Citizen Journalism: An Inquisitive Analysis of the Usage of Mobile Applications

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Abstract

The development of Information Technology (IT) has brought revolution in the field of communication in general and journalism in specific. The usage of some users' friendly mobile applications has added to the pace of journalism and dissemination of information. These applications and their effective utilization on part of citizens has minimized their dependency on mainstream media, rather they have got an alternative that has given voice to all those, who have something newsworthy to say, show, telecast or podcast. The researcher used survey tool for date collection. 50 questioners included reporters; IT expert professors, journalism students, bloggers, media experts, doctors and engineers.All the questioners analyzed in Statistical Package for the Social Science (SPSS) and finding shows that the emerging concept of citizen journalism has replaced the mainstream media up to great extent.

Keywords: News Reporting, Mobile Apps,Smartphone, Citizen Journalism, Mobile Apps Literacy.

Introduction

This study is based on the concept of Citizen Journalism, which happens mainly because of the effective usage of smart mobile phones and related technologies. The concept has recently gained global importance as it has the potential to enable every citizen who has a news sense or at least can report an event, to become a journalist. The concept of Citizen Journalism can also be considered as a replacement of the mainstream journalism practices as it gives more margin to users to openly express their points of concerns regarding themselves vis-à-vis an issue.

The collection, dissemination and analysis of news by general public through means of internet technology and different software's including mobile applications is called citizen journalism. (google.com.pk, 2017).

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The concept further says that its public participatory, democratic wherein public from the streets even can do a journalism and bring any intended change in the society. Public plays an active role in the process of collecting, reporting, analyzing and dissemination of information through information technology that includes various Applications (Apps). Citizen Journalism is an active and alternative form of news gathering, which mainly suits to those who don't have an access and time to get their contents incorporated in the mainstream media.

Jay Rosen says that when people, earlier known as an audience, take active part in dissemination of information and apply different media tools, it is citizen journalism (ibid, 2017). Arab Spring, Haiti Earthquake 2010, Occupy Wall Street movement, and some others are prominent examples of citizen journalism.

There are experts and critics who are of the view that this form of journalism is not properly regulated that leads to subjectivity which is considered an offence in objective journalism. They are of the view that since the users of smart phones are not well versed with the standard practices of quality journalism and ethics, so they break the rules at some point of description when it comes to their personal matters, they are emotionally attached with.

But there are ones, who opine that citizen journalism should not be confused with community or civic journalism. Community journalism and Civic Journalism is practiced by professional media men, while in the case of citizen journalism it's not so. Every individual irrespective of his/her qualification and experience in professional journalism can do citizen journalism.

Based on the theory of 'The Knowledge Gap Hypothesis", the researcher developed a questionnaire, asking people their knowledge about different apps, used for citizen journalism. The survey method has been applied during the data collection, and the findings while supplementing the hypothesis, revealed that illiteracy regarding mobile applications is a major hindrance in citizen journalism. Very few people have got required knowledge about this technology, which is why usually citizen journalism don't get enough approval and social acceptance in our society. It has been concluded that in order to make it an effective alternative of the mainstream journalism practices, the users should have enough literacy of Apps, while generating contents for social media.

The paper is consists of different sections such asliterature review, theoretical framework, research methodology, Results & Discussion and conclusion.

Literature Review

A literature review is a search and evaluation of the reachable composition of a fond challenge or selected subject area. It files the government about the art together with observance after the problem then subject matter certain is composition about.

Literature review has four main objectives:

1) Conversion of information in literature into a summary.
2) Survey of the literature in a chosen area of study.
3) Critical analyses regarding the data gathered by using figuring out gaps into current knowledge; via showing barriers on theories yet factors about view; yet by means of formulating areas because of further lookup and reviewing areas about controversy.
4) Presentation of the literature in an organized way.

How much command you have on the subject is shown by the literature review. This also reflects value addition to already existing body of agreed knowledge.

The other 4 ways to describe literature review are:

1) Establishing the credibility of work by demonstrating familiarity with a body of knowledge.
2) Summarization of prior research and linkage of the existing project to it.
3) Integrates and summarizes what is known about a subject.
4) Learning from others and that the recent research is a starting point for new ideas.

There are number of reasons why literature review is important for any scientific study. These include the following,

It acts as much a stepping-stone closer to success on the learning objectives. For scholars, the depth then cover regarding the composition review emphasizes the credibility concerning the lookup or research.

