

### (IN) EFFECTIVENESS OF TELEVISION JOURNALISM IN HOME OFFICE IN AN EMERGENCY CONTEXT: A LOOK FROM INFORMATION SOURCES IN MOZAMBIQUE

By

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#### Abstract

This study, entitled “(In) effectiveness of Television Journalism at Home Office in an Emergency Context: a look from Information Sources in Mozambique”, aims to understand the viability of journalism carried out remotely (home office) in Mozambique, amid the emergency of Covid-19 pandemic. The authors use reflections from other authors such as the cases of Domingos Amaral and Nelson Traquina, just to name a few, aiming to deepen understanding to respond to the concern (problem) about the effectiveness in producing journalistic content in home format office in the Mozambican context. The methodology is qualitative and quantitative in nature (Content Analysis), with data collection being carried out among participants to investigate the extent to which journalism explored sources of information in the home office modality in Mozambique. The results indicated that the STV newsroom used both the home office and the traditional method to produce reports, highlighting the importance of new technologies for the work of journalist teams during the health crisis. Journalists, when faced with the need to adapt their work routines, maintained their activities amid emergency measures and there was no need for face-to-face meetings with information sources, making it possible to produce information to feed their news reports.

**Keywords:** Journalism, Television, Home Office, Covid-19 pandemic.

## 1. INTRODUCTION

Since March 2020, people around the world have been impacted in different ways by the COVID-19 pandemic, needing to adapt to a new reality due to the outbreak of this unusual phenomenon in the history of humanity in the last century. Considering the objectives of this study and the theoretical basis adopted, the article presents two theoretical sections: the (in) effectiveness of home office journalism and the relationship with information sources in the context of the pandemic, a research carried out in the first half of 2020, in the KaMpfumo Municipal district, at the STV headquarters. In methodological terms, we are based on Content Analysis, which focuses on studying the meaning of the journalistic text, configuring itself as predominantly qualitative research (McQuail, 2003).

During the pandemic, journalists had to adapt new work routines, and the final product was also transformed, as the urgency of qualified information about an unknown disease that spread quickly around the world did not paralyze journalistic activities, even in the midst of measures emergencies that required quarantine and social isolation (Amaral, 2020).

Digital technologies and remote work soon established themselves as a viable and essential way of doing journalism, accentuating a process that had already been occurring since the beginning of the 21st century. Next, we address the productive routines of television journalism, which were in a permanent process of transformation and were deepened during COVID-19. Most of the team started to work from home. These changes resulting from the pandemic, in a context of the resumption of daily television journalism on STV, motivate this study (Amaral, 2020, p. 13).

We follow the approach of Escosteguy (2012), which aims to “detect values and norms that govern a journalistic practice subject to variations arising from a given sociocultural, political and economic context, current technological possibilities and their social recognition”. The issue of practicing journalism from home, considering its dependence on information sources (Traquina, 2002), is a subject that requires in-depth study for greater understanding. This is a matter of universal concern, although some places are in a privileged situation compared to others.

The COVID-19 pandemic has brought, among other things, changes in human relationships, especially in professional practice. To prevent the spread of the new coronavirus, part of the world had to adapt to the remote work format, which we call home office in the view of (Bauman, 2001). Although some people were already working remotely before the pandemic, this was new for many who had to adhere to the new format. The establishment of this model gave rise to new questions about the employment relationship, although in countries such as Brazil, legislation for teleworking already existed since the labor reform (Kugelmass, 1996).

According to the report working from Home: From Invisibility to Decent Work, released in January 2020 by the International Labor Organization (ILO), teleworking represented around 7.9% of global employment before the pandemic. With the chaotic scenario caused by the virus, this number rose to an estimate of 20%. Also according to the ILO, remote workers tend to stay connected for 24 hours and the right to disconnect is something that deserves further study. The Organization alerts political agents about the need for legislation for home office work.

In the practice of journalism, whose characteristics are peculiar, sources of information are fundamental and one of the basic principles of the profession. With the pandemic, professionals had to change their routine to avoid physical contact, ensuring everyone's safety. This change allowed changes in traditional forms of contact with information sources.

