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The American University in Cairo
School of Global Affairs and Public Policy

“The Perceived Professionalism and Credibility of Citizen Journalism in Egypt”

A Thesis Submitted to
Department of Journalism and Mass Communication

In partial fulfilment of the requirements for
The degree of Master of Arts in Journalism and Mass Media

By Mona Mohamed Naguib Ahmed

(Under the supervision of Dr. Hussein Amin)

May/2017

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Abstract:

After 25 January revolution and high penetration rate of Internet in Egypt, the media landscape and the circle of news production has been changed. News production is not any more in news agencies and media organization' hands after the propagation of the social media, but it becomes in ordinary citizens' hands. The Egyptian citizens are equipped with their mobile phones and Internet access, which enable them to capture the news instantly and disseminate it to the public online through different online platforms. A survey has been conducted on 350 Egyptians undergraduate and graduate students from different private and public universities in Cairo to examine the perceived credibility and the perceived professional roles of the citizen journalists' content. However, it was found that the majority of Egyptian depends on Internet for information more than other mediums and they usually spend more than three hours online daily. The most of respondents seek citizen journalists' content to gratify surveillance needs. The largest portion of the sample has a positive attitude toward citizen journalists' content and they perceive it as significantly credible information. It was found that there are five major factors that affect the perceived credibility of citizen journalists' content, which are age, gender of the respondents, the reliance on Internet of information, the pre-existing experience of producing online citizen-based news or content before, and seeking such content for surveillance. It was found also that the Egyptians are more likely to related citizen journalists with the mobilizer, civic, and adversary journalistic professional roles.

Keywords: citizen journalism, perceived credibility, professional journalistic roles, social media, blogs, user-generated content, and Egyptian citizen journalists.

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1. Introduction:

1.1 Online blogs evolution:

In the recent years, the media landscape has been changed in Egypt significantly. After the 25 January revolution and the proliferation of using blogs and social media among Egyptians, the delivery of news has been shifted to Egyptian citizens' hands more than professional journalists. Online blog was one of the first online media platforms that Egyptian citizen journalists used to reach to the public. Egyptians were pioneers in using online blogs comparing to their Arabic counterparts (Hamdy, 2009). Although, this online publishing tool has been appeared in 1999, which enables publics to publish their thoughts without any required technical knowledge, it becomes popular in Egypt after few years from its emergence as the publishing languages were extended to include Arabic language (Radsch, 2008). The lack of the freedom of authority, censorship, code of ethics, and professional standards in online blogs are the main reasons why Egyptians have been driven toward online blogs. As the blogs' content is not considered a type of professional journalism and the laws in neither Egyptian constitution nor press syndicate are restricted to professional journalism, the government has no official control over the online content. However, there are some laws that concern with online activities and crimes, for example there is a law no. 10/4 by the Telecommunications Regulation Act lunched in 2003, which manages the Internet technology and online abuses in Egypt, but has no control over the published content. However, this did not prevent government from abusing, harassing, and accusing bloggers with crimes according to Egyptian Penal Code (Hamdy, 2009).

Radsch (2008) stated 3 main phases of evolution of online blogs as a publishing tool in Egypt. The emergence and trial phase includes the first years of online blogs' evolution in Egypt during 2003. As the computers were neither popular nor available to the majority of Egyptians, only small portion started to use online blogs. However, the number has been increased after the Iraqi war as the Egyptian political activists used online blogs as an alternative tool to express their views and feeling toward the situation in Arab region. The maturation stage was in 2005 when the number of Egyptian online blogs has been increase from 40 blogs to hundreds of Egyptian blogs. This proliferation was due to internal factors, including the effect of western media and organizations on the perception of online blogs among Egyptians, and internal factors, including the development of information technology, lack of censorship on online platforms, and evolution of activist's movement called "Kefaya" or "Enough" in English. In the early of 2007, thousands of Egyptians were using online blogs, which was the beginning of divarication stage. In this stage, the Egyptian citizen journalists increased in numbers taking online blogs their avenue to reach to people. The content of blogs diversified from social content to political content reflecting the daily reality in Egyptian streets (Radsch, 2008). In this stage, the government started to keep an eye on bloggers and imposing some restrictions over them, including jailing and fines (Hamdy, 2009).

In addition, the technological changes shifted the traditional process of news production as ordinary publics nowadays contribute in documenting and sharing important events through their mobile phones and Internet. Bivens (2008) concluded that inserting information or news from blogs in mainstream media coverage is a controversial issue as there is a credibility doubt due to lack of trustworthiness of blogs

and the nature of their content, which usually depends on opinion, not facts. However, media still gets help from online blogs in its coverage despite of credibility problems, as it enables them to overcome the event accessibility problems. The proliferation and popularity of blogs among traditional media, as a tool of citizen journalism, put a responsibility on bloggers, on one hand, and on politicians and government, on other hand, as they are watched by the public, as an alternative journalists, all the time. The emersion of citizen journalism leads to stressing on the importance of certain journalistic values and emerging of new ones. For example, accuracy, currency, and live coverage are the main concern of news organization nowadays as citizen journalists provide them with immediate footages when the event occurs. However, media can compromise the quality of videos for the live coverage, especially in 24/7 live-based channels. The two-way of communication and interactivity with the audience is one of the most important emerging journalistic value, as the public criticize and correct journalists' actions through blogs or comments, rather than the usual passive one-way communication of traditional media (Bivens, 2008).

1.2 Social media proliferation and penetration rate:

Similar to the blogs, the usage of social media has been increased globally, especially Facebook. Greenwood, Perrin, and Duggan (2016) found that approximately 80% of the internet users in U.S. use Facebook in 2016 through conducting a national survey on a representative sample of American adults, consisting of approximately 1,500 respondents. They found that although the young adults aged from 18 to less than 30 years old use Facebook the most among other age groups, the older groups' usage of Facebook, especially those more than 65 years old, raised from 2015 to 2016 by

approximately 15%. Women, in general, use Facebook slightly more than men. On the other hand, one third of online users in U.S. consume Instagram, especially women, while one quarter of American online users use Twitter. Moore (2011) reported that the usage of video-sharing sites has been increased in 5 years from 2006 to 2011 by 38%. In 2006, only one-third of total American internet users reported that they use online video-sharing websites comparing to seven in ten of total online users in 2011. Although there is no gender gap in the usage of video-sharing websites, like YouTube or Vimeo, it was found that males are more likely to report that they use such websites recently than their female counterparts.

Despite of the low usage rate of YouTube comparing to other social media, but it is considered a salient online platform for disseminating citizen journalists' content, especially during the disasters and crisis. Rosenstiel and Mitchell (2012) conducted a content analysis of the YouTube content website, they found that almost one hundred million viewers watch the eyewitness video of Tsunami in YouTube and the top videos in home page focused on that natural disaster at that time. YouTube videos mainly are produced and disseminated by normal citizen and news organizations sometimes integrate this content in their coverage, especially the eyewitness's videos, which constitute four in ten of YouTube content. On the other hand, the most popular videos on YouTube ranged from political videos about elections in different countries to natural disasters and crisis in Middle East. However, they mentioned an ethical problem regarding the credentials and copyrights as many of news organization cited some eyewitness's videos from YouTube in their coverage without mentioning the source.

They reported that the Arab Spring protests constitute a large portion of the top watched videos in 2011 (Rosenstiel and Mitchell, 2012).

The dependency on social media for news has been increased globally. In Pew Research in 2016, approximately the two-thirds of American respondents reported that they obtain news from social media in 2016, while only half of the American respondents reported that they encounter with news during surfing the social media. However, it was found that those, who use Reddit, Facebook, Twitter, and Tumblr, are more likely to obtain and encounter with news through those online platforms than those, who use Instagram, YouTube, LinkedIn, Snapchat, and Vine. Regarding the penetration rate and the news consumption in each of social media platforms, it was found that Facebook is the highest in the penetration rate among American adults and approximately more than 40% of its users obtain news from it, followed by YouTube, which is used by approximately half of American, while only 10% of them obtain news from YouTube. In addition, the majority of respondents depend on only one social media platform to obtain information and news. Females are more likely to use Facebook, Twitter, and Instagram to obtain news more than males, while their male counterparts are more likely to use YouTube and LinkedIn to obtain news more than females. American adults aged from 18 to less than 30 years are more likely to use YouTube and Instagram for news, while those aged from 30 to less than 50 years use Facebook, Twitter, and LinkedIn for information more than other age groups (Gottfried and Shearer, 2016). Similarly, social media, in general, and Facebook, in specific, after 25 January revolution becomes one of the main sources of news and information on which Egyptians depend. Egyptians usage and dependence on Internet, in general, and social media, in specific, have been increased

after 25 January. Tufekci and Wilson (2012) examined the usage of social media during the 25 January revolution compared to other traditional media and face-to-face communication among Egyptians through conducting approximately 1,000 interviews with different 25 revolution participants. They found that there is gender differences among Egyptians regarding their access of Internet during revolution period as Egyptian females were more likely to have access to Internet, through either their mobile phones or internet connection at their homes, more than Egyptian males. The usage of social media, either Facebook or Twitter, was more among Egyptian females more than males. Generally, more than 90% their respondents use mobile phones and approximately 50% of them use Facebook actively, while only more than 15% use twitter. Egyptian respondents reported Social media, especially Facebook, as the second main source through which they first heard about the revolution, following interpersonal communication. They found also there was a positive relation between having access to Internet and participation on revolution from earlier stages and other previous protests. Almost the majority of respondents, who reported sharing videos and photos about their daily experience during the revolution, use Facebook for that purpose, followed by twitter and E-mails. Similarly, Wolfsfeld, Segev, and Sheafer (2013) found, using “Google Trend” tool, that the search for “Facebook” word increased significantly and highly in countries that have witnessed revolution, especially Egypt, compared by countries that have a stable political situation. Comparing the Egyptian Internet users’ search behaviour before the revolution and during and after the revolution, it was found that the interest in searching for “Facebook” word and news-related topic increased significantly at the end

of 2010 till the end of 2011, as Facebook constituted the most searched word for which Egyptian internet users search.

According to a report by the Governance and Innovation Program at the Dubai School of Government, almost 25% of Facebook users in the Middle East region comes from Egypt with almost more than 2 million new Facebook users from Egypt in the early of 2014. In addition, through conducting telephone interviews in different Arab countries, it was found that 94% of the respondents, who have been interviewed in Egypt, are currently using Facebook and 42% of total Egyptian respondents prefer Facebook over other examined social media, as Twitter and Whatsapp (The Arab Social Media Influencers Summit, 2015). Consequently, Facebook, as social media and multimedia platform, has gained much popularity among Egyptian Internet users after revolution, especially among Egyptian youth and teens. As a result, Egyptian youth are bombarded with hundreds of Facebook stories, posts, news, and links every day. Each user spends few seconds or minutes to read those online content, so users do not have time to conceptually and mentally process information and verify credibility of those absorbed information. So, the main aim of this study is to examine the extent to which Egyptians consider citizen journalists' content as a source of information and the extent to which Egyptians perceive citizen journalists' content as a credible content.

1.3 Mobile phones penetration rate and usage:

As any ordinary citizen can be a journalist through capturing stories and news through their mobile phones and cameras and sharing this content with other through internet and online platforms. In a report entitled "The Future of Mobile News" published by Pew Research, it was found that, through conducting a survey on approximately ten

thousand of American adults, five in ten of them own either smartphone or tablet, while two-third of smartphones and tablets' users access to news through their devices. However, it was found that those digital devices do not replace the old ways of getting news as many people reported that they integrate more than one source to get the news daily, including print media and online media through mobile phones or tablet or computers. However, most of respondents ranked getting news as the second activity they do the most in their tablets and smartphones, following sending and receiving e-mails, while using social media comes in the fourth place among the most activities they usually do through their devices (Rosenstiel, 2012).

Similar results were found in Ericsson Mobility Report entitled "Middle East And North East Africa" to predict the potential mobile consumption and subscription in the future in the region. They stated that the mobile subscriptions are approximately 700 million in Middle East And North East Africa in 2016, while the smartphones subscriptions are 230 million in 2016 and they expected that this number would be doubled in 2022. In addition, they stated that accessing to social media through smartphones is one of the top activities of smartphones' users in Middle East And North East Africa, especially in Egypt and Lebanon. Respondents in Egypt reported that they use their smartphones to access to Facebook, followed by YouTube, followed by Google Chrome and Instagram, unlike respondents from Turkey, Saudi Arabia, and UAE, who ranked accessing to YouTube as the first activity they do the most through their devices, followed by Facebook.

1.4 Media credibility importance:

The media credibility issue, whether the traditional media or online media, has been a main concern for many researches over the past decades. The report entitled “Further Decline in Credibility Ratings for Most News Organizations” showed that the perceived credibility of the top news organization in the world has been declined in ten years from 71% to 56% from 2002 to 2012 (Kohut, Doherty, Dimock, and Keeter, 2012). In a survey conducted to examine the expectation of online credibility, including social media, in the future, it was found that approximately 40% of the respondents believe that the online credibility will become worse, while 40% believe that there will be no changings in the credibility of online information in the future. On the other hand, less than 20% believe that the credibility of online media will be increased with time. Those who expected the negative development of online information believe stated different justification for their choice. They stated that the anonymity feature in online information aside with the inequality and the anti-social attitude would increase the number of fake information and hatred speech (Rainie, Anderson, and Albright, 2017).

Although the concealment feature in blogs encourages ordinary citizen to publish their opinions online, it raises an important issue regarding the credibility of published information. In addition, the absence of professional standards that regulate the publishing process and content in online blogs also raised the concerns regarding the professionalism of blogs (Mohamed 2012). In addition, there is a gape between the young journalists’ and elder journalists’ perception and dependency on blogs as a source of information. Young journalists perceive blogs as a credible source of information, while the perceptions of elder journalists are the opposite (Mohamed, 2012).

2. The research problem:

The user-generated content and citizen journalism content have been increased significantly after Egyptian revolution, constituting the majority of social media and blogs content. In addition, many Egyptian depends on online information and news as their main source of political and social information. The purpose of this study is to examine the degree to which the Egyptians depend on user-generated content and citizen journalism content for different information, ranged from political to entertainment information, comparing to other traditional media. This study also aims at examining the degree to which the Egyptian online users perceive the news they daily encounter and read on different online platforms, especially those reported by ordinary citizens, as credible information. In addition, this study also will examine the online verification behaviour of the obtained citizen journalists' content among the Egyptian online users, like (checking the author and the number of likes), which affect the degree of the perceived credibility of online information, especially on social media platforms. Besides, it also aims to examine what are the potential journalistic professional roles that are related to citizen journalist in the Egyptians' minds.

3. Literature review:

3.1 Citizen journalism:

The definition of citizen journalism is a controversial issue. Many scholars have been argued about what should be considered citizen journalism. However, the citizen journalism can be defined from two perspectives, the broad and narrow perspectives. Broadly, citizen journalism is the collecting and disseminating of information or images through Internet or coverage of breaking events by ordinary people (Carr, Barnidge, Lee, and Tsang, 2014). Any ordinary citizen with mobile phone, Internet connection, and computer becomes able to capture any important event and spread their coverage to the public without any restrictions through different online forms, like social network, or blogs, or personal websites (Chung and Nah, 2013; Ali and Fahmy, 2013). Allan and Thorsen (2009) considered citizen journalism as a new form of reporting that encourages ordinary people to actively participate in collecting and sharing news and information through different forms.

Other scholars defined citizen journalism from narrower perspective considering the newsworthiness of the covered events and the previous professional journalistic background of the journalists. Johnson and Wiedenbeck (2009) reported that any content produced by amateur citizen with no previous journalistic professional background or training can be considered citizen journalism. Similarly, Carr et al. (2014) consider coverage of important breaking news, which are beyond the coverage of traditional or even mainstream media due to its immediacy, by non-professional journalists through new technology before traditional media's coverage.

The idea of citizen journalism based on the interactivity feature that Internet gives to people. Citizen journalism can take many forms ranged from users' comments on published stories to citizens' coverage of different events including their eyewitness's stories or photos of the events (Johnson and Wiedenbeck 2009). There are many platforms through which the citizen journalists could publish their content, including personal websites, like blogs, user-generated content websites, like social media and video-sharing websites, online traditional media (as many citizen journalists interact with professional journalists through commenting on their stories or their blogs or supply them with additional information and many professional media integrate citizen journalists' content in their coverage or specify a platform for them to write their stories, like CNN's "iReport"), and stand alone citizen journalism websites (Carr et al., 2014; Johnson and Wiedenbeck 2009). However, citizen journalism content differs from traditional media as it offers diversity of opinions and perspectives and allows intimate and popular voices to the public to be heard more than traditional media due to openness, lack of restriction, and absence of professional standards (Holton, Coddington, and Gil de Zúñiga, 2013; Carr et al., 2014; Kim, 2015). However, the lack of professional journalistic values and standards raised an issue regarding the credibility of citizen journalism.

Some scholar stated different names for citizen journalism, including open source journalism or participatory journalism (Carr et al., 2014; Ali and Fahmy, 2013) or user-generated content (Nah and Chung, 2011) or grass roots journalism (Johnson and Wiedenbeck, 2009). Other stated that these terms could not be used interchangeably as they differ in their nature and depth from each other. Holton et al. (2013) differentiate between the three concepts, citizen journalism, participatory journalism, and user-

generated content. The user-generated content is the broader concept, under which lays both citizen journalism and participatory journalism. User generated content includes any form of online content, not only the coverage of news or journalistic content, which is produced by Internet users, ranged from comments to creation of any content, whether text or audio or video. On the other hand, participatory and citizen journalism are related to journalistic activities carried on by ordinary citizens, while the major difference between them is the collaboration with a professional media organization. Participatory journalism is non-professional reporting or coverage by ordinary citizen, which is associated to media organization, unlike citizen journalism, which is not related to any official media organization.

Similarly to the absence of agreement on an exact definition of citizen journalism, scholars have been argued whether to consider citizen journalism as a new kind of reporting or professional journalism or even journalism in general. Knight, Geuze, and Gerlis (2008) stated that, in the past, journalist is a profession that was restricted to those who officially work for a professional media organization. With the advent of Internet, the profession has been extended to include any one who apply professional standards and follow a professional code of ethics regardless of their belonging to professional media organization.

Besides social media, online blogs, and other online media platforms, there is a new trend of online websites that are specialized in publishing stories written by citizen journalists. Kim and Johnson (2009) stated that Korea is the first country that launched a citizen-based online website called “Oh my news”, which was founded in 2000. According to Kang (2016), the Korean website “Oh my news” does not publish news

randomly without verification of facts but the published news go through checking process before the actual publishing. In addition, it gives its contributors unique facilities that traditional media organizations give to its professional journalists, including access to resources, providing advices, professional trainings, etc. Similarly, CNN has launched a citizen-based website called “iReport” in 2010 to extend their news coverage to all over the world with the help form citizen journalists. In the description of “iReport”, CNN differentiates clearly between the professional website and “iReport” in terms of the credibility and validity as the concept of credibility is attached to the professional website, while emotionality and audience participation were attached to “iReport”. The previous attributions do not prevent CNN to also impose certain restrictions on reporters in “iReport” to protect their credibility. Although CNN does not censor the content that is published on “iReport”, it impose some restrictions regarding that the ownership of the published images and information as any person, who post any information or image on “iReport”, should own this information and held the responsibility (Palmer, 2013)

The user-generated content has been always attached with the emergent crisis or event. In the crisis time or during important event, the media is bombarded with photos and eye-witnesses’ stories that were captures with mobile phones, which lead mainstream media to empty a space for UGC on their coverage. The flow of news has been reversed, as the news is comes from the breaking events, not from the media organization. The public’s first choice to publish their footage and testimony is the traditional mainstream media, not the news agencies. The daily journalistic routine and newsgathering process have been extended to include citizen participation and searching news index websites (Bivens, 2008). The role of citizen journalism is significantly obvious during the national

crisis, scandals, disasters, wars, revolutions, protests, etc. (Hood, 2011). Allan, Sonwalkar, and Carter (2007) highlighted the role of citizen journalists, who are equipped with their mobile phones and their access to online citizen-based websites, in the human rights related events. They clarified the role of citizen journalism in the violations of armed forces against innocent citizens during the period of the demands of the secession of the northeast in India. In addition, they also stressed on the role of citizen journalism in transmitting the violations against Palestinian citizens by Israeli armed forces to the world as for example the IE website specified a space to report those cases called “Diaries: Live From Palestine” that depends on stories reported by local Palestinian residents (Allan et al., 2007). Palmer (2012) also stressed on the role of CNN’s “IReport” in documenting the violations of Iranian armed forces and police during the elections and protests in 2009. Without the mobile phones footages, the death of Neda Soltan, the woman that was killed while watching the protests in 2009, would not be reached to the public.

Similarly, Gordon (2007) reported that in the time the Chinese government prevented official media and even online websites to exchange information about SRS and obliged them to remove any information about the new disease in Guangdong, the ordinary citizens spread the information and the number of infected cases using their mobile phones, which spread rumors and fear among the Chinese public in 2003. This incident increased the rate of mobile phones usage in China significantly from 2002 to 2003 and led Chinese government to impose censorship on the communication between people. Also mobile phones were an important tool to document Sumatra-Andaman Tsunami in 2004 as they were used to record audios, taking photos and recording videos

of the crisis, tracking the survivors, exchanging the news, etc. In addition, the London Bombing in 2005 was covered mainly through ordinary citizens in the location of the incident, as media organizations were not able to cover the event live due its immediacy. Although the mainstream media depends on eyewitnesses' footages to cover this event, the citizen-based images and videos have been edited and modified to match with the editorial policy and ethical standards of those media organizations. Similarly Wall, and Zahed (2015) reported that many of media organization, like "The Lede", depend on videos that are recorded by eyewitnesses from Syrian uprising. They found that the majority of eyewitnesses' and citizen journalists' videos that imbedded in The Lede's coverage are labeled as "video clip", unlike videos that were recorded by professional journalists, which were labeled as "report". In addition, sometimes, citizen journalists risk their lives without any kind of protection or recognition comparing to professional journalists. Vogt (2013) stressed on the role of citizen journalists in the coverage of Syria war and counted the media related death cases during this war. She found that the total journalists' death during this war from 2011 till 2013 was 89 journalists, more than 70% of them were citizen journalists, and while less than 30% were professional journalists. In addition according to committee to protect journalists, there are 12 journalists have been killed in Egypt since 1992, two of them are citizen journalists (cpj.org). According to Reporters Without Borders, in 2017, there are 200 journalists in prison and 161 citizen journalists in prison, while 6 journalists have been killed and only one citizen journalist has been killed during 2017 (RWB, 2017).

