

## CHAPTER II

### LITERATURE REVIEW

#### 2.0 Introduction

This chapter will review previous studies on media and news coverage development in Malaysia, how technology has affected news development, journalist workflow, and newsroom workplace. The research will focus, in particular, on how technology has affected newsroom procedures, news creation, and the workplace. The literature pertinent to this study will outline the newsroom and the main grounds for carrying out this research project. This chapter will end with a summary of the overall topic.

#### 2.1 Introduction of Company

Sinar Harian, a Malay daily, was founded in Shah Alam, the capital of the (National Front, BN) alliance of 14 political parties, in 2006. The Kumpulan Media Karangkraf, Malaysia's largest and most successful bumiputra-owned publishing house, is its parent company. Twenty-five different magazines covering topics as diverse as entertainment, sports, culinary, fashion, religion, and interior design are published by Karangkraf. By providing platforms for all sides to voice their opinions and make their points of view, Sinar Harian represents Karangkraf's attempt to deliver fair and balanced coverage. It aspires to be appropriate for a time when the press is free to report the news without interference from the government. This Malay newspaper is distributed in specific areas. Current regional versions include Kelantan, Terengganu, Pahang, Negeri Sembilan and Melaka, Perlis, Kedah, Penang, Perak, Johor, Selangor, and Kuala Lumpur, all under the slogan Telus dan Tulus (Transparent and Sincere). Five managers, eight editors, eight assistant editors, and 200 reporters are on the editorial board. The prime minister has announced their dissolution.

#### 2.2 Sinar Harian Editorial Department

The centre of Sinar Harian is its Editorial Department. Journalists are essential to a country's progress because of the information they provide. Various desks will use email and fax in Editorial to receive media invites or press releases. Journalists or writers will write the news and articles the editors have selected. The Editorial Department is Sinar Harian's core and its largest division. Typically, the desks will be contacted via email, fax, SMS, and phone about a media invitation or press release. The editors will then select the most relevant story

for the journalist to cover. For significant events, the editors will organize coverage with their colleagues at other desks before putting together a plan for reporting on the event.

The journalist will keep working on the story in the field and eventually publish an article or news report. The article, however, will be published once it has been reviewed by editors and found appropriate for general consumption. The editors will decide whether or not to spike the article based on the sensitivity of the material it contains. News about topics such as race, religion, the economy, politics, royalty, diplomatic relations, and slander are examples of sensitive topics. After the story or news is approved, it is sent to the editing desk to be verified as “newsworthy.” An item or piece of news will be “spiked” (not published) if its editors determine that it has little news value or is otherwise unworthy of attention.

### **2.3 Definition of Journalism**

People have vastly different conceptions of what journalism includes and what they expect from journalists due to the wide variety of terminology for news, the press, the news media, and information and communication itself. While the original definition of a journalist was someone who kept a public record of events over a specific time, the term is now used to describe a wide variety of professionals, including publishers, photographers, field producers, Internet service providers, and bloggers. According to Wahl-Jorgensen and Hanitzsch (2009), in journalism, the phrase usually refers to the ever-evolving set of competencies, habits, and customs that go into producing news. The word “news,” which originated from “new” in the late 1600s, has come to be associated with the commercialization of the constant dissemination of information about current events.

The term “news media,” of which “the press” is a subgroup, originated in the context of the industrial, organisational, and technological environments in which journalists began to work in the eighteenth century. More recently, a focus on communication and information (a product of the rise of academic curricula in communications that supplanted journalism training programs) has led to a perception that journalists are, above all else, information providers, relegating their traditional role as storytellers to the background (Wahl-Jorgensen & Hanitzsch, 2009). These several words for journalism have been used with different intensities by practising journalists, journalism educators, or journalism scholars. Discussions of journalism sometimes narrow down to one form of practice related to hard news in largely mainstream establishments while reflecting various contradicting sets of individuals, dimensions, practices, and functions. The gap between “the realities of journalism and its

official presentation of self” has widened as media remains at the helm of determining public events.

