

**The Role of the Jordanian English-Speaking Media in  
Clarifying and Communicating the Official Jordanian  
Speech during Corona Pandemic**

دور الإعلام الأردني الناطق بالإنجليزية في توضيح وإيصال  
"الرواية الأردنية الرسمية خلال جائحة كورونا"

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## Authorization

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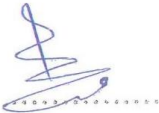





## Thesis Committee Decision

This thesis was discussed with the title: **The Role of the Jordanian English-speaking Media in Clarifying and Communicating the Official Jordanian Speech during Corona Pandemic “**

And this thesis is written by the researcher Asal Haroun Rabadi and was approved on: 11/ 06 /2022.

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## **Dedication**

- To my father's soul that never leaves me, and supports and guides me to the right path always... my love and loyalty
- To the closest one to my heart and most wonderful mom ever, all the inspiration and encouragement is given by you... Standing next to me always is the secret of my success
- To my amazing brother and spectacular sisters... you are my support system, my source of strength, and my full happiness
- To all my friends and knowledge seekers, I present to you my humble work

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# **The Role of the Jordanian English-speaking Media in clarifying and communicating the Official Jordanian Speech during Corona Pandemic**

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## **Abstract**

This study aimed to identify the viewpoints of expats residing in Jordan on the role of the English-speaking Jordanian media in communicating the official Jordanian speech on the Corona pandemic by adopting a qualitative approach in the style of in-depth individual interviews.

The total number of participants was 40, and the researcher used the intentional sampling method to conduct sterilized individual interviews with (20) male and female respondents. It is useful, but some participants believed that the official information was not clear enough and there was no easy access to it due to translation delays. The study found that the Jordanian English-speaking media provided the expats with accurate, balanced, correct, and confirmed information. And digital media via social media, such as the Jordanian Ministry of Health's Facebook page, has contributed to highlighting the Jordanian government's efforts to prevent the spread of the Corona pandemic. On the other hand, the Jordanian press contributed to objectively and reliably reflecting what happened in Jordan during the pandemic and closure, as it covered all professional cases related to the pandemic.

**Keywords: Jordanian English-Speaking Media, Media System Dependency Theory, Coronavirus, Health Awareness.**

## دور الإعلام الأردني الناطق بالإنجليزية في توضيح وإيصال الرواية الأردنية الرسمية خلال جائحة كورونا

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### الملخص

هدفت هذه الدراسة إلى التعرف على وجهة نظر الأجانب المقيمين في الأردن، والناطقين باللغة الإنجليزية بدور الإعلام الأردني الناطق باللغة الإنجليزية في إيصال الموقف الأردني حول وباء كورونا باعتماد المنهج النوعي بأسلوب المقابلات الفردية المعمقة.

وقد بلغ مجتمَع الدراسة عدد (40)، وقد أجرت الباحثة لقاءات فردية معمقة مع (20) مبحثاً ومبحثة، تم اختيارهم بطريقة العينة القصدية، وتوصلت الدراسة إلى عدة نتائج منها أن المعلومات الرسمية المبنوثة من خلال وسائل الإعلام الأردنية الناطقة بالإنجليزية كانت واضحة ودقيقة ومحتواها محدث ومفيد، لكن بعض المشاركين اعتقدوا أن المعلومات الرسمية لم تكن واضحة بما فيه الكفاية ولم يكن هناك وصول سهل إليها بسبب تأخير الترجمة، وقد توصلت الدراسة إلى أن وسائل الإعلام الأردنية الناطقة باللغة الإنجليزية قامت بتزويد الجمهور الأجنبي غير الناطق بالعربية بمعلومات دقيقة ومتوازنة ومعلومات صحيحة ومؤكدة، وقد ساهمت وسائل الإعلام الرقمية عبر وسائل التواصل الاجتماعي مثل صفحة وزارة الصحة الأردنية على الفيسبوك في إبراز جهود الحكومة الأردنية لمنع انتشار وباء كورونا، و من جهة أخرى ساهمت الصحافة الأردنية في عكس ما حدث في الأردن خلال الجائحة والإغلاق بشكل موضوعي وموثوق، حيث غطت جميع القضايا المتعلقة بالوباء بشكل احترافي.

الكلمات المفتاحية: الاعلام الأردني الناطق باللغة الانجليزية، نظرية الاعتماد على وسائل الإعلام، فيروس كورونا، التوعية الصحية.

# **Chapter ONE**

## **General Introduction to The Study**

### **1.0 Background of the Study**

The media in its broad sense is characterized by a large umbrella that includes the entire world, and does not know the borders between countries or the difference between nationalities, and that happens through the read, audio and visual word. In order for the news to reach its desired locations, it must be understood by everyone, and this is only possible through languages that can be reached by the vast majority of people, whether locally or globally. In Jordan, everyone must be addressed in their languages so that communication is successful and useful .

We speak Arabic as the mother tongue and it reaches every Arab on his site wherever he/she is located, but the problem remains for us to reach the non- Arabs in their languages, and how frequently and mostly English is used in Jordan! It takes the second place after Arabic among the educated, the intellectuals and the employers.

The whole world has been through a lot lately, especially in the time of Corona Virus, which killed many and many in every country on this Earth. Each country dealt differently with this pandemic, and is still dealing with it till this time. Jordan is one of the countries that suffered greatly during the Corona pandemic and lost innocent lives .

To prevent this pandemic from reaching its territory, the Jordanian government has taken several measures since the announcement of its spread outside China and the registration of cases and deaths in different countries of the world. The government tried also to control the damage by going live on air almost every day through televisions and radio stations, in addition to written information in the newspapers to deliver the message to everyone in Jordan. However, the question remaining is: How did the expats in Jordan and non-Arabic speakers understand the rules of Corona and follow them ?

That is why English is chosen for this thesis to be the second language in Jordanian media to deliver the information to expats, so as English is close to most foreign languages or can be understood easily by expats. Therefore, it would be preferable if our Jordanian media relied on English as a second language after Arabic to deliver the information and the communication takes place. Everyone in this case will be well- taken care of wherever they stay in Amman or in any of the Jordanian cities.

## **1.1 Statement of the Problem**

Since 2019, interest in the Corona pandemic has increased in Jordan at all levels and by all sectors, especially the media sector. All means of communication including TVs, radio stations, newspapers, websites and magazines used the Arabic language in delivering the message about Corona. Moreover, the issue of Corona in its various forms received attention by the

announcers and news anchors as well, and the methods of presentation and publication for that coverage differed from one another, but they all shared using the Arabic language only. We keep forgetting the foreigners here in Jordan who mostly understand nothing or a little from the language. We barely write or speak in English through media, and that is considered a major dilemma that must be solved immediately especially in the time of Corona.

## **1.2 Objectives of the Study**

This study aims for the following objectives:

1. The knowledge of media that is used by expats living in Jordan in order to obtain information about Corona
2. Disclosure of the official information about Corona that expats living in Jordan obtain from the Jordanian media.
3. Access to the topics related to Corona that expats living in Jordan wish to discuss through the Jordanian media.
4. Disclosure of the topics related to Corona that expats living in Jordan use in the Jordanian media.
5. Knowledge of the behaviors related to Corona by expats living in Jordan based on what they have seen in the Jordanian media.

### **1.3 Questions of the Study**

To solve this problem, there are some concerns and questions that must be answered, but our main one is:

**What is the role of the Jordanian English-speaking media in clarifying and communicating the official Jordanian speech during Corona pandemic?**

And the following questions arise from it:

1. What media are used by expats living in Jordan in order to obtain information about Corona?
2. What is the official information about Corona that expats living in Jordan obtain from the Jordanian media?
3. What are the topics related to Corona that expats living in Jordan wish to discuss through the Jordanian media?
4. What are the topics related to Corona that expats living in Jordan use in the Jordanian media?
5. What are the behaviors related to Corona by expats living in Jordan based on what they have seen in the Jordanian media?

### **1.4 Significance of the Study**

The importance of the study is evident through two aspects: theoretical and practical importance, as represented by the following:



We often travel through foreign countries to learn about them and the nature of life there, and some travel to study or work, and most of the time foreign languages are difficult for us as Arab visitors to this certain country. Most foreign countries do not speak our Arabic language, so they certainly do not use it in the media that belongs to them. It is noticed that Arabs living in foreign countries, compelled to work to learn the language and understand what is happening in that country.

Another issue raises the question of expats being intolerant of their language so that they refuse to speak in another language and do not try to learn an important language such as Arabic (and here we are talking about the majority).

Some expats see Arabic as one of the most difficult languages and takes a long time to be learned. The opinions of these foreigners make us think that we have to be distinguished from the rest of the countries and we have to learn and use the English language in all our jobs, as it is necessary in all cases, especially in difficult times like our time with the Corona pandemic, which took and is still taking a long time in all countries. It is the foreigner's right in Jordan to obtain information to protect himself from infection with the virus and to take precautionary measures in dealing with this virus.

From this point of view, the thesis aimed to spread the English language in the written, audio and print media, and to make news bulletins in the English language in all media.

## 1.5 Operational Definitions

1. **Jordanian Media** (الإعلام الأردني) :Media in Jordan is the media that depends on freedom of expression in televisions, radios, and the press, social media and online publications.
2. **Jordanian English-speaking media:**(الإعلام الأردني الناطق بالإنجليزية) It is all media in Jordan that use English as a second language, connecting the foreigners and non-Arabic speakers to our news and our lifestyle .
3. **The Official Jordanian Speech**(الرواية الأردنية الرسمية) : It is the decision stemming from the leadership headed by His Majesty the King, and then the executive, legislative, judicial and media authorities. It has two sides, the academic and the procedural.
4. **The academic official Jordanian speech** (التعريف الأكاديمي للرواية : (الرسمية) It is the approval of the results of scientific research in all aspects of life through institutes, universities and laboratories.
5. **The operational official Jordanian speech** (التعريف الإجرائي للرواية : (الرسمية) Applying research results in the field and daily life by verifying and benefitting from them .

