EXAMINING CONCEPTUALIZATIONS OF MOBILE JOURNALISM

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I declare that the material contained in this paper is the end result of my own work and that due acknowledgement has been given in the bibliography and references to ALL sources be they printed, electronic or personal.

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APPROVAL FORM

This research paper attached hereto, entitled "Examining Conceptualizations of Mobile Journalism" prepared and submitted by "Lee Jia En" in partial fulfilment of the requirements for the Bachelor of Communication (HONS) Journalism is hereby accepted.

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Examining Conceptualizations of Mobile Journalism

Abstract

In today's digital era, mobile phones have become indispensable in people's lives, and journalists are increasingly integrating them into their workflows, giving rise to the phenomenon of mobile journalism (MOJO). While MOJO enables journalists to report news stories promptly with photos or videos captured directly from the scene, there are concerns among journalists about its potential to replace traditional newsrooms. Moreover, there is often confusion between mobile journalism and citizen journalism, both stemming from the widespread use of mobile phones. However, there remains a lack of in-depth exploration and conceptualization of mobile journalism, particularly in the context of Malaysia. Therefore, this qualitative study aims to delve into the concept of mobile journalism through interviews and focus group discussions, providing a comprehensive understanding of its implications for traditional newsrooms. By shedding light on current practices and perspectives, especially within the Malaysian media landscape, this study seeks to contribute valuable insights for future research and serve as a reference for traditional newsrooms looking to incorporate mobile journalism strategies into their workflows. The results of this research are crucial not just for journalists and media organizations, but also for outsiders seeking clarity on the distinction between mobile journalism and citizen journalism.

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Chapter 1

Introduction

1.1 Background of Study

In the digital age, people are increasingly realizing the multi-functionality of mobile phones, which encompass features like cameras, video recording, radio, and internet connectivity. This recognition has led to their acknowledgment as reliable tools for both creating and sharing media content (Prestianta, 2022). Scholars suggest that journalists should adjust their approaches to integrate mobile devices into their workflows, considering the changing dynamics of news consumption in order to improve their effectiveness and efficiency (Quinn, 2011; Westlund, 2013; Westlund & Quinn, 2018). Moreover, the impact of social media has transformed how news is produced and delivered (Adornato, 2018). These advancements in mobile technology and journalistic methods have given rise to the concept of mobile journalism (MOJO).

MOJO, or Mobile Journalism, represents a modern and inventive style of journalism that employs mobile devices like smartphones or tablets for recording, editing, and sharing news pieces (Khandge, 2024). It introduces a novel method of storytelling in the media, empowering journalists to be fully mobile and self-reliant. In essence, it covers all digital storytelling and the content generation done through smartphones. With the rapid progression of technology and the widespread availability of smartphones, journalism has experienced notable transformations in the production, distribution, and consumption of news (Canavilhas, 2021).

Research has suggested that mobile journalism emerged in the 1990s with the rise of the internet, but significant progress occurred in the early 2000s with the integration of basic cameras and text messaging functions into mobile phones (Agarwal, 2023). During this time,

journalists began experimenting with using mobile phones to capture and share news content, particularly in areas where traditional media outlets were inaccessible or unreliable. Quinn (2011) documents a significant milestone on February 17, 2004, when The New York Times published an article featuring a photo taken with a mobile phone, marking a crucial moment in the adoption of mobile devices for news gathering.

According to Joomuck (2023), the use of mobile devices in news reporting has allowed professionals to capture and share news content worldwide without the need for expensive camera equipment or dedicated newsrooms. Journalists have welcomed the integration of mobile phones into their work processes, especially for personal benefits like saving time (Wenger et al., 2014). In such situations, mobile journalism is particularly suitable for quickly reporting breaking news, providing content for news platforms ranging from text or oral reports to brief summaries by accompanying images or videos captured on mobile phones directly from the scene.

However, there is often confusion between mobile journalism and citizen journalism, even though they are distinct but related. Both have arisen due to digital technology becoming widespread, but they differ in terms of training and practice. Mobile journalists are usually trained professionals using mobile devices to enhance their reporting, while citizen journalists are often untrained individuals contributing to news without formal oversight (Perreault & Stanfield, 2018). Despite these gaps, both types of journalism have had a significant impact on traditional news, influencing news cycles, enhancing accountability, and changing news values (Bivens, 2008). While citizen journalism has democratized information dissemination, it has also inadvertently contributed to the proliferation of fake news. The ease of sharing unverified information on digital platforms has led to widespread

misinformation, which undermines the credibility of news sources and creates challenges for discerning accurate from false content.

The prevalence of fake news originating from citizen journalism significantly influences the professionalism of mobile journalism. As MOJO relies on mobile devices and similar platforms for news dissemination, the blurred lines between professional reporting and amateur content can cast doubt on the reliability of mobile journalism practices. Journalists adopting MOJO methods must work diligently to differentiate their work from unverified citizen contributions by adhering to strict ethical guidelines and professional standards (Aleksić, 2021). This includes thorough fact-checking, credible sourcing, and transparent reporting practices to rebuild trust and maintain the integrity of journalism. The fake news phenomenon compels MOJO practitioners to emphasize accountability, as their work often directly competes with unregulated and sometimes misleading content from citizen journalists (Khamaiseh, 2024). Thus, addressing these challenges becomes essential to uphold the professionalism and credibility of mobile journalism in the rapidly evolving media landscape.

As mobile journalism becomes increasingly prominent in newsrooms worldwide, it is vital to understand its underlying principles within this evolving narrative style. Both academics and professionals recognize the importance of investigating the theoretical underpinnings and the real-world implications of mobile journalism. This examination seeks to scrutinize the ideas and interpretations of mobile journalism, providing researchers with valuable perspectives to deepen understanding and advance in this growing field. Furthermore, mobile journalism has attracted substantial attention from diverse perspectives.

Nevertheless, there is a notable lack of thorough conceptualization within this field. Many researchers still view mobile journalism as a relatively new area, and there is a scarcity of

comprehensive discussions on its potential to replace traditional media. This deficiency emphasizes the necessity for further exploration and analysis to grasp the complexities and consequences of mobile journalism, particularly in the context of Malaysia. Additionally, the question of whether mobile journalism will ultimately supplant traditional media remains largely unexplored in scholarly discourse, highlighting the need for deeper investigation and discussion. Therefore, it is important to understand its concept and implications in today's news world.

1.2 Problem Statement

The landscape of journalism in Malaysia stands at a pivotal juncture, marked by the burgeoning influence of mobile technology. However, amid this digital revolution, there exists a critical gap in the comprehensive conceptualization of MOJO as it still considered a new domain in media landscape, especially in Malaysia context. While the potential of MOJO to revolutionize news reporting is acknowledged, there is a glaring deficiency in fully understanding its nuances, applications, and implications within the Malaysian media landscape.

Likewise, scholars have realized the importance of adopting mobile devices into journalists' workflows and this circumstance has led to the discussion about the potential of MOJO in replacing traditional newsrooms. Yet, the lack of substantive discourse on how MOJO could potentially replace or augment traditional newsrooms inhibits strategic planning and adaptation within the industry, hindering its ability to harness the full capabilities of mobile technology towards traditional journalist.

Moreover, there is a pervasive confusion between mobile journalism and citizen journalism as both forms of journalism arisen due to the advancement of digital technology, but both actually have slightly differ in different context. Unfortunately, the confusion still remain

due to the shortage on further exploring. This ambiguity not only blurs the delineation of roles and responsibilities but also complicates the understanding of the respective contributions of MOJO and citizen journalism to the media ecosystem. The failure to distinguish between these two phenomena impedes the development of clear frameworks, standards, and best practices for integrating mobile journalism into journalistic practices.

1.3 Research Objectives

The main goal of this research project is to further explore and provide a better understanding on the topic of the concept of mobile journalism. As such, the following research objectives were proposed to achieve this goal:

RO1: To define the concept of mobile journalism, exploring the origins, evolution, and current practices.

RO2: To determine whether mobile journalism can take over the position of traditional journalism.

RO3: To distinguish mobile journalism from citizen journalism in terms of its methods, processes, and outcomes.

1.4 Research Questions

In accordance with the research objectives, the following research questions were proposed to further assist in achieving the main goal of this research project:

RQ1: What are the origins of mobile journalism, how has it evolved over time, and what are the current practices employed in the field?

RQ2: How do news organizations strategize and implement mobile journalism initiatives, and what challenges do they encounter in the process?

RQ3: How does mobile journalism differ from citizen journalism in terms of methods, processes, and outcomes?

1.5 Research Significance

Research on mobile journalism is still relatively scarce and is considered a newly emerging topic. In Malaysia, there is limited research available, with most existing studies focused on European and Indonesian contexts. Therefore, this study seeks to address this gap in the literature by providing a reference point for future research on mobile journalism in Malaysia. By doing so, it aims to contribute to and enhance the understanding of mobile journalism within the Malaysian context. Given the lack of prior research in this area in Malaysia, this paper can also be beneficial for scholars looking to explore this topic further. Additionally, the findings of this research offer insights into the current practices and perspectives of mobile journalism.

Future scholars may discover the insights valuable and build upon this research on a broader scale, exploring the obstacles and potential in mobile journalism across various contexts. In addition to academics, professionals such as journalists, editors, and news organizations can benefit from the findings, gaining valuable understanding of mobile journalism. This study may also aid the media industry in evaluating strategies to embrace mobile journalism practices.

1.6 Limitations of Study

However, there were certain constraints associated with this research endeavor. Initially, the breadth of the study remained relatively narrow and confined, preventing the formulation of broad generalizations applicable beyond Malaysia. The focus was solely on Malaysia's media environment, thus excluding other nations from consideration. Moreover, the participants involved in this study were drawn from a particular demographic, limiting their

ability to fully represent the diversity within the journalism community beyond Malaysia. Furthermore, there exists a dearth of research on mobile journalism in comparison to traditional journalism and other journalistic modalities.

Chapter 2

Literature Review

2.1 Introduction

The swift advancement and widespread adoption of mobile technology, coupled with the surge of social media, are fundamentally altering the landscape of news reporting. A notable evolution receiving considerable attention and research is the rise and expansion of mobile journalism, regarded as a novel journalistic approach in the digital era. Its inception not only transforms how news content is distributed but also has significant implications for the functioning of news enterprises. Mobile journalism, often abbreviated as MOJO, is the practice of collecting, editing, and disseminating news using portable devices like smartphones and tablets. In contrast to traditional reporting methods, MOJO offers advantages such as increased immediacy, heightened audience interaction, and reduced financial barriers (Cameron, 2011). This emerging field has garnered considerable interest from scholars, journalists, and technology developers due to its potential opportunities and challenges for the news industry.

Recent research in mobile journalism has explored a range of topics, including technological advancements and ethical considerations. These studies seek to understand how MOJO influences news production processes, communication dynamics, and the quality of news content. Despite the substantial body of research in this area, there remain gaps in knowledge and unresolved questions, such as MOJO's relationship with citizen journalism and its potential to supplant traditional media. Citizen journalism, characterized by non-professional individuals reporting news using digital platforms, has significantly contributed to the democratization of information dissemination. However, it has also led to the proliferation of fake news, a critical issue that challenges the credibility and trustworthiness of journalism as a whole. The prevalence of unverified and misleading content on social

media platforms has raised concerns about the professionalism and reliability of mobile journalism.

The fake news phenomenon directly influences the professionalism of MOJO by amplifying the need for ethical rigor and fact-checking within the field. As MOJO practitioners rely heavily on portable devices and immediate connectivity, they often operate within the same ecosystem where fake news thrives. This shared space compels mobile journalists to distinguish themselves through adherence to journalistic principles, meticulous verification processes, and a commitment to producing accurate and unbiased content. The challenge lies in balancing the immediacy of reporting with the responsibility of maintaining professional standards. Failure to address the issue of fake news could undermine the credibility of MOJO, thereby affecting its potential to serve as a trusted alternative or complement to traditional journalism.

Hence, this review of literature seeks to delve deeper into the diverse aspects of mobile journalism, with two main research goals in mind. Firstly, it aims to intricately define mobile journalism by tracing its inception, charting its development, and scrutinizing its contemporary applications. By conducting a thorough examination of academic literature and real-world examples, this review endeavours to offer a nuanced comprehension of the fundamental principles, approaches, and technologies that characterize mobile journalism. Secondly, the objective of this review is to explore whether mobile journalism could potentially replace conventional journalistic methods. In a digital age where smartphones and immediate connectivity reign supreme, the convenience and accessibility of mobile reporting have sparked discussions regarding its effectiveness, trustworthiness, and influence. Through a synthesis of current literature and empirical data, this review aims to

illuminate the relative advantages and drawbacks of mobile journalism in comparison to traditional journalism.

In the end, the aim of this literature review is to add to the academic conversation about mobile journalism by providing an understanding of its fundamental concepts, developmental path, and the potential for change. Through a thorough analysis of how mobile technology intersects with journalism, this review seeks to shape future research directions and assist industry professionals in adapting to the ever-changing world of journalism.

2.2 Mobile Journalism (MOJO)

As discussed by Aleksic (2021), mobile journalism, also referred to as MOJO, has emerged as a prominent method within the media landscape for promptly publishing stories, facilitated by advancements in technology. Essentially, MOJO represents one of the fastest-growing segments in contemporary journalism, providing journalists with foundational training and tools for versatile and independent reporting (Karhunen, 2017). The concept of MOJO encompasses various roles such as video journalists, multimedia journalists, backpack journalists, and those individuals who conduct journalistic tasks autonomously (Westlund, 2013; Prestianta, 2022). Another definition characterizes MOJO as a journalistic practice where reporters utilize highly portable multimedia equipment, comprising both consumer and professional-grade devices (Cameron, 2011).

