognize with peaceful protesters' demands for freedom and dignity since they have lived under a dictatorship kind of government for 40 years without any improvement on their lives. Due to outside influence from many countries like Iran on Syria, he submits that the level of unemployment, food prices rose, and shortage of water, and decreasing oil revenues (Ribal, 2011).

At the end of 2012, more than 45,000 Syrians were killed in the Syrian civil war and over 470,000 Syrian refugees migrated to Turkey, Jordan, Lebanon, Iraq and other countries (Syria Freedom, 2013). Although limiting freedom of press, mobile phone, camera, Facebook pages, YouTube were used to inform audience during Syrian civil war since 2011. Because of Syrian government campaigns to crackdown the protest movement, citizen journalist helps to break the repressive news which comes from regime, and prepares reports about Syrians oppositions events (Walla & El Zahed, 2014).

## **2.2 Gatekeeping Theory**

The first psychologist who found the gatekeeping theory was Kurt Lewin. This scholar was specialized in human behavior and their interactions with environment. In 1947, Lewin noticed that people were making decision about buying food from the channels. At the beginning, it started with housewives and their abilities to select the foods from markets. Later, he conducted a study that gatekeeper is not only focusing on the food, it also includes to news item (Roberts , 2005).

Besides Lewin, David Manning White incorporated newspaper's editors to the concept of gate keeping and their significant role on selection news. In other words, editors dominated on what kind of news stories were published. In addition, these news stories must be interesting to the audience (Harmon, 1998).

White used Wilbur Schramm's model to develop the theory. This model of communication represents transferring of information into three elements: source,

message and receiver. In his study with “Mr. Gates”<sup>3</sup>, White focus on how individual makes the gatekeepers decisions, and he realized that not all the world events enter into the news room (Roberts , 2005). As White, editors depend on the ideology and personal perspective while they make decisions. Later, Giber’s study used many newspapers editors as sample. He concluded that wire editors try to make all news local by choosing the most important news to the audiences (Chima, 2012).

### **2.2.1 Gatekeeping Model**

In this model, the editor plays an important role for publishing the news materials. While the flow of information starts from the sender to receiver. Gatekeeper’s selects the information which passes into the gate as a message to audience. On the other side, gatekeeper rejected the unwanted information if this information does not match with the agenda and his personal perspective. This process is illustrated in figure (2) (Theory, 2011). For example, Egyptians editors were publishing Mohammad Hosni’s regime content for Egyptians during his rule. However, editors removed the content which against Mubarak’s rule. As a result, the gatekeeper is dominating on what kind of news stories published, and removed the content that aims to change the group or society. Gatekeepers check also many standards before publishing news because of its “sensitive of image “and the influence of this news on audience, facts, and accuracy.

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<sup>3</sup> Mr. Gate: who was working as assistance with David Manning White at Bradley University. In that period, White depended on Mr. Gates to record his making decision process for a week (Roberts , 2005)

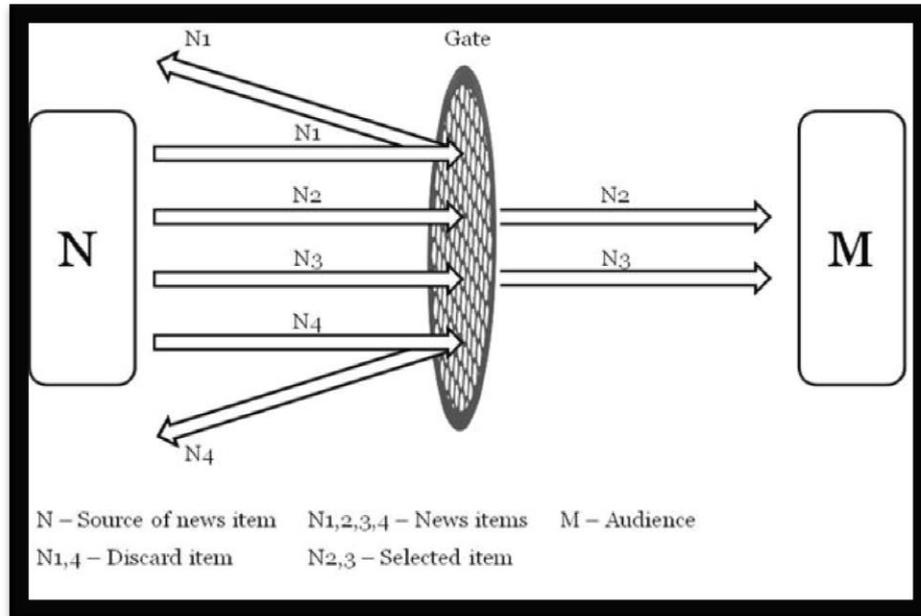


Figure 2: Gatekeeping Theory Model (Theory, 2011)

Furthermore, the selection of information from editor is based on many factors such as audience interest, news norms and organizations so on. All the factors lead to the making of some news stories which are sensational, controversial and interesting to the audience (Soroka, 2012).

With the intervention of the new media and the social media, people use them for many purposes. Users have the ability to write, think, vote, and declare about the recent activities as they like. In this case, individuals are considered as gatekeepers of their information because they decide on what kind of stories that published on social media. They can also read many stories easily from different sources on the internet. However, gatekeepers check the flow of information on the traditional media or corporations before the internet age.

## **2.3 Mainstream Media**

Kenix (2011) submits that mainstream media makes the ideological values of any societies with a large scale of influence through publishing reports from professional journalists which are connected with corporations that are looking for a profit based on the government's approval (Kenix, 2011, p. 3).

In other words, main stream journalism has contributed politically, socially, and economically and that make users consumed for these important issues. In addition; it also looks for findings in what media audiences find interest in. CNN, BBC, New York Times, Aljazeera and other channels are good examples of mass media outlets that do this (Cissel, 2012).

The basic difference between mainstream media and alternative is the size of the audience. Mainstream media mostly have a large audience whereas alternative targets particularly small-groups like ethnic, religious and occupation so on. Mainstream media ownerships are either by private and government corporations. Alternative media do not need too much funding. So, it shows the distance between views and how the power in the society controls the media (Tsfati & Peri, 2006). In addition, formal media have to be available to public without the need of any professional training and must be taken in different places from media organization (Attan, 2002, p. 25).

### **2.3.1 Journalism, Online Journalism**

Journalism can be defined as a process by which journalist collect and analyze the news. They check the credibility of the news before publishing to the public. This

news is mostly about political, local, cultural, sports and social issues (Mawsoah, 2012).

McKance (2009) argues that journalism tries to tell the audience information's as much possible through reporters, photographers, production team who are responsible to give the reader's information. For instance, photographers give the idea from image as we know pictures talk. More than 70,000 people work daily in the print journalism industry in Britain. Journalism is a huge effort not only from the journalist who writes an article, but behind the writing articles, there are groups of people who come up with ideas, they do the editing, design the pages and pictures and they organize them for publishing in the newspapers or other mass media. News report must have clear idea and accurate data from reality and also systematic way of telling the story to the audience. In addition, he accedes that writing news needs ability and training; it is not a guarantee that because you are literate you can be a good journalist. He added that Tom Stoppard covered news about an accident, Tom didn't write a news report how the accident happened and if any one was injured. He wrote to describe the atmosphere and sky and how the heavenly bodies look beautiful. This act doesn't show his ability of journalism writing even if he wrote a good material. Journalists are likely to use these words "I was there". For example, terrorist bomb acquired at the Honourable Arillery company in the city road , all the photographers left this action except Jon Jones, he got the picture from inside and its was not the best shot , but "he was happy because he was there" (McKance, 2009, pp. 1-6).

By 1995, News websites began to create news stories online such as breaking news like that of the bombing in Oklahoma City which killed 168 people and more than

500 were wounded. Because of this tragedy, the internet services provider (ISP) gives American online news room and the opportunity for sharing of views about the bombing was possible (Sultan, 2005, pp. 69-77).

Journalism takes two publications forms. Firstly, publications which are issued from online media broadcasting like Newspapers, Magazine, TV, and Radio. Secondly, publications which are issued from some journalistic materials like blogs and other social media networks. Most of news websites have a short headline and very brief sentences of news stories in order to attract readers. These news websites take the headline stories from the news agencies or other corporations. For instance, BBC news added more value, and provided more information and background to this news like supporting it with pictures and making interviews to build a good news story. In 2003, Guardian newspaper unlimited site had 8 million people that they were reading the news per month because it was a breaking news site and it is easy to access (McKance, 2009, pp. 71-82).

### **2.3.2 Journalism Credibility**

Kovačič et al (2010) seek to compare the credibility of information between news websites and traditional media. In the internet age, journalists asked if there is credibility on news websites because they posted news more quickly than other traditional way. Also, journalists adapt with the new environment “Electronic Journalism”. Credibility is an important element of the news that is targeted at audience for consumption. They argue as a study conducted that people who use internet are spectacular about news published on internet, and they still trust old-legacy media more than internet. However, some studies such as Johnson and Kaye (1998) found that online news media are more credible than traditional news media. To evaluate the credibility, research used a survey for 106 journalists in Slovenia. As

the result, Slovenian journalists indicate online news media are less credible than traditional news media. Moreover, journalists who work for traditional media get news from agencies and they published the news. Sometimes they copy and paste exactly or they just rephrase in order not to lose their audience members. Although the traditional journalism is more professional, the internet sources and information for audience is increasing in community model. This model is serving information to public's interest more than follow standards or elites instructions (Kovačič, Erjavec, & Štular, 2010).

By 2011, Aljazeera held media conference, which was titled "The Internet Journalism and freedom of opinion " in Doha, Qatar. In this conference, Richard Roth, Dean of the School of Journalism at Northwestern University US, pointed out social networks sites became an important source for journalism while they are writing news. On the other hand, research director of the Berkman Center for Internet and Society at Harvard University, Robert Knight warns that huge information offered by Internet could mislead the audience. So he confirms that the journalists have to check the source of news and ask about credibility. As the media professor at Cairo University, Awatef Abdul Rahman asserts that blogs have a level of transparency. But, bloggers have to follow professional standards through citizen journalism to achieve balance and credibility. In the same way, bloggers indicated that censorship cannot prevent the flow of information on internet because it's becoming "Internet Journalism" (Al-Bukhari & Ghaffar, 2011).

While the journalists are covering events around the world, they have to follow standards such as accuracy, facts, balance (objective), impartiality and newsworthiness. First, accuracy means journalists have to check the news before

publishing them from many sources. These sources must be reliable for the news media channel. Sometime, this accuracy is connected with the speed being the first of whom publishing the news. In this case, journalists have to accrue the news from their own reports, news agencies, eyewitness and other sources. Second, facts means that journalism created to tell the audience the truth and to be far away from fakes stories and unreliable sources. In order to achieve balance in the news, journalists have to cover the news from many different views. For example, Syrian editors have to include Al-Assad Regime and his opposing in the news reports by bringing the quotes from both of two different views. Additionally, impartiality is also related with covering the reality without entering agenda, and reporter views. Newsworthiness is determining the news which deserved to be publish or not, and it's based on the audience interest.

### **2.3.3 Al Jazeera Channel**

November, 1996, Aljazeera channel was established on Qatar state. Aljazeera broadcasting reaches all parts of the world through news reports or videos packages both live and on online. The Aljazeera stories have similarities with BBC News because they don't focus only on the Middle East, they have English and Arabic channel which are covering all events around the world. Also, and they have subscribed with western and Arabic agencies such as Associated Press and Reuters for getting news, pictures, and videos. In the same way, Aljazeera shows many subjects in their channels such as environment, educational, films, sports and others. For instance, it shows documentary films from social life about social problems, economic and other issues on Aljazeera documentary. Plus, it launched sport channels which showed world cup, Europa, Spanish League, and other sporting events. So, it is becoming the most popular sports channel in the Middle East (Miles, 2005, pp. 1-3).

When Aljazeera began broadcasting, it was for six hours a day because it was on one satellite which is Arabsat Satellite. Then they changed the transponder and raised the programs schedule to cover the whole day. For instance, Al Tittjah al Muakis (opposition direction) is one of the famous programs in the Middle East anchored by Dr. Fasel Al Qasem. The idea of this program is coming from a controversial political issue that is happening in the Middle East. He made crossfire by asking questions to two characters that have different views on the same issue. In order to create suspense, he creates a serious argument between his two guests. One is in support of the argument and the other is against it. Aljazeera gets financial aids from Qatar government and advertisements that promotes Qatar gas around forty or forty five minutes each day. Some of the companies owned by Qatar government also have their advertisement floated, other few adverts are from advertisers who run private companies (Miles, 2005, pp. 29-47).

Similarly, Aljazeera started to dish out international news from its English Channel for global audience since 2006. This channel also tries to cover cultural problems through documentary. It was a problem for Aljazeera English channel at first because they had to put into consideration making news not only for Arabic countries which they are used to before. It was a new start because they were starting off with a new language service whose culture and background is different (Seib, 2007, pp. 45-50).

Now, Aljazeera is an important platform for disseminating news, social, economic and others subjects to large audiences across the world. Aljazeera is a free channel that allows Arabic countries to watch without the need to subscribe. Also the website is user friendly and it is of course free.

