

News Patterns of Malaysia's Online News Platform during Movement Control Order

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Abstract

In Malaysia, the Movement Control Order (MCO) prevents individuals from leaving home during the outbreak of COVID-19, and most of them rely on online media for news. The relevance of the news to the viewer, the audience's interest, and the sense of engagement that the news audience seeks are all reflected in Facebook's posting of news pattern through comments, sharing, and tagging friends. The result could assist in the effectiveness of news diffusion in future. Quantitative content analysis was used in this study to analyses the news patterns on the news coverage of the COVID-19 pandemic between the Facebook fan page of Malaysiakini, Astro Awani, and Sin Chew Daily during the outbreak of the COVID-19 pandemic. Purposive sampling used in this research to ensure the news related to COVID-19. The sampling period is the first phase of MCO (18th March 2020 – 31st March 2020). Framing theory is used by online news organisations to deliver the news. In general, these online news organisations frame the news with different news patterns, including news slants, dimensions of news and news values. Study revealed that there was more neutral news within the first phase of MCO, followed by alarming news, reassuring news, and balanced news. In addition, news audiences in Malaysia are more focused on the news with serious, up-to-date, and tragic content.

Keywords: *COVID-19; Dimensions of news; MCO; News patterns; News slants; News values*

1.0 Introduction

Health information is highly essential during the emergence of a pandemic [1]. News coverage can improve public health literacy. The study conducted in the United States showed that there was insufficient communication among the elderly about the H1N1 pandemic. People have practiced their hygiene habits as normal but have not been conscious that they are at risk to the health of the community [2]. Similar situation existed in Canada during the outbreak of SARS; most undergraduate students are aware of general health and hygiene issues but are unaware of SARS [3].

According to H1N1 study, the media reached a broader audience with informative and influential advertisements about the pandemic, but public consciousness remains comparatively low [2, 3]. The similar thing happened during the pandemic of COVID-19. People were bombarded with a range of health knowledge, reports, and messages on social media while they were restricted at home.

They may be able to see through all of the internet news, but they are unlikely to have received the relevant information in a timely manner. As a consequence, it is not a wise option, as people would be numb when bombarding with a huge amount of information [4, 5]. Therefore, the key and critical aspect of the study is the way that journalism generates news about the pandemic.

News patterns of news coverage will affect people's perception of the pandemic. It is essential to understand how local online media companies handle the COVID-19 pandemic in which news slants or dimensions of news in their news coverage. In general, in the second phase of health emergency news coverage, there should always be both alarming and reassuring scientific news, and at this phase, a national government approach normally will be there to control disease infection [6, 7]. The news slant is a signal for news consumers to differentiate reassuring and alarming news [8, 9, 10]. In addition, this will usually refer to the news value and the dimension of news [11, 12]. The reporter attached valuable news values and news dimensions to the news articles. It could be understood as a framing process. The online news organization will decide how much news to deliver to the public with what slants, dimensions, and values [1].

2.0 Literature Review

Nowadays, social media has already become a valuable tool in newsroom work routines [13]. Social media, such as Facebook, have commenting system that allows online news audiences to response and interact [14]. It gives the public greater power to influence the trends, content and presentation of news. According to Jacobson [13], audience participation in social media has a clear and effective impact on news media as well as on public agendas. It has successfully broken the traditional boundaries between news audiences and newsrooms.

In Facebook, users can express their emotions through the "Like" button to a news story. The most popular emoji that is "Like" is usually represent that the news audience is interested in the subject [15]. The reactions of comments, sharing and tagging friends on Facebook's posting of news stories indicate the importance of the news to audience. Their reactions show their support to the news stories [16]. This is the common audience participation in journalism in social media. And most news media are also willing to share their news stories on Facebook and welcome news audiences to comment. Comments from Facebook news audiences can bring more traffic to their news sites [14]. Thus, the topic of news stories played an important role in attracting audiences and driving news engagement on Facebook [15].

In general, Facebook's sharing system encourages users to take part in discussions and enables them to become the opinion leader on specific issues. After sharing, commenting and discussing with others, the news audience gained more sense of involvement in the news issues [16]. However, the comments of the news audience not only express their expression after reading, but their comments could become news sources, an idea of news stories, follow-up material, and so on [14]. Discussions between news audiences would be used in agenda building of media [13]. This is because the comments and opinions shared by news audience are powerful enough to weaken the influence of the news article. Thus, on the basis of the above issue, this study analyses the differences in news patterns in the Malaysiakini, Astro Awani and Sin Chew Daily's Facebook pages during the COVID-19 outbreak.

Academic have deemed health news coverage to be a flaw in media. Reasons may include sensationalism, focusing on preliminary judgments rather than mature facts, superficiality, lacking treatment reports, and so on [17]. A common phenomenon in today's news is that almost all media companies handle news in the same manner, with just one news frame attached to all coverages [18]. The frames typically include the news tone which are expressed in reassuring words or metaphorical terms [19]. Avian flu and SARS news coverage were often based on the worst-case scenarios, and with emotional and sensationalist language [8].

All the pandemic news can be classified into three slants: reassuring, alarming, and neutral. For example, the alarming news describes issues with words such as "deadly" or "highly contagious" and offers news updates about numbers of deaths. Whereas the reassuring news reports how the treatment of the disease has performed successfully, how the risk has been minimised. Neutral coverage content contains reporting with both perspective and also an uncertain tone [20].

Via studies on other pandemic, Vasterman and Ruigrok [20] have indicated that there are tiers of news coverage of emerging viruses, including the "sounding the alarm," "mixed message" and "hot crisis and containment" in the study of A/H1N1 pandemic. Fearful and terror messages have become the main news frames across all media on the first level. It interprets the virus's power, such as how it spreads and mutations. On the next level, when the public is preparing to face the tragedy, both fearful warnings and reassuring reports flood through the coverage. In the third level, the discussion on crisis and containment is emphasized and governed by the authorities in order to explain the severity of the situation.

Another news pattern is news value. Galtung and Ruge (1965) claimed that the news value has been used in the news filtering. In the crisis study, twelve variables are presented: frequency, unambiguity, meaningfulness, threshold, consonance, continuity, unexpectedness, composition, reference to elite people, reference to elite nations, reference to persons, and reference to something negative [21].

O'Neill and Harcup [22] raised and re-organised a set of news values, including the expectations (incidents that have occurred unexpectedly or had been expected for a long time), intensity (issues that are becoming serious), negativity (disaster or accident), relevance (risk affecting local people), meaningfulness (issues that are worth knowing), unambiguity (the issues have been well understood within the public), continuity (information is updated daily) and unpredictability (issues that hard to predict).

In the study, different media frames were identified at various stages of health crisis. The news companies often use the news frames such as societal problems or economic consequences to alert the public that the pandemic is a global health issue. Based on the previous study, the frames of health risk, prevention or health education, societal problems, and political or legal issue, were regularly used within the pre-crisis period while the post- crisis period normally used the frame of medical treatment and scientific research [1].

From the news coverage of the HIV and AIDS studies [12], there are six dimensions of news frames could be classified, which include health risk (stories of disease transmission and infection), medical or scientific issue (stories about scientific studies or medical cure), prevention or protection (stories to educate the public to prevent or protect themselves from disease), economic consequence (stories of financial positions), societal problem (stories of all facts of humanities as well as socio-economic) and also political or legal issue (legal, diplomatic and political stories between local or global contexts). Since they are sufficiently comprehensive to explore the thematic importance of news coverage in the health crisis, these six dimensions are available and useful for use in study of pandemic news coverage [1].

Editors in newsroom gather information from a thousand various channels and decide how to feature the selected news based on the audience's interest. They would then elaborate and compose news based on the highlighted elements. This is the mechanism of media framing theory which extends from the agenda-setting theory [23, 24]. By shaping the news to advise the news audience on "how to think about", framing theory affects the public's perspective [23, 25]. For the most part, news organizations do not have a say of media framing. If the news item does not have a frame, it is impossible [24].

When MERS hit Korea, the media was framed in a variety of ways, and even the sources they used were different [26]. The news was split into different aspects, such as medical problems and social issues, by the newspapers. The public's awareness of illness will be raised as a result of the information provided. As a result, the wordings that will be used to convey the messages must be carefully chosen to ensure that they will have the desired effect [27].

3.0 Methodology

This study analyzed the online news coverage of COVID-19 on Malaysiakini, Astro Awani, and Sin Chew Daily's Facebook pages from March 18 to March 31, 2020 which is also the first phase of the Movement Control Order (MCO) to identify the news patterns.

As Malaysia is a multi-ethnic nation which consists of Malays, Chinese, Indians and another minorities group. Hence, language, ownership and the popularity are the three reasons for choosing these online news companies. Those elements may affect the content or method of news reports. These three chosen news companies ranked as the "Most Popular Online News Sources in Malaysia" in the Reuter Institute Digital News Report 2019 [28]. And, the chosen news companies covered news in different languages and they owned by different ethnic as well as enterprise groups.