#### **2.4 Journalism Communication Flow**

According to Habermas and Burger (1989), the media promotes a one-way communication pattern, providing statements without direct consequences from their readers. This is seen in the absence of ideas with strong political connections or possibilities for citizens to voice dissatisfaction. Civic journalism, an ideological movement that swept the 1990s, is centered on reconnecting with audiences by connecting with them and considering their popular tendencies towards particular issues (Merritt, 1995). Civic journalism can now be transformed into participatory journalism, an online community encouraging interaction between the media and their readership (Bowman & Willis, 2003). With the rise of internet media, the problem of how reliable the news is got at the forefront. The idea of interaction is familiar to the news business, which is rapidly adopting online journalism as a standard web practice. This feature of digital media platforms encourages the adoption of a two-way communication model, which contrasts with the traditional view of journalism. This form of contemporary journalism encourages audience participation in reporting by allowing the communication of individual comments to prominent journalists.

Users can choose their favourite topics by using newsletters or hyperlinks in online newspapers, which follow the choices of interaction, speed, and selectivity. Newspapers create a channel of continuous engagement with readers in this style, allowing for real-time conversations and possibilities for reader feedback on stories. This lays the groundwork for customised journalism. The concept of participatory news has grown in popularity in recent years, and it represents a departure from traditional journalism’s one-way communication technique. Because of the power of the Internet, the gap between professional and citizen journalists has been reduced, and both parties gain from working together to gather the most up-to-date and accurate news.

An interactive engagement with audiences will provide readers more power in the public domain and, consequently, the ability to contribute to and disseminate news across numerous media platforms. It is defined as participatory journalism (among other terms) and explains that its online application is the news organization’s initiative to promote interaction between journalists and their audience. This trend examines journalists’ traditional ideas of professional identity and gatekeeping (Chung, 2007).

## 2.5 Newsroom Digitization

The advancement of technology has resulted in an increased interest in news employees at work and in journalistic practice in the newsroom. Many news organizations have seen significant growth, including the emergence of numerous new activities and professions in the television sector. As a result, news production in the modern newsroom has expanded to all time. According to McGraw (2005), the new tools accompanying changes in the newsroom have provided new and diverse chances for staff to operate in a more participatory setting.

Siapera (2012) defines the characteristics of the rapid growth of new technology as the core of journalistic transformation, requiring journalists to acknowledge these characteristics to accept and engage with the new work environment. Furthermore, the confluence of digitalization and new technology in the workplace has resulted in more multi-skill, multi-task, and multi-media positions in the newsroom. This has impacted news production procedures and journalistic practice: significant advancements in news production have improved the quality of the news visually and the content in broadcasts. In this way, technology equipment in the newsroom allows staff to produce high-quality audio and visual elements for news packages. The ability and innovative capacity of journalists are essential to the position of a journalist because it requires them to develop news items and work with various technological tools. According to Grant and Meadows (2018), modern newsrooms require journalists to be able to arrange and adjust information in order to produce news packages. The new technologies allow journalists to do both of these things. This is only one example of how adopting the latest technologies has altered the structure and dynamics of the news industry's production process.

Digital platforms help journalists advance their craft by enabling them to incorporate graphical effects into their news broadcasts. Journalists are given greater freedom to restructure, polish, insert graphic designs, and otherwise improvise in the news bulletin because of these visual effects (Boyd, 2001). Whether it is a pen and paper or a video camera, Pavlik (2001) emphasises the importance of the new means of news production in newsgathering and production. Implementing new technologies and computerised systems has consistently affected the procedures used in current newsrooms. As a result, a new model of journalistic practice was implemented within the newsroom, and adjustments were made to the system for managing information. As a result of this shift, journalists' work environments come with difficulties that necessitate a thorough comprehension of their duties

and network regulation when interacting with various heterogeneous players. This includes dealing with increased involvement with equipment at work and adhering to journalistic standards of conduct.