3.2 Citizen journalism and traditional media:

There was always a correlation between citizen journalism and traditional media ranged from either a negative impact or a productive alliance. Mohamed (2012) clarified the potential effect of online blogs on traditional media in Egypt through conducting interviews with either Egyptian bloggers or professional journalists. The online blogs decrease the popularity and the roles played by traditional media as he found that the online blogs encouraged traditional media to break the boundaries and talk about sensitive issues and taboos, as blogs affects the public agendas and raises the salience of certain issues, like the sexual harassment, criticizing torture, and advocacy of human rights issues. The blogs extended the narrow scope of important issues that usually traditional media focus on as the online blogs create their own agenda. In addition, the blogs plays the role of gatekeeping for the public by exposing the corruption of government, which may be ignored by traditional media due to censorship. Online blogs give voice to groups that are neglected by traditional media.

Many traditional media allied with citizen journalist in many forms. They might cited citizen journalists' information in their coverage, like the blogger Noha Ated, whose blog focus on the torture issues and human rights declarations and has been cited in traditional media. In some cases, traditional media handed their coverage of taboos issues that they could not publish due to governmental censorship to bloggers to publish them in their online platforms (Mohamed, 2012). However, Ali and Fahmy (2013) mentioned that although many forms of traditional media include the citizen journalists' work or user-generated content in their websites and coverage, this alliance is not a random process. The usage of user-generated content in traditional media is a complicated

process that goes through filtering and gatekeeping process. This kind of alliance raised issues regarding the increasing of the perceived credibility of citizen journalism and regarding the negative effect of using such content on the perceived credibility of traditional media that use this content. Singer and Ashman (2009) examined the Guardian journalists' perception of user-generated content, in general, and the idea of including this content in Guardian website in terms of affecting the perceived credibility of Guardian and other journalistic values. The majority of the interviewed Guardian's journalists agreed that user generated content raises a problem regarding the perceived credibility of Guardian and negatively affect the newspaper's journalistic values. They stated that although the user-generated content encourages people and journalists to express themselves freely and increase the interaction and immediate feedback between journalists and readers, they believe that the user-generated content may threaten the credibility of the individual journalists and the credibility of Guardian as a journalistic institution. The majority of interviewees valued the quality and credibility of their stories as they scrutinize the facts before publishing unlike the user generated content, especially the attacking comments on personal issues and on the journalistic standards of the Guardian, which may undermine the perceived credibility of online newspapers. However, it was found that the journalists ensure and protect the credibility and reputation of their institution through including only user generated content that is consistent with their journalistic values and professional standards through gatekeeping process.

Similarly, Hermida and Thurman (2008) found that although many of British online newspapers integrate user-generated content in their online websites, whether in

form of readers' blogs, comments, stories, etc, those newspapers follow a gate keeping procedures to ensure that the user-generated content is inline with their values and standards. Approximately 90% of the examined British newspapers do not allow readers to post their content directly on the website as journalists and editors scrutinize and filter the content to select the content that fit the newspapers' policy and journalistic values. However this gatekeeping policy over the user-generated content and citizen journalism has been followed not only in online foreign media but also in Arabic online media. Al-Saggaf (2006) examined the publishing process of user-generated content, in terms of readers opinion and comment, in Al Arabiya website during the Iraqi war through observational study. He found that there are a lot of comments in Al-Arabiya website that offers an opposing views of the published stories through providing other sources of the coverage of the same stories or providing other coverage through eyewitness or citizen journalists. Although it is hard to control the user-generated content in Al-Arabiya website, the publishing of user-generated content goes through scrutinizing and filtering process to ensure that the content do not disrupted the government's interests. However, despite the gatekeeping process, ethical and professional problems of user-generated content, and the alliance with the traditional online media, the citizen journalism and user-generated content encourage the free speech in media landscape in Egypt and changed the flow and creations of the information.

3.3 The perceived professional role of citizen journalists:

Chung and Nah (2013) examined how citizen journalists perceive their professional and ethical roles compared to their professional counterparts and the

correlation between the perceived professional roles of each form of journalism and the perceived credibility of them through conducting an online survey on citizen journalists. They found that the majority of sample reported the agitator or motivator role as the most important one for the citizen journalists including encourage people to participate in public debates and affairs, providing solutions, affect the public agenda, etc. In addition, oppositionist role against the business and government is reported as the second most important role for the citizen journalists. On the other hand, the distributor role, including deliver information quickly and verify the collected information, and explainer role, including assisting the information with interpretation, analysis, and quotes, are the most important perceived roles for the professional journalists. In addition, there was a positive correlation between the perceived credibility of traditional media and the perceived importance of the distributor and explainer roles of professional journalists, while respondents who perceive citizen journalists news as a credible source are more likely to believe that all professional ethical roles are important to citizen journalists.

Other researchers examine how the perceived credibility of the media and social trust affect the perception of the roles of citizen journalists and professional journalist differently. Nah and Chung (2012) scrutinized the perceptions of citizen and professional journalists' role among Internet users and its correlation with the media credibility and social trust through online survey. Generally, it was found that respondents are more likely to attribute four journalistic roles out of five, which is the oppositionist role, to professional journalists more than citizen journalists. They justified this because mainly the four roles, which are motivator role, the distributor role, explainer role, and social role, are related to professional standards, which are perceived as restricted to

professional journalism, while the oppositionist role is social responsibility that can be performed by each citizen. Also the perceived roles for each kind of journalists, which are professional and citizen journalists, are positively related to each other. In addition, the perceived social trust positively affect and correlated with the perceived roles of both kind of journalists, while media credibility only affects the perceived roles of professional journalists, except for oppositionist and social roles.

3.4 Reliance on Internet for information:

The first justification for the usage of citizen journalism related websites, as a source of information is researches on the uses and gratification theory, which examined the Internet, as a tool of fulfilling the surveillance needs. Parker & Plank (2000) examine the uses and gratification of the Internet among college students to examine the needs they seek from using such medium, comparing to other mediums, through conducting a questioner. They found that participants who reported a high usage of Internet are more likely to watch less television and have more positive attitude and perception of Internet consumption. Generally, male students are more likely to use Internet for more hours weekly than female students. However, participants in this study reported that they use newspapers, followed by television, more than Internet, as a source of obtaining information, except for searching for job, in which Internet was ranked as the second source of information. Contradictory, levins (1998) reported that, according to a questioner conducted by MSNBC, more than 20 million American citizens depend on Internet for information purpose, like national and international news, economic information, weather information, etc. on the other hand, they found that respondents

depend on internet to get economic information more than other mediums, like newspapers and television. They found that, during the day and night, more than half of online users depends on internet to get news more than all other media, except television.

According to a national telephone survey conducted by pew research center for media and journalism among 1,500 American citizens in 2010, it was found that although television is the main source of news for the American citizens, the dependency among American citizens on the Internet for obtaining news increased significantly in 2008 to catch up with dependency on newspapers for the same purpose in 2010. However, the dependency on Internet for obtaining news differs depending on the age of respondents. In 2010, the Internet is reported as the main source for news among respondents, who aged from 18 to 29 years old, proceeding television and print media, while it is considered as the second source of information, following television, among respondents who aged from 30 to 49 years old. On the other hand, respondents aged more than 50 years old depend on Internet as third source of news, following television and newspapers and proceeding radio. However, it was found also that the dependency on Internet was affected by the income of respondents and their educational level. Less-educated people depend on television for news, while high-educated people prefer Internet for obtaining news. People with high-income rate are more likely to depend on Internet for news than people with low-income rate. In addition, Diddi and LaRose (2006) conducted a questioner to figure out the most preferred media source of news among college students and the relation between the different needs that users or audience attempt to gratify through seeking media and the type of medium they choose. They found that the majority of college students depend on Internet as the main medium for news, but this dependence

on Internet does not lead them to obviate other traditional media, like television and newspaper. However, it was found that respondents, who use more than one medium, are more likely to have more knowledge than those who depend on only one medium, except newspapers. In addition, respondents, who use Internet for obtaining news, are more likely to seek media to gratify surveillance and information needs, while respondents, who use television, are more likely to seek media to gratify escape from reality and entertainment needs.

3.5 Reliance on social media and blogs for information:

Mitchell and Weisel (2014) stated that approximately half of their respondents reported that they got their political information from Facebook in the week past the study, depending on the shared political news by their friends, which is similar percentage to those who got same information from TV and is proceeding the percentage of those who got political information from other social media, like yahoo news, Google news, twitter, YouTube, Google plus, and LinkedIn. In addition, more than 60% of respondents, who are regular Facebook users, reported that they depend on it for political information, compared to only 40% of twitter users reported that they depend on twitter for the same purpose. Mitchel and Page (2015a) reported that the usage of Facebook and twitter as a source of news increased among their users to by 11% and 16% respectively from 2013 to 2015. In 2015, more than 60% of Facebook users reported that they obtain news from Facebook. The increase among female users, who depend on Facebook as a source of information, from 2013 to 2015 was more than the increase among male users. In 2015, both social media websites are more popular among younger age than older

ages. On the other hand, respondents reported that the twitter is more capable for providing breaking news than Facebook, while the Facebook is more popular than Twitter among the American citizen as more than 65% of them use Facebook comparing to more than 15% of American citizens, who use Twitter. So, slightly less than half of American citizens obtain news from Facebook, while only approximately 10% of them obtain news from Twitter. Similarly, Mitchel and Page (2013) reported that approximately 65% of American citizens use Facebook, while third of American adults got news from this medium. Approximately 80% of them get news without intention for seeking news, while the rest 20% seek Facebook to fulfil their need of obtaining news.

Another report by Mitchel and Page (2015b) about the source of political information among American youth through conducting survey, it was found that more than 60% of young generation, who is called millennial, depends mainly on Facebook than television, which is used by more than 35% for this generation for the same purpose. On the other hand 60% of older generation depend on television for obtaining information about politics and government acts more than Internet. Some of researchers examined the nature of dependency of users on social media for obtaining information, especially news and political information.

As the majority of national surveys found that the millennium are more likely to depend on social media for obtaining information than older generations, many studies were conducted on the college students' consumption of the news through social media. Rosengard, Tucker-McLaughlin and Brown (2014) conducted a questioner to examine the nature college students' consumption of news and the type of medium on which they depend the most to get news, like social media, newspapers, television, and other

websites. It was found that more than half of the respondents reported that they are more likely to be exposed to news through social media, while only 20% of respondents reported interpersonal communication as the first main source through which they got news. However, the reception of news through social media is not an indicator of the likability of sharing news through social media with other users. The majority of respondents reported that they tend to verify credibility of the received online news from social media through using television, followed by other websites. In addition, the majority of respondents reported that they prefer receiving news from individuals' accounts, like friend, on social media, rather than from news organization pages or accounts.

Similarly, Perez-Carballo and Blaszczynek (2014) specified their study to examine the nature of business major students' usage of social media as a tool of obtaining information through conducting a questioner. The majority of respondents reported that Internet as the first news source they depend on, but they did not mention any of social media as a source of information. However, the usage of Facebook exceed the usage of twitter among respondents as more than 70% of respondents have not used twitter yet, while only quarter of them have not used Facebook yet. On the other hand, female respondents are more likely to use Facebook than their male counterparts, while the majority of respondents, who reported that they use twitter, are males. Respondents whose age is 25 years old and less are more likely to use Facebook in the frequent bases than their older counterparts and rather than using Twitter.

Others examined the criteria that make a piece of information or news popular on social media popular among users. Lerman, K., & Ghosh, R. (2010) examined the

elements that control the flow of information on Twitter and Digg and make news popular among users. They found that the spread of information on both social media depends on the networks basis, which consists of fiends or followers of original owner of story, who repost or re-tweet this story, which makes it appears on their main pages for their friends. The popularity of stories depends on their frequency of shares and re-tweets. They found that numbers of shares from the fans of fans of the original owner of online stories exceeded the number of shares from only the fans of the original owner of same online stories. They found that the probability of future sharing or re-tweeting is from fans of submitter, which will enhance the infection of sharing and re-tweeting from their network of friends. However, they found that this probability decrease when the story become one of the main stories in Digg main page after receiving 50 to 100 shares, because the shares after promotion come from diverse and other members, not necessary from fans or fans of fans.

Other examined the factors that affect the likability of getting news from social media. Weeks and Holbert (2013) examined the mediated factors, like following or friending a news organization or a journalist and political affiliation, in increasing the likability of social media users for getting news through their social media accounts. It was found that respondents, who receive political news and information through social media, are more likely to disseminate political news through social media. There is a positive correlation between following or friending a news organization or a journalist on social media and the likability to distribute political news through social media. On the other hand, respondents with political affiliation, who receive political information through social media, are more likely to share political information on social media than

respondents with political affiliation. Contradictory, the positive correlation between following or friending a news organization or a journalist and probability of disseminating political information on social media is higher among respondents without political affiliation than those with political affiliation because they try to balance their absent from political life in real life through belonging to online political identity or inclination.

3.6 The perceived credibility of Internet:

Many researchers are interested in examining the credibility of online news, social media, and Internet generally. However, the researches on the credibility of Internet can be categorized in four main categories. First category of researches examined the perceived credibility of online news and Internet among online users. Followed by those who compare the perceived credibility of Internet information to the credibility of information obtained from traditional media. Other category of researches focus on the factors that may positively affect the perceived credibility of online information, whether dependency on Internet for information, the amount of time that people spend on internet daily, etc. Finally other researches examine the effect of Internet on the perceived credibility of traditional media, including television, radio, and newspapers. However, the literature review will focus on the perceived credibility of Internet comparing to other mediums and the factors that may affect this credibility.

3.6.1 The perceived credibility of Internet comparing to traditional media:

Kiousis (2001) conducted a study to examine the perceived credibility of news obtained from three main media sources, which are television, newspapers, and Internet, through conducting a questioner. Although this study was conducted in an early ages of Internet, the online news were perceived as the second most credible news, proceeded by newspapers news and followed by television news. Contradicting other researches, it was found that there is no significant correlation between the amount of usage of medium and the perceived credibility of medium. The high usage of Internet is not an indicator about the high perception of the online information credibility. In addition, the interpersonal discussion of online news does not predict or facilitate the perceived credibility of online news. After that Abdulla, Garrison, Salwen, Driscoll, and Casey (2002) compared the perceived credibility of traditional news media, like television and printed newspapers, and online news on the Internet through conducting a telephone survey on almost 500 respondents. The majority of respondents choose television as the main source of information and news. There is a positive correlation between the usage of Internet and seeking international news, while respondents who use television and newspapers are more likely to seek local and national news. In addition, although the majority of respondents perceived online news as the most credible as the most credible source of information, the users of each medium perceived their favourite medium as more credible than others. On the other hand, although the updated timely content, precision, and trustworthiness are the common dimensions that are associated to the perceived credibility of the three mediums, biased and objective dimensions were significant on the scale of the perceived credibility of internet unlike other mediums.

Similarly, Bucy, (2003) conducted an experimental study to explore the perceived credibility of online news and TV news and the effect of integrating both types on the perceived credibility of each type among two age groups, which are the students group and adult group. The students group were more likely to perceive both types of news, whether television or online news, as more credible than the adult group did. However, among the young group, television news was perceived as more credible than online news, while online news was perceived as more credible than television news among old group. The consistency between the type of presented news and the medium, in which it is presented, increased the perceived credibility of the presented news in the time of exposure, as the online news was perceived as the most credible, when it was presented through the internet or online sources, especially among young group. The integration between the two types of news in a form of tele-webbing news enhanced the credibility of the presented news. However, this effect differed according to each age group as the integration of two sources, which are online and television news, enhances the perceived credibility of online news among the old group more than presenting each type of news alone without the other one. On the other hand, the integration condition increased the perceived credibility of online and television news among young group but not more than the cases in which each type of information was presented alone, especially television news. Melican and Dixon (2008) also conducted a survey to examine the difference between the perceived credibility of different forms of online news comparing to traditional media. It was found that, generally, the traditional media along with its traditional online forms or versions are perceived as the most credible form of news media more than the non-traditional online media. In addition, the print media and

television are perceived as more credible than online news sources, as the online news sources, especially non-traditional online sources, are perceived as the least credible among all news media forms.

On the other hand, regarding the perceived credibility of online information, Joo Chung, Kim, and Hyun Kim (2010) examined the perceived credibility of three types of online newspapers among almost 300 respondents from American college students through measuring 15 factors in the credibility scale. They found that the online newspapers, which have a printed version, are perceived as the most credible type of online newspapers as it scored relatively high in almost the majority of factors in credibility scale. On the other hand, the online news sites, which depend on collecting the important news from other online sources depending on the algorithm, are perceived attractive, objective, creative, and interesting. However, the online newspapers, which only exist on the Internet, are perceived as the least credible one among the other three online forms of newspapers. The participants thought that this kind of newspapers is not follow a systematic procedures for reviewing its content before publishing, in addition, the image and reputation of this kind of online newspapers is attached to attractive fabricated information like gossip. They are perceived as unprofessional newspapers. Lucassen and Schraagen (2012) conducted an experiment on a group of online users who were shown different articles on Wikipedia to examine the effect of the credibility of the author of information and the amount of the perceived credibility of medium on the perceived credibility of online information among users. They introduced a model that assumed that the intention or tendency to believe in general leads to belief of the medium, which leads to belief of the source, which leads to perceive information as a credible.

Although that relation between each one alone is weaker than the complete casual relation as proposed in the model, each factor can lead to the other factor. For example, the credibility of medium can lead to credibility of information and credibility of source can lead to credibility of information. However, the style and quality of the presented information, like (length, format, citation, and visual aspects), affect the perceived credibility of information, as experiment participants perceive high quality information as more credible than low quality information.

Other scholars narrow their scope to specific country, as Kim and Johnson (2009) conducted study through an online survey on almost 250 respondents, but they narrow the scope to the Korean presidential election among Internet users. The majority of Korean respondents, who use Internet, perceived online non-traditional newspapers as more credible as a source of political information than traditional media and their online versions. There was a positive correlation between the dependency on traditional and online media for political information and the perceived credibility of online sources, except for the printed newspapers and online TV on one hand and the printed newspapers and non-traditional online sources on the other hand. For example, respondents, who depend on newspapers for political information, are more likely to perceive online newspapers, in general, as more credible than others, while those, who depend on television for political information, are more likely to perceive online radio and online television as more credible than others. In addition, it was found that the perceived credibility of non-traditional online newspapers can be estimated by the level of dependency on non-traditional online newspapers, followed by online radio and television. In addition, the correlation between the political tendency and the perceived

credibility of online sources, whether traditional or non-traditional, varied among Korean respondents. There was a positive correlation between the perceived credibility of online sources and political engagement and tendency to vote, while there was a negative correlation between the perceived credibility of online sources and interest in political campaign.

Similarly, Xie and Zhao (2014) conducted a similar study to figure out the different elements, like (demographics variables and political inclination), that affect the perceived credibility of online information from news websites among Chinese online users. It was found that Chinese audience perceive the online website of official media as more credible than online independent news websites and traditional media. They give a high credibility for news obtained from online official website of official media more than official media itself. In addition, they found that younger people are more likely to perceive online news as more credible than older generation. There is a positive correlation between interest in political information and the perception of the credibility of online news, as the more the interest in political information is, the high the perceived credibility of online news is.

3.6.2 Factors that affect the perceived credibility of Internet:

Many scholars specified their scope to examine the different elements that may affect the perceived credibility of online information and Internet, including the characteristics of the information source, features of the online website, individual reliance on Internet for information, the level of reliance on traditional media, and the time that individual spend online daily. One of the most important studies is study

conducted by Johnson and Kaye (1998), who examined the degree to which political information provided by the Internet is perceived credible among online users, who have a political orientation, compared to the perceived credibility of other mediums. They found that there is a significant correlation between the demographic variables and the perceived credibility of online political information. Younger respondents are more likely to perceive different online information as more credible than their older counterparts. In addition, female respondents had a high perception of the credibility of online political information more than their male counterparts. Overall, Internet as an information source is perceived as more credible source of information, especially political information, than other traditional media. However, information, which is provided by online newspapers and online magazines or posted about the candidates, is perceived as more credible than online information, which is posted by the candidates themselves. It was found that the degree of dependence on medium positively affects the degree of the perceived reality of the medium among its users. Respondents, who rely on Internet for obtaining information, are more likely to perceive the medium as credible source of information.

Nozato (2002) conducted a survey on undergraduate students to examine the factors, in terms Internet usage, online newspapers usage, etc., that affect the perceived credibility of online newspapers, in general, through 14 credibility items. Generally, the majority of respondents perceived online newspapers as a credible source of information and as an independent medium from Internet. They do not perceive online newspapers as more credible than other online forms of information on the Internet. It was found that respondents, who use Internet more than others on regular basis, perceived online newspapers more credible than other, especially in terms of updated content,

comprehensiveness, and newsworthiness. In addition, there was a positive correlation between the usage of online newspapers and the perceived credibility of them as a source of information, especially in terms of their updated and comprehensive content, precision, and comprehensiveness. In addition, people, who read the printed version of the online newspapers, are more likely to perceive the online version as a credible source than others.

Flanagin and Metzger (2000) examined the perceived credibility of different types of online information among Internet users from college users comparing to the perceived credibility of other traditional media and their verification behaviour for the obtained online information. They found that although newspaper is the most perceived credible source of information than other traditional mediums, Internet is also perceived as a credible information source equally to other mediums, like television and radio. However, they found that the perceived credibility of online information differs depending on the type of the presented information. Online news and online factual information are perceived as more credible than online entertainment information, while the online advertising is perceived as the least credible information. In addition, although the majority of respondents are less likely to verify the credibility of the obtained online information through seeking other mediums, they are more likely to verify online news and online factual information than other types, like online entertainment or advertising. In addition, the respondents, who are familiar with Internet and have a previous experience of using medium before, are more likely to perceive the Internet as a credible source of information than other respondents, who don't use Internet frequently.

Johnson and Kaye (2002) conducted a survey on almost 450 politically interested respondents to measure the correlation between the perceived credibility of online political information and other factors, like dependency on Internet, dependency on traditional media, convenience motive, political tendency, and demographic variables in two different times in 1996 and 2000. The majority of respondents perceive the political information presented in online radio as the most credible information, followed by online newspapers and magazines, followed by online television. It was found that the perceived credibility of different online sources in 2000 was more than the perceived credibility of the same sources in 1996. The Internet as a source of political information had received more credibility over years. However, there was no positive correlation between the dependency on online sources and the perceived credibility of online political information. On the other hand, the perceived credibility of online political information from specific medium, whether television, radio, and newspapers, is positively related to the dependency on the traditional version of that medium. For example, respondents, who depend on traditional newspapers, are more likely to perceive online newspapers as more credible than others. In addition, convenience as a motivation for using Internet increased the perceived credibility of online sources. There was a positive correlation between some factors of political behavior, like perceived credibility of the government and the belonging to political party, and the perceived credibility of online sources, especially online newspapers, magazines, and radio. The demographic variable is not related to the perceived credibility of the online sources.