The concept of MOJO involves utilizing smartphones for various journalistic tasks such as gathering, producing, and disseminating news content. As smartphone technology becomes more prevalent and affordable, MOJO enables journalists to utilize these devices for all aspects of news creation and sharing (Mills et al., 2012). This approach empowers community members, students, and professional journalists to utilize smartphones for

producing and distributing news stories. It underscores the seamless integration of smartphone-based content creation with traditional newsroom practices, underscoring the importance of adapting to technological advancements in journalism (Karhunen, 2017; Perreault & Stanfield, 2018).

According to Quinn (2011), the exact origins of MOJO are uncertain, but it emerged in the United States around 2005, marking a significant moment for journalism in the early years of the 21st century. Historical patterns demonstrate that journalists readily embrace new technologies for news gathering if they are user-friendly and facilitate the acquisition of news content. While many journalists have integrated laptops into their news coverage processes, mobile phones have persisted as a fundamental tool for advancing in the field of journalism (Deen & Pan, 2022). Consequently, MOJO primarily aims to empower individual storytellers by leveraging consumer technology to craft compelling narratives.

MOJO represents a novel approach to delivering information to users through innovative platforms, as highlighted by Sperb (2019). While prior scholars have noted the absence of a precise definition of MOJO within academic discourse, they have endeavoured to delineate its characteristics to distinguish it from multimedia journalism and carve out its distinct domain, as noted by Aleksic (2021). It stands as a pivotal component of the digital transformation and constitutes a significant evolution in journalism, which is widely recognized as one of the most influential institutions for generating knowledge in contemporary society by providing timely, accurate, and authenticated public information on a daily basis, as emphasized by Sukmono and Kencana (2023).

However, academics and professionals have pointed out a noticeable gap in research concerning mobile journalism from multiple perspectives (Bui & Moran, 2019; Aleksic, 2021; Prestianta, 2022). This area of study often intersects with discussions on citizen

journalism or participatory reporting (Cameron, 2011; Rodrigues et al., 2021), as both involve the use of mobile devices for news dissemination. Many journalists are honing their skills and showing a keen interest in exploring this alternative medium beyond traditional journalism. Nonetheless, it's crucial to examine whether journalists are adequately trained to utilize mobile devices for news reporting. This entails not only technical competencies but also a range of essential journalistic skills, including storytelling, information validation, verification, and content packaging specifically tailored for mobile devices (Maccise & Marai, 2016; Mohammedsalih, 2017).

According to Cameron (2011), mobile journalists are often recognized for their ability to promptly respond to unfolding news events, frequently operating outside of traditional newsroom settings for extended periods. This form of journalism necessitates journalists and media professionals to enhance their competencies and proficiency in utilizing tools, techniques, and applications essential for media work, including technical skills (Abuhasirah & Oreqat, 2023). Consequently, mobile journalists must develop foundational skills in crafting and producing comprehensive news stories. Additionally, they are expected to uphold ethical standards while constructing journalistic narratives and interacting with sources and individuals within these frameworks (Mahon, 2021). As a result, MOJO encompasses the intricate dynamics involved in producing and disseminating news via mobile devices. Typically, mobile journalists utilize a device and leverage their mobility skills to gather information and craft a story directly from the scene of the event (Veronika et al., 2021).

However, the challenges facing mobile journalism extend beyond academic circles into practical domains, as it continues to navigate its position within the media landscape. As noted by Perreault and Stanfield (2018), mobile journalists confront a dynamic tension

between print, broadcast, and digital journalism, as well as between traditional journalism and citizen journalism. Therefore, a central inquiry arises: should mobile journalism be integrated into existing media frameworks or treated as a distinct entity? Concurrently, the role of mobile journalists is under scrutiny—is production solely reliant on mobile devices for content creation across platforms, or does it pertain to content tailored specifically for mobile consumption, irrespective of the device used for its creation (Aleksic, 2021)?

2.3 Smartphones and MOJO

The emergence of mobile journalism can be attributed to advancements in mobile phone technology, particularly the utilization of video capabilities in capturing newsworthy events. Within the realm of journalism, smartphones, as the pinnacle of mobile technology, not only facilitate media consumption across various contexts (Peters, 2012) but also enable a dynamic multimedia spectrum (Barbosa, 2013), fostering the creation of innovative and engaging journalistic narratives for audiences (Canavilhas, 2021). Smartphones function as personalized channels, facilitating content adaptation to suit consumer preferences, thus contributing to the widespread dissemination of knowledge in journalism. The efficacy of mobile phones in journalism stems from their mobility, user-friendly interfaces, personal connectivity, and multifunctional capabilities extending beyond mere oral communication.

According to Canavilhas' research (2021), smartphones play a pivotal role in mobile journalism (MOJO), offering journalists efficient means to report from the field and thereby facilitating the dissemination of mobile news (Deen & Pan, 2022). It underscores the significance of internet connectivity and advanced search capabilities in augmenting journalists' effectiveness when utilizing mobile devices for their work. Additionally, the advent of smartphones, alongside digital technology, and Wi-Fi, has transformed

conventional journalism practices, positioning smartphones as indispensable tools for both news consumption and as compact media centers for journalists (Deen, 2019).

Oscar Westlund (2013) emphasized that advancements in technology have greatly facilitated mobile journalism, enabling reporters to engage in reporting from any location at any time. This transition has seen a shift from traditional setups involving separate individuals handling equipment to a single journalist equipped with a smartphone. With just one device, journalists can cover various news formats and manage all stages of the news production cycle, including production, editing, and distribution online. Moreover, the compact and lightweight nature of smartphones has enhanced journalists' mobility, a development driven by the rapid pace of innovation in digital media and mobile technology (Canavilhas, 2021).

In 2007, Reuters recognized the potential of mobile journalism (MOJO) and formed a partnership with Nokia, a Finnish company, to advance the development of digital journalism. This collaboration laid the groundwork for the emergence of smartphones, devices that evolved into miniature computers with specialized applications like Photoshop (Karhunen, 2017). Smartphones have introduced a new dimension to journalism, leveraging various communication channels such as satellite, terrestrial, and microwave, facilitating enhanced communication locally and internationally. However, challenges persist, including issues with linked communications on phones, television transmissions, and other media forms like telex and facsimile (Bivens, 2008).

Today, mobile journalists have access to a variety of accessories and software designed to enhance the performance of their smartphones, allowing each professional to customize their MOJO (Mobile Journalism) kit based on their specific requirements. According to Rodrigues et al. (2021), the number of accessories comprising the MOJO kit directly impacts a mobile journalist's agility in the field or when capturing unforeseen events. One of the primary

benefits of utilizing a MOJO kit is the speed advantage it offers over professionals carrying bulky and cumbersome equipment. Ideally, all equipment should be compact enough to fit into a small backpack, facilitating mobility. However, this advantage is contingent upon the availability of a stable internet connection for seamless transmission.

The prevalence of news consumption through mobile phones has become widespread, with global data showing a steady increase in mobile phone usage from 2019 to 2022 (Dolan, 2023). For instance, a study conducted by the Reuters Institute for the Study of Journalism found a rising number of Australians relying on their mobile phones for news consumption compared to other devices, while 81% of users in Singapore prefer mobile phones for news consumption (Karhunen, 2017). Furthermore, the advent of mobile communication through smartphones enables newsrooms to swiftly deliver new information to journalists, thereby opening avenues for further investigation and allowing inquiries about emerging data from those not physically present at the scene (Canavilhas, 2021).

In response to the widespread adoption of mobile devices and networks during the early 21st century, both news organizations and developers began developing apps for news creation and consumption. As mobile applications become increasingly integrated into everyday social interactions and the global market, they have become a vital aspect of journalistic endeavors (Steinke & Bélair-Gagnon, 2019). Despite the availability of a considerable amount of scholarly work in the realm of mobile journalism (MOJO), there remains a notable scarcity of analytical and practical studies examining the various stages of production, distribution, and reception of journalistic content on mobile devices (Canavilhas, 2021).

2.4 Adoption MOJO in News Organization

Mobile journalism (MOJO) is revolutionizing news reporting by leveraging the capabilities of mobile devices for newsgathering. According to Ahmad (2023), proficiency in MOJO

skills is increasingly expected of both new journalists and seasoned professionals, with many journalists incorporating these skills into their repertoire beyond their formal job requirements. The integration of MOJO into news organizations is widely viewed as a significant advancement in journalistic practices (Aleksic, 2021; Salzmann et al., 2021). The influence of mobile technology on media convergence is evident in the development of mobile news services and applications, which have had a substantial impact on newsrooms worldwide. This shift underscores news organizations' adoption of omnipresence strategies, aiming to ensure easy access to their content across various devices and locations.

According to Aleksic (2021), mobile journalists possessing the requisite skills have become indispensable assets to local media establishments, enhancing storytelling, ensuring timely reporting, fostering community involvement, and covering breaking news more effectively. The incorporation of MOJO techniques can indeed benefit traditional media outlets by facilitating their adaptation to evolving technological landscapes. Through the integration of MOJO practices, they can engage more adeptly within the global media arena, leveraging digital tools and platforms to their advantage (Kusuma, 2022). Moreover, MOJO skills can assist traditional newsrooms in navigating new technological frontiers, enabling them to engage professionally with the global media landscape. The resilience of traditional newsrooms over the years has been attributed to their willingness to embrace and adapt to advancements in media technology.

The evolution of technology has not only transformed the media itself but has also reshaped the audience, leading to new expectations and preferences. To meet the evolving demands of this audience, traditional newsrooms must embrace emerging media formats like mobile journalism, which have flourished in non-traditional media landscapes. Collaboration between traditional newsrooms and alternative media forms would likely enhance the quality

of content offered, making the distinction between good and bad content clearer and more apparent. By integrating new forms of journalism, professional newsrooms can not only deliver information in a manner tailored to the preferences of contemporary audiences but also establish a more sustainable and enduring model, crucial for the future development of media (Aleksic, 2021).

Previous studies have pointed out the limited documentation surrounding the implementation of mojo (mobile journalism) workflows within professional journalistic practices (Mills et al., 2012). They highlight that successful adoption of mojo workflows necessitates integration into existing newsroom procedures, adherence to technical standards, and provision of adequate training and support for journalists. This sentiment is echoed by Quinn (2011a), who emphasizes the importance of aligning newsroom operations to facilitate news gathering through mobile devices. As a result, newsroom workflows should be adapted to enable journalists to collect, curate, edit, publish, and refine content using mobile devices and applications, both within and beyond the confines of the newsroom (Prestianta, 2022).

Quinn (2011) highlighted the challenges faced by media entities in securing revenue through advertising, prompting many international organizations to pivot towards subscription-based models. For instance, The New York Times notably embraced mobile journalism, while NDTV implemented mobile journalism as part of a cost-saving strategy. Furthermore, multimedia outlets such as The Wire, The Quint, and Scroll have been cited for their utilization of MOJO for news gathering and dissemination. Reuters stands out as an early proponent of MOJO, establishing a dedicated website for mobile journalism and supplying "mojo kits" to selected reporters (Westlund, 2013; Salzmann et al., 2021).

Thanks to advancements in mobile phone technology, modern journalists can now create news, photos, and videos directly from the field, maintaining the standards of quality journalism. This enhances production efficiency and speed (Aleksic, 2021). However, Prestianta (2022) contends that current research should delve into how news organizations perceive mobile media and how smartphones impact journalists' workflows, as well as how these tools become institutionalized in newsrooms. Furthermore, there's a need to explore journalists' attitudes towards mobile journalism and the reluctance of certain traditional newsrooms to adopt MOJO. Reasons for this reluctance include concerns about content quality and ethical implications stemming from citizen-contributed content that could potentially damage a media organization's brand or reputation (Westlund, 2013).

There are numerous advantages for news organizations in employing MOJO, particularly when their staff is well-versed in mobile usage issues. It's crucial to ensure journalists possess the necessary knowledge and skills to effectively utilize mobile devices for news gathering. Technical competencies must be complemented by essential journalism skills such as storytelling, information justification, verification, and content packaging tailored for mobile platforms (Maccise & Maria, 2016). Consequently, mobile journalism has gained prominence in both local and international media outlets, underscoring its significance and influence in today's media landscape. Certainly, the integration of mobile phones into the news production process undeniably facilitates journalists to some degree. However, the authenticity of footage captured by citizen journalists using smartphones, along with the proliferation of fake news manipulated via these devices, remains a multifaceted challenge inherent to both mobile journalism and traditional newsrooms (Ahmad, 2023).

2.5 Citizen Journalism

Citizen journalism is defined as a citizen, or group of citizens, actively participating in the process of gathering, reporting, analysing, and disseminating news and information (Jurrat, 2011). Indeed, the advancement of digital technology and social media platforms has made it possible for anyone with a smartphone and an internet connection to become a citizen journalist. According to Carpenter (2019), have focused on whether citizen journalism follows journalistic standards and satisfies the requirement for outstanding news. It is less prevalent for citizen journalists to conduct interviews in which they ask other people questions. Citizen journalism frequently depended on personal networks and social media to obtain and verify material, which might lead to less credible sources and inaccurate reporting (Jalli, 2020).