Journalists, for instance, must cope with more dynamic elements of news items, such as graphics, maps, audio/video editing, and information editing. As a result, journalists are increasingly expected to multitask and use various tools and techniques in the newsroom (Boyd, 2001). In a news organisation, the term information management refers to the act of developing information and codification. The dissemination and exchange of this knowledge are classified into two categories: direct and subconscious. These two sorts of information descriptions are useful for carrying out successful creative creation processes in the news network (Bielawski & Metcalf, 2003). Journalists routinely deal with significant amounts of data and information during their work. Therefore, techniques for managing their operations and developing forms for production are required. This results in additional responsibilities for journalists regarding knowledge and information management in the newsroom, especially training journalists to handle a greater number of technological devices. This, in turn, necessitates education and extensive expertise in administrating tools and structuring information with their use. This is integral to producing and managing news in today's modern newsroom. Knowledge management addresses all facets of knowledge and information within the news organisation. This involves building knowledge, disseminating it, and giving journalists the resources they need to absorb and apply it creatively, especially when incorporating cutting-edge technologies into their work (Awad & Ghaziri, 2004).

According to Quinn (2009), technology is a useful tool for improving journalism since it gives individuals more options, making it easier for journalists to accomplish their jobs. As a result, journalists are encouraged to adapt their work to handle facts and information better. In particular, it allows journalists to educate themselves, gain experience, connect, solicit and act on constructive criticism, and facilitate spreading knowledge and insight amongst the network's participants. This implies that journalists have been subjected to training and workshops designed to help them become more skilled at handling new technologies and managing vast amounts of information. The news organisation should prioritise making conditions suitable for journalists' information sharing, participation in community events, and collaboration with locals. Thus, Quinn (2009) believes new methods of managing human and nonhuman players in the newsroom are necessary for the modern digital era of journalistic practice. The news organisation should also develop appropriate policy and communication

standards for managing information and knowledge (Tapan, 2011). For instance, Avid's suite of media creation software promotes collaboration among journalists working in the same office or online community. According to Davenport and Prusak (1998), new technologies and network systems provide an excellent infrastructure for journalists to share and exchange knowledge, generating tremendous chances for knowledge management.

## **2.6 Operation of News Editing in The Newsroom**

The operation of editing has undergone a significant change due to recent changes in newsroom procedures, and the quality of the editing process has been revised in the media room. The newsroom's new automation technology gives journalists new jobs to perform at work, such as the capacity to edit information and video simultaneously. Using this technology, news editors may quickly collaborate and provide information, expertise, and comments about their work to the rest of the newsroom. The news staff has more options for managing and regulating their news projects thanks to the management information system. The non-linear system of editing film and audio to make news packages is one example of the new editing tools providing practitioners with new strategies and approaches for dealing with news items. Despite the advancements in digital editing technology, tape editing is still widely used in the television news industry. It allows journalists to edit live and recorded footage using a traditional linear editing technique. However, the journalists had some difficulty keeping their actions under control. For instance, not maintaining the equipment properly might lead to problems with the tape (Hartwig, 2012).

Multitalented journalists in the modern newsroom are empowered by the technological advancements that allow them to take charge of their products and create news packages. This implies that journalists are active in news production, choosing which shots to use and which facts to include and then organising the whole thing into a coherent package. Shot editing is only half of the production process, as Boyd (2001) points out. The journalist's ability to handle the script list of shots with the right information is crucial to developing a news story. Furthermore, editing is not only a matter of arranging the video segments to follow one another; it also necessitates a creative and rational strategy for arranging the sequence and striking a balance between information, voice-overs, info-graphics, and cinematography. Additionally, the information editing procedure enhances the skill-intensive activity of choosing photographs.

