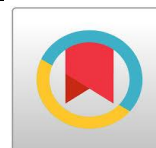


Building Hope in Crisis: Global Public Service Broadcaster Innovation During the Covid-19 Pandemic



Membangun Harapan di Tengah Krisis: Inovasi Lembaga Penyiaran Publik Global di Masa Pandemi Covid-19

Sumaiyah^{1*}, Assyari Abdullah², Jayus³, Yasril Yazid⁴, Dwi Sutri Astuti⁵, Akmal Khairi⁶, Edison⁷

¹³ Universitas Muhammadiyah Riau, Pekanbaru, Indonesia

¹³ Jl. Tuanku Tambusai, Tampan, Pekanbaru, Riau, 28294

²⁴⁵⁷ Universitas Islam Negeri Sultan Syarif Kasim Riau, Pekanbaru, Indonesia

²⁴⁵⁷ Jl. HR. Soebrantas No.Km. 15, RW.15, Simpang Baru, Kota Pekanbaru, Riau 28293

⁶ Sekolah Tinggi Agama Islam Imam Asy Syafii Pekanbaru, Pekanbaru, Indonesia

⁶ Jl. Soekarno - Hatta, Tengkerang Bar., Kec. Marpoyan Damai, Kota Pekanbaru, Riau 28283

sumaiyah@umri.ac.id^{1*}; assyariabdullah@uin-suska.ac.id²; jayus@umri.ac.id³; yasril.yazid@uin-suska.ac.id⁴; dwisutriastuti@uin-suska.ac.id⁵; busyifaa165@gmail.com⁶; edison@uin-suska.ac.id⁷

Corresponding author: sumaiyah@umri.ac.id^{1*};

ARTICLE INFORMATION	
<p>Keywords Public Services Broadcasting; Corona virus; Media Innovations; News Reporting;</p>	<p>ABSTRACT This paper aims to explain the role of Public Broadcasting Institutions around the world in delivering accurate and educational information to the public about the Corona virus outbreak which has become a global pandemic. This research uses a literature research approach by collecting various literature such as scientific journals, government reports, NGO reports, and annual reports of Public Broadcasting Institutions. This study uses a qualitative inductive logic-based content analysis method offered by Phillips and Marring. The findings in this paper illustrate that Public Service Broadcasting, which is a broadcasting institution that must exist in every sovereign country, plays an important role as a public media in reporting, disseminating information, educating and persuading the public to jointly take care of themselves and fight the coronavirus which has become a global pandemic with the following approaches: <i>First, Série Le virus</i> (Senegal) presents drama as a strategy to attract public interest in understand the impact of Covid-19. <i>Second</i>, RAI (Italy) launched a special program called <i>'Unno Mattina'</i>. <i>Third</i>, the Australian Broadcasting Corporation (ABC) adopts a factual approach in reporting the Coronavirus by relying on verified information. In addition, ABC also broadcasts news and information about the development of the Corona virus with a very high volume. <i>Fourth</i>, the Korean Broadcasting System (KBS) provides reliable information through the operation of the Integrated News Room service for 24 hours a day for COVID-19 since March 4, 2020. The main goal is to provide complete, trusted, and in-depth information to citizens. <i>Fifth</i>, CBC Radio (Canada) aired the series <i>'The Current'</i> which explains the social and economic impact of the Corona virus in daily life.</p>
<p>Kata Kunci Lembaga Penyiaran Publik; Virus Corona; Inovasi Media; Laporan Berita;</p>	<p>ABSTRAK Paper ini bertujuan untuk menjelaskan peran Lembaga Penyiaran Publik di seluruh dunia dalam menyampaikan informasi yang akurat dan edukatif kepada masyarakat mengenai wabah virus Corona yang telah menjadi pandemi global. Penelitian ini menggunakan pendekatan penelitian pustaka dengan mengumpulkan berbagai literatur seperti jurnal ilmiah, laporan pemerintah, laporan LSM, dan laporan tahunan lembaga penyiaran publik. Penelitian ini menggunakan metode analisis konten berbasis logika induktif kualitatif yang ditawarkan oleh Phillips dan Marring. Temuan dalam paper ini menggambarkan bahwa <i>Public Service Broadcasting</i> yang merupakan Lembaga penyiaran yang wajib ada disetiap negara yang</p>

	<p>berdaulat memainkan peran penting sebagai media public dalam memberitakan, menyebarkan informasi, mendukung dan membujuk masyarakat agar Bersama-sama menjaga diri dan memerangi virus corona yang sudah menjadi pandemic global dengan pendekatan: Pertama, <i>Série Le virus</i> (Senegal) menghadirkan drama sebagai strategi untuk menarik minat masyarakat dalam memahami dampak Covid-19. Kedua, RAI (Italia) meluncurkan program khusus yang bernama '<i>Unno Mattina</i>'. Ketiga, <i>Australian Broadcasting Corporation</i> (ABC) mengadopsi pendekatan faktual dalam pelaporan virus Corona dengan mengandalkan informasi yang terverifikasi. Selain itu, ABC juga menyiarkan berita dan informasi mengenai perkembangan virus Corona dengan volume yang sangat tinggi. Keempat, Korean Broadcasting System (KBS) memberikan informasi yang dapat dipercaya melalui operasi layanan News Room Terpadu selama 24 jam sehari untuk COVID-19 sejak 4 Maret 2020. Tujuan utamanya adalah memberikan informasi yang lengkap, tepercaya, dan mendalam kepada warga negara. Kelima, CBC Radio (Kanada) menayangkan serial '<i>The Current</i>' yang menjelaskan dampak sosial dan ekonomi dari virus Corona dalam kehidupan sehari-hari.</p>
<p>Article History Send 26th February 2024 Review 25th April 2024 Accepted 13th July 2024</p>	<p>Copyright ©2025 Jurnal Aristo (Social, Politic, Humaniora) This is an open access article under the CC-BY-NC-SA license. Akses artikel terbuka dengan model CC-BY-NC-SA sebagai lisensinya.</p>



Introduction

The world community is currently in a frenzy against global terror that attacks silently and has a mass lethal effect. After the presence of the first Covid-19 case in Wuhan, China (Zhu et al., 2020), this virus has brought global panic because the impact of the disease caused by this new coronavirus (COVID-19) causes respiratory failure (Kwenandar et al., 2020) and ended in death. *World Health Organization* (WHO) as the world health organization led the global community to manage the impact and declared COVID-19 a global pandemic on March 11, 2020 (WHO, 2020d). This pandemic has no regard for geography, it has a global reach, and no continent has slipped from its grip (WHO, 2019). A pandemic is a disease that spreads in many countries around the world simultaneously (WHO, 2020c). The statement was announced by WHO Director-General Tedros Adhanom Ghebreyesus in a press conference that took place on Wednesday (11/3/2020). Tedros declared the coronavirus a global pandemic (Media, 2020) After the number of infections worldwide reached 1439516 cases with a death rate of 85711 spread across 212 countries in the world (WHO, 2020b).

The urgency of this study lies exploration of the pivotal role that global public services (PSBs) play in disseminating accurate information during a crisis. In an era where misinformation and panic can spread rapidly, the ability of PSBs to provide reliable, fact-based news is crucial for public health and safety. This research seeks to underscore the importance of maintaining robust, independent PSBs that can act as trustworthy sources of information during global emergencies, highlighting their efforts to educate and reassure the public amidst widespread uncertainty.

This pandemic triggered panic, fear, and motivated people to seek help to public health services, resulting in a boom in emergency conditions, full hospitals plus very limited hospital capacity (Leite et al., 2020). Even the current Coronavirus pandemic also has an impact on democratic infrastructure and mass media (EURACTIV, 2020). Even more amazing, several studies show that the impact of this coronavirus is very serious on the social and economic sectors and it took more than a decade for the world to recover from this slump (Djalante et al., 2020).

This concern was responded by countries belonging to the G20 group which pledged USD 5 trillion to maintain the global economy not to fall due to this Corona virus as quoted from its website "*We are injecting over \$5 trillion into the global economy, as part of targeted fiscal policy, economic measures, and guarantee schemes to counteract the social, economic and financial impacts of the pandemic*" (G20, 2020).

The presence of the global outbreak of the Corona Virus in the midst of this era of information flood, true news is likely to be rare and hoaxes will be rampant. At this critical time, people yearn for the presence of a "straight line" press and the world of journalism that spreads optimism, does not cause panic in the community, sows coolness and provides good education as a real function of mass media.

In these challenging times, journalism has an important role to play in informing the public based on facts and data (EFJ, 2020) Because simultaneously, various rumors, misinformation, and hoaxes appear on various social media platforms related to the etiology, results, prevention, and cure of diseases caused by the Corona Virus (Raman, 2020). Therefore, freedom of the press in collecting information sourced from the authorities including scientific data, recommendations and other backgrounds that lead to policies made by governments is absolute. Even in a European context, *European Federation of Journalists* (EFJ) alone fears that this crisis will provoke the government to restrict freedom of expression and attempt to silence critical voices of the mass media(EFJ, 2020).