### **2.3.3.1 Aljazeera and Arab Spring**

During Arab Spring, Arabic researchers asked many questions about how an Arabic channel like Aljazeera is covering these events. Khalid Al Haroub (2011) director of media program at the Gulf Research Center in the University of Cambridge submits that Aljazeera was not neutral with covering the Arab Spring. He said that Aljazeera became an important channel in Arab counties because it engaged with Arabic politics and supported some political and religious opposition that other mass media don't cover. Plus, it followed Qatar policy that was supportive for Arab Spring in Syria, Egypt, Libya, and Tunisia. So, Aljazeera intended to cover Arab Spring except Bahrain because of Qatar policy (Al Haroub , 2011) .

Campbell & Hawk (2012) found out that while Al Aljazeera was covering the Egypt revolution, it focused on social communication that was being used by the crowd who demonstrated and the political revolutions through sharing photos, videos, ideas on its social media pages. For instance, Aljazeera viewed how Egyptians posted videos and photos about demonstrations on Facebook pages. Aljazeera played an important role in shaping public views because it took videos from the events and repeating these clips and events shapes what the people think about the event (Campbell & Hawk, 2012).

When Syrian events began, Aljazeera was not covering for the first three weeks of these events. After that, it started to cover from their reports and videos from citizens because it was prevented from covering by Al Assad-regime. Al-Assad Regime believes that al Jazeera is biased to Syrian opposition which against them (Al khdar, 2011).

## 2.4 Syrian Civil War

“The Day of Anger” as translated from its popular Arabic tag in Syria was known as the day of Syrian opposition which started in February 2011. Initially, it didn’t get any serious responses from the Syrian public. Two months later, some Syrians began a peaceful protest in Daraa, but Syrian government prevented this act because they said that some of them killed police members and their goal is to fight Assad’s regime. On the other hand, Syrian opposition argues that the government killed some of protesters who have legitimate demands like get a better life. These events from Syria opposition came because they need to get an economic change to go out from crisis of corruption and monopoly of investment in Syria. One of the political activists, Ghassan Yassin, believes that Syrians need to get a freedom and equality through “getting rid” from Assad’s regime and applying the law toward new state (Abdullah, 2014).

In that period, a Syrian page on Facebook calls more than 25 thousand of Syrian participants against the Syrian President Bashar Assad. “Syrian revolution against Bashar al-Assad 2011” was the page that said that people in Daraa wrote many things anti-system on walls, but these walls were demolished by the government. This page added for all Syrians, they have to unit and meet on a peaceful marched which they called “The Day of Anger “ to achieve many goals like allowing the formation of political parties, rebel from Ministry of Media which is controlled on local media and newspapers rights and revival of the Syrian constitution (Nashwannews, 2011).

These Syrian events are different from the uprisings in Egypt, Libya, Tunisia because they started from peasants' revolt which are Syrian Sunni against Basher regime and who supported him. In the same way, many Syrians participate in the peaceful march because some of their families were killed by the state. It started from rural areas like Daraa and Der Alzoor, and then reached to Homs, Hama and the large cities Damascus and Aleppo (Zisser, 2013).

#### **2.4.1 The Reasons of Syrian Crisis**

Harba (2011) argues in his research that "Syrian Revolution (Dignity and Freedom Revolution) Causes, consequences and developments, future prospects" are some of the many factors that caused the Syrian crisis which are economic social and political problems. There were two directions in Syria economic field: one is supported the separation between ownership and management in order to conserve the public sector, and other one is Bourgeois and Bureaucracy which benefited from large-scale of collection of funds in the state because they have their goals and don't care for conserve the public sector. For instance, Syrian government allowed to establish commercial banks, private cellular connection and free market to attract funds and investments from the outside like United Arab Emirates states. As a result, Syrian state's money was controlled by private companies and businessmen such as Rami Makhlouf, Muhammad Hamsho and others (Harba, 2011).

Furthermore, they created their own private media that is against any protesters or someone who is looking for reforms in the economic system or Syrian regime. In the same way, Syrian peasants are not able to cultivate their lands because the government raised fuel prices. Another problem is represented for political issues like the absence of multi-candidate presidential elections, limited to the "referendum" on the principle of the president in the form of electoral ratification, the absence of

democracy and public freedoms. However, Bashar Al-Assad killed any person who tried to undermine his legitimacy as Syrian President. Homs, Hama, Aleppo and Damascus are the major battlegrounds for fighting between who support Bashar al-Assad and others who are against him like what they called on them self “Free Syrian Army” (Harba, 2011, pp. 1-8).

#### **2.4.2 The Path of the Syrian Crisis**

After four years of intensified Syrian crisis, UN report classified these events as Syria civil war (sectarian) between Syrians Sunni anti- Basher Al-Assad Regime and who supported him from religious country's and ethnic minorities like Iran, Lebanon's Hezbollah and Christians, Armenians, Druze. This report added that many Sunni groups came from outside to fight with the “Free Syrian Army<sup>4</sup>” against the state. According to Activists, more than 40,000 Syrians had been killed from both of them since 2011. Sergio Pinheiro, who heads an independent commission investigating abuses, indicates that Syrians Sunni who against Basher Al-Assad attacked Alawis and minority communities for illegal executions. He believed that no military victory in the Syria civil war (Al-jazeera, 2012).

The leader of Lebanese group Hezbollah, Hasan Naser Allah, believes that if Bashar Assad's regime falls, it will be easy for Israel to attack Lebanon at any time. So, he promised to fight with Basher's regime against what he said “Takfirists Islamists” which are groups of Sunni Muslims kill anyone if they identified him as an infidel. In addition, he agrees with Syria government that there is a conspiracy from Israel and U.S on Syria (Mroue, 2013) .

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<sup>4</sup> Free Syrian Army: it's representing in people who were defected from Syrian Army (Al Assad Force).These groups of people found during the Syrian Civil War to fight the regime, and being beside Syrian citizen.

However, Syrian opposition replied on UN for saying “Syria’s conflict is not sectarian, that it is conflict between the Syrian government "Butcher" and people are demanding freedom and equality, and the revolution will not divide Syrian society according to religious or ethnic lines”. They think that UN report is far away from reality because members of the Commission of Inquiry didn’t visit Syria or neighboring countries. Furthermore, UN has to protect the civilians from genocide (NaharnetNews, 2012) .

By 2014, Secretary of State John F. Kerry declared that United States is responsible for helping whom affected by Syrian crisis which started since 2011. Also, Turkey provided 135\$ million for USA to help Syrian refugees who are inside Syria and outside it (USAID, 2014).

### **2.4.3 Five Syria Events**

In order to answer the research questions, the study aims to analyze the news of Aljazeera TV news on five Syrian events which are Al-Bayda and Baniyas, The Siege of Bab Amr, al Qusair and Khalidiya in Homs, Yarmouk camp, Chemical on Al Gota.

#### **2.4.3.1 Al-Bayda and Baniyas “Massacres”**

On May 2, 2013, more than 169 Syrians from women and children were killed by Al-Assad government during four hours in Al-Bayda village. This village, which is located in the western governorate of Tartu and it’s near the coast city of Baniyas, was helping who are deserted from the government’s soldiers to reach the areas that controlled by Syrian opposition (Newschannel4, 2013).

According to many witnesses, Syrian government arrested the men, women and children and collected from their houses, and then they killed them and separated

women from men much later. For instance, 30 women and children were led to one room in Mustafa Biyasi house and they were killed there. It was very difficult to know their identities because their bodies were burned by the government, Um Mohammad was able to know her sons body only from his finger (Newschannel4, 2013).

Also, Sara (12 years old) one of the Syrians who survived from the “Massacres”, found her father tortured and murdered. Later, a strong battle started between Assad regime and its opposition in the mountain village of Bayda (Newschannel4, 2013) .

Although, many families tried to escape from these events toward Tartu, more than 77 Syrians were killed in the coastal town of Baniyas. However, the Syrian government replied that they were fighting “terrorist groups” in this area. US added “As the Assad regime's violence against innocent civilians escalates, we will not lose sight of the men, women, and children whose lives are being so brutally cut short” (Muir, 2013).

At that time, this word “#Massacre Of Baniyas” got a noticeable usage in the world on social networking site Twitter with over 22,000 tweets. It signifies the suffering of the Syrians and the call for international solidarity (Hamdan, 2013).

#### **2.4.3.2 The Siege of Bab Amr**

Homs, which is Syria city has seven main entrances which are Turkmen, Al Masdood, Al Sabah, Tadmrohod, Dreab doors, Al Souk Market, Bab Amr immortalized after Amr Ibn Ma'di yakrib, who was a warrior (Uife, 2012). On 29 October, 2011 shelling with heavy weapons began in Baba Amr area by Syrian Regime. And it got serious day after day as bloody occurrences increased.

"Khalidiya massacre" that killed nearly 340 people and 1,800 injured after the bombing of the neighborhood intense artillery bombardment. After that, Syrian Regime began a campaign which is considered as the most violent since Syrian activists started on Homs. Syrian Human Rights Network declared that 93 people killed by regime forces, most of them in Damascus, Homs and its countryside (Shaeer, 2013).

One of the citizen journalists "Hade Al Abdallah" who is working as a journalist in Aljazeera said that more than 60 Syrians were killed in one day by Al-Assad Regime bombs in the region (AljazeeraNews, 2012)

#### **2.4.3.3 Al Qusair and Khalidiya**

In February, 2013, there was a massacre by the Syrian regime in the Khalidiya neighborhood of Homs which was seen as a massive demonstration of the opposition demand to topple the Regime. This massacre began when the Syrian army besieged Khalidiya neighborhood with tanks and they started bombing the homes of unarmed civilians. Security forces entered the neighborhood and slaughtered the entire families and collapsed the whole and the deaths of dozens under the rubble of buildings were recorded. This massacre led to the killing of more than 330 people and about 1,000 were wounded. This massacres spread to many other neighborhoods of Homs, including Baba Amr, Bayada, Baba Dreab (Lebanese-News, 2013)

#### **2.4.3.4 Yarmouk camp**

Al-Assad Regime continued massacres which include Al Yarmouk camp, which is considered one of the camps that has Palestinians refugees. Palestinians' displaced from their homeland lived in this camp because Israel occupied their lands.

When Syrians events began there, Al-Assad killed many Palestinians refugees in Yarmouk Camp. One day, Al-Assad killed more than 21 of Palestinians by using mortar and rockets. Al-Assad claims that Al Yarmouk has some terrorist groups and they are fighting them (Diab, 2012).

#### **2.4.3.5 Al Chemical on Al Gota**

One of the controversial issues is using chemical weapons by Al-Assad against Syrians people like Al Gota, North Damascus. By 2013, Syrian regime forces fired rockets loaded with deadly chemicals on the eastern and western Al Gota and areas of Damascus. As the result, more than 1,450 killed, including members of an entire family died strangled, and most of whom were children and women (Asharq, 2013).

Majed Abu Ali is a doctor and he treated victims of Al Gota massacre. He asserts that it's not the first time. He continued by saying that there were many places that the Regime used chemical inclined weapons against civilians even many times before the massacre (Aljazeera, 2014).

He added that the Gota exposed to chemical weapons heavily in a densely populated area. He also confirmed that the weapon has been used more than five times after the massacre and was accompanied by various symptoms of the effect in the Harasta region. Lack of proper diagnosis equipment made the situation worst (Aljazeera, 2014).

According to some reports, the regime forces in Syria imposed a blockade on the Gota for two-years cutting them off water, electricity and gas which has caused the migration of some residents and the death of many animals and dry fields. The rest of

the population was able to overcome these circumstances potential statistics for Industry life (Aljazeera, 2014).

The study notices that Aljazeera news reports concentrated on Syrians who were afflicted with chemical bombs. The international committees especially United Nation reacted to the use of chemical against civilians. One of reports from international committee<sup>5</sup> conforms that Al-Assad used chemical during Syrian civil war. In the same way, Britain discovered that sarin gas used from Syrian regime.

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<sup>5</sup> International Committee: this committee seeks for using chemical from Al Assad Regime against civilians. Later, this committee sent from UN, and confirms that Al Assad uses chemical, and they made agreement with Al Assad to do not use internationally prohibited weapons. To watch some videos show Syrian suffered from this chemical gas, this study provides these links:

1. <https://www.youtube.com/watch?v=ZAWoUMTtCJc>
2. <https://www.youtube.com/watch?v=CryHuUJm-i4>
3. <http://www.alarabiya.net/ar/arab-and-world/syria/2013/06/05/%D8%A8%D8%B9%D8%AF-%D9%81%D8%B1%D9%86%D8%B3%D8%A7-%D8%A8%D8%B1%D9%8A%D8%B7%D8%A7%D9%86%D9%8A%D8%A7-%D8%AA%D8%A4%D9%83%D8%AF-%D8%A7%D8%B3%D8%AA%D8%AE%D8%AF%D8%A7%D9%85-%D8%A7%D9%84%D8%A3%D8%B3%D8%AF-%D9%84%D8%A3%D8%B3%D9%84%D8%AD%D8%A9-%D9%83%D9%8A%D9%85%D8%A7%D9%88%D9%8A%D8%A9.html>

## **Chapter 3**

### **RESEARCH METHODOLOGY**

This chapter discusses the methods used in gathering data to answer research questions. This study aims to show the relationship between citizen journalism and mainstream journalism through analyzing the content of news on Aljazeera channel for the Syrian news. So, the study chose the five Syrian events which are Al-Bayda and Baniyas, the siege of Bab Amr, al Qusair and Khalidiya in Homs, Yarmouk camp, chemical on Al Gota, to find out the relationship between Citizen and Mainstream journalists. In the same way, the study interviewed 15 Syrians citizens' journalists through the internet from December 2014 –March 2015. The aim of the interviews is to know the importance of Syrian citizen journalism, the problems of Syrian citizen journalism, and the similarities and differences between citizen and mainstream journalism. In addition, the study discusses the challenges and problems between both types of journalism. So, the study asks them 13 questions to get answer for his research questions.