6. **Expat:** Every single person who does not know how to use the Arabic language whether written, spoken or heard.

## **1.6 Area of Study**

The research area will be the Hashemite Kingdom of Jordan, specifically in the capital Amman, by conducting interviews with foreign residents in the capital and recording the results directly from them.

## **Chapter TWO**

### **Theoretical Framework and Previous Studies**

#### **2.0 Introduction**

This chapter includes theoretical literature and empirical research on Jordanian English-speaking media's role in clarifying and communicating the official Jordanian speech on the Corona pandemic. The theoretical literature aims at providing information about Jordanian English-speaking media and their role in clarifying the Jordanian speech on the Corona pandemic. As for the empirical studies, they deal with issues related to the strategies of international multilingual channels.

#### **2.1 Theoretical Framework**

The study presents a detailed presentation of the theoretical framework, and this includes a presentation of the theory adopted by the researcher, which is the theory of media system dependency, topics were also devoted to central topics in the study, namely: The Concept of Media, Jordanian media, Jordanian English-speaking media, the subject of Covid-19, the developments of its spread, and some of the effects of infection.

##### **2.1.1 The Concept of Media**

Today, the media plays a major role in society, as the media no longer just transmits information and news, but rather contributes to shaping the lives of society politically, socially, economically, and culturally. The

media's mission is not only to convey information to the public but to crystallize human culture, and the media is the most capable means of knowing the aspirations of the future through television, satellite channels, and satellites. The media is one of the most important channels of communication between the peoples of the world. It highlights the role of the media in influencing the public and shedding light on some events or personalities associated with important issues in the country. ( Al-Jubouri, 2014)

Publicity, advertising, and news about something are examples of media. The purpose of media is to provide people with accurate information about certain incidents, allowing them to form an informed opinion about a particular problem or incident. Successful media is the one that can support and elevate the morals of society, and the media is considered one of the oldest activities known to man, as the Arab tribes used to give the task of media to certain people. (Isbaei,2018)

The media is defined as the multiple written, audio, or audio-visual tools that work to convey ideas and opinions to the public, and these means have developed in the modern era, as they use modern electronic equipment and from the readable media, which are newspapers and magazines, and the individual facilitates reading and returning to them at any time, including magazines that exchange general issues in society and contain several

articles characterized by brevity, ease, and accuracy. Newspapers also provide the public with daily news. (Isbaei,2018)

As for the visual and audio media, the most important of which is television, as it plays a major role in shaping the political trends of the members of society through political programs. Radio is also considered one of the most widespread mediums. It is possible to follow the radio anywhere, as it helps in delivering local and international news to members of society. There are modern media, such as the electronic press and the Internet. (AlMajd, 2013)

### **Media functions**

The media has many and varied functions and is divided into several functions, including orientation, forming attitudes and trends, developing social relations, increasing culture, information, entertainment, and spending leisure time (Makawi, 2002). The media has several functions as the following:

- 1- News function: It is considered the main function of the media, since the emergence of magazines, radio and television, its main function has been to transmit news, present it objectively and honestly, and publish official news of events taking place in the country, especially political news. (Abu Asbaa, 1995)

- 2- Publishing advertisements: Many media outlets seek to raise their financial level in order to meet their expenses through advertisements, and advertisements are considered a source of campaign for them. These advertisements are often for global goods and products and attract the attention of the masses to buy them or service advertisements as well, and it is possible to publish advertisements for competitions, films and series to attract people's attention. (Salam, 2003)
- 3- The entertainment and entertainment job: This job is also considered one of the important jobs provided by the media to the public, which is entertainment and entertainment: The media allocate high percentages of entertainment and entertainment programs such as competitions, movies, music and plays. Even in newspapers, a corner is devoted to entertainment and to buy stories, riddles and anecdotes in order to entertain the people and relieve pressure on them and alleviate the problems they face. (Makawi, 2002)
- 4- The educational function: The media has recently proven its ability to spread the educational process, due to the interesting methods of the media and attracting the attention of the masses. Many educational platforms have recently appeared, which increased after the Corona pandemic and distance education. It also publishes educational and educational courses for students in order to raise the level of education

and increase culture the students. This helps educate the masses and educate them in all areas of life. (Makawi, 2002).

- 5- Expressing opinions: In the past, the media was only for officials and the ruling class, but now the media has a new function, as it has become a platform for expressing the views of the people on various issues of the country. A person can participate and express his opinion in many areas, pose problems and discuss in developing solutions. (Alam Al-Din, 1998)

### **2.1.2 Jordanian Media**

Over the life of the Hashemite Kingdom of Jordan, the Jordanian media has been able to create distinguished media and graduate generations and creative journalists, and they have been credited with the development of media and journalism over the past years, especially in the last era of the kingdom's establishment, and to disseminate truthful news with honesty and sincerity based on the Hashemite sponsorship. (Al-Ajlouni, 2012)

The Jordanian media remained steadfast against false and fake news through social media. Several newspapers appeared in Jordan, the most important of which was the newspaper "Al-Haq Ya'lo" from 1921 to 1946, which was the first newspaper to be published in Jordan. In 2003, when there were about 24 licensed private stations. The role of the media has increased recently through satellite, direct broadcasting and the Internet. The influence of the media has increased with the presence of the so-called "globalization"



or cultural globalization that governs media broadcasting. (Al-Khalayla, 2009)

The Jordanian media has recently achieved a tangible development, as the Jordan Radio and Television Corporation has presented various programs in order to satisfy all segments of society and meet their needs, desires and hobbies in competition with other media, especially television. Expressing opinions in various areas of life, in addition to entertainment and marketing programs, publishing advertisements, and not affecting viewers and their behavior, and supporting good values and morals in society. (Nassar, 2008)

The Jordanian media, especially television, plays an important role in supporting Jordanian women, discussing women's affairs, identifying their needs and desires, and publishing cultural, health, social, religious and other programs that support the role of women in society, because women are the nucleus of the family (Juoma', 2007). Television came as a media as a result of the technical development of cinema and radio. Television is considered one of the most prominent sources of media culture, as it has the ability to influence the people (Al-Ajlouni, 2012). Television is not only a means of entertainment and entertainment, but it is an educational tool, not only for women, but for all segments of society, as it works to monitor the environment and disseminate correct information and guide people to the correct behavior in many situations, especially It gives children and

adolescents a sense of safety and security and escapes from stress, isolation and depression. It helps the media to interact, especially in children's programs and live broadcasts. It presents many social problems and presents solutions and opinions of others. Hence, the Jordanian media's ability to educate, educate, persuade and satisfy the desires of citizens. (Al-Ajlouni, 2012)

The Jordanian media contributes to presenting some important issues in the country and arranging priorities and affecting the behavior and attitudes of young people, especially the current political issues. and local and international sports. (Al-Ajlouni, 2012)

### **2.1.3 COVID-19 on the World and Jordan**

It is the name of the contagious pandemic caused by the emerging corona, and the virus first appeared in December 2019 in the Chinese city of Wuhan, and the disease was identified on January 13, after symptoms appeared on a group of patients, and the pandemic first appeared in a seafood and animal market Then he moved from it to the rest of the cities of Hubei Province, and from there to the provinces of China and then to the rest of the world. Corona virus is a large group of viruses that can infect both animals and humans, as they cause respiratory diseases, whether they are mild such as the common cold or severe such as pneumonia. Rarely, animal coronaviruses infect humans and then spread among them. You may

remember SARS (severe acute respiratory syndrome) that spread between 2002-2003, which was an example of a coronavirus that passed from animals to humans. In the Middle East, another prominent strain of the Corona virus appeared in 2012, called MERS (Middle East Respiratory Syndrome), and scientists say that it was initially transmitted from a camel to a human. (World Health Organization,2019)

### **1. Impact of The Corona Pandemic on The World**

The world before the pandemic will be different than after. Many major economies, including Germany, Italy, and Japan, are already ill-equipped to deal with small external shocks. The sudden economic turmoil caused by the new coronavirus is highly destructive since the outbreak of the Corona pandemic in the world is still wreaking havoc on the global economy until it paralyzes it. The curfew hit the financial, aviation, transport, and tourism sectors with heavy losses. (Washington Agencies,2020)

China, which is the cradle of the pandemic, has given a clear example of how the virus has harmed the Chinese economy and from it the global economy. The Chinese economy is dependent on industrial products; it is the largest importer of oil in the world; and it constitutes a great source of demand for global tourism, so when the Chinese economy becomes paralyzed, the whole world must be affected. Workers' staying in their homes and closing factories led to the industrial index falling to the lowest level in

its history. The Corona virus also prompted many governments around the world to intervene with huge rescue and support programs for the affected economic and social sectors to enhance economic and social stability and support growth to avoid entering into a deep economic downturn. (Al Khater, 2020)

## **2. The Hashemite Kingdom of Jordan and COVID-19**

There is no doubt that the Corona pandemic is an unprecedented crisis in the modern era that affected the entire world, especially Jordan, as the Jordanian government announced several decisions regulating life in Jordan at all levels in terms of social, political, education and others (Jordan Economic and Social Council, 2020). And the first of the government's steps is that it announced the danger of a complete transformation on March 16, 2020, in order to stop the spread of the disease, after discovering about 26 confirmed cases. And it applied the system of distancing in shops and streets, and adopted distance education, and working in some government and private departments remotely, closing all shops, and setting certain hours for citizens to purchase their needs of food and drink. (Al-Khater, 2020)

