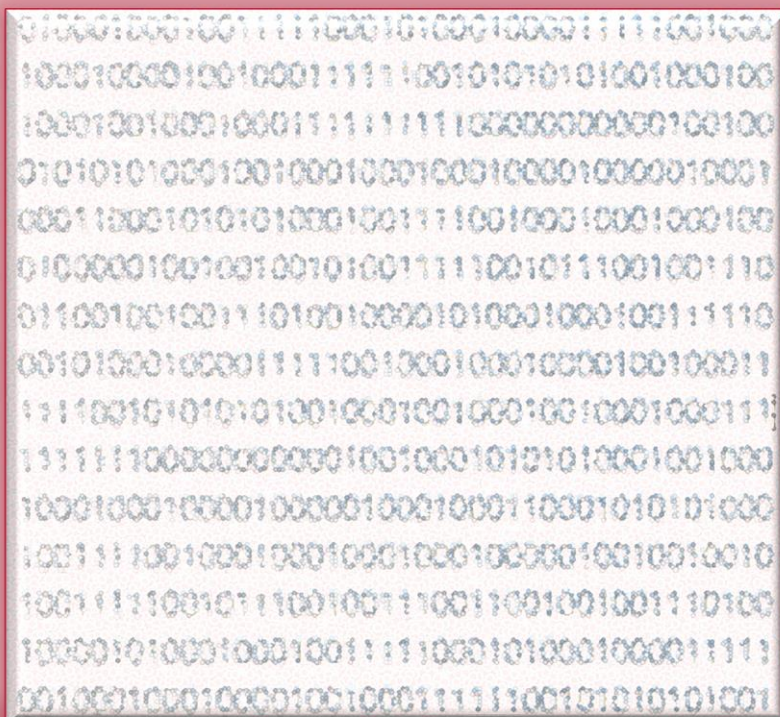


Analysing Digital Journalism, 2022-2023

Concepts | Methods | Tools



Javier Díaz-Noci
(instructor and compiler)



Universitat
Pompeu Fabra
Barcelona

Analyzing Digital Journalism

Concepts | Methods | Tools

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Instructor:
Javier-Díaz Noci



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Part One

CONCEPTS ON QUALITY OF DIGITAL JOURNALISM

1

WHAT IS QUALITY IN (ONLINE) JOURNALISM

WHAT IS TO BE CONSIDERED ONLINE, digital or Webjournalism? First of all, we need a definition. The one we have chosen was provided by Karlsson, M.; Holt, K. (2016) in their chapter on *Journalism on the Web*:

“Web journalism is a journalism marked by interactivity, immediacy, hypertextuality, and multimodality produced for, distributed by, and consumed in a graphical web browser”

Online journalism, as we know it, started in the decade of 1990, when Time Berners-Lee invented the World Wide Web (WWW), a hypertext global system implemented upon the pre-existent Internet network as one of its protocols. Quickly enough, media, including newspaper, started positioning themselves on the WWW. Distinctive features of news media, as perceived at the beginning of the WWW era, were, according to Mark Poster (1999), an Internet incorporating radio, film and television and distributing multimedia content through ‘push’ technologies. Mark Poster considered that the new medium enabled:

- 1) Many to many conversations.
- 2) Simultaneous reception, alteration and redistributions of cultural products.
- 3) Dislocation of the offer from territorialized spatial relations to a globalized world.
- 4) Instantaneous global contact.
- 5) A networked society.

Some years later, Denis McQuail (2010) revised to some extent those distinctive features of news media:

- 1) Digitization and **convergence** as characteristics of many media.

- 2) Increasing **interactivity** and network connectivity.
- 3) **Mobility** and **delocalization** of sending and receiving processes.
- 4) **Adaptation** of publication and audience roles.
- 5) Appearance of diverse new forms of media **gateways**.
- 6) **Fragmentation** and blurring of media institutions.

It is our goal in this course to define which is the quality of digital journalism and of digital news. The most remarkable characteristics are accuracy, trustworthiness and adaptation of media organizations to the digital environment, meaning: how they have adapted their working routines and newsroom organization (when we are dealing with legacy media; born-digital or digital-native media are a different case), how practitioners (journalists, editors-in-chief, photographers and other workers) have adapted their skills to the new environment and, finally, to which extent do those media organizations embrace an innovative culture or are showing a resistance to change. This is summarized as:

Differentiate characteristics of the digital language
Professional adaptation
Active audiences
A business model (after 2008, especially)

1.1. The Old and the New: Specificities of Online Media

THOSE CHANGES AND EVOLUTION signals in media ecology are equally perceived by users, as stated by McQuail (2010), as differences between old and new media, including interactivity (specially those amongst people more than that conducted with the machine through interface), and increase of sociability; media richness and a greater variety of news offer; personalization; autonomy given to the user; playfulness, since entertainment is offer alongside with information; and privacy.

These characteristics are perceived as improvements, and also as benefits for democracy. Interactivity should mean a way to surpass one-way news flow, and a tool to participate in the information flow, so it could also mean an increasing authorial role on the user's side, so the apparition of users-generated contents. As a consequence, vertical and horizontal communication co-exist in some way.

Media ownership and entrepreneurship no longer needs a great money investment, since online publishing platform provide reasonable tools to everyone to publish our own media. Media creation can be done at a low-cost basis for both senders and receivers. Immediacy on both sides is another advantage perceived by users, and a sense boundaries absence is another extended perception (McQuail, 2010). All of them may constitute benefits of the Internet for democracy.

1.2.

Normative principles

AT THE SAME TIME, there are some normative principles shared by both old and new media, which should help to fulfill a quality goal for media. These are, as identified by Denis McQuail:

1. Principle of Media **Freedom**
2. Principle of Media **Equality**
3. Principle of Media **Diversity**
4. Principle of **Truth**
5. Principle of **Objectivity**
6. Principle of **Social Order and Solidarity**
7. Principle of **Cultural Order**

The **principle of media freedom**, meaning that companies are not (or should not be) dependent of other institutions (economic, financial, politic institutions), so media would be platforms which could fulfill an adequate *watchdog* function, performing an scrutiny of the power and be a reliable source of information. This, according to McQuail, could stimulate a good informed democratic system, since a pluralistic media system could provide its users with a platform to express and share news, ideas and point of views. Thus, it is important to determine which the ownership of media companies and their relations with some other social institutions, first.

The **principle of media equality** means that the different interests and position in society should have an equal and proportioned access to media, so their messages could be accessed and discussed with equal opportunities by social agents. To which extent media provide a voice for everyone is another issue to be studied.

This is related to the **principle of media diversity**, so society needs different media so news and opinions are not concentrated in very few hands and sources, so media should be able to reflect social diversity and to inform about majorities and minorities as well.