### 3.1 Research Design

In this study, both of quantitative and qualitative researches were employed. Firstly, qualitative research was used in presenting interviews with 15 Syrian citizen journalists.

“Qualitative research is providing an in-depth and interpreted understanding of the social world of research participants by learning about their social and material circumstances, their experiences, perspectives, and histories” (Moriarty, 2011, p. 2)

The study interviewed 15 citizen journalists. They are Ward Ateek, Abd Al Kader Habak, Murad Al Shawakh, Bassam Fkre, Mohammad Jadan, Saef Azzam, Abd Al Razeq Rajab, Mahmoud Shehabi, Firas Horetani, Majd Raslan, Melad Fadel, Naji Jerf, Mohammad Al Jazyri, Emad Husso, and the last one journalist (A). The aim of interviews is to know the importance of Syrian citizen journalism, the problems of Syrian citizen journalism, and the similarities and differences between citizen and mainstream journalism. In addition, the study discusses the challenges and problems between both of journalism.

Secondly, quantitative research presents through using content analysis for the five Syrian events on Al Jazeera news channel. The instrument of data collection is questionnaire. Creswell (2003) defined quantitative research:

“One in which the investigator primarily uses post positivist claims for developing knowledge (i.e., cause and effect thinking, reduction to specific variables and hypotheses and questions, use of measurement and observation, and the test of theories), employs strategies of inquiry such as experiments and surveys, and collects data on predetermined instruments that yield statistical data” (Creswell , 2003 , p. 18).

SPSS program used to analysis the data which comes from questionnaire. This questionnaire contains on 25 questions which examines the content of five Syria events from Aljazeera channel, and its relationship with citizen journalists during 2011-2013.

### **3.2 Sample of the Study**

The study asks citizen journalists 13 questions which are related with Syrian citizen journalism. For instance, he seeks to find the importance of Syrian citizen journalism, and the problems of Syrian citizen journalism, and the similarities and differences between citizen and mainstream journalism. In addition, the study discusses the challenges and problems between both types of journalism. To find the relationship between citizen and mainstream journalism, the study chose five Syria events which were broadcasted on Aljazeera channel during 2011-2013. Al-Bayda and Baniyas, the siege of Bab Amr, al Qusair and khalidiya in Homs, Yarmouk camp, chemical on Al Gota are the name of the five Syria events. In the same way, the second part of questionnaire is focusing on the Syrians citizen journalists who are hosted on Aljazeera newscasts. Because of that, the study uses 10 newscasts from Aljazeera that related with the chosen events and are available on YouTube. The duration of the newscasts is between 1-3 hours.

### **3.3 Instruments and Data Gathering Procedures**

This study seeks to find the relationship between citizen and mainstream journalism of covering Syria news. Firstly, study interviewed 15 Syrians citizens' journalists through the use of internet from December 2014 –March 2015. The Syrians citizens' journalists are Ward Ateek, Abd Al Kader Habak, Murad Al Shawakh, Bassam Fkre, Mohammad Jadan, Saef Azzam, Abd Al Razeq Rajab, Mahmoud Shehabi, Firas Horetani, Majd Raslan, Melad Fadel, Naji Jerf, Mohammad Al Jazyri, Emad Husso,

and the last one journalist (A) from Idlib city was documenting violations with UNESCO organization, and prefer to called him as citizen journalist.

Secondly, he checks the relationship through using the content of Syrian news which was covered on Aljazeera news. So, study designs a questionnaire that consists of 25 questions. The first part of questionnaire examines 82 news reports videos from the five Syria events in many items like the source, quality, content of footage, the source, and quality of information during 2011-2013. In addition, the feature of interviews, the most repeated words, and the frames were used in Aljazeera news footage. The second part of questionnaire focuses on citizen journalists “activists” inside Aljazeera newscasts.

Furthermore, the study chose 10 newscasts from Aljazeera which are related with the five Syrian events (chosen events), whereas he didn't get more of newscasts by contacting with Aljazeera, and online sources. This part consists of 9 questions which are related with the content of information which was provided by citizen journalists, and how many times the citizen journalists appeared on Aljazeera newscasts compared with Aljazeera reporters.

## Chapter 4

### ANALYSIS AND FINDINGS

#### 4.1 Interviews with Syrians Citizens Journalists

The study interviewed 15 Syrians citizens' journalists through the internet from December 2014 –March 2015. The Syrians citizens' journalists are Ward Ateek, Abd Al Kader Habak, Murad Al Shawakh, Bassam Fkre, Mohammad Jadan, Saef Azzam, Abd Al Razeq Rajab, Mahmoud Shehabi, Firas Horetani, Majd Raslan, Melad Fadel, Naji Jerf, Mohammad Al Jazyri, Emad Husso, and the last one Journalist (A) is from Idlib city. He documented the Syrian violations to UNESCO<sup>6</sup>. He prefers to be anonymous and I tag him Citizen Journalist (A). In other to answer the leading questions (research questions), the study asks them 13 questions. The aim of the questions is to know the importance of Syrian citizen journalism, the problems of Syrian citizen journalism, and the similarities and differences between citizen and mainstream journalism. In addition, the study discusses the challenges and problems between both of journalism.

##### 4.1.1 Importance of Syrian Citizen Journalism

The study asks citizen journalists the importance of Syrian citizen journalism to them. Many of them said, it's very important to cover news on a demonstration against the Al-Assad Regime. Abd Alkader Habak, one of the citizen journalists, said that “government media blackout for the Syria news especially from journalist who

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<sup>6</sup> Journalist A: He was documenting Syrians violations with UNESCO organization, and provided news to many news channels like Aljazeera, Al Arabiya, orient news, Al Aaan News. Due to private reason, he does not accept to publish his name in this research.

is coming from outside, we were publishing videos and photos on YouTube, and it was so dangerous because of the Syrian security forces for one to take these shots of the demonstrations against the Assad regime” (A. Habak, personal communication<sup>7</sup>, January 21, 2015). Murad Al Shawakh thinks that citizen journalists were documenting the human rights violations in pictures and videos which were resulting attacks by Assad regime on Syrians. He posits that “Syria Revolution` helps citizens to venture into journalism (M. Al Shawakh, personal communication, January 9, 2015). Mohammad Jadan, Saef Aazzm, Al Razeq Rajab, Mahmoud Shehabi, and Ward agreed to this assertion. Melad Fadel, a French student in Aleppo University, started the large demonstrations which moved from Idleb rural areas to Idleb city. At that point in time, Al-Assad Regime killed more than 50 Syrians in these demonstrations and other people shielded from the violent activities. Fadel asserted that, he used his mobile phone to record videos about Syrians who dead and wounded. After recording he sent the videos, and sounds to his friends in United Arab Emirates, and Saudi Arabia to upload on YouTube, and Facebook (M. Fadel, personal communication, February 5, 2015).

Most journalists who work with the government media were obviously biased in covering the news. They were of the notion in their reportage that Al-Assad Regime, the reason for the “Syria revolution” was because the government was fighting the terrorist groups. So, citizen journalists decided to face the government media and others who were biased on news reportage. Thus, they shoot videos and sounds from Syrian events (Mohammad Al Jazyri s view). He believes that the media blackout continues with their biased report to Al-Assad Regime over 40 years, in his words he said “it will be doom like what happened with Muslim’s brotherhood in 1982”. This

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<sup>7</sup> Personal Communication Includes letters, phone calls, email messages, and interviews.

was when Hafeth Al-Assad Father, committed war crimes against Syrians through killing men and women and destruction of Syria cities (M. Al Jazyri, personal communication, March 27, 2015).

In the same discussion, Abd Alkader Habak created a group with his friends to publish violent activities by Al-Assad Regime toward Syrians. He says, “We were providing many footages and news to Arabic channels like Aljazeera, Al-Arabiya and others”. Although, Al-Assad security forces raid his house, and took the equipment like his phone, he bought new phone with their money to continue covering Syria activities (A. Habak, personal communication, January 21, 2015). As Mahmoud Shehabi, citizen journalist writes the name of the area, day, and the date on the footage that they were covered. The purpose was because Al-Assad Regime denied these demonstrations, and they were making media blackout (M. Shehabi, personal communication, January 24, 2015). On the other hand, Ward disagrees with who is considering citizen journalism as a hobby press because he thinks that citizen journalism serves, and covers reality.

Moreover, Naji Jerf, who is the editor of Hanta magazine and Basmat Syria, and trainer of citizen journalists, thinks that citizen journalism gives Syrians the opportunity to express their views on many subjects such as political, economic, ethics, and freedom which they've been prevented from for many years. He confirms that Syrians citizen journalists covered Syrian news 24 hours since 2011. These goals lead to kill 543 of Syrians citizen journalists while they were covering the Syrian news. This leads to two things: most of the professional journalists, media news agencies were unable to convey the Syrian news, and fear Syrian system from citizen journalists while they covered the facts (N. Jerf, personal communication, March 27,

2015). Majd Raslan, who is a member of the International Federation of Journalists Union, and founder of “Basmat magazine”, agrees with this view. But, he thinks particularly that citizen journalism makes him more special journalist because he reached out and covered news in many areas that limited journalists were able to cover. For example, he did an interview with Abu Mohammad Al Dane, ISIS spokesman, in Aleppo which is considering one of the most conflicted areas (M. Raslan, personal communication, February 4, 2015).

Journalist (A) sees that the importance of citizen journalism comes from preventing some professional journalists of covering the Syrian news. Although, citizen journalists lack some qualities for writing news reports, and determinate the effects of news reports on Syrians and Western media, and limiting them which a journalism experience, it was very necessary to cover Syrian news from citizen (journalist (A) says, personal communication, March 27, 2015).

“I don’t know how to use the camera; no one teaches me on it. The first footage was when more than 150 members of the Syrian army defected toward peaceful movement “Syrian free army” (A. Habak, personal communication, January 21, 2015). Ward Ateek was a cameraman in “Basmat Syria”, now he is working with Orient channel, he also had not experienced in journalism scope (W. Ateek, personal communication, January 21, 2015).

As a result, the majority of citizen journalists’ answers were that it was important to them as citizen journalist to focus on Syria news which the traditional media weren’t reporting objectively because they report what Al-Assad Regime wants them to report. The citizen journalists publish their reports through social media. Shehabi

answered that the aim of publishing videos on social media is to make the issues more topical and global and to make audiences feel empathy for Syrians citizens. They documented the violent by the Syrian regime to citizen. Melad gave the same answer as Shehabi. He also said many news channels depend on citizen journalists for covering news. For instance, “Al AAN channel” used Murad Alshawakh as a main source of Aleppo news. Furthermore, citizen journalists have a role to make people aware and guide them on what to do. Majd used Facebook to give people full information he got to help people on how to avoid chemical bombardment.

#### **4.1.2 The parameters of being a Syrian Citizen Journalist**

The study asks Syrians citizen journalists about the problems of participating as citizen journalism in Syria and if the citizens journalists follow the standards while they cover the Syrian news. Also, what standards make mainstream media outlets accept news materials from citizen journalists? The study discussed with citizen journalist about their satisfactions when they published news materials on mainstream journalism.

##### **4.1.2.1 The main problems of the Syrian Citizen Journalism**

One of the problems of Citizen Journalism in Syria is a lack of news accuracy and this happens rarely. As Naji Jerf asserts that, many reasons lead to why they provide inaccurate news. First, some citizen journalists were biased because of some ideological groups. Ward Ateek explains that citizen journalist do have some financial problems sometimes. Another problem is that they do not have a democratic right of the professional journalists. Thirdly, they work under difficult conditions. “Reporters without Borders” organization classified Syria as one of the most dangerous countries for practicing journalism. Saef Azzam agrees with the last two points. Despite the difficult conditions faced by a citizen journalist, their

enthusiasm motivated them to cover the Syrian events (N. Jerf, personal communication, March 27, 2015). Ward and Bassam explains that the biggest problem is that if the citizen journalist is caught by the Syrian Regime or terrorist groups, he will be dealt with accordingly so the journalist begins to think of ways to protect himself during the war. They protect themselves because there is no law provision in Syria that covers their activities. For example, Mahmoud Shehabi was arrested by ISIS group because of his journalism practices and publication of their activities (M. Shehabi, personal communication, January 24, 2015,). At the time, Syria newspaper editors were arrested by military groups because they published news article against them (F. Horetani, personal communication, January 24, 2015).

Abd Habak submits that another problem is that citizen journalists publish their footages without having a good knowledge about media standards. Sometimes, they focus on publishing footages more than the content because they believe that footage may create a global public opinion toward the issues” (A. Habak, personal communication, January 21, 2015). Bassam Fkre supports this view by saying “In the beginning, I have some problems in writing news and determining the news elements such as place, time, and to who the news is important for. Moreover, I have some technical problem like shooting and editing videos. In as much as I have these problems, I focus on publishing these footages very quickly” (B. Fkre, personal communication, January 23, 2015). Mohammad Al Jazyri says that citizen journalist needs more training in journalism because some people do not accept some reports which come from them.

