# A Report On An Insight into the Social Media Wing of Dhaka *Tribune*

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An internship report submitted to the Department of English and Humanities in partial fulfillment of the requirements for the degree of Bachelors of Arts in English

**Department of English and Humanities** 

BRAC University September 2022

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#### **Declaration**

It is hereby declared that

- 1. The internship report submitted is my/our own original work while completing degree at Brac University.
- 2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
- 3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
- 4. I/We have acknowledged all main sources of help.

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#### **Approval**

The internship report titled "An Insight into the Social Media Wing of *Dhaka Tribune*" submitted by Sadyea Kabir Bristy (18103073) of Spring, 2022 has been accepted satisfactory in partial fulfillment of the requirement for the degree of Bachelor of Arts in English and Humanities on September 11, 2022

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## Acknowledgement

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# **Executive Summary**

The completion of this internship report follows a three-month internship with *Dhaka Tribune*. The objective of this internship is to observe the practical application of theoretical knowledge in the department of social media at *Dhaka Tribune*. This report's purpose is to examine the distinction between theory and practice. The first chapter is a discussion of the concept of digital journalism and the role of social media in digital journalism along with its impact on readers. In the second chapter I describe the history of *Dhaka Tribune* and the role it plays in a timely dissemination of news by the use of its social media wing. The third chapter is an illustration of the practice of digital journalism by a young intern. The fourth chapter examines the distinction between theory and practice by connecting my work with the academic knowledge that I gained during my undergraduate studies.

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# Glossary

- **SF:** When posting any kind of news or article online, the second most important thing to do is to stand first. After the title, the stand first is the part of the article that the majority of people look to read. As a result, the stand firsts are written in between 75 and 80 letters after the title. The stand initially provides the readers with a concise summary of the recent events or the plot.
- **DNR**: DNR stands for "Debug and Refresh," which means fixing bugs and updating. When new information becomes available, the previously reported news must be corrected. Facebook served as the platform for this operation. In order to update the news, one has to use the "Refresh share attachment" option in Creator Studio.

## **Chapter 1: Introduction**

The discipline of journalism has been completely transformed as a result of developments in communication technology; today's journalists and reporters work in ways that are barely recognizable when compared to the approach the profession was practiced a century ago. As we move further into the 21st century, we may expect to see a variety of journalistic subfields and media outlets continuing to develop in order to keep up with the trends in digital journalism. Journalists and journalism students living in the 21st century need to be flexible to embrace new mediums and platforms and be in sync with the mainstream sphere in order to fulfill their responsibilities successfully and this is where comes the 'digital journalism' or 'online journalism'.

In the latter half of the 20th century and the early 21st century, journalism experienced a period of tremendous transformation. It was once considered the pinnacle of journalistic excellence for reporters to operate as unaffiliated third parties while making every effort to provide the news in a manner that was factual and impartial. Although this practice is still followed by some news outlets, the expansion of citizen and activist journalists has increased as a result of rising access to technologies. "A third way in which it's changed journalism is that it's interactive, so there's a direct return path from the audience to get back to us. It existed to a limited extent in radio, TV and print. But with news websites, the scale and the ease of that communication is a different order of magnitude," (Herrmann 92)

The dissemination of propaganda disguised as news is another use that certain people have found for these technologies. Additionally, the internet has made it possible for everyone of us to become storytellers. Anyone with a computer and an internet connection can start a blog

and publish their thoughts online, where they have the potential to spread rapidly without being subjected to any fact-checking or editing. "Professionalism with a clear ethical stand drives a fair democracy. Journalists do collect, interpret and test a news what makes a bridge to the source, government and audience" (Herbert)

