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Changing Pattern and Gratification of Consuming News from Social Media: Understanding Bangladeshi Audience Behavior Regarding COVID-19 Related News during Pandemic

By Samiya Asadi & Dr. Hasan Mahmood
Stamford University

Abstract- The enhancement of new media has reshaped and evolved the structure of a message and the audience. Though traditional or mainstream media are treated as more credible to the masses but the linear structure of audience feedback creates a significant difference between the two media. Audience control, and interactivity by using digital platforms empowered Audience. Moreover, the Third screen (mobile media) with its 'Everything, Everywhere' nature increases information accessibility. As a result, gratifications of consuming information are in a state of change. Furthermore, the World Health Organization (WHO) declared COVID-19 as a pandemic on Jan 30, 2020. This created a public concern and forced the general people to seek information in the most accessible ways. For most people, it's the digital media. In these contexts, the study will help to determine contemporary trends and readership gratification or satisfaction. Specifically, the readers who regularly read, share, and engage themselves in COVID-related news from social media rather than traditional ones.

Keywords: new media, interactive utility, audience control, digital conversational currency, covid-19, device convergence, user-generated content.

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Changing Pattern and Gratification of Consuming News from Social Media: Understanding Bangladeshi Audience Behavior Regarding COVID-19 Related News during Pandemic

Samiya Asadi [α] & Dr. Hasan Mahmood [σ]

Abstract- The enhancement of new media has reshaped and evolved the structure of a message and the audience. Though traditional or mainstream media are treated as more credible to the masses but the linear structure of audience feedback creates a significant difference between the two media. Audience control, and interactivity by using digital platforms empowered Audience. Moreover, the Third screen (mobile media) with its 'Everything, Everywhere' nature increases information accessibility. As a result, gratifications of consuming information are in a state of change. Furthermore, the World Health Organization (WHO) declared COVID-19 as a pandemic on Jan 30, 2020. This created a public concern and forced the general people to seek information in the most accessible ways. For most people, it's the digital media. In these contexts, the study will help to determine contemporary trends and readership gratification or satisfaction. Specifically, the readers who regularly read, share, and engage themselves in COVID-related news from social media rather than traditional ones. The Study proposes a conceptual framework based on the blending of traditional and modern use and media gratification theory. The study used convenience sampling (204 respondents) and data were collected through the survey method and Datasets were analyzed through statistical tools using Microsoft Excel and SPSS version 26 (IBM Corp).

Keywords: new media, interactive utility, audience control, digital conversational currency, covid-19, device convergence, user-generated content.

I. Introduction

Media Thinker Marshall McLuhan said, "The medium is the mass-age." Here mass-age means firstly, the primary channel (oral, written or electronic) of communication that we use to perceive the world differently and secondly, the leading medium of any age ultimately controls the audience (2000: 317). The evolving revolution in communication technology specially the combination of the internet and social media wrenched us into an interactive age. For that reason, nowadays audiences perceive the media message differently and also find them as a prosumer who are simultaneously able to produce and consume messages by using social media platforms. Beyond all geographical and time barriers empowered audiences able to consume social media content at their convenience.

The COVID-19 pandemic has impacted virtually all aspects of our lives. Constant Lockdown and social distance made a radical change in our day-to-day life. As a work-from-home employee, we not only continued our office virtually but also depended on media to get updated news regarding COVID. Social media users were able to gather different news of COVID from different platforms and able to share and create their own thoughts simultaneously by using the same platform. This study aims to explore the changing pattern of media consumption and the gratifications that digital audiences obtain by using social media. This study also sheds light on how these changing communication patterns make a change in media gratifications.

According to BTRC (Bangladesh Tele-communication Regulatory Commission) Report (2023), Bangladesh has over 126.1 million internet users. Of them, more than 114 million are mobile internet subscribers. In Bangladesh, not all social media platforms are popular. For example, most of the social media users use Facebook (86.69%), while very few use Twitter (3.75%) and YouTube (7.18%) (StatCounter, 2022 Aug- 2023 Aug). Of the total Facebook users, 41.4% are frequent users, making this platform a great source of information and impact (Raisa, 2018). In the context of Bangladesh, Facebook users (86.69%) are major social media users. A study on Effectiveness of using social media to raise public awareness during the COVID-19 pandemic in Bangladesh reveals that Facebook (78.3%) has been the most used social media platform during the pandemic in Bangladesh (Paul et al., 2022). For that reason, the study basically emphasized on Facebook.