Citizen journalists have been criticized for prioritizing entertaining news with little background research over informing the public about issues that benefit them as citizens (Carpenter, 2008). Many citizen journalists have not had the same training as professional journalists in terms of objectivity, thoroughness, fairness, and accuracy. Media organizations are increasingly embracing citizen journalism methods and inviting individuals to contribute to their news sites, while professional journalists collaborate with citizen journalists in their news presentation and distribution procedures (Nah & Chung, 2012). As a result, millions of citizen journalists have been sharing their experiences online, bringing subjects to the forefront news agenda that mainstream media is unable to cover (Jurrat, 2011).

The book "The Elements of Journalism" states as core principles: devotion to citizens, offering a forum for public critique, and the necessity for citizens to exercise their rights and duties towards news (Kovach & Rosenstiel, 2001). Scholars claim that may help to establish

or restore confidence in the news media as well as better enlighten citizens (Zavani, 2021; Cherubini and Nielsen, 2016). Besides, the term of "engagement" has recently become a buzzword in the media industry. Belair-Gagnon et al. (2019) highlighted it as a feasible solution to the media's income and public relevance dilemma. Audiences may encounter professional and citizen journalists when accessing and exploring social media news as citizen journalists participate in journalistic approaches. Consequently, audiences frequently connect and participate openly with professional and citizen journalists using interactive elements such as blogs, forums, and chat capabilities (Chung & Nah, 2009).

Based on Wu and Pan (2021), audience engagement is important for news organizations or citizen journalists because it increases reading and fosters trust and loyalty towards news brands. Citizen journalism enables media organizations to interact with their audiences in novel and creative ways (Estelle, 2022). Additionally, citizen journalism may generate deeper engagement with their news content by encouraging audiences to contribute to the news-making process. This is since the bulk of citizen journalism is formed by regular people who share the same opinions as a citizen about news linked to their neighbourhood (Iribarren, 2021). Hence, they understand how to capture citizens' attention and help them quickly understand their content.

Gajardo and Meijer (2022) highlighted that there is a significant difference between a receiving orientation and a production orientation of involvement from the standpoint of media frameworks. Production-oriented audience engagement refers to how journalists interact with their audiences, whereas reception-oriented audience engagement includes how audiences interact with journalists (Nelson, 2021). Furthermore, citizen journalism has the potential to broaden the range of voices and perspectives represented in news. Audiences are more inclined to trust when they believe their voices are being heard and their contributions

are recognized. On the other hand, citizen journalism declares into doubt the credibility of news organizations. Citizen journalists may not always be able to check the truth of their reporting without the practical and resources of professional journalists, which may contribute to the spread of disinformation and false news, as well as weaken the credibility of news organizations and diminish faith in the news (Darbo & Skjerdal, 2019).

2.6 Credibility of Citizen Journalism and Its Impact on MOJO

According to Darbo and Skjerdal (2019) research, professional journalists highlight characteristics that distinguish them from amateur journalists, while citizen journalists are more likely to convey traits that emphasize humanity. Previous research indicates that perceptions of news media credibility are influenced by elements such as perceived standards of fairness, accuracy, and bias, which are shaped by the structure of news articles. Therefore, perceived credibility may be widely described as the appraisal of a message's reliability based on a variety of communication, such as the message source, content, and medium through which the message is conveyed (Carr et al., 2014). However, researchers discovered that the credibility of citizen journalism will always be questioned.

A person with expertise or specialization in each sector is believed to be a trustworthy and informed source in their field, therefore they do not need to prove credibility (Traub, 2014). As mainstream media was controlled by third parties such as government or news organization, can only disseminate news approved by these entities (Wok & Mohamed, 2017). In contrast, citizen journalism operates independently, free from third-party influence, and offers unrestricted access to news and events. (Estelle, 2022).

Citizen journalists, who may lack professional training in journalistic ethics and practices, are more prone to errors or biases (Chung et al., 2018). For instance, a citizen journalist who supports a particular political party may unconsciously produce news that aligns with their

political biases. This can influence readers' opinions, potentially polarizing public discourse and spreading misinformation. Moreover, limited access to institutional resources and challenges like language or cultural barriers can further hinder the verification process (Taibi & Teh, 2020). These limitations impact the quality and richness of citizen journalism content, contributing to a perceived lack of legitimacy.

Yet, this freedom has raised concerns about the credibility of citizen journalism. While mainstream media content is filtered or fact-checked by gatekeepers to ensure accuracy (Apuke & Ayih, 2020), citizen journalism lacks such institutional checks and balances. As a result, it becomes difficult or audiences to verify the accuracy of citizen-generated news. When inaccuracies occur, they can contribute to the spread of misinformation and fake news, which undermines the credibility of news organizations and weakens public trust in media. The issue is exacerbated by the speed and reach of digital platforms, where citizen journalists disseminate content. In the absence of proper verification, false information can spread rapidly, leading to significant societal consequences, such as misinformed public opinion, reputational damage, and erosion of trust in reliable media sources (Majerczak & Strzelecki, 2022). For example, during crises or emergencies, unverified news from citizen journalism can escalate panic or propagate incorrect narratives.

Fake news, often amplified by citizen journalism, arises when unverified or biased content is circulated without adequate fact-checking. This issue raises concerns about the professionalism that heavily relies on similar tools and platforms. According to Molina et al. (2019), the term "fake news" has evolved into a highly politicized buzzword, extending far beyond its original definition of fabricated information. It is now frequently employed as a rhetorical weapon to discredit the credibility of reputable news organizations or to dismiss opinions and commentary that conflict with one's personal beliefs. This shift has blurred the

line between genuine concerns about misinformation and the strategic misuse of the term to delegitimize dissenting voices, fostering a climate of scepticism and distrust in media discourse (Nial, 2024).

Mobile journalism operates at the intersection of traditional journalism and citizen journalism. It relies on mobile devices to produce, edit, and distribute professional news content. As mobile journalism gains traction, its credibility is increasingly scrutinized, especially when fake news stemming from citizen journalism becomes prevalent (Nabilah, 2023). The ubiquity of smartphones and social media as tools for information dissemination has blurred the distinctions between mobile journalism and citizen journalism. Both groups share overlapping workflows, such as recording video, conducting interviews, and publishing content on platforms like Twitter or Instagram. For audiences, this overlap makes it challenging to discern credible, professionally vetted journalism from amateur content. This confusion not only undermines the perceived value of professional reporting but also creates opportunities for misinformation to flourish, as audiences may inadvertently trust sources that lack journalistic rigor (Steele, 2009).

In an era dominated by fast-moving information and the viral nature of social media, the rise of misinformation has become a pervasive issue. For mobile journalists, this means an increased burden to verify information rigorously before publication (Zhang & Li, 2019). Unlike traditional journalism, which often benefits from longer production cycles, mobile journalism operates in real time. Fact-checking under such constraints requires additional resources and time, which can slow down the reporting process. Balancing this responsibility while staying competitive in a market driven by instant updates adds considerable strain to mobile journalists' workflows (Maštrapa et al., 2020).

Moreover, addressing the spread of misinformation often necessitates additional efforts, such as clarifying or debunking fake news, further complicating their role. While both often utilize similar tools like smartphones, AlliGee (2023) underscored the lack of formal training and ethical guidelines among citizen journalists can lead to the proliferation of misleading or false information. This association tarnishes the credibility of professional mobile journalists, as the public may generalize the negative experiences of misinformation to all forms of mobile journalism (Fernandez & Alani, 2018). Over time, this erosion of trust complicates efforts by professional journalists to maintain their audience's confidence, as they are unfairly grouped with unreliable sources.

On the other hand, when audiences perceive citizen journalism sources as reliable, they tend to find the information highly credible (Febriane et al., 2023). However, this perception does not always align with the actual accuracy or reliability of the content. As a result, the unchecked dissemination of biased or inaccurate news from citizen journalists amplifies the fake news problem, posing challenges to media credibility and public trust in journalism. In conclusion, while citizen journalism offers valuable insights and perspectives outside the purview of mainstream media, it also has inherent risks (Mahamed et al., 2021). The lack of institutional oversight, professional training, and standardized practices increases the potential for misinformation and fake news.

2.7 Conceptual Framework

The conceptual framework of this study must consider the broader implications of mobile journalism (MOJO) within the context of citizen journalism and its associated challenges, particularly the proliferation of fake news. Citizen journalism, which enables individuals without professional training to capture, report, and disseminate information, has often been lauded for democratizing the flow of news and empowering voices previously excluded from

mainstream media. However, this accessibility comes with significant drawbacks, including the spread of misinformation and fake news. The unregulated nature of citizen journalism allows for content creation without adherence to professional standards or ethical guidelines, which often results in the dissemination of unverified or biased information. This issue has become particularly pressing in the digital age, where the rapid spread of fake news can cause widespread confusion and erode public trust in media.

This challenge directly impacts the professionalism of MOJO, as the boundaries between citizen journalism and MOJO often blur in the public's perception. Mobile journalists, although trained and working within structured newsroom environments, face the risk of being associated with the less regulated, sometimes unreliable nature of citizen journalism. The presence of fake news can diminish the credibility of MOJO practitioners, undermining their efforts to deliver accurate, timely, and ethical reporting. As a result, mobile journalists must work diligently to distinguish their practices through strict adherence to journalistic ethics, fact-checking, and the use of credible sources. This professional rigor becomes essential not only to uphold their own credibility but also to restore public confidence in journalism.

The conceptual framework must also explore how traditional newsrooms adopting MOJO strategies navigate these challenges. It is critical to examine whether they have implemented mechanisms to mitigate the influence of fake news on their operations and how they maintain a clear distinction between professional MOJO and the unregulated nature of citizen journalism. By investigating these dynamics, the study will provide deeper insights into how MOJO is shaped as a credible, professional practice distinct from citizen journalism, while addressing the broader implications of misinformation on the field's integrity and public trust.

Chapter 3

Methodology

3.1 Research Design

This study will employ a qualitative methodology, commonly utilized in contemporary social science research (Mohajan, 2018). Qualitative research allows for the exploration of subjective viewpoints and personal experiences, which quantitative methods may not capture adequately. Given the diverse perspectives on mobile journalism and the expertise of participants in professional fields, a qualitative approach is deemed appropriate. This method facilitates the examination of intricate interactions within simulated systems, with a particular emphasis on the perspectives of research subjects. Purposive sampling will be used to select participants, aiming to gather samples that provide rich and valuable information in qualitative research (Palinkas et al., 2015). Focus group discussion and follow-up interview will be conducted, considering the exploratory nature of the study, as interviewee responses may inform future research inquiries and contribute to a more holistic understanding of the topic.

3.2 Sample and Sampling

The research will utilize Purposive Sampling, a non-probability sampling approach considered most suitable for identifying respondents possessing specific characteristics, relevant experiences, and viewpoints (Wimmer & Dominick, 2014). The participants selected are actively involved in journalism domain, particularly in practicing mobile journalism, chosen to delve into the concept of mobile journalism and its potential to overshadow the traditional media. Their selection is based on their profound understanding of mobile journalism, ensuring the study captures comprehensive insights into its practical aspects.

Initially, the recommended minimum for achieving data saturation in qualitative research was eight to sixteen interviewees or three and five focus group discussion (Braun & Clarke, 2016). However, because prior researchers typically conducted in-depth interviews with a minimum of four to twelve participants, this study opted to utilize the average number of participants, which is eight, for the interview sessions. To delve deeply into mobile journalism, focus group discussions will be employed, dividing the eight participants into two smaller groups. The aim of these discussions is to foster collaborative dialogue among participants, enabling them to expand on each other's insights and brainstorm ideas that may not have emerged in individual interviews. Furthermore, the moderator will engage with participants, facilitating follow-up questions for a richer exchange of ideas.

3.3 Data Collection

Participants will be contacted via email to invite them to take part in both the small focus group discussions and follow-up interviews. Both the focus group discussions and follow-up interview sessions will be conducted in person at locations that are convenient for the participants.

For the focus group discussions, the eight participants will be divided into two smaller groups, each consisting of four participants, to explore various experiences and perspectives pertinent to the study. The eight participants are selected based on their diverse backgrounds in mobile journalism and related fields. The demographic profile includes participants with varying levels of experience in media, journalism, and content creation. Some participants have a background in traditional journalism, while others come from digital or mobile-first media environments. Their working experience ranges from entry-level positions to senior roles in traditional journalism and multimedia journalism. This diversity will help provide a broad spectrum of insights into mobile journalism practices.

Participants will also be given a consent form to fill out within two weeks before being allowed to proceed with the focus group discussions. These discussions will be recorded, and the data will be transcribed within two weeks for each group. Following the focus group discussions, participants will be invited to participate in follow-up interviews to elaborate on and clarify any points raised during the group discussions. These interviews will provide deeper insights into individual perspectives and help ensure a comprehensive understanding of the data collected.

The entire data collection process will span seven weeks, comprising four weeks for conducting the focus group discussions and follow-up interviews and three weeks for transcribing and analysing the research's themes. The follow-up interviews will be scheduled within one to two weeks after the corresponding focus group discussion to maintain the relevance of the topics explored.

3.4 Interview Protocol

To begin the interview, a few non-research-related ice-breaker questions will be asked to help the participants relax. Afterward, the actual interview questions will be posed, and participants may be requested to provide additional information or clarification for their answers. The interviewer will assure the interviewees that their responses will be kept confidential.

The focus group discussion will take place at a quiet cafe and last approximately one hour. During the discussion, participants will be encouraged to share their own opinions without interruption from the moderator. However, once the discussion concludes, the moderator will guide the conversation forward to ensure progress. As the study's interviews are semi-structured, participants may also be asked additional questions not included in the questionnaire to seek elaboration, clarification, or explanation on the topic and research

questions. The interviewer will express gratitude to the participants for their time and participation at the end of the session.