In light of the strict measures followed by the Kingdom in the Corona pandemic, Jordan was able to rank first among 13 countries in the world in applying preventive measures, as Jordan was the first country to obtain the full degree in the strictness index for a period of 34 days, and these efforts

succeeded in decreasing the number of Cases in Jordan, and thanks to these strict laws and measures, Jordan was able to reduce the number of local cases and continue various economic activities. (IMF, 2020)

Jordan played an important role in containing the crisis, as it was a model and a success story that the world is witnessing. Although the repercussions of the crisis affected all areas of life, even the Jordanian economy in 2020 declined and shrank, and this indicates the great impact of the virus. Even more than 250-thousand-day laborers were affected by the complete closure in the country. (Bataineh, 2020)

However, the economy can adapt well to these conditions. The brilliant companies in the field of technology can be used to encourage economic activity. Jordan was able to be self-sufficient in the production of masks and protective equipment, to the extent that it is now exporting them. (IMF, 2020) The first injuries appeared in Jordan in mid-March 2020, and the number at that time amounted to about 15 cases, and reached 153 cases on March 24, and a month after this date, the number of injuries reached 441, in addition to 7 deaths, and the number kept doubling approximately every two weeks, and from During the comprehensive closure policy that continued until the end of May 2020, Jordan succeeded in almost stopping the infection of cases, but it turned out that some errors at the crossings and others had led to the leakage of some cases and injuries, and thus mixing with other

numbers, so that the case index started to rise again in the manner of jumps starting from the beginning of the month September, bringing the number of injuries to more than 2000 cases and (16) deaths. (Jordanian Ministry of Health website, 2020)

Jordan, like other countries of the world, witnessed a state of media chaos, whether in the digital media or the mass media, as we indicated in the introduction to the research in the first chapter, and some of the causes of this disturbance are attributed to multiple sources, including the lack of clarity and stability of scientific research on the virus and its methods of spread and the failure to discover a vaccine Or a treatment for this virus, as well, some statements that were issued by officials in the state contradict from time to time, in addition to what has been published of false and misleading news and information through social media in particular and digital media in general. (Al Zoubi, 2020)

#### **2.1.4 The Role of the Media in Pandemics**

Usually, crises and pandemics and the way to treat them are among the top media priorities around the world (Ali, 2017). The media is not far from our lives and our reality. Rather, the media is considered one of the most influential fields, especially after the development of modern technology and social communication, such as Facebook, Snapchat and Tik Tok, and all of these means imposed on the media to interact with the masses, and there are

many crises and pandemics that the whole world has been exposed to before Corona pandemic like swine flu and bird flu, since the corona virus started spreading in the world we have noticed . (Kehol, 2020)

The tremendous development in the media and left a wonderful imprint on the relationship between the public and the media and social media and on media behavior. Technological development has great merit in providing social activities, work and study remotely, even in light of quarantine, and Patrick Moorhead, an analyst, says that technology that was previously criticized has now become a refuge that we feel safe in light of the Corona pandemic. In China and South Korea, services available through cloud computing (cloud) are witnessing a sharp rise. (Brick, 2019)

It is worth noting here that the Corona virus spread at a time when communication media spread, in contrast, when previous pandemics such as the SARS pandemic in 2001 and the swine flu pandemic spread, and the speed of information spread was completely different. (Seraj, 2001)

And now the social media, which was the strongest of the media and no one denies it, to the extent that it contributed to alleviating the impact of the crisis, is direct communication between people, due to the fear of the outbreak of the virus. While there is talk about the negative aspects of social media in spreading fabricated news and rumors, which helped spread terror among peoples. The editor of medical affairs, says, "The wrong information

poses a threat to people's health no less than the threat of the emerging corona virus, and may lead to deaths. (Abu Al-Rub)

Recently, the so-called new media has spread. It is a set of new digital methods and activities that enable us to publish media content in its various forms through media connected to the Internet. It is characterized by several advantages, including: (John, 2012)

- 1- Expanding popular participation in the media industry.
- 2- Interactive and non-public and it means that the communication message can be directed to one individual or group and not to specific audiences as it was in the past.
- 3- Asynchrony: Transferability is the ability to transfer information from one medium to another
- 4- Prevalence and spread: Universality: The new basic environment for the means of communication is a global and international environment.

### **1. The role of the media in pandemics in the world:**

The media has played a significant role in the pandemic. The media is not far from this world in which we live. It is the most influential and widespread tool throughout the entire world, thanks to the development of technological means of communication (Amin, 2003). There are crises and pandemics that shook the world and moved the media everywhere, for example. The Corona pandemic was the strongest and most important news



in global, Arab and local newsrooms and left its mark on the masses, as the media have the ability to reach the masses faster and provide them with abundant information about pandemics. (Mohsen,2009)

There are international statistics and reports published about the best international satellite channels that dealt with these pandemics, and the reports confirmed that there are satellite channels that have made a big leap in the percentage of their adoption as a source of news in six countries in the world. And the "Agence France Presse" news agency issued detailed reports on the pandemic, as well as selecting important topics and broadcasting them on the agency's news bulletin and publishing the opinion of experts specialized in pandemics. ( Amin,2003)

Social media played a major role during the Corona pandemic, as major global media outlets relied on social media and published global platforms to deliver content to the world, especially with regard to news of the Corona pandemic, the number of injuries and deaths, how to spread and how to make decisions related to the pandemic. (Atwan,2008)

International satellite channels allowed broadcasting live videos from all over the world and cities, showing that the streets were empty of pedestrians and institutions, and publishes events that occurred during the home stone and their participation to the world so that they do not feel isolated (Atwan,2008). To counter and control the spread of misinformation, the

World Health Organization has appointed 20 employees and some experts and specialists in its communications group to combat misinformation and respond to it by consultants. (World Health Organization)

Social media had negative aspects in spreading fabricated news and spreading rumors and spreading panic and fear in the hearts of people, and the French news agency referred in a report to some medicines that cause harm if used incorrectly, such as some disinfectants such as chlorine.

The role of the British Broadcasting Corporation "BBC" emerged during the pandemic, and people rushed to it because it is reliable and its news is correct. "Edwardonofelli" pointed out that the international media did not play an effective role in the crises correctly and that it transmitted misleading news, for example, the British "Daily Mail" published fake news and stated that the idea of the spread of the Corona virus was from a person who ate bat soup in China.

However, despite all this, the international media contributed greatly to spreading health awareness and opened the door to the widest scope for the opinions of experts and specialists in educating the masses and following the best methods and ways to prevent this virus and others and how to deal with pandemics.

## **2. The role of the media in pandemics in the Arab world:**

The traditional media played an important role and represented the public's confidence greater than the social media created in light of the Corona pandemic. Some means indicated that countries did not deal transparently and honestly with crises, especially the pandemic. And some Arab governments have used the Corona pandemic as an excuse to limit the media in disseminating information and news (Mahmoud, 2019). But the media in general has been largely interested in spreading health awareness of ways to prevent corona disease, and it has opened the way for the exchange of views on dealing and instructions in this pandemic by specialists and consultants. (Nasreddine, 2020)

There are various reports and studies on the role of the Arab media in light of the pandemic, for example: In Bahrain, the percentages of positive evaluations of the opinions of health institutions in dealing with the Corona pandemic. And that the media was keen on the pandemic, and the communication sites came to the fore of these means, then television, and then the printed press.

The Director of the World Health Organization said in a statement: We are not only fighting the pandemic; we are fighting the pandemic of false information and news about the pandemic. (World Health Organization,2019)

On the other hand, many Arab studies and reports have also monitored the lack of interest of the Arab media in these pandemics, especially the Corona pandemic, in news that deals with the health of the citizen, because taking care of the health of the citizen is not considered a priority for the work of satellite channels, but rather the focus was on the effects of the pandemics on the Arab economy. But we can say here that the media published preventive guidelines from the pandemic, and was able to provide unified platforms for all communications specialized in global health, guidelines, health care methods and social distancing.( Halabi, 2021)

For example, a study was conducted in Morocco by the High Commission for Planning, an "official Moroccan statistical institution", which dealt with news and follow-up of the Corona pandemic news, mainly on radio and on national satellite television channels, with a share of 87. In Egypt, too, the Doctors Syndicate said that the complete deletion will be the penalty for doctors who publish methods of treatment for the disease through social media (Bashbesh, 2020). In the Kingdom of Saudi Arabia, the Kingdom has set penalties for those who spread false news and rumors that lead to spreading panic and terror among peoples. In Kuwait, Ms. Fatima Al-Salem said that she had recently noticed an increase in people's confidence in the official media during the crisis. (Bashbesh, 2020)

Press coverage during the pandemic and pandemics is one of the most difficult operations, as the Corona pandemic was characterized as one of the most difficult crises that afflicted peoples, and it was of long duration and had health risks that affected thousands of people. We do not deny the merit of the Arab media in light of the Corona pandemic, as it published preventive measures and precautionary measures such as taking education and working in most areas of life remotely, closing airports and social distancing, due to the absence of the pandemic, as well as fighting rumors and false news about all pandemics, especially the Corona pandemic. (Halabi, 2021)

### **3. The role of the media in pandemics in Jordan:**

During crises and pandemics, experts and media professionals are interested in transmitting events directly and studying their economic and social effects as well as their health risks and effects on peoples, although press coverage of such pandemics is considered very dangerous and extremely sensitive in terms of health as well, because during crises and pandemics rumors and fabricated news increase. (Yakobi, 2020)

During the coverage of the Corona crisis in the international and Jordanian media, the citizen witnessed that the media played their role with great confusion, and the reason for this was the lack of health medical information about the disease at its beginning, except for the statements of

the World Health Organization, which were sometimes contradictory. (Aboud, 2021)