During my first and second year of my undergraduate program I was not really sure about in which aspect I should be doing my major. Since, culture has always been in my interest I took the liberty and passion to pursue that for my major area. Which also helped to grow my interest in journalism. My desire to enhance my writing knowledge prompted me to select a reputable news organization such as Dhaka Tribune. Dhaka Tribune is one of the most prominent English-language online newspapers in our country. During my time at BRAC University, I took media major courses such as ENG 440, ENG 333, ENG 401 and ENG465 that covered every topic connected to journalism. Seema Miss ably took charge of the ENG333: Globalization, where she discussed a variety of contentious issues in the media industry, including the mediascape, yellow journalism news, globalization, global media, etc. I learned a lot in ENG401 and it helped me understand a lot when I was working at *Dhaka* Tribune. Furthermore, the skills I learned from Roohi Miss in ENG404 including how to craft effective op-eds, editorials, feature articles, and obituaries proved useful during my time as a trainee at the *Dhaka Tribune* and finally in ENG465 course, Sabreena Miss helped me understand how translation is essential to keep the story of the news intact. where I had the opportunity to intern as an online journalist. I interned at this website's social media section. As an intern, I was able to learn how to convey timely news by adhering to a specific timeframe. This area is one of the most important sections on the entire news website. To be more precise, this area includes all online daily news stories. It engages millions of people through Tribune's official Facebook, Instagram, and Twitter pages, among others.

Although the future of journalism may be cloudy, there will always be opportunities for
enterprising people who have a knowledge of both technology and humans to tell interesting
stories. That is, without a doubt, the definition of journalism, regardless of what these people
call themselves.

## Chapter 2.1: Dhaka Tribune's history in a nutshell

Dhaka Tribune, an entirely new newspaper, made its debut on April 19, 2013. Next came founding editor Zafar Sobhan, and then publisher Kazi Anis Ahmed of the Dhaka Tribune. Dhaka Tribune is jointly owned by the Gemcon Group and the Kazi Farm Group. A Bangla language edition of the Dhaka Tribune is published under the name Bangla Tribune. Dhaka Tribune is available both in print and online formats. Its tagline is "Breaking News, Breaking Barrier," and it is essential that the newspaper maintain its standing as a media powerhouse. The Dhaka Tribune's social media platforms are highly read and watched. Ever since its inception, it has maintained its dominant market position. This well-known publication is edited by Mr. Zafar Sobhan. This publication organizes a program titled "Straight Talk with Zafar Sobhan." This program has featured one-on-one interviews with newsmakers and opinion leaders. This program is hosted by Mr. Zafar Sobhan, editor of the newspaper. He invites notable guests to this program. Its goal is to provide timely, reliable details, making it a trustworthy news source.



Figure 1: Logo of Dhaka Tribune

*Dhaka Tribune*'s logo features a bold lettering style and a red and black color scheme. This paper's primary focus is on providing readers with timely, objective coverage of events across the world. In addition to the usual news coverage, this daily newspaper also features articles on health, science, sports, the arts, and other fields every week. Additionally, *Dhaka Tribune* 

is committed to youth empowerment and international news. Topics such as the Rohingya crisis, the Corona epidemic, black rights in the United States, sexual crimes in Bangladesh, dowry, etc. have all been covered. *Dhaka Tribune* posts videos related to art or music named 'Music Charts', food related feature named 'Food Cart', 'Dhaka Tribune- BIPSS roundtable' where they discuss regarding present crisis and challenges, 'Barrier Breakers' where youth's innovations were portrayed and last but not the least is 'Infotonic' where shot clips were made to make the publick understand easily how to apply for e-passports, knowledge about digital security etc.

## Chapter 2.2: Introduction with the Social Media department

This news organization has various departments, including the central desk, the *Bangla Tribune*, and the social media sector. Additionally, each department is separated into print and online portions. Online units are accessible via Facebook, Instagram, LinkedIn, Pinterest, Twitter, the Dhaka Tribune's main website, etc. On January 20, 2022, I began my experience as an intern on the social media team at *Dhaka Tribune*. Social media might be regarded as the most prevalent medium of interaction today. The web section operates substantially differently than the print version. In terms of publishing news, there is a tremendous amount of pressure on online news publishing. The online section's news is posted in several formats. I had to be on alert in case I did not delay sharing the news. The news is published on the websites and promptly posted to social networks, as all social networks are heavily utilized by the general population.