3.5 Data Analysis

In conducting the analysis for the focus group discussion and follow-up interview, the study will employ thematic analysis since it is the commonly used technique for analysing interview sessions or transcripts (Boyatzis, 1998; Braun & Clarke, 2006). The study will categorize the terms and phrases used by the respondents in their responses, identify patterns and themes, and draw conclusions from the data. Members checking is a method for investigating the credibility of qualitative results that will implement in this study to confirm the trustworthiness of informants' responses or feedback (Birt et al., 2016). The analysis will involve five steps, which include getting familiar with the data, generating initial codes, searching for themes, reviewing themes, defining, and naming the themes (Braune and Clarke, 2006).

3.6 Ethical Considerations

This research project will require obtaining permission from an Institutional Review Board, such as the UTAR Scientific and Ethical Review Committee (SERC), since it involves conducting in-depth interviews with human subjects. After approval, the data collection process officially began, and the participants will be asked to complete an informed consent form prior to being allowed to participate in the study. The nature and purpose of the research will be explained to the participants, and they will be asked to sign the consent forms if they feel comfortable and wish to participate.

During the data collection process, all respondents were treated fairly and equally as possible and were not obligated to answer any interview questions that make them feel uncomfortable. To protect the privacy and identity of the respondents, aliases or fake names will be used.

The only information made available is their working years, interview answers, and other relevant information that is related to research objectives and questions.

Chapter 4

Findings

4.1 Introduction

This study investigates three key research questions: (1) to clarify the concept of mobile journalism, (2) to assess whether mobile journalism has the potential to replace traditional journalism, and (3) to identify the differences between mobile journalism and citizen journalism. The study draws on data from two focus group discussions, each comprising four informants—journalists currently practicing or with in-depth knowledge of mobile journalism.

The research relies on a series of interview questions designed to explore the concept of mobile journalism and highlight its distinctions from citizen journalism. Based on data analysis, three main themes emerged to explain mobile journalism and its implications in Malaysian newsrooms today: (1) Conceptual Understanding of Mobile Journalism, (2) Comparison with Citizen Journalism, and (3) Potential for Mobile Journalism to Replace Traditional Journalism. These themes provide an in-depth understanding of mobile journalism, offering researchers valuable insights into its impact on traditional newsrooms and its potential to eventually replace traditional journalism.

The informants for this study consist of 8 respondents, aged between 24 and 56, with varying levels of experience in journalism. They have backgrounds ranging from a minimum of 2 years to a maximum of 20 years in the field. The group is divided into two focus groups of 4 participants each by following their similar demographics. All of the informants work for news organizations that have adopted mobile journalism practices, offering valuable insights into how this form of journalism has evolved and is currently being utilized in their

respective organizations. Their diverse experiences provide a comprehensive perspective on the impact and challenges of mobile journalism.

4.2 Defining Mobile Journalism

4.2.1 Conceptualization of Mobile Journalism

Most of the informants share a similar perspective on the term "mobile journalism (MOJO)," expressing a consensus that mobile devices empower journalists to report news instantly, regardless of location. They emphasize the technological tools and workflow involved in MOJO, which centres the use of smartphones to perform tasks such as shooting, editing, and publishing news stories. Besides, they also described that MOJO is a self-contained process, where all stages of news production can occur on a single device and this has recurring theme of flexibility and efficiency, especially in covering breaking news. Below is the detailed transcript of their views:

<p style="text-align:center">Informant 3 (Group 1):</p>

"我觉得 mobile journalism 是指记者使用手机来完成新闻报道。这就代表从拍摄、录影、写稿什么的，记者都是只使用手机来完成所有新闻素材的采集工作。"

Informant 3 highlights that mobile journalism involves reporters using mobile devices to complete the entire news reporting process. This includes shooting, video recording, writing, and other tasks—relying solely on mobile devices for all aspects of news material collection.

<p style="text-align:center">Informant 5 (Group 2):</p>

"To me, mobile journalism, or we also called MOJO refers that journalists will use phones to shoot, edit, and even publish news stories from anywhere and anytime.

With just a phone, journalists can become more efficient and easier to cover breaking news."

Others informants has highlight how MOJO differs from traditional journalism, which MOJO are free from time and location constraints. This underscores the instantaneous nature of MOJO and its alignment with the fast-paced demands of social media reporting:

<p style="text-align:center">Informant 1 (Group 1):</p>

"据我所知，`mobile journalism` 会在手机上完成所有的事情。。。从拍摄到发布新闻。所以和传统媒体对比，`mobile journalism` 会更加的 `flexible`，因为它不受时间和地点的约束，`as long as` 你有 `data` 或者 `WIFI`，你就可以随时随地发布新闻。"

Informant 1 emphasizes that mobile journalism enables everything, from filming to news reporting, to be conducted through a smartphone. He points out that this approach is more flexible compared to traditional media, as it is not restricted by time or location. As long as reporters have internet access or Wi-Fi, they can publish news anytime, anywhere.

<p style="text-align:center">Informant 8 (Group 2):</p>

"Erm…… not only that, compared to traditional journalist, mobile journalism rely heavily on mobile devices rather than cameras or camcorder. This actually easier for journalists to report news instantly and connect with audiences wherever they are, especially on social media. These days, we can see many news outlets are doing live reporting on social media so they can immediately share the news right away."

However, one informant addresses a critical dimension, which is the distinction between MOJO and citizen journalism:

Informant 6 (Group 2):

"I agree with both opinions…… I think nowadays as long as you have a smartphone, anyone can become a reporter. But this does not means that you are practicing mobile journalism because mobile journalism involve the professional standards like fact-checking, ethical reporting and so on. If you without journalism background, you can't really said that you are a mobile journalist."

4.2.2 Role and Significance in the Modern News Ecosystem

The informants' responses provide insights into their views on the role of mobile journalism in today's media landscape. While some see mobile phones primarily as a supplementary tool, others recognize them as crucial for efficient and fast news reporting. The informants discuss the advantages and limitations of using mobile phones compared to traditional equipment like cameras. Key points include the flexibility, speed, and convenience mobile phones offer for tasks like live reporting, editing, and publishing, as well as their ability to reduce the need for extensive setup and teamwork. Below are the detailed responses from the informants:

Informant 7 (Group 2):

"Erm…..instead of saying that mobile phone is important in today news world, I more agree that mobile phone as a supplementary tool. The mobile phone can help to fill the gap that traditional media unable to match it like conducting a live reporting on social media."

"Exactly! When we have to conduct live reporting on Facebook, mobile phone is more easier and faster for reporters. With just a few click, we can immediately hold a live at anywhere and anytime. But if we use the camera, we still need to set up the equipment……wait for other colleagues in control room to assist."

"I won't say important or not important……but what I can say is with mobile phone, it help reporters to reduce complicated procedure. I think mobile journalism is all about flexibility and speed. As long as you have a phone, you can complete every tasks by yourself. Unlike traditional media, always have to work in pair……one person in charging the camera and another person in charging the reporting."

"I agree with all of your points……but I also agree that mobile journalism quite important for today newsroom. Because for traditional media……after we finished shooting a news event, we have to rush back the office to proceed the news article or news video……and all these actually take extra time and make us unable to deliver the news immediately. But if we use mobile phone, then we can just immediately edit video or write the report and then publish it in a very short period……this actually help to reduce reporters' workload."

However, some informants also highlight concerns such as network instability, battery issues, and the limitations in image quality when compared to professional cameras:

"我个人觉得 mobile journalism 更像是一个辅助工具，就好像我们每次出任务，我们还是更习惯的带着相机。主要手机不稳定的因素太多，虽然手机可以让记者进行实时报道但。。。这个的前提是你 line 需要很好。不然的话，我还是更倾向于带相机，虽然发布时间上会比较慢。。。因为需要后期制作但至少我可以避免很多问题啦。"

Informant 4 perceives mobile journalism as more of a supplementary tool due to the potential instability of mobile phones. She explains that while mobile devices enable real-time reporting, their effectiveness depends on stable internet connectivity. She adds that she prefers carrying a camera despite the slower news release time and the post-production required for footage. This preference is driven by the need to avoid the potential technical issues associated with mobile phones.

"我赞同你讲的，虽然使用手机报道新闻的确很快啦。。。但还是有很多你需要去考虑的，除了网络不稳定之外，像是拍摄效果啊，电量问题这些。所以我支持你讲的手机更多起到一个辅助的功效。"

Informant 1 agrees that while mobile phones allow for faster news reporting, they come with challenges, such as network instability, shooting quality, and battery life. He supports Informant 4's view that mobile phones should be seen as a supplementary tool rather than the primary equipment for journalism.

"我倒觉得手机在我们今时今日的媒体担任着很重要的角色耶。Compare 起相机录影机这些啦，我其实更 prefer 用手机拍摄。因为如果你要用相机拍摄什

么的，你需要确保你对 ISO，*shuttle speed*，*aperture* 这些非常的了解，这样你才能调整到适合的参数。。。但通常新闻的那个爆点都是只在一瞬间，如果你错过了拍摄。。。好像你的相机参数不对导致曝光，那你的新闻就没有任何价值了。我觉得手机可以免掉这样的麻烦啦。至少我们不用一直根据现场的灯光啊那些去调整相机的参数，手机会自动根据现场的变化来掉整。然后好像开 *live* 什么的话，手机其实也比相机这些来的快啦。如果用相机开 *live*，你需要别人幕后协助你但是手机的话，一个人就可以完成一场 *live* 了。"

Informant 2 argues that mobile phones play a significant role in today's news media. He prefers capturing footage with mobile phones over cameras and camcorders, as cameras require familiarity with technical settings like ISO, shutter speed, and aperture. In fast-paced scenarios, such as breaking news, there's a risk of missing key moments due to incorrect camera settings. Mobile phones, which adjust automatically to changing scenes, eliminate this issue. Additionally, Informant 2 highlights that mobile phones are faster for live broadcasting, as they do not require a team to assist with setup, unlike cameras.

4.3 Impact of Mobile Journalism on News Reporting

4.3.1 Effects on the Speed and Accessibility of News Reporting

The informants provide insights into the advantages and drawbacks of mobile journalism, focusing primarily on its impact on the speed of news reporting. Some highlight the significant improvements in efficiency, where reporters can quickly capture, edit, and publish news content using smartphones, making it ideal for breaking news and live reporting. Their perspectives illustrate the balance between the convenience of mobile

journalism and the reliability challenges it may face in certain situations. Now, here's the transcript of the informants' responses:

Informant 1 (Group 1):

"速度方面来讲的话，那肯定是 mobile journalism 更胜一筹啦。你想想看啦，一台手机就能 settle 所有事情。。。哪里像我们？拍完素材要赶回 office edit 影片还要 上字幕、effect 那些。我觉得这样其实某种程度上导致我们报道新闻速度变慢。你看我们就好，一天只能 cover 最多 3 到 4 支 video。但是 mobile journalism 的话，我可以当场拍、当场 edit 然后当场 post 咯。"

In terms of speed, Informant 1 acknowledges that mobile journalism is superior, as everything can be handled with a single device. Unlike traditional methods, where footage needs to be brought back to the office for editing, adding subtitles, and effects, mobile journalism allows reporters to shoot, edit, and publish news on the spot. He notes that while traditional reporting limits them to covering three to four videos a day, mobile journalism significantly increases efficiency.

Informant 6 (Group 2):

"In my opinion, I think mobile journalism has increased the speed of news delivery, especially breaking news. Once we have finished capture the footage or images, we can directly upload the news stories to our news platform……so this help us to reduce the time it takes for information to reach to the public."

An informant agrees that the immediacy of MOJO is especially beneficial for breaking news and live reporting, which traditional methods cannot achieve efficiently:

"That's true……mobile journalism allowed reporters to report immediately as long as with an internet connection, the news can be publish, especially when conducting live reporting which is impossible for traditional journalism."

However, others raise concerns about potential technical issues, such as unstable systems or upload failures, which can disrupt the workflow and undermine the speed advantage:

Informant 3 (Group 1):

"欸。。。是这样讲没有错啦。虽然 mobile journalism 在速度上肯定是最快的，但也是有弊端的叻！你还记得我们上一届大选的时候就发生什么问题吗？。。。我们也是为了要第一时间报道大选相关的东西，所以使用手机来进行大部分的工作。但是因为公司的系统不够稳定，结果导致我们素材根本上传不到。。。到最后还不是要用回相机和后期制作。所以我觉得虽然使用手机报道新闻是很快，但是同时间也是有一定程度的风险得顾虑啦！"

Despite its speed, Informant 3 points out that mobile journalism has its drawbacks. For instance, during the last general election, their team aimed to report election-related events quickly using mobile phones. However, their company's system was unstable, preventing them from uploading materials in real time. Ultimately, they had to revert to using cameras and post-production. Based on this experience, Informant 3 believes that mobile journalism involves a certain degree of risk that must be considered.