Since the outbreak of the pandemic in China, reactions have been different from day to day, as did the level of Jordan. This crisis passed in four stages (Al Ma'anei, 2020). The media covered the events of the first phase about the origin of the virus, methods of its treatment, some of its side effects, and some confused religious fatwas. In the second stage, the media played an effective role, as it began with the emergence of some cases in the Kingdom and the publication of defense laws, which prohibited business and roaming from March 21, 2020. At this stage, the media was very active, especially in publishing the daily press conferences of the Minister of Information and the Minister of Health through television, and television channels. Satellite channels such as Jordan TV, Roya channel and radio stations. (Yakoubi,2020)

The media and the means of communication raced to spread false health news, and then the third media phase began with the month of 6/2020, as the first wave of the Corona pandemic began to recede and the comprehensive ban ended, and then the fourth phase began, and media coverage played an important role in following up on the second wave of the pandemic in late August 2020 and doubled Preparing injuries and deaths The media scene in

this period became more interesting and media chaos prevailed again in the country. (Badarin, 2020)

It continued to publish conflicting and changing information from time to time, and the public's dependence on the media increased and the time of crisis and pandemics doubled, because the media can control the sources of information. The media is based on providing the people with information that meets their emotional, cognitive and behavioral needs. (Gbon,2020)

The government and the Ministry of Health sought to increase the number of medical personnel, expand laboratory testing to detect the virus early before the disease spreads throughout the Kingdom, and establish a crisis cell and a crisis center to prepare for all possible scenarios and holding daily press conferences to provide citizens with the latest news related to the pandemic. (Gbon,2020)

### **2.1.5 Health awareness from the Jordanian media:**

#### **Radio and television:**

The mass media have a major role in influencing the masses of all segments, and they have the ability to influence the behavior of citizens, and they have the ability to quickly deliver health media messages that increase their health awareness. (Abdelrahman,2020)

The media has a strong influence on the people. The good media has national responsibilities towards the individual, the family and all society. Among the media that carry out health awareness are the following: (Awad, 2020)

Television has the ability to modify the behavior of individuals through health education, by broadcasting lectures, seminars, films and series that aim to raise health awareness and disseminate them in an interesting way. The radio also plays an active role through the dissemination of health radio programs. Among the Jordanian media, which have an effective role in educating the people, are newspapers and magazines. (Al-Atoom,2022)

The written word affects the behavior of people, as daily newspapers and magazines contain methods and methods of health education and quality through lectures, scientific discussions and dialogue. Newspapers and magazines are used for health education and provided in hospitals and health care centers. (Al-Atoom, 2022)

The Jordanian media plays an important role in promoting health education for all segments of society through health campaigns to deal with health issues that are prevalent in the country such as pandemics, including the Corona pandemic. It is necessary for the media to be careful and correct the health data and news that it publishes, to verify its accuracy and to



communicate it to the public without intimidation, and to observe objectivity as well. (Sweden, 2020)

Jordanian media seeks to instill health awareness among people because health is a priority for community issues, because health awareness is the first step in establishing healthy behavioral patterns, and despite the great role the media plays in health awareness, there are groups such as friends and family members and their educational systems A role that competes with the role of the media, but the power of the media lies in controlling the health information that the individual needs.(Karasneh & et al, 2021)

The basis of health awareness aims to help people improve their health habits, and that health education seeks to transfer information and health practices to the individual through the dissemination of public health information, instilling healthy behaviors and trying to change unhealthy behaviors, and creating leaders for health education. (Al-Atoom,2022)

## **2.1.6 Media Theories**

### **1. Media System Dependency Theory**

The origin of the theory: Media System Dependency Theory appeared in the beginning under the title "نظرية الإعتداع على وسائل الإعلام" in 1989 by Fleur De and Rokeach when they tried to explain the different cognitive media, and the emotional and behavioral effects on different

people. Over time, the proposition developed into a more complex theory that deals with the relationship between the media and individuals at the micro level, and the relationship between media, social and economic institutions at the macro level. (Daniel et al, 2008)

One of the main objectives of the dependence theory is to reveal the reasons why the media have strong and sometimes direct effects, and at other times the effects are weak and indirect. (Makawi & El Sayed, 2012)

This theory is based on the public's dependence on the media to provide it with information that meets its needs and helps it achieve three effects: cognitive, emotional, and of attitudes, in which the media begins through thoughtful planning to raise issues by pushing individuals to choose and analyze information in a way that suits their psychological and social needs, and then influence their stock of knowledge and determine their final positions on different topics. (Al-Mousa, 2013)

The main idea of the Media system dependency theory is summarized as follows:

The ability of the media to achieve the greatest cognitive, emotional and behavioral impact will increase when these media perform the functions of transmitting information in a distinct and intense manner, and this possibility will increase its strength in conditions of crisis or lack of structural stability in society due to conflict and change. In addition, the idea of the media

Changing the behavior, knowledge and conscience of the public can become a rebound effect to change both society and the means of communication, and this is the meaning of the tripartite relationship between the means of communication, the public and society. (Mazahra, 2013) in the sense that the public's interests also influence the performance of the media in terms of the order of the agenda and in terms of the time that the media devote to a specific content. According to this theory, the strength of the media system lies in its control over rare information sources that individuals, groups, organizations, social systems and societies depend on to achieve their goals, and the dependency relationship to the goals / sources, determines the appropriate amount of media authority in any given situation, then this dependency relationship is not one-way, meaning that the media itself depends on the sources as well as the others because the media system has goals (ديفلير).

The dependence relationship that is controlled by 12 individuals on the media, according to the theory, is based on three main goals: understanding, guiding, and entertaining. (ديفلير, 1181, 418)

Understanding includes self-knowledge and knowledge and interpretation of things from the world or the local community. Guidance means helping the individual to make decisions in his purchases and plans, while entertainment has a wide scope, such as watching movies or all

available renewable methods in the media. According to this theory, the way or degree of people's dependence on the media varies from one society to another, and from time to time, the culture of societies is diverse and different, and the diversity and difference appears in customs, traditions, values and religions, and all of these have an impact on dependence and the influence of the media. . People's dependence on the media increases with time, and this dependence doubles in times of crises and major or dangerous events, We note, for example, that many people rely on daily weather bulletins to decide their daily plans for travel or work, and we note that coastal countries are keen to monitor wind trends and announce them in news bulletins on a regular basis because groups of people are waiting for this information, especially fishermen, sailors, tourists and others. As in cases of natural disasters or pandemics and pandemics, people's dependence doubles because all people increase their dependence on the media as far as their proximity to the disaster area or as much as the probability of them being infected, as in the case of the Corona virus, for example, which we will devote to a special title at the end of this axis. There is another case in which individuals rely more on the media, which is the situation where the degrees of conflict or change that occurs in society rise.) (Abdul Hamid, 2014)

This is what we observe in cases of major accidents and political and security events, when searching for news becomes a major goal for large

groups of the public. On the other hand, the media are not absolutely powerful because they themselves depend on resources that are controlled by other political, economic and social systems, which makes them at the mercy or under the influence of those systems, and this is the simplified meaning of the concept of interdependence. On the other hand, the media need these systems, whether as sources of information, funding, or promotion. (Makawi & El Sayed, 2012)

## **2. Media System Dependency in Crisis Situations**

Both traditional and new social media have turned into crucial tools for citizens' access to information about their social reality. This relationship tends to become more intense in moments when the population needs more guidance to make decisions, as it can occur in traditional political contexts such as electoral campaigns, but also in situations of change and uncertainty, such as can happen during a war, a terrorist attack, a conflict situation or a health crisis.

In these contexts, the dependency of audiences on media information tends to increase, making people more dependent on the messages received in this way, as it has already been found to happen during the contingency generated by the COVID-19 pandemic in different countries.

During health crisis situations such as the one mentioned above, it is common for the population to tend to increase their levels of searching for information.

On health issues, provided by both official and unofficial sources. Different factors can influence the fact that this search for information increases; among them are contextual and individual ones, such as the development of emotions such as fear and anxiety or the risk perception generated by people regarding the possible negative effects of the crisis at an individual level. This search for information, either via the media or interpersonal relations, as expressed in face-to-face conversation or that generated by the social media, usually results in greater individual dependence on the media system.

This strong relationship that at certain moments is generated between the media and the public has been explained by the theory of media system dependency, which is found half-way between the study of media effects and the use and gratification approaches. The theory's main postulate holds that the media become primary sources of information in conflictive moments within the social system, either resulting from natural disasters or due to human intervention. This media action is framed by theory in the interrelationship that exists between the media, society, and the audience,

which also allows understanding of media use by individuals in crisis situations.

In developing their theory, DeFleur and Ball-Rokeach (1989) pointed out that this relationship among the actors can entail the existence of two planes of dependency: at the macro level, as it is the case of the relations between the media system and the political system; and that which manifests at the micro level, where the effects of the media system are presented at an individual level. On this plane, people are exposed to information content to fulfill certain psychological needs, including those of vigilance and observation, and thus obtain information to make subsequent decisions. Such a strong relationship of dependency leads, therefore, to an increase in the processing of the news and information broadcast by the media and, in a complementary manner, to an increase in the possibility of being impacted broadly in the development of further attitudes and behaviors.

Nevertheless, the level of dependency is not uniform for different individuals, nor is it manifested in the search for information itself (Mehrad and Yousefi, 2018). In this sense, along with the existence of a generic dependency on the media system, there is also a particular dependency on different media, both traditional and social ones, which will depend on the characteristics of each individual (Lin and Lagoe, 2013; Mehrad and Yousefi, 2018), such as the level of education (Mehrad and Yousefi, 2018).

Thus, greater dependency can be impacted by increasing the levels of selective exposure to content, programs, and media to obtain information about a health crisis (Lin and Lagoe, 2013). This is to understand the social environment, seeking orientations in order to relate with other people and/or to act by evading problems of daily stress or social events.

The media system has the capacity to reinforce or change certain attitudes and behaviors at a personal level through the dissemination of information.