Media should be able to provide channels of intercommunication amongst people, contribute to social integration and support, at the same time, the legal basis of society, which is called the **principle of social order and security**.

The **principle of truth** should warn about risks and provide the basis for democratic discussion.

The **principle of objectivity** is related to truth, so media should provide sufficient background to society so people could form their own well-grounded opinions.

Regarding to language, media should inform about the trends of contemporary culture so to enhance creativity and originality, using contemporary language trends, which is called the **principle of cultural order**.

Do those normative values, as the ones enumerated in Kovach and Rosenstiel's *The Elements of Journalism*, remain fully in force for online journalism as well?

On the other hand, an important aspect to be considered is the **professional culture(s)** of newsrooms and media organizations. As Ornella Porcu states, it may well be the 'biggest obstacle to change in the legacy media newsrooms'. In this respect, **innovation** is a key concept. Please have in mind this definition by Ornella Porcu:

Innovative learning culture is a social climate that stimulates people to work and learn together, to grow as an individual and as a group (team, organization), and that provides people with the autonomy needed to be flexible, to experiment, to be creative, and to investigate radical possibilities in order for the organization to have better chances for survival in the long run. This is facilitated by serving leadership, open communication, mutual trust, a supporting culture, shared goals, appreciation of individual achievement, and training and development.

(Porcu, 2020: 1559)

Is online (or journalism on the Web, more precisely [Karlsson and Holt, 2016]) more **adaptative**? Which is the role of participation (linked to interactivity and interaction)? The major question: Is online journalism capable of providing a higher quality to journalism and to journalists' profession? As Karlsson and Holt advance, online journalism has at its disposal some characteristics that the legacy media hadn't. The use of those characteristics, and of a way to be placed on the new digital environment -and this is related to business models as well- has defined the history of media on the Web (Díaz-Noci, 2013).

1.3. Characteristics of Digital Language

WHAT IS NEW in online journalism? First of all, there are some characteristics of the digital language that makes a difference, potentially at least, when compared with some other forms of periodical journalism, being it newspaper and magazines (printed media), or broadcast media (radio and television). Most researchers agree share the common assumption that the **main characteristics** are related to these ones:

- 1.Hypertext
- 2.Interactivity
- 3.Multimediality
- 4.Participation
- 5.Others: temporality, memory

This can lead to a **Celebratory Approach**, accordingly to which the application of network technologies in itself can address clear differences in news as a public good, and is capable to rational debate in the public sphere. This approach includes claims for improvement or reform of journalism practices through the Internet, for instance interactivity (and participation), multimedia (and immersive practices) and access to unlimited news items (archives).

These are characteristics that traditional media cannot develop as much as online media, and should be studied.

Instead, **immediacy** is the main value observable in online news organizations. So the frequency of updating is another characteristic to be studied. The question is: Has it produced a better journalism or a greater trust of the audience in media organizations? Recent research concludes that, on the contrary, trust in decreasing.

According to O'Sullivan, at least in the UK, media companies have produced less news online, and most of them take the same angle and even identical outputs. So, is there a decline of analytic journalism? To this point, O'Sullivan believes that 'news, even as it is seen as freed from the confines of mainstream,

professional newsrooms, nevertheless coagulates around established media' (O'Sullivan, 2012).

So, to make a long story short, it is necessary to define what is quality in journalism, and when coming to online journalism, a double point of view should be considered: the normative one, which shows very few differences, if any, with traditional journalism (so to say), and the characteristics of digital language, which open new ways to achieve some of those normative principles, singularly **participation** and **transparency/accountability**, potentially at least. Reality could show a different face, anyway, so it is necessary to do some research on these aspects to depict a complete and deeper portrait of what is online journalism, avoiding on the one hand to deal exclusively with the classic values attached to good journalism practices, sometimes ideally presented - and in this point ownership of media companies should be carefully considered -, and on the other to explain in a celebratory way the advent of a new language, without evaluating the quality of the contents. It is important, for instance, to measure the use of hyperlinks to sources mentioned in news items, a practice that mainstream media have neglected during long time, since it is related to transparency. Interactivity can widen participation, but it is important to check to which extent this participation is of some quality or not, so it is important to define it as well. To this respect, content analysis is a good method to do some research on how online media deal with sensitive topics and approaches (e.g. Llorca Abad (2014) and (2014) and Odriozola Chéné, Javier (2014).

So probably the great question is:

Are **transparency** (and **objectivity**) improved in online journalism?

1.4. Transparency, Accountability + Convergence

TRANSPARENCY is the usual name to describe the relation of media and practitioners with sources of information. This is a concept to be fulfilled at different levels to increase quality and preserve or recover media's reputation as a democratic and ethical tool.

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How to unveil online sources that are not supposed to be secret and which are of critical relevance in the construction of news. Bill Kovach (2005) defined transparency in these terms: Tell the readers what you know and what you don't know. Tell them who your sources are and if you can't name the sources tell them how the sources are in a position to know and what biases, if any, they may have. In other words, provide your information so that people see how it was developed and can make up their own minds what to think.

Accountability refers to the general belief that mass media have to be accountable to the public's interest, so media and journalist (and now, active audiences) are expected to behave in certain ways to the public good. Accountability is a part of social responsibility of media (Domingo and Heikkilä, 2012), and it can help restore the prestige and reliability of media organizations, and it is defined by Denis McQuail as 'the processes by which the media answer directly or indirectly to their society for the quality and/or consequences of publication' (McQuail, 2005).

Media convergence. At the same time, convergence is another crucial aspect to be considered when analyzing the changes operated in media organisations and, thus, what is to be defined as quality of journalism practices in online media. Accordingly to Infotendencias group, takes into account some relevant issues:

Product: Related to digitization and multimedia.

System: Confluence of technologies.

Process: And effects of convergence. It refers most especially to the organization of information flow.

Integrated model: A model based on Multiplatform, Business concentration, Professional convergence or polyvalence, Incorporating the characteristic of digital language.

Convergence, as referred by Larrondo, Díaz-Noci and Erdal (2022) is:

Linked to **organisation**.

Linked to **innovation**.

Linked to **experimentation**.

Linked to media and professional **culture**.

Finally, convergence can be seen as a driver of **change**.

Another important question is the role of media in the new hybrid communicative environment. Kalegeropoulos et al. examine this question and try to explain to which extent is the **watchdog role of media** still important. This is linked to the question of **editorial independence**, also related to how media are financed, and it is related to some other questions, such as trust in media, **news consumption**, related to factors such as age, gender, education, income levels, etc., and which can also cause **news avoidance**.