4.3.2 Perceptions of Credibility in Mobile Journalism

The informants discussed the challenges and benefits of mobile journalism, particularly focusing on its credibility. They highlighted the tension between the need for fast news

delivery and ensuring the accuracy of information. Several informants emphasized that the speed required in mobile journalism often leads to risks, such as the spread of fake news or the omission of crucial details, especially when news organizations prioritize being the first to publish. The discussion further emphasized the importance of fact-checking and institutional checks to maintain credibility, suggesting that while speed is essential, it should not come at the cost of accuracy. Below is the transcript from the informants:

<div align="center">Informant 2 (Group 1):</div>

"我觉得就信用方面来讲的话，mobile journalism 还是存在着一定的风险的。因为你要知道，mobile journalism 拼的就是速度。。。谁先发布那则新闻，谁就是赢家。但是这样往往就会带来一些风险，例如新闻内容是否正确或者说是否缺少了什么关键性的内容。通常来讲，这些都是只能在新闻发布后才会发现到的，但那个时候基本都太迟了。"

Informant 2 highlighted that mobile journalism comes with significant risks to credibility, as it prioritizes speed. In the rush to be the first to publish, journalists often face challenges such as ensuring the accuracy of the news content or avoiding omissions. Unfortunately, such errors are usually only discovered after the news has been released, by which time it is often too late.

Some informants have expanded on this by noting that the lack of rigorous review processes, often due to time constraints, can result in the spread of fake news or wrong information:

<div align="center">Informant 3 (Group 1):</div>

"没错。。。特别是当有一些内幕消息，为了要比别的媒体抢先一步报道，就会没有经过内容核实而导致到 fake news 的出现，这个基本就会影响到公司的名声。因为。。。怎么说呢。。。mobile journalism 拿的都是第一手资料，

然后为了要第一时间能发布新闻，他们就会跟时间赛跑，完成之后也不会送审什么的。你想想看啦，所有工作量都堆积在一个手机里面，然后你一个人从头包到尾，怎样不出问题，肯定会出现漏看或者失误的。"

Informant 3 agreed with Informant 2, emphasizing that the race to report before other media outlets often leads to a lack of content verification. This not only risks spreading misinformation but also damages the reputation of the media organization. She explained that mobile journalism relies heavily on first-hand information, and to meet tight deadlines, journalists often skip the review process. When a single journalist is responsible for all tasks, from capturing footage to reporting, and the workload is managed entirely on a mobile phone, mistakes or omissions are inevitable.

<p style="text-align:center">Informant 1 (Group 1):</p>

"Yeah。。。这也是为什么传统媒体会有制作人审核这个东西存在，因为如果一个记者用手机做到完所有的工作，从拍摄到报道，他一定会出现失误的。这时候如果有制作人的存在，他们就会在刊登前帮忙检查防止出现问题从而被观众指责啦。虽然这样会导致发布时间变慢，但至少你能确保你的新闻来源和内容是准确的。"

Informant 1 added that this is why traditional media involves producers to review content before publication. He stressed that when a reporter handles every aspect of the work independently, errors are more likely. By involving a producer to assist in checking content before publication, potential issues can be mitigated, ensuring the accuracy and reliability of the news. While this process may slow down production, it guarantees the credibility of news sources and content.

While Group 2 informants offering a broader perspective, acknowledging both limitations and strengths of mobile journalism. Also, they argue that the perceived "rawness" of MOJO may enhance trustworthiness by presenting an unfiltered version of events:

<p style="text-align:center">Informant 5 (Group 2):</p>

"I think credibility is a valid concern, but this actually depends on the news platform and the journalist. The only problem is that mobile journalism often relies on raw footage or unpolished content, which some audiences will perceive as less professional."

<p style="text-align:center">Informant 7 (Group 2):</p>

"But sometimes that rawness can also become a strength because it gives an authentic feeling to the news, which some audiences find more trustworthy than highly edited reports."

However, some informants stress the importance of organisational practices in maintain credibility in order to ensure the accuracy of information to avoid misleading the public and damaging the platform's reputation:

<p style="text-align:center">Informant 8 (Group 2):</p>

"Both of your opinions also correct, I think this credibility issue is more rely on how does the news organization train their mobile journalist. Just like my company, when we received any inside information, we won't immediately work on it first……What we have to do is, we will fact check the information whether the information is true or not. If it look suspicious, then usually we rather give up to publish the news instead of ruining our company's reputation……"

"Yeah……because the public they don't have the ability to identify whether is fake news or not……they basically just followed what the news published. So this is actually risky for news platform. Instead of publish news as soon as possible, I think is better to confirm every single information or source to make sure the trustworthiness of the news and also prevent the public mislead by fake news."

4.3.3 Professionalism and Journalistic Standards in Mobile Practices

The informants provide insights into the challenges and ethical considerations of mobile journalism in Malaysia. Informant suggests that while mobile journalism is still not widespread in the country, it should adhere to the same ethical standards as traditional journalism, such as ensuring neutrality and knowing what news is appropriate for publication. They also acknowledges the difficulties of maintaining traditional ethical standards, particularly in areas like source verification and fact-checking, when working under time pressure and while on the move. However, they also stress the importance of following a code of conduct, emphasizing the discipline required in mobile journalism. Below are the transcripts from both informants:

Informant 4 (Group 1):

"Mobile journalism 还是有一定的职业素养在的毕竟他们也是专业的记者，只是说。。。我觉得 mobile journalism 在马来西亚还不是很普遍啦，所以针对这一类型记者的职业操守可能还不是很全面，只能继续沿用传统媒体的专业来约束 mobile journalism。但是撇开这个，我觉得无论你是哪一类型的记者，你都应该有一定的职业操守，例如你得知道什么新闻适合发布什么新闻不适合发布、需要保持中立不偏心的态度。。。我觉得这些基本的素养，mobile journalism 还是可以继续保持的"

Informant 4 pointed out that mobile journalism is still a professional practice and should adhere to journalistic ethics. However, she noted that mobile journalism is not yet widespread in Malaysia, and the ethical guidelines specifically for mobile journalism remain underdeveloped. As a result, traditional journalism ethics are still used to regulate mobile journalism. She also emphasized that regardless of the type of journalism, practitioners must uphold professional ethics, such as publishing appropriate news content and maintaining impartiality.

<div align="center">Informant 6 (Group 2):</div>

"Well, mobile journalism makes it harder to adhere to the traditional standards, for example, verifying sources and fact-checking can be challenging when you are on the move and under time pressure. But mobile journalism can still follow the ethical standards that many journalists carry a code of conduct……this is about the discipline."

4.4 Organization Support for Mobile Journalism

4.4.1 Tools and Technologies

The informants share their experiences with mobile journalism (MOJO) in their respective companies, highlighting a common issue: the lack of sufficient equipment and resources provided by their organizations. While mobile journalism is encouraged, most journalists are expected to use their personal smartphones for news coverage, which often leads to challenges like poor equipment performance and the need for additional out-of-pocket expenses. The informants express frustration with this setup, emphasizing the burden it places on them and how it affects their work quality. Some mention that, although basic equipment like tripods or microphones is sometimes provided, it is often in limited quantities,

leading to competition among journalists for access. The responses point to a disconnect between the companies' promotion of MOJO and the actual support given to journalists:

Informant 2 (Group 1):

"额。。。虽然说我们现在有在使用手机作为辅助工具，但其实公司并没有在这方面提供我们任何的帮助。无论是出任务还是只是简单的写稿什么的，我们还是使用着自己的手机来完成这些任务。但其实这样很混乱，因为这表示我们的手机除了日常使用之外，还需要用来完成工作上的内容。这对我们来说其实是一种负担。"

Returning to the topic of equipment, **Informant 2** highlighted that although mobile phones are used as supplementary tools, journalists do not receive support from their organizations. Whether covering events or completing assignments, journalists are often required to use their personal devices, which are also used for daily purposes. This dual usage places a significant burden on them.

Some informant humorously criticizes the company's promotion of MOJO while failing to supply necessary equipment, recounting an incident where outdated personal phones led to poor live streaming quality, followed by managerial criticism:

Informant 1 (Group 1):

"的确，公司很倡导 mobile journalism 这个东西，但很搞笑的是，我们需要用自己的手机来进行。就好像有一次我出任务的时候，因为有突发的暴乱，和同事商量后决定开直播。但因为我们两个人的手机设备比较残旧，那场直播效果其实不是很好。然后回到公司的时候。。。还要被上司指责（笑）。所以我觉得如果公司真的想要推行这个 mobile journalism，公司需要提供一定的设备给员工，最基本至少配备比较好的手机给员工。"

Informant 1 shared his experience, explaining that while his organization actively promotes mobile journalism, they fail to provide necessary equipment. On one occasion, during a sudden riot, he and his colleagues attempted live reporting using an older mobile device. The poor quality of the device resulted in unsatisfactory live coverage. When he returned to the office, he was criticized by his supervisor for the substandard reporting. Based on this experience, he argued that if organizations genuinely wish to cultivate mobile journalism, they should provide their journalists with essential tools, such as high-quality, up-to-date mobile phones.

Other informants provide a broader perspective on resource allocation, which forces journalists to compete for resources:

Informant 7 (Group 2):

"Hmm……my company just provides us like the gimbals and external microphone, but we still need to use our own smartphone to cover news. I appreciate at least my company still provides some basic equipment but……honestly……I would more prefer to have a new smartphone instead of using my own phone. Because my phone is quite old and the battery is not durable anymore……so is quite tough for me to use my phone for shooting or editing."

Informant 8 (Group 2):

"God……you still have some basic toolkit, my company not even providing an external microphone to us. But I need to use my own phone to record interviews and write script also. Some more, I have to pay by myself for the tripod and wireless mics to make sure the voice and video are stable."

Informant 5 (Group 2):

"Our company did provide those toolkit like tripods, mics, stabilizer, etc., but there's only two set of them.....and my team have more than 10 journalists. Just imagine, every time you need to compete with other journalists. It is actually very hard. So I decided to purchase a full set toolkit by myself."

4.4.2 Challenges and Gaps in Organizational Support

The informants discuss various challenges they face in adopting mobile journalism within their traditional newsroom practices. These challenges include technical issues such as limited access to the company's intranet from personal devices, inadequate smartphone capabilities for high-quality media production, and inefficiencies in editing workflows that require redoing work on computers. Additionally, there is a noticeable resistance to mobile journalism from employees who have been accustomed to traditional methods, with some expressing difficulty in adapting to new technology and workflows. Informants also emphasize the lack of proper training and resources, particularly for older reporters, and suggest that the company should invest more in providing adequate support and equipment to facilitate a smoother transition to mobile journalism. Now, here's the transcript of the informants' responses:

<div align="center">Informant 2 (Group 1):</div>

"最大的挑战应该就是公司的网站。。。我们无法用自己的手机随意登陆公司的内网，每次都需要和制作人申请。因为有时候我们在外面或外地跑新闻的时候，为了可以第一时间把影片给 edit 出来，我们需要登录内网来获取素材。但因为需要申请批准，导致我们工作效率减缓。。。我个人觉得公司至少应该给员工一台工作手机这样我们就不用每次用手机上传 footage 或者素材到公司内网的时候都需要先经过制作人的申请。"

Informant 2 emphasized that the biggest challenge is using their own smartphone to access the company's website. Their phone cannot log into the company's intranet freely. When covering news events or working in the field, they need to edit videos immediately and log in to the intranet to access materials. However, they must apply for approval from their producer each time, which significantly slows down work efficiency. As a solution, Informant 2 suggested that the company provide employees with a work phone to upload footage and materials to the intranet without needing repeated approvals.

Informant 1 (Group 1):

"因为我本身就是对影片和照片有着比较高的要求，所以说实话，手机其实达不到我要的标准加上我的手机拍照像素不是很好。但是有时候，公司就会要求个别影片需要使用手机来拍摄，导致我有时候很无奈。而且我觉得手机用来拍摄直播什么的真的特别容易耗电。所以如果公司真的想要推广 mobile journalism，我真心希望公司可以提供完善的器材好像支架，备用手机等等的。"

Informant 1 expressed dissatisfaction with the quality of videos and photos taken on mobile phones, as the pixel quality of their phone does not meet their standards. They mentioned that the company sometimes requires them to shoot certain videos with mobile phones, which they find frustrating. Additionally, they noted that live reporting on mobile phones consumes a lot of battery. They suggested that if the company aims to promote mobile journalism, it should provide complete equipment, such as a tripod and backup mobile phones, to support the process.

"还有我们在公司都是只使用 *final cut pro* 来进行 *edit* 的，但是 *final cut pro* 无法使用手机下载的变成我们只能用别的软件来 *edit* 但是公司又有规定讲说一定要使用 *final cut pro*。这个就导致我们即便在工作结束后用手机 *edit* 完了，但到最后怎样都还是需要进行二次加工。"

Informant 4 pointed out that they are only allowed to use *Final Cut Pro* for editing, which cannot be downloaded on mobile phones. This limitation forces them to use other editing applications to create a first draft in the field and then re-edit the footage on *Final Cut Pro* once they return to the office.

"确实，然后最近我们公司开始让我们使用手机来 *edit video*，说是为了提高新闻发布的效率。就是当在外面完成 *cover* 一个新闻后，就可以进行 *first edit* 然后送审，但是公司忽略了我们的影片需要使用固定的 *template* 而我们的手机其实是没有的。所以变成我们需要进行二次剪辑，就是我们需要回到公司再用电脑重新 *edit* 多一次，反而增加了工作量。"

Informant 3 stated that the company recently encouraged them to use mobile phones for video editing to increase the speed of news publication. Reporters are required to complete an initial edit after covering a news event and submit it for review. However, Informant 3 highlighted that videos must include specific templates, which are not available on their mobile phones. As a result, they need to edit the footage again upon returning to the office, effectively increasing their workload.