As previously stated, dependency can lead to increased awareness of the crisis, the development of emotions such as fear and anxiety (Mehrad and Yousefi, 2018), or the initiation of certain health behaviors (Lin and Lagoe, 2013). Previous studies have also revealed the impact of dependency on the development of personal risk perception in crisis situations, such as, for example, what Lin and Lagoe (2013) detected in the case of the H1N1 pandemic.

### **3. Media System Dependency Theory and its Application during the Corona Pandemic:**

Perhaps humanity has never experienced such a situation in relation to the media and communication with a pandemic disaster like the situation the world has been experiencing since the beginning of the year 2020. Historians



in the last months of the First World War. Perhaps humanity has never experienced such a situation in the relationship of media and communication with an pandemic disaster like the situation the world has been experiencing since the beginning of the year 2020. It is true that global societies have previously witnessed the spread of very dangerous and rapidly spreading pandemics, such as the Spanish flu that spread in early 1918, according to some historians, and in the last months of World War I. Estimates of the exact number of deaths from that flu vary, but some historians believe that it killed at least 51 million people, equivalent to (11%) of the total who contracted it, making it the most deadly pandemic in contemporary history. As for the website for Disease Control and Prevention in the United States, it says that about 511 million people were infected with the "Spanish flu", or the equivalent of a third of the population of the globe at the time. 17 Although this pandemic bore the name "Spanish Flu", it is likely that it started somewhere other than Spain, and some have linked it to China. (Sky News,2020 )

What distinguishes the current pandemic, is its connection with the digital media revolution that has arisen in recent decades, and the pandemic has come to expand its spread and penetration into people's lives and in various areas of life. Which has led to a large degree of people's dependence on these means to obtain information and news about the pandemic, its

causes, nature, dangers, methods of prevention and treatment, government procedures and much more that is related to this pandemic. The excessive demand for some digital media has had different consequences for the course of the pandemic in most global societies, and this ranged from increasing awareness of the nature of the virus, its risks, and ways to prevent it. To spread a torrent of false news that distorts awareness, changes facts, confuses people's attitudes, and confuses governments in their measures to combat the spread of the virus, including, for example, the low demand of people to receive the vaccine due to what some digital media broadcasts about the potential dangers of this vaccine to health. Before that, we saw an exaggeration in people's desire to buy food supplies in response to the intimidation that was practiced in some social media and perhaps on some websites as well regarding the state's nutritional status or the movement of goods between countries. Several previous studies indicated a fundamental change in the map of people's dependence on the media during and because of the pandemic, an example of this is the rehabilitation of television, as indicated by the Casero Repolis 2020 study. As well as the Reuter study (2020), which indicated that the reliance on television channels as a source of news increased by (5%) in six European countries of the study community, while in Britain it reached (15%) according to the survey conducted by Reuter (2020), although The rise in the balance of television channels as a

reference for news in the Corona pandemic, but social media and digital platforms, too, have achieved a rise in their use as a reference for news; The WhatsApp messaging application achieved the largest increase in dependence on it as a source of news after the Corona pandemic, with a rate of (7%) in the countries studied. (34%) of the sample used the WhatsApp application to find out, publish, and discuss news related to the COVID-19 virus. From other societies and countries, at the level of Jordan, the matter is not much different. Excessive demand for social media and digital platforms has been observed to follow the developments of the pandemic and its effects, whether in terms of health or in terms of government measures. People have a longer time to watch because of the long ban periods with the onset of the pandemic, especially, as well, television channels were distinguished by the fact that their network of correspondents provided them with freedom of movement, coverage of press conferences and filming at the event sites in most cases, and this gave them an additional advantage unlike paper newspapers, which stopped being published because the procedures for printing and distributing them differ from television and digital journalism in general. In summary, this axis can be emphasized as follows:

1. People's dependence on the media has generally increased during this pandemic, with the exception of the paper press, and this also includes increased activity on social media.

2. Television has regained a percentage of its lost strength due to the spread of digital journalism.
3. Increasing dependence on digital media in Jordan, especially social media, had its pros and cons, just like other societies.
4. The pandemic sparked a state of media chaos at the beginning of the pandemic, and with time and the accumulation of experience, people became more familiar with reliable news sources, such as the number of injuries and deaths that the government press conference became the only source, after multiple sources were publishing false or inaccurate news about this issue in social media.

## **2.2 Literature review**

### **2.2.1 Studies in English**

#### **1. Study of (Barjo 2007) entitled Strategies of International Multilingual Satellite Channels: How the BBC, CNN and Al Jazeera Shape its Media Discourse in the Middle East.**

This study examines the news reporting on the Middle East by three major media organizations, all of which are responsible to some extent for shaping our view of world events. The communication and information armies of these giant corporations - Al Jazeera, BBC and CNN - are unprecedented in the history of human communication. The BBC, for example, broadcasts in 33 languages and has an army of media professionals

of about 1,000 employees. As for Al Jazeera, it has transformed in just a decade into a media power that decision-makers and policy-makers cannot ignore. The English version of this organization, launched in 2006, has transformed the network into an influential international player. As for CNN, the international satellite channel that broadcasts around the clock, its service extends to 12 languages, in addition to many English versions covering the four corners of the globe. The study is not about Al Jazeera, the BBC or the CNN as new phenomena in the international communication media. Rather, its goal, method, data and analyzes mainly focus on the reports of these stations on the Middle East, and more precisely on how the voices of the parties to the conflict in Iraq and between the Palestinians and the Israelis are represented. The research is mainly concerned with the language of discourse on hot news and how certain linguistic vocabulary is produced or reproduced by these satellite channels, whether intentionally or unintentionally, to explain the political and social contexts of the events that carry them. The study contains five papers published in international journals specialized in in-depth discourse analysis. Together, the five papers shed light on the important role played by those with power in shaping the discourse of their institutions. They set the framework within which discourse patterns are formulated and social and political issues are addressed. This study is similar to the current study as it dealt with the international multilingual satellite

channels and the role of their media discourse in the Middle East, while it differs from the current study in other aspects in terms of the method used in the study and several other axes dealt with in the study .

## **2. Andreu (2020). “Impact of Covid-19 on the Media System. Communicative and Democratic Consequences of News Consumption during the Outbreak.”**

Covid-19 is a phenomenon of enormous size and importance, and it has had its effects on various social spheres, including the media and the press. Since the beginning of this health crisis, news has become a valuable resource for citizens. The aim of the study is to find out the impact of the novel coronavirus on news consumption, the credibility citizens give to the media, as well as their ability to detect fake news. To verify this on secondary data from the Internet based on the objectives, the researcher conducted an exploratory analysis such as the opinion polls of the Pew Research Center's American Trends Panel in the United States, and compared the data before and after the outbreak. The results of the study confirm the impact of Covid-19 on the media system. It points to the emergence of important developments in the media system, such as the return of the role of traditional media, especially television, and the fact that citizens who usually stay away from information have reconnected with the news. Therefore, the current disparities in news consumption have been reduced. This generates potential benefits to democracy in terms of citizens' partial accessibility in relation to

public affairs. Equality and similarity of the previous study with the current study in terms of interest in the media's relationship with the Corona pandemic and its impact on the consumption of information and news related to the pandemic, and it differs with it in that the previous study is concerned with the impact of the pandemic on the media versus the current study's interest in media coverage of the pandemic and the extent to which non-speaking residents understand In Arabic for news that comes to the media, the previous study relied on data published on the Internet, in contrast, the current study relies on press samples and interviews.

### **3. Ferreira and Borges, (2020). Media and Misinformation in Times of COVID-19: How People Informed Themselves in the Days Following the Portuguese Declaration of the State of Emergency.**

The study aimed to investigate the relationship between people's dependence on the media system, including traditional media and social media, and the choices they make within this system and some of the consequences of these choices. The study adopted the correlation research approach by analyzing how dependence on media is related to choice and trust in different media and traditional media versus social media in times of crisis. From here several questions arose. What trust do people place on social media as sources of information about COVID-19? To what extent are individuals familiar with these sources as primary sources of information? The information was collected through a questionnaire carried out on 344 in

Portugal, during the first individual week of the state of emergency in March. It revealed a number of findings, including: The presence of the phenomenon of media dependence, with both strong, active and occasional exposure to traditional media content par excellence as a major source, and distinguished positively in terms of confidence. There is a statistically significant association of a positive score between the use of social media as a main source and acceptance of misinformation. The hypothesis that the major media are favored by those looking for information, i.e. television and digital newspapers, has been confirmed. Social networks, although regularly consulted or used, are trusted by a minority. Also, social media itself has developed mechanisms for reliable information about the pandemic, backed by accurate information and automatically highlighted in each user's feed. At the same time, they have established mechanisms to check and report false information, and actively cooperate in combating the risks of an information pandemic.

### 2.2.2 Studies in Arabic

1. دراسة: (علة، 2020) دور وسائل الاعلام الجديد في تنمية الوعي الصحي ومكافحة الازمات الصحية العالمية في ضوء انتشار فيروس كورونا (كوفيد-91 " ) دراسة ميدانية

The study aimed to verify the predictability of the role of the new media in shaping health awareness and combating global health crises in light of the spread of the (Covid-19) virus in Algeria, as well as the nature of the



differences according to the following demographic variables: Approval of the approach (type; Age groups, occupation). The descriptive work was done, and the sample consisted of 141 individuals; The study tools included a measure of the role of the new media in developing health awareness in light of the spread of the Covid virus 19 (prepared by the researcher). It can be predicted, and the results have resulted in: That the positive role of new media means in developing health awareness and combating global health crises in light of the spread of the (Covid-19) virus in Algeria, there are statistically significant differences at the level ( $\alpha \geq 5.1$ ) in the average degrees of the role of media outlets. The new media in shaping health awareness and combating global health crises in light of the spread of the virus (Covid-19) in Algeria due to the variable of the professional field, and there are no statistically significant differences at the level ( $\alpha \geq 5.1$ ) in the average degrees of the role of the new media in shaping health awareness Combating global health crises in light of the spread of the (Covid-19) virus in Algeria due to the variables of gender and age groups. The previous study is similar to the current study in terms of their interest in: the role of the media, the Corona pandemic, and fighting the crisis. However, they differ in that the first monitored the results through the public and what is believed to have an impact on health awareness, in contrast to the difference in the

current study in: The role of the media in communicating official government information to foreign residents through the English-speaking media .