Journalism “is a moving object that is constantly adapting to new scenarios” (Deuze&Witschge, 2016, p. 49). Currently, it faces the need to adapt its forms of information production to a scenario of social distancing and restrictions imposed by the pandemic. This fact requires some sacrifice on the

part of the reports, as stated by the Center for Communication and Society Studies, at the University of Minho, as journalists strive to keep the population informed, facing the risk of contamination by the virus and facing precarious working conditions. . Regarding this aspect, we highlight that the sample data indicate that 64.9% of respondents declared having received PPE (personal protective equipment). Production processes and work routines were changed considerably during isolation and social distancing (Limongy & França, 2006).

We understand that processes such as the precariousness and increase of work, the rejuvenation of professionals in newsrooms, the digitalization of the profession and the conversion of the work environment to the home office are phenomena that already existed before the pandemic, accentuated by the unprecedented situation we are going through. It remains to be seen whether such changes will be maintained in journalistic routines and will shape the “new normal” in the profile of journalists post-COVID.

According to the Digital News Report (2019), the diversification and plurality of information sources has compelled citizens to form their opinions using not only traditional media outlets and their websites, but also social networks, such as Facebook and mobile services. Instant messaging such as WhatsApp and X (formerly Twitter). These changes can be seen as threats to the traditional media system, as the source can only provide information in person due to confidentiality and security, given the possibility of other pandemics, in addition to COVID-19, such as monkeypox (Mpox) come to impose social distancing, which would also distance sources of information.

The evolution of computer network technology has allowed journalists to migrate to electronic media in order to have access to their sources of information, overcoming great distances and achieving high communication speeds (Magalhães, 2010). Although there is interest in this topic in several parts of the world, these places, in terms of technological advancement, are relatively better compared to Mozambique which, according to the Datareportal report, only 23.2% of the population has access to the internet; despite 77 % have access to a cell phone. Journalist working conditions in Europe, Asia and America are relatively acceptable.

In the specific case of Mozambique, in addition to the data mentioned above, we were unable to identify a study that showed the feasibility of carrying out journalistic work in the situation of difficulties imposed by the pandemic. We start from the premise that normal operation in a face-to-face format already presented some precariousness, given that work resources are scarce and could compromise the objectives of journalism. It is within the scope of this entire discussion that we are interested in understanding whether it was possible to carry out journalistic activities, effectively, exploring sources of information in the home office modality in Mozambique?

## **2. Theoretical contributions**

This theoretical and conceptual discussion is based on two central theories: Agenda Setting and Organizational Theory. The Agenda Setting theory, developed by North American journalists, stands out for its impact on understanding the processes of influence of the Media in the formation of Public Opinion. Among the main scholars of this theory are Maxwell McCombs and Donald Shaw, whose seminal 1972 work was published in the renowned academic magazine *Public Opinion Quarterly*.

Initially, the theory postulated that the media have the power to influence not only what people think, but also what they consider important. This theory is based on the idea that, as a result of the actions of newspapers, television and other media, the public knows or ignores, pays attention or neglects, highlights or neglects specific elements of public scenes. People tend to include or exclude from their own events what the mass media include or exclude from its content (Shaw, 1979, apud Wolf, 1995).

Regarding the assumption of Agenda-Setting, Wolf (1995, p. 62) observes “that the understanding that people have of a large part of reality is provided to them by the mass media”. Regarding Organizational Theory, Traquina (2005) cites studies that demonstrate that news is selected through the editorial policy of the company in which the journalist works. Therefore, with the need to remain employed, the journalist conforms to the rules established by the organization. For this author, the journalist is seen as an employee of the organization, who participates in a professional hierarchy and is subordinate to the editorial policy of that organization. Traquina cites a study by American sociologist Warren Breed, published in the magazine *Social Forces*, stating that the norms of the company in which the journalist is inserted are veiled, but must be absorbed “by osmosis” to avoid punishments and obtain rewards.