The coding sheet was designed as a tool for recording data in content analysis, while the coding book served as a guide for the coder during the encoding process. Both coding book and coding sheet was divided into five parts: General Information, News Slants, Dimension of News, News Value, and Remarks. A pilot test was used to access intercoder reliability between two coders. The reliability was determined using Krippendorff's alpha. In this study, the intercoder reliability level were ranged from 0.8014 to 1.000. Face validity was also done in this study by two experts. One of them is an academic

professional in media framing and crisis management, and another one is an industrial professional in local online news agency.

4.0 Result and Discussion

During the sampling period, a total of 1305 news posts on COVID-19 issues were found on Facebook. Table 1 shows the frequency and percentage of COVID-19 related news coverage on each news company's Facebook pages over the period of 14 days.

TABLE 1

The Frequency of News Coverage on COVID-19 on Malaysiakini, Astro Awani, and Sin Chew Daily's Facebook Pages

	Frequency	Percentage	Mean
Malaysiakini	961	73.6	68.64
Astro Awani	133	10.2	9.5
Sin Chew Daily	211	16.2	15.07

Out of the 1305 news stories, 961 (73.6%) originated from Malaysiakini, which started as an online news media from the beginning, 133 (10.2%) from Astro Awani, one of Malaysia's most well-known television news media, and 211 (16.2%) from Sin Chew Daily, which started as a print news media. In the initial phase of MCO, Malaysiakini, Astro Awani, and Sin Chew Daily's Facebook pages produced a mean of 68.64 news, 9.5 news, and 15.07 news every day.

News Slant

The news was divided into four categories: alarming, reassuring, balanced, and neutral. The tone of pessimistic and optimistic in news represents the slant of alarming and reassuring respectively. The slant of balanced means that the news contains both negative and positive tones, while the slant of neutral means that the news contains neither positive nor negative tones.

TABLE 2

The Tendency of News Slants on the COVID-19 News on Malaysiakini, Astro Awani and Sin Chew Daily's Facebook Page

	Alarming	Reassuring	Balanced	Neutral	Total
Malaysiakini	229 (23.8%)	144 (15%)	82 (8.5%)	506 (52.7%)	961 (100%)
Astro Awani	16 (12%)	33 (24.8%)	15 (11.3%)	69 (51.9%)	133 (100%)
Sin Chew Daily	58 (27.5%)	36 (17.1%)	22 (10.4%)	95 (45%)	211 (100%)
Total	303 (23.2%)	213 (16.3%)	119 (9.1%)	670 (51.3%)	1305 (100%)

Table 2 shows that the news slant of three news companies – Malaysiakini, Astro Awani, and Sin Chew Daily – tends to be neutral in general, with 51.3% of news being neutral. Following the 51.3% neutral tone, there were 23.2% alarming news, 16.3% reassuring news and 9.1% news with balanced tone. Sin Chew Daily is the only one of the three news companies whose neutral news did not exceed 50% of all COVID-19 news coverage in the first phase of MCO. Sin Chew Daily received 45% of neutral news coverage, compared to 52.7% and 51.9% for MalaysiaKini and Astro Awani, respectively. In contrast to the other two news companies, Astro Awani has more reassuring news.

In brief, in the first phase of MCO, nearly all of the COVID-19 news coverage in these three news companies was neutral. This suggests that much of the news was being used rationally to inform the public about the crisis and to present the facts. Astro Awani is the only one who has delivered more reassuring news than alarming news. Astro Awani was therefore attempting to provide optimistic news in order to assuage and calm the panic and confusion that the pandemic had caused in society. If the alarming news covered with some negative or extreme word, it might increase public consciousness.

TABLE 3

The Prominence of News Slants on the COVID-19 News in Malaysiakini's Facebook Page

Like											
	0-99	100-199	200-299	300-399	400-499	500-599	600-699	700-799	800 and above	2000 and above	Total
Alarming	105 (45.9%)	36 (15.7%)	29 (12.7%)	15 (6.6%)	4 (1.7%)	13 (5.7%)	6 (2.6%)	2 (0.9%)	14 (6.1%)	5 (2.2%)	229 (100%)
Reassuring	77 (53.5%)	26 (18.1%)	10 (6.9%)	3 (2.1%)	5 (3.5%)	3 (2.1%)	4 (2.8%)	2 (4.1%)	11 (7.6%)	3 (2.1%)	144 (100%)
Balance	41 (50%)	12 (14.6%)	8 (9.8%)	4 (4.9%)	3 (3.7%)	5 (6.1%)	0 (0%)	3 (3.7%)	5 (6.1%)	1 (1.2%)	82 (100%)
Neutral	249 (49.2%)	88 (17.4%)	46 (9.1%)	29 (5.7%)	19 (3.8%)	14 (2.8%)	11 (2.2%)	4 (0.8%)	37 (7.3%)	9 (1.8%)	506 (100%)
Total	472 (49.1%)	162 (16.9%)	93 (9.7%)	51 (5.3%)	31 (3.2%)	35 (3.6%)	21 (2.2%)	11 (1.1%)	67 (7%)	18 (1.9%)	961 (100%)
Comment											
Alarming	142 (62%)	40 (17.5%)	18 (7.9%)	7 (3.1%)	8 (3.5%)	2 (0.9%)	2 (0.9%)	6 (2.6%)	4 (1.7%)	0 (0%)	229 (100%)
Reassuring	101 (70.1%)	23 (16%)	7 (4.9%)	3 (2.1%)	3 (2.1%)	3 (2.1%)	2 (1.4%)	0 (0%)	2 (1.4%)	0 (0%)	144 (100%)
Balance	58 (70.7%)	13 (15.9%)	4 (4.9%)	4 (4.9%)	0 (0%)	2 (2.4%)	0 (0%)	0 (0%)	1 (1.2%)	0 (0%)	82 (100%)
Neutral	249 (49.2%)	88 (17.4%)	46 (9.1%)	29 (5.7%)	19 (3.8%)	14 (2.8%)	11 (2.2%)	4 (0.8%)	37 (7.3%)	9 (1.8%)	506 (100%)
Total	361 (68.9%)	140 (14.6%)	63 (6.6%)	31 (3.2%)	20 (2.1%)	13 (1.4%)	8 (0.8%)	8 (0.8%)	15 (1.6%)	1 (0.1%)	961 (100%)
Share											
Alarming	188 (82.1%)	16 (7%)	10 (4.4%)	3 (1.3%)	3 (1.3%)	1 (0.4%)	1 (0.4%)	1 (0.4%)	5 (2.2%)	1 (0.4%)	229 (100%)
Reassuring	126 (87.5%)	9 (6.3%)	2 (1.4%)	3 (2.1%)	2 (1.4%)	1 (0.7%)	0 (0%)	0 (0%)	1 (0.7%)	0 (0%)	144 (100%)
Balance	68 (82.9%)	9 (11%)	3 (3.7%)	1 (1.2%)	1 (1.2%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	82 (100%)
Neutral	415 (82%)	46 (9.1%)	14 (2.8%)	9 (1.8%)	2 (0.4%)	2 (0.4%)	3 (0.6%)	3 (0.6%)	10 (2%)	2 (0.4%)	506 (100%)
Total	797 (82.9%)	80 (8.3%)	29 (3%)	16 (1.7%)	8 (0.8%)	4 (0.4%)	4 (0.4%)	4 (0.4%)	16 (1.7%)	3 (0.3%)	961 (100%)

The highlight of news slants on the COVID-19 news in Malaysiakini's Facebook page as seen in Table 3. The news slant is divided into four categories: alarming, reassuring, balanced, and neutral, with the prominence determined by the number of likes, comments, and shares received by the news stories.

The result of the study reveals that Malaysiakini’s news audiences on Facebook are usually not impacted by the news slants. Responses from the audiences were heavily clustered in the “0-99” range, regardless of the aspect of like, comment or share. However, the slant of neutral and alarming received slightly more response in “800 and above” range. There were 7.3% and 1.8% of neutral news in the comment segment with ratings of “800 and above” and “2000 and above”, respectively. 2.2% and 0.4% of the alarming news in the share section is in range of “800 and above” and “2000 and above”, respectively. It reflects something distinctive from the other groups.

Despite all this, in Malaysiakini’s Facebook page, the prominence of news slants on COVID-19 news do not have salient. It does, however, indicate that both neutral and alarming news, there have been more comments and shares. Alarming news is usually used to send pessimistic messages to the public, while neutral news is widely used to deliver all of the latest announcements and to monitor the status of pandemics. As a result of Malaysiakini's Facebook fan page's findings, people are marginally more nervous and concerned about bad news, and they keep their friends and family informed about MCO's rules and regulations by posting neutral news. However, it should be noted that the news slant, whether reassuring or alarming, is not the most important or influential influence influencing the audience's response to the news. From the results of Table 3, there is no noticeable difference in their reactions to like, complain, and post on different news slants.

