

Observing Online News Portals Activities and Responsibilities during Covid-19

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Abstract

This study observes the significant roles and responsibilities of online news portals during this Covid-19 outbreak in Bangladesh. The findings and result analysis of this study manifest the tasks along with the activities which online news portals pose specifically in a pandemic situation are on the satisfactory level. Through the use of two theories and a quantitative approach this study attempted to distinguish how people think of these portals as a potential media in creating awareness. People seem to prefer online news portals more than other media for getting covid-19 related news which lead them to believe and depend on what these portals offer actually. On the other hand, sometimes these online news portals also teem with some fear regarding moral panic, misinformation and rumors, even sometimes news with full of confusing, repetitive with inadequate reporting languages. Despite having all confusion, respondents of this study think online news portals have played a responsible role to keep the mass people updated during the Covid-19 situation especially in that situation where the whole world was facing an emergency lock down.

Index terms— pandemic, covid-19, social media, trustworthy, awareness, lock down.

1 Introduction

After the outbreak of corona virus from China to worldwide, it has turned into a pandemic declared by the WHO in March, 2020. Therefore, the earth went to lockdown several times along with some prevention methods like quarantine, isolation and social distancing to stop the spread of this disease. But the realities in some developing countries, especially in Bangladesh people are facing the worse situation now. Self quarantine, isolation and social distancing have brought threat for people both mentally and physically. Particularly the working class and poverty stricken people had to break the instructions out of their will only to survive. Apart from self-quarantine or isolation, misinformation in mass media also can lead to adverse psychological effects among people such as anxiety, rage or sadness.

From the beginning, though it took time to spread the disease everywhere in Bangladesh, the country had faced awful situations afterward without authorities having strict preparation. Since people came to know about the virus sooner they started to share information and their own opinions about Covid-19. It was also significant that people were sharing numerous misinformation thus spreading rumors about the virus. Social media significantly became one of the platforms for these mass people to share misinformation at a full tilt. Consequently, it created a moral panic among the mass people which mislead them towards confusion. Regarding the circumstances it is primarily required to have the authentic information from the reliable sources. Social media is highly used by people for acquiring and spreading the news as well on marketing, sports, technological advancement, healthcare, education, tourism and significantly activities for generating social awareness. On the other hand it was evident that misleading information, cyber-bullying and hacking during the corona pandemic were expanding. In this case, the mass media have made themselves trustworthy as critical sources of public perceptions of risk. The more people use social media, read online news on Covid-19 the more these numbers of usages increase rapidly. This

44 research study deals with the online news portals' roles and activities during the time of pandemic. As corona
45 pandemic has introduced a severe change that took place in the newsmedia industry, all the users of media have
46 found that the traditional print oriented newspapers had to make a pause on their publication. Additionally,
47 most of these print media have expanded their online platform for the audience more than before. It also added
48 a beneficiary aspect to compensate to their own-selves. Most of the print oriented newspapers have broadened
49 their existence more boldly by utilizing the online space than before. Moreover, like online news portals, these
50 newspapers also took an attempt to create enormous engagement with the audience through this digitalized
51 online sphere. 2 . Social media activists have been seen sharing the information on numerous online news portals
52 more than any previous situational instructions or announcements given by govt. Sooner people started to believe
53 and share this particular news through social media actively. This study tries to understand people's perception
54 regarding the roles and responsibilities of online news portals in creating public awareness during Covid-19.

55 2 a) Aim and Objectives

56 The objectives of this article are to develop the understanding and perception of people about the roles and
57 responsibilities of online news portals during the Covid-19. Furthermore, this study follows specific objectives.
58 These are, 1. To examine the news portals maintaining their prime responsibilities in creating consciousness
59 through authentic facts and knowledge among people and for people; And 2. To the extent if these news portals
60 spread misinformation, moral anxiety among their audience or not.

61 3 b) Research questions

62 To find out the salient responsibilities and activities as well of online news portals in creating awareness during
63 this pandemic, there are some basic questions in this study. These are as follows:

- 64 1. What specific roles have been maintained by the online news portals to increase awareness among people?
 - 65 2. Have these online news portals created any panic/ 'Moral-panic', misinformation and confusion?
- 66 II.