### **3. Home Office Journalism in times of Emergency**

Changes in contact strategies with sources, interaction with collaborating professionals, receiving demands and the need to report essential information about COVID-19, commercial activities and care to prevent the disease - in more comprehensive coverage and responsible - marked a new moment in the professional lives of journalists who provide daily coverage during the pandemic (Gadini, 2021).

For Pinheiro (2020), newsroom journalism starts to carry out work at home, with responsibilities of so-called home office journalism. Freitas (2020), with the strictest social isolation measures, and the need to use technological resources, journalists had to adapt to online work – such as meetings, news gathering, contact with sources, text production.

The source of information plays a fundamental role in the construction of a news piece, or rather, without a source there is no news. Therefore, in times of pandemic, the journalist sought, in a different way, to get in touch with the source of information at a time when it was crucial to maintain physical distance, in order to avoid contamination by the COVID-19 virus (Hoffmann, 2020). This fact led to changes of various kinds. In this light, Carvalho (2020) states that, with the pandemic, professionals had to change their routine and avoid physical contact for the safety of both, making investigation and routine within newsrooms difficult.

There are a significant number of authors who note changes of various kinds due to the pandemic and Gadini (2020) is one of them, stating that journalists covering the COVID-19 pandemic faced several challenges and restrictions. One of the challenges is the lack of financial sustainability to guarantee the longevity of news production.

It is a fact that, in some countries – not to mention many, journalists were fired because advertising revenues, which were already dwindling before the crisis began, plummeted. BuzzFeed's decision not to continue its operations in the United Kingdom and Australia is evidence of the harmful multiplier effect of the pandemic (SEIBT, 2019). However, given the way the disease was treated, these professionals found themselves subjected to an unusual format to collect data from the source of information, in a modality known as home office.

### **4. Home Office alternative for journalists and technology advancement**

Résio (2021) points out that home office can be defined as work activity carried out remotely within the same employment contract with defined hours or even shifts. Anticipating Résio (2021), Di Nicola (1999) mentioned that home office is the same conventional work regime applied in person, only being renovated at home or in another non-face-to-face location.

With technologies, new aspects in the way of working and producing are evident. Working from home is a strong trend in many organizations. The fear of this new way of working, and the adaptation that the company would need to make for this, made it extend this alternative. At the time,

there is a significant number of journalists who adopted this type of work. A survey carried out between May 20th and June 10th, 2020, by the National Federation of Journalists (FENAJ), which received responses from 457 professionals from 24 different states, showed that more than 75% of journalists are working from home office.

### **5. Brief history of the COVID-19 pandemic in the world and in Mozambique**

The outbreak of a disease caused by a new coronavirus, characterized by developing pneumonia, was first reported in Wuhan, Chinese province of Hubei, in late 2019 (Duarte, 2020). The International Committee on Taxonomy of Viruses (ICTV) adopted severe acute respiratory syndrome 2 (SARS-CoV-2) as the name for the new virus that causes Covid-19. In just a few weeks, the virus generated a kind of global alert. The rapid evolution of the disease in its transmission capacity, in the impact it projects for the future, in the volume of resources it mobilizes, and in its then unknown nature – are some of the elements that, in the first place, led to its characterization as a Health Emergency Public of Importance, by the World Health Organization (WHO), in January 2020 (Marques, Silveira, & Pimenta, 2020).

The cases began to spread rapidly around the world, initially across the Asian continent, with reports in Thailand, Japan and South Korea on the 13th, 15th and 20th of January, respectively. Then, the virus was imported to other countries and continents. On January 23, the first cases of the disease in the United States of America (USA) were registered. (Brito, at al. 2020).

Em Março do mesmo ano, a OMS declarou que o mundo estava perante uma pandemia global, já havia registo de mais de 118 mil infecções com 4.291 mortes, e a covid-19 estava presente em 114 países. Desde então, a vida foi alterada em quase todo o planeta: o ritmo urbano transformou-se, ruas e lugares de encontro públicos vaziam-se, aulas e diversas actividades foram suspensas, o comércio fechou as portas, pessoas viram-se sem trabalho do dia para a noite.