2. دراسة (خيرة، 2020) الاعلام الصحي وادارة أزمة كورونا كوفيد-91 في ظل انتشار الاخبار الزائفة عبر مواقع الميديا الاجتماعية

The study sheds light on how the (specialized) health media in Algeria is addressing the crisis of the Covid-19 pandemic in light of the circulation of false news through social media sites, which has become a virtual space competing with traditional media through which various types of false and misleading information are circulated to the public. The study is one of the exploratory studies that adopted the content analysis approach to identify the media treatment. The most important conclusion of the study is that this pandemic imposed the return of health media to the fore by working on broadcasting programs concerned with health awareness among members of society, warning them of the danger of the pandemic and educating them on health values. The health media played a positive role in spreading health awareness of the pandemic and relied on specialists and doctors to explain the risks of the disease and how to protect against infection. The official health media in particular was able to attract the public, despite the competition from the social media. The previous study is similar to the current study in the interest in the treatment or coverage of the press for the Corona pandemic, but it differs from it in several axes, the most important

of which is the lack of specialization in digital journalism, and the limited interest of the previous study in a type of specialized media, which is health media, and it differs from it in the nature of the studied audience .

3. دراسة (رشيد، 2009) وعنوانها: "المساهمة النظرية لنظم الاتصالات في الترجمة، الجزيرة والـ BBC كنظامي اتصال"

This thesis examines the problems of gender, discourse, and ideology in relation to the media and translation in the light of communication theories. The theoretical part of the thesis adopts a multi-disciplinary approach and includes scientific works related to communication. This part focuses on the mass media institutions in general and Al Jazeera and the BBC in particular as two systems of social communication, and reviews the types of gender, discourse and ideology in these two institutions as a communicative structure, and studies the translation of these concerned types as complex works of cultural and social interaction. An in-depth discourse analysis in order to study the content of Al Jazeera and BBC reports on genres, discourse, and ideology, and in addition to that, it looks at translation between the cultures of the English and Arabic languages. The result highlighted unknown issues regarding translation, in addition to differences in the way each of the two satellite channels adopts in formulating the news in view of the models that were studied. As for our current study, it relates

to Arabic news translated into English that is broadcast through media channels and how foreign citizens interact with it .

4. دراسة: (عبد اللطيف، 2018) دور الصحافة الاستقصائية في معالجة قضايا الصحة الصحف المصرية " دراسة مقارنة وتحليلية بين الصحف القومية والحزبية والخاصة اختارت الباحثة جريدة الوفد نموذجا للصحف الحزبية، واليوم السابع والمصري اليوم للصحف الخاصة، والأهرام والأخبار عن الصحف القومية، والتقت الباحثة في الجانب الميداني للدراسة مع المشرفين ورؤساء أقسام التحقيقات وعدد من الزملاء المتخصصين في الصحافة الاستقصائية

The study reached a set of results, the most important of which are: The interest of the five study newspapers to raise a number of health issues and topics, foremost of which came in the survey reports that dealt with the conditions of hospitals in general with a percentage of 2.20%, followed by those related to health control issues that should be carried out by the state's health monitoring bodies with a percentage of 3.18% , and the survey reports that dealt with medical error of all kinds and forms, whether in hospitals and government health centers or those affiliated with the private sector, ranked third, with a rate of 7.14%, followed directly in the fourth rank by health issues. Our current study agrees with this study by addressing health issues by means of The media, but it differs with the nature of the studied audience .

5. دراسة (جنة، 2018): (أطر معالجة القضايا الصحية في الصحف الإلكترونية وعلاقتها بادراك المراهقين لها "دراسة تحليلية ميدانية "

The study seeks to achieve a main goal, which is to identify the frameworks for dealing with health issues in electronic newspapers and their relationship to adolescents' awareness of them. Divided between 200 males and 200 females, scientific, literary, rural and urban, the researcher used the content analysis form, and the questionnaire form. The study reached a set of results, the most important of which are:

- a. There is a statistically significant correlation between adolescents' exposure to health issues in electronic newspapers and the degree of their benefit from them.
- b. There are statistically significant differences between adolescents in the intensity of their exposure to issues of electronic newspapers according to the variables (age - gender - place of residence - family income level - scientific specialization).
- c. There are no statistically significant differences between adolescents in terms of the motives for their exposure to health issues in electronic newspapers according to the variables (age - gender - place of residence - social and economic level - scientific specialization) due to the convergence of differences between the respondents in the motives for their exposure.

## **Chapter THREE**

### **Methods and Procedure**

#### **3.0 Introduction**

This chapter contains a brief description of the methodology used. It ends with a demonstration of the procedures that were applied in order to achieve its purpose.

#### **3.1 Distinguishes of the study**

What distinguishes our current study from the rest of the previous studies is that it dealt with a group of the global community that was greatly affected during the Corona pandemic and who were forced to quarantine in countries with different languages, which made it more difficult for them to absorb news from official sources and how to receive and understand it correctly during the pandemic, in addition to the role of the speaking media. In English, which greatly contributed to the delivery of this information to the foreign recipient on the land of Jordan.

#### **3.2 Methodology**

This study belongs to the qualitative methodology that is based on studying phenomena and describing them accurately in all their aspects. And despite the difficulty of working with this approach and its need for a lot of time and effort, it fits with the subject of the study, which aims to study the views of non-Arabic-speaking foreigners and the role of the English-

speaking Jordanian media in communicating the Jordanian position on the Corona issue.

The qualitative approach has been adopted in studying the attitude of foreigners who speak Arabic towards the English-speaking Jordanian media by conducting interviews with them. The researcher used the interview method to collect data from foreigners and analyze them to answer the study questions.

### **3.3 Research Design**

(Zikmund et al.,2013) stated that a particular study's data could be collected and analyzed by adopting different methods, designs, and procedures. Research design consists of various types, which are descriptive, casual research, and exploratory analysis. Exploratory research is conducted where the nature of a problem is not clearly defined. Furthermore, when

There is a need to study the population's characteristics and phenomena, we go for a descriptive study (Malhotra et al., 2006). In contrast, casual research methodology is used when the cause-and-effect relationships among the variables needs to identify. According to the above definition, our study is descriptive .

Descriptive research is further divided into qualitative or quantitative studies basis on the research objective. Qualitative research design is defined

as when research without depending upon figures provides an interpretation of phenomena, and the main aim is to discover new insights. At the same time, quantitative research is business research that interprets phenomena through empirical assessments that entail numerical measurement and analysis Sileyew, (2019). My research work is established on quantitative research

### **3.4 Data Collection Method**

According to (Zikmund et al., 2013), research data is divided into two types: the primary data collection method means a collection of the data for the very first time, while the secondary data collection means collecting the already existed data in different forms like a magazine, articles, books, and journals, etc. The study variables include collecting direct data from the people who related with the sample of research by use directly interview.

### **3.5 Study Tool**

The researcher used individual interviews as a tool for the study, where she designed five (5) questions that serve this study, in addition to a number of sub-questions that were answered through the interviews. The researcher used individual interviews because they were an appropriate tool for the subject of the study. Through the interviews, it is possible to know the foreigners' point of view on the role of the English-speaking Jordanian media



in clarifying or communicating the official Jordanian position on the Corona issue.

### **3.6 Study Population**

The study population consists of expats working and not working in the Hashemite Kingdom of Jordan.

### **3.7 The Study Sample**

The study sample consists of twenty non-Arabic-speaking foreigners who are located in the city of Amman in the Hashemite Kingdom of Jordan, and the following table shows the demographic data for the study sample.

**Table 1. Study Sample**

<i>P</i>	<i>Age</i>	<i>Gender</i>	<i>Nationality</i>	<i>Marital Status</i>	<i>How many years have you lived in Jordan?</i>	<i>Were you in Jordan during Corona?</i>
<i>1</i>	39	Male	American	Single	3 Years	Yes
<i>2</i>	28	Female	Russian	Married	3 Years	Yes
<i>3</i>	45	Female	French	Married	4 Years	Yes
<i>4</i>	34	Female	Pilipino	Divorced	5 Years	Yes
<i>5</i>	31	Female	Swedish	Divorced	11 Years	Yes
<i>6</i>	44	Female	American	Married	4 Years	Yes
<i>7</i>	27	Female	Ukrainian	Married	3 Years	Yes
<i>8</i>	27	Female	German	Single	2 Years & 6 Months	Yes
<i>9</i>	60	Male	British	Married	2 Years	Yes
<i>10</i>	37	Male	American	Married	1 Year	Yes
<i>11</i>	50	Male	American	Single	2 Years	Yes
<i>12</i>	47	Male	American	Single	5 Years	Yes
<i>13</i>	55	Male	American	Single	6 Years	Yes
<i>14</i>	35	Female	British	Single	3 Years	Yes
<i>15</i>	31	Female	Georgian	Single	4 Years	Yes
<i>16</i>	45	Female	Australian	Married	7 Months	Yes
<i>17</i>	35	Female	Italian	Single	1 Year	Yes
<i>18</i>	24	Female	Italian	Single	8 Months	Yes
<i>19</i>	26	Female	Canadian	Single	1 year & 6 Months	Yes
<i>20</i>	31	Female	Bolivian	Single	2 Years	Yes

P on table stands for Participants

The following table shows the demographic data of the study sample

**Table 2. The Demographic Data of the Study Sample**

<i>Variables</i>	<i>Total</i>	
<i>Age group</i>	20-30	5
	31-40	8
	41-50	5
	51-60	2
<i>Gender</i>	Male	6
	Female	14
<i>Nationality</i>	American	6
	Russian	1
	French	1
	Pilipino	1
	Swedish	1
	Ukrainian	1
	German	1
	British	2
	Georgian	1
	Australian	1
	Italian	2
	Canadian	1
	Bolivian	1
<i>Marital Status</i>	Single	11
	Married	7
	Divorced	2
<i>Years in Jordan</i>	>1 Year	2
	1-2 Years	7
	3-5 Years	9
	6-9 Years	1
	10-12 Years	1
<i>Living In Jordan During Corona</i>	Yes	20
	No	0

Based on the data in the previous table, we find that 5 of the participants ranged in age from 20–30, 8 of the participants were between 31–40, 5 of the

participants ranged in age from 41–50, and 2 of the participants ranged in age from 51–60.