1.5. News consumption (and avoidance) Trust and objectivity

IS TRUST MORE DIFFICULT to be achieved in online, digital journalism? This is related to old journalistic values, such as **objectivity**, which is not easy to be defined. According to Celestine Chidozie Kezie, “the meaning of objectivity is not unanimously shared by media theorists and journalists”. “It is an ideal” based primarily on the selection of news, and then on facts – so it is based on positivism and empiricism. The old journalistic assumption, “Facts are sacred, opinions are free”, defined by C. P. Scott in the late years of the nineteenth century, makes room for interpretation, and it is, to a great extent, a social and professional construction.

Are immediacy and the possibilities of digital journalism improving **objectivity**, and **trust** in media?

A supposed way to improve trust is **transparency**, A way to achieve transparency is **user interaction** and **participation**. Once again, this is supposedly related to a technical characteristic of digital language: **interactivity**. If participation means that (at least the most active members of) audience can effectively have a voice in the process of news, so media generate a **sense of community** for audiences. comments, for instance, need to be moderated to be effective. They need to have an influence on journalists and media as well. Comments by readers are usually considered an **opportunity** for journalists **to improve**, correct or widen their news approaches. So,

Which **mechanisms for participation**
do digital media provide?
Are those mechanisms really **effective**?
Is there a real participation of users...
... and a real influence on journalists?
Does participation improves

**news flow,
quality of media,
and democracy?**

According to Katherine M. Grosser, “the trust mechanism is more complex and, moreover, the antecedents of trustworthiness are by and large negatively impacted by seven online developments. Consequently, trust in online journalism is more difficult to create than trust in offline journalism.” (Grosser, 2016).

Process transparency could help to clarify why constant currentness is not always possible or even desirable in the online context. It could thus help counteract the negative influence the new understanding of what it means to be current has on trustworthiness and enable journalists to devote more time to the completeness of information, hence enhancing trustworthiness.

Moreover, good and well-rounded **multimedia elements could lead to fulfilled recipient perceptions and if coordinated efficiently**, might be managed by a few experienced journalists, opening up more manpower for other tasks.

Finally, **implementing UGC in multimedia pieces could complement this process**. In conclusion, while online trustworthiness can be created or enhanced, it entails much work.

Another issues we have to consider are how news are consumed – and avoided, sometimes. The celebratory approach says that through access facilities and participation, transparency, objectivity, trust in media will be easier, but are they in this **post-industrial journalism** (a concept coined by C. W. Anderson) and in this **hybrid media system** (a term coined by Andrew Chadwick)? The traditional consumption of news was far more passive, and it happened through media, than it is now. Other ways of consuming news include the **incidental consumption of news** (Boczkowski *et al.*, 2018), meaning that some people do not search for news or go to media to have the news, but that news come to them through, for instance, social networks. This is similar to the concept of **news come to you** (Goyanes *et al.*), and it is related to **news exposure**: people choose their way of getting the news and the intensity of their exposure to information... Or even they decide, for many reasons, one of them lacking trust, to avoid it intentionally.

2 LEVELS OF ANALYSIS

OUR PROPOSAL to achieve a complete evaluation of quality in online journalism is to be applied in three different levels:

1. **Corporate or Company Level:** e.g., business models, newsroom organization, professional routines.
2. **Content levels:** e.g., topics covered, linked information, use of multimedia resources, design issues.
3. **Participation and interaction:** e.g., user-generated contents, participation through comments, use of social networks...

2.1. Corporate and Newsroom Level

THE CORPORATE LEVEL, defined as the includes at least three aspects to be considered:

- 1) Business model
- 2) Ownership model
- 3) Ideology and corporate culture

The **business model** explains us where the incomes that feed the company come from. On the Internet, incomes come mainly from two sources:

1. **Revenue** sources
2. **Financial** sources

Regarding the **revenue sources**, these can be:

1. Online advertising
2. Offline paying
3. Added value
4. Pay for news
5. Private donors
6. Public subsidies
7. E-Commerce

Regarding **financial sources**, the following are the most important ones:

1. **Profit reinvestment**
2. Raising equity (**stocks**)
3. Borrowing (banking **debt**)

Let us examine them one by one.

Online advertising: Advertisements have been the primary source of revenue for news providers from at the beginning of journalism, and in the online journalism model it has suffered a great change. Many online news providers offer news for free to audiences and subsequently sell 'eye-balls' to advertisers, but online advertisement allows personalization - the advertiser could know how many clicks do the ads got for them - so competition is stronger than in the printed world, since we are in the economy of attention: providers fight for getting attention, so revenues have decreased. As a result, it is difficult for media organizations to cover the cost of news reporting exclusively through advertising revenues. On the other hand, advertising has always been considered one of the barriers for journalists to report freely, as negative issues affecting key advertisers are usually hidden.

Offline paying: At the beginning of the World Wide Web, traditional publishers, e.g. newspaper publishers considered the online editions as a complement of the printed ones. They were shovelware editions. But the Internet can surpass periodicity, so the digital-first strategy is gaining points and, for organizations such as *The Guardian* or *El País*, it is the dominant model today: news are first published on the Internet, and then some of them packaged again to be published tomorrow printed on paper. So, whilst some years ago offline editions generated most of the advertising revenues, this is no longer so, and online editions have proven not to be able to generate as many revenues to cover the losses of the traditional editions.

Added value: As a result, some media companies have searched for adding some products to complement their traditional editions. Archives, at least in the case of the older organizations (e.g. *The Guardian*, *La Vanguardia*, *ABC*). Cross-media strategies (see Infotendencias, 2014) is another added value: media conglom-

erates can offer contents provided by different media of the same group to increase traffic, for instance. Some of those values are offered for free, some others on a paying basis. Anyway, companies are, generally speaking, looking for a more qualified audience rather than for a significant increase of their money revenues. However, other constraints can emerge. For instance: can niche products that serve the needs of small but prosperous elites guarantee the journalistic independence?

Paying for news: When, at the beginning of the WWW, many media organizations, except for some few which decided to charge for their contents (e.g., *The Wall Street Journal*), decided to offer their (shovelwaved) contents for free, they made it difficult in the future to put a prize on their online editions. Different strategies have been tried: paying walls, micropayments, subscription – even combined subscription to the printed and the online editions –, with different success. Since news production is expensive, it is reasonable to think about charging for contents, but the costumes generated in the first decades of the WWW make it difficult, whilst there is no other way, to this point, to compensate companies for costs and losses.