According to WHO data, by mid-April 2022, more than 500 million cases had already been recorded with more than 6 million deaths worldwide. At the level of Mozambique, before the disease was registered within the country, the Ministry of Health (MISAU) prepared a “COVID-19 Pandemic Preparedness and Response Plan”, in which, among other points, it recognized that the risk of introducing of the virus in Mozambique was high due to factors such as: “i) Entry of people from infected countries; ii) Weakness of the surveillance system at entry points; iii) High migratory movement at entry points; and iv) Extensive and vulnerable borders”.

The first positive case of COVID-19 in Mozambique was confirmed by health authorities on March 22, 2020, eight days before the President of the Republic, Filipe Jacinto Nyusi, declared the State of Emergency “for reasons of public calamity, throughout the territory national”, on March 30, 2020, through Presidential Decree no. 11/2020. This was an unusual situation in the country's recent history.

One of the first measures adopted to combat the disease in Mozambique was the creation, by the Government, of the Technical-Scientific Commission for Prevention and Response to the Covid-19 pandemic, through Resolution n°. 20/2020, a consultation and technical advisory body for the government that operates within the Ministry of Health.

It was based on this advice that the Government adopted restrictive measures such as declaring a State of Emergency, which was extended up to the legal limit of three times and, afterwards, the country began to observe a Situation of Public Calamity.

Journalism as an object in motion, which is constantly adapting to new scenarios, from the perspective of Deuze and Witschge (2016), is now faced with the need to adapt its forms of information production to a scenario of distancing social and restrictions imposed by the pandemic.

Newsworthiness, for example, can be defined as the necessary requirements that events must present to achieve news status (Wolf, 2012). When an event becomes a “journalistic event”, it receives hegemonic attention in the news (Mesquita, 2003). This is what is observed in this case of journalistic coverage of the new Coronavirus pandemic. If we consider that the subject – in a normal scenario – would be dealt with in health and science editorials more regularly, in a pandemic context it involved the involvement of at least  $\frac{3}{4}$  of the teams to deal with the subject. Regardless of whether they did it within their editorial offices or whether they carried out coverage based on the importance criteria given by the WHO, the fact is that changing the news axis to a single subject is worthy of exceptional coverage, such as when there are wars. Interestingly, such a radical change occurred based on one of the most classic criteria of newsworthiness: the number of people involved.

For Traquina (2002) it is the fact that journalistic work is linked to the time factor. In the case of coverage of the new Coronavirus, in which the first months of the pandemic were frightening, despite being incomprehensible at first, the speed of contagion accelerated the production time and the amount of news spent by society.

## 6. Brief history of Television in Mozambique

Before we mention that Television in the Republic of Mozambique had its genesis in the Post-Independence period and emerged in a context of monopoly, as there was no Media pluralism. Television was fed by a weak production of local material and used canned goods (Langa, 2023). The weak production of content material was associated with technical and material difficulties in the process of implementing Television in Mozambique. About this, Luis Cabaço states, in Nhacumba (2011), that

a primeira fase foi conturbada para os profissionais da televisão, que ainda estavam em formação, uma vez que as exigências multiplicaram-se por todo lado. No início dos anos oitenta criou-se, como corolário de todo este dinamismo, a Televisão Experimental, com grandes dificuldades de ordem material e humanos. (...). Mas já se lançavam as bases para que a TVE viesse a ser escola de produção e realização televisiva no país. Embora reconhecendo a fragilidade deste novo meio de comunicação, o entusiasmo foi tão grande para os membros do Governo que até as sessões não começavam sem a presença da TVE. (...) a Televisão de Moçambique nasce num período em que o país estava mergulhado numa guerra civil, esta foi também uma das razões da sua criação. Passou a ser um instrumento importante para o Governo no processo de propaganda. A ideia principal da criação estava ligada a dois conceitos: política de promoção do Governo e política da unidade nacional. (Nhacumba, 2011, p. 49).

As can be seen, the history of television in Mozambique comprises two important moments: (i) monopoly of television provision, from 1979 to 1991 and (ii) television pluralism from 1992 to the present.