In today's digital age, a news editor's responsibilities extend beyond simply choosing the best photos. The images and voice-overs of news items must also be organised to accommodate multitasking and multimedia. There are no issues with the information or the shots because of the newsroom automation technology. There are two common ways of editing information and footage. While some editors like to put words into images, others like organising and syncing videos with accompanying text or data (Boyd, 2001). Journalists, in specific, can choose images, select information, arrange and trade images, and order stories in a logical sequence. These abilities provide more opportunities for journalists to develop effective ways of dealing with news packages, especially those involving the editing and creation processes. The news editors sequenced the photos based on the news material and scriptwriting. This method is highly inventive and calls for prior expertise working with shots. At the end of the editing process, editors collect all of the shot recordings and shape them into a narrative consistent with the news material and screenplay (Cartwright, 2012). Because of the system's adaptability, editors feel more like they are in charge of news packages. Lastly, editors in media organisations need to know more about news production and the graphic and grammar parts of production to do their jobs well (Bowen & Thompson, 2009). In this process, the most important things for the news editors to know are how to use digital tools and how to run the workstation desk.

## **2.7 The Newsroom's News Editor**

The news editor is responsible for overseeing and developing the news package. The news editor's responsibilities and duties, especially regarding information editing and footage management, have shifted significantly since the introduction of the computerised newsroom system. The role of the news editor has been significantly changed due to this shift, with the news editor now having increased power over story selection, tone, and presentation. The news editor's role also includes acting as an individual gatekeeper when it comes to news items, as well as participating in the decision-making processes within the newsroom network (such as the length of a news item, the shape of a news story, and the approach taken when reporting on news events). As an example of one of many things that news editors are responsible for, the 'newsroom meeting' or 'morning meeting' is when news editors gather with the news crew to discuss specific news stories. Participating members of the rundown list meet and discuss the stories written that day. In order to determine which stories will be covered that day, the news editor will hold a meeting with his or her staff (Chantler & Stewart, 2009). The news editor can now access the latest technology for more effective news

gathering and reporting. These elements of contemporary news practice increase the difficulty of the news editors' daily tasks.

As a result, the technology tools present a new approach to work performance for the news editor and increase opportunities for engagement within the news production system for multitasking and multiskilling. As a result, the news editor's day-to-day life and news process have been disrupted, especially when dealing with material and film to construct the news package. The computerised system enhances the journalists' ability to manage knowledge, which also contributes to the present increase in news productivity. Many journalists in this era believe that the new system tools are crucial in bringing about newsroom reform and enhancing journalists' abilities on the job (Siapera & Veglis, 2012). There is a strong connection between education and success in news editing. In particular, the system facilitates a building-block strategy for journalists, allowing them to do things like add applications to enhance the quality of their work or for users to replace items independently and edit the news items from any everyday workplace within the newsroom system (Shrivastava, 2005).

Digital technology used in the media outlet, as demonstrated by Mooney and Simpson (2003), has significantly changed the journalistic approach to news reporting. It has a significant effect on how television news is gathered. For example, the computerised system in a modern newspaper has changed how editors do their jobs in the last few years. The system puts the parts of a news package into a running order so that it is ready to be aired. This is sent to the studio control room as a list of recordings to play (Austerberry, 2014). So, journalists can choose how often and when the news comes out and how long the communication is. Also, writers feel confident they can control the media agenda, everyday plans, new regulations, the double review of news stories, and double-check all rundown lists. So, the news system helps the news editors do many things, like dealing with the details of the news material and how the news is put out (Chantler & Stewart, 2009). Also, the new tools give the news editor a new way to do their job: they can edit the information and video for news stories at the same desk.

## **2.8 Journalists Duties**

According to Gunter (2003), the freedom of the reader to choose what to read and when to look for news is linked to the journalist's job in the new media environment. In today's digital environments, the hierarchical communication models no longer works as the information can be disseminated directly by sources via web pages, removing the connection between

journalists and providers. As a result, the journalist's traditional function as an intermediary or gatekeeper between the authority and its readers is weakened.