Borrowing the language conveyed by Olivia Herlinda (2020) that the current situation, when the Corona Virus is increasingly rampant, the role of the media in overcoming it is as important as the role of doctors, nurses, midwives, and other health workers (Olivia Herlina, 2020). Health workers and journalists are heroes in liberating people's lives from the colonization of the corona virus which has a systemic impact on all lines of life.

In the media industry, it can be understood that health issues are not so sexy in mass media reporting. With its complexity, health issues must be admitted that they are not interesting issues to be listened to by the public. Even though the media has a very important role in disseminating health information so that people have enough information to make decisions related to the health of themselves and those around them. Health practitioners and policymakers often find it difficult to involve the media as partners. Health issues only suddenly attract when controversial things happen, such as malpractice and so on(Olivia Herlina, 2020).

The issue of AIDS, for example, in early 1981 the HIV AIDS virus was relatively quiet from media coverage. Not many media consider the AIDS outbreak as a crucial issue. Until then in 1985 the actor of the United States film, Rock Hudson, died of AIDS, then the media began to cover a lot. Unfortunately in the same year the spread of AIDS has become more widespread. Today, the media's treatment of AIDS itself seems to be different from the new type of Corona virus, or its official designation COVID-19 (Corona Virus Disease 2019), which has been widely covered so that it has caused unrest in the world lately (Olivia Herlina, 2020).

The massive news about the development of COVID-19 compared to passing the high rate of spread of this global outbreak. Even Steven Miller, a professor at Rutgers' School of Journalism and Media Studies, said the coronavirus coverage was more devastating than the Ebola case in 2018 (Ducharme, 2020). The high intensity of COVID-19 coverage is due to its rapid outbreak and takes many victims and even the death rate exceeds the death rate from SARS (Olivia Herlina, 2020).

In this pandemic emergency, the media is actually an important actor that functions as a mouthpiece between the government or medical personnel and the public by reporting important news and the latest information related to handling and preventing the spread of the virus that can be done at the individual level (Olivia Herlina, 2020). Here Public Services Broadcasting such as television and radio are very effective media to disseminate information, educate, and entertain the public (Abdullah, 2020; Abdullah et al., 2023; Abdullah & Mustafa, 2021)

Mass media has an important role to play in helping health communicators to increase their outreach to society. Radio, television, newspapers, and various other forms of mass media are able to persuade the wider community to adopt new behaviors (healthy living). The mass media not only informs the public about the spread of new diseases, but the media also pampers its audience with the latest information about a case. Even here, television is an important communication force to convey the importance of maintaining health through public health service advertisements (Anil Saraf & Balamurugan, 2018) against the growing outbreak or what we know as the Corona Virus (COVID-19).

Given this background, this artikel seeks to describe the critical role of mass media, especially global Public Services Broadcasting (PSBs), in combating the Coronavirus (COVID-19). By showcasing international media practices in covering news during the global pandemic, this study highlights the essential function of PSBs in providing accurate, timely, and calming information to the public, ultimately contribution to better public health outcomes and societal resilience.

Method

During this global outbreak attacks human life, mass media reports both print media, electronic media and new media relentlessly report the latest developments in the spread of the Corona virus. In this article put forward *library research*. Research process using *Library Research* Itself will start by identifying and finding relevant information (Culinary, 2020), Analyze what is found, and then develop and express the ideas found. The primary source of

library research is original work consisting of original thoughts, reports of findings, or sharing new information. These primary sources include statistical data, manuscripts, surveys, speeches, biographies/autobiographies, diaries, oral histories, interviews, works of art and literature, research reports, government documents, computer programs and other original documents. Meanwhile, secondary sources are the results of studies by other researchers. These other researchers describe, analyze, and/or evaluate information found in primary sources. Then, the finding information is repackaged so that secondary sources make the information more accessible. Some examples of secondary sources are books, journals and magazine articles, encyclopedias, dictionaries, handbooks, periodicals, *Reviews* and others (UAF, 2018). The following is a list of Public Service Broadcasting researched regarding innovations carried out during the pandemic:

Table 1 List of Public Service Broadcasting researched

Public Service Broadcasting	Countries
Radiodiffusion Télévision Sénégalaise (RTS)	Senegal
RAI	Italy
ABC	Australia
Korean Broadcasting System (KBS)	Korea
CBC Radio's	Canada

This article analyzes a variety of information from global statistical data, WHO and government policy papers, scientific journals, mass media reports in the form of images, videos, investigations, in-depth reports, features, opinions, news, editorials, infographics, websites that can be trusted for the truth of the information discussed. (Denzin & Lincoln, 2011)

For data analysis, this study employs the qualitative inductive logic-based content analysis method as proposed by Phillips and Marrying. This method allows researchers to combine data from journal articles/literature with documents such as images, videos, features, news, and others (Bryman, 2006; Patton, 2002; Phillips & Marrying, 2020). To ensure the validity of the data, this research utilize triangulation, which involves cross-verifying information from multiple source and methods. Triangulation enhances the credibility and reliability of the findings by comparing data from different sources, such as statistical report, government documents, and media publications, to indentify common patterns and discrepancies (Creswell, 2014). Additionally, peer debriefing is employed, where colleagues review and provide feedback on the research process and findings to minize researcher bias and enhance the overall rigor of the study (Denzin & Lincoln, 2011).

Results and Discussion

Corona Virus and the deadly Global Pandemic

The fear of pandemic outbreaks has become a long history in human life as evidenced by many experts who analyze the potential for an outbreak and when a new outbreak will occur (Stohr, 2004). The event leading to the emergence of an influenza pandemic is a recurring biological phenomenon and cannot realistically prevent. Pandemics appear to occur over a period of 10–50 years as a result of the emergence of new virus subtypes of various viruses (Potter, 2001). Along with the increase in global population and the increasing trend of people raising animals and even living with animals that open the possibility of transmission of the virus from animals to humans will be relatively frequent (Donthu & Gustafsson, 2020).

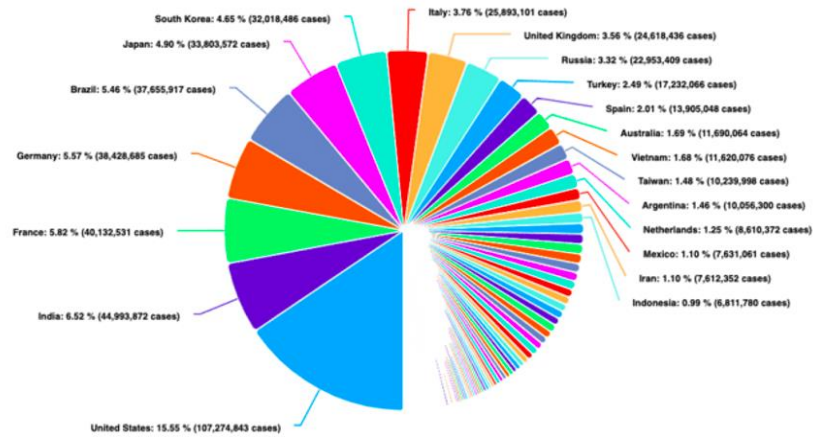


Fig. 1 Distribution of Corona Cases by Country (Worldometer, 2023)

On its website *United Nation*, the WHO explained that coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus (WHO, 2020a) and make it a major public health challenge across the world's health systems (Tasnim et al., 2020). Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems such as cardiovascular disease, diabetes, chronic respiratory disease, and cancer will be more likely to get attacked by this deadly virus (WHO, 2020a). Recent data from China and Italy as well as in the U.S. suggest that COVID-19 can present in relatively mild symptoms in infected individuals (L. Shaw, 2020). However, some patients can suffer from very severe or even deadly conditions that require intensive care (Kwong et al., 2018). The best way to prevent and slow transmission is to protect yourself and others from viral infections by washing your hands or using alcohol frequently (handsanitizer) and not touching the face (WHO, 2020a).

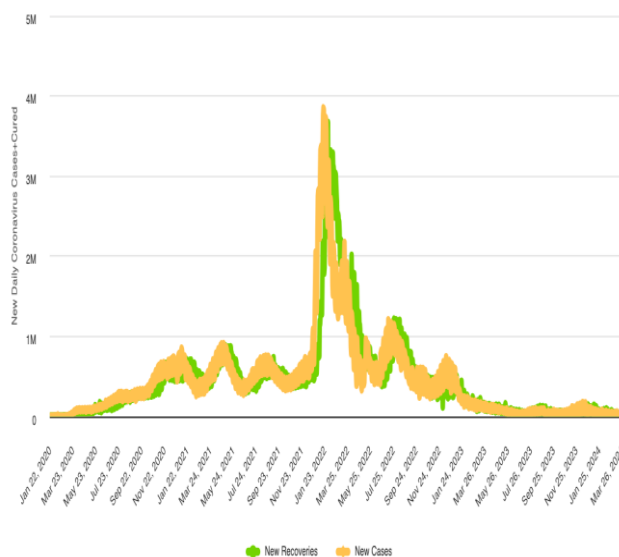


Fig. 2 Newly Infected vs. Newly Recovered (Worldometer, 2024)

The COVID-19 virus spreads primarily through droplets of saliva or fluid that come out of the nose when an infected person coughs or sneezes. So maintaining respiratory etiquette (for example, with a cough on a bent elbow) becomes something important for all of us. Currently, there is no specific vaccine or treatment for COVID-19. However, there are many clinical trials underway to find a vaccine. WHO will continue to provide updates on vaccines once clinical findings become available (WHO, 2020a). The Covid-19 pandemic is one of the most dangerous challenges facing the world in global life because it is a humanitarian crisis with health risks and tremendous socio-economic impacts (UN, 2020).