During 2020, many European media, specially, were start implementing pay models (subscription and membership models, mainly), that were previously tried by media such as *The New York Times*, *The Guardian* or, even before, *The Times* and *The Wall Street Journal*. Specifically, these major systems have been defined:

- **Free content:** All contents are free.
- **Freemium:** Some specific contents are free, some others are not.
- **Membership:** Being a member gives you earlier Access to better information or advantages in consuming that medium)
- Suscriptions (**paywalls**)
 - **Full paywall:** all contents are closed except if you are subscribed to the medium.
 - **Metered paywalls:** The reader can access to a number of items a month (for instance: 10), once you reach that number you have to be subscribed.
 - **Hybrid:** A combination of the others (for instance: some specific contents are closed if you are not a subscriber, and for the rest you have a number of free items per month).

- **Vertical** (on one or some sections): Some sections (e.g, op-ed, reports) are closed to non-subscribers, the rest are free.
- **Geolocalized paywall**: You can access some contents or not depending on the place you are located.
- **Sponsored content**: Some contents are produced because an advertiser pays for it.
- **Subsidies** (and **institutional ads**): Information is subsidized by government and institutions.

Donors and public aid: Public aid is a way tried mostly in the Mediterranean area, e.g. in Catalonia. Trusts, a figure mainly used in the Anglo-Saxon world, is another way, tried by i.e. *The Guardian*, but it has revealed to be unable to stop the losses until a new model has been used: the membership.

Crowdfunding is another way considered to produce news interesting for the public, who is the one who proposes the topics and pays in advance for a good public report. Since the public institutions, e.g. the governments, subsidize media, it is questionable to which extent this does not constraint independence of journalists and organizations.

E-commerce is another way used by media organizations to monetize content. Online media are platforms to sale (intangible or tangible) goods. It is questionable to which extent could this practice constraint ideological independence of journalism.

So many media organizations are searching for **financial sources**, banking loans mainly, but this has substantial consequences on the degree of journalistic independence. New young native-only newspapers are trying to avoid this source of funding to protect their independence and avoid banking debt. When revenues and profits are not enough, a loan is used instead. This practice was carried out massively by the whole industry in the Western countries for many years and is at the roots of the 2007-2015 crises. The coronavirus crisis in 2020 has had a clear influence on this financial source (see Casero-Ripollés, 2020).

The corporate level analysis needs to consider the **ownership model** as well. Here we can find:

1. **Private ownership** (families or media moguls have control of the company's stock, very rarely also financial entities are in control).
2. **Public ownership** (the company is listed in the stock exchange markets and there is no family or media mogul in control, but a myriad of small or financial shareholders).
3. **Mixed ownership** (the company is listed in the stock exchange markets but there is still a family or a media mogul in control).

This can be clearly seen in this table as well:

Type	Advantage	Disadvantage
Private ownership	Usually there are no financial shareholders	Private owners may have other interests and businesses
Public ownership	There are so many shareholders that it is difficult for a single one of them to use the media outlets for self-interest	Usually shareholders are financially-driven and a group of them may join to get control
Mix ownership	Both advantages, from private and public ownership, are in place	Both disadvantages, from private and public ownership, are in place

Finally, we have to consider the **ideological dimension of the corporate level**. The political stance of a media corporation is defined by the editorial board and by the traditional alignment (and the changes on it, when property changes, for instance) of the company.

1. The **Editorial Board**:

The group of people that oversee the activities of the company. The board may include the owners, it may include just minority shareholders or it may include just high executives hired because they have very good linkages and relationships in the field. In a family-owned corporation, the board is elected by the owners, who may or may not be members of the board. In a listed corporation, the

board is elected by the shareholders. Sometimes the members of the board are chosen by the board itself.

However, in all cases, the board is the highest authority in the management of a corporation. And although their task is just at the management level, they may have political or business interests outside the company. Or they may simply have personal political standpoints.

3. The **traditional alignment** of the company:

Usually, it builds engagement (loyalty) with readers. It is defined by the outlet's history and may be determined by issues that can go beyond the owners and the board of directors' ideologies. For instance, if there is a market niche for progressive press, a conservative owner may want to take advantage of it to make money – even though he and the board of directors are not aligned with progressive ideas, they may invest in a progressive newspaper.

The newsroom level is characterized by **transparency** and **responsiveness**. Digitization is promoting a radical change in the business model and can help improve the transparency and responsibility of media corporations as well, since it is very easy for companies to make their data available.

Any online outlet aiming to improve its quality must be accountable on their website for ownership, finance and political stance. That is, it should be public and easy to find on its website who the owner is, how the company is doing financially and what the political alignment of the newspaper is.

In this respect, journalists need to be transparent about who they are (actors transparency), so media organizations should provide its users with a complete full list of its staff, journalists' profiles (i.e., using hyperlinks from the signature of the news items to that information), as well as providing information on ethical rules, terms of use for readers, etc. It is important to note whether there is an editorial committee composed by journalists (workers) and company members to preserve independence.

At the same time, media organizations need to explain their newsroom decisions (**production transparency**), linking to original sources, providing original documents, accepting regularly outside contributions, providing personal blogs to journalists and readers, etc.

Finally, media organizations should care about quality of reacting to concerns after acquiring feedback (**responsiveness**), providing participation spaces

for users (comments, user-generated contents), allowing users to suggest potential topics to be covered, and not just doing so, but giving adequate answers to those concerns.

2.2. Content Level

THE CONTENT LEVEL IS IMPORTANT to define the differences between the online and offline media, and to which extent online websites offer a substantial different agenda. In general terms, we suggest to focus on both formal and content items.

First of all, we propose to focus on the quality of the website, in terms of content and **information access; visibility** and macronavigation; and **usability**, to explain to which extent the analyzed media are adapted to these new times, so a number of indicators about the use of the new tools and services are considered as well. **Interactivity** is considered of kind importance, as **hyperlinks. Multimediality** and the use of archives (**memory**), and **temporality** (how are news items refreshed?) are indicators of singularities in online journalism.

On the other hand, it is important to describe the topics covered preferentially by online media, and this is related to **thematization**. To do so, it is necessary to perform a content analysis like the one we propose, based on **topics covered; hierarchization** of information; **sources** and social agents mentioned; and **geographical adaptation**, since online media are no longer just local, but potentially global.

2.3. Participation and Interaction Level

Participation is another dimension to be explained. Technology has substantially altered communication, opening up possibilities that the media swiftly incorporate. One of these possibilities is to integrate User Generated Contents (UGC) into the daily flow of the content of online newspapers. The essential question is not participation, but rather the criteria by which it is orientated. One of these possibilities is that the user can make comments on the news stories, establish a conversation with other users and even with the journalist or the medium that publishes the information. This is an attempt to achieve, through the norms, a balance between freedom of expression and respect for the other.