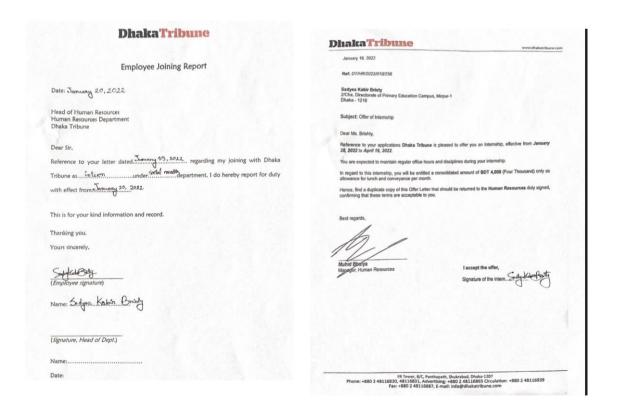


Figure 2.1 & 2.2: Joining Letter & Offer Letter

Before ending my semester Fall 21, I had submitted my CV to a few organizations and Dhaka Tribune is the first one to contact me. An HR manager called me and asked me some questions related to my CV and prior experience, and also asked me if I had left any courses so that I could be available during work hours. After that, I got another call of my confirmation and they mailed me the Joining letter and Offer letter (Figure 2.1 & 2.2). The next day I was introduced to my on-site supervisor Tilka Binte Mehtab who is the assistant news editor and online journalist. Tilka Apu introduced me to the social media team where initially I was in the regular team which consisted of five members. Three teams were part of the social media department - Team 1 (Regular ), Team 2 ( Production & Engagement) and Team 3 (Analytics & Moderation). Imran bhai, one of the members of my group, took the time to brief me through the official guidelines and regulations, as well as the process and layout of the work. He showed me the daily activities of the Team 1 (Regular team). He assigned me the role of 'Editor' of their official Facebook page. I had to work seven hours per day. In addition to that, they connected me to the groups on social media where we can all connect with one another. During my time at *Dhaka Tribune*, I held a variety of roles, including those of playwright, news representative, and translator. In addition to that, I was in charge of sharing information across various social media platforms. Facebook, Instagram, Twitter, Imo, Pinterest and LinkedIn were the six sites on which we shared the updates in a constant manner. I have been tasked with the responsibility of keeping the news stories up to date. In most cases, we simply posted a link to the website along with a thumbnail on Facebook. In the event that any news was revised, whether it be the photo, the headline, or the caption of the news, we were required to refresh that news in order to ensure that the revised thumbnail was displayed on the main page. I was accountable for finishing this task in a timely manner and with great attention to detail. Maintaining the time in order to immediately attract a number of different audiences is quite crucial. The upkeep of social

media platforms seems a lot like being on a roller coaster when it comes to social media journalism. It is a job that requires concentration, and errors are generally frowned upon. Any incorrect information has the potential to have a detrimental effect on the organization. As a direct consequence of this, I was required to double-check the accuracy of every news report before I shared it. Every piece of news goes widely circulated on social media within a minute of being posted.

## Chapter 3: Regular Duties at *Dhaka Tribune*

Since I was made the 'Editor' of the *Dhaka Tribune*'s official Facebook page. My first task of internship was sharing the news of "Educational institutions closed for two weeks amid Covid surge" on Facebook. I still remember it got a lot of engagement as it was of interest to all the students.



Figure 3: The first news shared as an intern

Basically, I had to copy the SF from the website and copy it with the link of the news and paste it on the Facebook page. The same was done for Imo, Twitter and LinkedIn. During my internship there were many trending news such as Corona update, Russia-Ukraine war, Independence Day, Women's Day, Oscar controversies, student protests, Shane Warne's death, Lata Mangeshkar's death etc. We were given a roaster based routine. Where we had to work different times on different days. On special days such as Independence Day, Women's Day, 7th March, International Mother Language Day- these were very hectic days. News was coming in and in. *Dhaka Tribune* also keeps updating news related to technologies and art.