## **2.9 Media in Malaysia and the Emergence of the Internet**

The media in Malaysia has been stifled in the past. The government of Malaysia monitors all news and information broadcast by the country's major media outlets through a combination of strict media legislation and concentrated media ownership. The Printing Press Act of 1984 and the Broadcasting Act of 1987 prohibit the publication of news or stories judged underrated or too critical of the government, restricting the scope of political discourse. Laws restricting the topics that can be addressed in public also limit the scope of one's freedom of speech and expression. Laws against sedition and libel restrict free expression and protect political figures from investigation, while others, like the Internal Security Act (ISA) and the Official Secrets Act (OSA), allow authorities to imprison suspects without a trial. Therefore, there is little room for political discussion in Malaysian media. Alternative media, such as that created by political parties in opposition or non-governmental organisations, provide a platform for political discourse; nevertheless, they are frequently constrained by media restrictions.

The Internet has become a symbol of media influence in today's globalised, information-based societies. The rise of the Internet has sparked a cultural revolution. If, at first, it was a military development, the 2000s saw its introduction for general public consumption. In particular, when the Internet was first developed in 1995, it was seen as a new beginning for Malaysia. The advent of the World Wide Web in 1998 resulted in a profound change in Malaysia.

The Internet enabled the rapid growth of new media, including newspapers and websites that could only be accessed online. As a result, the growing number of new media provides an infinite amount of knowledge compared to traditional media, enabling a wide range of users to employ new media in various ways to redress the imbalance. The Internet has matured to the point that it is a significant player in the media industry. The public's growing disenchantment with traditional media helped pave the way for the emergence of new forms of media in Malaysia (Nain, 2022). There was upheaval and the beginning of alternative media in 1997 due to opposition to Mahathir's 'cystic' reforms and the East Asian financial crisis (Gomez, 2013). Many alternative websites, including Malaysiakini, FreeAnwar.com, Laman Reformasi, and FreeMalaysia, emerged due to the Reformasi

movement. The widespread availability of the Internet today and the declining cost of smartphones have made the once-impossible a reality. The public's growing acceptance of alternative sources is a game-changer because it opens the door to meaningful discussion on important topics, such as the nation's history.

### **2.10 Evolving of Newspaper**

Since the invention of the printing press in the Western world around the middle of the 15th century, the printing process has undergone major changes and evolved into an outstanding art form (Hernandez & Rue, 2015). By the end of the 19th century, significant advances had been made in journalism and the contemporary newspaper. The employment of "reasonable, huge amounts of wood pulp paper, automated printing presses, typewriting, and typography machines" (Gaudreault et al., 2012) facilitated this. Randall (2007) states, "A newspaper's role is to discover recent news on areas of interest to the public and to deliver it to readers as quickly and accurately as possible, doing so in an ethical and unbiased way" (Randall, 2007). "News journalism is contributing important assets for processes of information collecting, consideration, and behavior," as stated by Fenton (2010). The result was unique new methods of obtaining and disseminating news on a large scale through the widespread adoption of the telegraph as a profession for journalists (Gaudreault et al., 2012).

Changes in the media landscape around the turn of the 20th century affected how journalists and news organizations operated and reported the news (Clayman & Heritage, 2002). According to Anderson et al. (2016), "As economics, politics, and technology changed throughout the 20th century, journalism also changed". Griffiths (2015) suggested that new technology is an essential element of the demand for modern newspaper manufacturing and that this aspect has become an important part of the modern journalism system. The digital journalism package's transformation into a more cutting-edge online presentation structure is one example of how technological advancements have contributed to journalism's rapid rise to prominence in the general public's eye (Hernandez & Rue, 2015).