67 4 Literature Review

68 Apparently some recent studies have observed the contents of online news portals to analyze their framings to
69 spread panic and semantic emotions among mass audience. A research conducted by Lusiana & Husein (2021)
70 discussed the dominant semantic emotion in the online news about COVID-19 in their study. The study has
71 analyzed total 28 sentences from CNN News and Jakarta Post. Both the researchers have found diverse sentences
72 used in news that were rich in semantic emotions. Among them 43% are about fear, 18% of sadness and 14% of
73 joy. Other 25% news had no basic emotions because it only portrayed information on an event basis. So, it is
74 clear that the dominant emotions that are used in COVID-19 online news are mostly fear related emotions 3 .
75 Similarly Arafat et al. (2020) have evaluated online news portals regarding panic buying during this COVID-19
76 pandemic. They analyzed different headlines including positive and negative ones. They also scrutinized reports
77 on the country basis like high-income vs. low-income countries. Almost half of the reports were on the prominent
78 actions taken by government to handle the situation. Furthermore, other reports have discussed the panic among
79 people while buying necessary goods. It has been also observed that people tend to buy things as they believe
80 opinions from others like PB (Panic Buying), the psychology of PB. Here rumors and suggestions on remedial
81 measures also play a major role to create the panic to purchase things in rush. Researchers have also revealed that
82 previous events of PB were mostly similar to the recent COVID-19 pandemic (95%). Though only a few events are
83 also related to different events like disasters, festivals, fuel price hike and even war. Most importantly Researchers
84 have found a major result that portals have a propensity to cover news on PB that is mostly imbalanced. It has
85 been also analyzed that a negative tone was followed in most of the reports. Though 'highlighting panic buying
86 in the title, mentioning the cause of PB, and illustrating the report with photographs of people involved in PB
87 were some of the commonly observed negative and undesirable reporting characteristics. In contrast, positive
88 aspects of reporting such as mentioning the impact of PB, discussing corrective governmental steps, and educative
89 aspects such as expert' 4 Chakraborty & Bose (2020) took the challenge of identifying the general sentiment in
90 online news articles that have been published globally during this pandemic. Most of the news articles were
91 published from un-supervised authority that had a tendency to transfer the learning-based approaches. After
92 finding the results, in one point, the researchers depicted negativity as a pre-dominant sentiment in global news.
93 The specific global news covered some political and different social factors that urged the negativity online quite
94 strongly, which could lead to long-standing impact on mental health of the news audience .

95 5 5

96 A study was found by Kiragu and Omotara (1992) in Nigeria. The purpose of that particular study was to analyze
97 the media impact on the targeted audience to promote family planing procedures. The . Media as an important
98 mechanism of accountability in a country have the competency to prevent the spread of diseases. It can provide
99 information to mass people from different communities. Mass media being a vital part of communication hold the
100 major responsibilities to initiate the government policies on health, environment or pandemic to enlighten people
101 through education and information. One of the prominent roles that mass media can play is promoting awareness

102 campaign for healthcare and safety during any pandemic situation. Different contents can be covered regarding
103 these situations that can reach to the targeted audience rapidly. study revealed different media contents produced
104 by radio, Television, print material along with the advocacy campaigns. The primary goals were to reach the
105 Nigerian mass people in order to bring a positive outlook among them for applying different family planning
106 approaches. This case is also relatable to Avian Influenza disease in the same country, Nigeria. Nigerian press
107 played an indispensable role to cover the outbreak of that disease and also encouraged mass audience to follow
108 necessary safety preventions. Not only that, the international pertinent agencies including the United Nations
109 and World Health Organization also exercised the importance of mass media communication in their advocacy
110 levels to raise awareness specifically to combat the menacing diseases like deadly malaria, polio, other epidemic
111 viruses including Ebola, SARS. Nigerian media have recorded success in encouraging people and preventing the
112 risk during the deadly Ebola virus. This killer disease had killed more than seven thousand and three hundred
113 people mostly in Sierra Leone, Guinea, Liberia and Democratic of Congo according to the media reports in 2014.
114 As it was turning into an epidemic situation the government and advocacy agencies along with the media started
115 taking obligatory steps. Finally their approaches were edible in bringing out success 6 Media do not only report
116 the incidents but they also use diverse frames. Through framing media change and edit terms, the real meaning,
117 transform or even emphasize any particular news by adding picture with specific captions. Catchy headlines with
118 colorful fonts are also prevalent in covering news. The same approach is also applicable during any pandemic or
119 epidemic. In the study conducted by Mark Davis on epidemic and media influence, he analyzed that media were
120 intensifying the 21 st century pandemics like influenza, SARS and Avian flu . This approach can be addressed as
121 'Narrative Matrix' where media framings and public interest on any specific incident including pandemic start
122 to interplay 8 . The same perspective is also applicable to the present global pandemic of Covid-19. As per the
123 narrative matrix Covid-19 has been creating a threat among people who want to know the updates around the
124 globe rapidly. Media pick the intention and utilize its own framing methods where terminologies, words vary in
125 providing the update to the audience.