II. Literature Review

Audience gratification has been transformed from traditional to modern media. The COVID-19 pandemic made the transformation flawless and changed our mindset.

Barr Mattew & Stewart's (2021) study found that playing video games with a peer group during the COVID-19 pandemic has had a positive impact on players' perceived well-being. This study revealed that the positive effects of playing video games during the

Author α: Assistant Professor, in the Department of Journalism and Media Studies of Stamford University Bangladesh.
e-mail: samiyaasadi2020@gmail.com
Author σ: Physician, Researcher, Corporate Personnel & and Digital Health Infopreneur. MBBS from Dhaka University and joined the pharmaceutical industry. e-mail: drmahmoodh@gmail.com

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pandemic were much more prominent than negative effects. Through a rigorous survey, Researchers found that playing games during the pandemic was treated as an enjoyable means of maintaining social contact with peers, a strong weapon of stress relief. Moreover, an unconditional mental stimulation to escape from the effect of lockdown.

Another study investigated that during COVID-19 information-seeking and information-sharing behaviors about depression and anxiety on social media not only generate relevant information but also often provide several coping strategies for depression and anxiety. The study also sheds the light that YouTube, Facebook, and Instagram are used for information seeking and Facebook, Instagram, and Twitter are used most for information sharing. Akhter and Sopory (2021)

An interesting study was conducted by Keib et al. (2021) regarding user's evaluation of social media news posts on smartphones. Through smartphone eye-tracking data & and self-reports the study revealed that the audience spent more time viewing social media news posts on desktops rather than on smartphones. Moreover, levels of pleasure and response are also higher on desktops than on smartphones. Scholars of the study also identify that there are no salience differences between devices on the internet to click to read the story and intent to share the post.

Marwick (2012) coined a term named 'social surveillance'. The individuals who are highly connected on social media are much more strategic about their posts as well as others. As they maintain reciprocal communication on social media they reveal, disclose, and conceal personal information to maintain their social connection and ties. On the other hand, they simultaneously oversee other's posts to understand what is normal, accepted, or unaccepted in the community to maintain the status quo.

A study on Effectiveness of using social media to raise public awareness during the COVID-19 pandemic in Bangladesh postulated that social media plays a vital role in raising awareness about COVID among the majority of the citizens. Research result shows that citizens became highly aware of wearing masks, maintaining social distancing, washing hands, and learning about vaccination from social media. In spite of the high chances of spreading misinformation and disinformation, the study emphasized on effective utilization of social media for raising public awareness during this global crisis(Paul et al., 2022) .

Al-Zaman (2021) revealed a significant study on COVID-19 information poverty and information overload (COVIP & COVIO) and the consequences of COVID and COVIO on health issues during the pandemic. Researcher claimed that many people (specially rural) in Bangladesh had suffered from COVID-19 information poverty due to limited access to reliable information sources led to the digital divide. On the other hand, urban people were privileged to consume excessive information from different platforms by using mostly the internet which led them to COVIO which means COVID information overload. The interesting fact is that both COVIP & COVIO have triggered the same health issues such as vaccine indecision, healthcare rejection, anti-prevention sentiment, and health misinformation in Bangladesh.

III. Theoretical Framework

The findings are discussed with 'Use & Gratification Theory'. This study uses both traditional and digital media gratifications. We can identify the study as a blending of traditional and mediated media gratification. Our field of study is to identify and analyze the behavior of COVID-19 news readers on Facebook. However, our result finds the combination of traditional and mediated media gratifications.