Literature reviews supply a strong background in imitation of back one's investigation. It plays a vital role into analyzing the existing writing or gift justification namely in conformity with how many one's lookup fits in the existing body over knowledge. Permanency this

indicates up to expectation the composition comment gives the ordinary grasp as presents meaning in accordance with the discussion on findings, conclusions, yet recommendations. Permanency this permits the creator according to show how many his / her research is composite to prior efforts then or it extends according to build about higher understanding.

Duplication is prevented with the help of writing criticism or such helps within pick out the gaps among vile research along the goal over admission them, whet from the research graph then methodology back in imitation of investigate so much particular trouble and according to interpret his or her very own findings.

Overall, the written review helps permanency according to justified research, provide a context or degenerated because the research, making sure the lookup hasn't been taken before, exhibits where the lookup matches within the present physique about knowledge, allows the researcher after research beyond previous principle about the subject, illustrate or the issue has until now been studied, highlight flaws of previous research, define gaps between preceding research, exhibit so much the work is including in accordance with the perception then talents about the field, assist refine, refocus or even exchange the topic.

The crime incident report system is via the creator Natura Vatanasuk (Vatanasuk N. et.al 2015) who lets in citizens in accordance with report sinful incidents via mobile functions enabling arrival explanation officers in accordance with reply in imitation of the report thru the internet application. The arrival data is afterwards dispatched to a server and automatically sorted through precedence type regarding state of affairs then presence and the official. Then the next bottom is the collection of document yet its corroboration by means of the communicant on cellphone.This rule has ternary person groups:

1) The citizen working as Reporter who has filed the incident report.
2) The receiver of the report is the official, in fact a police officer.
3) Supervisor's i.e. police officer who manages the incident response process.

Smartphone application covering flood damages, other disasters and calamity stricken areas in the city or country was proposed by the author Seop (S. H. Seop et.al. 2011).

QuVideo incorporation (QuVideo Inc., 2017) developed VivaVideo application. VivaVideo is the ideal video editor, photo slideshow maker and movie editing app. The Viva Video app provides with a large number of different functions so that one can quickly and easily create

photo slideshows, edit videos, or even create movies by combining several videos into one. The app has number of editing tools so that vision could be brought into life. VivaVideo features are helpful in trimming the clips, their merger, addition of different filters, stickers, texts, and fonts, and in choosing the wanted transitions. Even music addition and subtitling of the video could be done. It has powerful video-editing functions with the help of which the clips could be made fast or slow paced depending on the requirement.

DroidWatch is another android application developed by the author Justin Grover (G. Justin, 2013). This app is based on android smartphones being used in investigation of crimes reporting. The developed application is based on android smartphones.

Graf (Crunchbase, 2006) developed and says that Kyte Mobile Producer provides a mobile production studio that can be fitted in pocket" One click makes it stream live video with high production value. The video ought to stay dispatched at once after Facebook yet Myspace imperfect nicely including a alone click. Kyte is the online or mobile video stage because media then entertainment. The Kyte Platform combines the real-time, interactive yet neighborhood building applications concerning the associative web along the analytics, control, and monetization services regarding professional video platforms, enabling agencies according to converge on line and cellular audiences, construct community, or monetize.

Livestream application developed by Mark Kornfilt (Crunchbase, 2007). It is the just wonderful yet husky stay broadcast platform" on the internet. Producers may uses this browser-based Studio application in accordance with broadcast live, scheduled yet on-demand Internet television anywhere over the net via a singular player widget permanency. Mixing of multiple live cameras, imported videos clips, and overlay graphics are its important features.

Kaushal Kumar Agrawal (Play G. 2016) developed a Media Studio application which is helpful in editing of audio visual stuff. This is a unique its nature and user friendly tool currently being used by most of filmmakers, music directors, drama producer across the globe. Besides rendering, splitting, trimming, rotating, extracting audio from video, adding text, it also preserves HD quality.

ShoZu's technology developed by Mark Bole (Crunchbase, 2001). This is useful within transfer about photos, videos, music, text or ignoble digital content in imitation of then beside the handset besides the need after launch a cellular browser, tarry because pages in conformity with

load, divide telephone calls, start upstairs between the event over a dropped connection, and synchronize after a PC. According after Mark Bole the science used to be designed in conformity with allow apportionment regarding videos, photographs, or running a blog then conventional networking sites, as much well as mean net functions such as like videocasts stability. The BBC chronic ShoZu of its mojo experiments of promptly 2007.