126 Media tend to do this activity frequently. Thus the public interest and covering news in a certain way continue.
127 But the basic fact is the media providing information to encourage people for following safety have not been that
128 proper during this Covid-19. It has also been analyzed in an individual study that along with the framing method
129 media also create and tag different identities.

130 In the study conducted in Central Africa during the Ebola virus, the researchers found that Congolese
131 newspapers had created several identities. Identities like victim, offender or someone who is responsible for the
132 virus-outbreak directly. Many reports have addressed that local government officials in Congo were responsible
133 directly for not taking prevention in time. On the other hand doctors and other health professionals were shown
134 as 'Heroes' as they were able to prevent the outbreak later. The victim identity was generally given to those
135 living in the remote villages having no profound consciousness. Some of these were described as 'Bushmeat
136 Eaters', 'Poor People' 9 Along with the positive aspects, the media also had played negative approaches during
137 these pandemics. During the Ebola virus outbreak Liberian newspaper Cyprien (2014) referred the metaphorical
138 term 'Civil War' which highly brought negative impact in that EVD affected country. The cost of necessary
139 daily utensils was raising high and people were rushing to gather their eatable products which were an effect
140 of that rhetorical phrase civil war. Even an armed conflict took place in that EVD outbreak situation . 10 .
141 The same situation was seen also during the Covid-19 outbreak while people were rushing in terror to buy their
142 daily utensils and medicines. According to McRobbie & Thornton (1995) media also can create 'Moral Panic'
143 during any outbreak or emergency situation. What is moral panic? Well, the concept indicates a prime mover
144 to emotional involvement of mass audience approached by media framing, terms, identities. Emanating both
145 from sociology and mass media ground this concept sometimes plays as a threat agent. But the Congolese media
146 used this conception positively for audience in mobilizing against the Ebola virus. And that step was taken in a
147 proper time that the second wave of outbreak could not turn into a massive phase 11

148 6 III.

149 7 Theoretical Framework

150 This article is followed by two theories, Uses and Gratification and Social Responsibility Theory.

151 Uses and Gratification Theory: This theory narrates why people select a specific medium depending on their
152 demographic and monographic backgrounds. Media do not only provide information to their audience but also
153 it is the media that become the source of entertainment, relaxation or even education. Depending on these needs
154 this theory depicts why audience select a specific media and remarkably if the media can serve their needs 12 .
155 During this lock down of Covid-19 the usage of social media in Bangladesh has increased by 61 percent, though
156 Bangladesh has been already ranked as the fifth-largest country in Asia for using the Internet. The reasons for
157 using the Internet and social media by this large number of population during this pandemic can be analyzed
158 with this U&G theory. Along with the social media, mass people have increased their seeking information from
159 different online news portals too. Newspapers or any broadcast media have perceived their online news portals
160 to reach to the audience and to keep them updated with any kind of information. But sometimes this continuous
161 flow of information or even some misleading news created a 'Moral Panic' or an 'Infodemic' among the audience
162 13 Social Responsibility Theory: Lying between authoritarian and libertarian theories this communication theory