The online media only protect freedom of expression which is respectful of the other and of democratic principles. The responsibility of the user begins with the obligation to register. Until now, the Ethics of Communication protected the receiver because the latter was in an asymmetrical relationship with the institutional emitters had to be protected from determinate content. Ethics must now protect the users of the content of other users. A new moral subject has been born. While the former receiver had rights above all else, the new *prosumer* has duties above all else. This is the meaning of the norms of the online newspapers. And the first duty consists in being responsible for the content s/he generates. The responsibility of the medium is that of ensuring that the user assumes his/her responsibility because, if s/he does not do so, s/he will be expelled from the dialogue. This is the important function of the moderation teams, responsible for ensuring that the user's content fits the norms.

So, in this respect, it is important to both analyze the norms posed by media organizations, and the quality of discussion through comments. Thus, speakers must recognize each other as valid interlocutors through respectful treatment and consideration of the arguments of the others, demandable through three broad sections:

1) Logic and coherence:

The speakers should center their intervention on the subject under debate, and show the intention of discussing it.

2) Cooperative search for the truth:

It is of interest to determine whether the readers recognize and respect each other in the dialogue, whether they carry out exchanges of viewpoint, whether they show interest in the arguments of the others. In this respect, it is important to verify whether there is a presence of insults and defamations amongst readers, or of readers towards the protagonists of the news story or the agents present in it.

3) An agreement based on the best argument:

It is of interest to know whether or not the people who intervene in the debate incorporate the argument of the others into their discourse, and whether they use other sources to support their own arguments. Another important aspect is the exclusion of speakers; that is, how many speakers have been able to take part in the conversation and how many comments have been eliminated and why. It is understood that the comments eliminated did not respect the norms.

3

CONCLUSION:

IS TRUST MORE DIFFICULT IN ONLINE JOURNALISM?

SO, AT THE END, ARE JOURNALIST VALUES MORE difficult, or easier accomplished in online media? According to Katherine M. Grosser, the trust mechanism is more complex and, moreover, the antecedents of trustworthiness are by and large negatively impacted by seven online developments. Consequently, trust in online journalism is more difficult to create than trust in offline journalism. This is related to many of the aspect mentioned *supra*:

- **Transparency:** Product transparency and process transparency.
- **Reputation transfer:** Related to brands from offline to online.
- **User -generated content.**
- **Rating cues** connected to social networks which offer numeric indicators on news coverage.
- **Multimedia.**
- **New understanding of what it means to be current:** Related to periodicity and immediacy.
- **Interactivity**

(Grosser, 2016: 1043-1044)

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Part Two

METHODS AND TOOLS

SUGGESTED TO BE USED IN THE FINAL PAPER

GENERAL EXPLANATION

The methods and tools explained in this document are intended as **proposals** for analyzing one or several online media, and the aspects related to the quality of online journalism we have explained during the first part of the course. Some are to be applied to the medium as whole; some others, to a sample of the news published during, at least, two or three weeks. These tools have been previously tried in several research projects. They allow a systematic observation of a group of comparable media - or to assess the quality, related to many aspects, of just one medium. So, first of all, you have to decide whether to apply all these tools to just one or two comparable media, or to apply just some of those methods to many international media. Please explain your decision conveniently reasoned in the introduction of your paper, please.

These methods and tools are intended to produce empirical data so you can produce a thick description of the media analyzed. You are intended to produce an explanatory text, of at least 2,000 words, and not merely to present the data using tables - which are, needless to say, also recommendable to be included as addenda for this work. You are intended to produce a paper on the quality of online journalism based on the analysis of one of several media.

It is not compulsory to use these tools if you can use some other ones or produce yours, so these tools can be **adapted, simplified, enriched or modify**, indicating in any case in the introduction of your paper the decision made and the reason to proceed so.

Complement your paper **using** as many **references** as you are able to find on the object of your study.

The **goal** of this exercise is for you to get used to **produce a report** based on systematic tools.

THE CORPORATE LEVEL

This tool is designed to describe the morphological characteristics of your universe or population of your study: the online media whose quality you want to determine. It could be used to produce a whole catalogue of a geographical space or time, which is difficult. Anyway, we will use it to describe, first, the online medium or media we are going to study. It is based in similar tools used for the printed press, adapted to the characteristics of the online world (see, i.e., Jacques Kayser, *Le quotidien français*. Paris: A. Colin, 1963).

Preliminary data

Evaluator	
Date	<i>(Date in which the form is filled)</i>
Contact person	<i>(Have you spoken with someone to gather data?)</i>
Period	<i>(When was the online medium created?)</i>

General data of the medium

Name of the medium	<i>(Exact title. Please inform about changes in the title from its creation to this time)</i>
Subtitle	
URL	http://...
Type of medium	Newsletter Daily online newspaper Magazine Radio Television Native online medium Others (please state)

Place

Postal address	
City of publication	
Country	

Periodicity

Periodicity/Refreshing	Continuous actualization Refreshing during the day Daily Weekly Monthly Others
------------------------	---

Legal and economic aspects

Company	<i>Name of the company and/or group</i>
Ownership	Private Public Mixed
Business model, 1. Revenue sources	1. Online advertising 2. Offline paying 3. Added value 4. Pay for news 5. Private donors 6. Public subsidies 7. E-Commerce
Business model, 2. Financial sources	1. Profit reinvestment 2. Raising equity (stocks) 3. Borrowing (banking debt)

People in charge

Owner(s)	<i>(People and companies or institutions who owns shares of the company or group, please mention the source of your information)</i>
Editors in chief	
Editorial Board	
Ideological alignment	

** Please state, if possible, changes through history of the online medium, and the years.*

References

(Books and articles, and any other kind of documents, referring to that medium)

Observations

(Please use this field to gather any data considered relevant and not contained in the other fields)

THE NEWSROOM LEVEL

1. TRANSPARENCY

A preliminary, simple first test can be applied. Then, more accurate tools can be applied as well, mainly the ones proposed and used by UPF's Accountability of media research group (<http://mediaaccountability.upf.edu/>).

A) PRELIMINARY TEST

1.1. Actors' transparency

Does the newspaper provide a full list of its staff?	
Does the newspaper provide information on the journalists' profiles?	
Does the newspaper let the public know what rules journalists follow? Are there...	
... in-house rules of news policies set by the newsroom?	
...adherence to codes of ethics developed by others?	
...statutes of journalistic and editorial independence?	
... a committee on journalistic and editorial independence?	

1.2. Production transparency

Does the newspaper provide links to the original sources of a journalistic piece?	
---	--

Does the newspaper give accounts (for instance in a newsroom blog or special section) explaining professional judgments informing the process of publication? That is, explaining how decisions are made?	
Does the newspaper link to journalists' personal blogs or social networks' accounts discussing production issues or issues related with their work?	
Does the newspaper solicit outside contributions (from readers) to be used in news?	
Do the journalists have personal blogs or social network accounts discussing journalistic issues of any sort?	