We also find that the largest number of participants were females; their number was 14, while the males numbered 6. As for the marital status of the study sample, most of them were single and their number reached 11, while the married number was 7, and there were 2 divorced. Including 6 Americans, 2 Britons, and 2 Italians, and many other nationalities such as German, Canadian, Swedish, Filipino, and others. As we can see from the previous table, all participants were present in Jordan during the spread of the Corona pandemic.

### **3.9 Study Procedures**

The researcher followed the following procedures after choosing the study topic:

1. Formulating the study problem in an accurate scientific manner and writing the study objectives.
2. Reviewing the theoretical literature related to the subject of the study in addition to articles and news.
3. The study population, study tool, and information collection methods were determined.
4. The interview questions to be asked of the study sample were prepared

5. The researcher conducted interviews with the study sample after telling them that the information would be treated confidentially and would be used in scientific research only.
6. The researcher documented these interviews in order to ensure that no information was lost and to ensure accuracy in gathering information, and then she wrote it down.
7. Analyze data and draw conclusions and recommendations from it.

## **Chapter FOUR**

### **Results**

#### **4.0 Introduction**

This chapter deals with the presentation of the findings of the researcher through the interviews she conducted with a number of foreigners in the city of Amman, and in order to achieve the objectives of the study by knowing the foreigners' point of view about the role of the English-speaking Jordanian media in clarifying or communicating the official Jordanian position on the Corona issue.

#### **4.1 The answer to the first question: What media do expats residing in Jordan follow for information about Corona?**

The role of the Jordanian English-speaking media in clarifying or communicating the official Jordanian position on the Corona issue was dealt with in detail. The participants saw that the English-speaking Jordanian media had been able to convey accurate information about the Corona virus, and they stressed that the continuous updates on this issue were both continuous and accurate.

Among the media that expats residing in Jordan followed to obtain information about Corona were the following:

- Facebook
- Roya news

- Jordanian Ministry of Health
- Jordan Times
- **“Roya was recommended to me from other expats who were in Jordan longer than I and from some of the local Jordanians I personally knew. I benefited from Roya News English since they were accurate and constant updates. The US Embassy Facebook page was not updated daily nor as news developed.” (P:1)**
- **“Roya news were very helpful but didn’t serve the purpose really well because of translation problems, for example when somebody translated for her, it was delayed till the next day which was too late. The translation came the next day”. (P:5)**
- **“I work on a US Military base. My information was given to us by-US military personnel. US Military information was accurate and what my job requires me to follow. The only benefit was that it was direct and straight to the point”. (P:6)**
- **“Ro’ya news website in English and a system at work with several Jordanian employees who worked with the news and helped me in translating and understanding information at work. Roya website has 2 languages, that’s why it was helpful and useful by knowing the regulations, what was forbidden and what was allowed, the right time to go out and so on”. (P:3)**

- **“I used Roya News and Jordan Times. They seemed the more accurate and reliable”.** (P:17)

Based on the foregoing, we can derive the answer to the first question after conducting and studying the interviews: that there is a consensus from most of the interview participants that the Roya news is clear and its updates on the Corona issue are continuous, accurate, easy to understand, and rich in information.

#### **4.2 The answer to the second question: What is the official information about corona that expats residing in Jordan get from the Jordanian media?**

The participants unanimously agreed that Roya News was clear and useful, and their opinions were also gathered about the official information that foreigners residing in Jordan who do not speak Arabic obtain from the Jordanian media. Closing period and travel documents, and the following are the opinions of the participants:

- **“The official information put out was daily cases, restrictions, curfews, places that were opened/closed, gathering information, what was permitted/not permitted. The information was sufficient and clear all the time”** (P:13)
- **“Daily case rates, percentages, deaths, recovery, infected, and what areas of Amman had new cases (early in the**



**outbreak/lockdown). Roya disclosed information about curfews, who was able to be outside of their homes, what places were open. Roya's information to the expats was clear and it sufficed. Honestly, their content was up-to-date and very informative compared to other local sources.” (P:1)**

- **“Number of cases and travel policies” (P:7)**
- **“Numbers about the cases, regulations and rules for travelling and about where to wear a mask, curfew and the information were clear.” (P:8)**
- **“Lockdown time, the time of going out and when it was allowed, what type of shops were open.” (P:3)**
- **“The numbers of Corona patients and warnings about children and old people” (P:4)**

Based on the previous answers of the participants, they agreed that the official information that expats wanted to obtain from the Jordanian media was to know the number of cases of people infected with Corona, the number of deaths, and the knowledge of ban times, exit times, and closing times, in addition to the procedures for travel and its policies and required papers, the duration of the closure, using cars, walking, or bicycles, and warnings about children and the elderly, and participants added that the official information was clear and accurate and its content was up-to-date and useful, but some

participants believed that the official information was not clear enough and there was no easy access to it because of the translation delay.

#### **4.2 The answer to the third question: What are the topics related to Corona that expats residing in Jordan wish to discuss through the Jordanian media?**

The topics that non-Arabic-speaking foreigners would like to discuss through the Jordanian media about the Corona issue, but the topics they agreed upon are defense laws, mask instructions, vaccination, and the Corona examination, and their answers came as follows:

- **“Some topics that would be helpful would be where expats should go in case of an emergency. What number to dial in case of emergency happened. Also, to discuss steps in case something came up. Ie; When the Delta variant was detected, some expats got calls and regular testing. No one knew what to expect. Messages from MOH were always in Arabic. Even though our mobile numbers were registered as Americans, we still received Arabic messages or calls from non-English speaking personnel”.**  
(P:13)
- **“Topic I would like to discuss through Jordanian Media are: Mask instructions, Vaccine for children and Covid testing requirement”** (P:15)

- **“One of the topics that I was very interested in discussing through the Jordanian media is the instructions for the mask and social distancing” (P:16)**
- **“Closure of the airport during the first months; lockdown time and curfew.” (P:17)**
- **“Curfew hours were always changing and unsure of who was correct, didn’t know who to trust.” (P:20)**

Despite the clear agreement in the participants’ answers about the information they would like to discuss through the Jordanian media on the issue of Corona, there are some answers that believe that one of the important topics to be discussed through the Jordanian media is to find Jordanian media directed towards expatriates about the health situation in Jordan. **“Jordanian media directed towards expatriates in Jordan.” (P:6)** and others confirmed that they are facing a problem in translating the news from the Jordanian Ministry of Health regarding Corona news. **“The messages from the Ministry of Health were always in Arabic. Which was always a problem because I needed someone to translate the meaning” (P:14)**

On the other hand, one of the participants confirmed that the information provided by Roya News was sufficient. **“Other Jordanian media outlets did not search for information because they did not have any non-**

**Arabic transportation. Roya News English covered all there is to know for non-Arabic-speaking foreigners.” (P:1)**

#### **4.4 The answer to the fourth question: What are the behaviors related to Corona that were taken by expats residing in Jordan, based on what they followed in the Jordanian media?**

Based on the answers of the participants, the behaviors related to Corona were identified by non-Arabic-speaking foreigners residing in Jordan based on what they followed in the Jordanian media, and based on the answers of the participants, they confirmed that they were following the rules of security and safety. The following are some of the behaviors undertaken by foreigners:

- **“Lock down rules, curfew hours, mama regulations, number of people allowed in gathering. How often I went out, who I saw, socializing, learning a new countrywide.” (P:19)**
- **“Using the mask even outdoor, not being in a crowd. Being among people feels strange.” (P:17)**
- **“Mask was required to be always worn on base, proof of vaccination was required to get on base and I had a pass to drive to and from base daily. I followed the rules. It was not worth risking my job to break a rule in a foreign country. Daily driving was more relaxing to do since traffic was minimal.” (P:13)**

- **“The usual things were asked of us: masks, the use of the Sanad APP, regular sanitizing and washing of hands, and, of course, the curfew sirens, which were loud and clear throughout the capital. I followed the rules. Yes, for sure, it was a serious risk to take, to not follow the rules, but of course this meant more isolation for expats as our small communities could not meet and support each other”. (P:14)**
- **“Wearing masks, time of lockdown, how corona spread by touching or coughing of people They were hard, and I didn’t feel comfortable, for example the traffic line of the market having more than 30 people in the line, but she got used to it, and the style of life changed.” (P:2)**
- **“I went out more at night since curfew was earlier in the night and I was able to get to bed at a decent time, see my friends, have a beer, and still get a decent amount of sleep for that night. I learned to appreciate the silence of the roads where I lived when no one was allowed. I personally looked forward to Fridays when no one was allowed to be on the roads.” (P:1)**

Based on the above, we see that non-Arabic-speaking foreigners have followed safety and security rules such as closure rules, curfew hours, mothers' regulations, and the number of people allowed to gather. In addition

to masks, use of the Sanad app, regular sterilization, and hand washing, participants confirmed that they had adhered to the security and safety rules set by the Jordanian government and broadcast through the Jordanian English-speaking media.