Other informants further emphasize the organization and cultural barriers to adopting MOJO by advocating budget allocation and training programs to facilitate a smoother transition to MOJO:

Informant 6 (Group 2):

"I feel there's a lack of proper workflow integration for mobile journalism and this actually difficult to convince us of the value of mobile journalism……because we have been practicing traditional processes for so long, it is quite difficult for us to adapt a new form of journalism like everything have to process with a smartphone."

Informant 7 (Group 2):

"Yeah, I totally agree with it. I think mobile journalism is not that friendly for people who has practicing traditional way, especially for an older reporter like me. I find myself was hard to cope with a smartphone and also our company did not provide any guidance or training……Then, company should allocated more budget for their journalist if they really wish to promote mobile journalism. "

4.5 Comparison Mobile Journalism with Citizen Journalism

4.5.1 Key Distinctions

The informants provided insightful perspectives on the distinctions between mobile journalism and citizen journalism. They highlighted key differences in professionalism, objectivity, and content creation processes. Mobile journalism is practiced by trained journalists using mobile devices to produce high-quality, fact-based reports while adhering to journalistic standards. In contrast, citizen journalism is often conducted by individuals without formal training, focusing on speed and audience engagement, with content typically reflecting personal opinions and less formal processes. Below is the detailed transcript of their explanations:

"我不是很清楚那个差别啦，因为对于我来说只要你有手机，谁都可以当报道新闻。我个人觉得其实这两个的差别没有很大，都是通过手机作为媒介来报道新闻，但是我觉得 citizen journalism 应该是更倾向于以人民的角度来报道新闻，跟专业的记者还是有一定的分别。"

Regarding the distinction between mobile and citizen journalism, Informant 3 admitted she is not entirely clear about the difference. She believes that anyone with a mobile phone can report news. While both forms of journalism use mobile phones as a medium, she thinks citizen journalism focuses more on reporting news from the perspective of ordinary people, which differs somewhat from professional journalism.

"The difference between both journalism is that……just like I mentioned before, mobile journalism are more practicing by professional journalists but citizen journalism is actually refers to people might not have related background is reporting the news. The only same things for both is they using mobile phone as the platform to report news."

"Yes, and the platforms also difference. Mobile journalism will publish news at through their media outlets and social media platforms, while citizen journalism are usually stick to their own social media account or personal blogs."

Some informants highlighted that citizen journalism frequently incorporates personal perspectives and emotions, distinguishing it from the neutrality expected in MOJO:

"我大概有了解过这两个的差别，mobile journalism 主要是记者使用手机来完成所有的事情而 citizen journalism 更偏向那些人民。。。就是他们没有接受过正统的记者训练，然后使用手机来报道新闻。但他们的本质上都是一样的，就是都是把手机当成主要的器材来完成报道。不过， citizen journalism 在报道新闻上会放入自己的个人观点和感受但 mobile journalism 是不允许参杂自己的情感的。因为身为记者，我们需要时刻保持中立。"

Informant 1 stated that mobile journalism involves reporters using mobile phones to complete all tasks, whereas citizen journalism is more about individuals without formal journalistic training reporting news. While both rely on mobile phones, Informant 1 noted that citizen journalism often includes personal opinions and emotions in reporting, whereas mobile journalism requires reporters to maintain neutrality at all times.

"Not only that, mobile journalism will usually report news based on the facts but citizen journalism are more to personal perspectives. Citizen journalism will involve raw footage or text as they wanted to report the news immediately. Unlike mobile journalism, even they also required to report immediately, but mobile journalism still need to follow the editorial guidelines and legal responsibilities."

One of the informants points out the citizen journalism often caters to audience preferences, emphasizing engagement and relatability:

"同意他们的观点！但还有一个我觉得比较需要讲到的就是 *mobile journalism* 会比 *citizen journalism* 来得更专业。因为*mobile journalism* 是由专业记者所担任的嘛。。。这表示他们会具有一定的实力好像拍摄手法啊，写稿能力什么的。但是相反的，*citizen journalism* 不一定具备这些能力的吻，因为*citizen journalism* 追求的是速度，他们用手机拍摄完之后大多都不会经过剪辑什么的就直接发布。而且 *citizen journalism* 比起 *quality*，我认为他们是更偏向于热度，因为他们本身就是观众，所以他们知道大众爱看什么。"

Informant 2 highlighted that mobile journalism is more professional than citizen journalism because it is carried out by trained journalists with skills such as shooting techniques and writing. In contrast, citizen journalism prioritizes speed, with most citizen journalists publishing content directly without editing. Informant 2 suggested that citizen journalism often focuses on popularity, as citizen journalists—being part of the audience themselves—know what content resonates with the public.

4.5.2 Influences of Citizen Journalism on Mobile Journalism Practices

The informants discussed the complex interplay between citizen journalism and mobile journalism, highlighting both their differences and areas of influence. They explored how citizen journalism, with its lack of professional training and verification, can impact public trust and create challenges for mobile journalism. At the same time, they acknowledged its role in providing immediate news coverage and serving as a valuable source of information for mobile journalists. Additionally, they emphasized how citizen journalism drives mobile journalism to be more agile, credible, and transparent, fostering both competition and collaboration. Below are their detailed views:

"应该还是有影响的。因为 citizen journalism 都是没有接受过专业训练的，所以由他们报道的新闻存在着可信度这个问题，因为他们没有正规的渠道去确认到底他们的新闻内容是否准确。那这个某种程度上其实是会影响到 mobile journalism 的工作，因为大众分不清这两种 journalism 的区别。。。所以如果 citizen journalism 发布的新闻出了问题，大众只会怪媒体没有经过认证就发布新闻，不会去确认到底是 citizen journalism 还是 mobile journalism 犯的错。"

Informant 4 agreed that citizen journalism lacks professional training, which leads to credibility issues with the news they report. Without formal channels to verify the validity and accuracy of their content, this can affect the perception of mobile journalism, as the public may not distinguish between the two. Consequently, when news involves sensitive or factual issues, the public tends to blame the media for publishing unverified information, regardless of whether it is citizen journalism or mobile journalism.

"但其实有时候 citizen journalism 是在帮助 mobile journalism，因为 citizen journalism 是最快接触所有突发新闻现场的人，好像车祸，火灾这些。。。所以换句话来讲，有时候 mobile journalism 还需要靠 citizen journalism 来获取新闻素材。还有有时候 citizen journalism 可以 cover 到一些 mobile journalism 没有 cover 到的新闻。因为 citizen journalism 获取新闻渠道都是来自他们生活圈子，所以反而他们会比 mobile journalism 更全面和广阔的接触到一些小新闻。"

On the other hand, Informant 2 pointed out that citizen journalism sometimes benefits mobile journalism. Citizens are often the first to report on breaking news scenes, such as car accidents or fires, which mobile journalism can rely on for news materials. Additionally, citizen journalism can cover topics that mobile journalism might miss, as it draws from community-based news sources, offering a more comprehensive and broader perspective.

Similarly, in Group 2, informants have discuss the influence of citizen journalism on the operational dynamics of MOJO:

Informant 7 (Group 2):

"Erm……citizen journalism actually forcing mobile journalism to be faster and more agile. Since everyone can report news, this force mobile journalism have to adapt and compete with real-time updates. Not only that, citizen journalism usually report news without verification because they did not have the professional background……which means mobile journalism have to focus on the authenticity and verification to stand out from unverified citizen reports."

Informant 5 (Group 2):

"Yeah, I agree with you. But at the same time, citizen journalism also act as a watchdog position which help to keep mobile journalism remain greater transparency and accountability. So, instead of saying that citizen journalism influencing mobile journalism, I would more prefer that they actually supervising each other but their objectives and responsibilities still remain distinct."

4.5.3 Concerns Raise by Citizen Journalism

The informants concerns about the relationship between citizen journalism and the proliferation of fake news, as well as the impact on MOJO and traditional media. This issue is exacerbated by audiences' inability to discern credible news sources, leading to blind acceptance and further propagation of false information. Below are their detailed views:

<p align="center">Informant 3 (Group 1):</p>

"除了之前我们提到的速度之外，我觉得 fake news 才是最应该被注重的。至少我个人认为 fake news 会大肆传播的其中一个原因就是因为 citizen journalism。就像我们之前讲过的，citizen journalism 是通过人民来进行报道。由他们报道的基本都是第一手资料，就没有经过任何修饰什么的 raw data。那通常这种第一手资料存在着一定的风险，因为 citizen journalism 没有经过正统的记者训练就表示他们不会去特别的确认这第一手资料是否存在着误差。这样就会大大提高 fake news 散播的可能性，加上观众无法分辨新闻的真假，大多都只是盲目的跟从。所以自然而然 fake news 就会被传播。"

Aside from the speed we mentioned before, **Informant 3** think fake news is what should be focused on the most. She personally believe that one of the reasons why fake news spreads so much is because of citizen journalism, which is reporting through the people. What they report is basically first-hand data, raw data without any modification, and this is usually risky because citizen journalism has no formal training as a journalist, which means that they don't make any special effort to check whether there are any errors in the first-hand data. This greatly increases the likelihood of fake news spreading, plus the viewers are unable to distinguish between

real and fake news, and most of them just follow blindly. So naturally, fake news will be spread.

<p style="text-align:center">Informant 2 (Group 1):</p>

"我觉得其中一个应该是 fake news，citizen journalism 基本都是由人民所组成而恰巧人民是最常使用和接触社交媒体的群众。所以这就表示如果 citizen journalism 发布了一条 fake news，在经过大众的传播后，这条 fake news 就会人尽皆知。加上没有人能确保新闻的来源很真假，那么久而久之观众就会下意识的认为这条 fake news 是真的新闻，然后观众就会继续转发。所以你能想象得到那个连环影响吗。不但如此，这样的 fake news 其实也会间接影响到 mobile journalism 的专业。因为大众经常混淆这两种的分别，所以当 fake news 被散播时，mobile journalism 会被认为是发布 fake news 的其中一员。而这样就会连带着。。。不但只是 mobile journalism，连传统媒体都会被质疑为何任由 fake news 散播。因为即使媒体出面澄清，观众都不一定会相信。"

Informant 2 think one of them should be fake news, citizen journalism is basically made up of the people and it just so happens that the people are the ones who use and access social media the most. So this means that if citizen journalism publishes a fake news, after it is spread by the masses, the fake news will be known to everyone. Also, no one can ensure that the source of the news is true or false, then over time the viewers will subconsciously assume that the fake news is true news and then the viewers will continue to retweet it. This chain effect caused by fake news will actually affect the profession of mobile journalism indirectly because the general public often confuses the difference between these two, so when fake news is spread,

mobile journalism will be considered as one of those who publish fake news. And this goes along with it. Not only mobile journalism, but also the traditional media will be questioned as to why they let the fake news spread. This is because even if the media comes out to clarify, the audience may not believe it.

4.6 Future of Mobile Journalism

4.6.1 Potential to Replace Traditional Newsrooms

The informants shared their perspectives on whether mobile journalism can replace traditional media in Malaysia. Overall, they emphasized that while mobile journalism excels in speed and accessibility, it cannot fully replace traditional media, which provides in-depth reporting and structured editorial processes. They believe the two formats complement each other, with mobile journalism being ideal for quick updates and breaking news, while traditional media ensures depth, accuracy, and authority. Additionally, challenges like resource limitations and the need for significant investment in mobile journalism tools hinder its full adoption in Malaysia. Below is the detailed transcript of their responses:

Informant 3 (Group 1):

"我觉得与其说被 mobile journalism 取代，还不如互补的关系。毕竟 mobile journalism 追求的是速度，而传统媒体是更深入的去探讨新闻。就好像 mobile journalism 现时报道了一则新闻但是传统媒体就会在采集完所有内容要点后才发布，这个其实就弥补了 mobile journalism 缺少掉的一些新闻内容。"

Informant 3 emphasized that citizen journalism and mobile journalism are more complementary than competitive. While mobile journalism prioritizes speed, traditional media focuses on providing in-depth coverage. Mobile journalism reports

news quickly, while traditional media takes more time to gather key information, helping to fill in the gaps left by mobile journalism's immediate coverage.

<p align="center">Informant 1 (Group 1):</p>

"应该不能取代吧。。。虽然说 mobile journalism 可以算是现在的趋势但是 在马来西亚现阶段来说，所有记者还是更依赖使用着相机录影机这些来进行 新闻报道。就好像我们公司，即便有在尝试 adapt 着 mobile journalism，但 到最后我们的工作内容还是更多把 mobile journalism 当成 back-up，还是会 需要传统媒体的工作性质。就像我刚刚讲的我们除了一些突发事件或者被要 求用手机拍摄之外，我们都还是宁愿选择使用 camera 来拍影片。"

Informant 1 stressed that traditional media cannot be fully replaced, even though mobile journalism is a growing trend. Journalists in Malaysia still rely on cameras and camcorders for news reporting. He mentioned that while his company is adapting to mobile journalism, it is mainly used as a backup, and traditional media remains essential. He reiterated that his company still prefers to shoot with cameras, except in emergencies or situations where mobile phone footage is required.

Other informants argue that MOJO is valuable for its immediacy while traditional media provide deeper investigation, but they highlight the adoption of MOJO in Malaysia also faces challenges:

<p align="center">Informant 6 (Group 2):</p>

"I don't think so......because the traditional media have resources and editorial structures that mobile journalism unable to match. I agree that mobile journalism can settle everything with just one phone but......somehow some of the news still need the time and attention which only traditional media can be provided. Instead of

saying mobile journalism replacing traditional newsrooms, I would said both will coexist and complement each other."