Furthermore, he said Syrians are always ready to present themselves on traditional media, and sometimes social media. But, most times, they are not allowed to make

the interviews with citizen journalists and the reason is because Al-Assad Regime used the videos which include interviews as a target for bombing (W. Ateek says, personal communication, January 21, 2015). Majd Raslan adds that if they accept to make interviews, they prefer Aljazeera, Al-Arabiya and other traditional media channels more than citizens' journalists.

Moreover, weakness of internet connection in Syria is also another problem of doing citizen journalism. Majd Raslan shot some footages and then when he needed to upload on YouTube, he had to go to better network area near border of Syria – Turkey to publish them (M. Raslan, personal communication, February 4, 2015). Bassam Fkre is another citizen journalists, he was studying law in Idlib and was not able to continue because of the Syrian civil war. He turns out to be a media activist in south Idlib and north Hama. He had the same problem while he was trying to publish his news materials. Also, he indicated that covering Syrian news must be secret because of security reasons related to detention and killings by Assad-Regime. This arbitrary arrest which is coming from Assad regime toward journalists was an assertion which Mohammad Jadan agreed to (B. Fkre, personal communication, January 23, 2015).

Many news channels were a good platform to do citizen journalism as Melad explains, the footage which comes from citizens were more than the footage from Aljazeera channel reporters. Firas Horetani adds that many of mass media channels have a huge connection with citizen journalists but they never recognize citizen journalism (F. Horetani, personal communication, January 24, 2015).

#### **4.1.2.2 Citizen Journalism Standards in covering Syrian news**

All of Syrians citizen's journalists agree that they do not follow any standards when they started. Ward Ateek accedes that "we were covering the news and publishing on YouTube and the mass media was broadcasting without possibly thinking about standards. He continued by saying "After mass media began to identify their agenda, they required citizen journalist in the field that supported their agenda, audiences. For example, Aljazeera and BBC asked for specific reports like Syrians whom the Al-Assad Regime injured, killed and those who lost their properties (W. Ateek, personal communication, January 21, 2015)

Abd Al Kader Habak agrees that media began to highlight political and intellectual agendas. On the other hand, Majed Raslan realized that the numbers of Syrians citizen's journalists who are following journalism standards are very limited because of the issues of ideology of political groups. Mahmoud Shehabi continued "You will not find any traditional media news that are neutral, they are always one sided". For instance, if the news materials supported Muslim brotherhood, some channel like Al Arabiya doesn't cover it. But, if it's against them, they will cover that news more quickly than other media. In addition, Former Syrian news channel provided news material which supported Al-Assad regime. They change the content of news which supported Syrian opposition toward Bashar Al (M. Shehabi, personal communication, January 24, 2015). Another reason why journalism standards are not followed is because there is no law or frame that organized mass media follow in Syria, Abd Al Kader Habak submits.

The study asks Abd Al Razeq Rajab about the most important personal standard he follows while he prepared reports. He said, "Footage is more important for citizen

journalism than caring about the accuracy or the quality of news reports. That's because the footage was used to document violation against human right in conflicts areas. It's not easy to reach information in a violent area so getting the footage is more important. For instance, most of the citizen journalists covered one side, which is Syrian opposition (A. Rajab, personal communication, January 21, 2015). Both Al Jadan, and Al Shehabi answered that citizen journalism are credible for covering news inside Syria because citizen journalism is more balanced than mainstream journalism. Footages which make up the latest news from citizen sources are privileged because the reports come from people inside Syria where the war is ongoing. Due to publishing reports on mainstream journalism, citizen journalist starts to find a way to learn journalism style. Habak adds "I learned the journalism standards through internet and training workshop in Gaziantep, Turkey" (A. Habak, personal communication, January 21, 2015). Also, citizen journalist tries to get a suitable footage and materials to publish on the Arabic news channel.

#### **4.1.2.3 The Standards of Accepting Citizen Journalist's news by Mainstream Journalism**

At the beginning of Syrian events, Al-Assad Regime prevented some channels from covering Syrian news like Aljazeera. At the time, news channels had two choices; first one was covering the Syrian news from citizen journalism as an alternative source or losing their audiences because they cannot send their reporters to conflict areas in Syria. Due to the importance of news to the audiences, most of the news channels depended on citizen journalism. Abd Al Kader Habak and his friends published news material on social media like Facebook; some news channels ask him to publish these videos on their newscasts. Also, Firas Horetani, Melad Fadel, Mohammad Jadan, Bassam Fkre do the same thing. However, Bassam Fkree,

Mohammad Jadan highlights that traditional media selected reports in order of importance and in-house policy. Both Murad Al Shawakh and Firas Horetani submit that citizen journalist determinates the feature of reports that mainstream journalism broadcast.

Sometimes, the citizens have exclusive news reports whereas mainstream media don't even have reporters inside Syria or near conflict area. Fadel accedes that, "there was a time I found a dead Syrian who was deposited in a small Stable in a city called Hams. There was a time that the Al-Assad killed more than 31 Syrians citizens. I also took the footage of the dead Syrian and how he was taken from the stable to his home. Although, my narrative was so bad, but the footage was powerful and helped my report to be one of the 36 reports published by different mass media at the time" (M. Fadel, personal communication, February 5, 2015). On January 22, 2012, Aljazeera broadcasted Melad Faled footage because his footage shows massacres.

However, mainstream journalism sets a journalism condition such as asking about the content of reports. Reports that do not follow their agenda were not accepted. Journalist (A) sent some reports to channels like Al AAN news and they rejected because it was not suitable with them. He said "I remember when I did an interview with leader of military groups (Syrian opposition) and Al AAN news rejected the report because the interview does not match with their agenda" (Journalist (A), personal communication, March 27, 2015). Moreover, Majd believes that news contents that have a connection with Muslim brotherhood covered by Aljazeera channel was obviously because of Qatar policy. For him, it is imperative to know to whom the news is meant for and how the news is made which is basically the media

owner from his explanation. All of the Syrians Citizen journalists agree to the fact that some news channels ask citizen journalist for specific subjects or interviews.

Ward Ateek posits that, traditional media published citizen journalists' videos. Although some graphic footage contained killings, bloodshed and so on, he indicated that media was publishing all footage, but they edited some scenes that contained blood or killing. Melad believes that this footage of killing and burning someone is classified as an acceptable footage by the Arabic channel like Aljazeera and Al-Arabiya.

However, Saef Azzam criticizes this view because he points out that it was not easy to accept the footage by mainstream media. "We were sending a lot of footages, few reports were accepted"(Saef adds, personal communication, January 21, 2015).

Nowadays, many news channels supported and floated news reports from citizen like Melad Fadel, Ala Aldeen Yousef, Adham abo Al Hosam. They depend on these people as major source of news on the Syrian war.

#### 4.1.2.4 The Similarities and Differences between Citizen and Mainstream Journalism

All of the citizen's journalists agree that the aim of citizen journalist is to document and cover the Syria news. They provided information, footage to mainstream media. All of them also accede that both citizen and mainstream journalism cover the news to audience's members. Secondly, citizen journalist took it upon themselves to cover "Syrian Revolution" which was not covered by Syrian formal media. Traditional media who obviously have their agenda they cover news based on agenda. Knowing this fact about agenda, citizen journalist like Ward Ateek, Abd Al Kader Habak, Mohammad Jadan, Saef Azzam, Abd Al Razeq Rajab, Mahmoud Shehabi, Majd

Raslan, Melad Fadel, Mohammad Al Jazyri, journalist (A) found some news channel as a better platform to publish their footages and information about Syrian Civil war.

On the other hand, there are many elements that distinguish the citizen journalist from the traditional; Naji considers the access to the news as immediate because citizen journalists are inside Syria. They easily publish this news on social network sites. For them, no need of funding to produce news. As a result, he asserts that the audience members have the opportunity to interact with citizen journalist about information. Mohammad Al Jazyri strongly agreed with Naji s points. Saef Azzam argues that citizen journalist can be biased on some issues at times. For instance; he said “we covered the Syria human suffering because it’s closer to us and we want to show how important the news is to the world (Saef says, personal communication, January 21, 2015). Moreover, Abd Alkarder supports them, and affirms that citizen journalist is an ordinary person who suffers every day like other people and they cover these crime cases to the audiences without caring about payments whereas mainstream media covers news from citizens. However, Journalist (A) criticizes the mainstream media that do not have too many reporters inside Syria and they do not care about citizen journalist’s life. Traditional media are still not satisfied with the of coverage Syrian news because they sometimes don’t trust citizen journalist. The second reason is because of the quality of footage; sometimes citizen journalist provides very bad footage. At times they don’t have the accurate number of Syrian martyrs from the massacres.

In the same discussion, Melad indicates that the element which makes them different is because citizen reporters care about the importance of news, the way shooting footage is done and selected. For example, the death of a Syrian could be more

important news for citizen journalists than professional reporters. Citizen journalist just does the normal shooting of footage and on the other hand, the quality of the footage and the framing are more important for the news reporters.

The study asks Mohammad Jedan, Mohammad Shehabi the same question. Jedan answered that mainstream journalism has a special agenda, but citizen journalist aims to provide news of “Syrian Revolution” and Al-Assad Regime s violations toward Syrians is the most important for them. Firas Horetani considers that citizen journalists compliments mainstream journalism.

#### **4.1.2.5 Are Citizen Journalists satisfied with the news they published on Mainstream Journalism?**

The majority of citizen journalists are not completely satisfied about the news they publish on news the mainstream journalism because of different media agendas. Although some media published citizen’s works, Mohammad Al Jazri thinks that each channel has an agenda. For example, some channel describes the soldiers of the Regime as Syrian Free Army, other call them terrorist groups, some others call them opposition fighters, armed opposition, and rebels etc. Using different words in news contents depend on the in-house style of the media house. Previously, Journalist (A) said that citizen journalist has a good level of freedom of publishing news on mainstream media. But, nowadays they have to follow media agenda. Naji agrees with the assertion and evaluated his satisfaction of total publishing news on media as 40 %. Firas also supports this view, and he did report about supporting drug trade by Al-Assad Regime in different areas. Thus, one news channel edits the report and published without the interview with the chief prosecutor in the Sharia Board, whereas Aljazeera floated the full report.

In addition, Ward was not satisfied because of lack of citizen experiences in journalism. He continued “There are two types of published news. First one which is about “Syrian revolution” and it obviously formed public opinion. The second one show killing military leader and the footage included slaughter and torture. As a result, Al-Assad Regime uses this footage to kill more Syrians by determining the location of their opposition through the footage” (W. Ateek, personal communication, January 21, 2015).

On the other hand, Majd was satisfied because he argues that majority of media published reports from citizen journalists. He indicates that if the media do not publish the reports, he will not send any news materials again. But, journalist (A) criticizes Majd views; he said “All the mass media published news that follows their agenda based on where their finances come from. As a citizen, we sent them the reports and they changed the idea to match their ideologies”. By the time, Syrians do not like citizen journalist because mainstream media offered different news stories them. For instance, they do not prefer to make interviews with citizen journalists. In addition, Mohammad Jadan follows journalist (A) view, and explains “Am not satisfied because there is no journalism law which organized journalism work for their publications. In the same stations, media and citizen journalists don’t have the same vision for publications” (M. Jadan, personal communication, January 22, 2015). Although Melad is satisfied, but he prefers the reporters who are providing news to news channel than the activist. For instance, One of Homs massacre activists provide a wrong number of martyrs and later it was declared and it was less than 100. So, this news becomes less of value and interest to audience. He argues that their coverage for Al Zawya massacre was so weak because of limited access to information.

## **4.2 Content Analysis of Aljazeera News**

The study seeks to analyze five Syrian events which are Al-Bayda and Baniyas, the siege of Bab Amr, al Qusair and Khalidiya in Homs, Yarmouk camp, chemical on Al Gota. The aim of analyzing these Syrian events is to find the relationship between citizen and mainstream journalism. So, the study designs a questionnaire which is divided into two parts. First part includes 82 news reports from the five Syria events during 2011-2013. And, the purpose of the first part is to connect information with the second part. The Second part focuses on the citizen journalism content and information which is given to Aljazeera for newscasts, and how many times Aljazeera depended on them and so on.

### **4.2.1 Content Analysis of Aljazeera News**

In the first part, this study has 17 questions used to analyze 82 news reports from Aljazeera. The questions are framed to answer questions on issues like the content, frame, headline and quality.

#### **4.2.1.1 Evaluation of Aljazeera News Report Headlines**

The importance of writing news headline comes from attracting the audience interest, and giving brief information about the news stories (Simnett & Reed, 2009). Table 1 below shows the items which were used to evaluate Aljazeera news report headline; Quotation, Description, and Commentary formats.

Table 1: Evaluation of Aljazeera News Report Headlines

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1. Quotation	11	13.4	13.4	13.4
2. Description	53	64.6	64.6	78.0
3. Commentary	18	22.0	22.0	100.0
Total	82	100.0	100.0	

Table 1 below shows that the majority of Aljazeera news reports headlines are more descriptive which is presented as 64.6%. While, commentary news reports headlines are 22.0, and 13.4% of the news reports are coming as Quotation formats<sup>8</sup>. As a result, the majority of Aljazeera news headlines show that reporters were writing to describe the Syria events.