Cassidy (2007) examined the perceived credibility of online information and news in the eyes of professional journalists, whether online or printed newspapers' journalists

and the impact of their professional roles on the perceived credibility of online news. It was found that the majority of journalists perceived online news as slightly credible. However, the online newspapers' journalists are more likely to perceive online news as more credible than printed newspapers' journalists, especially in terms of completeness, trustworthiness, objectivity, and accuracy. The professional role of journalists affected their perceived credibility of online news, as there was a positive correlation between the mobilizer as a professional journalistic role and the perceived credibility of online news. On the other hand, the oppositionist journalistic role affected the perceived credibility of online news negatively. There was no correlation between demographic variables, including age, gender, etc., and the perceived credibility of online news. However, journalists, who depend on Internet on daily basis in their work or work for online media platform, are more likely to perceive online news as credible than others.

Johnson and Wiedenbeck (2009) examined the different factors, including the profile of the author, hyperlinks, the individual tendency of trust, Internet usage, etc., which may positively affect the perceived credibility of online citizen journalist's stories through experimental study. The level of individual trust is not correlated with the perceived credibility of online citizen journalism websites. The authors' profile, including their experiences and their personal photos, positively correlated with the perceived credibility of the citizen journalism stories, on one hand, and the involvement with those stories, on the other hand. In addition, although the majority of participants did not open the attached hyperlinks with the citizen journalism stories, the presence of hyperlinks with the stories is positively correlated with the perceived credibility and involvement with those stories. Regarding the integration of all previous factors, it was found that the

authors' photos and hyperlinks affected the perceived credibility of citizen journalism's stories more than the authors' background information and individual tendency to trust. In addition, the participants, who were involved with the citizen journalism's stories, are more likely to perceive those stories as more credible than others with low involvement level.

Chung, Nam, and Stefanone (2012) examined the different elements that may affect the perceived credibility of different forms of online news according to online technological characteristics of each online platform, in which online news are published. They found that the perception of credibility differed according to the type of online sources of news based on the characteristics of each type, whether traditional or technical features. However, the traditional elements of credibility, like believability and proficiency, affected the perceived credibility of online newspapers, which have a printed version, and the online newspapers without printed version the most, while those elements do not affect the perceived credibility of news websites, which depend on collecting different news from different sources according to readings and algorithm. On the other hand, the technical elements, including the extent of interaction with readers, the extend to which different forms of media formats, like words, videos, audio, etc., integrated into one form to deliver message, and the extent the content is supplied with hyperlinks, positively affected the perceived credibility of news sites with outsourced news stories and were not related to the perceived credibility of other two forms of news websites. To sum up, the online traditional newspapers were perceived as the most credible in terms of traditional credibility factors, while online news websites with the outsourced news and ranking algorithm are perceived the most credible in terms of

technical elements. On the other hand, the only online newspapers without printed version are perceived as the least credible from among the three examined online news sources.

Kim (2015) conducted an experimental study to examine whether specific kind of the news source, whether the mainstream or user generated content media, will affect the perceived credibility of the presented news among people who have a controversial point of view with the content about the same sex marriage. It was found that the level of agreement with the issue affects the perceived credibility along with the type of the news source. For example, respondents whose opinion is consistent with the topic are more likely to perceive the mainstream media content as more credible than others with opposing opinion. However, respondents generally perceive mainstream media content as more credible than content written by citizen journalists. In addition, as the credibility media researches have been focused on either the perceived credibility of information, or the medium, or the source separately, Lucassen, and Schraagen (2012) conducted an online experimental study to integrate those factors into one interrelated model. They assumed that the tendency to trust is a process that consists of interrelated layers, which are the attitude toward medium, then source, then the information. Each layer affects the following layer. The tendency to trust the source is a mediated factor between the tendency to trust the medium and the tendency to trust the information, which is affected by the tendency to trust the medium and will affect the tendency to trust the information. It was found that respondents, who highly trust the source, are more likely to evaluate the quality of information than other respondents with a low trust of the source, which did not evaluate the quality of information at all. So, the correlation between the trust of the

source and the trust of the content was not significant. On the other hand, there was a positive correlation between the trust of the Internet and the trust of the source, as the respondents who highly trust the Internet are more likely to trust the online sources, which was Wikipedia in this study. Generally, the trust in Wikipedia as a source of information was very low among the respondents.

Kim (2015) conducted an experimental study on almost 250 college students to figure out whether the perceived credibility of the source of information affects the perceived credibility of the presented information among Internet users along with the magnitude and the tone of online comments on the presented information. It was found that although there were slightly differences between the perceived credibility of information presented in high and low credible online sources, the difference were not significant. So, there was no correlation between the perceived source credibility and the perceived information credibility. The perceived public agreement with the presented news article was affected with the tone of the comments, which affects the evaluation of the information generally. As the respondents, who exposed to positive comments in the article, are more likely to think that the article receive a high level of public agreement than others, who did not exposed to comments. However, there was no significant effect of the interaction between the source credibility and the tone of comments on the total evaluation of the presented information.

3.7 Credibility of social media/blogs/citizen journalism:

3.7.1 Social media:

Many of researchers examined the online credibility, whether the credibility of the different online websites, in general, or of social media, in specific. Some of them concentrated on different criteria in the online content that affect the perception of its credibility among readers or users. Flanagin & Metzger (2003) examined the effect of gender of both, content submitter and content users, on the perception of the credibility of the content. They found that the general perception of the online content, author, and website credibility was more among male users than female users, while they found no significant correlation between the gender of author of online content and general perception of their content credibility among users, regardless of users' gender. In addition, they found a negative correlation between users' gender and their perception of the credibility of online content by the same gender author.

Some researchers assumed that the perception of the credibility of online information, in general, depends on the age of users and their consumptions. Metzger, Flanagin, & Zwarun (2003) conducted two studies to examine the college students' Internet consumption, their perception about the trustworthiness of online information, their usual actions to verify online information. They found that more than half of their respondents from college students use Internet on daily basis, while approximately less than 15% use it once on weekly basis. The majority of respondents seek Internet for entertainment purpose more than surveillance or online business purposes. However, they found a positive relation between females' usage and entertainment purpose and between males' usage and surveillance or online business purposes, while both genders use the

Internet for academic purpose on regular basis, ranging from searching for information to sending mails to professors. Most of respondents reported Internet as the second main source of academic information after the academic books; in addition, they reported that their usage would increase in the future. Respondents from college students, more than adult respondents, reported that they perceive traditional mediums as more credible than Internet, but their perception of Internet's credibility was equal to adult's perception. Both adults and students' perceptions of online news and reference information credibility were more than their perceptions of online entertainment or Ads' credibility. Although both students and adults reported that they infrequently check the credibility of online information, but adults' confirmation behaviors of online information credibility was more than college students. Students reported that they focus more on if the online information is present, incomplete or not, and true or point of view, and they search for other sources for this piece of information. Westerman, Spence, & Van Der Heide (2014) found that, through conducting an experimental study, the frequent update of the personal page of social network (Twitter) increases the perception of quality, intention, and reliability of the provided online information among users or fans. There is a positive relation between the cognitive elaboration, which means active involvement and processing of online information, and credibility of online information on one hand, and presence of online information on the other hand.

Researchers contradicted regarding whether the number of followers and follows of the online information submitters affects the perceived credibility of those submitters and their online content among readers negatively or positively. Morris, Counts, Roseway, Hoff, & Schwarz (2012) examined the most important features that affect the

perception of the credibility of tweets. They found that respondents are most concerned with credibility of tweets, which are related to political situation, crisis, and natural disasters. In addition, the majority perceived the tweets, which are posted from people they follow, as the most credible, comparing to tweets that appear from searching by the topic or most popular topic. They concluded that the perceived credibility of the tweet writer and the credibility of the tweet itself are mutually depending on each other. They found that the perceived credibility of tweet is not related to the actual accuracy or truthfulness of tweet itself, but depends on other apparent features in writer's personal page and followers or tweets because users make their judgment without depth examination of the truth and credibility of content or writer. There is a positive relation between duration of usage for more time and the high perception of the credibility of tweets' context, tweets' writer, and tool itself as a credible source of information. The majority of respondents reported that they perceive science-related tweets as more credible than political or social tweets. They perceive a professional writer's names, which give an indication about specialization in a certain topic, as more credible than normal or online names. They also perceive tweets writer with a verification sign, tweets with inserted additional link for reference, the high number of followers, and the high number of re-tweet as more credible. Contradictory, profile picture of tweet writers doesn't affect the perceived credibility of tweets, but the twitter default picture is perceived as least credible. Similarly, Tong, Van Der Heide, Langwell, & Walther (2008) conducted a study on the effect of the amount of friends that Facebook users have and the perception of their social life in real life. They found that although the number of Facebook friends plays a significant role on the perception of the social popularity of

Facebook users, the relation is not steadily a linear correlation. However, the Facebook user, who has more than 300 friends, is perceived more popular than others, who have fewer number of Facebook friends.

Contradictory, Westerman, Spence, and Van Der Heide, (2012) examined the effect of the number of followers, which tweets' writers have, on the perceived credibility of them among readers. They found that the number of followers of tweets' writers does not affect the perceived ability, good intention, and reliability of the writers. On the other hand, they found that the narrow differences between numbers of follows and followers in the tweets' writers profiles results in a high perception of writers' knowledge of trustworthy information among their readers, but it does not affect the perceived good intention or credibility of the writer. However, they conclude that the perceived good intention of the tweets' writer depends more on the content of the tweets themselves, rather than the number of followers. They concluded that the correlation between the number of tweets' writers and their perceived credibility is non-linear. As having high number of followers conveys a perception that this writer concerns with manipulating information to attract readers, so they are perceived as less credible, while having low number of followers conveys a perception that those writers do not have much information, so they are perceived as less credible.

3.7.2 Blogs and citizen journalism:

Johnson and Kaye (2004) examined to what extend the online blogs users perceive the content of blogs as a credible information comparing to the traditional media and other online sources. It was found that the majority of respondents admitted the

impact of reading blogs on increasing their political knowledge. Online blogs are perceived as more credible than other forms of media, whether the traditional media and other online sources. However, the online newspapers are perceived as the most credible one among the other online source, while printed newspapers and magazines are perceived as the most credible source among traditional media. There was a strong positive correlation between the dependency on online blogs and the perceived credibility of online blogs. On the other hand, the dependency on other online sources and traditional media are slightly positive correlated with the perceived credibility of online blogs. In addition, respondents, who have a high political engagement, including political information, interest, and perceived credibility of government, are slightly more likely to perceive the online blogs as credible than others with low political engagement. However, there was a slightly negative correlation between dependency on either broadcast television or magazines or their online version and the perceived credibility of online blogs. On the other hand, the dependency on either satellite television or printed newspapers or radio or their online counterparts are slightly positively correlated with the perceived credibility of online blogs.

The line that differentiates between professional journalism and citizen journalism is not defined due to the merging between two types either through individual journalists or through the media organization itself, which may hire and get help from citizen journalists. Chung, Kim, Trammell, and Porter (2007) examine how the professional journalists or journalism academic staff uses online blogs, as a form of citizen journalism, and the perceived credibility of such media platform among those people. It was found that the majority of respondents, whether professional journalists or journalism

academic staff, did not use blogs frequently, while motives of those, who use blogs, were surveillance purposes, including news searching, teaching-related issues and topics, etc., followed by interactive purposes. However, despite the low usage rate, professional journalists are more likely to use and interact with others' blogs or write in their own blogs than journalism academic staff. The majority of respondents, despite of their profession, reported that blogs usage is a promising phenomenon with potential proliferation over years and an important contributor to journalism field. Both professional journalists and Journalism academic staff were neutral in their opinion regarding the trustworthiness, factuality, professionalism, and accuracy of online blogs. There was also a positive correlation between usage of blogs and the perceived credibility of blogs, useful role of blogs, their contribution to journalism, their effectiveness, and the perceived value of blogs. Regarding the professional journalists, respondents, who work for online media followed by broadcast media, are more likely to use blogs for surveillance purposes or two-way communication purpose and to perceive online blogs as a credible source and a useful tool in the journalism field than others who work for different mediums. In addition, there was a positive correlation between holding a high position in the media organization and the usage of blogs for surveillance purposes, on one hand, and the perceived salience and contribution of blogs in the journalism field. Regarding journalism academic staff, respondents, who teach practical and theoretical courses, are more likely to use blogs for surveillance purposes more than those, who only teach only one type of course. The year of teaching is negatively correlated with the usage of online blogs. There was no correlation between demographic variables and the usage or perceived credibility or importance of online blogs, except for the age variable,

as the age variable was negatively correlated with the perceived credibility and the importance of online blogs.

Yang (2007) conducted a study about the mediated variables that might affect the perceived credibility of online blogs among Taiwanese online Internet users. He found that the news-based blog is perceived as a credible source of information. In addition, the perceived credibility of news blogs is affected by the readers' motivation of seeking blogs. It was found that respondents, who seek reading blogs to fulfil the entertainment needs, like (for relaxation or enjoyment), or social needs, like (companionship or new friendship or discussion with others), are more likely to perceive news blog as credible source of information. On the other hand, seeking blogs for information needs, like (obtain information about themselves or others), negatively affect the perception of the credibility of their content among their users. The prior and the amount of experience facilitate the perceived credibility of the blogs, which support the notion of "the medium is the message". In addition, the style, in which the blog is written, like (errors in wording or grammar), negatively affects the perception of the credibility of news blogs, while the degree of relevance between the blogs' content and the personal interest of the readers facilitate the perceived credibility of the blogs. On the other hand, contradicted to other researchers, the identity of the writer of the blogs and the format of the content, like (text or multimedia), do not have a significant impact on the perceived credibility of the blogs among readers. Some of demographic variables can affect the degree of the perceived credibility of news blogs. While there is no correlation between the age of the reader and the perceived credibility of the blogs, female readers are more likely to perceive the news blogs as less credible than their male counterparts.

As some official professional media uses some citizen journalists to assist them in the content, some researchers examine the perceived credibility of citizen source in the professional media. Miller and Kurpius (2010) conducted an experimental study to examine whether the type of news source, whether an official or citizen source, affects the perceived credibility of the presented news in television or not. They found that respondents, who watched news with an official source, are more likely to perceive the presented content as more credible than those who watched the same news with citizen sources. Kang (2010) also examined the different measurable elements in the blogger and blog that affect its credibility among readers. It was concluded that there are 5 perceived elements that affect the bloggers credibility among their readers, which are well informed, influential, enthusiastic, objective, and trustworthy. It was found that the most important criteria are readers' perceptions of influence and trustworthiness of the bloggers. In addition, it was found that there are 9 main measurable factors that affect the credibility of blog content among readers, which are reliability, informative, constant, objectivity, targeting specific audience, precision, updated, and prominence. The most important two elements, which affect the readers' perception of the blog content credibility, are targeting specific audience and providing correct information.

On the other hand, Holton, Coddington, and Gil de Zúñiga (2013) conducted a survey to examine whether the level of consumption of citizen journalism or level of participation of creating citizen journalism is affecting the perception of citizen journalism content positively or the perception of citizen journalists' role. It was found respondents with high consumption of citizen journalism content are more likely to perceive citizen journalism positively, in terms of its role of connecting people, allowing

their voices to be heard, covering the significant stories, etc., than others with low consumption rate. However, there is no positive correlation between the previous participation in creating news before and the positive perception of citizen journalism. In addition, there was a positive correlation the level of general consumption of news and the level of agreement with the professional role of citizen journalists, in terms of sources verification, analysing and explaining the information to the public, informing the public with the important information, monitoring the government's activities, etc. On the other hand, there was no correlation between the previous experience in creating news and the perception of the professional role of citizen journalists.

Carr et al. (2014) conducted an experimental study to examine whether the individual pre-existing tendency toward the news media, in general, the source of information and the medium, whether the mainstream media or citizen journalism, affect the perceived credibility of the presented information. Surprisingly, they found that there was no difference in the perceived credibility of mainstream media and citizen journalism among the respondents as they do not perceived specific source as more credible than the other one. In addition, there is no correlation between having mistrust toward media and perceiving news program as less credible. On the other hand, the respondents, who have pre-existing mistrust toward mainstream news media, are more likely to perceive citizen journalism as more credible and mainstream media as less credible than others. Those who are sceptic toward mainstream news media, which follow the professional standards, do not trust the professional standards and tend to search for alternative source for news, which is citizen journalism. So, the previous tendency toward mainstream media affects the perception of citizen journalism and professional mainstream media. In addition,

there was no correlation between the pre-existing mistrust in politics and the perceived credibility of news program or journalist generally. However, high level of pre-existing mistrust in politics increased the perceived credibility of the citizen journalism and reduced the perceived credibility of the mainstream news media.

4. Theoretical framework:

4.1 Uses and gratifications:

As the main part of this study is to examine the dependency of Egyptian users on Internet as a tool of obtaining information and its effect on the perceived credibility of citizen journalists' content, the uses and gratification theory is a first step in this research. This theory was first founded by Blumler and McQuail (1969), who examine the needs that television audience seek from their usage during the election in 1964 in Great Britain. According to uses and gratification, Media or message is one source that affects variably active audience along with other personal and social influences. Media effect is restricted by personal differences like personal features, individual involvement, motivation, and selectivity. Uses and gratification alter the focus from mechanistic perspective to the uses of active receivers. Receivers control media effect as they choose motivations, goals, and uses of media (Rubin, 2009).

Regarding the functional approach to media, Lasswell (1948) argued that media serves three main roles in society, which are surveillance, correlation, and transmission. Later, Wright (1960) added another one to those three, which is entertainment. As media serves common purposes, it has shared outcomes in society. Others assumed that media perform several functions like escaping from reality, release stress, and deciding salience of topics (Rubin, 2009).

Uses and gratification paradigm depends on examining people uses of media, motivation of uses, and effects of media. Modern perspective of this theory articulates five assumptions. First, communication behavior motivates people to select and use media to fulfill their needs. Behavior is goal and purpose oriented. Second, active individuals initiate to choose and use of media from several communication sources to

fulfill expectations and needs. Third, these needs and expectation about media come from social and psychological factors, and interpersonal communication. Forth, people select media from a competition between other functional alternatives according to the ability of media to fulfil the needs. Fifth, variable personal level of initiative affects the consequences of media use (Rubin, 2009). Later, Katz, Gurevitch and Haas (1973) added more two assumptions. First, self-report can be used as a method to supply data about people motivation for media use. Second, the comprehending of uses and gratification is prerequisite for evaluating cultural importance of media and its content.

Early studies only focused on describing the typologies of people motives for media use, rather than examining the underlying process of media effect. The early studies in 1940s provided mere description of motives (Rubin, 2009). Early studies suggested that people seek quiz program on radio because of learning, competitive, entertainment reasons (Herzog, 1940). Other suggested that people seek interpretation of current matters, social status, and escaping from realities, when they read newspapers (Berelson, 1949).

Later in 1970s, studies constructed typologies to examine the satisfaction of psychological and social needs through media use. Psychological and social needs ranged from reinforcement or undermining relations with self, family, and society. It was found that media use reinforces understanding of, status of, and relation with self, family, friends, and society (Rubin, 2009). Lull (1980) assumed that television might serve as structurally tool, like behaviour organizer, or as relational tool, like strengthening communication and learning. Other developed typology about media-person interaction through correlation between personal background and social

factors and needs that people seek. It was found that people watch television because of diversion, personal character, personal relationships, and surveillance or learning (McQuail, Blumler, and Brown, 1972).

According to Rubin (2009), there are different criticisms for media-use typology. First, comparing nature of typology restricts the assumptions to the sample that had been examined in those studies. Second, each concept or motive has different meaning. This leads to absence of main concepts. Third, consideration of audience as active is overestimated. Forth, methodology mainly depends on self-report.

Uses and gratifications theory and Internet:

Modern researches provide a systematic examination of media use through measuring motives. There are seven main directions that modern studies covered. The first direction examines the relation between media use and media behaviour. The second direction examines motivations of media use comparing to motivations of new media use. The third direction examines the psychological and social effects of media use. The forth direction examines the compatibility between predicted gratifications and satisfied ones from media use. The fifth direction examines how different motivations and exposure to media influence different media effects, like acquired information, cultivation, and parasocial interaction (one-side effect). The sixth one is a conceptual connection between uses and gratifications and other communication views. The seventh direction examines methods and validity of measurements (Rubin, 2009). The Internet as a new medium attracted many scholars to examine why people use Internet and what are the needs they seek to

fulfil. For example, Parker & Plank (2000) found that the majority of their respondents reported that they use Internet for contacting their friends and maintain social connection, followed by seeking information, ranged from news to health information, and enjoyment, and at least, for spending time and reliving stress. Similarly, Papacharissi and Rubin (2000) examined the uses of Internet and its effect on the satisfaction of the medium usage. They found that the majority of respondents use Internet for surveillance needs and entertainment needs, followed by convenience reasons. On the other hand, the majority of respondents rated passing time motive and interpersonal communication as the least needs they seek from Internet. However, later scholars narrow their scope down to focus on exploring the motives of seeking a certain online platforms, like social media, blogs, online newspapers, personal website, etc, among the online users. For example, Whiting and Williams (2013) examine the needs and motivations for seeking the social media. They found that the majority of respondents use social media use social media for interaction and communication with their friend on one hand and to obtain information, whether about certain products, places, etc. A fewer number of respondents reported that they usually use social media for passing time and entertainment, followed by relaxation.

4.2 Hypotheses:

This study attempts to explore mainly how the Egyptian, especially youth, perceive user-generated content, in general, and citizen journalism, in specific, as a credible source of information. In addition, it also examine the different factors that may

affect the perceived credibility of UGC and citizen journalists' content, including the demographic variables of the respondents, which age and gender, the individual reliance on internet as source of information, the pre-existing experience of participating in producing content related to citizen journalism before, and the motivations for seeking UGC. In addition, this study also tries to discover what are the journalistic professional roles that are related to citizen journalists in Egyptian's minds.

To address the previous mentioned research purpose and based on the literature review, these are the 5 main hypotheses and one research question that the research attempt to examine:

Hypothesis 1:

H1: The gender of respondents affects the level of the perceived credibility of UGC and citizen journalists' content.

Hypothesis 2:

H2: There is a negative correlation between the age of the respondents and the perceived credibility of UGC and citizen journalists' content.

Hypothesis 3:

H3: The reliance on Internet as a source of information increases the perceived credibility of UGC and citizen journalists' content.

Hypothesis 4:

H4: The previous experience of participating in producing UGC and citizen journalists' content increased the level of the perceived credibility of the UGC and citizen journalists' content.