TABLE 4
The Prominence of News Slants on the COVID-19 News in Astro Awani’s Facebook Page

Like											
	0-99	100-199	200-299	300-399	400-499	500-599	600-699	700-799	800 and above	2000 and above	Total
Alarming	0 (0%)	0 (0%)	2 (12.5%)	0 (0%)	1 (6.3%)	2 (12.5%)	2 (12.5%)	0 (0%)	4 (25%)	5 (31.3%)	16 (100%)
Reassuring	0 (0%)	0 (0%)	2 (6.1%)	4 (12.1%)	3 (9.1%)	4 (12.1%)	2 (6.1%)	2 (6.1%)	10 (30.3%)	6 (18.2%)	33 (100%)
Balance	1 (6.7%)	0 (0%)	0 (0%)	2 (13.3%)	0 (0%)	1 (6.7%)	1 (6.7%)	0 (0%)	5 (33.3%)	5 (33.3%)	15 (100%)
Neutral	0 (0%)	2 (2.9%)	2 (2.9%)	4 (5.8%)	2 (2.9%)	5 (7.2%)	4 (5.8%)	3 (4.3%)	24 (34.8%)	23 (33.3%)	69 (100%)
Total	1 (0.8%)	2 (1.5%)	6 (4.5%)	10 (7.5%)	6 (4.5%)	12 (9%)	9 (6.8%)	5 (3.8%)	43 (32.3%)	39 (23.3%)	133 (100%)
Comment											
Alarming	7 (43.8%)	2 (12.5%)	2 (12.5%)	2 (12.5%)	2 (12.5%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (6.3%)	16 (100%)
Reassuring	16 (48.5%)	6 (18.2%)	2 (6.1%)	5 (15.2%)	1 (3%)	0 (0%)	2 (6.1%)	0 (0%)	0 (0%)	1 (3%)	33 (100%)
Balance	4 (26.7%)	5 (33.3%)	0 (0%)	2 (13.3%)	0 (0%)	1 (6.7%)	0 (0%)	0 (0%)	1 (6.7%)	2 (13.3%)	15 (100%)
Neutral	22 (31.9%)	16 (23.2%)	3 (4.3%)	8 (11.6%)	3 (4.3%)	1 (1.4%)	2 (2.9%)	2 (2.9%)	11 (15.9%)	1 (1.4%)	69 (100%)
Total	49 (36.8%)	29 (21.8%)	7 (5.3%)	17 (12.8%)	6 (4.5%)	2 (1.5%)	4 (3%)	2 (1.5%)	12 (9%)	5 (3.8%)	133 (100%)
Share											
Alarming	4 (25%)	5 (31.3%)	1 (6.3%)	3 (18.8%)	0 (0%)	0 (0%)	0 (0%)	1 (6.3%)	2 (12.5%)	0 (0%)	16 (100%)
Reassuring	15 (45.5%)	4 (12.1%)	5 (15.2%)	1 (3%)	1 (3%)	3 (9.1%)	0 (0%)	0 (0%)	3 (9.1%)	1 (3%)	33 (100%)
Balance	4 (26.7%)	3 (20%)	1 (6.7%)	1 (6.7%)	2 (13.3%)	0 (0%)	1 (6.7%)	0 (0%)	1 (6.7%)	2 (13.3%)	15 (100%)
Neutral	14 (20.3%)	15 (21.7%)	14 (20.3%)	6 (8.7%)	5 (7.2%)	3 (4.3%)	0 (0%)	1 (1.4%)	7 (10.1%)	4 (5.8%)	69 (100%)
Total	37 (27.8%)	27 (20.3%)	21 (15.8%)	11 (8.3%)	8 (6%)	6 (4.5%)	1 (0.8%)	2 (1.5%)	13 (9.8%)	7 (5.3%)	133 (100%)

Table 4 represents the prominence of COVID-19 news slants on Astro Awani's Facebook page. The findings in the like section differ from those in the comment and share sections. News audience tend to be strongly sensitive to all news slants in the part of like. This is similar with the outcome of Malaysiakini in Table 3, but they do not appear to be involved in the comment and share sections. It was the same case for Malaysiakini, and the news audience's response to various news slants was generally the same. The reassuring news differs somewhat in one way. The audience responded to the reassuring news with a marginally lower number of comments. In the part of like, just 18.2% of reassuring news in the "2000 and above" section, while other news slants received at least 30% and above of news in that range.

As the consequence, it is reasonable to conclude that the news slant has just a minor effect on news readers' reactions. The public, on the other hand, mostly had a lesser feeling to reassuring news. News with alarming and neutral tone has increased their chances of catching their interest. This may have influenced the news coverage covered by news companies to some extent.

TABLE 5

The Prominence of News Slants on the COVID-19 News in Sin Chew Daily's Facebook Page

Like											
	0-99	100-199	200-299	300-399	400-499	500-599	600-699	700-799	800 and above	2000 and above	Total
Alarming	2 (3.4%)	1 (1.7%)	3 (5.2%)	4 (6.9%)	1 (1.7%)	3 (5.2%)	3 (5.2%)	0 (0%)	23 (39.7%)	18 (31%)	58 (100%)
Reassuring	2 (5.6%)	0 (0%)	2 (5.6%)	1 (2.8%)	5 (13.9%)	1 (2.8%)	1 (2.8%)	2 (5.6%)	6 (16.7%)	16 (44.4%)	36 (100%)
Balance	1 (4.5%)	0 (0%)	0 (0%)	2 (9.1%)	2 (9.1%)	0 (0%)	0 (0%)	3 (13.6%)	6 (27.3%)	8 (36.4%)	22 (100%)
Neutral	3 (3.2%)	5 (5.3%)	8 (8.4%)	3 (3.2%)	2 (2.1%)	3 (3.2%)	8 (8.4%)	4 (4.2%)	30 (31.6%)	29 (30.5%)	95 (100%)
Total	8 (3.8%)	6 (2.8%)	13 (6.2%)	10 (4.7%)	10 (4.7%)	7 (3.3%)	12 (5.7%)	9 (4.3%)	65 (30.8%)	71 (33.6%)	211 (100%)
Comment											
Alarming	25 (43.1%)	11 (19%)	4 (6.9%)	2 (3.4%)	3 (5.2%)	6 (10.3%)	2 (3.4%)	1 (1.7%)	4 (6.9%)	0 (0%)	58 (100%)
Reassuring	13 (36.1%)	5 (13.9%)	2 (5.6%)	2 (5.6%)	4 (11.1%)	3 (8.3%)	1 (2.8%)	0 (0%)	4 (11.1%)	2 (5.6%)	36 (100%)
Balance	4 (18.2%)	5 (22.7%)	6 (27.3%)	3 (13.6%)	0 (0%)	0 (0%)	1 (4.5%)	0 (0%)	3 (13.6%)	0 (0%)	22 (100%)
Neutral	41 (43.2%)	16 (16.8%)	9 (9.5%)	7 (7.4%)	2 (2.1%)	5 (5.3%)	5 (5.3%)	2 (2.1%)	8 (8.4%)	0 (0%)	95 (100%)
Total	83 (39.3%)	37 (17.5%)	21 (10%)	14 (6.6%)	9 (4.3%)	14 (6.6%)	9 (4.3%)	3 (1.4%)	19 (9%)	2 (0.9%)	211 (100%)
Share											
Alarming	7 (12.1%)	5 (8.6%)	9 (15.9%)	5 (8.6%)	3 (5.2%)	4 (6.9%)	2 (3.4%)	1 (1.7%)	12 (20.7%)	10 (17.2%)	58 (100%)
Reassuring	9 (25%)	6 (16.7%)	2 (5.6%)	1 (2.8%)	0 (0%)	2 (5.6%)	0 (0%)	2 (5.6%)	4 (11.1%)	10 (27.8%)	36 (100%)
Balance	4 (18.2%)	3 (13.6%)	2 (9.1%)	1 (4.5%)	0 (0%)	0 (0%)	3 (13.6%)	1 (4.5%)	4 (18.2%)	4 (18.2%)	22 (100%)

Neutral	20 (21.1%)	20 (21.1%)	6 (6.3%)	6 (6.3%)	5 (5.3%)	4 (4.2%)	7 (7.4%)	0 (0%)	13 (13.7%)	14 (14.7%)	95 (100%)
Total	40 (19%)	34 (16.1%)	19 (9%)	13 (6.2%)	8 (3.8%)	10 (4.7%)	12 (5.7%)	4 (1.9%)	33 (15.6%)	38 (18%)	211 (100%)

The prominence of news slants on the COVID-19 News in Sin Chew Daily's Facebook page as seen in Table 5. In comparison to the reassuring news condition on Astro Awani's and Malaysiakini's Facebook page, Sin Chew Daily's result shows that the reassuring news got marginally higher responses in like, comment, and even share than the other three news slants. 44.4% of reassuring news received "2000 and above" likes; 5.6% of reassuring news received "2000 and above" comments; and 27.8% of reassuring news received "2000 and above" shares. In contrast to Malaysiakini and Astro Awani performance, the alarming and neutral news in Sin Chew Daily got lower response in both pieces. In the "2000 and above" range, for example, 31% of alarming news and 30.5% of neutral news is lower than balanced and reassuring news. As a result, the comparison to other news slants, the responses to reassuring news on Sin Chew Daily's Facebook page were the highest.

To conclude, there are no certain news slants for the audience to react to the news. As a result, they have a tendency to consume all news without distinguishing the news slants. This is not to say that news slants have little impact on the news consumers. The influence may be reflected in other aspects of their lives, such as sentiment, daily responses, and so on, but not on the side of news reactions.