Global Public Broadcasters Covering Covid-19

The coronavirus has hit more than 180 countries, producers, journalists and content creators face the challenge of reporting on the pandemic while adhering to strict guidelines set by governments and WHO regarding physical distancing rules to limit the spread of the disease(PMA, 2020c). Coronavirus has changed television (Jeffries, 2020). Covid-19 changed the media industry to the point of declining advertising revenue (Deloitte, 2020b) The biggest change in TV at this difficult time is not only in patterns and *bussines at usual* which is lived by the media industry but changed *landscape* How the media is consumed and how the media informs important news related to *pandemic* Even how to fight against the development of the corona virus in the community.

In a report, *Public Media Alliance* (PMA), an international nongovernmental organization focused on helping to strengthen and improve public broadcasting services (*public*

service broadcasting) worldwide by supporting the development of high-quality public service content (PMA, 2019). The Public Media Alliance has explored many emergency measures taken by public broadcasters, and adaptations are being made to ensure that vital services (media reports) are still provided to the public during times of unprecedented crisis (PMA, 2020a).

In the case of America, in private broadcasters and local broadcasters, broadcasters in America have done a tremendous job of keeping viewers safe, informed and healthy during these critical times. The latest news coverage, *livestream* reporting, expanded newscasts, and *special reports* present how the coronavirus has affected the American way of life. Local Broadcasters always interview authorities and health experts about the latest developments in the coronavirus. Fact-based journalism stands in stark contrast to the misinformation and disinformation often found on social media. Local TV and network newscast audiences have surged in recent weeks as the public looks for trusted news sources about the pandemic (Smith, 2020).

Media can reach populations quickly and at scale, connecting citizens, experts, and emergency responders. The media provides people with important information from trusted sources so they know what's going on, how to protect themselves, and when and how to get medical care. This can help reduce the burden of medical personnel in raising public awareness with regard to health emergencies, or situations where people may need to be isolated to prevent the spread of disease (Hutchinson & Dalton, 2018). So that it can minimize the impact of health emergencies that lead to a lack of burden on state-run health services and ultimately save more lives.

Lack of accurate information leads to misinformation, here the media can play an important role during a crisis by providing reliable information assurance, spreading calm and motivating people to take the right action in experiencing the Corona crisis (Hannides, 2015) There are concerns about the challenges of reporting the rapidly developing crisis in such a fast time, on the other hand, the media is urged to report the development of Corona responsibly and accurately so as not to spread misinformation that triggers an uproar in the community. Here, as quoted from *Public Media Alliance* (PMA), Public broadcasters launch special programs and online content to inform the public effectively (PMA, 2020b) as follows:

Série Le virus

The country of Senegal has confirmed the first transmission of the Corona virus in the country on March 2, 2020. Since then, the virus has spread rapidly throughout West Africa

(M'baïporishanlosen et al., 2020) and Senegal being one of the African countries most affected by Covid-19 (Yabi, 2020). In Senegal, public awareness of the dangers of COVID-19 increased after the first deaths were recorded, including that of former sports journalist Pape Diouf (20 Minutes, 2020). The death of Mr. Diouf, a legendary football agent and former president of the French football club sparked a widespread response on social media. Public awareness is also increasing in response to alarming information about disease developments in European countries. This condition encourages the birth of initiatives, both local and national, to respond to the pandemic (M'baïporishanlosen et al., 2020).



Fig. 3 Serie Le Virus Shooting Process (Seyllou, 2020)

One of the responses in minimizing the spread of the Corona virus in Senegal emerged from Senegal TV. The largest television in Senegal produces a 5-8 minute Drama Series called "*Serie Le Virus*" which raised the story of what to do and what not to do to avoid coronavirus. The drama series in the Wolof language was aired on social media, Internet TV (ITV) and terrestrial television channels with a focus on daily life during the pandemic which is very far from the popular soap opera genre themed on infidelity in the West African country (AlJazeera, 2020).

Alioune Thiam, actor who played Doctor Diouf in the television show "*Serie Le Virus*" acted while filming the show in Dakar on May 20, 2020. Since the end of April, *Serie Le Virus* has 30 episodes, starting airing at the beginning of Ramadan and broadcast at night, when Muslims break their fast, and when many Senegalese like to sit in front of the television. (Seyllou, 2020).

RAI and Dedicated Programmes

On March 9, Italy recorded the largest number of deaths from the virus after China. The escalating state of crisis and the imposition of lockdown in the northern city of Lombardy (PMA, 2020b) which is one of twenty administrative cities in Italy (OECD, 2006), has put public broadcaster RAI at the forefront. Along with *rolling broadcast* (rotating broadcast) on television and radio, Rai has also released *dedicated programmes* (special programs) and updates of important information to the public about minimizing the risk of Corona and what to do if the Italian public is suspected (*suspect*) suffering from Covid-19 disease.



Fig. 4 Program *UnoMattina* on Rai1-HD TV discussing the development of the Corona Virus in Italy (RAI - HD, 2020)

In order to ensure that Italians are updated and accountable for the development of the coronavirus, Public Broadcaster RAI has been at the forefront of fighting this global pandemic by: (RAI, 2020):

- a. RAI broadcasts all information from the Ministry of Health on all RAI networks.
- b. RAI published a Guidebook for Dealing with Covid-19 which contains what to do to reduce the risk of transmission and what actions to take if infected with the Corona virus.
- c. RAI has also formed a related internal task force on editorial and managerial decisions in terms of Covid-19 reporting so that RAI is fast and responsible in reporting the global Corona pandemic.
- d. RAI Channel 1-HD since the early hours of the morning, *UnoMattina* (Good Morning) Program then continued by Italian *Stories Program* all programs contain updates (updates) about the Corona virus situation. Later in the afternoon, an episode of the monograph "*Live Life*" that broadcasts dialogue with experts. In the evening, the *Frontiere* program and *Franco Di Mare's* program broadcast at 23:35 discussed developments in the political, organizational and health fields in a complex manner by presenting speakers Professor Walter Ricciardi who is a member of the Executive Board of the World Health

Organization (WHO), and Professor Nino Cartabellotta, President of the Gimbe Foundation (Italian Group for Evidence-Based Medicine).

- e. The RAI 2-HD channel through the *Povera Patria Program* which aired starting at 23.38 also focused on the coronavirus. The *Povera Patria program* presents Pierpaolo Sileri (Deputy Minister of Health) and Giovanni Rezza (director of the infectious diseases department) at the Istituto Superiore di Sanità.
- f. RAI Channel 3-HD, through the Agorà Program from 9.30pm to midnight and continued with the *Linea note Program*, these two programs provide updates on the latest situation on Covid-19.
- g. In addition to television, the magazine "*Filo Direct*", run by the RAI Newsroom also discussed interviews with Sileri as (Deputy Minister of Health) and Maria Capobianchi (director of the virology laboratory) of the Spallanzani Institute in Rome.

Radio1 and Radio2 under the RAI network also contribute to fighting the Corona virus. In the morning, the monographic episodes of Radio Anch'io, then at 13:30 Special Events (replacing the *Un Giorno Da Pecora Program*) all discuss Corona. Radio3 also in its programs "*Da Prima Pagina*" (direct connection to listeners) also discusses the development of covid-19.

ABC News Australia

Around the world, COVID-19 has had a marked impact on media supply, consumption and advertising. Demand for streamed, live, and multi-playback content has skyrocketed while new content creation has been largely disabled (Deloitte, 2020a). In reality, the sensational media reports on the development of the Corona virus are greater than the development of the virus itself. Karin Wahl-Jorgensen, a Professor at Cardiff University's School of Journalism, Australia, said irresponsible coverage of Covid-19 contributed to fear and panic in the community. The media coverage he said was "particularly problematic" was one that used "sensational and frightening language", such as "killer virus" and "deadly disease" (ABC News, 2020e). On that point, experts believe only about 5 percent of coronavirus cases progress to severe clinical illness (ABC News, 2020d).