Hypothesis 5:

H5: The motives of seeking UGC and citizen journalists' content online affects the perceived credibility of the UGC and citizen journalists' content.

Research question:

Q: What are the journalistic professional roles that are related to citizen journalists according to Egyptians' perception?

4.3 Variables:

4.3.1 Independent variables:

1. Gender:

According to this study, being male or female will affect the mean score of credibility scales of each respondent. Based on the literature review, although many studies had a controversial view regarding whether being a male or being a female will affect the level of perceived credibility of online information positively, the majority of them agreed that gender is an important factor that affects the perceived credibility of online information. However, Johnson and Kaye (1998) found that there is a positive correlation between being a female and the level of the perceived credibility of online information, which is contradicted with the results of Flanagin & Metzger (2003).

2. Age:

According to this study the age of respondents will affect the level of agreement with items on the credibility scale of the citizen journalists' content. Previous studies supported that the age of respondents affects both the decency on

mediums and the consumption rate, which in turn affects the perceived credibility of the online content. The majority of studies supported that the younger the respondents, the more likely they will score high on the credibility scale of online information (Bucy 2003; Metzger et al., 2003; Greenwood et al., 2016; Gottfried and Shearer, 2016; Mitchel and Page, 2015a).

3. The reliance on Internet as a source of information:

Based on the literature review, most of the contemporary researches found that the respondents who depend on internet for information more than other mediums are more likely to perceive online information as more credible than others (Flanagin and Metzger 2000; Johnson and Kaye, 2002; Johnson and Kaye, 2004; Yang, 2007; Kim and Johnson, 2009).

4. The previous experience of participating in producing UGC and citizen journalists' content:

Although it is not a factor that has been examined excessively in previous studies, but it may have an effect on Egyptians as they are intimidated people, who become familiar with the things that they use before. According to this study, people, who have a previous experience of participating in creating any content related to citizen journalism or even to user-generated content, will perceive this content as more credible as they will be more familiar with it (Holton, 2013).

5. The motives of seeking UGC and citizen journalists' content online:

Most of studies about the perceived credibility of online information, examined the effect of the needs the respondents seek from their usage on the perceived credibility of the obtained information. According to previous studies, the

respondents, who use online information for surveillance needs, are more likely to perceive those information as credible than others, who seek the same information for different needs, including entertainment, relaxation, escaping time, etc. (Parker and Plank, 2000; Metzger, Flanagin, and Zwarun, 2003; Yang, 2007; Chung, Kim, Trammell, and Porter, 2007; Parker and Plank, 2000; Diddi and LaRose, 2006).

4.3.2 The dependent variable:

The perceived credibility of citizen journalists' content is the main dependent variable of the current study and it will be measured through examine how respondents think of the UGC or citizen journalists' content in terms of twelve items, including currency, completeness, accuracy, bias, trustworthiness, popularity, fairness, objectivity, in-depth, professionalism, diversification of the content, and honesty (Nozato, 2002; Abdulla et al. 2002; Bucy, 2003; Metzger et al., 2003; Chung et al., 2007; Kim and Johnson, 2009; Kang, 2010; Cassidy, 2007; Joo Chung, Kim, and Hyun Kim, 2010; Morris et al., 2012; Chung and Nah, 2013)

Operational definitions:

Citizen journalists' content and citizen journalism: it will include any online content about any important event, which is written by ordinary citizens online on any online platforms, whether social media, personal website, blogs, video-sharing website, etc. This content includes footage of events, eyewitnesses' stories, voice records, and recorded video by mobile phones that are recorded by ordinary people.

5. Methodology

5.1 Research Design:

5.1.1 Data collection:

The data was collected through conducting a self-administrated survey in both languages, Arabic and English. However, this type of survey, unlike telephone survey, eliminates the interference of the researcher as each respondent has an opportunity to read and understand the question alone without any external pressure. It ensures the validity and eliminates the researcher bias from the results. In addition, it also has a high response rate, comparing to other survey types, like e-mail or mail survey (Wimmer and Dominick, 2013). The survey was constructed and modified according to the results of the pilot study. However, the questions have been approved by IRB at AUC and the CAPMAS and were modified accordingly to reduce any potential risks on human beings.

5.2.2 Sample:

The sample of this study is non-probability sample using purposive sampling strategy to only include those who have watched or read an online content related to citizen journalism. To from a sample consists of 350 respondents, approximately 387 surveys have been distributed and some of them have been eliminated for irrelevance or incompleteness. However, the sample consists of 176 male respondents (50.3% of the total sample) and 174 female respondents (49.7% of the total sample) whose age ranged from 15 to more than 45 years old.

40.6% (n=142) of total sample's age ranges from 15 to 25 years old, 30.9% (n=108) aged from 25 to 35 years old, and 19.1% (n=67) aged from 35 to 45 years old,

while only 9.4% (n=33) of the total sample aged more than 45 years old. This study focused on the young age because of two reasons; first, the majority of Egyptian population is from youth, as 60% of the Egyptian population's age is above 15 years old and below 60 years old and the mean age of Egyptian citizen, in 2015, is 24.7 years old (United Nations, 2015). Second, the majority of the examined researches concluded that young people are more likely to use Internet than the older generation (Mitchel and Page, 2015a; 2015b).

The data was mainly collected from both public and private universities in Cairo as 56.9% (n=199) of the total sample from private universities in Egypt, while 34.1% of the total sample (n=151) from public universities in Egypt. The data were collected from both graduate and undergraduate students in all majors. 38% (n=133) of the sample majored in mass communication studies, 30.3% (n=106) of the sample majored in commerce and business, while 18.6% (n=65) of the sample specialized in political science and economics. On the other hand, 8.6% (n=30) of the sample specialized in arts, while only 1.1% (n=4) of the sample majored in law. In addition, The IRB approval was obtained in 17th of April and the data were collected from 18th of April to 25th of April.

5.2 The survey construction:

The main purpose of this study is to measure the degree of Egyptians' perception of citizen-based news and information as credible information and the different factors that may affect this perceived credibility. In addition, it also attempts to discover to what extent the Egyptians relate citizen journalists to the journalistic professional roles. The used quantification system, in this study, is mainly a combination between *nominal level*,

ordinal level, and *interval level* to measure 4 categories, which are the degree of dependency on Internet as a source of information, the perceived credibility of citizen journalists' content, the factors that affect the perceived credibility of citizen journalists' content, including demographic variables (age and gender), which are intermediated factors that affect both the dependency on Internet for information and the perception of the citizen journalists' content as a credible information, and the perceived journalistic professional roles that are related to citizen journalists.

However, the questionnaire is divided to the following:

Part one: The dependency on Internet as information source:

This category includes 6 sub-categories or items. The first item is a filtering question to eliminate those who did not expose to online citizen-based stories and news before by asking a nominal level question about "Did you watch/read citizen journalists' content before?". The second item measures the dependency on Internet as source of information comparing to other traditional mediums by asking a nominal level question "Which one of the following medium do you depend on usually as a source of information?". The third item measures the amount of time each respondent spend online by asking an ordinal question about the number of hours that respondents usually spend on Internet daily.

Respondents are given 3 ordinal level options, which represent light users "less than one hour per day", medium users "from 1 hour to less than 3 hours daily", and heavy users "3 hours and more daily". The fifth item measures the needs users seek from Facebook The fourth item measures the preferred online source of information, whether social media, blogs, online newspapers websites, and others

to examine whether the respondents prefer citizen-related online platforms over online traditional media. The fifth item measures the amount of exposure to online citizen-based stories or news on weekly basis by asking about “how many times do you usually expose to online news written by ordinary citizens”. The last item measures the potential motives for seeking online news or information written by ordinary citizens. Building on the uses and gratification study conducted by Yang (2007), four options that represents social needs “Companion and communicating with friends”, surveillance needs “Obtaining different kind of information”, and entertainment needs “Entertainment/ Escaping time/relaxation”, are given to respondents. An additional option “other” is provided for the sake from inclusivity of options.

Part two: The general perception of citizen-based content and verification

behaviour:

In this part, respondents are asked about the consumption of different forms of citizen journalists’ content, such as blogs, YouTube, and eyewitnesses’ stories through a 5-point Likert scale ranged from strongly agreed to strongly disagreed. Also, the general perception about citizen journalists’ content was measured including, whether it gives ordinary people a chance to express themselves, whether it covers stories that should be covered, whether it helps them to connect with other people, whether such content is opinion-based than fact, through a five points Likert scale.

Part three: The perceived credibility of citizen journalists’ content:

Although the credibility of media content is a broad construct that can be measured by different concepts, in this study, the perceived credibility of citizen journalists' content or user-generated content are measured by the 12 items that were selected from the credibility scale that were used in different studies, including currency, completeness, accuracy, bias, trustworthiness, popularity, fairness, objectivity, in-depth, professionalism, diversification of the content, and honesty (Nozato, 2002; Abdulla et al. 2002; Bucy, 2003; Metzger et al., 2003; Chung et al., 2007; Kim and Johnson, 2009; Kang, 2010; Cassidy, 2007; Joo Chung, Kim, and Hyun Kim, 2010; Morris et al., 2012; Chung and Nah, 2013). Each item is measured by a 5 points Likert scale that varied from the totally disagree to totally agree.

Part four: The factors that affect the perceived credibility of citizen journalists' content:

Many studies conducted about the different factors that online websites' users verify on any news or information they encounter with and may affect the perceived credibility of the online content like (Johnson and Kaye, 1998; Kiouisis, 2001; Lucassen and Schraagen, 2012; Xie and Zhao, 2014; Yang, 2007; Flanagin and Metzger, 2003; Westerman et al., 2014; Kang, 2010; Metzger et al., 2003; Roseway et al., 2012; Westerman et al., 2012). 7 items were selected to be examined in this study through a 5 points likert scale that varied from the totally disagree to totally agree. Those items examined the factors that online users usually check while reading information written by ordinary citizen and affect the perceived credibility of the content, which are whether the writer is a professional

journalists or not, the date of published content, the type of information whether an opinion or a fact, other external sources for verification, the personal information about the author, the expertise of the author, and the inserted URL (Metzger et al., 2003; Morris et al., 2012).

Part five: The perceived journalistic professional roles:

This part examines the different journalistic roles and its relation to citizen journalists according to respondents' perceptions. Five roles, which are disseminator, interpreter, adversary, mobilizer, and civic roles (Nah and Chung, 2012; Chung and Nah, 2013), are examined through sub-items within each role using a five point Likert scale. The first role "disseminator" is measured through 3 items, which are "whether citizen journalists get information and news to the public fast", "whether citizen journalists usually verify information and facts", and "whether citizen journalists usually stay away from news when facts cannot be verified". The interpreter role is measured through 3 items also, which are "whether citizen journalists provide an analysis and explanation of complex information", "whether citizen journalists investigate statements made by governmental officials", and "whether journalists discuss national policy, while it is being developed". On the other hand, adversary role is measured through asking "whether citizen journalists play the watchdog role, including monitoring the government and businessmen for public". In addition, mobilizer role is measured through 4 items, which are "whether citizen journalists provide public with relaxation and entertainment", "whether citizen journalists

motivate public to be involved in public discussions of important issues”, “whether citizen journalists concentrate on news, which is of important to the widest possible audience”, and “whether citizen journalism sets the political agenda”. Finally the civic role is measured through two items, which are “whether citizen journalists motivate citizens to contribute to decision-making on public issues” and “whether citizen journalists investigate citizen’s priorities regarding social issues”.

Part six: The demographic variables:

Based on the literature review, the majority of studies concluded that the female users are more likely to depend on Social media than their male counterparts (Mitchel and Page, 2015a; Perez-Carballo and Blaszczynek, 2014). While some found that online female users are more likely to perceive online information as credible than online male users (Johnson and Kaye, 1998), other found that there is male users perceive online content as more credible than female users (Yang, 2007; Flanagin and Metzger, 2003). For this reason, a nominal question about the gender of respondents was included in the questioner. In addition, the majority of researchers concluded that the younger generation are more likely to depend on Internet and social media (Mitchel and Page, 2015a) and to perceive online content as more credible (Johnson and Kaye, 1998; Xie and Zhao, 2014) than older generation. Another ordinal question about the age was included in the questioner. The respondents are given four options, including “from 15 to 25 years old”, “from 25 to 35 years old”, “from 35 to 45 years old”, and “more than 45 years old”.

6. Analysis:

6.1 General responses:

The questioner was distributed on 387 respondents; only 350 of them continue the survey, as they are Internet users, who have been exposed to citizen journalism and ordinary people's online stories before. On the other hand, the rest were eliminated because they did not read or watch citizen journalism related content before. The majority of respondents depend on Internet as a source of obtaining information as 73.7% (n=258) of the total sample reported that they are more likely to depend on internet for information more than other mediums, which are television, radio, and new papers. On the other hand, 20.9% (n=73) of total sample use usually television for information, while only 5.4% (n=19) of the sample choose newspapers as the main medium for their daily information. None of the respondents choose radio as the main source of information (**Check Figure 1**).

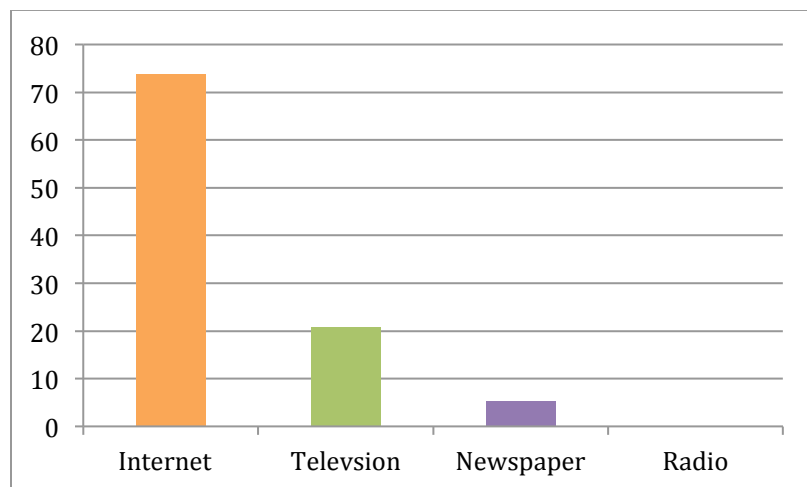


Figure 1: the responses of the dependency on different mediums as a main source of information.

Almost the half of the total respondents are heavy users of internet as 50%(n=175) of the total respondents reported that they use Internet for three hours and more per day, while 39.1% (n=137) of the total respondents use internet from one hour to less than three hours on daily basis. Only 10.9% (n=38) use Internet less than hour (**Check Figure 2**).

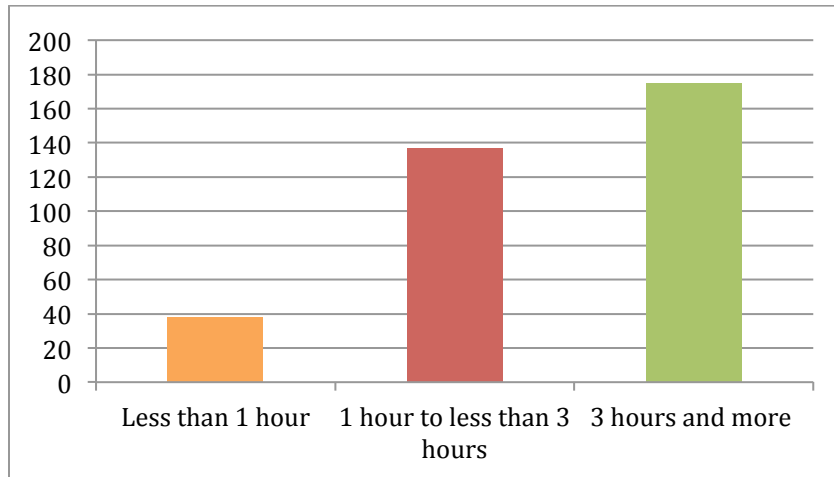


Figure 2: Amount of Internet usage by hourly rate per day.

From the different online platforms, 58.6% (n=205) of the total respondents choose social media as main online platform, on which they depend for information, while 37.1% (n=130) choose online newspapers websites as the main online source of information. On the other hand, blogs were chosen as the main online source of information by only 4.3% (n=15) of the total respondents (**Check Figure 3**).

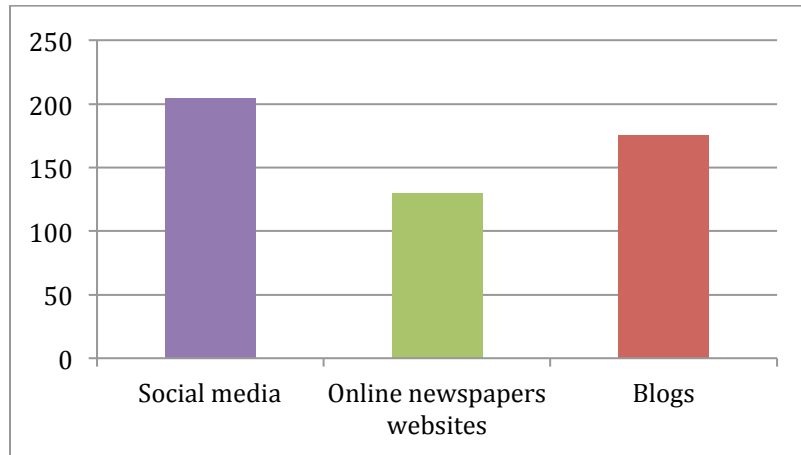


Figure 3: Dependency on different online mediums for information.

Regarding the frequency of reading or exposing to an online content related to citizen journalism or user-generated content, the majority of respondents, constituting 60.6% (n=212) of total respondents, reported that they usually read or watch an online content related to either citizen journalism or user-generated content more than three times to less than six times per week. On the other hand, 24.3% (n=85) of total respondents usually are exposed to such content once to three times per week, while only 15.1% (n=53) of them reported that they watch or read such content more than six times per week (**Check Figure 4**).

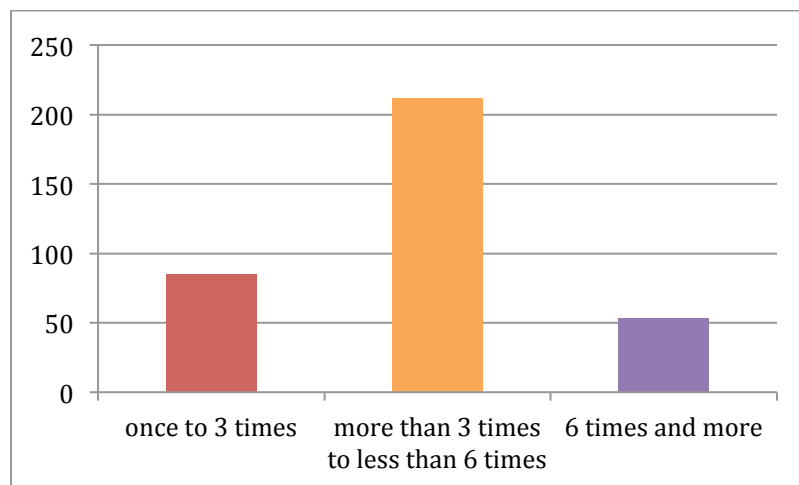


Figure 4: Frequency of reading UGC/citizen journalism per week.

The results regarding the previous experience of participating in producing citizen journalism related content or user-generated content clarified that 52.9% (n=185) of total respondents produce such content before, while 47.1% (n=165) of them do not have pervious experience of producing such content (**Check Figure 5**).

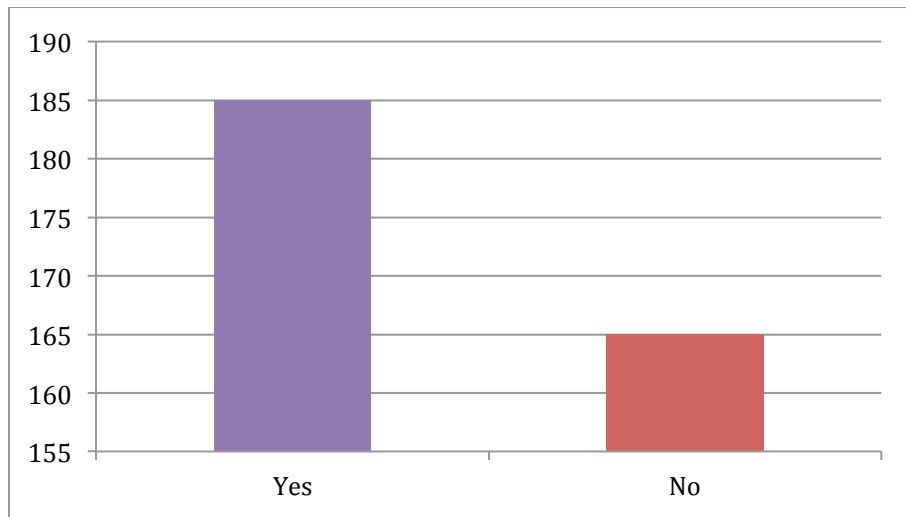


Figure 5: Previous experience with participating in writing news/stories online before.

Most of the respondents seek citizen journalism or user-generated content for fulfilling their surveillance needs as 44.9% (n=157) of the total respondents use such content for obtaining different kinds of information. On the other hand 29.1% (n=102) seek citizen journalism or UGC for entertainment, while escaping time was a motivation for consuming such content for 13.7% (n=48) of the total sample. Only 12.3% (n=43) of the sample use citizen journalism or UGC for relaxation reason (**Check Figure 6**).

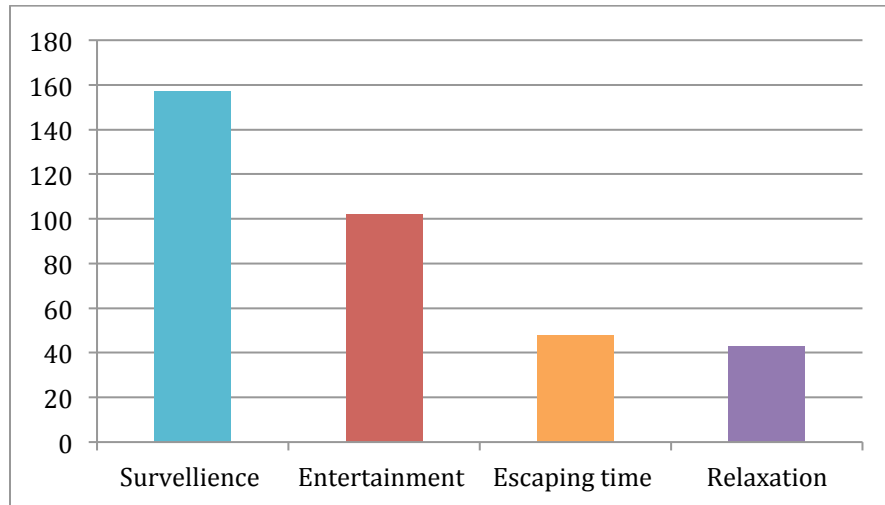


Figure 6: The motives of using UGC/citizen journalism.