10 A) MOSTLY SEEKING ONLINE NEWS PORTAL FOR COVID RELATED NEWS

163 is a brain child of Hutchins Commission. Here press will face no censorship except liberty of expressing truth but
164 at the same time media should be accountable to people. The private ownership of media will be emphasized on
165 covering the interpretative reports rather than the common objective ones. Because being liable to mass audience
166 it is one the most prominent responsibilities of media to represent facts and the consequences so that targeted
167 audience can be enlarged from broader . Sometimes it had become hard to differentiate in between the authentic
168 information and rumor or even any misleading news. When it comes to the information seeking behavior from
169 online news portals, it seems that this number has been escalated than previous periods. These online news portals
170 along with the other media have been trying to provide information to their audience to keep them aware and
171 conscious. 12 13 Panday, P. K., Kaioum, M. M. A.: Infodemic amid pandemic: A Bangladesh perspective. The
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173 [pandemic-bangladesh-perspective-105976](https://www.tbsnews.net/thoughts/infodemicamid-pandemic-bangladesh-perspective-105976). perspective 14 Like previous pandemics during this breakthrough of
174 Covid-19 people followed and depended on mass media for any information. The social media based news portals
175 have taken a prime place in the digitized period and have been providing all the information faster than any
176 other medium. As people have been maintaining social distance and being locked into their houses the rate of
177 checking these online news sites has been increased in this pandemic. Yes, the questions of trustworthiness and
178 accountability have also raised with the different rumors in these news sites. But this has been acknowledged
179 that mass people checked these online news sites for updates than any previous period. A report published from
180 The New York Times has shown usage of different apps including Zoom, Microsoft Team, online class platforms,
181 video games, and video chat platforms increased highly. Among these Internet based platforms online news sites
182 are not lagging behind by their targeted audience. Large media organizations including Foxnews.com, NYTimes,
183 Washington Post or CNBC.com all obtained more audience than before . The unfolding developments or any
184 event of society are needed to elucidate to the members of this society. Media must ensure their responsibilities as
185 people follow and rely on this watchdog. 15 . Another report published from Statista website showed that more
186 than 67% news coverage are taking place through online platforms ??6 14 Bernarte, R. P.: HISTORY OF SOCIAL
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192 [mediaconsumption-coronavirus-worldwide-by-country/](https://www.statista.com/statistics/1106498/home-mediaconsumption-coronavirus-worldwide-by-country/).

193 . But the most salient question still appears, could these news sites provide accurate information by making
194 people enough aware? In the study of Ebola Virus (Santas, 2015) outbreak in Nigeria it is shown that majority
195 of the people were misinformed about the curing the disease. They were informed to drink bitter kola and eat
196 more salt to get cure from the disease. Even people without seeking any medical advice bought this kola and
197 suffered later. Some even lost their lives. In our country same kind of misinformation about curing Covid-19 by
198 eating garlic or different herbs speeded among people. In this study, how accountably online news portals have
199 played their role and responsibilities during covid-19 has been observed through the people's perception.

200 IV.

201 8 Methods of the Study

202 The methodology section of this research paper strives to analyze the role of the online news portals during this
203 pandemic. Defining the research objectives, quantitative method has been followed. In this case, for getting
204 a good observation, a survey is conducted on 200 public university students from different departments and
205 universities, and 50 professionals from all sectors who follow some specific online portals which are selected for
206 this research. A questionnaire was provided to the respondents through online survey form to analyze their
207 gratification by seeking information from these news sites.

208 In this study, 12 online news portals have been selected according to the ranking of 2019 for finding out their
209 functions in creating awareness against Covid-19. Moreover, the respondents of 250 students and professionals
210 have been selected randomly, and after the completion of collecting data from the selected respondents, the
211 results have been analyzed carefully.

212 V. According to the Table 1, 67% of Professionals are more likely to read newspaper online portals (Prothom
213 Alo/ Daily Star/ Dhaka Tribune etc), 18% of them search BBC Bangla, 10% search bdnews24, 4% search Bangla
214 Tribune and the rest of 1% seek Covid related news from others online sites. On the other hand, 63.80% of
215 students read newspaper online portals mostly than other media. But also they have engagement with BBC
216 Bangla (13.10%), bdnews24 (10.6%), jagonews24 (1%), SaraBangla.net (0.5%), BD24Live (2.5%), Bangladesh
217 Journal (1.5%) and the rest accounts for 7% in searching Covid related news.

218 9 Data Analysis and Results Discussion

219 10 a) Mostly seeking online news portal for Covid related news

220 The data from the Table 1 compares the percentages of students and professionals' evolving with searching online
221 news portals for Covid related news. From the data results, the study reveals that students have more access
222 and seek more online news portal for Covid related news than the people who are job holder or professionals.