B) ACCOUNTABILITY TEST (UPF)

This is based in the following document:

Ramon, Xavier, Marcel Mauri, Ruth Rodríguez-Martínez. *Instrumentos de rendición de cuentas de la información: dimensiones e indicadores para su evaluación*. Barcelona: Departamento de Comunicación. Serie Editorial MediaACES, 2019. [Acceso: <http://hdl.handle.net/10230/42431>]

The tool is based in three main concepts:

Transparency: Public dissemination of information on the company or organization: principles, structure and staff, economic situation, editorial procedures.

Autoregulation: Codes of ethics, for instance

Participation of the audience.

The following table, adapted from the aforementioned documents and simplified, comprises the main items to be analyzed:

DIMENSION	
Transparency	Corporative information: History and foundation Company information

	<p>Staff</p> <p>Market studies</p> <p>Opinion studies</p> <p>Innovation</p> <p>Academic divisions</p> <p>Newsroom blog</p> <p>Journalists' blogs</p> <p>Commercial information (subscription, prices)</p> <p>Media section and observatories</p>
Autoregulation	<p>Ombudsman</p> <p>Stylebooks and Guidelines</p> <p>Professional committees</p> <p>Application of external ethic guidelines</p> <p>Professional training (courses)</p> <p>Error notification systems</p> <p>Links to professional associations and trade unions</p>
Participation of the audience	<p>Letters to the editor</p> <p>Chats and meeting with the readers (including interviews)</p> <p>User-Generated Contents</p> <ul style="list-style-type: none"> Proposing sources Proposing news and topics Channels devoted to users' participation Comments Social Networks <p>Readers' blogs</p>

2. RESPONSIVENESS

Does the newspaper notify errors in its reporting?	
Does the newspaper encourage tip-offs for potential topics to be covered?	
Does the newspaper encourage comments on the news from users?	
Does the newspaper provide a contact for complaints about content?	
Does the newspaper respond to users' comments/suggestions?	
Does the newspaper provide opportunities to communicate directly with journalists?	
Does the newspaper employ an ombudsman/readers' editor?	
Does the newspaper give users opportunities to participate in news production?	
Does the newspaper publish texts, images, and videos created by users side by side with contents produced by staff?	
Is there a <i>Letters to the editor</i> section?	

3. CONVERGENCE LEVEL

This is a tool used in several studies on convergence, accordingly to the aspects considered by Infotendencias group, as explained in Xosé López, Xosé Pereira, Teresa de la Hera and Idoia Portilla: *A methodological tool: An index to calculate the level of convergence of a medium*, represented in this table.

Variables		Points
	TYPE OF COLLABORATION	
A	Collaborates with other media that do not belong to their group	1 point
	Collaborates with other editions of the same name (digital, printed edition...)	2 points
	Collaborates with other media belonging to the same group and region	3 points
	Collaborates with other media belonging to the same group and different region	4 points
	MEDIA POLYVALENCE	
B	Contents produced by media that do not belong to their group	1 point
	Contents produced by other editions of the same name (digital, printed edition...)	2 points
	Contents produced by media belonging to the same group and region	3 points
	Contents produced by media belonging to the same group and different region	4 points
	DELIVERY	
C	Contents delivered by media that do not belong to their group	1 point
	Contents delivered by other editions of the same name (digital, printed edition...)	2 points
	Contents delivered by media belonging to the same group and region	3 points
	Contents delivered by media belonging to the same group and different region	4 points
	RELATIONSHIP AMONG NEWSROOMS	

	Minimum relationship	
D	Minimum relationship among media that do not belong to their group	1 point
E	Minimum relationship among other editions of the same name (digital, printed edition...)	2 points
F	Minimum relationship among media belonging to the same group and region	3 points
G	Minimum relationship among media belonging to the same group and different region	4 points
	Separated spaces	
H	Separated spaces among media that do not belong to their group	1 point
I	Separated spaces among other editions of the same name (digital, printed edition...)	2 points
J	Separated spaces among media belonging to the same group and region	3 points
K	Separated spaces among media belonging to the same group and different region	4 points
	Spaces in common	
L	Spaces in common among media that do not belong to their group	1 point
M	Spaces in common among other editions of the same name (digital, printed edition...)	2 points
N	Spaces in common among media belonging to the same group and region	3 points
O	Spaces in common among media belonging to the same group and different region	4 points
	Integrated newsroom	
P	Integrated newsroom among media belonging to the same group and different region	2 points
Q	Integrated newsroom among other editions of the same name (digital, printed edition...)	3 points
R	Integrated newsroom among media belonging to the same group and region	4 points

4. THE BUSINESS MODEL

It is worthy to determine which is the business model that the media you analyze are using these days, and to state the evolution of those model. Please remember that these are the main ones we have defined in this course:

- Free content: All contents are free.
- *Freemium*: Some specific contents are free, some others are not.
- Membership: Being a member gives you earlier Access to better information or advantages in consuming that medium)
- Subscription (paywalls)
 - Full paywall: all contents are closed except if you are subscribed to the medium.
 - Metered paywalls: The reader can access to a number of items a month (for instance: 10), once you reach that number you have to be subscribed.
 - Hybrid: A combination of the others (for instance: some specific contents are closed if you are not a subscriber, and for the rest you have a number of free items per month).
 - Vertical (on one or some sections): Some sections (.e.g, op-ed, reports) are closed to non-subscribers, the rest are free.
 - Geolocalized paywall: You can Access some contents or not depending on the place you are located.
- Sponsored content: Some contents are produced because an advertiser pays for it.
- Subsidies (and institutional ads): Information is subsidized by government and institutions.

It is a good idea to explain, using figures and numbers (how many subscribers, its evolution since the implementation of the paywalls, data taken from the interviews)

CONTENT LEVEL

Content analysis is a good method to do some research on how online media deal with sensitive topics and approaches. We will follow these approaches, as explained in

* Llorca Abad, Germán (2014). Quality News Websites: International Online Media Evaluation.). In A. Larrondo, K. Meso and A. Tous (coords). *Shaping the News Online. A Comparative Research on International Quality Media* (pp. 63-78). Covilha: LabCo.

* Odriozola Chéné, Javier (2014). The International Online Media Agenda. New Media, Old Agenda. In A. Larrondo, K. Meso and A. Tous (coords). *Shaping the News Online. A Comparative Research on International Quality Media* (pp. 79-104). Covilha: LabCom.