"Not entirely but mobile journalism might become a dominant force for breaking news and event coverage. Unlike traditional media, we still need to investigate before publishing the news. However, I think mobile journalism is an addition for traditional media as it fulfils the need for quick updates while traditional media will brings authority and depth."

"Yeah……I knew that mobile journalism has been promoting in other countries and they have an entire journalistic standards and their news organization also provide the journalists a set of mobile toolkits. But I think mobile journalism in Malaysia has not that advance yet because if each reporter needs to be provided with a set of toolkit, this will require a lot of investment and obviously……no company will be able to support until like that at this stage. So, I believe mobile journalism can't really replace the traditional media."

Chapter 5

Discussion and Conclusion

5.1 Introduction

This chapter will provide and discuss the interpretations of the aforementioned findings as well as explaining the main outcome or emerged theory from the interpretations of the findings. Additionally, this chapter will also discuss the findings in relation with the three research objectives and provide the outcome for each of the research objectives based on what was found and analysed throughout this research's period. Lastly, this chapter also aim to fill in the gap or provide further insights for previous scholars' research as well as recommendations for possible projections and future research.

To remind and re-emphasize, the following are the three research questions that was used as a guide to achieve the objectives of this research project:

RQ1: What are the origins of mobile journalism, how has it evolved over time, and what are the current practices employed in the field?

RQ2: How do news organizations strategize and implement mobile journalism initiatives, and what challenges do they encounter in the process?

RQ3: How does mobile journalism differ from citizen journalism in terms of methods, processes, and outcomes?

5.2 Defining Mobile Journalism

Mobile journalism (MOJO), a practice cantered on using smartphones for journalistic tasks from content gathering to publication, has emerged as a transformative force in the media landscape. By leveraging the portability, cost-effectiveness, and immediacy of mobile devices, MOJO empowers journalists to report in real-time, particularly during breaking

news events. As Ali (2023) highlights, the efficiency of MOJO allows journalists to overcome traditional barriers of time and location, enabling instant news dissemination as long as internet connectivity is available. This adaptability is especially valuable for capturing fast-paced or unexpected situations, making MOJO an indispensable tool in contemporary journalism. Additionally, its affordability and accessibility have broadened participation, empowering community members, students, and professionals to contribute to news production. While this acknowledges MOJO's ability to disseminate news in real time and democratise news production, it doesn't directly frame journalism as an institution central to knowledge generation or emphasise its role in the daily provision of authenticated public information. However, while MOJO's strengths are undeniable, its adoption raises critical questions about journalistic integrity and its differentiation from citizen journalism.

One of the primary advantages of MOJO is its ability to streamline workflows and enhance newsroom efficiency. Informants in Group 2 emphasized that the flexibility of mobile devices enables reporters to work independently, bypassing time-intensive processes such as returning to the newsroom for editing and publication. This independence reduces workloads and accelerates news delivery, aligning with the fast-paced demands of modern journalism. Furthermore, the seamless integration of mobile technology with social media platforms fosters greater audience engagement through live updates, demonstrating MOJO's potential to complement traditional journalism methods.

The findings of this study highlight how MOJO streamlines workflows by integrating smartphones into traditional practices to enable independent reporting and reduce time-consuming newsroom processes. The findings also highlight the compatibility of mobile technology with social media, illustrating its role in adapting to technological advances. However, despite these benefits, MOJO's technical limitations, such as network instability,

limited battery life, and the relatively lower quality of visuals compared to professional cameras, remain challenges. As informants from Group 1 noted, while mobile devices excel in time-sensitive scenarios, professional-grade equipment continues to be indispensable for high-resolution visuals and intricate control.

The growing reliance on mobile devices in journalism also brings ethical challenges to the forefront. As Jalli (2020) and Rodrigues et al. (2021) argue, the widespread accessibility of smartphones has blurred the lines between professional journalism and citizen reporting. Without proper training and editorial oversight, mobile journalism risks fuelling misinformation, undermining the credibility of journalism as a whole. This concern is compounded by the overlap between MOJO and content creation, where untrained individuals may misuse the platform, bypassing critical journalistic practices such as fact-checking, balanced narratives, and accountability. The findings underscore the importance of maintaining professional rigor, ethical standards, and a commitment to accuracy to ensure MOJO retains its credibility and value in the evolving media landscape. However, the study did not explicitly address research gaps or explore in depth MOJO's intersections with participatory reporting, which has been raised by Cameron (2011).

The debate over MOJO's role in journalism reflects its transformative potential and inherent challenges. While some view MOJO as a complementary tool that enhances traditional reporting methods, others advocate for its use as a primary approach in specific contexts. This distinction hinges on the context of its application—MOJO excels in time-sensitive scenarios where speed is paramount, but its limitations make it less suited for prolonged or high-quality coverage. At the same time, MOJO's ability to empower journalists and community members to produce and disseminate news stories highlights its democratizing potential. However, this potential must be accompanied by adequate training to equip

journalists with the technical, storytelling, and ethical competencies needed for effective mobile reporting (Aleksic, 2021; Mohammedsalih, 2017).

Despite its transformative impact, MOJO's position within the media landscape remains a topic of ongoing debate. Scholars such as Perreault and Stanfield (2018) have pointed out the tension between print, broadcast, and digital journalism, as well as between professional and citizen journalism. This raises critical questions about whether MOJO should be integrated into existing media frameworks or treated as a distinct entity. Furthermore, the lack of a precise definition of MOJO within academic discourse underscores the need for conceptual clarity (Aleksic, 2021). Addressing these gaps requires further exploration into MOJO's role, not just as a tool for rapid reporting but as a practice that upholds the principles of traditional journalism while adapting to the demands of a digitally driven media environment.

Ultimately, MOJO represents both an opportunity and a challenge for journalism in the 21st century. Its ability to enhance newsroom efficiency, foster audience engagement, and democratize news production positions it as a pivotal innovation in the digital age. However, its reliance on mobile devices and the accompanying ethical considerations necessitate a balance between leveraging its strengths and addressing its limitations. By ensuring that mobile journalists are equipped with the necessary skills and by fostering ethical standards, MOJO can continue to evolve as a credible and transformative force within the global media landscape. While the study discusses mobile devices for reporting and social media integration, it does not explicitly address whether MOJO content is tailored for mobile consumption or transcends device specificity.

5.3 Impact of Mobile Journalism on News Reporting

Mobile journalism is revolutionizing news reporting in Malaysia, offering unparalleled speed in delivering stories. However, the method also brings challenges, particularly regarding content accuracy and professional integrity. Insights from a focus group of media professionals shed light on the advantages and challenges of this evolving practice, highlighting the balance between speed, credibility, and ethical standards in mobile journalism.

Informants consistently emphasized the speed facilitated by mobile journalism, noted that with just a smartphone, reporters can capture, edit, and publish stories directly from the field. According to Karlsson (2011), this immediacy benefits breaking news and live reporting which allowed reporters to publish updates in real-time as long as an internet connection is available. Traditional journalism, with its time-intensive workflows, cannot match this efficiency, particularly for fast-evolving events. The ability to search, edit and publish directly from mobile devices underlines the role of connectivity in enabling instant updates and demonstrates how connectivity enhances journalistic effectiveness.

However, informants were quick to point out that the reliance on stable internet access is seen as a challenge. For example, during the Malaysian general election, despite initial efforts to use mobile journalism, technical failures forced a return to traditional methods. The importance of robust systems to realise the full potential of mobile journalism was highlighted in this example. The discussion revealed a critical tension between the speed of mobile journalism and its impact on credibility. There was concern that speed often comes at the expense of accuracy, and that the rush to be first can lead to missing key details or spreading misinformation, which is often only identified after publication.

It also notes that the limited verification processes in mobile journalism make it prone to error, even leading to the spread of fake news. Traditional workflows include producer-led verification processes that slow down news delivery but ensure accuracy. These checks protect media organisations from reputational damage, a critical consideration given the competitive media landscape (Srisaracam, 2019). Group 2 offered a broader perspective, focusing on audience perceptions of mobile journalism. Some informants acknowledged that the raw, unpolished nature of mobile journalism may lack traditional professionalism. However, it was argued that this authenticity resonates with audiences and builds trust by presenting an unfiltered version of events. Nevertheless, the importance of rigorous fact-checking to maintain credibility was stressed. They highlighted the organisation's policy of prioritising accuracy over speed, and emphasised that misleading information can undermine public trust and damage the platform's reputation.

In addition, the findings provided a nuanced view of the ethical and professional challenges in mobile journalism. It highlighted the importance of universal journalistic values such as neutrality, avoidance of bias and ethical judgement, suggesting that these standards must guide mobile journalism in Malaysia. While mobile journalists may face challenges in adhering to these standards due to time constraints, it has also highlighted the need for professional discipline to maintain the credibility of the profession (Tajuddin & Ali, 2020). However, the informants mainly highlight production challenges, but do not systematically analyse the full lifecycle of mobile journalism, nor do they explore how smartphones are viewed strategically or formally adopted by organisations.

Mobile journalism is still emerging in Malaysia, but relies heavily on the ethical frameworks of traditional media. This reliance suggests an opportunity to codify standards specific to mobile journalism to ensure consistency as the practice grows. Mobile journalism has

undeniably transformed news reporting in Malaysia, offering unparalleled speed and immediacy. However, its success depends on overcoming critical challenges related to infrastructure, accuracy and ethical compliance. While the practice allows reporters to deliver raw and authentic content that resonates with modern audiences, it must evolve with robust systems and strict professional standards to maintain its credibility. By maintaining journalistic integrity and embracing technological advances, mobile journalism can balance the twin imperatives of speed and reliability. In doing so, it has the potential to become a cornerstone of Malaysia's dynamic media landscape, bridging the gap between real-time reporting and trusted journalism.

5.4 Organization Support for Mobile Journalism

The shift towards mobile journalism (MOJO) in traditional newsrooms offers a dynamic, cost-effective way to produce news content. However, recent insights from journalists highlight significant barriers, including insufficient organizational support, resource inadequacies, and cultural resistance. These challenges underline the need for strategic measures to ensure successful integration.

A key challenge identified by journalists is the reliance on personal smartphones. Group 1 informants emphasize the absence of company-provided devices, with expressing frustration over the dual use of personal phones for work and personal tasks, leading to confusion and inefficiencies. They critique the contradiction of promoting MOJO while failing to provide necessary tools, recounting a live-streaming or footage failure caused by outdated personal devices, which later attracted managerial criticism. While Group 2 sheds light on broader resource allocation challenges, acknowledges receiving basic tools like gimbals and microphones, and underscore the limitations of using outdated phones, citing poor battery life and performance issues. The absence of company-provided equipment forces journalists

to self-finance mobile toolkits such as tripods and microphones, this highlights systemic issues, such as limited availability of shared resources, driving journalists to personally invest in equipment to meet professional standards.

According to Dickinson et al. (2013), journalists also face workflow inefficiencies stemming from a lack of integration between mobile tools and traditional newsroom practices. Through the findings, the technical barriers such as the inability to access company intranets from personal devices, hampering real-time editing and so on has paradoxically increasing workloads rather than enhancing productivity. Additionally, the inadequate performance of smartphone cameras for professional-grade content undermines the visual quality expected in modern journalism (Ndungu, 2023). Rapid battery drain during live streaming further compounds the difficulties, reflecting the need for more robust equipment.

Resistance to change within newsrooms emerges as another significant hurdle. Informant 6 from Group 2 highlights the persistence of traditional workflows, which stifle MOJO's integration. Also, traditional journalists often struggle with smartphone-based practices due to insufficient training and support. These challenges point to a broader cultural inertia that hinders innovation. This highlights why some traditional journalists are hesitant to integrate mobile journalism (MOJO) into their daily practices which has proved by Westlund (2013). A significant factor is the lack of sufficient support from Malaysian news organizations, which often fail to provide adequate training and necessary equipment. Without formal training, journalists may struggle to adapt to the fast-paced, technology-driven nature of MOJO, which requires skills in mobile content creation, editing, and live reporting. Furthermore, the absence of advanced mobile journalism toolkits—such as high-quality smartphones, stabilizers, microphones, and editing software—limits the potential for producing professional-grade content.

To address these challenges, the informants suggest several practical solutions. First, they stress the need for better resource allocation, urging companies to invest in dedicated mobile journalism kits that include advanced smartphones, gimbals, microphones, and power banks to ensure that journalists are well equipped to perform their duties effectively. In addition, structured training programmed tailored to reporters of different skill levels, especially older journalists accustomed to traditional methods, can bridge the gap and ease the transition to mobile journalism. Streamlining workflows is another critical step, as integrating mobile and desktop platforms can reduce inefficiencies in the editing process and ease workloads. Finally, journalists are advocating for increased budget allocations to encourage news organizations to priorities mobile journalism as an essential component of modern reporting, allowing it to be seamlessly integrated into daily practices.

5.5 Comparison Mobile Journalism with Citizen Journalism

5.5.1 Key Distinction and Influences on MOJO

The rise of smartphones has reshaped journalism, enabling both professionals and the public to produce and share content with remarkable ease. Despite their shared reliance on mobile devices, mobile journalism (MOJO) and citizen journalism differ significantly in professionalism, purpose, and execution. Mahon (2021) highlights that mobile journalism is characterized by its practice among professional journalists who adhere to journalistic principles such as objectivity, neutrality, and editorial guidelines which emphasizing the importance of fairness, accuracy, and bias in MOJO. This has shaped its credibility and distinguishes it from citizen journalism. Informants emphasized that MOJO follows a structured process involving shooting, editing, and fact-checking before content is published through official media outlets or social media platforms in order to ensure the credibility. Its commitment to editorial standards ensures credibility and high-quality reporting. However,

this has directly addressed the increased burden on mobile journalism to ensure the information they report is accurate and reliable.