### **2.11 Development of Technology and Journalism Practice**

Numerous studies have also been conducted on how digital technologies are spread throughout newsrooms. The early longitudinal study by Garrison (2001) tracks the development of "interactive information-gathering systems." The findings of Reich's (2013) longitudinal study indicate that journalists take a cautious approach to the advancement of technology. Other academic research has shifted away from viewing technological

development as the primary agent of change and toward conceptualising change as the result of some interrelated factors (Anderson, 2013). There have been several surges of digital technologies that have permeated today's newsrooms, requiring journalists to factor technological concerns into every aspect of the job, from choosing the right tool to obtain a multimedia story element to being able to troubleshoot digital issues in the final editing phase (Robinson, 2007).

According to Siapera and Veglis (2012), aspects of the rapid growth of new technology are the foundation of journalistic transformation. Journalists must understand these characteristics to adjust and engage with the new work environment. Journalists have an important job calling for technical proficiency and the capacity to think creatively while working with new media. To construct news packages, journalists in the modern newsroom typically use new tools to collect, organize, and edit relevant material (Grant et al., 2010). This is only one example of how the adoption of cutting-edge technologies has altered the structure and dynamics of the news industry's production process. Digital platforms help journalists advance their craft by enabling them to incorporate graphical effects into their news reports. The ability to re-design, polish, add graphic designs, and carry out other creative tasks is greatly expanded thanks to such visual effects in the newsroom.

McNair (1998) argues that while there have been "major benefits for journalistic organisations," the advent of new communication technologies has also brought "unsettling changes in working practices and routines" that have pushed the boundaries of "the journalistic workplace" further than they were before. Journalists' ability to handle multiple tasks is a particular topic of concern. The work of journalists is shifting, according to experts. When computers were first introduced to newspaper newsrooms in the 1980s, editors and journalists were given additional responsibility while some older roles were eliminated. The "promise of single-person newsgathering based on the idea of multi-skilled crewing" is a reality because of technological advancements in television news production.

While multiskilling in newsrooms has the potential to save money and boost productivity, there are legitimate worries that the quality of news coverage will suffer due to journalists' higher workloads, heightened stress levels, and "deskilling" (Khan, 2022). However, there have also been some positive developments linked to multiskilling, including greater flexibility for journalists (Khan, 2022), the acceleration of some tasks, including data

searching, the democratisation of information for journalists and the increased control by journalists over their output.

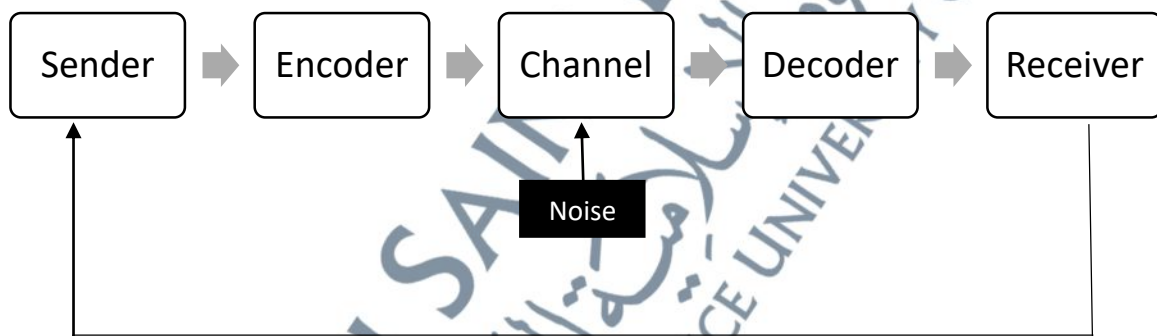
The rapid adoption of Twitter and other newer social media platforms may be attributable to their features being well-suited to the conventions of traditional breaking news coverage (Hermida, 2010). Weaver and Beam (2007) highlight that the speed and ease with which a tweet can be posted and its interoperability with mobile communication devices are evident advantages for journalists who place a premium on speed in getting the word out. Even though many journalists were initially sceptical about Twitter, early adopters aided the service's widespread adoption by providing coverage highlighting the platform's social awareness, business, and community benefits (Weiss, 2010). Recent research shows that journalists are using social media and considers how well this practice meshes with established standards of professionalism. It appears, for instance, that journalists are "normalising" the use of Twitter in ways that generally conform to (but tentatively challenge) established conventions and practices (Lasorsa, Lewis, & Holton 2012).