As a Public Broadcasting Institution established in 1932, *Australian Broadcasting Corporation* (ABC) has taken a factual approach to coronavirus reporting that relies on verified information, while also ABC has published a very high volume of news material related to coronavirus developments given that the ABC was built on the idea that all Australians should have access to news and entertainment services that serve the needs and interests of the people beyond any commercial considerations (ABC News, 2019b) and so through ABC News and

current affairs programs, ABC continues to play an important role in raising and investigating issues of national interest (ABC News, 2019a)



Fig. 5 The '7.30's Coronavirus Special' programme features the world's leading health experts.(ABC News, 2020e)

The COVID-19 pandemic has forced major changes in the ABC environment such as social distancing and work from home that will continue to affect the work environment. Future work challenges will present challenges and opportunities for ABC. ABC will need staff with new skills especially in the field of information technology. At the same time, they will have to maintain some operational skills in broadcast production that will be increasingly scarce. Ongoing training will be required in every role as staff are required to adapt to new technologies and processes (ABC News, 2020b).

The way we work will change as technology evolves to enable greater flexibility and mobility. Travel restrictions and work-from-home arrangements during the COVID-19 crisis will lead to working practices that reduce the need for office space and support more flexible working hours for staff while increasing productivity and reducing property rental costs. The ABC played a key role in giving Australians a complete picture of the global crisis caused by the COVID-19 pandemic. ABC News responded quickly to the pandemic, with teams mobilized nationally and internationally to cover the ongoing story in depth. News coverage on ABC NEWS Channel presents *Audiences live briefings*, *Press Conference* and trusted programs such as (1) *7PM News*, (2) *7.30*, (3) *Four Corners*, (4) *Foreign Correspondents*, (5) *Q+A&AM* who explore related topics at length and (6) *Coronacast* (ABC News, 2020a)

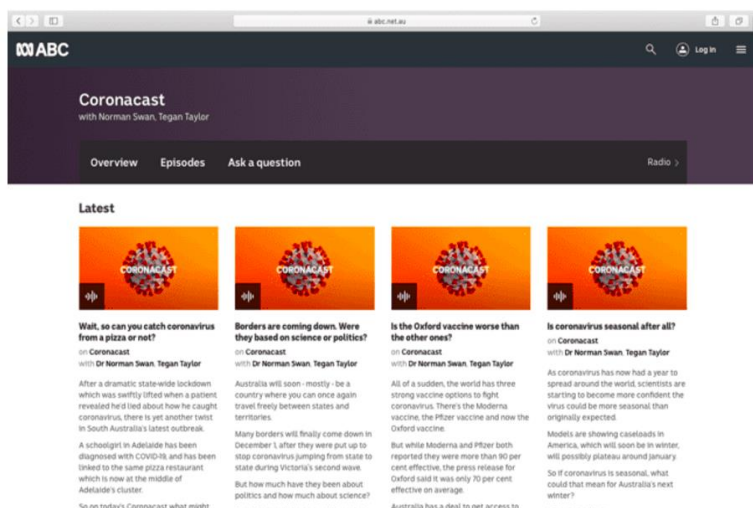


Fig. 6 Service Podcast ABC News "Coronacast" (ABC News, 2020c)

As well as BBC News, ABC News Australia has broadcast a special half-hour program covering the coronavirus inviting health experts to share the latest information (PMA, 2020b). The "Coronacast" podcast hosted by Dr Norman Swan and Tegan Taylor generated more than 75,000 audience inquiries about the pandemic at the end of June, and had 7.7 million downloads from March to May at an average of 2.6 million per month (ABC News, 2020a).

The Broadcast TV Virus program and Journalism data delivered by Casey Briggs are provided extra with regular updates. The ABC ran a Public Service Advertisement that reached more than 8 million Australians. In addition, ABC Audience Support handles thousands of calls for help (*call centres*).

ABC also provides the ABC Education program which is a collaboration between ABC and the Australian Ministry of Education. ABC expanded its educational content from April 14, consisting of elementary school and high school content. Educational content on ABC *iview* was recorded as the highest content number ever with an average of 84,000 users in the first few days. At the height of school closures during April 2020, the ABC Education website registered 766,000 users, an increase of 239% of users compared to April 2019.

ABC's network of international bureaus and correspondents is particularly important because it is in times of pandemic, as it airs live reports from epicenters in Wuhan, Italy, Beirut, Delhi and Jakarta. ABC Hobart introduces 'radio drama', with an educational and entertaining feel to children at home, while ABC Adelaide invites listeners to share messages of love and support for their relatives isolated in aged care facilities. So on the basis of this innovation made by ABC News, as many as 84% of Australians consider ABC News to be a very valuable news source, and 72% of Australians believe that ABC New is very up to date in reporting

events(ABC News, 2020a) more than 75% of Australians watch every week(ABC News, 2020b).

Korean Broadcasting System (KBS)

Korean Broadcasting System (KBS) is the largest public broadcaster of South Korea's three public broadcasters, which includes *the Educational Broadcasting System* (EBS) and *Munhwa Broadcasting Corporation* (MBC)(PMA, 2020d). KBS was founded in 1927, and operates radio, television, and online services. Public trust is high, and it ranks as the second most trusted media in South Korea in 2019(Bizwire, 2019). KBS will transcend the boundaries of terrestrial broadcasters (TV, Radio) and enter into all existing media platforms that make public service media trusted in all time slots, locations, and demographics(KBS, 2019).

KBS President and CEO Yang Sung-dong said: "Korea's precautions and public stance in response to COVID-19 have been widely praised internationally." "I am aware of the important role that Public Broadcasters must play in responding to COVID-19 when the first confirmed case of Corona virus is found. We have focused on providing information that is as useful and accurate as possible. "We have tried to provide a variety of quality content to help the national effort against COVID-19"(KBS, 2020c).

In the midst of the COVID-19 pandemic, KBS has provided reliable information by maintaining 24-hour emergency operations of the Integrated News Room service for COVID-19 since March 4, 2020 with the aim of fulfilling the main mission so that citizens are fully informed with reliable and in-depth news and information (PMA, 2020d). KBS President & CEO, Yang Sung-dong, said that "KBS aims to provide accurate news reports, and compete to present the latest news". With a sustainable model, KBS was chosen as the most trusted Korean media during the lockdown period(KBS, 2020b). In addition, the majority of people (52.4%) watch TV as their preferred way to get information about the Coronavirus in South Korea. In addition, Nielsen Korea found in its recent research that news programs *prime time* KBS has been the most-watched news service between January and April in 2020, as the novel coronavirus (COVID-19) dramatically changed our media behavior(AC. Nielsen, 2020).



Fig. 7 Regular News about Corona on KBS World (KBS, 2020a)

Next *Korean Broadcasting System (KBS) World* Radio is Korea's mainstay public broadcaster that has gone global. KBS World Radio aired for the first time in an English broadcast for 15 minutes on August 15, 1953, under the station name "The Voice of Free Korea". KBS WORLD Radio now broadcasts in 11 languages: English, Korean, Japanese, French, Russian, Chinese, Spanish, Indonesian, Arabic, Vietnamese, and German. The station was renamed Radio Korea in April 1973, Radio Korea International in August 1994 and KBS WORLD Radio in March 2005 in an attempt to better reflect the station's increasingly global mission. KBS WORLD Radio presents accurate and up-to-date programs and news about Korean politics, economy, society, culture, and traditions to audiences and netizens. KBS and KBS WORLD Radio strive to strengthen friendly relations and understanding of Korea both among the Korean people and among the global community(KBS World Radio, 2019). KBS World Radio is under the Korean Broadcasting System (KBS) which provides communication channels for various views, offering television, audio, broadcasting, and data services (Bloomberg, 2019)

According to *Digital News Report 2020* KBS has the highest weekly reach (50%) of all radio, television, and print outlets and the third highest reach of all online media (26%) (Reuters Institute, 2020).

The public broadcaster has also expanded its content for non-Korean-speaking viewers by replicating "all important news and information about the country's response to the Coronavirus" to its international platforms such as KBS World TV, KBS World 24 TV and KBS World Radio as well as *KBS* streaming services. It has also introduced more foreign language texts to this channel.