Dimension of News

The dimension of news is another pattern throughout the news. During a global pandemic, certain types of information must be shared with the community. Bradhan [12] proposed six dimensions of news: health risk, prevention or protection, societal problem, economic consequence, medical or scientific issue, and political or legal issue.

TABLE 6

The Dimension of News Used in the News Story on Malaysiakini, Astro Awani, and Sin Chew Daily's Facebook Page

	<i>Malaysiakini</i>	<i>Astro Awani</i>	<i>Sin Chew Daily</i>	Total
Health Risk	230 (23.9%)	36 (27.1%)	63 (29.9%)	329 (25.2%)
Medical or Scientific	156 (16.2%)	21 (15.8%)	24 (11.4%)	201 (15.4%)
Prevention or Protection	228 (23.7%)	36 (27.1%)	83 (39.3%)	347 (26.6%)
Economic Consequence	225 (23.4%)	17 (12.8%)	32 (15.2%)	274 (21%)
Societal Problem	470 (48.9%)	85 (63.9%)	118 (55.9%)	673 (51.6%)
Political or Legal Issue	264 (27.5%)	27 (20.3%)	48 (22.7%)	339 (26%)
<i>Malaysiakini</i> (n=961); <i>Astro Awani</i> (n=133); <i>Sin Chew Daily</i> (n=211); Total (n=1305)				

Table 6 shows that nearly half of the COVID-19 news released during the first phase of MCO was linked to the societal problem dimension. The societal problem accounted for 48.9%, 63.9 percent, and 55.9% of the total news in Malaysiakini, Astro Awani, and Sin Chew Daily, respectively. Medical or scientific news, on the other hand, had the lowest volume in two newspapers, with 16.2% in Malaysiakini and 11.4% in Sin Chew Daily. The dimension of economic consequence, which had a total of 12.8% in Astro Awani. Other dimensions of news were seen to account for at least 20% of any newspaper's total news.

The news companies most widely discussed subject is people's livelihood. This is because COVID-19 has had a major impact on people's everyday lives. People were restricted to their homes during the MCO, and the media helped them to see the outside world and deliver the message to those at home. Anything that has arisen in society is included in the societal problem. As a result, it is therefore important to keep the general public informed of what has occurred in their community.

The number of news articles with a medical or scientific dimension was the smallest of all the categories. This might lead to a lack of professional and reliable knowledge of COVID-19 for the public. By encouraging experts to share ideas, the media is a vital forum for providing accurate medical and science expertise to the public. When the population has a clear understanding and interpretation of the pandemic, it would be easier for humanity to extricate or relieve itself from it. It is also part of the media organization's corporate social responsibility. Fortunately, the disparities in all three media companies' categories were not too wide. News stories about the dimension of prevention or protection will provide people with knowledge to defend themselves from infection, and news stories about the dimension of health risk can increase public consciousness.

In addition, the MCO has several restrictions that the residents must comply with. As a consequence, the dimension of the political and legal issue has developed its critical position. The MCO and the social problem are thus linked to the economic consequence. Many individuals, businesses, and organizations have faced financial problems as a result of the MCO. As a result, economics is one of the most closely linked subjects among people. The six dimensions of news are often presented in a similar manner, with no major differences in the number of news articles.

TABLE 7

The Prominence of the Dimension of News Among the COVID-19 News in Malaysiakini's Facebook Page

Like											
	0-99	100-199	200-299	300-399	400-499	500-599	600-699	700-799	800 and above	2000 and above	Total
Health Risk	91 (39.6%)	40 (17.4%)	25 (10.9%)	24 (10.4%)	7 (3%)	7 (3%)	5 (2.2%)	5 (2.2%)	21 (9.1%)	5 (2.2%)	230 (100%)
Medical / Scientific	62 (39.7%)	28 (17.9%)	23 (14.7%)	10 (6.4%)	9 (5.8%)	3 (1.9%)	3 (1.9%)	2 (1.3%)	11 (7.1%)	5 (3.2%)	156 (100%)
Prevention/ Protection	121 (53.1%)	30 (13.2%)	21 (9.2%)	15 (6.6%)	9 (3.9%)	10 (4.4%)	3 (1.3%)	4 (1.8%)	13 (5.7%)	2 (0.9%)	228 (100%)
Economic Consequence	134 (59.6%)	40 (17.8%)	23 (10.2%)	5 (2.2%)	3 (1.3%)	6 (2.7%)	5 (2.2%)	1 (0.4%)	8 (3.6%)	0 (0%)	225 (100%)
Societal Problem	235 (50%)	76 (16.2%)	39 (8.3%)	24 (5.1%)	12 (2.6%)	17 (3.6%)	13 (2.8%)	4 (0.9%)	39 (8.3%)	11 (2.3%)	470 (100%)
Political / Legal Issue	129 (48.9%)	48 (18.2%)	26 (9.8%)	12 (4.5%)	8 (3%)	10 (3.8%)	6 (2.3%)	3 (1.1%)	17 (6.4%)	5 (1.9%)	264 (100%)
Comment											
Health Risk	160 (69.6%)	33 (14.3%)	19 (8.3%)	4 (1.7%)	4 (1.7%)	3 (1.3%)	1 (0.4%)	2 (0.9%)	4 (1.7%)	0 (0%)	230 (100%)
Medical / Scientific	111 (71.2%)	21 (13.5%)	13 (8.3%)	2 (1.3%)	4 (2.6%)	1 (0.6%)	1 (0.6%)	0 (0%)	3 (1.9%)	0 (0%)	156 (100%)
Prevention/Protection	172 (75.4%)	23 (10.1%)	14 (6.1%)	7 (3.1%)	3 (1.3%)	3 (1.3%)	4 (1.8%)	0 (0%)	2 (0.9%)	0 (0%)	228 (100%)
Economic Consequence	161 (71.6%)	31 (13.8%)	13 (5.8%)	4 (1.8%)	7 (3.1%)	2 (0.9%)	1 (0.4%)	3 (1.3%)	2 (0.9%)	1 (0.4%)	225 (100%)
Societal Problem	317 (67.4%)	73 (15.5%)	34 (7.2%)	16 (3.4%)	7 (1.5%)	8 (1.7%)	2 (0.4%)	5 (1.1%)	7 (1.5%)	1 (0.2%)	470 (100%)
Political / Legal Issue	163 (61.7%)	40 (15.2%)	19 (7.2%)	15 (5.7%)	9 (3.4%)	5 (1.9%)	1 (0.4%)	5 (1.9%)	7 (2.7%)	0 (0%)	264 (100%)

Share											
Health Risk	168 (73%)	29 (12.6%)	9 (3.9%)	6 (2.6%)	1 (0.4%)	1 (0.4%)	2 (0.9%)	1 (0.4%)	11 (4.8%)	2 (0.9%)	230 (100%)
Medical / Scientific	123 (78.8%)	14 (9%)	5 (3.2%)	3 (1.9%)	3 (1.9%)	1 (0.6%)	1 (0.6%)	3 (1.9%)	2 (1.3%)	1 (0.6%)	156 (100%)
Prevention/ Protection	192 (84.2%)	16 (7%)	8 (3.5%)	3 (1.3%)	2 (0.9%)	1 (0.4%)	1 (0.4%)	0 (0%)	4 (1.8%)	1 (0.4%)	228 (100%)
Economic Consequence	202 (89.8%)	11 (4.9%)	7 (3.1%)	3 (1.3%)	1 (0.4%)	0 (0%)	0 (0%)	0 (0%)	1 (0.4%)	0 (0%)	225 (100%)
Societal Problem	385 (81.9%)	42 (8.9%)	16 (3.4%)	8 (1.7%)	3 (0.6%)	2 (0.4%)	1 (0.2%)	2 (0.4%)	10 (2.1%)	1 (0.2%)	470 (100%)
Political / Legal Issue	229 (86.7%)	19 (7.2%)	11 (4.2%)	1 (0.4%)	2 (0.8%)	0 (0%)	1 (0.4%)	0 (0%)	1 (0.4%)	0 (0%)	264 (100%)

One strategy is to evaluate the dimensions of news with the reactions of the news audience to determine which dimension of news was most important to the audience. On Malaysiakini's Facebook fan page, Table 7 shows the prominence of the dimension of news among COVID-19 news. According to the results, news with the dimensions of health risk, medical or scientific, and societal problem elicits marginally more likes and shares from news readers. 9.1% and 2.2% of news relating to health risk, 7.1% and 3.2% of medical or scientific news, and 8.3% and 2.3% of news content of societal problems is found in the range of “800 and above” and “2000 and above” in the section of like. And news with dimension of economic consequence was ranked last, with 0% of the news in the “2000 and above” range.

Overall, news with a societal problem dimension was not only the most common news genre in the newsroom, but it also obtained the best feedback from the news audience. This reflects the public's need to discover more about the activities, accidents, developments, and other happenings in their surrounding environment. Furthermore, the news readers paid equal attention to most of the news without considering the context of the news. This may be due to the fact that the impact of the COVID-19 pandemic is so widespread that it affects every aspect of daily life. The economic consequences, societal problems, and political or legal issues have all become topics of public discourse. Aside from that, news about health risk, either medical or scientific, or a societal issue was the most common subject that viewers circulated to their family and friends to remind them to take care of themselves.