The internet broke every restriction. Stories have rolling deadlines and are revised when new information is gathered. Content is no longer necessary to pass through a newsroom (or an editor) before being published online; content floods in from everywhere and everyone. The network's inherent complexity- many interconnected nodes and instantaneous state updates leads to a limitless final good that may be impossible to control.

## **2.12 Definition of Social Media**

One practical use that has arisen as a result of these developments in technology is social media. According to Kaplan and Haenlein (2010), it is "a set of Internet-based applications that extend the conceptual and technical frameworks of Web 2.0 and facilitate the production and dissemination of user-generated content. Social media have been described as "alternative platforms of public communication" (Poell & Borra, 2011) by researchers attempting to define it concerning traditional mass communication channels. According to an article by Manuel Castells in 2009, "mass self-communication" refers to the phenomenon whereby individuals create their own distributed communication networks through short message services (SMS), blogs, video blogs, podcasts, and wikis. Poell and Borra (2011) point out that the decline of journalism as a profession can be directly attributed to the rise of citizen journalists and other forms of mass self-communication.

Like news reporting, social media has become a crucial component of contemporary communication (Kaplan & Haenlein, 2012). In fact, given the constantly evolving platforms and tools that users can utilise, social media is a type of news transmission, although it is particularly technologically advanced (Poell & Borra, 2011). Social media's impact on conventional methods of news broadcasting across various media is informative about social media as a phenomenon. Presenters on television news frequently read Twitter comments from viewers after a segment on a certain topic. In newspapers, comments submitted by readers through a designated social media platform on trending subjects will be published the next day as an additional feature to the main narrative. Hundreds of people's comments may appear to be a continuation of the news item itself because of the way internet news articles feature links and emblems to share stories on a particular social network site and a box to remark on the story above. A revised version of Shannon and Weaver's classic communication model depicts this feedback opportunity as follows:



*Figure 1: Shannon and Weaver Communication Model*

According to Kaplan and Haenlein (2012) for deeper understanding, social media consists of online communities like Wikipedia, microblogging platforms like Twitter, video-sharing websites like YouTube, social media platforms like Facebook. Each of these is a platform for developing and distributing user-generated content (UGC). With the advent of social media, there has been a movement towards its use as an effective new public communication platform mentioned by Poell and Borra. Theorists feel that there has been a change away from news existing to deliver information and towards the opportunity for anybody to have an opinion on news, with some even suggesting that journalism as we know it is in decline (Kaplan & Haenlein, 2012).

### **2.13 New Media's Effects on Journalism**

The ability to deliver a wide variety of news to its audience, and do so much more quickly than possible, is only growing because of the Internet and social media (Steensen, 2011). Even with the current digital landscape's great potential and abundance of chances for news and its practitioners, there are possible impacts on journalism. Pavlik (2001) outlined four new media implications on journalism. The four implications examine how journalists perform their duties, how new media transforms news content, how news media influences the structure of news organisations, and how new media affects the interaction between journalism and its diverse audiences. However, for the review, we will look at the impact on how journalists operate and how new media is changing news content.

### **2.13 How New Media Transforms News Content**

The advent of new media has not only increased access to news but is also altering the very nature of journalism. Back in the day, journalists either received information about potential stories or actively sought them out. When a reporter is assigned a story, it is often already out there in the social media cosmos, having been received third-hand through Facebook posts or Tweets. The reporter must now think creatively to develop a new perspective on the topic. When finding breakthroughs and the latest developments, many journalists today rely on the internet or the "trending" topics on social media platforms like Twitter and Facebook or the popularity ratings provided by search engines like Yahoo and Google. The media industry's definition of a "scoop" or "breaking news" is shifting drastically. People now seek real-time information. Therefore, journalists have had to speed up the traditional journalistic process. People expect news organisations to report breaking events as soon as they become aware. Holding off on publishing a story until it is perfect could lead to the publication falling behind the competition or, even worse, a reputation as a sluggish news outlet.