#### 4.2.1.2 The Footages on Al Jazeera TV reports

At the beginning of Syrian events, Aljazeera was not covering the Syrian news whereas some Arabic channels such as BBC Arabic had a good coverage. So, Syrians citizens ask about the reasons that made Aljazeera not cover it. Thus, they understood the situation by understanding the relation between Qatar and Al-Assad Regime (Zaki, 2011). Later, the policy between Qatar and Al-Assad Regime changed, and they prevented some Arabic news channel like Aljazeera from covering the Syrian events. Al-Assad believes that Aljazeera is biased on the reportage about Syria opposition and the channel didn't show the reality. So, Aljazeera was provided some Syrians opposition "Citizen Journalist" with phone, and camera to get breaking

<sup>8</sup> Quotation formats: it represents with the news headlines that have a format quotes from organizations or person related with the news. For instance, John Kerry: U.S. must eventually negotiate with Assad.

news for them (Ruissa Today, 2012). Due to analysis of Aljazeera news reports, study divides reports into two categories: Footage, and information.

Table 2: The Sources of Footage inside Aljazeera News Reports

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1. Aljazeera	18	22.0	22.0	22.0
2. Syria News Agencies <sup>9</sup>	1	1.2	1.2	23.2
3. Aljazeera +Syria new Agencies	3	3.7	3.7	26.8
4. Government source	1	1.2	1.2	28.0
5. Syrian opposition	38	46.3	46.3	74.4
6. Aljazeera +Syria new Agencies+ Syrian opposition	14	17.1	17.1	91.5
7. Government and Syrian opposition sources	7	8.5	8.5	100.0
Total	82	100.0	100.0	

The results of Table 2 indicate the footage which was earned more broadcast by ‘Aljazeera inside news’ reports came from Syria opposition (activists). It is presented as 46.3%. However, the source footage which comes from Aljazeera own sources and government and Syrian opposition source together are the same which constitute 30.5%. Aljazeera mix footage from Syrian news agencies and Syrian opposition and their own sources in the same report were represented as 17.1 %. And, 1.2 %.only of totally footage used comes from government sources.

<sup>9</sup> Syria News Agencies: Shaam, Ugarit, S.N.N News

Table 3: The Footage of News Reports Show

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1. Syrian Opposition	36	43.9	43.9	43.9
2. Syria Free Army	21	25.6	25.6	69.5
3. Al-Assad Regime and Syrian Opposition	13	15.9	15.9	85.4
4. All of them <sup>10</sup>	12	14.6	14.6	100.0
Total	82	100.0	100.0	

Table 3 explains that most content of footage from Aljazeera news tends to show Syrian opposition in different activities such as peaceful protests, the death toll from the Syrian opposition and the Syrian citizens are suffering from Regime so on. For instance, most of the footage which is related with Al Yarmouk siege showed Syrians children and women who were starved to death because of Al-Assad siege on them. These footages represent 43.9 % of totally contents of Aljazeera news reports. In the same way, 25.6% of Aljazeera footage shows Syrian Free Army. On the other hand, Aljazeera shows both of Assad Regime, Syrian opposition with 15.9 % in the Syrian news reports.

From two tables 2 and 3, it shows that Aljazeera depended on Syrian opposition's source to show Syrians activities and suffering from Al-Assad Regime for the five Syrian events. However, Aljazeera news reports rarely use government as sources of footage. The footages did not show the death toll from the Assad regime.

<sup>10</sup> All of them includes Al Assad Regime, Syrian Opposition, Syria Free Army, Terrorist Groups

According to Table 2, the majority of footage which was being broadcasted from ‘Aljazeera ‘inside news report’s’ came from Syria opposition (activists). It represents 46.3%. For Table 4, the study checks the feature of footage from Syrian opposition because it shows the ability of the cameramen who shot the events. Table 4 below includes three terms to check the feature of shots. First term “Fixed shot” is written to check the Aljazeera footage that were broadcasted as fixed shots or not. Aljazeera usually cover issues with professional and fixed footage. So, it’s not familiar with audience to see not fixed footage from Aljazeera channel unless special cases like the Syrian news. So, it helps the study to distinguish the footage, which was shot by Syrian citizen and Aljazeera cameraman.

Table 4: The Feature of Footage ‘inside news report’

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1. Fixed shots	19	23.2	23.2	23.2
2. Not fixed shots	38	46.3	46.3	69.5
3. <sup>11</sup> 1+2	25	30.5	30.5	100.0
Total	82	100.0	100.0	

Table 4 illustrates that Aljazeera was broadcasting some footage as not fixed which means the footage was taken by hand not stand camera and it represents 46.3% of majority footage. The total footage that was fixed footage represents 23.3%. As a result, citizens or Syrians oppositions do not have experience on using camera, and taking professional shots. Although they do not have journalism experience,

<sup>11</sup> In this option, study checks that if Aljazeera was broadcasting footage as Fix and Not Fix shots (1+2). This means Aljazeera was using mix footages(Fix ,Not Fix) in the same report

audience started to accept the footage, whereas it was not acceptable before on Aljazeera.

Table 5: The Content of Footage that is used by “inside news report”

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1. Killing and Blood Footage	6	7.3	7.3	7.3
2. Violent Clashes Footage	43	52.4	52.4	59.8
3. Killing, Blood and Violent Clashes Footage	17	20.7	20.7	80.5
4. None of them	16	19.5	19.5	100.0
Total	82	100.0	100.0	

The results of Table 5 explain that 52.4 % is the percentage of violent clashes as result of Al-Assad Regime on Syria oppositions. In addition, Aljazeera news footage shows Al-Assad Regime killing, and doing violent clashes together into reports with 20.7 %. Although, Al-Assad Regime makes media blackout for mass media, killing and blood footages were only 7.7 % on Aljazeera news reports.

The percentage of killing and blood footage as resulting of Al-Assad Regime on Syrian opposition was repeating one-three times into every report, and it represents 26.8 % in Table 6 below.

Table 6: How Many Times Aljazeera was repeating footages showed Killing and Blood Footage?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1. One -Three times	22	26.8	26.8	26.8
	2. Four -Six times	1	1.2	1.2	28.0
	3. More than six times	3	3.7	3.7	31.7
	4. None	56	68.3	68.3	100.0
	Total	82	100.0	100.0	

Table 6 also indicates that 3.7 % of percentage that Aljazeera repeats the killing, blood footage more than six times. But, 68.3 % of majority reports do not show Al-Assad killed Syrian because Aljazeera focuses on Syrians suffering. For example, most footage from Aljazeera about Al Yarmouk Massacre was showing the Syrians death doll as a result of Al-Assad Regime siege on them. And, Aljazeera footage also includes violent clashes footages from Al-Assad Regime to Syrian opposition which represent 52.4 %, Table 7 below shows the result of repeating violent clashes in every report.

Table 7: How Many Times Aljazeera was repeating footages showed Violent Clashes?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1. One -Three times	23	28.0	28.0	28.0
2. Four -Six times	16	19.5	19.5	47.6
3. More than six times	24	29.3	29.3	76.8
4. None	19	23.2	23.2	100.0
Total	82	100.0	100.0	

Table 7 above finds that 24 news reports were repeated on violent events more than six times with 29.3%, while 28.0 % as third term “One -Three times”. On the other hand, 19 news reports do not include violent events because 43.9 % of Aljazeera news reports contents covered the Syrians oppositions as (Table 3) read that the reports that showed the peaceful protests and Syrians human suffering from Al-Assad Regime.

#### 4.2.1.3 Information on Al Jazeera TV Reports

The second category of analyzing news reports is information. Streckfuss (1990) argues that media has to be objective and it means that journalism has to cover facts far away from human beliefs, opinions or biased views. This news objective is giving all different of views about Syrian news in the reports (Streckfuss, 1990). Table 8 includes 6 items that aims to know which source of information are used through Aljazeera news coverage.

Table 8: The Sources of Information used inside Aljazeera News Reports

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1. Aljazeera	12	14.6	14.6	14.6
	2. Aljazeera and Syria new agencies	20	24.4	24.4	39.0
	3. Government source	1	1.2	1.2	40.2
	4. Syrian opposition	10	12.2	12.2	52.4
	5. Aljazeera Syria new Agencies+ Syrian opposition	37	45.1	45.1	97.6
	6. Other sources	2	2.4	2.4	100.0
	Total	82	100.0	100.0	

Table 8 illustrates that when Aljazeera reporters report about Syrian events, they depended on many source of information. They depended on Syria news agencies, Syrian opposition, and their own sources while for news reports. All of these sources of information are 45.1 %, and 24.4 % is that of information that comes from Aljazeera and Syria new agencies, while 12.2 % only is from Syrian Opposition. On the other hand, Aljazeera channel did not depend on the government source much because it is presented as 1.2 %.

Table 9: The Quality of Information used ‘inside news report’

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1. All different views that related with the news stories	24	29.3	29.3	29.3
2. Al-Assad Regime view	7	8.5	8.5	37.8
3. Syrian Oppositions	12	14.6	14.6	52.4
4. Citizen views	2	2.4	2.4	54.9
5. Syrian Oppositions and Citizen views	36	43.9	43.9	98.8
6. All of them	1	1.2	1.2	100.0
Total	82	100.0	100.0	

The results of Table 9 show that Aljazeera gives 43.9 % of coverage to Syrian opposition and citizen views, while 29 % for different views of stories such as Assad Regime views and Syria opposition view. However, 8.5 % of Aljazeera coverage is to Al-Assad Regime. This indicates the shortage of balance in covering Syrian news on Aljazeera channel because of limiting information from Al-Assad Regime.

Table 10: The most repeated words used inside the News Reports

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1. Al-Assad-Regime	5	6.1	6.1	6.1
2. Syrian Opposition	27	32.9	32.9	39.0
3. Revolution	4	4.9	4.9	43.9
4. Syria Army	1	1.2	1.2	45.1
5. Al-Assad Regime +Syrian Opposition+ Revolution	23	28.0	28.0	73.2
6. All of them	22	26.8	26.8	100.0
Total	82	100.0	100.0	

According to Table 10, the percentage of repeated words like Al-Assad Regime, Syria opposition and revolution during Aljazeera coverage are 28 %, while 32.9 % for Syria opposition. However, Al-Assad Regime is 6.1 % of repeated words in Aljazeera news reports. Therefore, Aljazeera gives a huge space of covering Syrian news from Syrian opposition and citizen view. In the same way, the results show that Aljazeera does not give the other side “Al-Assad Regime “too much space of coverage.

Tables 8, Table 9, Table 10 above, show that Aljazeera is a good platform for Syrian opposition or citizen journalists because they use their footage, information sources and being the majority sources in their newscasts. Both categories: Footage, Information together indicates that most of Aljazeera coverage was credited to Syrian opposition, whereas Aljazeera rarely uses governmental information or source.

#### 4.2.1.4 Interviews on Aljazeera TV Reports

During Syrian news coverage, many news channels showed priorities to cover the footage (image). And, another part that is integral in news report is narrative (voice over) and the interviews.

Table 11: How many interviews were used ‘inside news report’?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1. One	21	25.6	25.6	25.6
2. Two	20	24.4	24.4	50.0
3. Three	3	3.7	3.7	53.7
4. More than Three	1	1.2	1.2	54.9
5. None	37	45.1	45.1	100.0
Total	82	100.0	100.0	

Table 11 indicates that 45.1 % of Aljazeera news reports were without interviews. For instance, Aljazeera reports had no interviews with Qusair and Khalidiya Massacres. On the other hand, 25.6 % of Al Jazeera coverage showed one interview. And, rarely reports only 3.7 % show three interviews.

As the above table, if Aljazeera has one interview ‘inside news reports, it will be with citizen “witnesses”. Next Table 12 explains the feature of interviews that were used inside Aljazeera news reports.

Table 12: The feature of interviews that were used ‘inside news report’

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1. Citizen "Witnesses"	31	37.8	37.8	37.8
	2. Government source	1	1.2	1.2	39.0
	3. Syria Free Army	8	9.8	9.8	48.8
	4. Citizen and Syria Free Army	3	3.7	3.7	52.4
	5. All of them	3	3.7	3.7	56.1
	6. None	36	45.1	45.1	100.0
	Total	82	100.0	100.0	

Table 12 shows that 36 of news reports were without interviews, whereas 31 reports had interviews with Citizen “Witnesses” with percentage 37.8 %. Interview with Syrian Free Army is 9.8 %. In contrast, Aljazeera had only one interview with someone who supported Al-Assad Regime in news reports.

Both Table 11, 12 above, shows that Aljazeera news reports did not include interviews. This indicates that most of Aljazeera coverage depended on the footage which comes from Syria opposition or Citizen Journalist, and narratives of their own reporters. Information from Syria opposition and news agencies is contained in Table (8).

#### 4.2.1.5 The Frames used on Aljazeera TV Reports

One of the research questions is to try to find out the frames that were used in Aljazeera news report. Next table 13 aims to answer on the research question which including four items. These items are Informative Frame, Peace Frame<sup>12</sup>, Conflict Frame<sup>13</sup>, and the last option is collecting between Peace and Conflict (2+3).