CBC Radio's (Canada)

CBC Radio airs the Series *'The Current'* which explains the social and economic impact of the coronavirus on daily life (PMA, 2020b). To help Canadians through the current COVID-19 situation, CBC/Radio-Canada is providing special access to content across all of its platforms, including trusted news and information to stay informed, educational resources for kids and parents, and a wide variety of programs to keep Canadians entertained when they need a break. *Catherine Tait*, CBC President and CEO said(CBC, 2020b):

"The situation keeps changing every day. Canadians need to know what's going on and understand what it means for them and their families and friends. The CBC news team works around the clock to keep all Canadians informed of the latest developments in Canada and around the world. We also ensure that Canadians, many of whom are at home with their children, have access to programs that are fun, entertaining, and educational. We're here to help Canadians find the laughter, inspiration, and connection we all need to get through tough times. We would also like to invite all of our content creators and Canadian talent into this effort. Stay tuned for more developments every week, from CBC/Radio-Canada"

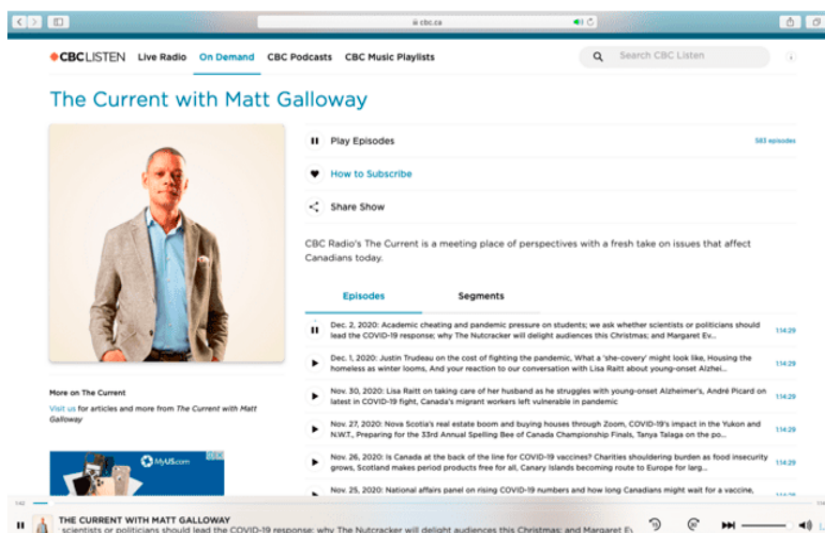


Fig. 8 The Current With Matt Galloway (CBC, 2020j)

The series *'The Current With Matt Galloway'* has 583 episodes as of December 2020. *The current with Matt Galloway* discusses cheating scandals at the University of British Columbia could lead to 100 first-year students being expelled, and shows how difficult it can be to navigate academic honesty during a pandemic. To discuss pressures on students and academic institutions, Matt Galloway spoke with David Draper, a fourth-year political science student at the University of Alberta; Joseph Piwowar, professor of geography at the University of Regina; and Andie Burazin, an assistant professor of mathematics at the University of Toronto Mississauga. Plus, when should the response to COVID-19 be led by politicians elected to set public policy, and when should it be led by doctors who understand the science

behind the virus? To discuss how the pandemic has pitted science and politics in the public eye, we heard from Stephen Meek, director of the Institute for Policy and Engagement at the University of Nottingham; Jim Talbot, former chief medical officer of health for Alberta; and Heidi Tworek, professor of international history and public policy at the University of British Columbia.

Then, The Nutcracker won't grace the stage in the usual way this year, but there are efforts underway to find new ways to present it to audiences. We spoke with Heather Ogden, principal dancer at the National Ballet of Canada, and Chan Hon Goh, director of the Goh Ballet Academy and Youth Company, Canada, about why classical ballet still resonates. And CBC's Margaret Evans went to Uganda to cover a presidential campaign that turned violent, leaving dozens dead — but she was eventually deported. He joined us to discuss the escalating violence, and why officials don't want journalists like him there(CBC, 2020j).

The following are some of the latest programs issued by CBC in order to provide education and information to Canadians during the Corona virus, as in the following table (CBC, 2020h):

Table 2 CBC Radio's Flagship Programs During Covid-19

Segmented	CBC New Programme
News	<ol style="list-style-type: none"> 1. The CBC News Network is more widely available through participating TV distributors, including Bell TV, Cogeco, Eastlink, SaskTel, Shaw, Rogers, and TELUS. CBC News Network is available in steaming form that can be accessed throughout Canada through CBC Gem, and globally through <i>the CBC News App</i> and CBC.ca (CBC, 2020l). 2. ICI RDI is more widely available through participating TV distributors, including Bell TV, Cogeco, Vidéotron, Shaw, Rogers, and TELUS. It is available worldwide through the Radio-Canada Info app and <i>Radio-Canada.ca</i> (Radio Canada, 2021). 3. COVID-19 bulletins from CBC (CBC, 2021a) and Radio-Canada (radpointca, 2020) include news and analysis, tips on prevention, and answers to coronavirus questions from Canadians. 4. CBC's Coronavirus Local (CBC, 2020k) and COVID-19 Radio-Canada (Radio-Canada's COVID-19: ouvert ou fermé?) (Radio Canada, 2020f) shows what is open and closed in communities across the country, and links directly to relevant websites. 5. Extended coverage on several current affairs news shows, including an additional two hours from <i>CBC Radio's The Current</i>(CBC, 2020j), which now airs 8:30 a.m. to 12:00 p.m. in most time zones, and an additional nightly episode of the podcast, Front Burner (CBC, 2021b). ICI RDI 24/60 (Radio Canada, 2020c), which airs at night at 7 p.m. EDT, has added an extra hour, while <i>ICI PREMIÈRE's Midi info</i> (Radio Canada, 2020b) now airs half an hour earlier, starting at 11 a.m. EDT. 6. Live coronavirus trackers from CBC (CBC, 2020k) and Radio-Canada offer up-to-date data on the number of confirmed cases in Canada and around the world.

Segmented	CBC New Programme
	<ol style="list-style-type: none"> 7. To manage the thousands of questions we get from Canadians, CBC has prepared a new email, [COVID@cbc.ca], and will try to provide as many answers as possible across its programs and platforms. 8. CBC and Radio-Canada exposed the untruths and disinformation surrounding the global pandemic. Check out some of the CBC's COVID Screening units working on false claims (Nicholson et al., 2020) and conspiracy theories (Bellemare, 2020), and <i>Décrypteurs</i> (Radio Canada, 2020a) Radio-Canada for more.
Kids and youth	<ol style="list-style-type: none"> 1. Curio.ca, CBC/Radio-Canada's <i>educational</i> platform for all grade levels from elementary to high school, is available for free nationwide (CBC, 2020g). 2. Both <i>CBC Kids News</i> (CBC, 2020d) and <i>Radio-Canada's MAJ</i> (Radio Canada, 2020e) provide COVID-19 news coverage by and for young people. 3. CBC Kids TV (CBC, 2020c) airs an additional hour of programming on weekdays from 7 a.m. to 12 p.m. More information about expanded CBC content for children and parents 4. In ICI TOU. TV (ICI TOU.TV, 2020) and CBC Gem (CBC Gem, 2020), CBC/Radio-Canada streaming services, more children, teens, and family programs are available for free, including <i>Find Me In Paris</i>, <i>Endlings</i>, <i>Detention Adventure</i>, <i>Molly of Denali</i>, <i>Mère & Fille</i>, <i>Papa épique</i>, <i>Nomades</i>, and <i>Avec moi</i>, as well as <i>the documentary series Marie-Mai: ma façon d'exister</i> and <i>Cheerleading</i>.
Entertainment	<ol style="list-style-type: none"> 1. CBC deeply understands how the music community comes together to keep music alive in Canada. CBC Music's <i>weekday programming</i> moves people in Canada to come together and help each other. Streaming facilities can be accessed via <i>CBC.ca/listen</i> or through <i>the CBC Listen App</i>. The Radio-Canada OHdio app has playlists to entertain and provide information for those who are doing <i>Work from Home</i> 2. <i>CBC Listen</i> and <i>Radio-Canada OH dio</i> provide <i>on-demand</i> playlists and podcasts. On CBC Listen, audiences can enjoy "<i>More With Anna Maria Tremonti</i> (Tremonti, 2022), <i>Alone: A Love Story</i> (CBC Podcast, 2022), <i>Chosen Family</i> (CBC Podcast, 2023), performed by Thomas Leblanc and Tranna Wintour, and <i>The Secret Life of Canada</i> (CBC Podcast, 2020)". On Radio-Canada OHdio, listeners will find <i>Mademoiselle Julie</i> (Radio Canada, 2020d), with its announcer Magalie Lépine-Blondeau, Louis-José Houde's host on <i>Le show caché 2</i>, Adib Alkhalidey's host on <i>Je t'aime</i>, and Korine Côté's as host on <i>the Mon Show</i>. 3. CBC's streaming service provides a wealth of free content that is 8,500 hours of programming already available. CBC Gem's new content includes retro favorites like <i>Kids in the Hall</i>, <i>The Newsroom</i>, and <i>Slings & Arrows</i>, <i>National Film Board documentaries</i> with its flagship programs <i>What Walaa Wants</i>, <i>Beauty</i>, and <i>The Girls of Meru</i>. ICI TOU. TV also offers plenty of free access to a variety of programs, including <i>Hubert & Fanny</i>, <i>Trop</i>, and <i>Plan B</i>. 4. In response to the postponement of "the NHL season," CBC offered "<i>Movie Night in Canada</i>," a celebration of back-to-back acclaimed Canadian films on Saturday night. 5. CBC/Radio-Canada specialty channels such as ICI ARTV and ICI EXPLORA are more widely available through TV broadcast distributors available throughout Canada. ICI ARTV offers arts and

Segmented	CBC New Programme
	culture programs, while ICI EXPLORA focuses on science, environment, nature, and health.