TABLE 8
The Prominence of the Dimension of News Among the COVID-19 News in Astro Awani’s Facebook Page

Like											
	0-99	100-199	200-299	300-399	400-499	500-599	600-699	700-799	800 and above	2000 and above	Total
Health Risk	0 (0%)	0 (0%)	0 (0%)	1 (2.8%)	1 (2.8%)	2 (5.6%)	4 (11.1%)	3 (8.3%)	12 (33.3%)	13 (36.1%)	36 (100%)
Medical / Scientific	1 (4.8%)	0 (0%)	0 (0%)	1 (4.8%)	2 (9.5%)	1 (4.8%)	3 (14.3%)	1 (4.8%)	8 (38.1%)	4 (19%)	21 (100%)
Prevention/ Protection	0 (0%)	1 (2.8%)	1 (2.8%)	4 (11.1%)	0 (0%)	4 (11.1%)	4 (11.1%)	2 (5.6%)	9 (25%)	11 (30.6%)	36 (100%)
Economic Consequence	0 (0%)	0 (0%)	2 (11.8%)	3 (17.6%)	2 (11.8%)	1 (5.9%)	0 (0%)	0 (0%)	5 (29.4%)	4 (23.5%)	17 (100%)
Societal Problem	1 (1.2%)	2 (2.4%)	6 (7.1%)	6 (7.1%)	2 (2.4%)	7 (8.2%)	6 (7.1%)	4 (4.7%)	25 (29.4%)	26 (30.6%)	85 (100%)
Political / Legal Issue	1 (3.7%)	0 (0%)	1 (3.7%)	2 (7.4%)	0 (0%)	5 (18.5%)	3 (11.1%)	2 (7.4%)	8 (29.6%)	5 (18.5%)	27 (100%)

Comment											
Health Risk	9 (25%)	8 (22.2%)	3 (8.3%)	7 (19.4%)	1 (2.8%)	0 (0%)	0 (0%)	0 (0%)	6 (16.7%)	2 (5.6%)	36 (100%)
Medical / Scientific	9 (42.9%)	5 (23.8%)	1 (4.8%)	3 (14.3%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (9.5%)	1 (4.8%)	21 (100%)
Prevention/ Protection	0 (0%)	1 (2.8%)	1 (2.8%)	4 (11.1%)	0 (0%)	4 (11.1%)	4 (11.1%)	2 (5.6%)	9 (25%)	11 (30.6%)	36 (100%)
Economic Consequence	9 (52.9%)	2 (11.8%)	0 (0%)	2 (11.8%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (11.8%)	2 (11.8%)	116 (100%)
Societal Problem	35 (41.2%)	16 (18.8%)	3 (3.5%)	9 (10.6%)	6 (7.1%)	2 (2.4%)	4 (4.7%)	1 (1.2%)	5 (5.9%)	4 (4.7%)	85 (100%)
Political / Legal Issue	8 (29.6%)	7 (25.9%)	3 (11.1%)	2 (7.4%)	2 (7.4%)	1 (3.7%)	0 (0%)	1 (3.7%)	2 (7.4%)	1 (3.7%)	133 (100%)
Share											
Health Risk	8 (22.2%)	10 (27.8%)	6 (16.7%)	5 (13.9%)	2 (5.6%)	0 (0%)	0 (0%)	0 (0%)	3 (8.3%)	2 (5.6%)	36 (100%)
Medical / Scientific	9 (42.9%)	5 (23.8%)	1 (4.8%)	3 (14.3%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (9.5%)	1 (4.8%)	21 (100%)
Prevention/ Protection	11 (30.6%)	7 (19.4%)	3 (8.3%)	4 (11.1%)	2 (5.6%)	2 (5.6%)	1 (2.8%)	0 (0%)	4 (11.1%)	2 (5.6%)	36 (100%)
Economic Consequence	8 (47.1%)	3 (17.6%)	1 (5.9%)	2 (11.8%)	1 (5.9%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (11.8%)	116 (100%)
Societal Problem	24 (28.2%)	16 (18.8%)	11 (12.9%)	7 (8.2%)	5 (5.9%)	4 (4.7%)	1 (1.2%)	1 (1.2%)	9 (10.6%)	7 (8.2%)	85 (100%)
Political / Legal Issue	8 (29.6%)	7 (25.9%)	3 (11.1%)	2 (7.4%)	2 (7.4%)	1 (3.7%)	0 (0%)	1 (3.7%)	2 (7.4%)	1 (3.7%)	133 (100%)

Table 8 shows that Astro Awani’s Facebook page received more views when the news coverage about health risks, prevention or protection, and the societal problem. In the “2000 and above” range, 36.1% of news had the dimension of health risk, 30.6% had the dimension of prevention or protection, and 30.6% had the dimension of the societal problem. News on medical or science issues, as well as political or legal issues, received less likes. A total of 19% of medical or scientific news, as well as 18.5% of political or legal news in this the range of “2000 and above”.

To conclude, Astro Awani’s outcome is not fully correlated with Malaysiakini’s result. The same thing is the health risk and societal problem also received a higher response in the section of like in Astro Awani. In contrast, the results on dimension of prevention or protection have a large difference between both news companies. Astro Awani’s findings reveal that the dimension of prevention and protection is popular in the part of like and comment.

TABLE 9
The Prominence of the Dimension of News Among the COVID-19 News in Sin Chew Daily’s Facebook Page

	Like										Total
	0-99	100-199	200-299	300-399	400-499	500-599	600-699	700-799	800 and above	2000 and above	
Health Risk	0 (0%)	2 (3.2%)	1 (1.6%)	3 (4.8%)	2 (3.2%)	1 (1.6%)	3 (4.8%)	3 (4.8%)	28 (44.4%)	20 (31.7%)	63 (100%)
Medical / Scientific	0 (0%)	0 (0%)	1 (4.2%)	2 (8.3%)	2 (8.3%)	0 (0%)	1 (4.2%)	0 (0%)	8 (33.3%)	10 (41.7%)	24 (100%)
Prevention/ Protection	3 (3.6%)	4 (4.8%)	8 (9.6%)	4 (4.8%)	3 (3.6%)	3 (3.6%)	5 (6%)	2 (2.4%)	23 (27.7%)	28 (33.7%)	83 (100%)
Economic Consequence	2 (6.3%)	0 (0%)	3 (9.4%)	1 (3.1%)	2 (6.3%)	0 (0%)	2 (6.3%)	0 (0%)	7 (21.9%)	15 (46.9%)	32 (100%)

Societal Problem	4 (3.4%)	4 (3.4%)	6 (5.1%)	5 (4.2%)	5 (4.2%)	4 (3.4%)	6 (5.1%)	8 (6.8%)	44 (37.3%)	32 (27.1%)	118 (100%)
Political / Legal Issue	1 (2.1%)	0 (0%)	1 (2.1%)	2 (4.2%)	4 (8.3%)	3 (6.3%)	2 (4.2%)	3 (6.3%)	14 (29.2%)	18 (37.5%)	48 (100%)
Comment											
Health Risk	23 (36.5%)	9 (14.3%)	9 (14.3%)	5 (7.9%)	4 (6.3%)	6 (9.5%)	1 (1.6%)	0 (0%)	6 (9.5%)	0 (0%)	63 (100%)
Medical / Scientific	7 (29.2%)	4 (16.7%)	4 (16.7%)	3 (12.5%)	1 (4.2%)	3 (12.5%)	0 (0%)	0 (0%)	2 (8.3%)	0 (0%)	24 (100%)
Prevention/ Protection	34 (41%)	9 (10.8%)	10 (12%)	6 (7.2%)	4 (4.8%)	6 (7.2%)	4 (4.8%)	2 (2.4%)	8 (9.6%)	0 (0%)	83 (100%)
Economic Consequence	10 (31.3%)	8 (25%)	3 (9.4%)	1 (3.1%)	1 (3.1%)	3 (9.4%)	2 (6.3%)	1 (3.1%)	2 (6.3%)	1 (3.1%)	32 (100%)
Societal Problem	49 (41.5%)	21 (17.8%)	13 (11%)	8 (6.8%)	4 (3.4%)	5 (4.2%)	6 (5.1%)	1 (0.8%)	10 (8.5%)	1 (0.8%)	118 (100%)
Political / Legal Issue	13 (27.1%)	8 (16.7%)	7 (14.6%)	5 (10.4%)	3 (6.3%)	1 (2.1%)	3 (6.3%)	1 (2.1%)	7 (14.6%)	0 (0%)	48 (100%)
Share											
Health Risk	10 (15.9%)	7 (11.1%)	12 (19%)	5 (7.9%)	3 (4.8%)	2 (3.2%)	4 (6.3%)	1 (1.6%)	10 (15.9%)	9 (14.3%)	63 (100%)
Medical / Scientific	3 (12.5%)	2 (8.3%)	4 (16.7%)	4 (16.7%)	1 (4.2%)	1 (4.2%)	1 (4.2%)	0 (0%)	5 (20.8%)	3 (12.5%)	24 (100%)
Prevention/ Protection	17 (20.5%)	11 (13.3%)	9 (10.8%)	6 (7.2%)	3 (3.6%)	3 (3.6%)	4 (4.8%)	3 (3.6%)	12 (14.5%)	15 (18.1%)	83 (100%)
Economic Consequence	3 (9.4%)	5 (15.6%)	2 (6.3%)	1 (3.1%)	1 (3.1%)	2 (6.3%)	2 (6.3%)	1 (3.1%)	7 (21.9%)	8 (25%)	32 (100%)
Societal Problem	23 (19.5%)	25 (21.2%)	10 (8.5%)	9 (7.6%)	3 (2.5%)	4 (3.4%)	7 (5.9%)	3 (2.5%)	19 (16.1%)	15 (12.7%)	118 (100%)
Political / Legal Issue	13 (27.1%)	8 (16.7%)	7 (14.6%)	5 (10.4%)	3 (6.3%)	1 (2.1%)	3 (6.3%)	1 (2.1%)	7 (14.6%)	0 (0%)	48 (100%)

According to Table 9, the news with the dimension of economic consequence received the most likes, comments, and shares from the public. In the “2000 and above” range, there were 46.9% of articles with an economic impact, significantly more than other dimensions. In addition, 41.7% of news with a medical or scientific dimension received “2000 and above” likes.