Any Internet user may be exposed to citizen journalism through different online user-generated content online platforms, whether video-sharing websites or social media or personal websites or blogs. However, it was found that the usage of user-generated content websites is popular and is related to obtaining news about current events (M=3.5). The majority of respondents watch videos posted by other people online on either social media or blogs or YouTube (M=3.9). However, 45.4% (n=159) of the total sample was neutral regarding their blogs' consumption, as the online blog is not very popular comparing to other user-generated content websites (M=3.02). However, 62% (n=217) of the total respondents agreed that they browse and search for news and stories written by ordinary people online, while 27.4% (n=96) of them prefer to remain neutral about the previous online behaviour.

Regarding the total opinion of the sample of citizen journalism and its role in the society, more than the half of the respondents (57%, n=202) agreed on that citizen journalism plays an important role in giving ordinary citizens a chance to express their opinion and make their voices to reach to that public, while 19.4% (n=68) remain neutral

with the previous mentioned role of citizen journalism and equal percentage (19.4%, N=68) strongly agreed with the previous opinion. 51.7% (n=181) of the sample agreed that citizen journalism covers stories that should be covered, while 22% (n=77) of them were neutral about the previous opinion and 20.6% (n=72) strongly agreed with the same opinion. The majority of respondents positively support that citizen journalism helps them to connect with other people as 49.7% (n=174) agreed with the previous mentioned statement, while only 4.9% (n=17) of them have an opposite opinion. However, although respondents' opinion regarding the consideration of citizen journalism as more opinion based than facts was negative, the results were not significant ($M= 2.92$). While 49.1% (n=172) prefer to have a neutral opinion regarding whether the citizen journalism is based on opinion or fact, 25.4% (n=89) and 2.6% (n=9) of the total sample, respectively, disagreed and strongly disagreed with considering citizen journalism as opinion-based more than fact-based. However, the previous results suggested that the majority of respondents think of the citizen journalism positively in general (**Check Table 1**).

Criteria	\bar{X}	Mo	Mdn	<i>SD</i>
1. I use user-generated content website (ex. social media/blogs) to get news about current events.	3.58	4.00	4.00	0.919
2. I watch videos posted by others on social media/Blogs/YouTube.	3.9	5.0	4.00	0.972
3. I read blogs frequently.	3.02	3.0	3.0	1.03
4. I browse news/stories written by ordinary people online, whether on social media or blogs, frequently.	3.62	4.0	4.0	0.66
5. Citizen journalism (including eye-witness stories and user-generated content on social media or blogs) gives ordinary people a chance to express themselves.	3.93	4.0	4.0	0.722
6. Citizen journalism covers stories that should be	3.87	4.0	4.0	0.799

	covered.				
7.	Citizen journalism helps me connect with other people.	3.71	4.0	4.0	0,755
8.	Citizen journalism is more opinion-based than fact.	2.92	3.0	3.0	0.762
	Total:	3.5			
Note: values are 5-points Likert scale, where (1= strongly disagree), (2=disagree), (3=neutral), (4=agree), and (5=strongly agree)					

Table 1: The responses regarding the total consumption and perception of citizen journalism.

Responses regarding the perceived credibility of citizen journalism were positive in-terms of some elements of credibility and were not significant in-terms of other elements of the credibility. The majority of respondents perceive citizen journalists' content as current (M=3.5), popular (M=3.5), complete and comprehended (M=3.4), accurate (M=3.2), objective (M= 3.2), and containing diversity of opinions (M= 3.2). 51.7% (n=181) of the total respondents strongly agree that citizen journalists' content is up-to-date, while 31.7% (n=111) of respondents prefer to remain neutral regarding this opinion. While 39.7% (n=139) of the sample agreed that citizen journalists' content is complete and comprehended, 30.9% (n=108) show neutral response to the previous statement. 45.1% (n=158) of the respondents agreed that the citizen journalists' content is popular, while only 14.3% (n=50) disagreed with this opinion. Although 39.1% (n=137) and 36.6% (n=128) of the total respondents reported that they have a neutral view regarding the accuracy of citizen journalism and its presentation of the diversity of opinions, respectively, 24.3% (n=85) and 34.9% (n=122) of the sample agreed with previous opinions respectively.

Contradictory, the majority of respondents showed a significant disagreement with considering citizen journalists' content as biased content (M=2.76). The majority of

responses regarding the professionalism of citizen journalists' content, its trustworthiness, its fairness, honesty, providing an in-depth of information were neutral, representing (M=3.04), (M=3.15), (M=3.17), (M=14), and (M=3.17) respectively. 48% (n=168) of the respondents were neutral regarding of their opinion of the professionalism of citizen journalists' content, while 25.1% (n=88) of them disagree with this statement **(Check Table 2).**

Criteria	\bar{X}	Mo	Mdn	SD
1. Citizen journalists' content is current.	3.59	4.00	4.00	0.75
2. Citizen journalists' content is complete/comprehended.	3.44	4.0	4.00	0.915
3. Citizen journalists' content is accurate.	3.26	3.0	3.0	0.972
4. Citizen journalists' content is biased.	2.76	2.0	3.0	1.05
5. Citizen journalists' content is trustworthy.	3.15	3.0	3.0	1.02
6. Citizen journalists' content is popular.	3.52	4.0	4.0	0.94
7. Citizen journalists' content is fair.	3.17	3.0	3.0	0.97
8. Citizen journalists' content is objective.	3.24	3.0	3.0	0.93
9. Citizen journalists' content provides in-depth information.	3.17	3.0	3.0	0.82
10. Citizen journalists' content is professional.	3.04	3.0	3.0	0.84
11. Citizen journalists' content presents a diversity of opinion.	3.2	3.0	3.0	0.909
12. Citizen journalists' content is honest.	3.14	3.0	3.0	1.001
Total:	3.5			
Note: values are 5-points Likert scale, where (1= strongly disagree), (2=disagree), (3=neutral), (4=agree), and (5=strongly agree)				

Table 2: The response regarding the perceived credibility of citizen journalists' content.

The opinions regarding the different elements that affect the perception of the credibility of citizen journalists' content differ among the respondents. It was found that the perceived credibility of citizen journalists' content is significantly affected by checking the published date of the content (M=3.2), whether the information is opinion or

fact (M=3.2), searching for other sources for verification (M=3.2), the personal information of the author (M=3.2), and the professional information of the author (M=3.2). On the other hand, the credibility of citizen journalists' content is not significantly affected by whether the author is a professional journalist or not (M=3.00) and whether the content is supplemented with additional URL (M=3.1) (**Check Table 3**).

Criteria	\bar{X}	Mo	Mdn	SD
1. When I read news or a piece of information on citizen journalism/user generated content, I check whether the author is a professional journalist or not.	3.00	3.00	3.00	0.97
2. I check the published date of online information on citizen journalism/user generated content is recent.	3.29	4.0	3.00	0.99
3. I check if the information is the authors' opinion or fact.	3.23	3.0	3.0	0.91
4. I usually look for other sources to verify the correctness and completeness of online citizen journalism/user generated content.	3.20	3.0	3.0	0.87
5. I check the personal information about the author.	3.26	4.0	3.0	0.90
6. I check the professional experience of the author.	3.29	4.0	3.0	0.99
7. I check if the online information on citizen journalism/user generated content is supplemented with an additional URL.	3.14	3.0	3.0	0.83
Total:	3.5			
Note: values are 5-points Likert scale, where (1= strongly disagree), (2=disagree), (3=neutral), (4=agree), and (5=strongly agree)				

Table 3: The factors that affect the perception of citizen journalists' content and verification behaviour.

Regarding the perceived professional roles that are related to citizen journalism among the respondents, the responses varied based on the items that define each role. The citizen journalism is related the most to oppositionist role (M=3.4), followed by

mobilizer role (M=3.3) and civic role (M=3.3). The 34.3% (n=120) of the total respondents agreed that citizen journalism plays the watchdog role in the Egyptian society, while 43.4% (n=152) prefer to have a neutral opinion about whether the citizen journalism monitors the government and businessmen for the public. On the other hand, the level of agreement with whether the citizen journalism plays a mobilizer role in society or not was measured through 4 items with which the respondents showed different level of agreement. The majority of respondents support that the citizen journalists agitate people to be involved with the public discussion of the important issues (M=3.5) and they usually concentrate on news that concern the majority of public (M=3.6), while the responses towards whether citizen journalists provide public with entertainment and relaxation and whether they set the public agenda were insignificant, constituting (M=3.0) and (M=3.1) respectively. However, the items of civic role of citizen journalism were supported as the respondents show a significant agreement with that citizen journalists motivate citizens to contribute in decision-making on public issues (M=3.3) and investigate citizen's priorities regarding social issues (M=3.3).

On the other hand, although there is a positive correlation between the citizen journalism and disseminator and interpreter roles, but it was not significant comparing to other roles. Regarding the disseminator role, the most of respondents shows a significant agreement that citizen journalists deliver information and news to the public quickly as 38.6% (n=135) of the sample choose that they agree with the previous statement, while only 13.4% (n=47) of them disagreed with the same opinion. However, the responses regarding whether the citizen journalists verify the accuracy of information or not and whether they do not publish information that cannot be verified were neutral and

insignificant, constituting (M=3.1) and (M=3.1) respectively. Most of items that measure the interpreter role of citizen journalists were slightly supported but not significantly comparing to other items of other roles. The only item that was significantly supported in interpreter role is assuming that citizen journalists usually discuss national policy during its evolving (M=3.3), as 33.7% (n=118) agreed with previous statement, while only 16% (n=56) disagreed with the same opinion. However, the majority of respondents hold a neutral opinion about the role of citizen journalists in providing an analysis and explanation of complex information (M=3.2) and investigate statements made by governmental officials. For example, 26.6% (n=93) agreed that citizen journalists explains difficult information and simplify them for the public and 20% (n=70) of them disagreed with this opinion, while the majority, 41.1% (n=144), remains neutral toward pervious statement (**Check Table 4**).

Criteria	\bar{X}	Mo	Mdn	SD
<u>Disseminator Role:</u>				
1. Citizen journalists get information/news to the public fast.	3.47	4.00	3.00	0.86
2. Citizen journalists usually verify information and facts.	3.14	3.00	3.00	0.88
3. Citizen journalists usually stay away from news when facts cannot be verified.	3.16	3.00	3.00	0.83
Total mean:	3.26			
Cronbach's Alpha	0.817			
<u>Interpreter</u>				
4. Citizen journalists provide an analysis and explanation of complex information.	3.23	3.00	3.00	0.95
5. Citizen journalists investigate statements made by governmental officials.	3.22	3.00	3.00	0.81
6. Citizen journalists discuss national policy, while it	3.32	3.00	3.00	0.86

is being developed.					
Total mean:		3.26			
Cronbach's Alpha		0.837			
 <u>Adversary:</u>					
7.	Citizen journalists play the watchdog role (monitoring the government and businessmen for public).	3.43	3.00	3.00	0.83
 <u>Mobilizer</u>					
8.	Citizen journalists provide public with relaxation and entertainment.	3.09	3.00	3.00	0.69
9.	Citizen journalists motivate public to be involved in public discussions of important issues.	3.51	3.00	3.00	0.87
10.	Citizen journalists concentrate on news, which is of important to the widest possible audience.	3.60	4.00	4.00	0.83
11.	Citizen journalism sets the political agenda.	3.14	3.0	3.0	0.75
Total mean:		3.33			
Cronbach's Alpha		0.760			
 <u>Civic</u>					
12.	Citizen journalists motivate citizens to contribute to decision-making on public issues.	3.34	3.00	3.00	0.77
13.	Citizen journalists investigate citizen's priorities regarding social issues.	3.38	3.00	3.00	0.80
Total mean:		3.36			
Cronbach's Alpha		0.776			
Note: values are 5-points Likert scale, where (1= strongly disagree), (2=disagree), (3=neutral), (4=agree), and (5=strongly agree)					

Table 4: The responses regarding the perceived journalistic professional roles of citizen journalists.

6.2 The Demographic Factor:

6.2.1 Gender Factor:

A) Gender differences and dependency on different mediums for information:

The dependency on different mediums for information differs among respondents according to their gender. As the sample contains 174 female respondents, 82.2% (n=143) of the total female respondents choose Internet as their main source of information, while 13.2% (n=23) of them depend on television for information the most. On the other hand, only 4.6% (n=8) of the female respondents prefer using newspapers for obtaining information. As the sample includes 176 male respondents, 65.3% (n=115) of them reported prefer Internet as the main source of information comparing to the rest 28.4% (n=50) and 6.3% (n=11) from the male respondents who prefer television and newspapers for information respectively. On the other hand, none of either female or male respondents prefer radio as the main source of information. However, since the Pearson Chi Square is calculated, it was found that the difference between the males' and females' responses regarding their preferences of different mediums for information was significant, ($\chi^2=13.488$; $p=0.001$) (**Check Figure 1**).

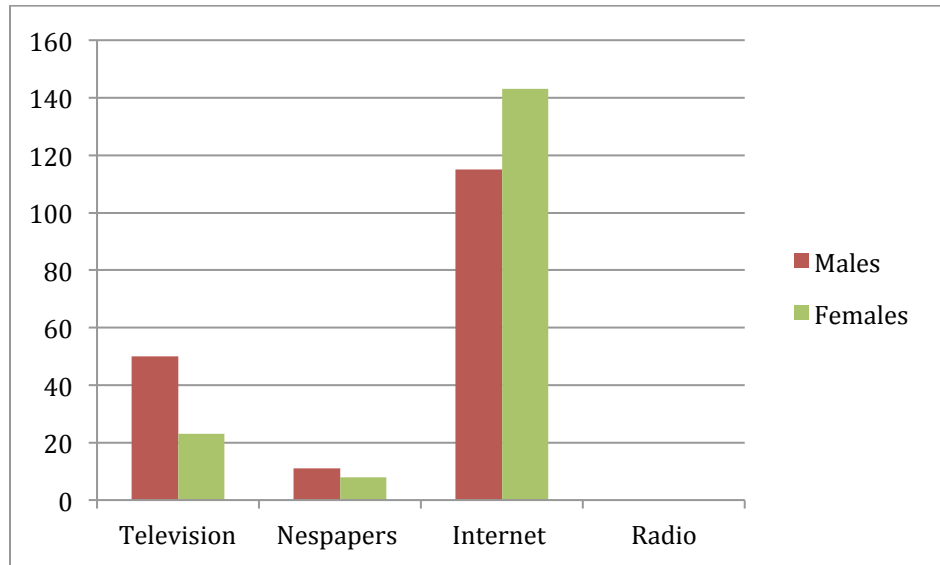


Figure 7: The gender differences regarding dependency on different mediums for information.

As both female and male respondents choose Internet as the most medium on which they depend the most for information, 44.3% (n=78) from the total male respondents and 55.7% (n=97) from the female respondents reported that they spend three hours and more on Internet per day. On the other hand, 42% (n=74) from male respondents and 36.2% (n=63) from female respondents use Internet from one hour to less than three hours daily, while only 13.6% (n=24) from the male respondents and 8% (n=14) from the female respondents spend less than one hour on Internet daily. The results of Pearson Chi Square clarified that the difference between female and male respondents regarding the amount of time they spend daily on Internet is not significant as $p > 0.05$, ($\chi^2 = 5.566$; $p = 0.062$).

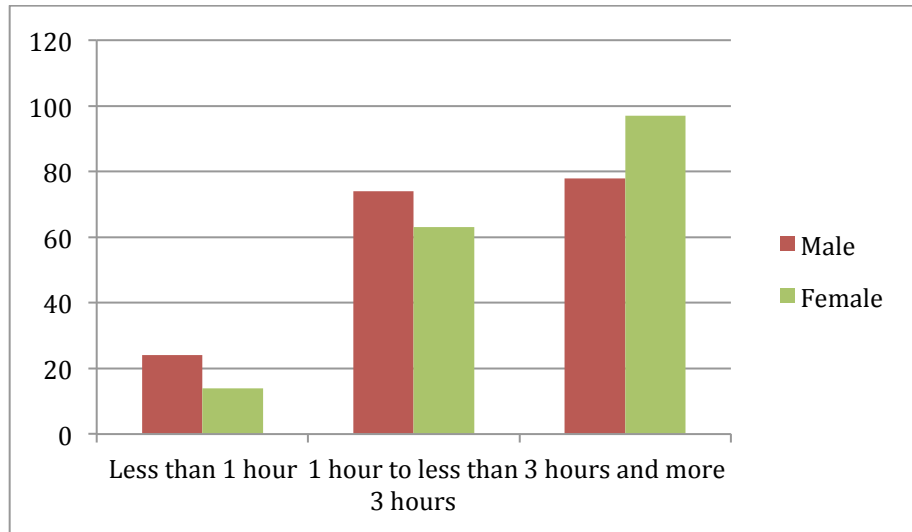


Figure 8: The gender differences regarding the time respondents spend on Internet daily by hourly rate.

It was found that there is gender difference regarding the preferences of different online platforms, which are the main sources of citizen journalism, for obtaining information. Online newspapers websites is chosen as the online platform that is used the most for information by 48.9% (n=86) from the male respondents, while 73.6% (n=128) from female respondents choose social media as the most medium on which they depend for information. On the other hand, 43.8% (n=77) of the male respondents use social media for information, followed by Blogs, which were chosen by 6.4% (n=13) from the total male respondents. 25.3% (n=44) of the female respondents prefer using online newspapers from information, while only 1.1% (n=2) of them choose bogs for the same purpose. Through conducting Pearson Chi Square, the differences between gender groups in preferring certain online medium for information were significant, ($\chi^2=34.313$; $p=0.000$).

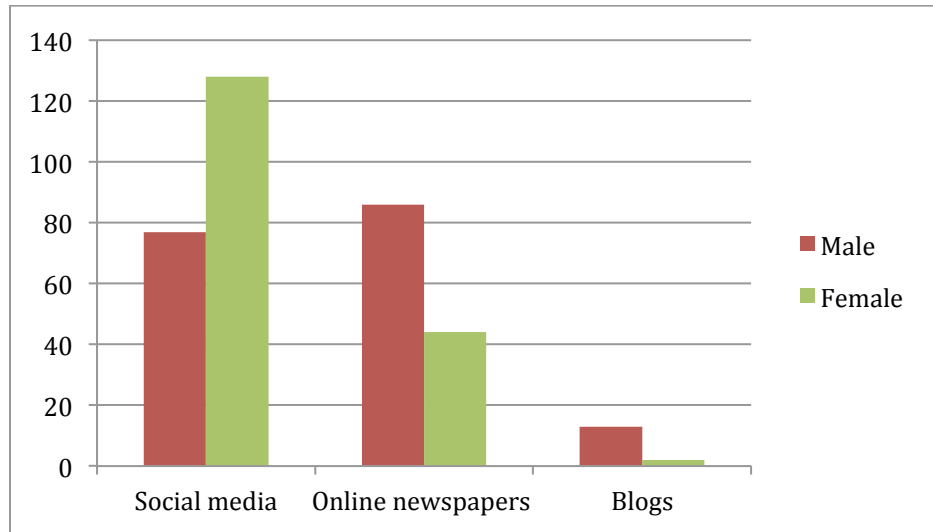


Figure 9: The gender differences regarding dependency on different online platforms for information.

55.7% (n=98) of male respondents and 65.5% (n=114) of the female respondents reported that they usually expose to citizen journalism or user-generated content more than three times to less than six times per week. On the other hand, 31.3% (n=55) of the male respondents and 17.2% (n=30) of the female respondents usually read or watch stories/news produced and posted by ordinary people from once to three times per week. Through Pearson Chi Square results, there is a significant difference between the two gender groups on their responses of the frequency of exposure to online content written by ordinary citizen per week, ($\chi^2=9.474$; $p=0.009$).

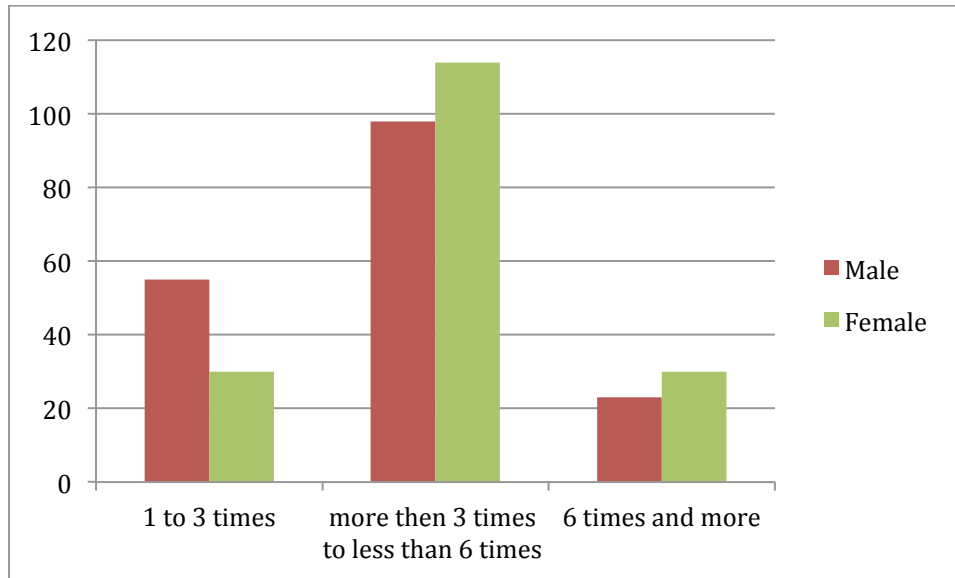


Figure 10: The amount of exposure to UGC/citizen journalism per week.

Regarding the participating in producing an online content, whether news/stories, which is related to citizen journalism before, the number of female respondents, representing 62.6% (n=109) of total female respondents, who participate in producing such content, exceed the number of those who do not had previous experience of producing such content before, constituting 37.4% (n=65) of female respondents. Contradictory, male respondents are less likely to participate in producing an online content related to citizen journalism as 56.8% (n=100) reported that they did not produce something like this before comparing to 43.2% (n=76) who confirmed their contributing in generating citizen journalism or user-generated content before. According to Pearson Chi Square, The previous experience of producing an online UGC or citizen journalism differs significantly among the two gender groups, ($\chi^2=13.300$; $p=0.000$).