Earlier studies of UGT were based on traditional Mass media. Though Use and Gratification was introduced in 1940, it observed development from 1970 to 1980. Katz, Blumler & Gurevitch (1974) point out the basic concepts of use and gratification model. They found that the audience plays a vital role in mass communication consumption. Basically, the audience is the deciding factor in what, how, and when to gather content from media. Audience has a specific purpose in media. To fulfill this purpose, they get into media with their convenience. Ultimately audience is able to identify, and evaluate the significance of Mass communication culture.

According to Dominick, "The Use and Gratifications model posits that audience members have certain needs or drives that are satisfied by using both nonmedia and media sources. The actual needs satisfied by the media are called media gratifications." (Dominick 2009: p37) Dominick also mentioned that several Researchers categorized media gratification into a four-category. The 4 basic categories of audience gratifications are:

1. Cognition,
2. Diversion,
3. Social Utility
4. Withdrawal.

On the other hand, Arthur Asa Berger in his book Media Analysis Techniques (1982: p 98-107), discusses about twenty-four gratifications that are obtained from media by the audience. Besides information gathering, satisfying curiosity, and being amused, Berger identified a few different gratifications like- to affirm moral, spiritual, and cultural values, to experience the ugly, to see other make mistakes, to see order imposed on the world etc.

Digital transformation of media revealed more contemporary and diversified variables in audience gratifications. Recent studies on UGT added audience

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interactivity/ engagement, audience control, empowerment, and convenience utility. "Use and Gratification Theory in the 21st Century" by Thomas E. Ruggiero basically discusses the transformation of media gratification by using computer-mediated communication. Ruggiero finds three unique attributes of Internet use that are not associated with traditional media. These attributes are: Interactivity, demassification and asynchroneity (2000).

Interactivity: Interactivity defined as the degree to which both source and receiver in the communication process take a simultaneous and intentional role of interaction and control (Williams and Others, 1988: 10).

Demassification: In one hand, demassification is the control of the participants over the media, On the other hand, media users have a choice to select from a wider menu (Williams and Others, 1988: 12).

Asynchroneity: It refers to by using mediated communication participants able to send, receive, save or recover messages at their convenience (Chamberlain, 1994).

Mehrad and Tazer (2016) tried to make a connection between use and gratification theory with knowledge and information science in both traditional and modern contexts. Researchers proposed a conceptual model of use and gratifications consisting of vast types of information needs, society, end users 'features, information gratification sought, information gratification obtained, relevance gratification, library and information centers, and interactive information retrieval system uses.

A study on Uses and gratifications approach: influence of COVID-19 media exposure on the millennial generation of Makassar city in Indonesia identified that during COVID days millennials have a high level of interactivity and media exposure by using conventional and new media. To reduce anxiety and uncertainty during the pandemic the need for information and media dependence become higher. The study findings support the uses and gratification theory which provides positive recommendations for the government and the COVID-19 Task Force in Indonesia, health practitioners (Bahfirati & Arianto 2022).

IV. Objectives

1. To identify audience gratification (satisfaction) regarding COVID-related news by using Facebook.
2. To observe levels of interactivity and engagement by using Facebook.
3. To compare Audience self-dependency on COVID-related content by private searching and UGC (user-generated content) from others provided by Facebook.
4. To observe the changing pattern of communication behavior and media gratifications as well as by exploring social media.

V. Questions

1. Why do Audiences use social media specially Facebook for COVID news?
2. What are the characteristics of the high level of interactivity that make a high level of gratification?
3. Why do digital audiences share COVID-related news and information with their acquainted?
4. What are the differences between traditional and digital media gratifications?
5. How do digital audiences get psychological motivation and maintain social ties by sharing COVID-related content on digital platforms?

VI. Research Methodology

Primarily this study is a quantitative initiative. To collect and process the data it adopts the descriptive survey method.

The survey Method is a research method where the researcher formats a series of questions to gather information about specific groups of people representative of some larger group of interest (Berger, 2016: p 290).