## **Chapter FIVE**

### **Discussion & Recommendations**

#### **5.0 Introduction**

This chapter includes a presentation of the findings of the researcher after conducting interviews with a number of expats in Amman, Jordan, with the aim of knowing the role of the English-speaking Jordanian media in clarifying the Jordanian position on the Corona pandemic.

#### **5.1 Discussion**

##### **5.1.1 Non-Arabic Speaking Media Do Foreigners Residing in Jordan Follow for Information about Corona**

We can say that the Jordanian English-speaking media worked to provide the non-Arabic-speaking foreign audience with accurate and balanced information as well as correct and confirmed information. The digital media through social media, such as the Jordanian Ministry of Health's Facebook page, and the opinions of analysts and activists on social media, have also contributed to highlighting the Jordanian government's efforts to prevent the spread of the Corona pandemic, which contributed to gaining the admiration of foreigners residing in Jordan, and thus they became They follow the news and laws enacted by the Jordanian government through these websites, and we cannot lose sight of the role of the foreign Jordanian press, including the Jordan Times, which contributed to reversing what happened in Jordan

during the pandemic and the closure in an objective and reliable manner, as it covered all issues related to the pandemic in a professional manner as well as contributed to explaining national concepts, policies, and ideas about the pandemic in a way that made it easier for foreigners to understand, and thus the Jordan Times has become one of the best newspapers in the region, unanimously by foreigners, because it has become a link between Jordanians and non-Arabic-speaking foreigners in Jordan.

This is consistent with the theory of dependence on the media and social communication, which is based on the public's dependence on the media to provide them with information that meets their needs and helps them achieve three effects: cognitive, emotional, and behavioral, as they relied on the media and social communication to know the Jordanian position on the issue of Corona and the laws set by the government.

### **5.1.2 The Official Information about Corona That Expats Residing In Jordan Get From the Jordanian Media**

We note a convergence in the answers of the study sample, but I should note that the females focused on the information about the closures or on the topic of shopping and the stores that could be visited, while the males focused more on the topic of the policy of using cars or walking, and the topic of exit and entry, But unanimously, we see that non-Arabic-speaking foreigners were very interested in knowing the numbers of people infected



with the Corona pandemic, the numbers of deaths, the number of cases in quarantine, and quarantine sites, in addition to travel procedures in terms of countries allowed to travel to and countries not allowed to travel to. Also, for those coming from abroad, in addition to the daily laws about wearing a mask, social distancing, curfews, and others.

According to the theory of dependence, the strength of the media system lies in its control over the scarce information sources that individuals, groups, organizations, social systems, and societies depend on to achieve their goals; and therefore, the media themselves depend on the sources in addition to other sources, which corresponds to the answers of the sample members about official information, which they make by relying on the Jordanian English-speaking media.

### **5.1.3 The Topics Related To Corona That Expats Residing In Jordan Wish to Discuss Through the Jordanian Media**

Based on the foregoing, the majority of the answers of the study sample indicate that there are many topics related to Corona that foreigners residing in Jordan who do not speak Arabic wish to discuss through the Jordanian media, which are represented in the measures taken by the Jordanian government to prevent the outbreak of the Corona pandemic and the procedures related to closures, curfews, and others; on the other hand, discussing the precautionary measures that sought to contain the negative

repercussions of the pandemic, which affected the performance of the local economy, and contributed to the significant unemployment among the participants also unanimously agreed to discuss positive social changes amid the efforts of the Jordanian people and foreigners residing in Jordan to respond to the Corona crisis and follow the laws enacted by the Jordanian government.

This is consistent with the dependence theory that focuses on the formation of attitudes, which the media begins with through thoughtful planning to raise issues by pushing individuals to choose and analyze information in a way that suits their psychological and social needs, and then influence their knowledge stock and determine their final positions on various topics. This is consistent with the opinions of the study sample about their position on the Jordanian English-speaking media and their views on the measures taken on the Corona issue.

#### **5.1.4 The Behaviors Related To Corona That Were Taken By Expats Residing In Jordan, Based On What They Followed In the Jordanian Media**

Through the answers of the study sample, we can summarize the behaviors taken by non-Arabic-speaking foreigners in Jordan during what they followed from the English-speaking Jordanian media, and we can be certain that Corona changed the daily habits of the Jordanian people and

those residing in Jordan, especially non-Arabic-speaking foreigners. The Jordanian English-speaking media in introducing foreigners to the current situation of the pandemic in Jordan and the precautionary measures, which contributed to a decrease in their fear and anxiety rate and an increase in their reassurance, and among the behaviors that spread among Arabs and foreigners during the Corona pandemic is the spirit of solidarity with neighbors that was expressed by the media. In addition, this crisis has created new opportunities by learning new skills, and some have considered that physical distancing was one of the best behaviors ever because it protects from many diseases, and others believe that wearing a mask is one of the most important behaviors to protect themselves and others from infection with the Corona pandemic. In addition, it is one of the laws enacted by the Jordanian government and it is necessary to adhere to it.

The theory of dependence agrees with the answers of the study sample about the behaviors related to Corona taken by expats residing in Jordan who do not speak Arabic, based on what was followed in the Jordanian media. The theory depends on changing the behavior of the public to change society, and this was made clear through this study. The researcher stresses that the Jordanian English-speaking media have the greatest role in changing the behavior of expats residing in Jordan regarding the Corona virus.

## 5.2 Results

The researcher reached several important results as follows:

1. The Jordanian English-speaking media worked to provide expats with accurate and balanced information as well as correct and confirmed information.
2. The digital media through social media, such as the Jordanian Ministry of Health's Facebook page has contributed to highlighting the Jordanian government's efforts to prevent the spread of the Corona pandemic
3. The Jordanian English-speaking media contributed to gaining the trust of expats residing in Jordan so, they follow the news and laws enacted by the Jordanian government through these websites and social media
4. The Jordanian press contributed to reversing what happened in Jordan during the pandemic and the closure in an objective and reliable manner, as it covered all issues related to the pandemic in a professional manner.
5. The official information that non-Arabic-speaking foreigners wanted to obtain from the Jordanian media was to know the number of cases of people infected with Corona, the number of deaths, and the knowledge of ban times, exit times, and closing times, in addition to the procedures for travel policies.
6. The official information through Jordanian English-speaking media was clear and accurate and its content was up-to-date and useful, but some

participants believed that the official information was not clear enough and there was no easy access to it because of the translation delay.

7. There are many topics related to Corona that foreigners residing in Jordan who do not speak Arabic wish to discuss through the Jordanian media, which are represented in the measures taken by the Jordanian government to prevent the outbreak of the Corona pandemic and the procedures related to closures and curfews.
8. Expats have followed safety and security rules such as closure rules, curfew hours, mothers' regulations, and the number of people allowed to gather. In addition to masks, use of the Sanad app and adhered to the security and safety rules set by the Jordanian government and broadcast through the Jordanian English-speaking media.

### **5.3 Recommendations**

The researcher recommends the following:

1. The need to work on innovating new methods of raising health issues through the Jordanian English-speaking media, with the provision of appropriate translation at the specified time.
2. Consult expats on issues they wish to be addressed by the English-speaking Jordanian media.

3. Follow up on the information and programs provided by the Jordanian English-speaking media.
4. The need to work on increasing the Jordanian English-speaking media channels so that they are richer in information and more diverse.
5. Send a copy of this research to Jordanian top media channels (radio and TV) in order to improve their programs/news to reach these people.
6. I would like to send a copy of this thesis to the Jordanian Ministry of Health in order to take these results into consideration while communicating foreigner in Jordan throughout their official website.
7. We can also build on these results to support embassies in Jordan to be more active throughout the media to share important information, such as in the case of the Corona pandemic.
8. Rebroadcast the news in English on Jordan TV, and start having news in English on all the Jordanian channels (AlMamlaka TV, Roya TV and Amman TV)
9. Giving media lectures in English in the Jordanian universities.

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## **Appendices**

### **Appendix (1)**

#### **Interviews Questions**

1. What media do expats residing in Jordan follow for information about Corona?
  - A. Why did you use these methods in particular?
  - B. Did you benefit, and how did you benefit from these methods?
  - C. Other questions you can infer from the person's answers.
  
2. What is the official information about corona that expats residing in Jordan get from the Jordanian media?
  - A. Was the information sufficient and clear ?
  - B. Did you get information that led to a misunderstanding and faced a problem?
  
3. What are the topics related to Corona that expats residing in Jordan wish to discuss through the Jordanian media? (Give examples to help them answer such as lock down time, mask instructions, defense laws... etc.)?

4. What are the behaviors related to Corona that were taken by expats residing in Jordan, based on what they followed in the Jordanian media?
  - A. Did you follow the rules?
  - B. What did these rules change in your behavior?

## Appendix (2)

### Panel of Referees Committee

مكان العمل	التخصص	الرتبة	الاسم	ت
جامعة العلوم التطبيقية	الإعلام الرقمي	أستاذ مشارك	د. ماجد نعمان الخضري	1.
جامعة الشرق الأوسط	علوم سياسية	أستاذ مساعد	د. ليلى احمد جرار	2.
جامعة البترا	أذاعه وتلفزيون	أستاذ مساعد	د. هناء الصعوب	3.
جامعة الشرق الأوسط	أذاعه وتلفزيون	أستاذ مساعد	د. حنان كامل الشيخ	4.
جامعة الشرق الأوسط	الصحافة	أستاذ مشارك	د. كامل خورشيد مراد	5.
جامعة الشرق الأوسط	الإعلام	أستاذ مساعد	د. مازن "محمد كزید" الفداوي	6.