In addition to those mentioned above, there are still efforts being made by CBC/Radio-Canada in fighting the coronavirus and ensuring the public can access information (CBC, 2020b), such as:

1. CBC/Radio-Canada always *on-air* to ensure that the Public Broadcaster can continue to serve Canadians whenever they need to. CBC and Radio-Canada offer no-cost access to 24-hour news networks, CBC News Network and ICI RDI(CBC, 2020e), also providing an opportunity for viewers to ask questions to CBC/Radio-Canada, and experts provided by CBC/Radio-Canada as resource persons regarding the Coronavirus.
2. CBC/Radio-Canada partners with global media partners to bring *One World: Together at Home*(CBC, 2020f), *the all-Canadian special Stronger Together* (CBC, 2020i), *Tous Ensemble* to Canadians.
3. CBC/Radio-Canada helps provide critical support to Canadians who are content creators through access to *CBC Creative Relief Fund* (CBC, 2020a) to make sure they can keep telling their stories. CBC/Radio-Canada provided \$2 million in development and production funding for a variety of innovative Canadian original storytelling, including comedy and scripted drama, unscripted entertainment, children's, adult and youth programs, podcasts, game adaptations and short documentaries.

Conclusion

In March 2020, WHO announced that the Corona Virus became a Global Pandemic so that the seriousness of each country is needed in tackling so as to minimize casualties. Public Broadcasting Institutions as independent and credible media take an important role as media that always report the development of the coronavirus. The findings in this paper illustrate several important points. First, *Série Le virus* (Senegal) presents drama as a strategy to attract public interest in understanding the impact of Covid-19. Secondly, RAI (Italy) launched a special program called 'Unno Mattina'. Third, the *Australian Broadcasting Corporation* (ABC) adopted a factual approach to coronavirus reporting by relying on verified information. In addition, ABC also broadcasts news and information about the development of the Corona virus with a very high volume. Fourth, *the Korean Broadcasting System* (KBS) has provided reliable information through the operation of the Integrated News Room service 24 hours a day for COVID-19 since March 4, 2020. The main goal is to provide citizens with complete,

reliable and in-depth information. Fifth, CBC Radio (Canada) aired the series *'The Current'* which explains the social and economic impact of the Corona virus in everyday life.

Base on these findings, further is recommended to explore the following areas: *First*, Impact Assessment of the media Strategies. Conduct a comparative analysis of the effectiveness of different media strategies employed by public service broadcasting in increasing public awarness and compliance with health guidelines during pandemics. *Second*, Long-term influence on public health behavior. Investigate the long-term impact of COVID-19 media coverage on public health behaviors and attitudes towards vaccination and pandemic preparedness. *Third*, Techological innovation in broadcasting. Explore how advancements in broadcasting technology, such as artificial intelligence and virtual reality, can enhance the delivery of health informations during global crises. *Fourth*, Role of Social media integration. Examine the role of integrating social media platforms with traditional broadcasting in disseminating accurate and timely information, combating mis information, and engaging with diverse audience demographics. *Fifth*, Cross-cultural communication practices. Study the effectiveness of culturally taolored communication practices in public service broadcasting across different regions and how these practices influence public perception and behavior during pandemics. By addressing these areas, future research can make a positive contribution to the field of health communication, improving the effectiveness of public service broadcasting in managing global health crises and enhancing public trust in media as a reliable source of information.

Acknowledgments

The author would like to thank all parties who have contributed to the preparation of this scientific article. In the process of writing this paper, the author states that the data published in the manuscript does not have a conflict of interest with any parties. The author does not receive financial support for the research, authorship, and/or publication of this article.

References

- 20 Minutes. (2020). *Vive émotion à l'OM après la mort de Pape Diouf, emporté par le coronavirus*. 20 Minutes. <https://www.20minutes.fr/sport/2752259-20200401-mort-pape-diouf-pere-mentor-exemple-vive-emotion-football-apres-deces-ancien-president-om>
- ABC News. (2019a). *Australian Broadcasting Corporation Annual Report 2019*. Australian Broadcasting Corporation. <https://about.abc.net.au/wp-content/uploads/2019/10/ABC-Annual-Report-201819v2.pdf>

- ABC News. (2019b). *Australian Broadcasting Corporation Corporate Plan 2019-2020*. Australian Broadcasting Corporation. <https://about.abc.net.au/wp-content/uploads/2019/08/ABC-Corporate-Plan-201920.pdf>
- ABC News. (2020a). *Australian Broadcasting Corporation Annual Report 2020*. Australian Broadcasting Corporation. https://about.abc.net.au/wp-content/uploads/2020/10/ABC9864_v8_FILM_Revised_WEB_v3.pdf
- ABC News. (2020b). *Australian Broadcasting Corporation Corporate Plan 2020 -2021*. Australian Broadcasting Corporation. https://about.abc.net.au/wp-content/uploads/2020/11/ABC9814_Corporate-Plan-2020_FINAL.pdf
- ABC News. (2020c, March 4). *Coronacast* [Text]. ABC Radio; Australian Broadcasting Corporation. <https://www.abc.net.au/radio/programs/coronacast/latest-segments/12025304>
- ABC News. (2020d, March 4). *One Thing More Dangerous than a Pandemic is Panic, and Australia is Uniquely Vulnerable*. Australian Broadcasting Corporation. <https://www.abc.net.au/news/2020-03-04/coronavirus-covid-19-outbreak-prompts-warnings-not-to-panic/12024432>
- ABC News. (2020e, March 5). *Sensationalist Coronavirus Reporting a “Bigger Contagion” Than the Virus itself*. Australian Broadcasting Corporation. <https://www.abc.net.au/news/2020-03-06/sensationalist-coronavirus-media-coverage-a-bigger-contagion/12029416>
- Abdullah, A. (2020). Pola Kebijakan Digitalisasi Penyiaran di Indonesia. *ARISTO*, 8(1), 76. <https://doi.org/10.24269/ars.v8i1.2263>
- Abdullah, A., & Mustafa, M. (2021). *Digital Broadcasting: Regulasi dan Kontroversi Transisi Analog ke TV Digital di Indonesia*. Rajawali Pers.
- Abdullah, A., Mustafa, M., & Mutia, T. (2023). *TVRI dan Digital Broadcasting: Analog Switch Off (ASO) Lembaga Penyiaran Publik*. Rajawali Pers. <https://www.rajagrafindo.co.id/produk/tvri-dan-digital-broadcasting-analog-switch-off-aso-lembaga-penyiaran-publik-assyari-abdullah-s-sos-m-i-kom-mustafa-s-sos-m-i-kom-tika-mutia-m-i-kom/>
- AC. Nielsen. (2020). *COVID-19: Tracking the Impact on Media Consumption*. Nielsen. <https://www.nielsen.com/us/en/insights/article/2020/covid-19-tracking-the-impact-on-media-consumption>
- AlJazeera. (2020). *How a Senegal TV series is fighting coronavirus*. Aljazeera.Com. <https://www.aljazeera.com/news/2020/05/senegal-tv-series-fighting-coronavirus-200522160752049.html>
- Anil Saraf, R., & Balamurugan, J. (2018). The Role of Mass Media in Health Care Development: A Review Article. *Journal of Advanced Research in Journalism & Mass Communication*, 05(01), 39–43. <https://doi.org/10.24321/2395.3810.201807>
- Bellemare, A. (2020, March 25). No, the new coronavirus wasn't created in a lab, scientists say. *CBC News*. <https://www.cbc.ca/news/science/coronavirus-wasnt-created-in-lab-no-signs-genetic-engineering-1.5508735>
- Bizwire, K. (2019). Chosun Ilbo and TV Chosun Among Most Distrusted News Sources in S. Korea. *Be Korea-Savvy*. <http://koreabizwire.com/chosun-ilbo-and-tv-chosun-among-most-distrusted-news-sources-in-s-korea/143869>
- Bloomberg. (2019). *Korean Broadcasting System—Company Profile and News*. Bloomberg.Com. <https://www.bloomberg.com/profile/company/0613710D:KS>
- Bryman, A. (2006). Integrating quantitative and qualitative research: How is it done? *Qualitative Research*, 6(1), 97–113. <https://doi.org/10.1177/1468794106058877>
- CBC. (2020a). *Canada's public broadcaster launches the CBC Creative Relief Fund, an unprecedented initiative to provide timely, urgent support to Canadian creators*.