Furthermore, in the segment of comment and share, there were 3.1% and 25% of news with an economic consequence dimension in the “2000 and above” range. In the “2000 and above” range of the comment, there was 0.8% of societal issues news. And 18.1% of the news was about prevention or protection, which had a higher proportion in the part of share. The dimension of economic consequence elicited a stronger response from the viewer in Sin Chew daily, but only by a small margin in the other media companies' results. Furthermore, all of the news dimensions were essentially presented in at least one of the Facebook pages.

News Value

One of the patterns of the news that highlights the significance of the news to the audience is news value. Expectation, intensity, negativity, relevance, meaningfulness, unambiguity, continuity, and unpredictability are all included in O'Neill and Harcup's news value [22].

TABLE 10

The News Value Used in the News Story on Malaysiakini, Astro Awani and Sin Chew Daily's Facebook Page

	<i>Malaysiakini</i>	<i>Astro Awani</i>	<i>Sin Chew Daily</i>	Total
Expectation	205 (21.3%)	7 (5.3%)	58 (27.5%)	270 (20.7%)
Intensity	205 (21.3%)	9 (6.8%)	50 (23.7%)	264 (20.2%)
Negativity	436 (45.4%)	12 (9%)	95 (45%)	543 (41.6%)
Relevance	839 (87.3%)	124 (93.2%)	182 (86.3%)	1145 (87.7%)
Meaningfulness	535 (55.7%)	59 (44.4%)	131 (62.1%)	725 (55.6%)
Unambiguity	157 (16.3%)	17 (12.8%)	69 (32.7%)	243 (18.6%)
Continuity	192 (20%)	34 (25.6%)	41 (19.4%)	267 (20.5%)
Unpredictability	67 (7%)	26 (19.5%)	18 (8.5%)	86 (6.6%)
<i>Malaysiakini</i> (n=961); <i>Astro Awani</i> (n=133); <i>Sin Chew Daily</i> (n=211); <i>Total</i> (n=1305)				

Table 10 shows the circumstances of the news value used in the news coverage on Malaysiakini, Astro Awani, and Sin Chew Daily's Facebook pages. Relevance received the highest rate of use among all the news values on the list, with 87.3% in Malaysiakini, 93.2% in Astro Awani, and 86.3% in Sin Chew Daily. Malaysiakini had the same top three news values as Sin Chew Daily. Meaningfulness is the second most popular news value, and negativity is the third most popular news value in both media. In Astro Awani, the second highest use of news values was still meaningfulness, but the third highest use of news value was continuity.

Local news was ranked at the first place by three news companies as the news value of relevance indicating that the news is relevant to the local people. As a result, the three news companies have increased the volume of local news significantly. Since everybody was confined to their houses, local coverage could provide more valuable information to the public. Meaningfulness, negativity, and continuity were one of the other news values mentioned as having the highest media coverage. The news value of meaningfulness refers to news that is of public interest that is important for all to understand. The negative news value represents unfortunate news or unfortunate events that people may be conscious about. The news value of continuity refers to news which keeps informed to the people on current developments.

TABLE 11

The Prominence of News Value Among the COVID-19 News in Malaysiakini's Facebook Page

	Like										Total
	0-99	100-199	200-299	300-399	400-499	500-599	600-699	700-799	800 and above	2000 and above	
Expectation	94 (45.9%)	39 (19%)	20 (9.8%)	12 (5.9%)	6 (2.9%)	11 (5.4%)	3 (1.5%)	3 (1.5%)	13 (6.3%)	4 (2%)	205 (100%)
Intensity	88 (42.9%)	40 (19.5%)	19 (9.3%)	13 (6.3%)	7 (3.4%)	8 (3.9%)	5 (2.4%)	2 (1%)	17 (8.3%)	6 (2.9%)	205 (100%)
Negativity	199 (45.6%)	75 (17.2%)	649 (11.2%)	28 (6.4%)	10 (2.3%)	20 (4.6%)	7 (1.6%)	4 (0.9%)	33 (7.6%)	11 (2.5%)	436 (100%)
Relevance	406 (48.4%)	136 (16.2%)	84 (10%)	47 (5.6%)	29 (3.5%)	31 (3.7%)	19 (2.3%)	10 (1.2%)	60 (7.2%)	17 (2%)	839 (100%)
Meaningfulness	269 (50.3%)	94 (17.6%)	53 (9.9%)	24 (4.5%)	20 (3.7%)	16 (3%)	8 (1.5%)	5 (0.9%)	35 (6.5%)	11 (2.1%)	535 (100%)
Unambiguity	75 (47.8%)	27 (17.2%)	12 (7.6%)	9 (5.7%)	5 (3.2%)	7 (4.5%)	3 (1.9%)	2 (1.3%)	14 (8.9%)	3 (1.9%)	157 (100%)
Continuity	82 (42.7%)	36 (18.8%)	20 (10.4%)	13 (6.8%)	6 (3.1%)	6 (3.1%)	2 (1%)	4 (2.1%)	16 (8.4%)	7 (3.6%)	192 (100%)
Unpredictability	26 (38.8%)	12 (17.9%)	6 (9%)	8 (11.9%)	3 (4.5%)	2 (3%)	0 (0%)	1 (1.5%)	7 (10.4%)	2 (3%)	67 (100%)

Comment											
Expectation	94 (45.9%)	39 (19%)	20 (9.8%)	12 (5.9%)	6 (2.9%)	11 (5.4%)	3 (1.5%)	3 (1.5%)	13 (6.3%)	4 (2%)	205 (100%)
Intensity	142 (69.3%)	22 (10.7%)	18 (8.8%)	10 (4.9%)	1 (0.5%)	1 (0.5%)	3 (1.5%)	3 (1.5%)	5 (2.4%)	0 (0%)	205 (100%)
Negativity	289 (66.3%)	68 (15.6%)	29 (6.7%)	16 (3.7%)	12 (2.8%)	5 (1.1%)	2 (0.5%)	7 (1.6%)	7 (1.6%)	1 (0.2%)	436 (100%)
Relevance	562 (67%)	130 (15.5%)	57 (6.8%)	30 (3.6%)	18 (2.1%)	12 (1.4%)	8 (1%)	7 (0.8%)	14 (1.7%)	1 (0.1%)	839 (100%)
Meaningfulness	377 (70.5%)	80 (15%)	38 (7.1%)	10 (1.9%)	9 (1.7%)	6 (1.1%)	4 (0.7%)	4 (0.7%)	7 (1.3%)	0 (0%)	535 (100%)
Unambiguity	107 (68.2%)	26 (16.6%)	12 (7.6%)	3 (1.9%)	1 (0.6%)	2 (1.3%)	3 (1.9%)	1 (0.6%)	2 (1.3%)	0 (0%)	157 (100%)
Continuity	130 (67.7%)	26 (13.5%)	10 (5.2%)	6 (3.1%)	10 (5.2%)	3 (1.6%)	1 (0.5%)	2 (1%)	4 (2.1%)	0 (0%)	192 (100%)
Unpredictability	51 (76.1%)	10 (14.9%)	3 (4.5%)	1 (1.5%)	0 (0%)	0 (10%)	0 (0%)	1 (1.5%)	1 (1.5%)	0 (0%)	67 (100%)
Share											
Expectation	165 (80.5%)	19 (9.3%)	5 (2.4%)	6 (2.9%)	2 (1%)	0 (0%)	0 (0%)	0 (0%)	7 (3.4%)	1 (0.5%)	205 (100%)
Intensity	156 (76.1%)	19 (9.3%)	11 (5.4%)	4 (2%)	2 (1%)	0 (0%)	2 (1%)	0 (0%)	8 (3.9%)	3 (1.5%)	205 (100%)
Negativity	346 (79.4%)	43 (9.9%)	16 (3.7%)	9 (2.1%)	5 (1.1%)	2 (0.5%)	1 (0.2%)	1 (0.2%)	11 (2.5%)	2 (0.5%)	436 (100%)
Relevance	688 (82%)	76 (9.1%)	24 (2.9%)	14 (1.7%)	7 (0.8%)	4 (0.5%)	4 (0.5%)	3 (0.4%)	16 (1.9%)	3 (0.4%)	839 (100%)
Meaningfulness	448 (83.7%)	38 (7.1%)	18 (3.4%)	8 (1.5%)	6 (1.1%)	2 (0.4%)	1 (0.2%)	4 (0.7%)	8 (1.5%)	1 (0.2%)	535 (100%)
Unambiguity	130 (82.8%)	11 (7%)	6 (3.8%)	2 (1.3%)	2 (1.3%)	1 (0.6%)	1 (0.6%)	0 (0%)	3 (1.9%)	1 (0.6%)	157 (100%)
Continuity	144 (75%)	20 (10.4%)	12 (6.3%)	4 (2.1%)	4 (2.1%)	0 (0%)	1 (0.5%)	2 (1%)	4 (2.1%)	1 (0.5%)	192 (100%)
Unpredictability	50 (74.6%)	9 (13.4%)	3 (4.5%)	1 (1.5%)	0 (0%)	0 (10%)	0 (0%)	0 (0%)	3 (4.5%)	0 (0%)	67 (100%)