4. 1. Formal quality of media websites

PARAMETER	INDICATOR	
1. INFORMATION ACCESS		Yes=1 No=0
1.1. Archive	Does the medium have an archive with precedent editions?	
	Is there any temporal limit to consult any previous edition?	
	Is there any limit to free access to the archive?	
	Chronological search ?	
	Ordering options?	
	Search through indexes?	
	Advanced research?	
	Results present any further utilities?	
	TOTAL 1.1.	
1.2. Navigation	Global navigations with sections?	
	Is global navigation consistent throughout the whole website?	
	Is it possible to follow the contents of the site in a sequential way?	
	Is there a Website map?	
	Is it possible to access any section of the website without passing through all the precedent ones?	
	Is the structure of the sections clear?	
	Do sections have local menus or summaries?	
2. POSITIONING-SOCIAL WEB / UGC		
2.1. Presence/absence	YouTube channel? Instagram?	
	Facebook? Twitter? Other social networks?	
	Can readers create blogs?	
	Can reader send text, photos videos to be	

	published?	
	Do news admit comments?	
	Have they a great amount of comments (at least, 10 in 24 hours)?	
	TOTAL 2.1.	
2.2. Number indicators1	How many subscribers have the YouTube channel?	
	How many followers in Facebook?	
	How many followers in Twitter?	
	If they have implemented a subscription model, how may subscribers do the medium have? Please mention the evolution in the number of subscriptions.	
	How many subscribers have the YouTube channel?	
3. ACCESSIBILITY, ADAPTATION AND QUALITY OF THE SOURCE		
3.1. Presence/absence	Is it possible to adapt the type size?	
	Is it possible to adapt colour and contrast of the fonts?	
	Is there a link to skip navigation?	
	Is there any personalization option?	

4.2. Content analysis

Sampling

Every day you are encouraged to gather the three main news items (please disregard opinion, op-ed, etc.) of the medium/media you analyze. You have to do that at two different moments during the day: morning (from 10 to 12 hours) and evening (from 19 to 21 hours), if they are different (please explain the evolution of the front page, or homepage, during the day, hierarchization of news, etc.). You are encouraged to do so during at least two consecutive weeks.

1.1. News item type	
	Hard news / Soft news Article News in brief Picture/Video only Interview Others (please mention)
Are those news items linked to other news items?	Linked to the medium's archive Related news of the same day/ of the same week Linked to other media of the same group Linked to sources

1.2. Authorship	
Author(s) of news items are...	Own news / External news (e.g., news agencies) Name journalist / Unnamed journalist

1.3. Topics covered

Do the selected news items correspond to...?	Politics Wars and other conflicts Economy, business and finance Law and justice Sports Accidents and crime reports Disasters Labour Arts, culture and entertainment Social affairs Health Science and technology Environment Education Traffic Lifestyle and leisure Religion and belief
--	--

1.4. Sources	
Which the origin and the source of the news?	Political appointments of the public offices Pressure groups Other members of the public offices Other media Experts/scientists Sources without social visibility Anonymous sources Others Terrorist organizations/criminals
Is it <i>on the record</i> , <i>off the record</i> , <i>on background</i> ?	On the record (source mentioned) On background (source not mentioned specifically, but

	generally, e.g., "European institutions", "people from academia",...) Off the record (source is not mentioned)
People mentioned in the news as sources	Official: Public Official: private Expert Witness Not identified

1.5. Geographical bias	
The news items are related to...	Geographical bias: <ul style="list-style-type: none"> - International - Continental - National - Local/regional

1.6. Adaptation to online language Do the selected news items contain the resources of digital language? How many? Authored by the medium or not?	
Multimedia	Photographs Video Infographics
Hyperlinks	Internal links (to other items of the website= External links (outside the medium)
Memory	Are the news items link to the medium's archive?

1.7. Interactivity	
Do news items allow to...	Comment on news
Can users publish their own contents?	
Do news items analyzed offer the possibility of being voted?	
Can be news item recommended?	
Which are the social networks linked to the item?	Facebook Twitter Instagram Others (please mention)
Do the news item offer a link to send an email to the author?	
Can the news item be corrected?	

A simplified model can be applied as well, related to the use of digital language characteristics as applied to online media. It can be found at:

Palau-Sampio, D. & Sánchez-García, P. (2020). Digital resources in the current journalistic narrative: Uses and limitations of hypertext, multi-media and interactivity. *Communication & Society*, 33(2), 1-16.

It is reproduced here, in case you'd like to use it:

Table 1: Analysis sheet of topics and multimedia resources in web news.

Category	Resource	Characteristics
<i>Content</i>	Section	International/Spain/Politics/Economy/Society/Culture/Other
	Topic	Topic that is the focus of the news (open)
	Authorship	In-house authorship/Agencies/Other
	Currentness	Substantially current/Immediate
	Genre	News article/Chronicle/Analysis/Report/Profile
<i>Hypertextuality</i>	Links	Number Internal/External/Repeated
<i>Multimedia</i>	Photography	Number/Gallery In-house authorship/Agencies/Other
	Illustrations	Number
	Documents	Number
	Videos	Number Duration In-house authorship/Agencies/Other
	Maps Graphics	Number In-house authorship/Agencies/Other Interactive Data source
<i>Interactivity</i>	Screenshots	Number Social networks
	Comments	Number
	Social networks	Available options

Source: Own elaboration.

Interactivity is a very important issue and probably the main characteristic of digital language (and of difficult journalism), we propose an extended record to explain it:

<p>Personalization</p>	<ul style="list-style-type: none"> • Users' register • Contact with other registered users • Adaptation of the interface of the website according to the users' interests • Content syndication (e.g., RSS) through e-mail or cell phone 	
<p>Web 1.0</p>	<p>Participation levels</p>	<ul style="list-style-type: none"> • Communication with the news' author • Contacting with the members of the newsroom through the e-mail. • Commenting news. • Voting news. • Commenting blog posts published by the médium. • The user can modify or correct contents published by the medium.
	<p>Participation tools</p>	<ul style="list-style-type: none"> • Chats • Comments • News rating • Surveys • Formularies • Forums • Debates • Contact phone • SMS sending • Multimedia
<p>Web 2.0</p>	<ul style="list-style-type: none"> • Sharing information with other users. • Blogs linked to the médium. • Blog creation by users. • Publication of user-written texts. • Publication of users' pictures or photos. • Publication of users' videos. • An exclusive section of user-generated contents. 	

Web 3.0	Presence of the médium in social networks	<ul style="list-style-type: none"> • General: Facebook, QQ, Twitter, Sina Weibo, Google +, Tagged, Habbo, Ortsbo, VK, Tumblr • Audiovisual: Youtube, DailyMotion, Instagram, Flickr, Vimeo, Fotolog, Metroflog, Pinterest • Chat: Skype, Viber, Tango, Line • Mentions: Badoo, Zoosk, Meetic, Match • Aggregators: Reddit, Delicious • Radio/music: Last.fm, Spotify, Soundcloud, MySpace • Business and employment: LinkedIn, Xing, Viadeo, Bumeran • Others
	Existence of its own social networks	Yes/No
	Visibility of oficial profiles	Visible link to oficial profiles in social networks in the homepage
	Facility for user sharing	Is there an option to share contents in social networks?