Table 13: Which frames were used in Aljazeera news footage?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1. Informative Frame	3	3.7	3.7	3.7
2. Peace Frame	24	29.3	29.3	32.9
3. Conflict Frame	41	50.0	50.0	82.9
4. Both Peace and Conflict	14	17.1	17.1	100.0
Total	82	100.0	100.0	

Table 13 above, explores that 19 of Aljazeera news reports show conflict frame it is represented as 50.0 %, while peace and conflict frames were 17.1%. However, peace frame was 24. This peace frame represents in peaceful protests, and the number of Syrians who are dead and wounded from Syria opposition. Plus, Syrians are suffering because of Al-Assad Regime such as Al Yarmouk Massacre, the siege of Bab Amr, and Al Gota. For instance, Aljazeera covered Al Yarmouk from human angle like brings footage to children they are hungry and crying, or Syrians who died from hunger. As the result showed, Aljazeera reflects the conflict frames which were showed killing and violence by the Al-Assad Regime as Table (5) read the Repetition of these actions to the audience.

<sup>12</sup> Peace Frame includes peaceful marches, Syrian's suffering, Syrians death doll so on.

<sup>13</sup> Conflict Frame includes violent clashes, killing and blood between both Al Assad and his opposition, movements of the parties so on.

#### 4.2.2 Questionnaire Part Two

The second part of the questionnaire is asking about things that concern the citizen journalism and contributing to 10 Syria newscasts which were broadcasting by Aljazeera. Through Aljazeera news reports, it appeared that they were depending on Syria citizen “Activists citizen journalism. The duration of all the newscasts is between 1-3 hours.

Table 14: The kind of information that is giving by citizen journalism through newscast related to

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1. Human Suffering	2	20.0	20.0	20.0
2. Syria Army	1	10.0	10.0	30.0
3. Al-Assad Regime and Syrian Opposition	4	40.0	40.0	70.0
4. Al-Assad Regime and Human Suffering	3	30.0	30.0	100.0
Total	10	100.0	100.0	

According to table 14, newscast that Aljazeera was hosted citizen journalists, 40 % of information that was given by citizen journalists was related with Al-Assad Regime and Syrian Opposition. Further, Citizen “activist” journalists explained the Syrians human suffering as resulting of Al-Assad Regime with 30 %.

Table 15: The kind of information that giving by citizen journalists through newscast reflects

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1. Killing and blood Footage , result of Al-Assad Regime	3	30.0	30.0	30.0
2. Violent clashes Footage	2	20.0	20.0	50.0
3. Killing, blood footage, from Al-Assad–Regime and Syrian Opposition	1	10.0	10.0	60.0
4. Killing, blood footage, and Violent clashes, result of Al-Assad Regime	4	40.0	40.0	100.0
Total	10	100.0	100.0	

The results of table 15 discuss that information which is given by citizen journalists reflects killing, bloodshed and violence as result of Al-Assad Regime, and represents 40 %. While 30% only is for killing and bloodshed as result of Al-Assad Regime. However, one newscast reflects Killing, blood footage, from Al-Assad–Regime and Syrian Opposition.

As the result, citizen journalists or Syrian activist reflects that same content of Aljazeera own reporters. As both of tables 17, 18, citizen journalists were given information that Syrians being killed and blood, violent footages were coming from Al-Assad Regime. In the same way, they reflect the Syrian human suffering as a result of Al-Assad Regime actions. However, citizen journalists didn't mention the deaths doll from Al-Assad Regime. This means that Aljazeera is hoisting citizen for many reasons. The primary reason is that Aljazeera and Syrian Citizen Journalists

share the same agendas. Other reasons are related with limiting of Aljazeera reporters and information there. So, they need them to get the latest new.

Table 16: Aljazeera is hosting citizen through newscast by:

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1. Phone	3	30.0	30.0	30.0
2. Internet (skype, viber )	5	50.0	50.0	80.0
3. Face to face (inside the studio)	1	10.0	10.0	90.0
4. Internet and Face to face	1	10.0	10.0	100.0
Total	10	100.0	100.0	

According to table 16, 50 % of majority Aljazeera newscasts are hosting citizen journalists by Internet especially Skype<sup>14</sup>, while 30% goes to phone calls. In addition, 10 % is the percentage of hosting them face to face (inside studio).

Table 17: What is the hosting duration of citizen journalists through newscast?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1-2 min	2	20.0	20.0	20.0
2-4 min	5	50.0	50.0	70.0
More than 4 min	2	20.0	20.0	90.0
None	1	10.0	10.0	100.0
Total	10	100.0	100.0	

<sup>14</sup> Skype: it's a computer program that provides a voice, and video calling, and SMS message. It used as a free cost when users have internet connection. But, if not, they have to pay for their calls.

Table 17 shows that Aljazeera newscasts host's citizen journalist's reports between 2-4 minutes and it is represented as 50 %. Moreover, the percentage of hosting citizen with duration 1-2 minutes is 20.

From all the Tables above, citizen journalist or Syrian activist is an important side to Aljazeera channel for covering Syrian news. The result shows that 10% of Aljazeera newscasts had not depended on citizen journalist or Syrian activist, other cases Aljazeera hosts them one – three times into newscasts through internet (skype or viber<sup>15</sup>), and sometimes phone.

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<sup>15</sup> Viber: this company starts with mobile application that allows making free calls, SMS message over the internet. But, if not the uses have to pay for their calls. This app is different than Skype by using personal mobile number to connect with others. Recently, this company provides a computer program version, and it's also connecting with personal mobile number.

## Chapter 5

### CONCLUSION & DISCUSSION

This chapter presents the results in relation with Syrians citizen journalists and mainstream journalism which is presented by analyzing of Al Jazeera news reports in covering Syria news.

#### **4.1 Summary of study**

The purpose of the study is to show the relationship between citizen journalism and mainstream journalism on covering Syrian news. Firstly, this research finds the importance of Syrian citizen journalism; the problems of Syrian citizen journalism and the similarities and differences between citizen and mainstream journalism. Plus, he discusses the challenges and problems of both types of journalism. In order to get the answers, the study interviewed 15 Syrians citizens' journalists through the use of internet from December 2014 –March 2015. The study asks them 13 questions to get answers.

Secondly, the study designed a questionnaire to analyze the content of five Syrian events on Aljazeera channel. The five Syrian events are Al-Bayda and Baniyas, the siege of Bab Amr, al Qusair and Khalidiya in Homs, Yarmouk camp, chemical on Al Gota. These events helped us to find the relationship between Citizen and Mainstream journalists as it was seen that Aljazeera depends on citizen journalist as source of information.

## **5.2 Results and Discussions**

In order to get answer on research questions, these items (below) show the most important results gotten from the content of news on Aljazeera channel for the Syria news.

### **5.2.1 Evaluation of Aljazeera News Report Headlines**

Result shows that the majority of Aljazeera news reports headlines are more descriptive which is presented as 64.6%. For instance, “A fierce attack from the Syrian army on Baba Amr”, “Difficult living conditions of the inhabitants of the Yarmouk refugee camp in Damascus” and other headlines use to describe Syrian suffering in Bab Amr, Gota, Baniyas. While, commentary news reports headlines are 22.0 and 13.4% of the news reports are Quotation formats. As the result shows, the majority of Aljazeera news headlines show that reporters were writing to describe the Syria events.

### **5.2.2 The Footages on Al Jazeera TV Reports**

Due to the analysis of Aljazeera news reports, study divides reports into two categories: Footage, and information. The first category shows: the footage which enjoyed massive airplay by Aljazeera ‘inside news report’ came from Syria opposition (activists), and it represents 46.3%. On the other hand, the source footage which comes from Aljazeera own sources, government and Syrian opposition sources together are the same with 30.5% respectively. While Aljazeera used mix footage from Syrian news agencies, Syrian opposition and their own sources in the same report. All of them represent 17.1 %. 1.2 % only of total footage used comes from government sources.

All Syrian citizen journalists agree that citizen journalists were providing news for many news channels because they were inside Syria. For instance, Naji confirmed that majority of Bab Amr footage covered by citizen journalists. Most of the professional journalists and media news agencies were unable to convey the Syrian news. The fear of the Syrian system scared citizen journalists while they covered the facts (N. Jerf, personal communication, March 27, 2015). Abd Alkader Habak, one of citizen journalists, asserts that “government media make blackout for the Syria news. He accedes that “we were publishing videos and photos on YouTube and it was so dangerous for Syrian security forces to take these shots because it documented the demonstrations against the Assad regime” (A. Habak, personal communication, January 21, 2015).

In addition, the study checks the footage on Aljazeera reports. Most of the footage tends to show Syrian opposition in different footages such as peaceful protests, the death toll from the Syrian opposition, the Syrian citizens are suffering from Regime and so on. For instance, footage which is related with Al Yarmouk siege show Syrians like children, and women were starved to death because of Al-Assad siege on them. These footages represent 43.9 % of total contents of Aljazeera news reports. In the same way, 25.6% of Aljazeera footage shows Syrian Free Army. On the other hand, Aljazeera shows both of Assad Regime, Syrian opposition which is represented as 15.9 % in the Syrian news reports. The study finds out that Aljazeera was broadcasting some footage as not fixed which means the footage was taken by hand, not stand camera, and it represents 46.3% of majority footage, whereas the total number of footage that was fixed footage represents 23.3%. As a result, citizens or Syrians oppositions do not have experience on using camera and taking professional shots. Citizen journalists do not have journalism experience. Before

Aljazeera does not accept these footages but when they had no option they started accepting them. Ward Ateek was a cameraman in “Basmat Syria” and at the time; he was working with Orient channel. He also had no experience in full time journalism (W. Ateek, personal communication, January 21, 2015). All of citizen journalists agree with this point.

Moreover, the content of footage illustrates that 52.4 % is the percentage of violent clashes as result of Al-Assad Regime on Syria oppositions. In addition, Aljazeera news footage shows Al-Assad Regime killing and violent clashes all together in the reports and it constitutes 20.7 %. Al-Assad Regime created media blackout for mass media channels killing and blood footages were only 7.7 % on Aljazeera news reports. Also, 24 news reports were repeated on the violent clashes more than six times which is presented as 29.3%, while 28.0 % of third term “One -Three times”. On the other hand, 19 news reports do not include violent clashes and they are presented as 43.9 % of Aljazeera news reports contents which were covered by the Syrians oppositions as (Table 3) showed. Reports from dead and wounded from the peaceful protests and Syrians human suffering by Al-Assad Regime was broadcasted.

Therefore, most of Aljazeera coverage shows that Al-Assad Regime was responsible for the violence and of killing Syrian citizen. On the other hand, most Aljazeera footage tends to show Syrian opposition in these cases: peaceful protests, dead and wounded Syrians and those who suffered from other sorts of brutality. Aljazeera repeats the showing of the killing and violence by Al-Assad Regime on Syrian citizen journalist view. However, it does not show the killing and violence from Al-Assad Regime side. They also don't show the dead doll of Syrians who were killed

and wounded from Assad Regime because of Syrian free Army or Syrian opposition. This shows the shortage of balance in the covering of Syrian news by Aljazeera channel.

### **5.2.3 The Information on Al Jazeera TV Reports**

The second category of analyzing reports is information. Aljazeera reporters were writing their reports about Syrian events; they depended on many source of information. They depended on Syrian news agencies, Syrian opposition and their own. All of these sources of information are presented as 45.1 %. 24.4 % is the percentage of information that comes from Aljazeera and Syria new agencies while 12.2 % only is from Syrian Opposition. However, Aljazeera channel did not depend on the government source too much which represents 1.2 %.

Similarly, result shows that Aljazeera reported 43.9 % of their coverage from the Syrian opposition and citizen views. 29 % for different views of stories such as Assad Regime views and Syria opposition view. However, 8.5 % of Aljazeera coverage reports by Al-Assad Regime. This shows the one sided story of covering Syrian news by Aljazeera channel because there was more information from the Syrian citizen journalist and less information from Al-Assad Regime. Furthermore, the percentage of repeated words like Al-Assad Regime, Syria opposition and revolution during Aljazeera coverage are 28 %, while 32.9 % for Syria opposition. However, Al-Assad Regime is 6.1 % of repeating words in Aljazeera news reports. Therefore, Aljazeera gave a huge opportunity to the covering of Syrian news from the view of Syrian opposition and citizen view. As a result, Aljazeera is a good platform for Syrian opposition or citizen journalists because so many of their footages were used.

#### **5.2.4 The Frames used on Aljazeera TV Reports**

Result shows that 19 reports of Aljazeera news reports showed conflict and it represents 50.0 %, while peace and conflict frames were represented as 17.1%. However, peace frame was 24. The peace frame represents the peaceful protests, dead and wounded Syrians. Plus, Syrians who suffered from the brutality of Al-Assad Regime such as Al Yarmouk Massacre, the siege of Bab Amr, and Al Gota. For instance, Aljazeera covered Al Yarmouk story from the human interest angle. Crying and hungry children and people who die because of starving were shown

#### **5.2.5 The Content of Information that is given by Citizen Journalists through Aljazeera Newscast**

Majority of information which is given by citizen journalists reflects Al-Assad Regime and Syrian Opposition and it is represented as 40 %. Moreover, the explanation of Syrian Citizen Journalists about the human suffering as resulting of Al-Assad Regime is represented as 30 %. According to Melad, who works with Aljazeera at the time, believes that these footages of killing and burning someone on Arabic channel like Aljazeera and Al-Arabiya is classified as an acceptable footage. For some footage that showed the killing and bloodshed, he submits that media was publishing all footage Aljazeera edits them and makes them suitable for television viewership. However, Saef Azzam criticizes this view because he points out that it was not easy to accept the footage from mainstream media.