Descriptive survey that describes the population being studied. These surveys reveal the demographic (age, gender, income, occupation, race, etc.) data that are very relevant to the opinions, beliefs, values, and behaviors of some groups of people. The contemporary trend of descriptive surveys is behavior (Berger, 2016: p 291). The present study is about to reveal the different behavioral patterns of COVID-related news consumption on social media specially Facebook. For that reason, Researchers find the descriptive Survey method is more appropriate for this study.

a) Sampling

The study is based on convenience sample. Our field of study was a Bangladeshi middle-class educated audience. The audience who are used to using Facebook specially for COVID-19 news. So we take the major participants (56% within 20-30 years old & and 48% graduate) as a sample that has the experience of seeking & and understanding COVID news on Facebook. A total of 204 respondents completed the survey. Though our targeted response was 200 we got 204 responses.

b) Time Frame

We conducted an online survey comprised of basic demographic questions and close-ended questions related to audience gratification, engagement, control, and user-generated content.

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- The survey URL was distributed via the first author's& 2nd author's Social Networks. (Facebook and Viber)
- The survey ran for 7 days from 2 March to 9 March 2022.

c) *Ethics*

Ethics Before the questionnaire filled up, the respondent's consent was acquired, and they maintained their anonymity. All participants were informed of the precise goal of the study before beginning to complete the questionnaire. Any participant could stop the survey at any time, and they could only finish it once. The data were treated with confidentiality and secret.

Table 1: Percentage distribution of Respondents' Demographic Characteristics

Variables	Characteristics	Frequency	Percent (%)
Gender	Male	106	52
	Female	98	48
Age Group	20-30	114	55.9
	30-40	38	18.6
	40-50	40	19.6
	50+	12	5.9
Education	graduated or equivalent	98	48.1
	Post graduated	76	37.3
	higher secondary	22	10.8
	secondary	8	3.8
Occupation	students	96	46.9
	employed	57	28.1
	professional	16	8.0
	Homemakers, retired, entrepreneurs, and others	35	17.0

All Respondents were aged 20 years or older. 55.9% of respondents fall into the 20-30 age range. 40-50 years olds accounted for 19.6% of responses. 30-40 years old for 18.6%

d) *Education*

The highest level of educational qualification was attained by most of the respondents. 48.1% were graduated or equivalent. 37.3% Post graduated. 10.8% was in higher secondary

e) *Occupation*

46.9% of respondents were students. 28.1% were employed. 8% professional. The rest of the 17% of respondents were homemakers, retired, entrepreneurs, and others.

f) *Gender*

Among 204 respondents, 106 respondents were male and 98 respondents were female.

VII. Results & Discussions

In the question of why do Audiences use Facebook or social media for COVID-19 news

Table 2 shows that Respondents read COVID-19 infection, mortality, prevention, caution closure of educational institutions, and vaccine-related news. From different COVID-related news 20% of readership traffic goes to infection and mortality-related news, 14.9% to prevention and caution and other 14.7% to vaccine-related, and 10.3% to news reading regarding lockdowns and closure of the educational institutes. The rest of the 40% is for all of the above news. Table 3 shows that 36.8% of respondents seek COVID news from Social media specially Facebook and YouTube. On the other hand, Besides social media 25.2% of respondents watch TV, 23.9% go to online news portals and 14.1% gather COVID news from newspapers.

We see in Table 4, that 20.6% of respondents chose Facebook for COVID-related updated news, and 3.1% chose opinion giving regarding COVID-19, 10.6 evaluate other's opinions.

According to Dominick (1994: pp 37-38), Researchers have noted two types of cognitive gratifications from media. One is to keep up with the current event and the other one is by using media audiences who want to meet their general curiosity. The study finds two types of *information seeking* here. No one is to keep up the audience with current events like infection rates, lockdowns, and closure of educational institutions, in a word, day-to-day news which increases the level of cognition. No two is to meet general curiosity like sharing, seeking, and evaluating the opinions of others regarding COVID-19 news.

On the other hand, In Table 4 and 5 we observe that respondents are very comfortable and feel convenient to read COVID-related news from social media by using Mobile.

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Table 4 shows that respondents chose causes behind reading COVID news from Facebook are Convenience 23.8%, Easy access to others 8.3%, easy to find 23.6%.