Table 11 shows that news with a topic of continuity and unpredictability was more able to evoke a like reaction from the reader. In the “2000 and above” range in the section of like, 3.6% of the news provided content of continuity and 3% of the news provided content of unpredictability. In the “2000 and above” range, news with intensive content accounted for 2.9%. As a result, it is clear that readers are curious to know the daily infection rate. In general, the rate of infection or death, as well as important guidelines, are updated. The unpredictability news also included those illnesses and death rates, as well as certain unintended effects of certain decisions.

The news value of expectation was mentioned in part of the comment. As a result, it should be assumed that news with value of expectations has sparked a lot of discussion among the general population. The value of expectation refers to a long-awaited agenda or declaration. Furthermore, the value of intensity was emphasized in the sharing section, which is used to alert audiences that a serious issue or situation is becoming increasingly serious.

TABLE 12
The Prominence of News Value Among the COVID-19 News in Astro Awani’s Facebook Page

	Like										Total
	0-99	100-199	200-299	300-399	400-499	500-599	600-699	700-799	800 and above	2000 and above	
Expectation	1 (14.3%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (28.6%)	1 (14.3%)	0 (0%)	3 (42.9%)	0 (0%)	7 (100%)
Intensity	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (22.2%)	3 (33.3%)	0 (0%)	3 (33.3%)	1 (11.1%)	9 (100%)
Negativity	1 (8.3%)	0 (0%)	0 (0%)	1 (8.3%)	0 (0%)	1 (8.3%)	3 (25%)	0 (0%)	4 (33.3%)	2 (16.7%)	12 (100%)
Relevance	1 (0.8%)	2 (1.6%)	6 (4.8%)	10 (8.1%)	5 (4%)	12 (9.7%)	9 (7.3%)	5 (4%)	39 (31.5%)	35 (28.2%)	124 (100%)

Meaningfulness	1 (1.7%)	2 (3.4%)	4 (6.8%)	5 (8.5%)	5 (8.5%)	6 (10.2%)	5 (8.5%)	2 (3.4%)	14 (23.7%)	15 (25.4%)	59 (100%)
Unambiguity	0 (0%)	0 (0%)	2 (11.8%)	1 (5.9%)	1 (5.9%)	1 (5.9%)	2 (11.8%)	1 (5.9%)	5 (29.4%)	4 (23.5%)	17 (100%)
Continuity	1 (2.9%)	0 (0%)	0 (0%)	2 (5.9%)	0 (0%)	4 (11.8%)	2 (5.9%)	2 (5.9%)	12 (35.3%)	11 (32.4%)	34 (100%)
Unpredictability	1 (3.8%)	0 (0%)	0 (0%)	3 (11.5%)	1 (3.8%)	3 (11.5%)	3 (11.5%)	3 (11.5%)	7 (26.9%)	5 (19.2%)	26 (100%)
Comment											
Expectation	3 (42.9%)	2 (28.6%)	0 (0%)	2 (28.6%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	7 (100%)
Intensity	5 (55.6%)	1 (11.1%)	1 (11.1%)	1 (11.1%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (11.1%)	9 (100%)
Negativity	4 (33.3%)	3 (25%)	2 (16.7%)	2 (16.7%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (8.3%)	12 (100%)
Relevance	47 (37.9%)	26 (21%)	6 (4.8%)	16 (12.9%)	6 (4.8%)	2 (1.6%)	3 (2.4%)	2 (1.6%)	12 (9.7%)	4 (3.2%)	124 (100%)
Meaningfulness	31 (52.5%)	12 (20.3%)	2 (3.4%)	4 (6.8%)	1 (1.7%)	0 (0%)	2 (3.4%)	1 (1.7%)	4 (6.8%)	2 (3.4%)	59 (100%)
Unambiguity	7 (41.2%)	5 (29.4%)	1 (5.9%)	1 (5.9%)	1 (5.9%)	0 (0%)	1 (5.9%)	0 (0%)	1 (5.9%)	0 (0%)	17 (100%)
Continuity	6 (17.6%)	8 (23.5%)	5 (14.7%)	6 (17.6%)	0 (0%)	1 (2.9%)	0 (0%)	0 (0%)	6 (17.6%)	2 (5.9%)	34 (100%)
Unpredictability	15 (57.7%)	2 (7.7%)	1 (3.8%)	3 (11.5%)	1 (3.8%)	0 (10%)	1 (3.8%)	0 (0%)	3 (11.5%)	0 (0%)	26 (100%)
Share											
Expectation	3 (42.9%)	4 (57.1%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	7 (100%)
Intensity	2 (22.2%)	5 (55.6%)	0 (0%)	1 (11.1%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (11.1%)	9 (100%)
Negativity	4 (33.3%)	4 (33.3%)	0 (0%)	3 (25%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (8.3%)	12 (100%)
Relevance	37 (29.8%)	25 (20.2%)	19 (15.3%)	11 (8.9%)	8 (6.5%)	4 (3.2%)	1 (0.8%)	2 (1.6%)	11 (8.9%)	6 (4.8%)	124 (100%)
Meaningfulness	22 (37.3%)	8 (13.6%)	9 (15.3%)	4 (6.8%)	1 (1.7%)	4 (6.8%)	0 (0%)	1 (1.7%)	6 (10.2%)	4 (6.8%)	59 (100%)
Unambiguity	3 (17.6%)	6 (35.3%)	2 (11.8%)	2 (11.8%)	0 (0%)	1 (5.9%)	0 (0%)	0 (0%)	3 (17.6%)	0 (0%)	17 (100%)
Continuity	9 (26.5%)	8 (23.5%)	7 (20.6%)	4 (11.8%)	2 (5.9%)	0 (0%)	0 (0%)	0 (0%)	2 (5.9%)	2 (5.9%)	34 (100%)
Unpredictability	12 (46.2%)	7 (26.9%)	2 (7.7%)	1 (3.8%)	1 (3.8%)	0 (10%)	1 (3.8%)	0 (0%)	2 (7.7%)	0 (0%)	26 (100%)

Table 12 is the outcome of the significance of news value in Astro Awani's Facebook page's COVID-19 news. There were 28.2% and 32.4% of news with values of relevance and continuity, respectively, in the “2000 and above” category in the section of like. Both news values were popular among Astro Awani’s audience. In the “2000 and above” range, 0% of news with value of expectation, but 42.9% of them was in the “800 and above” range.

In conclusion, Malaysiakini's result in the part of like has also highlighted the news value of continuity. The news value of relevance was not listed, despite the fact it is the most frequently published news value in the first phase of MCO by three news companies. In Astro Awani, the news value of intensity is also listed in the share section and comment section. The value of negativity is also one of the highest response news values among Astro Awani’s viewers.