However, citizen journalists did not mention the dead doll of Syrian from Al-Assad Regime. This means that Aljazeera hosts citizen for so many reasons, some of the reasons are unseen. Some of the reasons are the fact that Aljazeera and Syrian Citizen Journalists possibly have the same agendas. Other reasons are related with

limiting of Aljazeera reporters and information there. So, they need them to get the latest news.

**A) What is the importance of the Syrian citizen journalism?**

The idea of citizen journalism comes as a result of expanding the gap between citizen and state, citizen and media institutions by traditional media. This was leading to the decrease in citizen participations in many different aspects of life like politics, economic, social etc. (Naji adds, personal communication, March 27, 2015). He asserts that the practices of journalism have to include citizens into politics, and economic life, and considering them as an active role of covering, discussing and analyzing news events more than just been an audience member who just receive news from traditional media. He considers citizen journalism as a reform movement.

For the Syrian case, news media journalists have to write what pleases the Syrians regime. Syrian government gives little freedom of press. However, journalists who are criticizing the government of the day have to leave the country and continue reporting news from neighboring countries like Turkey and Lebanon (Walla & El Zahedb, 2014).

So why Syrian citizen journalism is important is because of these reasons. Firstly, they were covering of the demonstration against the Al-Assad Regime. Abd Alkader Habak, one of the citizen journalists said “government media make blackout for the Syria news, we were publishing videos and photos on YouTube, and it was so dangerous for us because of Syrian security forces. Taking these shots on demonstrations against the Assad regime was unsafe” (A. Habak, personal communication, January 21, 2015). Murad Al Shawakh said that documenting the human rights violations in pictures and videos by Assad regime on Syrians was on

purpose. Secondly, Shehabi answered that the aim of publishing videos on social media is to make the issues more global, and make audience feel empathy for Syrian citizens. Plus, Melad gave the same answer. Also, many news channels depend on citizen journalists for covering news. For instance, “Al AAN channel” used Murad Alshawakh as a main source of Aleppo news. Further, citizen journalist took up the responsibility of making people aware. They guide people on Facebook on ways to avoid chemicals. He confirms that Syrians citizen journalists covered Syrian news 24 hours since 2011. For these reasons, they killed 543 of the Syrians citizen journalists while they were covering the Syrian news. This also led to two things: most of professional journalists’ media news agencies were unable to convey the Syrian news and fear Syrian system from citizen journalists while they covered the facts (N. Jerf, personal communication, March 27, 2015).

### **B) What are the problems of the Syrian citizen journalism?**

One of the problems of Citizen Journalism in Syria is a lack of news accuracy and this happens rarely. As Naji Jerf asserts that, many reasons lead to why they provide inaccurate news. First, some citizen journalists were biased because of some ideological groups. Ward Ateek explains that citizen journalist do have some financial problems sometimes. Another problem is that they do not have a democratic right of the professional journalists. Thirdly, they work under difficult conditions. “Reporters without Borders” organization classified Syria as one of the most dangerous countries for practicing journalism. Saef Azzam agrees with the last two points. Despite the difficult conditions faced by a citizen journalist, their enthusiasm motivated them to cover the Syrian events (N. Jerf, personal communication, March 27, 2015). Ward and Bassam explains that the biggest problem is that if the citizen journalist is caught by the Syrian Regime or terrorist

groups, he will be dealt with accordingly so the journalist begins to think of ways to protect himself during the war. They protect themselves because there is no law provision in Syria that covers their activities. For example, Mahmoud Shehabi was arrested by ISIS group because of his journalism practices and publication of their activities (M. Shehabi, personal communication, January 24, 2015,). At the time, Syria newspaper editors were arrested by military groups because they published news article against them (F. Horetani, personal communication, January 24, 2015). Abd Habak submits that another problem is that citizen journalists publish their footages without having a good knowledge about media standards. Sometimes, they focus on publishing footages more than the content because they believe that footage may create a global public opinion toward the issues” (A. Habak, personal communication, January 21, 2015). Bassam Fkre supports this view by saying “In the beginning, I have some problems in writing news and determining the news elements such as place, time, and to who the news is important for. Moreover, I have some technical problem like shooting and editing videos. In as much as I have these problems, I focus on publishing these footages very quickly” (B. Fkre, personal communication, January 23, 2015). Mohammad Al Jazyri says that citizen journalist needs more training in journalism because some people do not accept some reports which come from them.

Furthermore, he said Syrians are always ready to present themselves on traditional media, and sometimes social media. But, most times, they are not allowed to make the interviews with citizen journalists and the reason is because Al-Assad Regime used the videos which include interviews as a target for bombing (W. Ateek says, personal communication, January 21, 2015). Majd Raslan adds that if they accept to

make interviews, they prefer Aljazeera, Al-Arabiya and other traditional media channels more than citizens' journalists.

Moreover, weakness of internet connection in Syria is also another problem of doing citizen journalism. Majd Raslan shot some footages and then when he needed to upload on YouTube, he had to go to better network area near border of Syria – Turkey to publish them (M. Raslan, personal communication, February 4, 2015). Bassam Fkre is another citizen journalists, he was studying law in Idlib and was not able to continue because of the Syrian civil war. He turns out to be a media activist in south Idlib and north Hama. He had the same problem while he was trying to publish his news materials. Also, he indicated that covering Syrian news must be secret because of security reasons related to detention and killings by Assad-Regime. This arbitrary arrest which is coming from Assad regime toward journalists was an assertion which Mohammad Jadan agreed to (B. Fkre, personal communication, January 23, 2015).

Many news channels were a good platform to do citizen journalism as Melad explains, the footage which comes from citizens were more than the footage from Aljazeera channel reporters. Firas Horetani adds that many of mass media channels have a huge connection with citizen journalists but they never recognize citizen journalism (F. Horetani, personal communication, January 24, 2015).

**C) What are the similarities and differences between Citizen and Mainstream journalists of covering the Syrian news?**

All of the citizen's journalists agree that the aim of citizen journalist is to document, and cover the Syria news urgent. And, they provided information, footage to mainstream media. So, both of citizen and mainstream journalism agree to cover the

news issues to audience's especially which is relating with human suffering. Secondly, citizen journalist founded to cover as they called "Syrian Revolution" which was not covered by Syrian formal media. Although of different media agenda, these events interact with some news channel agenda such as Aljazeera, Orient so on, and they asked citizens to provide sources, news, Ward Ateek, Abd Al Kader Habak, Mohammad Jadan, Saef Azzam, Abd Al Razeq Rajab, Mahmoud Shehabi, Majd Raslan, Melad Fadel, , Mohammad Al Jazyri, Journalist (A) say. By this way, citizen journalists found some news channel as a good platform to publish their footages, information about the Syrian Civil war.

On the other hand, there are many elements distinct the citizen journalism than traditional, Naji considers the access to the news is so quickly because citizen journalists are inside Syria, and easy to publish news on social network sites, and no need of funding to produce news materials. As the result, he asserts that the audience was interacting with citizen s information because citizens are embracing with their issues before publishing news. Mohammad Al Jazyri is strongly agreed with Naji s points. Because of that Saef Azzam argues that the citizen journalist is biased to his issues. For instance; he said "we covered the Syria human suffering because it's closer to us and we want to show the important news to world" (Saef adds, personal communication, January 21, 2015). Moreover, Abd Alkarder supports them, and affirms that citizen journalist is the person who suffers every day likes other people and covered these actions to the audiences without thinking for paid reports because it's his land, whereas mainstream media is covered news from citizen. However, Journalist (A) criticizes that mainstream media do not have too many reporters inside Syria, and they do not care about citizen journalist s life. So, media are still not satisfying of coverage Syrian news because they have no trust between them, and

citizens. The second reason is because of the quality of footage; sometimes citizen journalist provides so bad footage with good breaking news. Also, in some news they have no accurate number of Syrian martyrs from massacres.

In the same discussion, Melad indicates that the elements which make a difference between professional reporters, citizen reporter are the importance of news, and the way of shooting footage, selecting footage. For example, Syrian killed could be important news for citizen journalists than professional reporters. And, the quality of footage, and framing are more important for news reporters, whereas citizen journalism is shooting normal footage, frame.

The study asks Mohammad Jedan, Mohammad Shehabi the same question. Jedan answered that mainstream journalism has special agenda, but citizen journalist aims to provide news of “Syrian revolution”, and Al-Assad Regimes violations toward Syrians. While, Firas Horetani considers that citizen journalists are connecting with mainstream journalism, and continuing each other’s.

### **Citizen Journalists Satisfaction**

The majority of citizen journalists are not completely satisfied about the news they publish on news the mainstream journalism because of different media agendas. Although some media published citizen’s works, Mohammad Al Jazri thinks that each channel has an agenda. For example, some channel describes the soldiers of the Regime as Syrian Free Army, other call them terrorist groups, some others call them opposition fighters, armed opposition, and rebels etc. Using different words in news contents depend on the in-house style of the media house. Previously, Journalist (A) said that citizen journalist has a good level of freedom of publishing news on

mainstream media. But, nowadays they have to follow media agenda. Naji agrees with the assertion and evaluated his satisfaction of total publishing news on media as 40 %. Firas also supports this view, and he did report about supporting drug trade by Al-Assad Regime in different areas. Thus, one news channel edits the report and published without the interview with the chief prosecutor in the Sharia Board, whereas Aljazeera floated the full report.

In addition, Ward was not satisfied because of lack of citizen experiences in journalism. He continued “There are two types of published news. First one which is about “Syrian revolution” and it obviously formed public opinion. The second one show killing military leader and the footage included slaughter and torture. As a result, Al-Assad Regime uses this footage to kill more Syrians by determining the location of their opposition through the footage” (W. Ateek, personal communication, January 21, 2015).

On the other hand, Majd was satisfied because he argues that majority of media published reports from citizen journalists. He indicates that if the media do not publish the reports, he will not send any news materials again. But, journalist (A) criticizes Majd views; he said “All the mass media published news that follows their agenda based on where their finances come from. As a citizen, we sent them the reports and they changed the idea to match their ideologies”. By the time, Syrians do not like citizen journalist because mainstream media offered different news stories them. For instance, they do not prefer to make interviews with citizen journalists. In addition, Mohammad Jadan follows journalist (A) view, and explains “Am not satisfied because there is no journalism law which organized journalism work for their publications. In the same stations, media and citizen journalists don't have the

same vision for publications” (M. Jadan, personal communication, January 22, 2015). Although Melad is satisfied, but he prefers the reporters who are providing news to news channel than the activist. For instance, One of Homs massacre activists provide a wrong number of martyrs and later it was declared and it was less than 100. So, this news becomes less of value and interest to audience. He argues that their coverage for Al Zawya massacre was so weak because of limited access to information.

#### **D) What are the news reports contents used by Aljazeera channel on five Syria events**

Most of Aljazeera footage tends to show the Syrian opposition in different footage such as peaceful protests, the death toll from the Syrian opposition, and the Syrian citizens are suffering from Regime so on. For instance, footage which is related with Al Yarmouk siege show Syrians like children, and women were starved to death because of Al-Assad siege on them. These footages represent 43.9% of totally contents of Aljazeera news reports. In the same way, 25.6% of Aljazeera footage shows Syrian Free Army. On the other hand, Aljazeera shows both of Assad Regime, Syrian opposition with 15.9% in the Syrian news reports. The result also finds that Aljazeera was broadcasting some footage as not fixed which means the footage was taken by hand, not stand camera, and it represents 46.3% of majority footage, whereas the total of footage was fixed footage represents 23.3%. As the result, citizens or Syrians oppositions do not have experience on using camera, and taking professional shots. Although they do not have journalism experience, audience started to accept the footage, whereas it was not acceptable before on Aljazeera. Ward Ateek was cameraman in “Basmat Syria”, now he is working with Orient channel, he also had not experienced in journalism scope (W. Ateek, personal communication, January 21, 2015). All of citizen journalists agree with this point.

Moreover, the content of footage illustrates that 52.4 % is the percentage of violent clashes as result of Al-Assad Regime on Syria oppositions. In addition, Aljazeera news footage shows Al-Assad Regime killing, and doing violent clashes together into reports with 20.7 %. Although, Al-Assad Regime makes media blackout for mass media, killing and blood footages were only 7.7 % on Aljazeera news reports. Also, 24 news reports were repeated violent clashes more than six times with percentage 29.3%, while 28.0 % the percentage of third term “One -Three times”. On the other hand, 19 news reports do not include violent clashes because 43.9 % of Aljazeera news reports contents were covered the Syrians oppositions as (Table 3), while they are making peaceful protests, and Syrians human suffering from Al-Assad Regime the number of Syrians who dead and wounded from Syrian opposition.

Therefore, most of Aljazeera coverage shows that Al-Assad Regime was responsible of killing Syrian citizen, and making violent clashes toward them. On the hand, most of Aljazeera footage tends to show Syrian opposing in these cases: peaceful protests, the number of Syrians who are dead and wounded from Syria opposition, Syrian citizen suffering and others because of Al-Assad Regime. And Aljazeera intended to repeat the killing and violence actions as resulting of Al-Assad Regime on Syrian citizen. However, it does not show the killing, and violent actions from Al-Assad Regime side, and the dead doll of Syrians who are dead and wounded from Assad Regime because of Syrian free Army or Syrian opposition. This shows the shortage balanced of covering Syrian news on Aljazeera channel.