That means, for reading COVID news through Facebook, there are no time restraints or bound. Audiences are able to read the news when they want, they can find news easily, can able to read it again, and share it with others. So we see *'convenience utility'* or *Asynchroneity* here. Convenient utility means anything suitable and accessible anytime and anywhere. Whiting & Williams (2013). Ansynchroneity refers that once messages are digitized individuals have much more control than traditional means (Chamberlain, 1994). If the readers get COVID news from traditional media like newspapers, TV, radio etc. They are never able to consume it at their convenience time. They need to follow the time and schedule that the traditional media has been provided. There is no chance of easy access or renewed access here. Specially those audiences who watch TV news or listen to radio news are not able to rewind or forward the news anymore.

Moreover, digital audiences are more powerful. The study finds that 23.6% audience likes to use social media because it seems easy to find COVID-related news specially on Facebook. Here we find demassification. Chamberlin(1994) stated that audiences have entered an era of demassification where by using newer technologies they are able to pick from a large selection of media. Moreover, through selection characteristics, they are able to pick the information that is much more relevant to them. The audiences who find COVID news on Facebook, they not only able to control their reading time but are also able to find various COVID news from different media easily and get easy selection options on which one is he/she going to read and share. In a word, *Audience control* also plays a vital role here.

On the other hand, Mobile media with its "everything everywhere" characteristics accelerates audience convenience utility. In Table 5, we see, that reasons for mobile use are 47.7% for easy to use, 32.3% for easy to carry, and 9.5% for easy to search. 89.5% of mobile use depends on these three causes. Due to device convergence, we observe huge mobile dependency among mobile users. *Device convergence* is combining the functions of two or three devices into one mechanism (Dominick: p 21). We find mobile here as a device convergence. Earlier mobile was only used for interaction. In recent days mobile has multipurpose functions that mean one device but several applications. Besides phone calls, by using the internet we take photos and upload these on social media, listen music, watch movies, check our mail etc through mobile. As a result, mobile as a device convergence and shifting power from source to receiver means audience control increases convenience gratification.

In the question of What are the characteristics of the high level of interactivity that make a high level of gratification

Table 6 shows that besides news from notified media audiences use multiple sources to gather covid news. 53.2% audience gets COVID-related news from their Facebook news feed from notified media, on the other hand, 36.8% of news is gathered from COVID-related Facebook pages, groups, and status and information shared by friends.

The important observation comes from Table 7. It shows that audiences not only get COVID-related news from multiple sources, but sometimes they play *interactive* roles here. Ha & James (1998) mentioned reciprocal communication as an important dimension of interactivity. They basically identified two types of users on internet media. One is task-oriented users who surf the web only to fulfill their information needs. Another one is expressive users who initiate communication with others of common online interest. Ha & James assessed information collection and reciprocal communication as high level of interactivity.

We see, that 31% of the audience is *web surfers or task-oriented users* who only read or go through the COVID news, at the same time around 69% of the audience is involved in reciprocal communication. That means they show more or less interaction by giving reactions, making comments, sharing COVID news, etc. They are treated as *expressive audiences.*

Among expressive audiences, we see 10% use different reactions, and the rest of the 59% are involved in making comments, sharing news, and reading others' comments. That means they are involved in a high level of interactivity. A high level of involvement and engagement in word *interactivity* makes a high level of gratification. Here we should mention the transformation of media gratifications. When audiences use only conventional media like newspapers, TV, radio, etc. for information then they only consume the media and meet their information-seeking gratifications. However, the evolution of digital media adds a robust component to media gratifications. Besides information-seeking audiences are now able to give instant feedback to the source or creator of the media content by giving reactions, commenting on the post, or sharing it with their nearest and dearest one. Besides, information seeking, this sort of *interactivity utility* creates a new dimension as well as media gratification for digital audiences.

Table 8 & 9 try to find the two answers No 1, Why do digital audiences share COVID-related news and information with their acquainted? No 2, What are the differences between traditional and digital media gratifications?