When there is news regarding a live event, sometimes the journalists keep updating the key info other than the whole story. For example, when there were any incidents such as fire breakout or the war between Russia-Ukraine, the number of the injured kept changing. In order to update the news, I had to DNR the news's SF and refresh it through the Creator Studio



Figure 3.1: Debug & Refresh

When a news gets more than regular news's engagement, Team 2 is assigned to make a short video or a poster of that news. Since our work was roaster based, after a few weeks I was assigned to a different team so that I could gather practical experience of different teams. For example, when the music legend Lata Mangeshkar died, because of the surging engagement of the news couple of posters were made. In that period I was assigned to Team 2 where I Had to make posters and short clips for the trending news. In the poster I had to choose a template from Adobe Lightroom. Usually we are bound to stick to three colors- red, black and white as they are *Dhaka Tribune's* signature colors. In the poster four things must need to

be added. First is the picture of the news, second is the headline and the stand first of the news, third is the logo of *Dhaka Tribune* and last is the social media icons where that news can be found. On Instagram only the posters and clips are posted. One thing that makes a news link and a poster different is the caption while sharing it. When a news link is shared on a Facebook/Twitter page, only the stand-first is to be added as caption along with the newslink but the caption of the poster starts differently. It starts with 'In case you missed it >>>>' and then we added a little para from the news and then lastly we added the link of the news after the line 'Want to read more? Click the link below'.



Figure 3.3: Poster news

In order to pique the interest of the people, only breaking news or trending matters are featured prominently as poster news. This increases the number of people who interact with the news and the number of people who hear about it.

Another task of Team 2 was to use PushEngage in order to increase the reach of the news. Users can be prompted to re-engage with a mobile app or website by receiving push

notifications, which are messages sent to them. Push notifications are effective because of the ways in which they may be easily customized to increase user engagement and retention. Unlike other retention strategies, one can have a full command with push. I could easily set up automated alerts in response to specific user actions inside *Dhaka Tribune*'s website. This real time sharing also supports editors in standing out from the public.

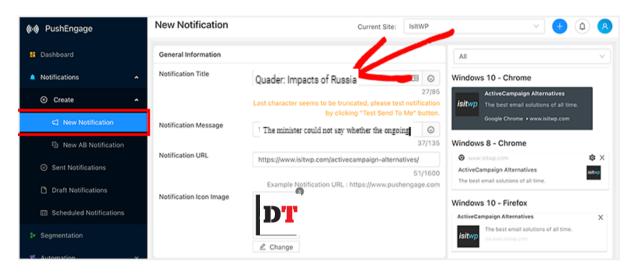


Figure 3.4: PushEngage

Dhaka Tribune's website, might let users sign up for breaking news alerts to receive instant notifications of any breaking stories. Though push notifications have been around for some time, many publishers and advertisers have yet to realize their potential. Just like the posters, specific news were sent out for the push notifications. I was instructed to push five news during my shift. To send a push notification I had to insert the news' title, standfirst, URL and logo on Dhaka Tribune's PushEngage account.

When I had my shift as a member of Team 3 which was to observe the analytics and moderation. Firsty, I had to monitor the actions of both Dhaka Tribune's Facebook Page's and website's visitors in relation to each other. The Facebook Pixel and Facebook Analytics work together to collect detailed information about an user's behavior on the page and website.

However, Facebook Insights focuses on more precise data related to your Facebook Page, such as the number of people who saw your posts and how well they performed.

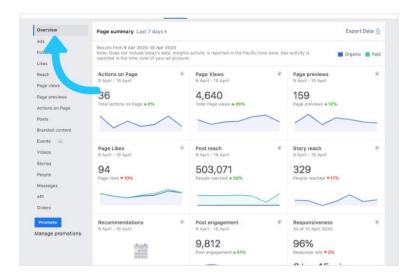


Figure 3.5: Analytics

The second task of Team 3 was moderation which was to check all the social media pages' comment section, spelling etc. If any inappropriate comment was seen in the comment section, I was told to remove, check the spelling mistakes, and also check the page's filtered message in case I got any piece of information of any relevant news. Sometimes, the page even gets threats for removing news. Moderating those filtered messages was the task of Team 3.