11 67.00%

18.00% According to the Table 2, most of the respondents of professionals (78.8%) follow 2/3 news sites for getting Covid news while the second big percentage of 13.5% of professionals follow 3/5 sites. Also, 3.8% of professionals search only one site while the close percentage of 2% professionals follow more than 8 sites, and the lowest percentage of 1.9% of professionals follow 6/8 sites. On the contrary, 48% of students follow 2/3 sites while second highest percentage of students of 28.8% follow 3/5 sites while the close percentages are 9% and 8.6% who follow more than 8 sites and only one site respectively. And the lowest percentage of 5.6% of students follow 6/8 sites for searching Covid news.

b) The sites respondents are following during this pandemic Interestingly, students and professionals have almost the close percentages in following the number of different news sites in a day. Data from the Table 2 shows that respondents follow more than 8 sites for getting any information and updates regarding pandemic. Comparatively, overall results depict that the most proportion of respondents searches at least 3 sites in a day and the least them follow 8 sites in number. According to the Table 3, almost the same percentages of professionals (92%) and students (90%) accounts for spending 2-3 hours on online portals searching for Covid news. 6% of professionals spend 3-6 hours, and only 2% of them spend more than 9 hours in this regard. In comparison, 4.7% of students spend 3-6 hours, 3.7% of students spend 6-9 hours, and only Furthermore, there are some respondents who spend more than 9 hours in a day presented in Table 3. According to the Table 4, About 61.5% and 7.7% of professionals are agreed and strongly agreed about the online news sites' ability to keep ones updated while lest number of percentage of 30.8% are disagreed. On the other hand, 69.3% and 13.1% of students say that they are agreed and strongly agreed on this matter. the low number of percentage of 16.1% and 1.5% of students are not agreed and strongly disagreed to the answers of this question.

12 d) Ability of online news sites to keep ones updated

Data from the Table 4 shows that most of the students and professionals think that news sites is enough to keep ones updated all-time. Also there are some respondents who figure out the opposite position in this regard. According to the Table 5, a huge percentage covers 88.2% of professionals who seem to believe selected online news sites more than other media while only 2% of them select the sites after getting suggestions and page reviews. Overall 7.8% of professionals are agreed to all options. On the contrary, 67.3% of students select these kinds of sites thinking as more reliable sites than others. Moreover, 11.2% and 3.10% of students believe and take these sites after getting suggestions and page reviews, as well as 11.2% of students opine their reasons behind selecting these sites giving tick marks on above all options.

13 e) The reason behind choosing the selected online news sites among others

Respondents opine some factors behind selecting these news sites than others. Among all respondents, most of them have positive mind and think According to the Table 6, 36.5% of professionals and 30.5% of students read top headlines of the day. The second most reading news is related to Covid health news, which is followed by professionals (30.8%) and students (25.4%) as well. The third highest percentage of professionals (22.3%) and students (19.20%) read any kinds of news related to Covid-19. 11.5% of professionals and 16.8% of students read Covid related international. Besides Covid related health news, lest number of professionals (1.9%) and students (5.1%) likely to read educational news.

14 f) Types of Covid-19 related news respondents read most

It is observed in Table 6 that most of the respondents give their priority in reading top headlines and then to Covid related health news (vaccination/ affected/death rates). There are also some respondents who read Covid related international news (updates of other countries and their management during Covid) as well as updates of educational news (online education/ schooling/HSC examination). All the data are presented in Table 7 carefully. g) The language used by these online news portals during covid-19 Reporting Respondents have different types of views on the language uses in online news portal's news about Covid related issue. Most of the respondents (students and professionals) find the language of news portals sometimes confusing, repetitive and full of inadequate information. Though most of the respondents have negative views, some remarkable respondents think that the language used in online news portals is appropriate and helpful. According to the Table 8, half of the students (50.8%) had confusion on these news sites first but cleared it through follow-up news while 32% of them think that these sites have full of confusion, and there's fabricated news. Only 17.30% of them have clear mind and they believe that there is no confusion with news. On the contrary, 42.3% of professionals' minds are full of confusion while 48.1% of them had confusion firstly but cleared after crosschecking and reading follow up news. Only 9.6% of them never have confusing mind in this regard.

According to the Table 9, data shows that among all respondents, majority of the professionals (88.5%) and students (64.4%) think news sites can create panic and fear sometimes among people during this outbreak of Covid-19 while 23.2% of professionals and 1.9% of students blame these sites for creating panic and fear. But the

280 opposite answers from professionals (9.6%) and students (12.4%) shows that they speak on the behalf of news
 281 sites in this regard.