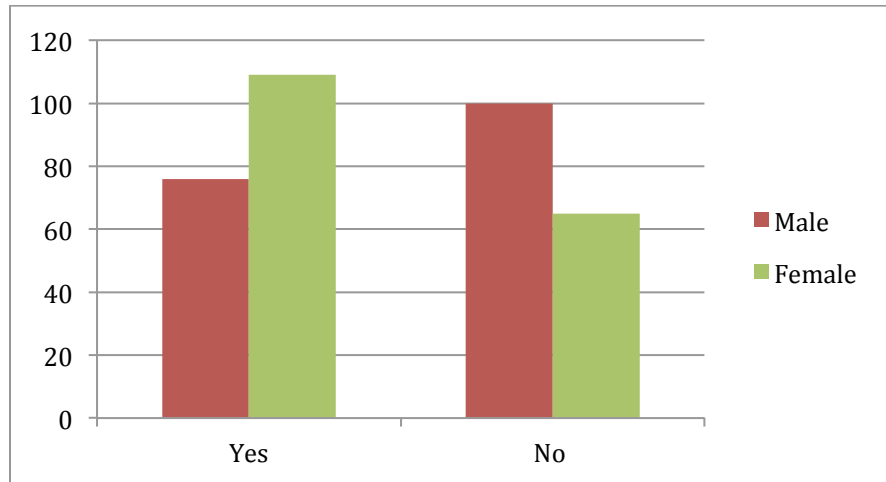


Figure 11: the gender differences regarding the previous experience of producing user-generated content or citizen journalism before.

42% (n=74) of the male respondents and 47.7% (n=83) of the female respondents choose the surveillance as their main reason for watching or reading citizen journalism or user generated content, followed by entertainment, which is chosen by 31.3% (n=55) of male respondents and 27% (n=47) of female respondents. On the other hand, consuming of UGC or citizen journalism for escaping time is preferred by 15.9% (n=28) of the male respondents over relaxation reason, which is preferred by 10.8% (n=19). Contradictory, 13.8% (n=24) of female respondents seek such content for relaxation comparing to 11.5% (n=20) of them who seek the same content for escaping time reason. The calculation of Pearson Chi Square does not support the significance of the difference between gender groups on their responses regarding motivates for seeking UGC and citizen journalism as $p > 0.05$, ($\chi^2 = 3.047$; $p = 0.384$).

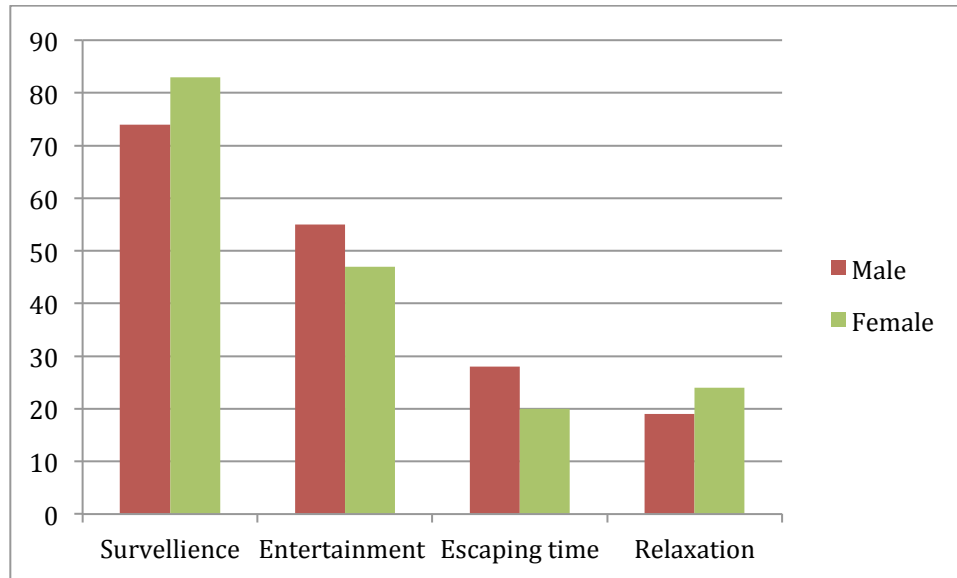


Figure 12: gender differences regarding the different motives of consuming the UGC and citizen journalism.

B) Gender difference and the perceived credibility of citizen journalism/UGC:

It was found that female respondents are more likely to perceive citizen journalism and user-generated content as more credible than their male counterparts do. Female respondents' scores in perceived credibility scale of the citizen journalism exceed the scores of male respondents, constituting (M=3.5) and (M=2.9) respectively. As the *t*-test was calculated for the differences between the mean score of female respondents and male respondents regarding different elements of the credibility scale of citizen journalism, it was found that the female respondents are more likely to perceive citizen journalism and user generated content as more trustworthy ($t=-5.878; p=0.00$), popular ($t=-5.371; p=0.00$), fair ($t=-8.918; p=0.00$), objective ($t=-9.113; p=0.00$), including in-depth of information ($t=-8.709; p=0.00$), professional ($t=-8.202; p=0.00$), presenting a diversity of opinion ($t=-5.469; p=0.00$), and honest ($t=-5.336; p=0.00$). However, the male respondents show a significant negative perception of citizen journalism in terms of

the eight credibility's items that are previously mentioned, unlike their female counterparts.

The majority of male respondents show a significantly disagreement with that citizen journalism is biased (M=2.4), while most of female respondents hold a neutral view regarding the previous opinion (M=3.1). However, the difference between those two mean scores is significant ($t=-6.705$; $p=0.00$). On the other hand, although both male and female respondents show a relative agreement that citizen journalists' content is usually current, (M=3.3) and (M=3.8) respectively, complete, (M=3.1) and (M=3.6) respectively, and accurate, (M=3.3) and (M=3.8) respectively, the mean scores of the three previously mentioned credibility's items among female respondents significantly exceed the male respondents ($t=-7.095$; $p=0.00$), ($t=-5.264$; $p=0.00$), ($t=-5.280$; $p=0.00$) respectively

(Check Table 5).

Criteria	Male respondents (n=176)			Female respondents		
	\bar{X}	Mo	Mdn	\bar{X}	Mo	Mdn
1. Citizen journalists' content is current.	3.32	3.00	3.00	3.86	4.00	4.00
2. Citizen journalists' content is complete/comprehended.	3.19	3.00	3.00	3.69	4.00	4.00
3. Citizen journalists' content is accurate.	3.00	3.00	3.00	3.52	3.00	3.00
4. Citizen journalists' content is biased.	2.40	2.00	2.00	3.12	3.00	3.00
5. Citizen journalists' content is trustworthy.	2.85	2.00	3.00	3.46	3.00	3.00
6. Citizen journalists' content is popular.	3.26	4.00	3.00	3.78	4.00	4.00
7. Citizen journalists' content is fair.	2.76	3.00	3.00	3.59	3.00	3.50
8. Citizen journalists' content is objective.	2.84	3.00	3.00	3.66	4.00	4.00
9. Citizen journalists' content provides in-depth information.	2.82	3.00	3.00	3.52	3.00	3.50
10. Citizen journalists' content is professional.	2.71	3.00	3.00	3.39	3.00	3.00

11. Citizen journalists' content presents a diversity of opinion.	2.94	2.00	3.00	3.45	3.00	3.00
12. Citizen journalists' content is honest.	2.87	3.00	3.00	3.42	3.00	3.00
Total:	2.91			3.54		
Note: values are 5-points Likert scale, where (1= strongly disagree), (2=disagree), (3=neutral), (4=agree), and (5=strongly agree)						

Table 5: The gender differences regarding the perceived credibility of citizen journalists' content.

C) Gender difference and the perceived professional roles of citizen journalists:

The female respondents are more likely to associate citizen journalism with items of disseminator role (M=3.6) and interpreter role (M=3.6) comparing to their male counterparts, who showed a significant disagreement with the correlation between citizen journalism and disseminator role (M=2.8) and interpreter role (M=2.8). On the other hand, it was found that female respondents showed a significant agreement with the positive correlation between citizen journalists and adversary (M=3.8), mobilizer (M=3.6), and civic roles (M=3.7), while the majority of male respondents showed a neutral opinion regarding the association between citizen journalists and three previously mentioned professional roles, (M=3.0), (M=3.0), and (M=3.0) respectively. Through conducting *t*-test, it was found the difference between female and male respondents' mean scores regarding the professional roles scale were significant as $p < 0.05$ in all items (Check Table 6).

Criteria	<u>Male respondents</u>			<u>Female respondents</u>			<i>t</i>
	\bar{X}	Mo	Mdn	\bar{X}	Mo	Mdn	
Disseminator Role:							
14. Citizen journalists get information/news to the public fast.	3.20	3.00	3.00	3.74	4.00	4.00	-6.196 $p=0.00$

15. Citizen journalists usually verify information and facts.	2.72	3.00	3.00	3.57	3.00	4.00	-10.267 <i>p</i> =0.00
16. Citizen journalists usually stay away from news when facts cannot be verified.	2.71	3.00	3.00	3.56	3.00	4.00	-10.371 <i>p</i> =0.00
Total mean:	2.898				3.63		
Cronbach's Alpha	0.771				0.751		
<u>Interpreter</u>							
17. Citizen journalists provide an analysis and explanation of complex information.	2.82	3.00	3.00	3.63	4.00	4.00	-8.764 <i>p</i> =0.00
18. Citizen journalists investigate statements made by governmental officials.	2.86	3.00	3.00	3.59	4.00	4.00	-9.196 <i>p</i> =0.00
19. Citizen journalists discuss national policy, while it is being developed.	2.90	3.00	3.00	3.74	4.00	4.00	-10.321 <i>p</i> =0.00
Total mean:	2.86				3.65		
Cronbach's Alpha	0.754				0.800		
<u>Adversary:</u>							
20. Citizen journalists play the watchdog role (<i>monitoring the government and businessmen for public</i>).	3.06	3.00	3.00	3.81	4.00	4.00	-9.480 <i>p</i> =0.00
<u>Mobilizer</u>							
21. Citizen journalists provide public with relaxation and entertainment.	2.92	3.00	3.00	3.26	3.00	3.00	-4.763 <i>p</i> =0.00
22. Citizen journalists motivate public to be involved in public discussions of important issues.	3.13	3.00	3.00	3.89	4.00	4.00	-9.049 <i>p</i> =0.00
23. Citizen journalists concentrate on news, which is of important to the widest possible audience.	3.22	3.00	3.00	3.97	4.00	4.00	-9.373 <i>p</i> =0.00
24. Citizen journalism sets the political agenda.	2.85	3.00	3.00	3.44	3.00	3.00	-7.874 <i>p</i> =0.00
Total mean:	3.03				3.64		
Cronbach's Alpha	0.782				0.530		
<u>Civic</u>							

25. Citizen journalists motivate citizens to contribute to decision-making on public issues.	2.99	3.00	3.00	3.70	4.00	4.00	-9.647 <i>p</i> =0.00
26. Citizen journalists investigate citizen's priorities regarding social issues.	3.02	3.00	3.00	3.74	4.00	4.00	-9.263 <i>p</i> =0.00
Total mean:	3.00			3.72			
Cronbach's Alpha	0.734			0.676			

Note: values are 5-points Likert scale, where (1= strongly disagree), (2=disagree), (3=neutral), (4=agree), and (5=strongly agree)

Table 6: The gender difference regarding the perceived journalistic professional roles of citizen journalists.

6.2.2 Age factor:

A) Age difference and the dependency on different mediums as source of information:

The sample contains different age groups ranged from 15 to more than 45 years old, however, 40.5% (n=142) of the total sample aged from 25 to less than 25 years old, who represents the main citizen journalism audience. On the other hand, 30.8% (n=108) of the respondents aged from 25 to less than 35 years old, while 19.1% (n=67) of them aged from 35 to less than 45 years old and only 9.4% (n=33) of the sample aged more than 45 years old. However, the responses regarding seeking different mediums for information differ according to age group. Although three age groups, who aged from 15 to less than 25 years old and from 25 to less than 35 years old and from 35 to 45 years old, prefer Internet as the main medium for information, the respondents, who aged more than 45 years old, choose television over the other mediums for information. 88% (n=125) of respondents who aged from 15 to less than 25 years old reported that they use Internet for information, followed by television, which is chosen by 12% (n=17) of them. Internet is the most medium used for information by 82.4% (n=89) of respondents aged

from 25 to less than 35 years old and 56.7% (n=38) of respondents aged from 35 to less than 45 years old, followed by television, which is chosen by 17.6% (n=19) of respondents aged from 25 to less than 35 years old and 26.9% (n=18) of respondents aged from 35 to less than 45 years old. 57.6% (n=19) of respondents who aged more than 45 years old choose television as the main information source, while 24.2% (n=8) of them depend on newspapers for information. As the Pearson Chi Square is calculated, it was found that the differences between the four age groups in their dependency on different mediums for information are significant, ($\chi^2=99.898$; $p=0.000$) (Check Figure 13).

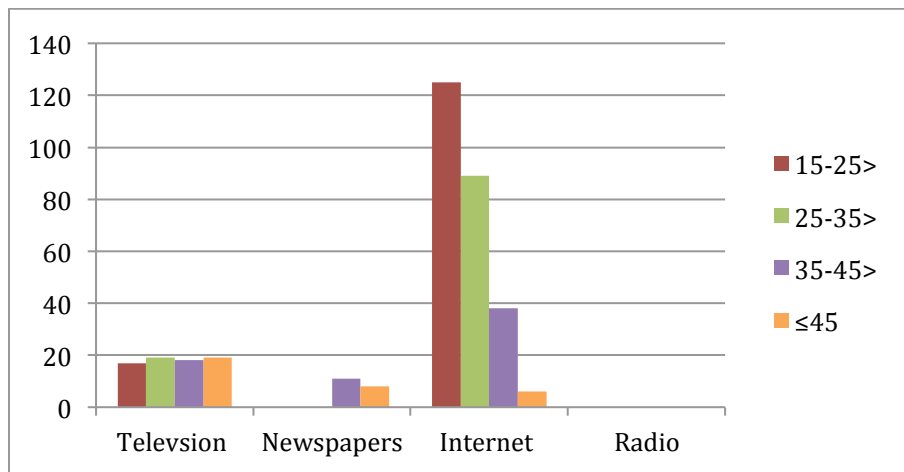


Figure 13: The age differences regarding dependency on different mediums for information.

65.5% (n=93) of the respondents aged from 15 to less than 25 years old and 63.9% (n=69) of those who aged from 25 to less than 35 years old spend three hours and more on Internet daily, while 28.2% (n=40) of the group aged from 15 to less than years old and 30.6% (n=33) from those aged from 25 to less than 35 years old use internet from one hour to less than three hours per day. On the other hand, 58.2% (n=39) of the respondents aged from 35 to less than 45 years old and 75.8% (n=25) of respondents

aged more than 45 years old spend one hour to less than three hours per day on the Internet. According to Pearson Chi Square, there is a significant difference between age groups in the amount of time that they spend daily on the Internet, ($\chi^2=82.463$; $p=0.000$)

(Check Figure 14).

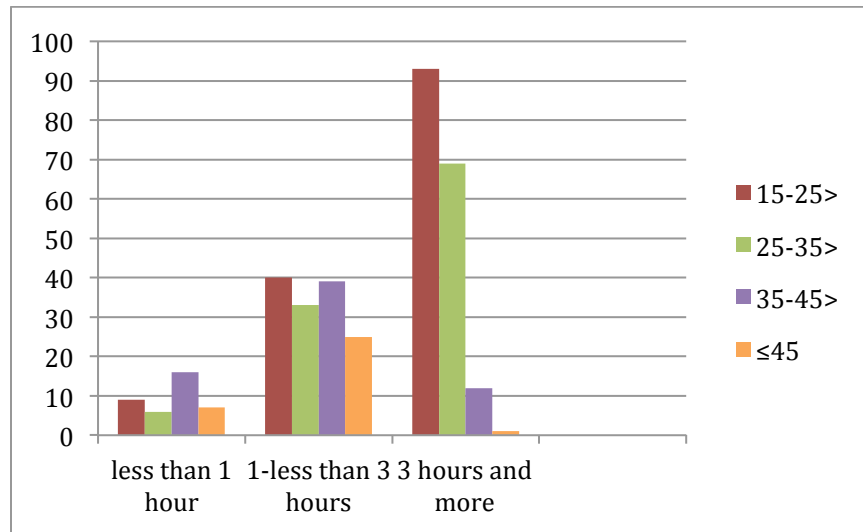


Figure 14: The age differences regarding the time respondents spend on Internet daily by hourly rate.

Regarding the dependency on different online platforms for information, social media was the most online medium used for information among young groups as 69% (n=98) from respondents aged from 15 to less than 25 years old and 60.2% (n=65) from the group aged from 25 to less than 35 years old depend on social media for information the most, followed by online newspapers, which were chosen by 27.5% (n=39) from those aged from 15 to less than 25 years old and 30.6% (n=33) from respondents aged from 25 to less than 35 years old. On the other hand, online newspapers were the main online platform that used for information by 50.7% (n=34) from respondents aged from 35 to less than 45 years old and 72.7% (n=24) from those aged more than 45 years old, while 49.3% (n=33) from group aged from 35 to less than 45 years old and 27.3% (n=9)

from those aged more than 45 years old depend on social media for information. On the other hand, Pearson Chi Square results supported the significant of differences among age groups regarding their dependency on different online platforms for information ($\chi^2=39.348$; $p=0.000$) (Check Figure 15).

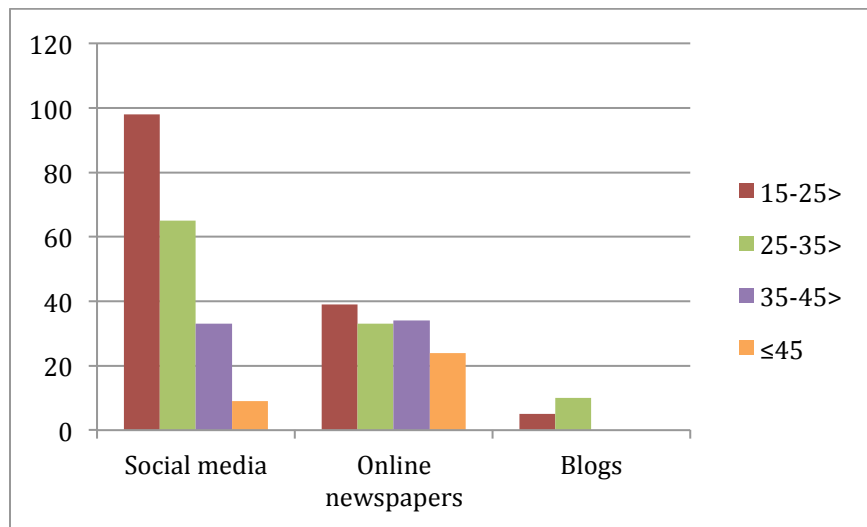


Figure 15: The age differences regarding dependency on different online platforms for information.

The frequency of exposure to online user-generated content and citizen journalists' content varied among respondents based on their age as younger groups are more likely to be exposed to such content more than the elder groups weekly. 71.8% (n=102) from group aged from 15 to less than 25 years old and 73.1% (n=79) from group aged from 25 to less than 35 years old reported that they are usually exposed to online content produced by ordinary citizens, whether text or video, more than three times to less than six times per week. On the other hand, 44.8% (n=30) from respondents aged from 35 to less than 45 years old and 69.7% (n=23) from group aged more than 45 years old reported that they usually watch or read an online user-generated content or citizen journalists' content once to three times per week. The difference among the four age

groups regarding the frequency of reading or watching online content by ordinary citizen is significant, ($\chi^2=81.919$; $p=0.000$) (Check Figure 16).

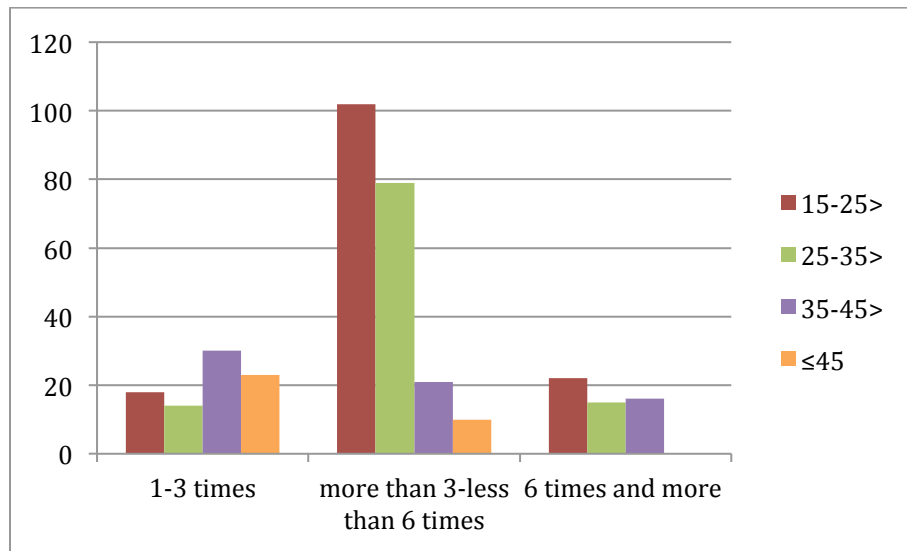


Figure 16: The amount of exposure to UGC/citizen journalism per week among age groups.

Regarding the previous experience with participating in creating online content related to citizen journalism, it was found that young age groups are more likely to express their previous experience in producing such content. 61.3% (n=87) from respondents aged from 15 to less than 25 years old and 52.8% (n=57) from respondents aged from 25 to less than 35 years old participated before in producing UGC or content related to citizen journalism before. On the other hand, 52.2% (n=35) from group aged from 35 to less than 45 years old and 72.7% (n=24) from those who aged more than 45 years old stated that they do not have any previous experience in participating or producing such content before. Through conducting Pearson Chi Square, the difference in previous experience of producing content related to citizen journalism before is significant among the four age groups, ($\chi^2=13.198$; $p=0.004$) (Check Figure 17).