Videopix (Videopixstore, 2016) (Microsoft, 2017) developed an application called Movie Maker, One of the best video editor app. Transforming everyday moments into works of art and creating video stories easily which could be shared with friends and family.

It is consumer pleasant yet convenient according to use modifying tools. MOV and .MP4 guide in modern times added. Multiple video themes as are customizable, consequently that user can alternate the text coloration greatness then font regarding so much theme. Various stickers for partial length do remain utilized now. Amazing Trimming or merging feature available. User can array a couple of components beyond video or can also pick out every other video or submerse.

Viddy (Black D., 2012) is an app in fact an "instagram" for videos in which short clips under fifteen seconds are shared instead of sharing photos. It's very simple in operation and the material prepared through this can be easily uploaded and shared on Facebook, twitter and Viddy.

Methodology

Survey technique is the area of applied data concerning human research surveys, metering methodology research the norm about alone gadgets out of a population then the associated land survey records series techniques, such as like questionnaire construction yet techniques for enhancing the range or accuracy regarding responses in accordance with surveys. Survey methodology consists of contraptions then processes so ask some yet more questions so much may, yet may also not, be answered (George B., 2012).

Statistical surveys lead a vital position into making statistical inferences touching the populace under learning and off underhand that relies upon high about the survey questions used. Public choice polls, health surveys, want lookup surveys, administration surveys and censuses are every examples over quantitative research so much uses current metering methodology in conformity with reply questions about a population. Although censuses function no longer consist of a "sample," that do consist of ignoble elements of survey methodology, kind of

questionnaires, interviewers, or nonresponse follow-up techniques. Important information because of whole kinds over community statistics then lookup field's toughness could be achieved by survey (WhatIsASurvey.info, 2013).

Survey method mainly is of three categories (Jackson, 2011).

1) Mail survey
2) Telephone survey
3) Personal interview

Questionnaires, interviews and documentation review are the most popular variations of surveys according to Neuman (2005).

A questionnaire is a series of questions, an important research tool for the purpose of gathering information from respondents. The Statistical Society of London developed this idea of having questionnaire in 1838 (Gault, RH, 1907).

Although questionnaires are often designed for statistical analysis of the responses, but this may not be the case each time.

Questionnaires have some advantages over some other types of surveys as they are simple, cheap, do not require as much effort from the questioner as verbal or telephone surveys. It has most of the times standardized answers making easy to compile data. However, such standardized answers may have some complications as well.

Following are the reasons.

a) **Uncover the Answers:** In a non-intimidating survey environment, ye will examine in regard to as motivates land survey respondents yet as is essential according to them, then collect meaningful opinions, comments, and feedback. A non-intimidating survey surroundings is certain so best suits the privateness wishes regarding the land survey respondent. Respondents are greater possibly in conformity with supply originate and good feedback within an extra personal metering method. Methods certain as much on-line surveys, bill surveys, and cellular surveys are greater non-public yet much less intimidating than face-to-face survey interviews or smartphone surveys.
b) **Evoke Discussion:** This gives metering respondents and probability in conformity with talk about vital accomplishment topics. Communication along respondents in relation to land survey topic is crucial who approves thou according to dig deeper between the

survey, or be able breathe matters associated according to metering inside a broader perspective.

c) **Base Decisions on Objective Information:** Conducting surveys is an accurate yet unbiased method according to decision-making. One have to not count number concerning "gut feelings" according to fulfill essential commercial enterprise decisions. Sensible decisions primarily based concerning analyzed consequences do keep made by way of gathering impartial survey.

d) **Compare Results:**Results over Surveys provide a form concerning photo about the attitudes or behaviors which include thoughts, opinions, and comments – touching target survey population. This necessary remarks is the baseline to dimension then establish a benchmark out of which according to evaluate results over time.

Theoretical Framework

The knowledge gap hypothesis clarifies that understanding, like different types of capital, is frequently unequally dispersed at some stage in a social device. In particular, the theory forecasts that "because the mixture of mass media statistics right into a social system will rise, sections of the populace with better socioe-conomic reputation incline to accumulate this facts at a faster charge than the lower status sections, in order that the space in expertise among these sections inclines to growth in place of reduction" (Tichenor, 1970). Phillip J. Tichenor, journalism professor, George A. Donohue, sociology professor, and Clarice N. Olien, teacher in sociology, 3 university of Minnesota investigators, first suggested the knowledge gap hypothesis theory in 1970.