- Canadian Broadcasting Corporation - CBC Listen. <https://cbc.radio-canada.ca/en/media-centre/cbc-creative-relief-fund>
- CBC. (2020b). *Canadian Broadcasting Corporation Annual Report 2019-2020* [Annual Report]. Canadian Broadcasting Corporation. <https://site-cbc.radio-canada.ca/documents/impact-and-accountability/finances/2019-2020-annual-report.pdf>
- CBC. (2020c). *CBC EXPANDS CONTENT FOR CHILDREN AND PARENTS - CBC Media Centre*. CBC. <https://cbc.ca>, [//www.cbc.ca/mediacentre/press-release/cbc-expands-content-for-children-and-parents](http://www.cbc.ca/mediacentre/press-release/cbc-expands-content-for-children-and-parents)
- CBC. (2020d). *CBC Kids News*. Kids News. <https://www.cbc.ca/kidsnews/>
- CBC. (2020e). *CBC News Network and ICI RDI now available to more Canadians*. Canadian Broadcasting Corporation - CBC Listen. <https://cbc.radio-canada.ca/en/media-centre/cbc-news-network-ici-rdi-more-available>
- CBC. (2020f). *CBC partners with Bell Media and Global Citizen to bring Canadians the historic One World: Together at Home concert this Saturday, April 18*. Canadian Broadcasting Corporation - CBC Listen. <https://cbc.radio-canada.ca/en/media-centre/cbc-bell-media-global-citizen-concert>
- CBC. (2020g). *Curio—An essential educational resource / Une ressource éducative incontournable*. Curio. <https://curio.ca/>
- CBC. (2020h). *More CBC/Radio-Canada news, kids, and entertainment programming available to Canadians during COVID-19 crisis*. Canadian Broadcasting Corporation - CBC Listen. <https://cbc.radio-canada.ca/en/media-centre/even-more-programming-available-during-covid-19>
- CBC. (2020i). *STRONGER TOGETHER, TOUS ENSEMBLE Raises Over \$6 Million So Far for Food Banks Canada*. Canadian Broadcasting Corporation - CBC Listen. <https://cbc.radio-canada.ca/en/media-centre/stronger-together-raises-millions>
- CBC. (2020j). *The Current with Matt Galloway | Live Radio*. Canadian Broadcasting Corporation - CBC Listen. <https://www.cbc.ca/listen/live-radio/1-63-the-current>
- CBC. (2020k). *Tracking the spread of the coronavirus in Canada*. CBC News. <https://newsinteractives.cbc.ca/coronavirustracker/>
- CBC. (2020l, March 14). *CBC/Radio-Canada and TV distributors make 24-hour news channels widely available*. *CBC News*. <https://www.cbc.ca/news/cbc-radio-canada-and-tv-distributors-make-24-hour-news-channels-widely-available-1.5498097>
- CBC. (2021a). *Corona Virus Brief*. Canadian Broadcasting Corporation. <https://subscriptions.cbc.ca/listmanagement/forms/coronavirusbrief>
- CBC. (2021b, March 15). *Front Burner*. CBC News. <https://www.cbc.ca/radio/frontburner>
- CBC Gem. (2020). *CBC Gem*. <https://gem.cbc.ca/>
- CBC Podcast. (2020). *The Secret Life of Canada | CBC Podcasts | CBC Listen*. CBC Listen. <https://www.cbc.ca/listen/cbc-podcasts/203-the-secret-life-of-canada>
- CBC Podcast. (2022). *Alone: A Love Story | CBC Podcasts*. CBC Listen. <https://www.cbc.ca/listen/cbc-podcasts/164-alone-a-love-story>
- CBC Podcast. (2023). *Chosen Family | CBC Podcasts*. CBC Listen. <https://www.cbc.ca/listen/cbc-podcasts/366-radio-chosen-family>
- Creswell, J. W. (2014). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches*. Sage Publications. <https://doi.org/10.4135/9781483349000>
- Culinary. (2020). *Library Research Methods: Library Research Basics*. The Culinary Institute of America. <https://library.culinary.edu/research/steps>
- Deloitte. (2020a). *COVID-19: Impact on media and entertainment companies | Deloitte global*. Deloitte. <https://www2.deloitte.com/global/en/pages/about-deloitte/articles/covid-19/covid-19-impact-on-media-and-entertainment-companies.html>

- Deloitte. (2020b). *The economic and social benefits of commercial television in Australia*. Deloitte Access Economic. <https://www2.deloitte.com/content/dam/Deloitte/au/Documents/Economics/deloitte-au-dae-free-tv-report-july-2020.pdf>
- Denzin, N. K., & Lincoln, Y. S. (Eds.). (2011). *The Sage handbook of qualitative research* (4th ed). Sage.
- Djalante, R., Lassa, J., Setiamarga, D., Mahfud, C., Sudjatma, A., Indrawan, M., Haryanto, B., Sinapoy, M. S., Rafliana, I., Djalante, S., Gunawan, L. A., Anindito, R., Warsilah, H., & Surtiari, I. G. A. (2020). Review and analysis of current responses to COVID-19 in Indonesia: Period of January to March 2020. *Progress in Disaster Science*, 100091. <https://doi.org/10.1016/j.pdisas.2020.100091>
- Donthu, N., & Gustafsson, A. (2020). Effects of COVID-19 on business and research. *Journal of Business Research*, 117, 284–289. <https://doi.org/10.1016/j.jbusres.2020.06.008>
- Ducharme, J. (2020). *How News Coverage of Coronavirus in 2020 Compares to Ebola in 2018* [TIME]. Time. <https://time.com/5779872/coronavirus-ebola-news-coverage/>
- EFJ. (2020, March 18). *EFJ President: “COVID-19 measures must not be used as a pretext to censor journalists.”* European Federation of Journalists; European Federation of Journalists. <https://europeanjournalists.org/blog/2020/03/18/efj-president-covid-19-measures-must-not-be-used-as-a-pretext-to-censor-journalists/>
- EURACTIV. (2020). *Health, trust and journalism: A Coronavirus Plan for the Media*. EURACTIV.Com. <https://www.euractiv.com/section/digital/opinion/health-trust-and-journalism-a-coronavirus-plan-for-the-media/>
- G20. (2020). *Extraordinary G20 Leaders’ Summit: Statement on COVID-19*. G20 Information Centre. <http://www.g20.utoronto.ca/2020/2020-g20-statement-0326.html>
- Hannides, T. (2015). *Humanitarian broadcasting in emergencies—A synthesis of evaluation findings*. BBC Media Action. <https://www.bbc.co.uk/mediaaction/publications-andresources/research/reports/Humanitarian-broadcastingin-emergencies-synthesisreport-2015>
- Hutchinson, G., & Dalton, J. (2018). *A Guide for the Media on Communicating in Public Health Emergencies*. BBC Media Action. <http://downloads.bbc.co.uk/mediaaction/pdf/communicating-in-public-health-emergencies-english.pdf>
- ICI TOU.TV. (2020). *ICI TOU.TV | Regardez vos séries, films et documentaires préférés*. ICI TOU.TV. <https://ici.tou.tv/>
- Jeffries, S. (2020, April 9). Sofa distancing: How coronavirus has transformed British TV. *The Guardian*. <https://www.theguardian.com/tv-and-radio/2020/apr/09/sofa-distancing-how-coronavirus-has-transformed-british-tv>
- KBS. (2019). *Korean Broadcasting System 2019 Annual Report*. Korean Broadcasting System. http://padmin.static.kbs.co.kr/nbroad/2020/7/14/1594687923052_nbroad.pdf
- KBS. (2020a). *Gov’t: 3rd COVID-19 Wave Likely to Continue for Long Time at Current Rate*. Korean Broadcasting System. http://world.kbs.co.kr/service/news_view.htm?lang=e&Seq_Code=157943
- KBS. (2020b). *KBS most trusted Korean media, thanks to Coronavirus coverage*. Korean Broadcasting System. http://open.kbs.co.kr/eng/index.html?source=openkbs&sname=lastest&stype=magazine&contents_id=2028
- KBS. (2020c). *KBS shares public media perspectives at Global Task Force virtual conference*. Korean Broadcasting System. http://open.kbs.co.kr/eng/index.html?source=openkbs&sname=lastest&stype=magazine&contents_id=2033