In contrast, citizen journalism is a grassroots effort by individuals without formal training. It prioritizes immediacy and accessibility, often sharing raw, unedited footage or text directly on personal blogs or social media accounts (AlliGee, 2023). This contrast reveals the lack of formal journalistic standards in citizen journalism, which affects its credibility and can undermine audience trust. While this approach fosters engagement and relatability, it often lacks the depth, neutrality, and accuracy central to MOJO. Informants noted that citizen journalism frequently incorporates personal perspectives and emotions, emphasizing audience appeal over journalistic rigor. This shows that citizen journalism is often seen as more relatable and appealing, which can lead audiences to perceive it as more credible than it may actually be. These differences reflect their distinct objectives, with MOJO focused on delivering credible, professional content, while citizen journalism aims to provide relatable, immediate stories.

The interaction between MOJO and citizen journalism is marked by both challenges and opportunities. Informants highlighted the credibility risks posed by citizen journalism, as its informal nature and lack of verification can lead to misinformation, which may confuse audiences and undermine public trust in professional journalism. This has clearly state of how citizen journalism's lack of verification can lead to the spread of misinformation or fake news. Group 1 specifically pointed out the danger of conflating the two practices, emphasizing the need for MOJO to distinguish itself through rigorous standards to preserve its credibility. However, citizen journalism also offers significant advantages. The findings noted its ability to provide immediate coverage of breaking news or localized stories, which mobile journalists can later verify and refine. Besides, citizen journalism serves as a

watchdog, promoting transparency and accountability within the media landscape (Prawira & Mahamed, 2024).

The evolving relationship between MOJO and citizen journalism has significant implications for the media industry. MOJO's adherence to credibility and editorial rigor sets it apart from the sometimes-speculative nature of citizen journalism. However, the latter's agility and grassroots coverage push MOJO to adapt and innovate while encouraging collaboration (Ahmad et al., 2024). Informants suggested that citizen journalism acts as both a disruptor and a complement, enriching MOJO by filling coverage gaps and driving innovation. This interplay highlights the importance of clear distinctions between the two practices to preserve public trust in professional journalism.

5.5.2 Fake News as a Challenge in Citizen and MOJO

One of the prominent challenges raised during the focus group discussion was the issue of fake news, particularly in relation to citizen journalism and its impact on mobile journalism. Informants highlighted that fake news is not only a pressing concern but also intricately linked to the practices of citizen journalism due to the unregulated and informal nature of its reporting processes.

Informants emphasized that citizen journalism, characterized by the reporting of raw, unedited firsthand information by individuals without formal journalistic training, significantly contributes to the spread of fake news. They pointed out that while citizen journalism allows the public to provide firsthand accounts, it inherently lacks the rigorous fact-checking processes that are standard in professional journalism. This absence of verification increases the risk of errors and misinformation, which are often disseminated widely before being rectified—if at all. Additionally, the finding drew attention to the extensive use of social media by citizen journalists. Social media platforms serve as a

primary avenue for citizen journalism, but they also amplify the speed and scale at which fake news can spread. Without mechanisms to verify the authenticity of information, audiences are left vulnerable to accepting misinformation as truth. It's explained the cyclical nature of this problem: audiences who are unable to discern the credibility of a story may share it indiscriminately, contributing to a ripple effect that amplifies the reach of fake news. Over time, this process not only perpetuates misinformation but also normalizes it within public discourse.

The discussion revealed a growing concern about the conflation of citizen journalism and mobile journalism, particularly regarding their perceived role in spreading fake news. The finding highlighted that audiences often fail to distinguish between these two forms of journalism, leading to an erosion of trust in mobile journalism when fake news circulates. Mobile journalists, who rely on similar digital tools and platforms as citizen journalists, may inadvertently be associated with the same lack of credibility. This association undermines the professional standards of mobile journalism, which strives to maintain journalistic integrity through adherence to ethical reporting practices. The repercussions extend beyond mobile journalism, affecting traditional media outlets as well. Informants noted that when fake news spreads unchecked, even established media organizations face scrutiny and skepticism from the public. Efforts by professional journalists to clarify misinformation may be met with doubt, further complicating the relationship between the media and its audience.

The unchecked spread of fake news poses significant risks to society. It not only distorts public understanding of critical issues but also undermines trust in the media as an institution. Informants underscored the importance of public media literacy in combating this issue, as audiences need the skills to critically evaluate information sources. Moreover, greater

collaboration between professional journalists and citizen journalists could help mitigate the risks associated with raw, unverified reporting.

5.6 Future of Mobile Journalism

The study reveals that while mobile journalism is gaining traction in Malaysia, it is unlikely to supplant traditional media in the foreseeable future. The insights provided by the informants underline a symbiotic relationship where the strengths of one medium compensate for the other's limitations. The hallmark of mobile journalism lies in its ability to deliver immediate updates, especially for breaking news. This rapid dissemination of information caters to the public's demand for real-time content in an era driven by digital consumption (Martyn, 2009). However, informants emphasize that this speed comes at a cost: mobile journalism often lacks the in-depth analysis, thorough fact-checking, and editorial rigor inherent to traditional media.

Group 1 encapsulates this dynamic by noting that mobile journalism prioritizes speed, while traditional media ensures comprehensive coverage, addressing gaps in mobile reporting. Informants across both groups see this as a division of labor where mobile journalism hooks the audience with timely updates, and traditional media provides the subsequent context and analysis. Despite its advantages, mobile journalism remains supplementary rather than central to most Malaysian newsrooms. They observe that traditional tools, such as professional cameras and studio setups, continue to dominate the workflow of news organizations. Mobile journalism often serves as a fallback or is deployed in specific situations where agility is paramount.

While Group 2 adds a pragmatic perspective, highlighting the financial and logistical hurdles to fully adopting mobile journalism. Providing journalists with advanced mobile toolkits—including high-end smartphones, stabilizers, microphones, and editing software—requires a

significant investment, which many Malaysian media companies may find prohibitive in the current economic climate. They also stress the enduring relevance of traditional media's structured operations and capacity for investigative journalism. Traditional formats, backed by well-established editorial teams and specialized equipment, allow for nuanced storytelling and exhaustive reportage. Mobile journalism, by contrast, is less equipped for these resource-intensive tasks, reaffirming the complementary nature of the two approaches (Kaul et al., 2015).

The findings underscore the dual challenges and opportunities presented by mobile journalism in Malaysia. On one hand, challenges include limited resources, insufficient editorial depth, and a continued reliance on traditional methods for producing high-quality content. These obstacles hinder the widespread adoption of mobile journalism and highlight the need for greater investment in training and advanced equipment. On the other hand, mobile journalism offers significant opportunities, such as the ability to expand audience engagement through real-time updates and the potential to innovate with cost-effective mobile tools. By addressing these challenges, Malaysian news organizations can unlock the full potential of mobile journalism, creating a more dynamic and responsive media landscape.

Mobile journalism is gaining momentum as a vital tool for delivering real-time updates, but it is far from replacing traditional media in Malaysia. Informants from a recent study highlight the complementary relationship between the two formats, with each filling gaps left by the other. Mobile journalism excels in speed, making it ideal for breaking news and on-the-go reporting. However, it struggles to match the depth and editorial rigor of traditional media, which remains essential for in-depth analysis and investigative stories.

A significant barrier to the widespread adoption of mobile journalism is the high cost of equipping journalists with advanced tools. Moreover, the structured resources of traditional

media—such as experienced editorial teams and specialized equipment—continue to play a critical role in producing high-quality, investigative journalism. Informants across the study agree that mobile journalism and traditional media should coexist, leveraging their unique strengths to provide audiences with both immediacy and depth. By addressing resource limitations and fostering innovation, Malaysian media organizations can harness the best of both worlds to meet the evolving demands of their audience. This dual approach ensures that mobile journalism complements traditional practices, paving the way for a more dynamic and responsive media landscape in Malaysia (Lamot & Paulussen, 2024).

5.7 Contribution

This research on mobile journalism (MOJO) offers several valuable contributions to the field of journalism. It provides a comprehensive analysis of how MOJO is reshaping news production, delivery, and consumption, emphasizing its strengths in speed, accessibility, and audience engagement. The study also identifies the significant challenges that hinder its widespread adoption, such as outdated technology, insufficient training, and organizational resistance, and offers practical recommendations for overcoming these barriers. By addressing ethical concerns and the risk of misinformation, the research underscores the importance of maintaining journalistic standards in a mobile-first environment, contributing to the ongoing discussion about credibility in digital journalism.

Additionally, the research explores the relationship between MOJO and citizen journalism, highlighting how these practices differ and complement each other, which can inform media strategies for both professional and non-professional content creators. In the context of Malaysia's media landscape, the study provides insights into the opportunities and challenges that MOJO presents, offering recommendations on how Malaysian newsrooms can successfully integrate it while maintaining the value of traditional journalism.

Lastly, the research presents actionable strategies for media organizations to invest in mobile journalism technologies, training, and workflow improvements, ensuring that MOJO becomes an effective tool for modern news production. Overall, this research contributes to both theoretical and practical understandings of mobile journalism and provides a roadmap for its successful integration into newsrooms, helping to enhance its role in contemporary media.

5.8 Limitations of Study

The limitations of this research on mobile journalism (MOJO) primarily stem from the scope of the study and the evolving nature of the media landscape. First, the research focuses on mobile journalism within the Malaysian context, which may limit the applicability of its findings to other regions with different media environments, technological infrastructure, and cultural contexts. Additionally, the study relies on qualitative methods such as interviews and focus group discussions, which, while valuable for in-depth insights, may not fully represent the diversity of experiences or provide generalizable data across the broader media industry.

The discussion could delve deeper into the reception and impact of mobile journalism content, exploring how it influences audience trust and engagement. While it highlights newsroom resistance and resource issues, it lacks systematic insights into how organizations adapt to mobile journalism institutionally. Additionally, examining how mobile journalism reshapes perceptions of authenticity and trust would provide a more nuanced understanding of its role in modern media.

Another limitation is the rapid pace at which mobile technology and journalism practices evolve. As mobile journalism continues to develop, new tools, platforms, and challenges may emerge, making it difficult for the research to capture all current and future trends in

MOJO. Furthermore, the study primarily focuses on the integration of MOJO into traditional newsrooms, and while it addresses the interplay with citizen journalism, it may not fully explore the broader impact of MOJO on independent or freelance journalists and non-traditional media organizations.

Lastly, the research addresses MOJO's ethical challenges and professionalism, but may not offer exhaustive solutions for every scenario, particularly given the variety of content and ethical dilemmas that journalists face in a mobile-first environment. The evolving ethical standards and the role of MOJO in addressing misinformation and bias may require further investigation as new technological developments unfold.

5.9 Conclusion

In conclusion, mobile journalism (MOJO) is transforming the media industry with its efficiency, portability, and cost-effectiveness, enabling swift responses to breaking news and real-time audience engagement. It complements traditional journalism, particularly in fast-paced or resource-constrained situations. However, challenges such as ethical lapses, misinformation, and the erosion of journalistic standards require robust professional practices in a mobile-first environment.

MOJO blurs the lines between professional journalism and content creation, necessitating a balance that upholds accuracy, objectivity, and accountability. In Malaysia, MOJO offers speed and accessibility but faces infrastructural limitations and ethical concerns. To fully realize its potential, MOJO must be grounded in ethical frameworks, supported by technology investment, comprehensive training, and clear standards.

The integration of MOJO into newsrooms faces obstacles like outdated devices, inadequate training, and cultural resistance. Overcoming these requires investment in mobile journalism

kits, training programs, and streamlined workflows. This will help newsrooms unlock MOJO's full potential and adapt to digital age demands. MOJO and citizen journalism both rely on mobile devices but differ in professionalism, purpose, and execution. While MOJO ensures credibility and high-quality reporting, citizen journalism provides immediacy and grassroots coverage. Their relationship presents both challenges and opportunities, highlighting the need for clear boundaries to preserve public trust.

In Malaysia, MOJO offers real-time updates, especially for breaking news, but remains supplementary to traditional media, which provides in-depth analysis and investigative reporting. Widespread adoption is hindered by financial constraints, limited resources, and reliance on traditional media structures. To overcome these barriers, investment in training and innovative tools is needed to create a dynamic, responsive media landscape. A dual approach combining MOJO and traditional journalism will ensure both speed and depth in news coverage.both mediums are fully realized, fostering a more robust and versatile media environment.

Last but not least, the discussion highlights the significant challenge posed by fake news in both citizen and mobile journalism. While citizen journalism empowers individuals to report firsthand accounts, its lack of formal training and verification processes increases the risk of misinformation spreading rapidly, particularly through social media platforms. This issue not only affects the credibility of citizen journalism but also undermines the trust in mobile journalism, as the public often conflates the two. As a result, both professional media outlets and citizen journalists face increased scrutiny, with audiences questioning the authenticity of the news they consume.

To address these concerns, it is crucial to promote media literacy, implement stronger fact-checking mechanisms, and foster collaboration between professional and citizen journalists.

Educating the public about the differences between various forms of journalism and the importance of critical evaluation of sources is key to restoring trust and ensuring the credibility of mobile journalism in the digital age. By taking proactive steps to combat fake news, the media landscape can evolve in a way that upholds journalistic integrity while accommodating the democratizing potential of citizen reporting.

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