Primarily based on explanations understood in mass communication research, Tichenor, Donohue, and Olien (1970) outline the knowledge gap hypothesis as follows:

"Because the infusion of mass media data into a social gadget will increase, better socioeconomic repute sections incline to gather this facts quicker than lesser socioeconomic-repute population sections so that the gap in knowledge among the two has a tendency to increase in place of decrease" (Tichenor, Donohue, and Olien 1970, pp. 159-160).

Donohue, Tichenor, and Olien suggest five motives that why the knowledge gape theory must occur (Tichenor, 1970).

1) **Communication Skills:** better fame humans usually have extra training, which advances their interpretation, understanding, and memorial abilities.

2) **Media Target Markets:** Media outlets cater according to the tastes yet pursuits over their target audience.
3) **Relevant Social Contact:** Greater reputation humans generally bear a broader sphere over activity, larger number of allusion groups, then interpersonal rapport and are consequently more in all likelihood according to talk about news matters along others.
4) **Selective Exposure:** Decrease reputation humans can also remain much less attracted, then therefore much less likely in imitation of leave themselves after assured information topics.
5) **Stored Information:** Higher status human beings are greater likely according to already know over subjects of the information thruprevious media exposure or through aspect learning.

The knowledge gap hypothesis may remain operationalized each because cross-sectional yet time-series suitable research. For cross-sectional research, the advantage gap speculation expects up to expectation "at anybody given time, so should stand a greater context into achievement about potential or lesson for matters surprisingly publicized of the media than because subjects less exceptionally preached (Tichenor, 1970). Tichenor, Donohue, yet Olien (1970) tested it hypothesis the use of a test in which individuals had been asked after study then discuss joining news tales of varying publicity. The consequences on the test assist the hypothesis due to the fact correlations of instruction or grasp have been vast for high advertisement tales however not substantial for vile announcement tales (Tichenor, 1970).

The knowledge gap hypothesis theory expects so much "over time, acquisition about capabilities concerning a closely disclosedtopic wish develop at a faster degree amongst better skilled individuals than amongst these together with less instruction (Tichenor, 1970. Tichenor, Donohue, and Olien (1970) examined this speculation using populace judgment surveys gathered in 1949 or 1965 measuring whether or not individuals believed human beings would attain the Moon into the foreseeable future. During the 15 year span, faith amongst grade school educatedhumans multiplied solely respecting 25 share factors while trust amongst college educated human beings accelerated greater than 60 percentage points, a vogue constant together with the speculation (Tichenor, 1970).

Results & Discussion

The researcher distributed 50 questioners among different people such as reporters, IT expert's professors, journalism students, bloggers, media experts, doctors and engineers. The questioner filled by 42 males and 08 females. The age of respondents was between 21 to 45 years. Most of the

respondents are the residents of provincial capital Peshawar Pakistan. The responses of the respondents after calculating and accessing in the SPSS are shown in Table 1.

Table 1: Responses of the respondents

Question 1. Do you use mobile phone? Yes/No			
	Frequency	*Percentage*	*Cumulative Percentage*
Yes	50	100.0	100.0

Question 2.How effective the mobile phone is for reporting any event? a. Extremely Effective b. Effective c. Neutral d. Not Effective e.Extremely Not Effective			
	Frequency	*Percentage*	*Cumulative Percentage*
Neutral	1	2.0	2.0
Effective	21	42.0	44.0
Extremely	28	56.0	100.0
Effective	50	100.0	
Total			

Question 3. How 'Mobile Apps literacy' is important for reporting the news effectively? a. Very Important b. Important c. Neutral d. Not Important e. Extremely Not Important			
	Frequency	*Percentage*	*Cumulative Percentage*
Not Important	2	4.0	4.0
Neutral	8	16.0	20.0
Important	17	34.0	54.0
Very Important	23	46.0	100.0
Total	50	100.0	

Question 4. Do you feel reporting through mobile phones is a best alternative to the mainstream journalism practices? a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree			
	Frequency	*Percentage*	*Cumulative Percentage*
Disagree	4	8.0	8.0
Neutral	8	16.0	24.0
Agree	23	46.0	70.0
Strongly Agree	15	30.0	100.0
Total	50	100.0	