(Taken from Carlos Toural Bran, Moisés Limia Fernández, Xosé López García: Interactividad y participación en los cybermedios: una propuesta metodológica para la elaboración, registro y análisis de datos. Actas del 2º Congreso Nacional sobre Metodología de la Investigación en Comunicación.

PARTICIPATION LEVEL

The last tool we propose is based on a series of researches we conducted, as a team, on the quality of comments in online media (Ruiz *et al.*, 2009; Díaz Noci, 2012). It is recommendable to gather, if not all the comments, at least the first 30 comments of every news you analyze - after that point, conversation tend to be off topic - and apply this grid, based on three main concepts: logic and coherences of arguments; cooperative research of the truth; and whether users search and build an agreement based on the best argument, to determine whether we are in front of a real conversation or not.

This can be applied to Twitter and Facebook -or other social networks- comments posed by readers to news items published in those platforms as well.

COMMENTS IN NEWS

Logic and Coherence	Does the author focuses his/her intervention in the subject of the news?	
	Does the author of the comment give any argument to enforce his/her point of view?	
Cooperative research of the truth	Do speakers show any respect and tolerance?	Libel or Defamation
		Calumnies (unjust accusation)
		Threats
	Do they introduce any nuance to the debate?	
	Do they request any further answer to the other speakers?	
	Do they try to construct an agreement?	Do they try to construct a majority?
Do this majority coincides to the ideological point of view of the medium?		
An agreement based in the best argument	Do the speakers agree and incorporate some other speaker's argument?	
	Do speakers mention any other information source? Which?	
	Are those sources near to the majority of the point of view exposed by speakers?	

Source: Prepared by the Author

As it was explained by Ruiz *et al.*, these concepts can be explained this way:

Logic and coherence

The speakers should centre their intervention on the subject under debate, and show the intention of discussing it.

Cooperative search for the truth

It is of interest to determine whether the readers recognise and respect each other in the dialogue, whether they carry out exchanges of viewpoint, whether they show interest in the arguments of the others. In this respect, it is important to verify whether there is a presence of insults and defamations amongst readers, or of readers towards the protagonists of the news story or the agents present in it.

An agreement based on the best argument

It is of interest to know whether or not the people who intervene in the debate incorporate the argument of the others into their discourse, and whether they use other sources to support their own arguments. Another important aspect is the exclusion of speakers; that is, how many speakers have been able to take part in the conversation and how many comments have been eliminated and why. It is understood that the comments eliminated did not respect the norms.

It is also convenient to read carefully the terms of use of the media you analyze. Whether the responsibility of the user begins with the obligation to register. Whether, once registered, the newspapers permit the use of an alias, since anonymity dilutes responsibility. Whether comments are moderated or not and how.

Some guidelines on the final paper

- You can do this final paper (analysis of several comparable online media from any place of the World) **on your own, or** in up-to-three people **groups**. English will be the working language of the group and of its outcome (this final work).
- Please decide **how many media** -corresponding to the same country or countries, especially if the paper is written in groups, geographical region and media system (please consult Hallin & Mancini's works on the topic)-will you analyze. It seems a good idea to use at least the medium or media you have focused in the interviews, and at least two more media, preferentially of different countries, of the same typology.
- Decide in which **levels** or aspects do you want to deepen: corporate level, newsroom level, content level, participation level.
- Please decide which **kind of media** you will focus on. For instance: legacy newspapers with online version, or digital-born media, or cultural websites, sports websites, public TV websites... Please remember: you analyze **online media**.
- Please **balance** the number of media and aspects: it is quite difficult to choose a huge number of media *and* all the analysis levels. A recommended strategy is three media and focus on two aspects (corporate level and newsroom level, or content and participation levels).
- Try to understand the work in **comparative perspective**. For instance: if you are a team, it could be a good idea to compare a set of comparable media of two or more countries belonging to the same media system (once again, check Hallin and Mancini). The course is intended to present a final comparison of online media worldwide.
- The **recommended length** of the final paper is about **6,000 to 8,000 words**, excluding annexes. An extension of 10,000 words is also appropriate. In general terms, you are expected to deliver a paper **similar** in structure, style and extension **to an academic article**, like the ones we have used during the first half of the course. The usual structure of such a paper is this one:

1. Introduction

Please explain how many media, from which countries, which type of media, why have you chosen them, the aspects you aim to explain, and contextual information about it (online journalism in those countries, references to those specific media, to the aspects you study, etc.).

2. Goals (research questions + hypothesis).

Explain which are the goals and objectives: what do you want to explain? Use bibliography and refer also to the texts we have used during the first part of the course. Try to write some few research questions you intend to solve in your paper. If necessary, try to write some hypothesis, this way: giving a known situation, a new variable would be explained. If you feel hypothesis to be very difficult, please do not worry and forget them.

3. Methods

Which methods and tools will you use? You can use the ones provided in the course or some others you could find more appropriate for your goals. Anyway, please explain if you have done any change and why.

4. Results

This section is very important, since it presents the results of the tools you apply. Please, try to be very specific.

5. Conclusions (limitations and further research)

Please explain shortly (a list is also welcome) the main conclusions of your work. If you need it, explain the limitations of your work, if you should need more media to be analyzed, or a more longitudinal study. Mention, if you want, which kind of additional research should be done to complete yours.

6. References

It is extremely important to use additional information: articles, books, book chapters, reports, news items... any kind of material to complete and contextualize your research study. Please try to find references on online journalism in the countries you study, on those concrete media, on the aspects you study...

Order the references in alphabetical order (by author's surname).

Usually we use APA Style in our university, but any other style guide is also welcome. Please try to be coherent using just one citation style, whatever it is. Some examples of APA Style : <https://owl.english.purdue.edu/owl/resource/560/01/>

The Pompeu Fabra University has its own stylebook (unfortunately, just in Catalan):

<https://www.upf.edu/web/livre-estil/>

Maybe a good idea is to start using a good tool provided by the UPF's library.

Please try using "Advanced search" so you can combine several terms and fields (a Boolean search, actually).

7. Annex(es)

Please include here all the records you have completed. Please remember: the annex(es) are not included in word counting.

- Tables, graphics and figures are extremely welcome when necessary. Please number them (figure 1, figure 2, figure 3... Table 1, table 2, table 3... Graphic 1, graphic 2, graphic 3...).
- Languages: You have to write your final paper in English. Since there is a linguistic skill attached to this course, papers written in any other language will not be evaluated.