## **Chapter 4: Theory Implementation in My Internship Projects**

I learned how my academic theories are applicable during my three-month internship at *Dhaka Tribune*. Some of the material I used for this comes from the following courses: English for the Print Media (ENG440), Cultural Studies (ENG331), Copywriting (ENG404), Globalization and Media (ENG333). The term "news" is commonly used to refer to a compilation of reports on current events that can be found in various media such as newspapers, journals, magazines, television, radio, and the internet. There are five aspects to news that contribute to its value. The newsworthiness of an event or occurrence is evaluated using various criteria. Globalization, timeliness, sexism, and prominence are some aspects found during my internship.

Globalization: When people of different backgrounds come together, social media is an important tool. With the help of global trade, social media, etc., many aspects of other cultures are being incorporated into our own. In every corner of the globe, people are feeling the effects of globalization on their daily lives and routines. The effects of globalization on our daily lives are multifaceted, including both positive and negative aspects. People all across the world were brought together through social media. With the advent of globalization, communication between people has never been easier. To facilitate this dialogue, social media platforms are essential. Online news outlets are expanding rapidly. One significant facet of globalization is the expansion of media resources. The personnel at news organisations like *Dhaka Tribune* have been educated on the best ways to increase readership and online engagement. *Dhaka Tribune* is a national news organization that also frequently reports on global affairs. But social media is more than just a place to talk to people; it's also a well-known commercial hub. During my time as an intern, I saw how people from other countries and cultures influence one another. For example, the Oscar controversy where William Smith slapped Chris Rock on stage was an event that brought

different opinions from different cultures from different parts of the world. Even in our country there are Will Smith's haters and supporters where they debated regarding this issue. This is the result of globalization where social media has brought the world closer to us.



Figure 4.1: "Will Smith smacks Chris Rock on stage at Oscar" news published on Dhaka Tribune's

Website

Prominence: The importance of news value in social media journalism cannot be overstated. The criteria by which news is judged worthy of being shared on a social network. In the news industry, a story is considered "prominent" if it features a well-known figure, location, or occurrence. According to the news media, elevating a story to a higher profile will attract more readers and viewers since the story will seem more relevant to them. For example, the demise of the legendary cricketer Shane Warne devastated not only the cricket community but also the whole world mourned his death. Such a high profile figure was put before every other news. This is a news where prominence was evident.



Figure 4.2: Shane Warne's poster news

**Sexism:** The work ethic of *Dhaka Tribune* greatly surprised me. In a world dominated by men, only the degrading effects of gender are to be anticipated. However, every news story, particularly those involving women, was carefully crafted so that no woman would be offended by the discrimination. There is no practice of sexism. Every piece of news was



published without regard to gender.

Figure 4.3: press conference of veiled women

"The First Law of Journalism: To confirm existing prejudice, rather than contradict it." (Cockburn). For example, there was a news where a group of muslim women were demanding to initiate biometric for identifying the vaield women. The news was carefully written so that no women get offended because of sexism, islamophobia. The women were addressed respectfully. *Dhaka tribune* tried their best to convey their request respectfully to the public.

**Timeliness:** Immediacy or timeliness refers to the state in which an event or story is relevant because it has recently taken place or will take place in the very near future. Reports about unforeseen events that are still unfolding or breaking news stories that have just come out are great examples. These stories are seen to be of such significance by those in control of the media that they frequently disrupt the audiences' regularly scheduled programming in order to promptly provide them with the information. Recent occurrences often hold more news value than events that took place a longer time ago.