### **5.3 Recommendations for Further Researchers**

This study finds the relationship between citizen and mainstream journalism in a dictatorship country like Syria; it suggests that studies like this should be done for democratic countries to see the importance of citizen journalism. Secondly, the study also suggests that for other studies, news content published by citizen journalists on their blogs and YouTube should be analyzed. The study observed from interviews that Aljazeera depends on some persons as alternative source on covering Syrian news, and in a way they are becoming their reporters. This leads to a question about the future of citizen journalism (activists) in Syria.

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## **APPENDICES**

## Appendix A: Aljazeera Content Analysis Coding:

### Aljazeera News:

This questionnaire divides into two parts. First part is analyzing 82 news reports videos from the five Syrian events during 2011-2013. The aim of first part is to connect the information with second part. Second part, it's focusing on the citizen journalism, the study tries to get all of Aljazeera newscasts for the five Syria events, but they didn't reply on Researcher email. Because of that, the study uses some of Aljazeera newscasts that related with the chosen events, and available on YouTube.

#### **First part:**

1. News reports

title?.....

2. News reports

date?.....

3. Headline of the news report:

A-Quotation

B-Description

C-Comment

4. The sources of footage 'inside news report':

A- Aljazeera

B- Syria news agencies

C- Both of A+B

D- Government Source

E- Syria opposition source

F-1+2+5

G-5+4

5. The sources of information 'inside news report':

A- Aljazeera

B- Syria news agencies

C- Both of A+B

D- Government Source

E- Syria opposition source

F-1+2+5

G-Other source

6. The way of shooting footage :

A- Fixed shots

B- Not Fixed shots

C- 1+2

7. The quality of information 'inside news report':

A- All Different views that related with stories

B- Al-Assad-regime view

C- Syria opposition view

D- citizen view

E- 3+4

F- All of them

8. How many interviews were used 'inside news report'?

A- One

B- Two

C- Three

D- More than Three

E- None

9. The feature of interviews that used 'inside news report' with:

A- Citizen "Witnesses"

B- Government source

C- Syria Free Army

D- A+C

E- All of them

F- None

10. The most repeated words inside the reports:

A- Al-Assad -Regime

B- Syria opposition

C- Revolution

D- Syria Army

E- Terrorist Group

F- A+B+C

G- All of them

11. The content of footage that used 'inside news report' contains on:

A- Killing and blood Footage

B- Violent clashes Footage

C- A+B

D- None of them

12- How many times Aljazeera was repeating footages showed killing and blood Footage:

A- Once - Three times

B- Four - Six times

C- More than six times

D-None

13-How many times Aljazeera was repeating footages showed Violent clashes

Footage:

A- Once – Three times

B- Four –Six times

C- More than six times

D-None

14. What is the duration of news reports?

A-1-2 min

B-2-4 min

C-More than 4 min

14. The footage of news reports tend to show:

A- AL-Assad –Regime

B- Syria opposition

C- Syria Free Army

D- Terrorist Group

E- A+B

F- All of them

15. In Aljazeera news reports, the narratives were used come from:

A-Aljazeera reporters

B-Citizen

C-Both of A+B

D-None of them (without narrative)

16. Which frames were used in Aljazeera news footage?

A- Informative Frame

B- Peace Frame

C- Conflict Frame

D- Both Peace and Conflict Frame

## **Second part:**

17. How many times Aljazeera channel depends on citizen journalism in their newscast:

A- Once time

B- Two time

C- More than three times

18. What was the duration of citizen journalism hosting through newscast?

A- 1 -2min

B- 3-4 min

C- 5-6 min

D- More than 6 min

19. The kind of information that is giving by citizen journalism through newscast related to:

- A- AL-Assad –Regime
- B- Syria opposition
- C- Human Suffering
- D-Syria Army
- E- A+B
- F-A+C
- G-All of them

20. The kind of information that giving by citizen journalism through newscast reflects:

- A-Killing and blood Footage, From Al-Assad –Regime
- B-Killing and blood Footage, from Syria opposition
- C-Killing and blood Footage, from Terrorist Group
- D-Violent clashes Footage
- E- A+B
- F-A+D

21. Aljazeera is hosting citizen through newscast by:

- A- Phone
- B- Internet (skype, viber )
- C- Face to face (inside studio)
- D-2+3

22. How many times Aljazeera was repeating footages showed killing and blood Footage?

- A- Once – Three times
- B- Four –Six times
- C- More than six times
- D-None

23. How many times Aljazeera was repeating footages showed Violent Clashes Footage?

- A- Once – Three times
- B- Four –Six times
- C- More than six times
- D-None

24. How many times Aljazeera was depending on their own their reports inside newscast?

- A- Once – Three times
- B- Four –Six times
- C- More than six times
- D-None

25. What is the duration of time that Aljazeera hosted their own reporters?

- A- 1 -2min
- B- 3-4 min
- C- 5-6 min

D- More than 6 min  
E-None

## Appendix B: Headline of Aljazeera News reports

### \*Al Chemical on Al Gota

الجيش السوري يعتقل ويدهم بالغوطة في دمشق  
معارك بين الجيشين الحر والنظامي بريف دمشق  
معاناة سكان الغوطة الشرقية بريف دمشق  
قصف عنيف على احياء بدمشق والغوطة الشرقية  
قصف كثيف على الغوطة الشرقية  
سجال سياسي دولي منذ مجزرة الغوطة  
نقص المواد الغذائية والطبية بالغوطة الشرقية  
معارضة سوريا تسيطر على معمل أدوية بالغوطة الشرقية  
تواصل انقطاع الكهرباء بالغوطة الشرقية  
مقتل 175 من مقاتلي المعارضة بالغوطة الشرقية  
الغوطة أبرز محطات استخدام الكيمياء بسوريا  
الغوطة الشرقية ترفض الهدنة مقابل فك الحصار  
النظام يحاصر حمص القديمة وأحياء دمشق والغوطة الشرقية  
تواصل انقطاع الكهرباء بالغوطة الشرقية  
أحد الناجين يروي مجزرة الغوطة الكيميائية  
اشتباكات ضارية تمتد من غرب الغوطة إلى شرقها  
المعارضة تتهم النظام بقصف الغوطة بغاز السارين  
النظام السوري يكثف غاراته الجوية على الغوطة الشرقية  
عرسان بالغوطة الشرقية لعناصر من الجيش الحر  
معارك ضارية ضد القوات النظامية في الغوطة الشرقية

### \*Al Qusair and Khalidiya

قتلى وجرحى في غارات جوية على قرى القصير  
قتل وجرح عناصر من النظامي وحزب الله بالقصير  
مواجهات بين الجيش الحر وعناصر من حزب الله بالقصير  
قوات النظام السوري تواصل قصف القصير

تواصل المعارك بين الجيش الحر وحزب الله بالقصير  
عشرات القتلى والجرحى بالقصير  
تحذيرات من ارتكاب النظام السوري جريمة جديدة بالقصير  
الجيش الحر يقتل عناصر من حزب الله بريف القصير  
عملية النصر للقصير في الرستن بريف حمص  
تردي الوضع الإنساني في القصير بريف حمص  
تعرض حي الخالدية بسوريا لقصف عنيف  
قوات النظام تقصف الخالدية واحياء بحمص  
النظام السوري يعلن سيطرته على حي الخالدية  
النظامي يعلن سيطرته على الخالدية والحر ينفي  
إطلاق نار كثيف في باب السباع والخالدية سوربا  
آثار القصف والدمار على مدينة القصير  
قوات النظام السوري تقصف القصير برجمات الصواريخ  
المعارضة السورية تنفي سيطرة النظام على القصير  
قصف لقوات النظام على القتيطرة والقصير ودرعا  
معاونة أهل مدينة القصير

#### **\*Al-Bayda and Baniyas “Massacres”**

المزيد من المجازر في بانياس على يد النظام  
العثور على عشرات الجثث في بانياس  
شاهد عيان احداث قرية البيضا السورية حقيقية  
جمعة بانياس اباد طائفية والغطاء اممي  
عملية الثار من القصير وبانياس  
الوضع في مدينة بانياس الساحلية بعد التظاهرات  
النظام السوري يشدد حصاره على مدينة بانياس  
ثوار بانياس يشاركون في عمليات عسكرية باللاذقية وإدلب  
وحدات الجيش السوري تفتحم مدينة بانياس

نشر عدد من الدبابات في مدينة بانياس

### **\*Yarmouk camp**

اوضاع معيشية صعبة لسكان مخيم اليرموك بدمشق

قتلى بقصف صاروخي على مخيم اليرموك

فلسطينيو اليرموك يشيعون احدث ضحايا الجوع

نداءات استغاثة من مخيم اليرموك

قوات النظام تقصف حي جوير ومخيم اليرموك في دمشق

تجدد الاشتباكات في محيط مخيم اليرموك بدمشق

معاناة مدنيين داخل مخيم اليرموك

معاناة المحاصرين في مخيم اليرموك

معاناة سكان مخيم اليرموك في شهر رمضان

وقف إيصال المساعدات لمخيم اليرموك بسبب تجدد القتال

ألف فلسطيني وعراقي محاصرين بمخيم اليرموك 35

كارثة إنسانية في مخيم اليرموك

المحتضرون جوعاً في مخيم اليرموك

ضحايا سوء التغذية ونقص العلاج بمخيم اليرموك

نقص حاد بالمواد الغذائية والطبية لدى المحاصرين بمخيم اليرموك

النظام يقصف أحياء بدمشق ويستعد لاقتحام اليرموك

تعرض مخيم اليرموك للقصف من قوات النظام

وفاة سوري جوعاً بمخيم اليرموك بجنوب دمشق

تحذيرات من خطورة الوضع بمخيم اليرموك

مخيم اليرموك تحت وطأة القصف والحصار

### **\*The Siege of Bab Amr**

مظاهرات سورية تضامناً مع بابا عمرو

الجيش السوري يقصف بابا عمرو والرسنن

هجوم شرس للجيش السوري على بابا عمرو

الجيش السوري يسيطر على بابا عمرو  
الجيش الحر يسيطر مجددا على حي بابا عمرو بحمص  
اشتباكات عنيفة تدور حول حي بابا عمرو بحمص  
أثار القصف والدمار على حي بابا عمرو  
السكان يهجرون بابا عمرو في سوريا

## Aljazeera Newscasts

### \*Al Chemical on Al Gota

حصاد اليوم الجزيرة استخدام الاسلحة الكيميائية في الغوطة في سوريا 2013/8/22

حصاد اليوم الجزيرة اخبار 2013/1/4

لقاء مع محمود الزئبق من اوائل من قام بتغطية مجزرة الغوطة مع فريق صحفي الجزيرة 2014/8/21

الواقع العربي الوضع الانساني المتردي بمخيم اليرموك بسوريا 2014/11/23

### \*Al Qusair and Khalidiya

اخبار سورية الجزيرة مقاتلي النظام وحزب الله تسيطر على القصير والمعارضة تتوعد بالرد 2013/6/5

نشرة اخبار سورية الجزيرة استمرار القصف على القصير اشتباكات بين الحر وحزب الله غسان شبانة 2013/5/26

قوات النظام تقصف القصير صفوت الزيات مقتل الصحفيين في سورية هادي العبد الله من حمص الجزيرة 2011/5/2

نشرة اخبار سورية الجزيرة تواصل معارك القصير قاسم الزين طبيب ميداني 2013/5/19

### \*Yarmouk camp

نشرة اخبار سورية الجزيرة 2013/8/12

### \*The Siege of Bab Amr

حصاد اليوم الجزيرة تقرير عن حمص بابا عمرو علاء الدين اليوسف ادلب حسان الشلبي حارس المرمى عيد  
الباسط ساروت جورج جبور سورية 2011/11/8

## **Appendix C: Syrians Citizen Journalists Interviews Questions**

### **First part: Syrian Citizen Journalism:**

1. What is the importance of Syrian citizen journalism?
2. What are the Citizen Journalist standards that using in covering Syrian News?
3. What is the advantage of Syrian citizen journalism?
4. What are the main problems of the Syrian citizen journalism?
5. Do citizen journalists have a freedom while they are covering Syrian new?
6. Did you believe that citizen news materials have influenced on Audience on social network sites?

### **Second part: Mainstream and Citizen Journalism**

- 7- Do mainstream media like Aljazeera accept news materials from Citizens Journalists?
- 8-Do mainstream media like Aljazeera asks you to follow journalism standards while you are providing them?
- 9-In your opinion, what are the main problems that faced mainstream journalism in Syria?
- 10-What are the similarities and differences between citizen and mainstream media during covering Syrian news?
- 11-Some journalists think that citizen journalist doesn't care for sensitive of audience, and they publish everything, did you agree with this statement? And Why?
12. Are Citizen Journalists Satisficing from publishing news on Mainstream Journalism?

13. The study focus on the five Syrian events such as Al-Bayda and Baniyas, the Siege of Bab Amr, al Qusair and khalidiya in Homs, Yarmouk camp, Chemical on Al Gota, did you cover any events? And how?