We find In Table 8, 46% of the respondents shared COVID news in the messenger group, 36% shared it on their timeline, and 18% on different

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Facebook groups, In Table 9, 50% of respondents feel that they shared the news to different platforms of Facebook cause these news seems important to them. At the same time 30.6% of respondents share news to exchange their perceptions, ideology, and opinions regarding COVID news with their friends 11.4% share to keep these in their collection. Here we find another gratification named *conversational currency.* Dominick (2009: p40) stated, "The media provide a common ground for social conversation, and many people use things that they have read, seen or heard as topics for discussion with others".

Both Researchers observe that through interacting with COVID-related topics by using Facebook respondents get a common ground for interaction. A sort of interaction that makes them feel updated, and relate to one another as well as social, by using the digital platform.

Thus Facebook provides *digital conversational currency* which means they gather and interact with COVID-related topics by using a digital interactional platform. The gratification audiences obtain through conversational currency is known as a conversational or social utility by using digital platforms. We find Conversational currency by using traditional media earlier we can name it *traditional conversational currency.* With traditional conversational currency, we discuss different content of media with our peer groups through in-person communication but digital audiences not only consume media content through the Internet they also discuss the content and make conversational currency by using digital platforms which is known as *digital conversational currency.* During the COVID situation when in-person communication was totally prohibited (due to maintaining social distance) audiences chose digital platforms for interaction regarding COVID-related news and thus they gratified themselves. In digital conversational currency individuals are not able to see the expressions of other individuals which is most common in traditional conversational currency. But digital conversational currency can proceed beyond all geographical and time restraints. A person can discuss anything with his/her peer group anytime from anywhere in a more convenient way which makes the digital conversational currency more empowered than the traditional one.

In the question of how digital audiences get psychological motivation and maintain social ties by sharing COVID-related content?

Besides news from notified media, respondents depend on other sources also. In Table 10, we see 49.5% of Respondents get COVID-related information from different Facebook pages, groups, and from status/articles written by friends. Here we see the presence of User-generated content. Dominick stated (2009: p23) that due to user-friendly technology UGC has gained huge popularity. Video-picture-sharing sites such as YouTube, and Flickr become easy options for audience to upload their content. Nowadays audience create their own content on Facebook or MySpace pages easily which are known as User-generated content. Respondents' friends are basically Facebook users but sometimes play the role of source by generating COVID information on Facebook pages, groups, or their timelines. Respondents grab information from UGT and get gratified also.

Table 11 shows that from UGT 46.4% of respondents get new information, and around 35% audience feel empathy, sympathy, and unity in a common matter means obtaining *psychological motivation* which also triggers gratification.

Significant findings we observed in Table 10 where 50.5% of respondents searched Google for information. We find that Respondents are more dependent and used to search engine activity rather than UGC. That means; besides psychological motivation, respondents are more gratified with private searching. That means gratifications do not always underly in communication with others. Communication with the self also creates gratification. Through *private searching,* individuals understand and enlighten themselves about COVID-related content which plays a vital role in their personal well-being and gratification as well. In Table 11, we see 46.4% of respondents depend on other media (specially private search) for seeking updated information regarding COVID, 13% for sharing empathy-sympathy to others, 8% for time pass, and 6% for reducing loneliness, 18.6% for all of the above. Here the important finding is from the early stage of this pandemic situation people were in information darkness because it was totally an unknown and unpredictable disease people have ever met. For that reason, one always tries to get new information about COVID from various sources. For that reason seeking updated information regarding COVID became the most important variable and gratification as well.

VIII. Conclusion

The pattern of news consumption of COVID from social media is bending, merging, and blending forms of different communication like mass, interpersonal, and group communication. Digital audiences have much more freedom to select content from various options. They can consume these contents at their suitable time with a portable device (mobile) which gratifies their information-seeking and convenience utility as well. Also able to share, store, and interact these contents with their peer groups by using digital platforms which may be named as digital conversational currency. Not only that, sometimes audiences also take the role of prosumer (producer and consumer). The study finds audiences as consumers