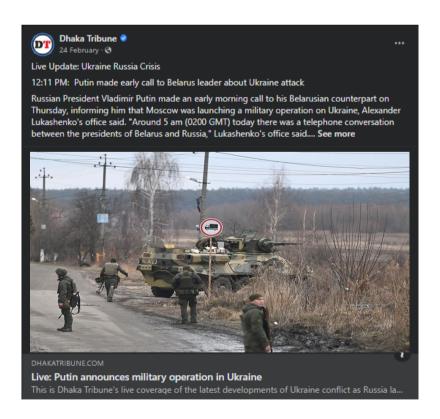
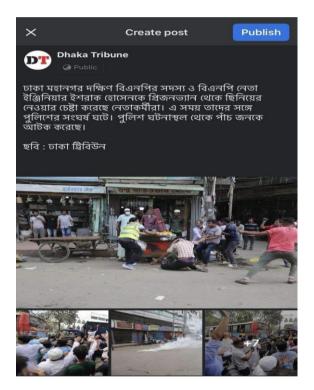


Figure 4.4: First day of Russia's Ukraine invasion

During my internship, the war between Russia and Ukraine started. The tremendous amount of pressure during this time is still vivid in my mind. I remember I had to DNR the news after a few moments as the number of soldiers, injured, troops and attack strategy was changing continuously.

**Editing:** Because of ENG 401 my editing ability improved as a result of the editing course, and I was able to put those improvements into practice in my work. During the time that I worked at the *Dhaka Tribune*, the knowledge that I obtained was quite helpful. In the process



of editing many news pieces, I became more aware of the significance of proper grammar,

Figure 4.5: photo story

spelling, punctuation, and syntax. And I was able to put that information to use in the real world because of the work I did. For example, crafting an engaging narrative with snappy headlines. When there were any kind of photo stories, I had to write the caption on my own. The caption had to be short but the key information must be present. In Figure 4.5, the

caption was written by me. Since it was breaking news, many updates were coming in. Also video footage was sent to us to publish. Since the students were heavily injured, in order to avoid a sensitive and brutal image, I had to blur out the face of the heavily injured students in order to maintain their privacy. This is also a part of editing where I had to keep in mind the public's sentiment.

**Proximity:** The term "proximity" is used to describe the location at which something takes place. It also specifies where the breaking news occurred. One of the most important aspects of journalism is its significance as a medium for local news. The significance of a news event is influenced by how close it was to the audience. Those who live in close proximity to the location are more likely to take an interest in the article. It's more likely that a reader will be interested in reading a news report if it's about an event that happened close to home. Therefore, proximity is a crucial factor in newsworthiness because of its beneficial effect on newsworthiness.

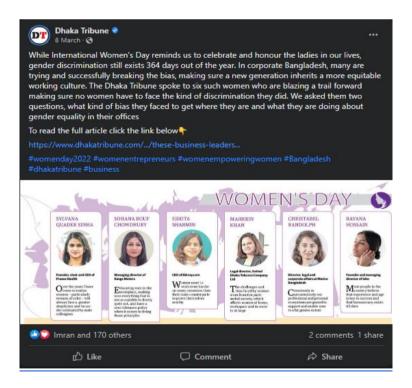


Figure 4.6: Women's Day news

For example, I feel very content with the fact that I was the one to share the first news on International Women's Day. Many articles were published related to this day and regarding celebrating the female gender. Dhaka Tribune had interviewed six wonder women who were accelerating towards success. They focused on women of our country which not only attracted the audience to read the news but also motivated the other women as well.

#### **Chapter 5: Experience gained from internship**

Because of pandemic lockdown, all of the employees were required to perform their jobs online. Despite this, there was no way for people to physically communicate throughout the pandemic. I have picked up so many new skills thanks to my superiors, namely Tilka Binte Mehtab, who is also my supervisor. My teammates had fantastic work ethics and created an outstanding online atmosphere for us to work in. During my time working for the Dhaka Tribune, I acquired many memorable experiences. Due to the fact that the pandemic had a discernible effect on virtually every facet of our personal, academic, and professional lives, I began my experience with the virtual office feeling both confused and frightened. I was really inspired to perform better with each passing day as a result of the encouragement I received from the other members of the team. My experience has shown me that a person's motivation may be affected by the setting in which they work as well as the support they receive from their teammates. However, I was required to have daily interactions with my coworkers. Because of this communication, I am now more invested in it. On top of that, I picked up valuable lessons on punctuality and professionalism during my time working. Time management is especially important in the social media industry, as platforms are constantly evolving and requiring users to interact with content in new ways. The news reports' timeliness determined how much labor had to be done. Examples include how the normal volume of news coverage increases on significant dates like national holidays and religious festivals. The ability to work under pressure is one quality that I significantly developed during my internships. Many breaking news were reported during my internship time and I had to be on alert during the whole working time just in case we did not miss the real time story coverage. My internship experience taught me the importance of pushing myself beyond comfort order achieve my zone in to my goals.