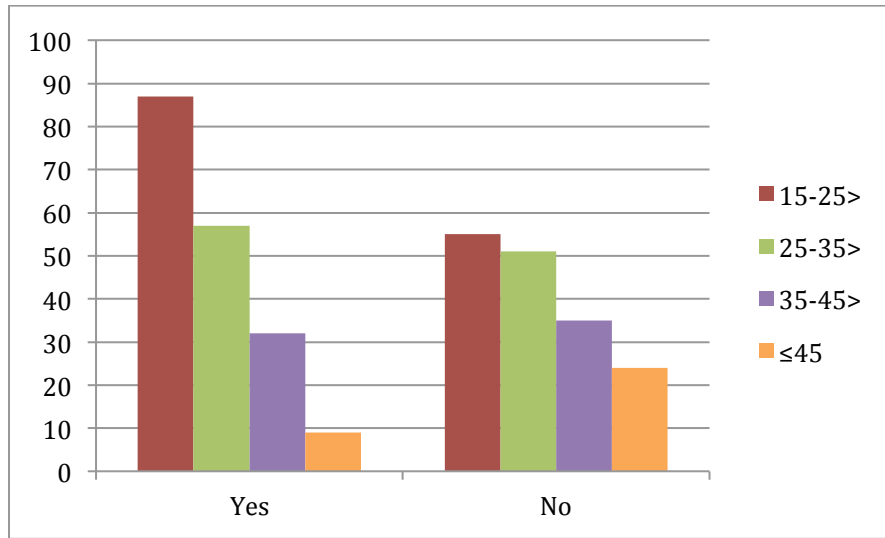


Figure 17: the age differences regarding the previous experience of producing user-generated content or citizen journalism before.

Regarding different motives of seeking citizen journalism related content or online UGC, all different age groups seek such content for obtaining information as 35.9% (n=51) from the group aged from 15 to less than 25 years old, 42.6% (n=46) from those aged from 25 to less than 35 years old, 59.7% (n=40) from respondents aged from 35 to less than 45 years old, and 60.6% (n=20) from those aged more than 45 years old choose surveillance as their first reason for consuming citizen journalists' content or UGC, followed by entertainment reason. However, 19.7% (n=28) from respondents aged from 15 to less than 25 years old, 7.5% (n=5) from those aged from 35 to less than 45 years old, and 6.1% (n=2) from those aged more than 45 years old read or watch online content written or produced by ordinary citizens for escaping time, while 17.6% (n=19) from group aged from 25 to less than 35 years old seek such content for relaxation. The previous mentioned differences between the age groups in their responses regarding their reasons of exposure to UGC or citizen journalism are significant, ($\chi^2=23.875$; $p=0.005$) (Check Figure 18).

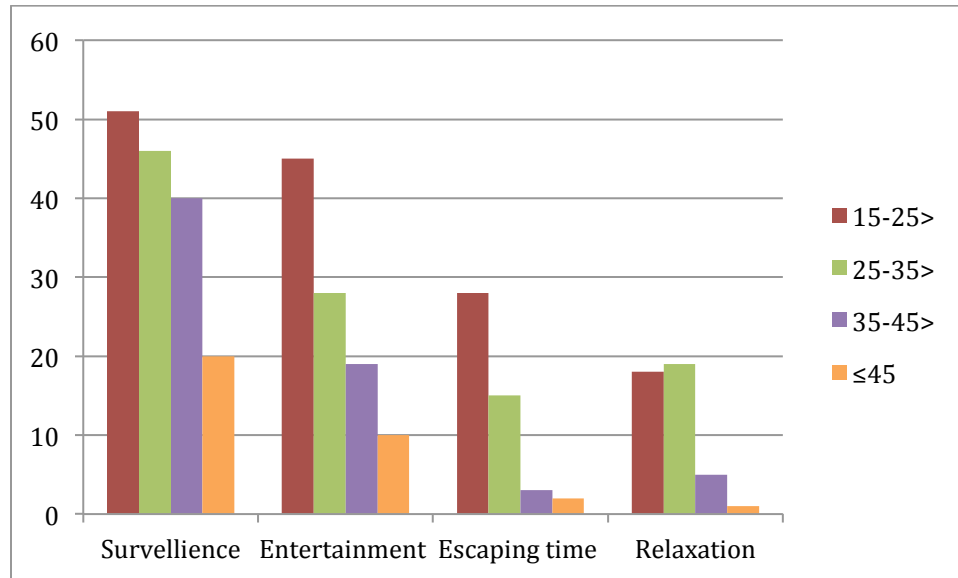


Figure 18: age differences regarding the different motives of consuming the UGC and citizen journalism.

B) Age difference and the perceived credibility of citizen journalism/UGC:

Regarding the perceived credibility of citizen journalism and user-generated content, the responses significantly varied based on the age of respondents. It was found the youngest age group in the sample, who aged from 15 to less than 25 years old, are more likely to perceive citizen journalists' content and online user-generated content as credible information (M=3.3) more than other elder groups who aged from 25 to less than 35 years old (M=3.2) and who aged from 35 to less than 45 years old (M=3.1). However, it was found also the eldest age group are the least likely to perceive the online news or stories written by ordinary people as credible information (M=2.7) comparing to others. Although respondents who aged more than 45 years old showed a significant disagreement with all statements that assume that there is a positive correlation between citizen journalism and the majority of credibility items, including accuracy, currency, etc., they agreed significantly with assuming that the citizen journalism is popular

(M=3.3). However, group who aged more than 45 years old significantly do not consider citizen journalists' content as a biased content (M=2.6).

According to ANOVA test, the difference between age groups in the credibility scale of citizen journalism is significant, including differences between them in considering citizen journalism as current ($F=16.603;p=0.000$), complete ($F=3.327;p=0.020$), accurate ($F=10.089;p=0.000$), biased ($F=3.228;p=0.023$), trustworthy ($F=7.639;p=0.000$), fair ($F=8.097;p=0.000$), objective ($F=13.980;p=0.000$), containing in-depth information ($F=8.181;p=0.000$), professional ($F=12.145;p=0.000$), presenting diversity of opinions ($F=5.350;p=0.001$), and honest ($F=11.173;p=0.000$). However, the differences among age groups in considering citizen journalists' content as popular were not significant as the $p>0.05$ ($F=0.717;p=0.542$) (**Check Table 7**).

Criteria	15-25>	25-35>	35-45>	≤45
	\bar{X}	\bar{X}	\bar{X}	\bar{X}
1. Citizen journalists' content is current.	3.78	3.71	3.29	2.96
2. Citizen journalists' content is complete/comprehended.	3.56	3.50	3.01	2.57
3. Citizen journalists' content is accurate.	3.46	3.36	3.01	2.57
4. Citizen journalists' content is biased.	2.67	2.67	3.11	2.69
5. Citizen journalists' content is trustworthy.	3.35	3.21	2.98	2.48
6. Citizen journalists' content is popular.	3.55	3.46	3.61	3.36
7. Citizen journalists' content is fair.	3.39	3.20	2.97	2.57
8. Citizen journalists' content is objective.	3.52	3.25	3.02	2.48
9. Citizen journalists' content provides in-depth information.	3.39	3.12	3.04	2.69
10. Citizen journalists' content is professional.	3.30	3.00	2.86	2.45
11. Citizen journalists' content presents a diversity of opinion.	3.34	3.06	3.34	2.75
12. Citizen journalists' content is honest.	3.39	3.19	2.92	2.39

Total:	3.39	3.23	3.12	2.71
Note: values are 5-points Likert scale, where (1= strongly disagree), (2=disagree), (3=neutral), (4=agree), and (5=strongly agree)				

Table 7: The age differences regarding the perceived credibility of citizen journalists' content.

B) Age difference and the perceived professional roles of citizen journalists:

The responses regarding the perceived professional roles of citizen journalism differ among respondents according to their age group. Although age group from 15 to less than 25 years old supported the positive correlation between citizen journalism and the five presented professional roles the most comparing to other age groups, including disseminator role (M=3.4), interpreter role (M=3.5), adversary role (M=3.6), mobilizer role (M=3.5), and civic role (M=3.6), respondents in age groups from 25 to less than 35 years old and from 35 to less than 45 years old also showed a slightly agreement that citizen journalism is correlated positively with the most of professional roles, especially adversary, (M=3.3) and (M=3.3) respectively, and mobilizer roles, (M=3.2) and (M=3.2) respectively. Contradictory, the eldest age group, who aged more than 45 years old, is the only age group that did not support the relation between citizen journalism and any of professional roles, either disseminator (M=2.7) or interpreter (M=2.7) or adversary (M=2.6) or mobilizer (M=2.8) or civic (M=2.8).

Through conducting ANOVA test, it was found the differences between age groups in supporting the correlation between citizen journalism and all of professional roles are significant ($p < 0.05$). Regarding the items that measure disseminator roles, the differences between the 4 age groups in supporting the association between citizen journalists and fast delivery of information ($F=5.709; p=0.001$), verification of

information ($F=10.745;p=0.000$), and eliminating facts that cannot be verified ($F=11.955;p=0.000$), were significant. The differences among those groups regarding their opinions about the correlation between citizen journalists and providing analysis of complex information ($F=5.440;p=0.001$), verifying governmental statements ($F=17.286;p=0.000$), and discussing national policy during its development ($F=11.181;p=0.000$), were also significant (**Check Table 8**).

	<u>15-25></u>	<u>25-35></u>	<u>35-45></u>	<u>≤45</u>	
Criteria	\bar{x}	\bar{x}	\bar{x}	\bar{x}	F
<u>Disseminator Role:</u>					
1. Citizen journalists get information/news to the public fast.	3.63	3.43	3.44	2.96	5.709 ($p=0.001$)
2. Citizen journalists usually verify information and facts.	3.38	3.11	3.04	2.66	10.645 ($p=0.000$)
3. Citizen journalists usually stay away from news when facts cannot be verified.	3.45	2.96	3.08	2.72	11.955 ($p=0.000$)
Total mean:	3.488	3.17	3.19	2.72	
Cronbach's Alpha	0.774	0.856	0.793	0.409	
<u>Interpreter</u>					
4. Citizen journalists provide an analysis and explanation of complex information.	3.37	3.27	3.13	2.66	5.440 ($p=0.001$)
5. Citizen journalists investigate statements made by governmental officials.	3.54	3.12	3.02	2.60	17.286 ($p=0.000$)
6. Citizen journalists discuss national policy, while it is being developed.	3.61	3.10	3.25	2.90	11.181 ($p=0.000$)
Total mean:	3.50	3.17	3.13	2.72	
Cronbach's Alpha	0.816	0.880	0.741	0.500	
<u>Adversary:</u>					

7.	Citizen journalists play the watchdog role (<i>monitoring the government and businessmen for public</i>).	3.69	3.39	3.31	2.69	15.615 (<i>p=0.000</i>)
	<u>Mobilizer</u>					
8.	Citizen journalists provide public with relaxation and entertainment.	3.14	2.90	3.37	2.90	7.573 (<i>p=0.000</i>)
9.	Citizen journalists motivate public to be involved in public discussions of important issues.	3.84	3.49	3.22	2.72	21.107 (<i>p=0.000</i>)
10.	Citizen journalists concentrate on news, which is of important to the widest possible audience.	3.78	3.67	3.34	3.06	10.128 (<i>p=0.000</i>)
11.	Citizen journalism sets the political agenda.	3.29	3.01	3.25	2.69	7.542 (<i>p=0.000</i>)
	Total mean:	3.51	3.27	3.29	2.84	
	Cronbach's Alpha	0.589	0.818	0.823	0.836	
	<u>Civic</u>					
12.	Citizen journalists motivate citizens to contribute to decision-making on public issues.	3.61	3.24	3.16	2.90	12.194 (<i>p=0.000</i>)
13.	Citizen journalists investigate citizen's priorities regarding social issues.	3.69	3.27	3.14	2.81	17.033 (<i>p=0.000</i>)
	Total mean:	3.65	3.25	3.15	2.86	
	Cronbach's Alpha	0.689	0.844	0.665	0.521	
Note: values are 5-points Likert scale, where (1= strongly disagree), (2=disagree), (3=neutral), (4=agree), and (5=strongly agree)						

Table 8: The age difference regarding the perceived journalistic professional roles of citizen journalists.

6.3 The correlation between dependency on Internet for information and perceived credibility of citizen journalism:

Regarding the effect of the preference of certain medium for information on the perceived credibility of citizen journalism, it was found that respondents, who prefer Internet as main source of information, are more likely to perceive the online content produced by ordinary citizen as more credible (M=3.3) than others who prefer television (M=2.4) and newspaper (M=2.6) as the main source of information. However, respondents, who use newspapers for information, perceive online UGC and citizen journalists’ content as popular (M=3.8), while they do not perceive the same content as current (M=2.8), complete (M=2.9), accurate (M=2.4), etc. Regarding considering citizen journalists’ content as biased, none of any groups, which prefer different mediums for information, considered online content that produced by ordinary citizen as biased content, especially respondents who prefer television (M=2.1), followed by newspaper (M=2.4), followed by Internet (M=2.9).

Through conducting ANOVA test, it was found that the differences between the three groups regarding their responses of the credibility scale of online UGC or citizen journalists’ content were significant as $p < 0.05$ in all credibility items. This gives an indication about that there is a positive correlation between using the Internet as the main source of information and perceiving the online content by ordinary citizens as credible information (**Check Table 9**)

Criteria	Television \bar{X}	Newspaper \bar{X}	Internet \bar{X}	F
1. Citizen journalists’ content is current.	2.86	2.89	3.84	83.278 $p=0.000$

2. Citizen journalists' content is complete/comprehended.	2.68	2.94	3.69	47.971 <i>p=0.000</i>
3. Citizen journalists' content is accurate.	2.41	2.68	3.54	55.651 <i>p=0.000</i>
4. Citizen journalists' content is biased.	2.10	2.47	2.96	22.068 <i>p=0.000</i>
5. Citizen journalists' content is trustworthy.	2.32	2.73	3.42	42.443 <i>p=0.000</i>
6. Citizen journalists' content is popular.	2.78	3.84	3.70	34.030 <i>p=0.000</i>
7. Citizen journalists' content is fair.	2.42	2.47	3.44	45.887 <i>p=0.000</i>
8. Citizen journalists' content is objective.	2.36	2.84	3.52	61.091 <i>p=0.000</i>
9. Citizen journalists' content provides in-depth information.	2.54	2.68	3.39	40.648 <i>p=0.000</i>
10. Citizen journalists' content is professional.	2.49	2.36	3.25	35.396 <i>p=0.000</i>
11. Citizen journalists' content presents a diversity of opinion.	2.64	2.68	3.39	26.207 <i>p=0.000</i>
12. Citizen journalists' content is honest.	2.63	2.36	3.35	23.597 <i>p=0.000</i>
Total:	2.45	2.68	3.39	
Note: values are 5-points Likert scale, where (1= strongly disagree), (2=disagree), (3=neutral), (4=agree), and (5=strongly agree).				
* The radio was removed from the comparison as none of the respondents choose it.				

Table 9: the responses of different groups with different mediums preferences on the credibility scale of the citizen journalists' content.

6.4 The correlation between the previous experience of producing UGC before and the perceived credibility of citizen journalism:

It was found that the respondents who have a previous experience of producing an online content related to citizen journalism before are more likely to perceive UGC and citizen journalism as credible, (M=3.6) than those who do not have a similar previous experience, (M=2.7). However, respondents who did not produce user-generated content before are less likely to perceive citizen journalism as biased content (M=2.2), while the

majority of respondents who produce online user-generated content before have a neutral view regarding the bias of citizen journalists' content, (M=3.1). However, through conducting *t*-test, it was found that the differences in the mean scores on all items of credibility scale of citizen journalists' content among both groups, who produced or did not produce user-generated content before, are significant as $p < 0.05$ (Check Table 10).

Criteria	<u>Yes</u>	<u>No</u>	<i>T</i>
	\bar{X}	\bar{X}	
1. Citizen journalists' content is current.	4.02	3.10	14.054 <i>p</i> =0.000
2. Citizen journalists' content is complete/comprehended.	3.92	2.90	12.427 <i>p</i> =0.000
3. Citizen journalists' content is accurate.	3.71	2.75	10.698 <i>p</i> =0.000
4. Citizen journalists' content is biased.	3.18	2.29	8.726 <i>p</i> =0.000
5. Citizen journalists' content is trustworthy.	3.65	2.60	11.228 <i>p</i> =0.000
6. Citizen journalists' content is popular.	3.92	3.06	9.704 <i>p</i> =0.000
7. Citizen journalists' content is fair.	3.57	2.72	9.094 <i>p</i> =0.000
8. Citizen journalists' content is objective.	3.64	2.80	9.493 <i>p</i> =0.000
9. Citizen journalists' content provides in-depth information.	3.52	2.78	9.266 <i>p</i> =0.000
10. Citizen journalists' content is professional.	3.32	2.73	7.019 <i>p</i> =0.000
11. Citizen journalists' content presents a diversity of opinion.	3.50	2.86	6.962 <i>p</i> =0.000
12. Citizen journalists' content is honest.	3.47	2.78	6.885 <i>p</i> =0.000
Total:	3.62	2.78	

Note: values are 5-points Likert scale, where (1= strongly disagree), (2=disagree), (3=neutral), (4=agree), and (5=strongly agree).

Table 10: the effect of the prior experiment of citizen journalists' content on the perceived credibility on the citizen journalists' content.

6.5 The correlation between surveillance need and the perceived credibility of citizen journalism:

It was found that respondents, who seek user-generated content or citizen journalist’s content for surveillance reason, are more likely to perceive this content as more credible, (M=3.5), than respondents who seek the same content for entertainment (M=2.9), escaping time (M=2.9), and relaxation (M=2.9). However, the respondents, who seek such online content for escaping time, are less likely to perceive citizen journalists’ content as biased, (M=2.1), followed by those who seek same content for relaxation, (M=2.7), and entertainment, (M=2.6). However, according to ANOVA test, it was found the differences among the four groups with different motives regarding their responses on items of the credibility scale of citizen journalists’ content are significant as $p < 0.05$ in all items (**Check Table 11**).

Criteria	Surveillance	Entertainment	Escaping	Relaxation	F
	\bar{X}	\bar{X}	time \bar{X}	\bar{X}	
1. Citizen journalists’ content is current.	3.87	3.38	3.22	3.46	15.570 $p=0.000$
2. Citizen journalists’ content is complete/comprehended.	3.92	3.16	3.0	2.81	35.470 $p=0.000$
3. Citizen journalists’ content is accurate.	3.71	2.95	2.89	2.76	25.026 $p=0.000$
4. Citizen journalists’ content is biased.	3.17	2.60	2.18	2.27	18.960 $p=0.000$
5. Citizen journalists’ content is trustworthy.	3.68	2.72	2.64	2.83	31.995 $p=0.000$
6. Citizen journalists’ content is popular.	4.01	3.13	3.06	3.13	33.314 $p=0.000$
7. Citizen journalists’ content is fair.	3.43	2.99	2.89	2.97	7.423 $p=0.000$

8. Citizen journalists' content is objective.	3.49	3.07	2.97	3.04	7.167 <i>p</i> =0.000
9. Citizen journalists' content provides in-depth information.	3.36	3.06	3.00	2.95	5.186 <i>p</i> =0.002
10. Citizen journalists' content is professional.	3.17	2.85	3.04	3.04	3.27 <i>p</i> =0.027
11. Citizen journalists' content presents a diversity of opinion.	3.52	2.84	2.87	3.23	15.949 <i>p</i> =0.000
12. Citizen journalists' content is honest.	3.29	2.96	3.02	3.18	2.699 <i>p</i> =0.046
Total:	3.55	2.98	2.90	2.97	
Note: values are 5-points Likert scale, where (1= strongly disagree), (2=disagree), (3=neutral), (4=agree), and (5=strongly agree).					

Table 11: The effect of the motives for seeking citizen journalism on the perceived credibility of citizen journalists' content.

7. Results:

Hypothesis 1:

H1: The gender of respondents affects the level of the perceived credibility of UGC and citizen journalists' content.

Through the findings, H1 was supported, as the female respondents are more likely to score high in the perceived credibility scale of the citizen journalists' content more than their male counterparts. Female respondents perceived citizen journalists' content as complete, accurate, trustworthy, fair, objective, containing in-depth information, professional, and honest more than their male counterparts do. However, the only item that male respondents scored higher than female respondents did was unbiased of the citizen journalists' content as they disagreed with the opinion that assumes the bias of citizen journalists' content, while the female respondents hold a neutral view.

Hypothesis 2:

H2: There is a negative correlation between the age of the respondents and the perceived credibility of UGC and citizen journalists' content.

H2 was supported as the youngest age group scored the highest in the credibility scale of the citizen journalists' content, while the oldest group scored the lowest in the credibility scale of the citizen journalists' content. It was found that the young age groups are more likely to perceive citizen journalists' content as more credible, especially in terms of accuracy, trustworthy, fairness, objectivity, professionalism, containing in-depth information, honesty, and presenting diversification of opinions, more than older groups. In addition, the young age groups are more likely depend on Internet more than older

groups for information and are more likely to have a prior experience in participating in producing citizen journalism-related content before than the old age groups.

Hypothesis 3:

H3: The reliance on Internet as a source of information increases the perceived credibility of UGC and citizen journalists' content.

The findings supported H3, as there is a positive correlation between choosing Internet as the main source of information and the high level of the perceived credibility of citizen journalists' content. Respondents, who depend on Internet as the main source of information, are more likely to perceive citizen journalists' content as more credible than others, who depend on television or newspaper, especially in terms of the perceived accuracy, completeness, currency, trustworthy, fairness, objectivity, professionalism, presenting in-depth information, presenting diversity of opinions, and honesty of citizen journalists' content. However, the majority of respondents prefer Internet as their main source of information among other mediums, including television, newspapers, and radio. In addition, it was found that female respondents are more likely to prefer Internet as source of information than their male counterparts. Similarly, young age groups reported that they usually depend on Internet for information more than old groups did.

Hypothesis 4:

H4: The previous experience of participating in producing UGC and citizen journalists' content increased the level of the perceived credibility of the UGC and citizen journalists' content.

H4 was supported, as the responds who are familiar with online citizen-based content through participating in producing this content before are more likely to perceive

such content as credible than other respondents who do not have similar experience. In addition, the number of respondents from the total sample who reported that they have a previous experience in creating such content exceeded the number of those who do not have such experience. Age and gender affects the probability of being involved in producing such content before. It was found that being a female enhance the probability of having a previous experience of participating in producing online citizen-based content before more than being a male. In addition, young age group is more likely to produce such content before than old age groups.

Hypothesis 5:

H5: The motives of seeking UGC and citizen journalists' content online affects the perceived credibility of the UGC and citizen journalists' content.

H5 was supported as it was found that seeking the online citizen journalists' content for surveillance needs enhances the perceived credibility of such content more than seeking the same content for either entertainment or relaxation or escaping time. However, the majority of respondents reported that they seek online citizen journalists' content to fulfill their surveillance needs and obtain information, followed by entertainment needs. In addition, although the female respondents seek online citizen journalists' content for information more than their counterparts, but the results clarified that the difference between the two gender groups regarding their motives of seeking such content is not significant. In addition, it was found there is a positive correlation between the young age and seeking online citizen journalists' content for obtaining information.

Research question:

Q: What are the journalistic professional roles that are related to citizen journalists according to Egyptians' perception?