- KBS World Radio. (2019). *Experience Korea through KBS WORLD Radio*. Korean Broadcasting System. http://world.kbs.co.kr/service/about_us.htm?lang=e
- Kwenandar, F., Japar, K. V., Damay, V., Hariyanto, T. I., Tanaka, M., Lugito, N. P. H., & Kurniawan, A. (2020). Coronavirus disease 2019 and cardiovascular system: A narrative review. *IJC Heart & Vasculature*, 29, 100557. <https://doi.org/10.1016/j.ijcha.2020.100557>
- Kwong, J. C., Schwartz, K. L., Campitelli, M. A., Chung, H., Crowcroft, N. S., Karnachow, T., Katz, K., Ko, D. T., McGeer, A. J., McNally, D., Richardson, D. C., Rosella, L. C., Simor, A., Smieja, M., Zahariadis, G., & Gubbay, J. B. (2018). Acute Myocardial Infarction after Laboratory-Confirmed Influenza Infection. *New England Journal of Medicine*, 378(4), 345–353. <https://doi.org/10.1056/NEJMoa1702090>
- L. Shaw, M. (2020). *Mortality, Risk Factors of Patients With Cardiac Injury and COVID-19*. AJMC. <https://www.ajmc.com/view/mortality-risk-factors-of-patients-with-cardiac-injury-and-covid19>
- Leite, H., Hodgkinson, I. R., & Gruber, T. (2020). New development: ‘Healing at a distance’ — telemedicine and COVID-19. *Public Money & Management*, 1–3. <https://doi.org/10.1080/09540962.2020.1748855>
- M’baïporishanlosen, L., Odiauanajat, & Yamouri. (2020). *Senegal’s youth offers inspiring creativity to fight COVID-19*. World Bank Blogs. <https://blogs.worldbank.org/youth-transforming-africa/senegals-youth-offers-inspiring-creativity-fight-covid-19>
- Media, K. C. (2020). *WHO Umumkan Virus Corona sebagai Pandemi Global Halaman all*. KOMPAS.com. <https://www.kompas.com/global/read/2020/03/12/001124570/who-umumkan-virus-corona-sebagai-pandemi-global>
- Nicholson, K., Ho, J., & Yates, J. (2020, March 23). Viral video claiming 5G caused pandemic easily debunked. *CBC News*. <https://www.cbc.ca/news/science/fact-check-viral-video-coronavirus-1.5506595>
- OECD. (2006). *Milano Globale: Competere E Fare Sistema*. Provincia di Milano e dalla Camera di Commercio di Milano. https://www.cittametropolitana.mi.it/export/sites/default/sviluppo_economico/documenti/Archivi-Progetti-EU/OCSE/Estratti_OECD_TerritorialReview.pdf
- Olivia Herlina. (2020). *Menimbang Peran Media dalam Menghadapi Pandemi*. Remotivi - Pusat Kajian Media & Komunikasi. <http://remotivi.or.id/amatan/575/menimbang-peran-media-dalam-menghadapi-epidemi>
- Patton, M. Q. (2002). *Qualitative research and evaluation methods*. Sage publications.
- Phillips, J., & Marrying, L. (2020). *Qualitative Content Analysis: A Practical Guide*. SAGE Publications.
- PMA. (2019). Our Work. *Public Media Alliance*. <https://www.publicmediaalliance.org/about-us/our-work/>
- PMA. (2020a, March 20). Covid-19 and public media: Adaptation and contingencies. *Public Media Alliance*. <https://www.publicmediaalliance.org/covid-19-and-public-media-adaptation-and-contingencies/>
- PMA. (2020b, March 20). Public media coverage of coronavirus. *Public Media Alliance*. <https://www.publicmediaalliance.org/public-media-coronavirus/>
- PMA. (2020c, April 29). How have public broadcasters adapted to working from home? *Public Media Alliance*. <https://www.publicmediaalliance.org/how-public-media-keeping-us-informed-during-the-pandemic/>
- PMA. (2020d, July 9). Focus On PSM | Korean Broadcasting System. *Public Media Alliance*. <https://www.publicmediaalliance.org/focus-on-psm-korean-broadcasting-system/>
- Potter, C. W. (2001). A history of influenza. *Journal of Applied Microbiology*, 91(4), 572–579. <https://doi.org/10.1046/j.1365-2672.2001.01492.x>

- Radio Canada. (2020a). *Décodeurs* | ICI Radio-Canada.ca. <https://ici.radio-canada.ca/decodeurs>
- Radio Canada. (2020b). *ICI PREMIÈRE's Midi info*. Radio-Canada. <https://ici.radio-canada.ca/ohdio/premiere/emissions/3858/midi-info>
- Radio Canada. (2020c). *ICI RDI 24/60 Radio-Canada.ca*. Radio-Canada.ca. <https://ici.radio-canada.ca/rdi/24-60/site>
- Radio Canada. (2020d). *Mademoiselle Julie*. ICI Radio Canada. <https://ici.radio-canada.ca/ohdio/balados/7426/mlle-magalie-lepine-blondeau-boutin-theatre-denoncourt-strindberg>
- Radio Canada. (2020e). *MAJ, l'actualité pour les jeunes* | Radio-Canada. Radio-Canada. <https://ici.radio-canada.ca/jeunesse/maj>
- Radio Canada. (2020f, March 16). *COVID-19: Ouvert ou fermé? | COVID-19: tout sur la pandémie*. Radio-Canada; Radio-Canada.ca. <https://ici.radio-canada.ca/nouvelle/1669054/coronavirus-commerces-restaurants-ouvert-ferme>
- Radio Canada. (2021). *Radio-Canada.ca | Information, radio, télé, sports, arts*. Radio-Canada. <https://ici.radio-canada.ca>
- radpointca. (2020). *L'équipe se mobilise pour t'offrir une couverture pertinente et efficace de la pandémie de COVID-19*. Radio-Canada. <https://radpointca.typeform.com/to/wXB8Ag>
- RAI. (2020). *Coronavirus, la programmazione dedicata*. RAI Ufficio Stampa. <http://www.rai.it/ufficiostampa/articoli/2020/02/Coronavirus-la-programmazione-dedicata-a0dc84cb-2caa-4409-ab2a-9e64d53b0841.html>
- RAI1 - HD (Director). (2020, March 17). *Uno Mattina—Coronavirus: La nuova vita dentro casa—Francesco Morace—16 Marzo 2020*. <https://www.youtube.com/watch?v=1eIU4pNWCA>
- Raman, S. (2020). *Public health experts worry about spread of COVID-19 misinformation*. Roll Call - The Source for News On Capitol Hill Since 1955. <https://www.rollcall.com/2020/03/18/public-health-experts-worry-about-spread-of-covid-19-misinformation/>
- Reuters Institute. (2020). *Digital News Report 2020*. Reuters Institute. https://reutersinstitute.politics.ox.ac.uk/sites/default/files/2020-06/DNR_2020_FINAL.pdf
- Seyllou. (2020). *Senegal Health Virus Television*. Getty Images. <https://www.gettyimages.co.uk/detail/news-photo/alioune-thiam-the-actor-who-plays-the-doctor-diouf-in-the-news-photo/1214576939>
- Smith, G. (2020). *Broadcasting Informs, Comforts During COVID-19 Pandemic*. Broadcasting Cable. <https://www.nexttv.com/blog/broadcasting-informs-comforts-during-covid-19-pandemic>
- Stohr, K. (2004). Public Health: Enhanced: Will Vaccines Be Available for the Next Influenza Pandemic? *Science*, 306(5705), 2195–2196. <https://doi.org/10.1126/science.1108165>
- Tasnim, S., Hossain, M. M., & Mazumder, H. (2020). *Impact of rumors or misinformation on coronavirus disease (COVID-19) in social media* [Preprint]. SocArXiv. <https://doi.org/10.31235/osf.io/uf3zn>
- Tremonti, A. M. (2022). *More with Anna Maria Tremonti* | CBC Podcasts | CBC Listen. CBC Podcasts. <https://www.cbc.ca/listen/cbc-podcasts/405-more-with-anna-maria-tremonti>
- UAF. (2018). *Library Research Process* | Elmer E. Rasmuson Library. The University of Alaska Fairbanks. <https://library.uaf.edu/lr101-research-process>
- UN. (2020). *“Now is the time for unity.”* United Nations; United Nations. <https://www.un.org/en/un-coronavirus-communications-team/%E2%80%9Cnow-time-unity%E2%80%9D>

- WHO. (2019). *Coronavirus disease 2019 (COVID-19) Situation report 43*. World Health Organization; World Health Organization. https://www.who.int/docs/default-source/coronaviruse/situation-reports/20200303-sitrep-43-covid-19.pdf?sfvrsn=2c21c09c_2
- WHO. (2020a). *Coronavirus*. World Health Organization. <https://www.who.int/westernpacific/health-topics/coronavirus>
- WHO. (2020b). *Coronavirus disease (COVID-19) outbreak situation*. World Health Organization. <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- WHO. (2020c). *What is a pandemic?* World Health Organization; World Health Organization. http://www.who.int/csr/disease/swineflu/frequently_asked_questions/pandemic/en/
- WHO. (2020d, March 12). *WHO announces COVID-19 outbreak a pandemic*. World Health Organization; World Health Organization. <http://www.euro.who.int/en/health-topics/health-emergencies/coronavirus-covid-19/news/news/2020/3/who-announces-covid-19-outbreak-a-pandemic>
- Worldometer. (2023). *Coronavirus Graphs: Worldwide Cases and Deaths - Worldometer*. <https://www.worldometers.info/coronavirus/worldwide-graphs/#total-cases>
- Yabi, O. G. (2020). *Coronavirus and Africa: In Senegal, Communication and Prevention are the Key Words*. Institut Montaigne. <https://www.institutmontaigne.org/en/blog/coronavirus-and-africa-senegal-communication-and-prevention-are-key-words>
- Zhu, N., Zhang, D., Wang, W., Li, X., Yang, B., Song, J., Zhao, X., Huang, B., Shi, W., Lu, R., Niu, P., Zhan, F., Ma, X., Wang, D., Xu, W., Wu, G., Gao, G. F., & Tan, W. (2020). A Novel Coronavirus from Patients with Pneumonia in China, 2019. *New England Journal of Medicine*, 382(8), 727–733. <https://doi.org/10.1056/NEJMoa2001017>