Question 5. Do you believe the usage of smart phones and applications strengthen the concept of citizen journalism? a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree			
	Frequency	*Percentage*	*Cumulative Percentage*
Disagree	1	2.0	2.0
Neutral	5	10.0	12.0
Agree	15	30.0	42.0
Strongly Agree	29	58.0	100.0
Total	50	100.0	

Question 6. How do you evaluate the authenticity and legitimacy of citizen journalism through mobile technology as per ABC (Accuracy-

Balance-Credibility) Rule of Journalism?			
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree			
	Frequency	*Percentage*	*Cumulative Percentage*
Strongly Disagree	2	4.0	4.0
Disagree	4	8.0	12.0
Neutral	21	42.0	54.0
Agree	10	20.0	74.0
Strongly Agree	13	26.0	100.0
Total	50	100.0	

Interpretation/Discussion

Out of 50 respondents (Male & Female), all of them were familiar to the usage of mobile phones in their lives. This indicates the increased number of the users of this technology in the current era of globalization. The respondents belonged to various disciplines like reporting, IT expert's professors, journalism students, bloggers, media experts, doctors, engineers and they were in the age group between 21 and 45 years. Their qualification was also different and devised while the area of residence of maximum respondents was common, that was the provincial capital of Khyber Pakhtunkhwa i.e. Peshawar.

When asked "How effective the mobile phone is for reporting any event", out of 50 respondents, 28 were of the view that it is extremely effective and to 21 it was effective. 46% of the total respondents termed that it is very important that the users of mobile phones should be literate in using these applications for reporting any news effectively. While elaborating on concept of (Knowledge Gape) the data has supplemented the argument that most of the users were not having any acquaintance to the applications about which that were asked in questioner. Only 14% could respond as if they were familiar to some or most of the apps mentioned in the questioner. 76% of the respondents believe that proper and effective use of smart phone applications is the best alternative to the main stream journalism practices. Similarly 88% respondents supported the concept that use of latest and applied apps gives strength to the citizen journalism. When asked "How do you evaluate the authenticity and legitimacy of citizen journalism through mobile technology as per ABC (Accuracy- Balance-Credibility) Rule of Journalism?" 46% respondents were agreed to this theory while 42% did not show any inclination or otherwise, in a sense, they remained neutral. Interestingly 38% of the respondents could suggest some of the applications which can accelerate the pace of citizen journalism/ mobile reporting. The rest were having no idea about it which they could have recommended as useful apps that is useful for citizen journalism.

Conclusion & Recommendations

In order to test the hypothesis under the survey method of research, the researcher has applied the "The knowledge gape hypothesis theory" on the collected data in order to get into an argument that adds something new to the already existing concept of citizen journalism.

The researcher distributed 50 questioners among different people such as reporters, IT expert's professors, journalism students, bloggers, media experts, doctors and engineers. The questioner filled by 42 males and 08 females. The age of respondents was between 21 to 45 years. Most of the respondents are the residents of provincial capital Peshawar Pakistan. The responses of the respondents after calculating and accessing in the SPSS are given below:

Out of 50 respondents (Male & Female) all of them were familiar to the usage of mobile phones in their lives. This indicates the increased number of the users of this technology in the current era of globalization. The respondents belonged to various disciplines like reporting, IT expert's professors, journalism students, bloggers, media experts, doctors, engineers and they were in the age group between 21 and 45 years. Their qualification was also different and devised while the area of residence of maximum respondents was common, that was the provincial capital of Khyber Pakhtunkhwa i.e. Peshawar.

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were having no idea about it which they could have recommended as useful apps that is useful for citizen journalism.

The researcher concludes that it is empirical for citizens to have full command on information technology and literacy of various applications in order to strengthen their journalism practice while generating any contents for the audience. It has also been concluded that if properly installed and applied the following applications, it will certainly serve the purpose of citizen journalism in letter and spirit. This concept of citizen journalism can be effectively used as an effective tool of change in a society which will be a contributory factor towards the overall social uplift if the society. The researcher has recommended that if Whtasapp, Facebook, Adobe Premier, Lexus, IMO, Sound Recorder, Call Recorder, DSLR Zoom, News Cut, BBC Media Player, Citizens Portal, Poddio, Mojo Kit, Mobile Crime Reporting System, Flixwagon App, Dutch MoJo, Droid Watch, Dejero Live +, Live Stream, Bambuser, Qik, Filmic Pro, Kyte, iMovie and Shozu can be further productive and helpful to raise the standards of citizen journalism.

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