### **2.14 Online Newspaper**

The media is an influential tool for social change, and the visuals that it presents have the potential to become permanently embedded in the minds of its viewers. Many audio, textual, and visual media outputs broadly engage with the past. Evidence of the media's 'role of public historians' (Kitch, 2005) assumption was fully displayed. The media's undeniable influence on audience members' perceptions of history is demonstrated by how it transforms the reader into a first-person witness to past events.

It has been shown that media affects how audiences construct a shared historical narrative from individual memories (Ebbrecht, 2007). It is important to note that each kind of mass media has its own distinct body of material, set of creators, and means of making money. The use of film, print media, and broadcasting to tell the story of the past has been the subject of numerous research studies (Hussin, 2008). Online news sources could provide historical visuals like docudramas, films, and television. On the other hand, given the rapidity of online media on the Internet, concerns relating to national historiography are much more crucial. Technology has advanced for communication and as a means of expanding the public sphere. In particular, the environment made possible by the Internet, mainly Web 2.0, is practical and engaging. Amateur historians can communicate their passion for the past with the general public through a number of resources and platforms.

Web users can now share their expertise and enthusiasm for cutting-edge media through Wikipedia, YouTube, Facebook, and Twitter platforms. Similarly, online newspapers have become popular as a platform through which these individuals can air their ideas and opinions. Even though there has not been much research done on the topic (Lee, 1998; Macy & Levy, 1999), it is clear that news audiences are highly receptive to the interactivity of the web. National conciseness on what is Malaysia's history was created by "Narrations of the History by Nations" by Arof Ishak and "History Must be passed subject in Sijil Pelajaran Malaysia in 2013" (The Star, 2010). Both of these works feature prominent figures and arguments. As a result of these various factors, many historians now find themselves in the middle of heated public discussions over the proper interpretation of Malaysia's past.

### **2.15 Changing Task**

The most obvious shift in journalism has been the introduction and fast acceptance of new responsibilities and practices. Storytelling is an essential skill for journalists, and it always has been. The top journalists also tend to be the most proficient at their tasks. In the past, journalist perfected their abilities by focusing on a single form of expression; for example, a writer would focus on perfecting the technique of word choice, while a photographer would learn to take the most attractive photographs. To be a good storyteller in the modern day, journalist need to be able to tell stories in various formats and know which format works best for specific story elements.

Managers in the news industry often have a mix of democratic and economic goals in mind when they decide to open up the media space, such as the third's belief in the importance

of public debate on pressing issues and the former's desire to increase website traffic and, by extension, advertising revenue. However, much of the conversation has yet to be civil in practice (Singer & Ashman, 2009), forcing journalists to play the role of online moderators in addition to their regular duties. In this new role, you'll be responsible for keeping the discussion on course and preventing or removing disruptive sidebars.

One word describes all of these duties perfectly: "additional." On top of the journalistic work expected of journalists in the past, today's journalists must cope with new storytelling platforms, new instruments and formats, new collaborations, and new responsibilities for user contributions. These are the most obvious signs of the ongoing shifts.

## **2.16 Conclusion**

To conclude this chapter, the researcher has found many kinds of a previous literature reviews from sources through online content such as the internet, online journals, and articles. This previous literature review that the researcher had searched is related to this research title, which is about journalism and the development of technology. On the other hand, there are also explanations of the definition and important terms in this study. In the further chapter, the research methodology, the researcher will find and explain how to gain the data to relate the research with what the researcher had studied.