It is in the second moment that the genesis of SOICO-TELEVISÃO (STV) takes place. STV, under the aegis of the Independent Communication Society (SOICO), was the fourth private television broadcaster to emerge, having become the largest private media group in Mozambique, which is part of STV, a commercial broadcaster, inserted in the context media pluralist. STV was created on October 25, 2002, through Resolution no. 59/2002, of July 9, 2002, broadcast in partnership with Rede Globo (Langa, 2023). This station's programming places greater emphasis on informative programs with political, economic and social debates. Music and entertainment programs also enjoy a privileged position in this channel's programming grid. In terms of imported programs, the predominance is soap operas and sporting events. Still, despite its late entry into the Mozambican market, STV has a larger national production than Miramar (Miguel, 2013). However, STV is already

present in cyberspace through its STV Play platform, where it can be seen from Mozambique and the world.

The following tables show the origin and percentage of content broadcast by STV during the pandemic, from journalism practices resulting from the State of Emergency, challenges in the practice of home office journalism by journalists and the approach to journalistic pieces produced remotely (Home office).

### 7. Journalism practices resulting from the State of Emergency

Regarding journalism practices resulting from the State of Emergency, the data presented in the table below was collected.

**Table 1:** Data relating to journalism practices resulting from the State of Emergency

| Categories   | Answers                                    | Fa | Fr (%) |
|--|--|----|--------|
| <b>A:</b> Insight into the impact of COVID-19 on journalism  | Terrible                                   | 3  | 30%    |
|  | unsatisfactory                             | 2  | 20%    |
|  | Regular                                    | 2  | 20%    |
|  | Good                                       | 1  | 10%    |
|  | Excellent                                  | 2  | 20%    |
|  | <b>Total</b>                               | 10 | 100%   |
| <b>B:</b> Imposition of new journalism practices by COVID-19 | Terrible                                   | 4  | 40%    |
|  | unsatisfactory                             | 3  | 30%    |
|  | Regular                                    | 2  | 20%    |
|  | Good                                       | 1  | 10%    |
|  | Excellent                                  | -- | --     |
|  | <b>Total</b>                               | 10 | 100%   |
| <b>C.</b> Changes resulting from COVID-19 in journalism      | Start of remote work;                      | 4  | 40%    |
|  | Difficulties in accessing information;     | 3  | 30%    |
|  | Recurrence to the use of digital platforms | 2  | 20%    |
|  | Other                                      | 1  | 10%    |
|  | <b>Total</b>                               | 10 | 100%   |
| <b>D.</b> Assessment of changes in ways of working           | Terrible                                   | 4  | 40%    |
|  | unsatisfactory                             | 2  | 20%    |
|  | Regular                                    | 1  | 10%    |
|  | Good                                       | 2  | 20%    |
|  | Excellent                                  | 1  | 10%    |
|  | <b>Total</b>                               | 10 | 100%   |

**Source:** prepared by the author with research data (questionnaire)

### 8. Journalism practices arising from the State of Emergency

In relation to journalism practice resulting from the COVID-19 pandemic at STV, the data collected from STV communicators demonstrate that, in the first category (A), with regard to Vision about the

impact of COVID-19 on journalism, the majority of the participants considered it to be negative (70%), with only (30%) seeing it as positive.

In the second case of the imposition of new journalism practices due to COVID-19, (70%) of the participants considered it negative, with only (30%) considering it as good.

And in terms of changes resulting from COVID-19 in journalism, (40%) say that it was marked by remote work and (30%) say that there were difficulties in accessing information sources and others (20%) stated that they resorted to using digital platforms and finally (10%) opted for other means (...).

In the fourth category (D) regarding the evaluation of changes in ways of working, (70%) of the participants considered it negative, with only (30%) considering it as good.

Based on the data collected, it is understood that the difficulty in carrying out remote work in this organization is, in general, characterized by a desire to carry out television work on the part of professionals, despite the means.

During the interview given by STV journalists in relation to journalism arising from the COVID-19 pandemic at STV, journalistic teams are normally assigned daily to factual stories, which are happening at that moment.