Although the score of the perceived journalistic professional roles are high in majority of items, it was found that the Egyptian respondents are more likely to relate citizen journalists to oppositionist role, agitator role, and civic role more than disseminator and interpreter roles. Although the respondents are less likely to relate citizen journalists to disseminator role comparing to other roles, they are significantly think that the citizen journalists play an important role in the fast delivery of the news. However, it was found that female respondents are more likely to associate citizen journalists with the majority of journalistic professional roles more than their male counterparts do. In addition, the young age groups are more likely to relate citizen journalists to the most of journalistic professional roles than the old age groups do.

8. Discussion:

As media trends, including news production and consumption, have been changed in Egypt after the 25 January revolution, this study aims at examining the degree of the perceived credibility of citizen journalists' content. Unlike Parker & Plank (2000) and similar to Diddi and LaRose (2006), it was found that the majority of respondents depend on Internet for information more than other mediums. In addition, the half of the total sample in this study is a heavy user of Internet as they spend more than three hours online daily. The social media is the most preferred online mediums for information among almost six in ten respondents prefer social media as the main online source of information over than online newspapers and blogs, which is consistent with the findings of Similarly to Tufekci and Wilson (2012). In addition, it was found that more than half of the sample from Egyptians participated in creating online content related to citizen journalism before. In addition, the majority of Egyptian respondents seek citizen journalists' content to gratify their surveillance needs more than entertainment, relaxation, escaping time needs, which is consistent with the finding of Chung et al. (2007) and contradicted with Metzger et al. (2003).

The findings supported that the Egyptians respondent's perceived citizen journalists' content as significantly credible information, especially in terms the currency, completeness, popularity, accuracy, objectivity, and containing diversity of opinions, which is consistent with the findings of Johnson and Kaye (2004); and contradicted with the finding of Chung et al. (2007) and Miller and Kurpius (2010). Regarding the factors that affect the level of the perceived credibility of online citizen-based content among Egyptian, it was found that there are five factors that affect the perceived credibility of

such content, which are the age of the respondents, the gender of the respondents, the dependency on Internet as the main source of information, the pre-existing experience and familiarity with the citizen journalists' content before, and seeking citizen journalists' content for obtaining information. Regarding the gender, it was found the Egyptian female respondents have a positive attitude toward citizen journalists' content in terms of their usage and perception. The Egyptian female respondents perceive citizen journalists' content as credible content comparing to the male respondents, which is consistent with Gottfried and Shearer (2016) and contradicted to the finding of Tufekci and Wilson (2012). However, the young age also facilitates the usage of citizen journalists' content and the perception of such content as the majority of Egyptian young respondents perceive online citizen journalists' content as credible information more than the old respondents. In addition, consistent with the finding of Johnson and Kaye (2002) and Johnson and Kaye (2004), the findings of this research supported that the reliance on Internet as the main source of information facilitates the perceived credibility of citizen journalists' content among Egyptians.

Align with the findings of Holton et al. (2013), this research supported that the previous experience in producing online citizen-based content affects the perceived credibility of online citizen journalists' content positively. In addition, it was found that respondents who seek such content for information needs are more likely to perceive this content as credible than others. Similar to Tong et al. (2008) and Metzger et al. (2003), it was found that the majority of respondents think that the publishing date of the citizen journalists' content which is contradicted to Westerman et al. (2012). In addition, the majority found that the professional experience and the

personal profile of the author and the information type, whether opinion or facts is significant to check and verify among Egyptian respondents. However, the information about whether the author is professional journalist or not is rated as not important among the majority of respondents.

Finally, supporting the findings of Nah and Chung (2012) and Chung and Nah (2013), the findings of this research supported that, in the eyes' of Egyptians internet users, citizen journalists are associated with adversary roles, which concerns with acting as watchdog for the public, mobilizer role, which concerns with motivating the public to participate in public discussions, and civic role, which concerns with motivating people to participate in decision making, more than interpreter and disseminator roles.

9. Conclusion:

The importance of this thesis lays on discovering the nature of consumption of citizen journalists' content among Egyptian youth and the perceived credibility of this content among them, especially after 25 January revolution. However, it was found that citizen journalist's content is highly used among Egyptians, along with other online forms of information, and is highly perceived as credible information.

The results of this study showed that reliance on Internet for information is significantly high comparing to other mediums, including television, newspaper, and radio, especially among female respondents and young age respondents more than male respondents and old age respondents. Also the finding showed that Egyptians are heavy users of Internet, especially young age Egyptians as the majority of those aged from 15 to 35 years old spend more than three hours per day on Internet. In addition, the findings

showed that the social media is very popular among Egyptians as the main online source of information comparing to online newspapers and blogs, especially among females and young age Egyptians. The frequency of exposure to online citizen-based content is very high among Egyptian as the majority of respondents reported that they usually encounter with such content from more than three times to less than six times per week, especially young age and female respondents. Also it was found that the probability of participating in producing online user-generated content before is very high among Egyptians.

However, it was found that demographic factors, age and gender, affect the probability of producing UGC before. The number of Egyptian females, who participate in creating such content before, is more than Egyptian males, who have the same experience. In addition, there is a negative correlation between age and the probability of creating online UGC before. The main purpose of seeking online citizen journalists' content is the surveillance need, followed by entertainment, escaping time, and relaxation. However, the gender differences regarding the motives of seeking online citizen journalists' content was not significant, while the young Egyptians are more likely to seek such content for obtaining information, rather than entertainment, escaping time, and relaxation, more than old Egyptians.

Regarding the perceived credibility of the citizen journalists' content, the Egyptians' responses are very positive, especially in terms the currency, popularity, completeness, objectivity, and diversification of opinions in the citizen journalists' content. However, it was found that there is a positive correlation between being a female and having a high level of perceived credibility of citizen journalists' content. In addition, the age also affects the perceived credibility of citizen journalists' content as the young

Egyptians are more likely to perceive the citizen journalists' content as credible more than old Egyptians.

Regarding the perceived professional journalistic roles of citizen journalists, the findings showed that the Egyptians have a positive opinion regarding relation between citizen journalists and the five professional journalistic roles. However, Egyptians consider citizen journalists as more related to adversary, mobilizer, and civic roles than mobilizer and interpreter roles. In addition, Egyptian females have more positive attitude toward relating citizen journalists to professional journalistic roles than Egyptian males. Also there is a negative correlation between the age of Egyptians and potentiality of relating citizen journalists to the professional journalistic roles.

10. Limitations and recommendations:

One of the major limitations in this study is the lack of the literature on citizen journalism on one hand and on the Arab region online users on the other hand. In addition, the main limitation in this study is the variety and differences between the number of respondents included in each gender group and each age group. Although this study is considered as a starting point for understanding the nature of citizen journalists' content consumption in Egypt, a similar study should be conducted with an equal number of respondents in different age groups and gender groups to ensure fair comparison.

Further recommendation is that the news production, journalism code of ethics and journalistic standards have been changed after the emergent of citizen journalist's content, however, this phenomenon need further examination. The user-generated content and citizen journalists' content itself should be examined to provide an insight about the type of information that online users usually expose to. In addition, the collaboration

between the citizen journalists and traditional media should be examined and further examinations are needed to discover whether the traditional media labels and attributes the content to their owners in these cases.

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Appendix 1:



Documentation of Informed Consent for Participation in Research Study

Project Title: The Perceived Professionalism and Credibility of Citizen Journalism in Egypt.

Principal Investigator: Mona Mohamed Naguib Ahmed
(Mobile: 01147707911)

You are being asked to participate in a research study. The purpose of the research is to examine the perception of citizen journalism in Egypt, and the findings may be published and presented in the future. The expected duration of your participation is ten minutes.

*The procedures of the research will be answering each question according to your opinion.

*There will not be certain risks or discomforts associated with this research.

*There will not be benefits to you from this research.

*The information you provide for purposes of this research is confidential.

* Questions about the research, my rights, or research-related injuries should be directed to Ms. Mona Mohamed Naguib at 01147707911.

*Participation in this study is voluntary. Refusal to participate will involve no penalty or loss of benefits to which you are otherwise entitled. You may discontinue participation at any time without penalty or the loss of benefits to which you are otherwise entitled.

Signature _____

Printed Name _____

Date _____

1. Did you read/watch citizen journalism content before (ex. news/stories written on online blogs or social media)?

- Yes (*move to the next question*)
- No (*terminate question*)

2. Which one of the following medium do you depend on usually as a source of information?

- Television.
- Radio.
- Newspaper.
- Internet.

3. How many hours per day do you spend on Internet?

- Less than one hour daily.
- 1 hour-less than 3 hours.
- 3 hours and more.

4. Which one of the following online medium do you depend on usually as a source of information?

- Social media
- Online Newspapers websites.
- Blogs
- Others.

5. How many times do you read online stories written by ordinary people/users, whether on social media or blogs, per week?

- Non.
- Once to three times.
- More than three times to less than six times.
- More than six times.

6. Did you write any news/stories on online user-generated content websites before, like blog or social media?

- Yes.
- No.

7. Please select the choice that represents your reason for using user-generated content websites before?

- Obtaining different kind of information.
- Entertainment
- Escaping time.
- Relaxation.
- Others. *(Please specify -----)*.

8. Please choose the option that expresses your level of agreement with each statement:

Question	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1. I use user-generated content website (ex. social media/blogs) to get news about current events.					
2. I watch videos posted by others on social media/Blogs/YouTube.					
3. I read blogs frequently.					
4. I browse news/stories written by ordinary people online, whether on social media or blogs, frequently.					
5. Citizen journalism (including eye-witness stories and user-generated content on social media or blogs) gives ordinary people a chance to express themselves.					
6. Citizen journalism covers stories that should be covered.					
7. Citizen journalism helps me connect with other people.					
8. Citizen journalism is more opinion-based than fact.					

9. Please select the choice that represents your perception of user-generated content or citizen journalists' content:

Question	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1. I think citizen journalists' content/user-generated content is current.					
2. I think citizen journalists' content /online user-generated content is complete/comprehended.					
3. I think citizen journalists' content /online user-generated content is accurate.					
4. I think citizen journalists' content /online user-generated content is biased.					
5. I think citizen journalists' content/online user-generated content is trustworthy.					
6. I think citizen journalists' content /online user-generated content is popular.					
7. I think citizen journalists' content /online user-generated content is fair.					
8. I think citizen journalists' content /online user-generated content is objective.					
9. I think online citizen journalists' content /user-generated content provides in-depth information.					
10. I think citizen journalists' content /online user-generated content is professional.					
11. I think citizen journalists' content/online user-generated content presents a diversity of opinion.					
12. I think citizen journalists' content/online user-generated content is honest.					

10. Please select the most option that represents your online behaviour on *citizen journalists'* content /user generated content websites:

Question	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1. When I read news or a piece of information on citizen journalism/user generated content, I check whether the author is a professional journalist or not.					
2. I check the published date of online information on citizen journalism/user generated content is recent.					
3. I check if the information is the authors' opinion or fact.					
4. I usually look for other sources to verify the correctness and completeness of online citizen journalism/user generated content.					
5. I check the personal information about the author.					
6. I check the professional experience of the author.					
7. I check if the online information on citizen journalism/user generated content is supplemented with an additional URL.					

11. Please choose the option that expresses your level of agreement with each statement:

Question	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1. Citizen journalists get information/news to the public fast.					
2. Citizen journalists usually verify information and					

facts.					
3. Citizen journalists provide an analysis and explanation of complex information.					
4. Citizen journalists play the watchdog role (<i>monitoring the government and businessmen for public</i>).					
5. Citizen journalists investigate statements made by governmental officials.					
6. Citizen journalists discuss national policy, while it is being developed.					
7. Citizen journalists provide public with relaxation and entertainment.					
8. Citizen journalists motivate public to be involved in public discussions of important issues.					
9. Citizen journalists concentrate on news, which is of interest to the widest possible audience.					
10. Citizen journalists motivate citizens to participate in decision-making on public issues.					
11. Citizen journalists investigate citizen's priorities regarding social issues.					
12. Citizen journalists usually stay away from news when facts cannot be verified.					
13. Citizen journalism sets the political agenda.					

12. What is your Gender?

- Male
- Female

13. What is your age?

- 15 to less than 25 years old.
- 25 to less than 35 years old.
- 35 to less than 45 years old.

- 45 years old and more.

14. What is your major?

- Mass communication and media.
- Engineering.
- Pharmacy.
- Law.
- Commerce and business.
- Medicine.
- Arts.
- Political science and economics.
- Other (*Please specify -----*)

15. What is the type of your university?

- Governmental university.
- Private university.

الجامعة الأمريكية بالقاهرة

استمارة موافقة مسبقة للمشاركة في دراسة بحثية

عنوان البحث : الاحترافية والمصداقية المدركة لصحافة المواطن في مصر

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الهاتف: ٠١١٤٧٧٠٧٩١١

انت مدعو للمشاركة في دراسة بحثية عن صحافة المواطن.

هدف الدراسة هو قياس تصور صحافة المواطن في مصر.

نتائج البحث ستنشر في دوريه متخصصه أو مؤتمر علمي أو ربما كليهما.

المدة المتوقعة للمشاركة في هذا البحث عشر دقائق.

اجراءات الدراسة تشتمل إجابة أسئلة الإستبيان كاملة.

السرية واحترام الخصوصية: المعلومات التي ستدلى بها في هذا البحث سوف تكون هويتك سرية.

أي أسئلة متعلقة بهذه الدراسة أو حقوق المشاركين فيها أو عند حدوث أى اصابات ناتجة عن هذه المشاركة يجب ان توجه الى الأستاذة/ منى محمد نجيب أحمد علي هاتف/ ٠١١٤٧٧٠٧٩١١ .

ان المشاركة في هذه الدراسة ماهي الا عمل تطوعى, حيث أن الامتناع عن المشاركة لايتضمن أى عقوبات أو فقدان أى مزايا تحقق لك. ويمكنك أيضا التوقف عن المشاركة فى أى وقت من دون عقوبة أو فقدان لهذه المزايا.

.....: الامضاء:

.....: اسم المشارك :

...../...../.....: التاريخ :

١. هل قرأت/ي أو شاهدت/ي محتوى لصحافة المواطن من قبل (مثل اخبار أو قصص مكتوبة علي المدونات أو شبكات التواصل الإجتماعي علي الإنترنت)؟

- نعم (واصل إجابة الاستبيان).
- لا (إنهى إجابة الاستبيان).

٢. أي من وسائل الإعلام التالية تعتمد/ي عليها كمصدر للمعلومات عادة؟

- التيليفزيون.
- الراديو.
- الصحف.
- الإنترنت.

٣. كم عدد الساعات التي تقضيها علي الإنترنت في اليوم؟

- أقل من ساعة يوميا.
- من ساعة - إلى أقل من ثلاث ساعات يوميا.
- ثلاث ساعات و أكثر.

٤. أي من الوسائل الإلكترونية التالية تعتمد/ي عليها كمصدر للمعلومات عادة؟

- شبكات التواصل الإجتماعي.
- مواقع الصحف الإلكترونية.
- المدونات.
- أخرى.

٥. كم عدد المرات التي تقرأ/ي فيها أخبار مكتوبة بواسطة أناس عاديين أو مستخدمي الإنترنت، خلال شبكات التواصل الإجتماعي أو المدونات، في الإسبوع؟

- لا يوجد.
- مرة إلي ثلاث مرات.
- أكثر من ثلاث مرات إلي أقل من ستة مرات.
- أكثر من ستة مرات.

٦. هل كتبت/ي أخبار أو قصص علي مواقع مختصة بالمحتوي الذي ينتجه المستخدم من قبل كالمدونات أو شبكات التواصل الإجتماعي؟

- نعم.
- لا.

٧. من فضلك إختار/ي الأختيار الذي يمثل سببك لإستخدام المواقع المختصة بالمحتوي الذي ينتجه المستخدم من قبل؟

- الحصول علي انواع مختلفة من المعلومات.
- التسلية.
- قضاء الوقت.

- الإسترخاء.
- أخرى.

٨. من فضلك إختار الأختيار الذي يعكس مدى موافقتك مع كل جملة من الجمل التالية:

أوافق بشدة	أوافق	محايد	لا أوافق	لا أوافق بشدة	الجملة
					١. عادة أستخدم المواقع المتخصصة في المحتوى الذي ينتجه المستخدم (مثل مواقع التواصل الإجتماعي و المدونات) للحصول علي أخبار عن الأحداث الحالية.
					٢. عادة أشاهد مقاطع الفيديو المنشورة بواسطة أناس آخرين علي مواقع التواصل الإجتماعي أو المدونات أو موقع اليوتيوب (YouTube).
					٣. عادة أقرأ المدونات بشكل دوري.
					٤. عادة أتصفح الأخبار والقصص المكتوبة بواسطة أناس عاديين علي الإنترنت، سواء علي مواقع التواصل الإجتماعي أو المدونات، بشكل دوري.
					٥. تعطي صحافة المواطن (تشمل قصص شهود العيان و المحتوى الذي ينتجه المستخدم علي مواقع التواصل الإجتماعي و المدونات) الفرصة للأشخاص العاديين للتعبير عن أنفسهم.
					٦. تتناول صحافة المواطن المواضيع التي يجب تناولها.
					٧. تساعدني صحافة المواطن علي التواصل مع الآخرين.
					٨. صحافة المواطن قائمة علي الرأي و ليست علي الحقائق.

٩. من فضلك إختار الأختيار الذي يمثل تصورك للمحتوي الذي ينتجه المستخدم أو محتوى صحافة المواطن:

أوافق بشدة	أوافق	محايد	لا أوافق	لا أوافق بشدة	الجملة
					١. أعتقد أن محتوى صحافة المواطن أو المحتوى الذي ينتجه المستخدم جاري أو حديث.
					٢. أعتقد أن محتوى صحافة المواطن أو المحتوى الذي ينتجه المستخدم كامل و شامل.
					٣. أعتقد أن محتوى صحافة المواطن أو المحتوى الذي ينتجه المستخدم دقيق.

				٤. أعتقد أن محتوى صحافة المواطن أو المحتوي الذي ينتجه المستخدم متحيز.
				٥. أعتقد أن محتوى صحافة المواطن أو المحتوي الذي ينتجه المستخدم جدير بالثقة.
				٦. أعتقد أن محتوى صحافة المواطن أو المحتوي الذي ينتجه المستخدم شائع و منتشر.
				٧. أعتقد أن محتوى صحافة المواطن أو المحتوي الذي ينتجه المستخدم عادل.
				٨. أعتقد أن محتوى صحافة المواطن أو المحتوي الذي ينتجه المستخدم موضوعي/محايد.
				٩. أعتقد أن محتوى صحافة المواطن أو المحتوي الذي ينتجه المستخدم يقدم معلومات مفصلة.
				١٠. أعتقد أن محتوى صحافة المواطن أو المحتوي الذي ينتجه المستخدم مهني أو إحترافي.
				١١. أعتقد أن محتوى صحافة المواطن أو المحتوي الذي ينتجه المستخدم آراء متنوعة.
				١٢. أعتقد أن محتوى صحافة المواطن أو المحتوي الذي ينتجه المستخدم صادق.

١٠. من فضلك إختار الأختيار الذي يمثل سلوكك علي مواقع صحافة المواطن أو المواقع المتخصصة في المحتوى الذي ينتجه المستخدم:

أوافق بشدة	أوافق	محايد	لا أوافق	لا أوافق بشدة	الأسئلة
					١. عندما أقرأ خبر أو معلومة علي مواقع صحافة المواطن أو المواقع المتخصصة في المحتوى الذي ينتجه المستخدم، أتأكد إذا كان الكاتب صحفي محترف أم لا.
					٢. عادة أتتحقق إذا كان تاريخ نشر محتوى صحافة المواطن أو المحتوي الذي ينتجه المستخدم حديث.
					٣. عادة أتتحقق إذا كانت المعلومات ناتجة عن رأي الكاتب أم حقيقة.
					٤. عادة أبحث عن مصادر أخرى للتأكد من صحة و كمال محتوى صحافة المواطن أو المحتوي الذي ينتجه المستخدم علي الإنترنت.
					٥. عادة أتتحقق من المعلومات الشخصية عن الكاتب.
					٦. عادة أتتحقق من الخبرة المهنية للكاتب.

					٧. عادة أتتحقق إذا كان محتوى صحافة المواطن أو المحتوي الذي ينتجه المستخدم مدعوم برابط إلكتروني إضافي علي الإنترنت.
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11. من فضلك إختار الأختيار الذي يعكس مدي موافقتك مع كل جملة من الجمل التالية:

أوافق بشدة	أوافق	محايد	لا أوافق	لا أوافق بشدة	الأسئلة
					١. يحصل المواطنون الصحفيون علي المعلومات و الأخبار للجمهور سريعا.
					٢. يتأكد المواطنون الصحفيون عادة من المعلومات و الحقائق.
					٣. يقدم المواطنون الصحفيون تحليل و شرح للمعلومات المعقدة.
					٤. يلعب المواطنون الصحفيون دور المراقب (مراقبة الحكومة ورجال الأعمال للجمهور).
					٥. يتحقق المواطنون الصحفيون من تصريحات المسؤولين الحكوميين.
					٦. يناقش المواطنون الصحفيون السياسة الوطنية أثناء تطويرها.
					٧. يوفر المواطنون الصحفيون وسائل التسلية و الراحة للجمهور.
					٨. يحفز المواطنون الصحفيون الجمهور للمشاركة في المناقشات العامة بشأن القضايا الهامة.
					٩. يركز المواطنون الصحفيون على الأخبار التي تجذب إهتمام أكبر قدر ممكن من الجمهور.
					١٠. يحفز المواطنون الصحفيون الجمهور للمشاركة في إتخاذ القرارات بشأن القضايا العامة.
					١١. يحقق المواطنون الصحفيون في أولويات المواطن بشأن القضايا الإجتماعية.
					١٢. عادة ما يبقي المواطنون الصحفيون بعيدا عن الأخبار التي لايمكن التحقق من صحة الحقائق فيها.
					١٣. تحدد صحافة المواطن الأجندة السياسية.

١٢. ما هو جنسك؟

- ذكر.
- أنثي.

١٣. ماهو سنك؟

- من ١٥ إلى أقل من ٢٥ سنة.
- من ٢٥ إلى أقل من ٣٥ سنة.
- من ٣٥ إلى أقل من ٤٥ سنة.
- ٤٥ سنة و أكثر.

١٤. ماهو تخصص دراستك الجامعية؟

- وسائل الإتصال و الإعلام
- الهندسة.
- الصيدلة.
- الحقوق.
- التجارة و إدارة الأعمال.
- الطب.
- الآداب.
- السياسة و الإقتصاد.
- أخرى (حدد إجابتك) _____).

١٥. ما نوع جامعتك؟

- جامعة حكومية.
- جامعة خاصة.