# **Chapter 6: Recommendation**

As my internship was entirely online based, the level of exposure was very minimal and the variety of work of this particular department was very low which is why it usually tended to get monotonous. I think a more challenging task should be given to an intern to examine the inner ability of an individual. Due to the rise of the internet and other forms of modern communication, digital journalism has become an absolute requirement for Bangladesh's online newspapers. Therefore, the development of internet journalism necessitates expert management, effective regulation, and legal safety. Since many Bangladeshi news websites break the law when they create their own original content, a separate piece of legislation addressing this issue is needed, and those who break the law should face severe consequences. Journalists should follow ethical guidelines and reject tales without evidence. Last but not the least, as a student of Media & Cultural Studies, more courses should be added as the aspect of journalism is broad enough. Other than that, my overall experience was undoubtedly enlightening.

# **Chapter 7: Conclusion**

My experience at Dhaka Tribune taught me that I should not be afraid to try new things and to push myself outside of my comfort zone in the pursuit of future happiness. This experience also helped me become more confident while expressing my thoughts and feelings in public. It constantly challenged me to be creative and to strive for individual success. The internship taught me the value of working with a collaborative group that exudes optimism and support for one another. This upbeat attitude not only benefits the optimistic individual, but also motivates the entire team to perform better under stress. The experience allowed me to put into practice everything I had learned in various classes. This paper is the culmination of my years of study and three months experience in the field. I will always be appreciative of the opportunities this internship has given me to learn and develop as a journalist and apply my expertise

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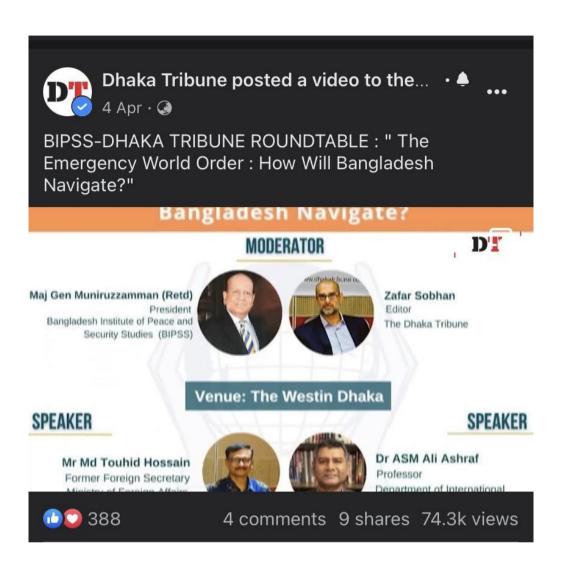
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# **Appendix**



**Appendix 1:Event of Round Table Discussion** 



Appendix2: Episode of Barrier Breakers where youth come up with innovations for the developed future



Appendix 3: Media coverage of Boi Mela Kids











# Brac celebrates golden jubilee

16 Brac staff members are given the Sir Fazle Hasan Abed Values Award











Asif Saleh, executive director of Brac Bangladesh, speaks at the 50th anniversary programme at the Bangabandhu International Conference Centre (BICC) in the capital on Monday, March 21, 2022 Courtesy

Appendix 4:50 years of BRAC



**Appendix 5: Special poster for remembering 25th March 1971** 



Appendix 6: Special coverage on Women's Day