TABLE 13
The Prominence of News Value Among the COVID-19 News in Sin Chew Daily’s Facebook Page

	Like										
	0-99	100-199	200-299	300-399	400-499	500-599	600-699	700-799	800 and above	2000 and above	Total
Expectation	4 (6.9%)	0 (0%)	7 (12.1%)	3 (5.2%)	2 (3.4%)	3 (5.2%)	2 (3.4%)	2 (3.4%)	8 (13.8%)	27 (46.6%)	58 (100%)

Intensity	2 (4%)	1 (2%)	2 (4%)	2 (4%)	3 (6%)	1 (2%)	2 (4%)	2 (4%)	14 (28%)	21 (42%)	50 (100%)
Negativity	3 (3.2%)	3 (2.1%)	6 (6.3%)	6 (6.3%)	2 (2.1%)	1 (1.1%)	4 (4.2%)	3 (3.2%)	34 (35.8%)	34 (35.8%)	95 (100%)
Relevance	8 (4.4%)	5 (2.7%)	10 (5.5%)	7 (3.8%)	10 (5.5%)	6 (3.3%)	9 (4.9%)	8 (4.4%)	54 (29.7%)	65 (35.7%)	182 (100%)
Meaningfulness	6 (4.6%)	4 (3.1%)	9 (6.9%)	5 (3.8%)	4 (3.1%)	5 (3.8%)	6 (4.6%)	4 (3.1%)	36 (27.5%)	52 (39.7%)	131 (100%)
Unambiguity	2 (2.9%)	3 (4.3%)	3 (4.3%)	4 (5.8%)	1 (1.4%)	3 (4.3%)	6 (8.7%)	3 (4.3%)	16 (23.2%)	28 (40.6%)	69 (100%)
Continuity	0 (0%)	2 (4.9%)	3 (7.3%)	2 (4.9%)	1 (2.4%)	1 (2.4%)	2 (4.9%)	1 (2.4%)	15 (36.6%)	14 (34.1%)	41 (100%)
Unpredictability	0 (0%)	1 (5.6%)	2 (11.1%)	2 (11.1%)	0 (0%)	1 (5.6%)	0 (0%)	1 (5.6%)	5 (27.8%)	6 (33.3%)	18 (100%)
Comment											
Expectation	22 (37.9%)	6 (10.3%)	7 (12.1%)	3 (5.2%)	3 (5.2%)	5 (8.6%)	2 (3.4%)	2 (3.4%)	7 (12.1%)	1 (1.7%)	58 (100%)
Intensity	20 (40%)	7 (14%)	7 (14%)	3 (6%)	1 (2%)	6 (12%)	1 (2%)	1 (2%)	4 (8%)	0 (0%)	50 (100%)
Negativity	36 (37.9%)	18 (18.9%)	9 (9.5%)	9 (9.5%)	3 (3.2%)	8 (8.4%)	4 (4.2%)	1 (1.1%)	7 (7.4%)	0 (0%)	95 (100%)
Relevance	66 (36.3%)	34 (18.7%)	18 (9.9%)	12 (6.6%)	9 (4.9%)	12 (6.6%)	9 (4.9%)	3 (1.6%)	17 (9.3%)	2 (1.1%)	182 (100%)
Meaningfulness	51 (38.9%)	20 (15.3%)	12 (9.2%)	9 (6.9%)	7 (5.3%)	12 (9.2%)	5 (3.8%)	3 (2.3%)	10 (7.6%)	2 (1.5%)	131 (100%)
Unambiguity	28 (40.6%)	13 (18.8%)	4 (5.8%)	4 (5.8%)	3 (4.3%)	5 (7.2%)	2 (2.9%)	3 (4.3%)	6 (8.7%)	1 (1.4%)	69 (100%)
Continuity	15 (36.6%)	6 (14.6%)	9 (22%)	2 (4.9%)	2 (4.9%)	2 (4.9%)	2 (4.9%)	0 (0%)	3 (7.3%)	0 (0%)	41 (100%)
Unpredictability	9 (50%)	3 (16.7%)	2 (11.1%)	1 (5.6%)	2 (11.1%)	1 (5.6%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	18 (100%)
Share											
Expectation	10 (17.2%)	5 (8.6%)	3 (5.2%)	2 (3.4%)	2 (3.4%)	3 (5.3%)	4 (6.9%)	2 (3.4%)	11 (19%)	16 (27.7%)	58 (100%)
Intensity	4 (8%)	8 (16%)	7 (14%)	2 (4%)	1 (2%)	2 (4%)	2 (4%)	1 (2%)	12 (24%)	11 (22%)	50 (100%)
Negativity	15 (15.8%)	11 (11.6%)	8 (8.4%)	7 (7.4%)	6 (6.3%)	7 (7.4%)	5 (5.3%)	1 (1.1%)	18 (18.9%)	17 (17.9%)	95 (100%)
Relevance	29 (15.9%)	29 (15.9%)	15 (8.2%)	13 (7.1%)	8 (4.4%)	9 (4.9%)	11 (6%)	4 (2.2%)	31 (17%)	33 (18.1%)	182 (100%)
Meaningfulness	22 (16.8%)	17 (13%)	9 (6.9%)	8 (6.1%)	7 (5.3%)	9 (6.9%)	8 (6.1%)	3 (2.3%)	22 (16.8%)	26 (19.8%)	131 (100%)
Unambiguity	10 (14.5%)	11 (15.9%)	3 (4.3%)	4 (5.8%)	3 (4.3%)	4 (5.8%)	3 (4.3%)	1 (1.4%)	13 (18.8%)	17 (24.6%)	69 (100%)
Continuity	7 (17.1%)	5 (12.2%)	9 (22%)	4 (9.8%)	2 (4.9%)	1 (2.4%)	2 (4.9%)	0 (0%)	3 (7.3%)	8 (19.5%)	41 (100%)
Unpredictability	3 (16.7%)	2 (11.1%)	2 (11.1%)	1 (5.6%)	1 (5.6%)	0 (0%)	1 (5.6%)	0 (0%)	3 (16.7%)	5 (27.8%)	18 (100%)

On Sin Chew Daily's Facebook page, Table 13 shows the states of likes, comments, and shares. In contrast to Astro Awani's results, the values of expectation take the top position in the category of like. In the scope of "2000 and above" likes, expectation, intensity, and unambiguity received 46.6%, 42%, and 40.6%, respectively. The value of expectation and intensity is similar to the results from other media companies. Furthermore, the value of unambiguity's performance is a split-new result. It is related to the news, which used to publish well-known or easily comprehended information. Expectation and unpredictability are both included in the news value mentioned in the section of share and comment.

5.0 Conclusion

This study validates how to deliver health coverage to the public during the spread of pandemic by the online news organisations. The news patterns adopted by online news companies in social media on COVID-19 news coverage was studied using media framing theory. In the initial phase of MCO, the

results showed that newsrooms mostly used neutral news, supplemented by alarming news. This suggests that the majority of the coverage is being used rationally to inform the public about current events and provide data to the community. While the amount of reassuring news was twice as high as the amount of alarming news in Astro Awani, alarming news outnumbered reassuring news in two other newsrooms. As a result, the news was largely neutral news and alarming news. Several alarming news articles, as previous researches, employ fearful and negative terms to portray the pandemic and the virus [20]. To emphasize the severity of the pandemic and the COVID-19 virus, words like "war," "invisible powers," "tsunami," "enemy," and others were used in the alarming news. The reader, on the other hand, was not influenced by the news slant in terms of how they responded to the news articles, according to the findings. There was only a small lower response among the reassuring news.

The result showed that the dimension of news in most of the news stories tends to be relevant with societal problems, prevention or protection, and political or legal issues. The dimension of societal problems receives the most support from the audience. This demonstrates the effectiveness of the news dimension's impact on the news reader. According to Ungar [29], during a pandemic outbreak, there will be three categories of news coverage. Since the outbreaks began, which would be the first level of press coverage with many fearful claims, the second level of news coverage has included both alarming and reassuring scientific news mostly due to their normally having a nationwide plan to slow the virus speed. MCO is Malaysia's national plan for reducing the number of infections in the population, but the news coverage in Malaysia continues to be alarming as the result of this study. This may be attributed to the seriousness of the country's pandemic.

According to the results of this study, the reassuring science news that should have been widely reported in the second level of news coverage during the pandemic, as described by Ungar [29], did not occur in Malaysia. In fact, during the initial phase of MCO, news with the dimension of medical or scientific has been published in the least amount among all news dimensions. Lack of the news with medical or scientific content may lead Malaysians to a low level of awareness and ignorance about the COVID-19 pandemic. As a result, audiences responded to the dimension of societal problems with the most likes, comments, and shares on Facebook pages.

The value of relevance accounted for 87.7% of all news articles in terms of news value. This suggests that the newsrooms were serving the general public's interest. They informed the audiences with local news when people were implementing social distance at home, they felt at least a sense of connection. The news value of meaningfulness and negativity ranked in second and third place respectively. The news value of relevance, on the other hand, was not the news value that elicited the most responses from readers. The findings indicate that there was no correlation between the news value preferred by the newsroom and the audience's preferences. As a result, the news dimension could be the most influential factor in the framing framework. The majority of research pay little attention to online news distribution and news patterns during the pandemic, focusing more on public news consumption. As a result, this research is useful not only for framing theory research, but also for online news and health risk communication.

During a pandemic, the news media sector is the first to be affected. As effective cooperation is necessary during a global pandemic, it is critical to deliver reliable updates to the public [1]. Especially in the early stages of the pandemic and the government plan, the public needs medical or scientific news as well as prevention or protection news. To prevent infection, they need simple and reliable details [30]. The journalist will then frame the dimension of news in order to maximize the number of news that is beneficial to society and to use news slants to reduce panic and anxiety among the public. According to the findings, the news values of intensity, continuity, and negativity received more responses than the other news values. The audience started to start paying more attention to the

negative news. The intensity refers to the events becoming more severe, negativity denotes bad news, and the continuity denotes updates of the infection rate or mortality rate statistic. Furthermore, media news and information on current events and controversial topics will spark public debate and reactions. People are more likely to know the facts and figures in the news during a pandemic outbreak, according to research by [31]. And, they would have a better understanding of the pandemic.

6.0 Reference

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