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and creators of COVID content as well. Audiences are so empowered that they do always not depend on various contents of social media or information from user-generated content. They go for private searches with the help of search engines and try to gather and select authentic news and information regarding COVID-19. These private searches not only enlighten them but also give them more psychological motivation rather than social media content. They are able to gather and cross-check the social media news and content through private searches which are treated as significant gratification to them. However, the study finds the blending of traditional and digital media gratifications here. But we need to mention that by using mediated communication we observe new patterns of communication like device convergence, audience control, interactivity, and UGC. These contemporary patterns of communication add contemporary media gratifications like convenience utility, interactive utility, digital conversational currency, and psychological motivation. Last but not least, regarding authentic content of COVID, The study finds that most of the audiences go for traditional media (content from newspapers, TV, radio, etc.). 58% of respondents trust traditional media for authentic information while only 16% trust social media and the rest of the 26% are undecided.

IX. Study Limitations

This study has several limitations. The study used an online survey method to collect data, and 204 respondents from different ages and occupations. However, more than 46% of respondents were students which dominates the data and analysis as well. Moreover, the data is gathered through online survey methods, respondents risk the chance of filling out the forms according to their perception, potentially underestimating the quality of the research. There were also no face-to-face interviews or focus group discussions in the study. The field of study would be strengthened even further if qualitative research could be conducted through face-to-face interviews or focus group discussions. Despite the current study's limitations, since we try to observe the changing pattern of communication and media gratifications of digital audiences data collected from 204 respondents can be considered pretty standard for a population of social media users.

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Annex

Table 2: COVID-related news search by the respondents

COVID-related news	Frequency	Percent (%)
Infection and mortality	41	20.0
Prevention & Caution	30	14.9
Lockdown, Educational Institute Closures	21	10.3
Vaccines	30	14.7
All	82	40.1
Total	204	100.0

Table 3: Preferable media for gathering COVID news

Preferable media	Frequency	Percent
Newspapers	29	14.1
online news portal	49	23.9
Social Media(Facebook, YouTube)	75	36.8
TV	51	25.2
Radio	0	0
Total	204	100.0

Table 4: Reasons for consuming COVID news from Facebook

Reasons for consuming COVID news	Frequency	Percent
Updated news	42	20.6
Convenience	49	23.8
Opinion giving	6	3.1
Evaluate other's opinion	22	10.6
Easy access to others	17	8.3
Easy to find	48	23.6
All	20	10.0
Total	204	100.0

Table 5: Reasons for using mobile

Reasons	Frequency	Percent
Easy to carry	66	32.3
Easy to use	96	47.7
Easy to search	20	9.5
All	22	10.5
Total	204	100.0

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Table 6: Sources of News reading from Facebook regarding COVID news

Sources of News reading		Frequency	Percent
	Facebook groups and pages	42	20.4
	News and videos coming to Newsfeed	109	53.2
	Share with friends	33	16.4
	Others	20	10.0
	Total	204	100.0

Table 7: Responses regarding COVID news

Responses		Frequency	Percent
	read the reader's comments	33	16.0
	Commented	16	8.0
	I gave reactions	20	10.0
	just read	63	31.0
	shared	31	15.0
	All	41	20.0
	Total	204	100.0

Table 8: Preferred choice of sharing

Choice		Frequency	Percent
	In Facebook group	37	18.0
	Messenger group	94	46.0
	In Timeline	73	36.0
	Total	204	100.0

Table 9: Reasons for Sharing

Reasons		Frequency	Percent
	Letting friends know	44	21.6
	Presenting point of view	16	8.0
	To keep on collection	24	11.4
	Seems important	102	50.0
	Others	18	9.0
	Total	204	100.0

Table 10: Other sources of gathering information on COVID content

Other sources		Frequency	Percent
	Googling	103	50.5
	Facebook group	37	18.2
	Status/article from friends	52	25.3
	Others	12	6.0
	Total	204	100.0

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Table 11: Reasons behind gathering COVID-related news from other sources

Other Sources		Frequency	Percent
	New information	95	46.4
	Eliminate loneliness	12	6.0
	Sharing, sympathy and empathy	27	13.0
	Feeling socially united	16	8.0
	Time pass	16	8.0
	All	38	18.6
	Total	204	100.0

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