282 **15 h) Confusion, moral panic, misinformation or rumors**

283 From the Table 8 & 9 data, it can be found that there is almost the half of respondents who had confusion before
 284 about any news from news portals, which might have contained any confusion and fabrication of news, could
 285 lead to create confusing news. But they have cleared their confused mind right 42.30%

286 **16 i) Encouraging News Awareness through online news sites
 287 during this Covid-19 breakdown**

288 Though most of the respondents find that online news portals have confusing news or sometimes are full of
 289 moral panic creating information, but to the end they find news more effective way to encourage awareness
 290 among people through providing important and updated information always. Table 10 shows that most of the
 291 respondents' positive views on this while a small number of percentages of respondents don't think so. Volume
 292 XXII Issue I Version I 24 ()

293 **17 j) The obvious reason behind preferring online news portal
 294 than other news medium**

295 There some factors why students and professionals prefer online news portals than other media. The factors are;
 296 trustworthiness of news, easy access in news and portals, less costly and getting news so quickly every time, and
 297 the most important is, due to this pandemic and lockdown people have only way to get any news from online
 298 news portals while print media house is still stooping their publication.

299 **18 VI. Result Discussion and Conclusion**

300 During this pandemic people are more likely to spend their off time with online media than attending in physical
 301 place because of restriction. And this online sphere turns people to involve with media more than before and
 302 lures them to use before sleep. In the first phase of pandemic, we observe lots of confusing, fabricated and
 303 misinformation everywhere in news sites because of untrustworthy news sources. But what we look on the
 304 media's activity, especially in online news sites, are trying to keep peoples updated and informed providing
 305 important news from the beginning. That arise lots of questions about the authenticity of online news and news
 306 sites, as well as the roles and responsibilities of online news sites.

307 The study finds that, all respondents (professionals and students) seem to prefer online news portals than
 308 others media because of some important factors of having easy access, less costly, trustworthiness and quickness.
 309 Though 88.5% of professionals and 84.6% of students said that news sites are encouraging awareness among
 310 people during this outbreak, but at the same time among the respondents, 88.5% of professionals and 64.4% of
 311 students doubt that online news sites can create panic and fear sometimes whereas 23.2% of professionals and
 312 1.9% of students blame online news sites directly for creating panic and fear.

313 Importantly, the study finds that although people's dependency on online news portals is increasing lot but
 314 there's some alarming issues are found. 77% of professionals and 59% of students find the languages of the
 315 reporting as confusing, repetitive and inadequate.

316 Despite having all confusion, people are started to depend and use online portals especially newspaper based
 317 online portal most than others media for getting Covid related news. Most of the respondents think online news
 318 portals are more reliable and enough to keep ones' updated all the time especially during this pandemic.

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Figure 1: 6

[Note: 11 Tshiswaka, D. et al.: A Qualitative Analysis of Newspaper Response to the Ebola Outbreak in Central Africa. *Africology: The Journal of Pan African Studies*, 2017, p. 233.]

Figure 2: 9

Figure 3:

1

Source: Own Processing, 2021

Figure 4: Table 1 :

2

Others	1%	7%	
Bangla Tribune	4%	0%	
Bangladesh Journal	0.00%	1.50%	
BD24Live	0.00%	2.50%	Students
SaraBangla	0.00%	0.50%	Professionals
Jagonews24	0%	1%	
bdnews24		10.00%	
BBC Bangla		10.60%	
Newspaper Online Portals (Prothom Alo/ Daily ?		13.10%	63.80%

Figure 5: Table 2 :

3

Source: Own Processing, 2021

Figure 6: Table 3 :

4

Source: Own Processing, 2021

Figure 7: Table 4 :

5

Source: Own Processing, 2021

Figure 8: Table 5 :

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6

	Professionals	Students		
	61.50%	69.30%		
7.70%	13.10%	30.80%	16.10%	1.50%
Strongly Agree	Agree	Disagree	Strongly Disagree	

Figure 9: Table 6 :

7

Source: Own Processing, 2021

Figure 10: Table 7 :

8

Source: Own Processing, 2021

Figure 11: Table 8 :

9

Source: Own Processing, 2021

Figure 12: Table 9 :

10

	Professionals	Students		
		48.10%		50.80%
32%	9.60%	17.30%		
Yes	Never		Had confusion first but cleared through follow-up news	
	88.50%	64.40%		
23.20%				
1.90%		9.60%		12.40%
Agree	Sometimes	Disagree		

Figure 13: Table 10 :

11

Source: Own Processing, 2021

Figure 14: Table 11 :

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