

ABSTRACT

Sustainability through Civility in News and Information Organizations

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There is ongoing discussion on civility in both society and news organizations with changing customer demands and a shift toward digital products. This research will address relevant research on civility in the context of news and information organizations with a focus on how media managers balance conflict in the presentation of new ideas and information as they seek to regain public trust and avoid misinformation and propaganda in news and social media. This research will also analyze how news organizations operationalized concepts on civility in coverage of news events on the Black Lives Matter Movement. According to theoretical models, Coleman (2011) indicates the kind of divide America is currently experiencing is called “intractable conflict.” Encounters with the other tribe (political, religious, ethnic, racial or otherwise) become more and more charged. That anxiety thwarts new information, and over time, people grow increasingly certain of the obvious rightness of their views and increasingly contrary to what seems unreasonable, malicious, extreme or crazy beliefs and actions of others. This research will identify how media managers in the middle cope especially as social media dominates news and public affairs.