## 9. Challenges in the practice of home office journalism by STV journalists

**Table 2:** Data relating to the challenges presented in the scope of the practice of home office journalism by STV journalists

| Categories   | Answers                                | Fa  | Fr (%) |
|--|--|-----|--------|
| A: Existence of challenges when working from home                      | No                                     | 1   | 10%    |
|  | Sometimes                              | 2   | 20%    |
|  | Neutral                                | 1   | 10%    |
|  | Yes                                    | 4   | 40%    |
|  | Always                                 | 2   | 20%    |
|  | <b>Total</b>                           | 10  | 100%   |
| B: Main challenges arising from the practice of home office journalism | Access to information source           | 4   | 40%    |
|  | Lack of equipment                      | 2   |        |
|  | Changes and adaptation to work routine | 2   | 20%    |
|  |  | --- | 20%    |
|  | Compliance with security measures      | 2   | ---    |
|  | Other                                  |     | 20%    |
|  | <b>Total</b>                           |     | 100%   |

Source: prepared by the author with research data (questionnaire)

## 10. Challenges in the practice of home office journalism by STV journalists

The data collected from the participants corroborates the existence of challenges in working from home, with a percentage of 70%, against a total of 30% who disagree.

Among the main challenges arising from the practice of home office journalism in the context of the COVID-19 pandemic, access to information sources stands out (40%), followed by the lack of and changes and adaptation in the work routine, both with a total of (20%) and finally, a total of (40%) selected the other option, evoking aspects such as the set of restrictions imposed by the pandemic, as well as the set of social changes resulting from it.

According to Oliveira (2020), periods such as the COVID-19 pandemic impose challenges on companies, which is why they must effectively evaluate actions and strategies to combat it. STV carried out its management in the context of the pandemic, which had a positive impact on the most diverse aspects of the organization, as can be seen in the other aspects below.

According to Barros, et al. (2020), managing home office teams is a challenge, even more so in times of crisis. Likewise, Oliveira and Gadini (2020) consider that journalists faced several challenges and restrictions in the context of COVID-19; given this, it is understood that not only the home office context, but also the pandemic in general, generated a set of challenges for professionals in the communication area. Conducting a survey with journalists from the STV broadcaster, it was noted that there were several changes and adaptations. These were necessary so that they could carry out their work safely and effectively, as most of them worked on the front line, bringing information to a frightened and frightened public.

### 11. Journalistic pieces produced remotely (Home office)

**Table 3:** Data regarding journalistic pieces produced remotely in the Home office

| Categories  | Answers                                      | Fa | Fr (%) |
|---|--|----|--------|
| <b>A:</b> Evaluation of journalistic pieces produced in the home office | Terrible                                     | 5  | 50%    |
|   | Unsatisfactory                               | 1  | 10%    |
|   | Regular                                      | 1  | 10%    |
|   | Good   | -- | --     |
|   | Excellent                                    | 3  | 30%    |
|   | <b>Total</b>                                 | 10 | 100%   |
| <b>B:</b> Agenda planning in the context of COVID-19                    | Done in person and virtually;                | 4  | 40%    |
|   | We thought about COVID-19;                   | 2  | 20%    |
|   | Dissemination of prevention measures;        | 1  | 10%    |
|   | Through information suggestions              | 1  | 10%    |
|   | Other  | 2  | 20%    |
|   | <b>Total</b>                                 | 10 | 100%   |
| <b>C.</b> Access to the internet during the production of parts         | Poor internet quality                        | 5  | 50%    |
|   | Zones without internet                       | 1  | 10%    |
|   | Source without internet access, due to costs | 4  | 40%    |
|   | <b>Total</b>                                 | 10 | 100%   |
| <b>D.</b> Main means used in content production                         | Camera, digital platforms                    | 4  | 40%    |
|   | (Skype, Zoom, WhatsApp)                      | 2  | 20%    |
|   | Microphone protected with plastic            | 4  | 40%    |
|   | Traditional means                            |    |        |
|   | <b>Total</b>                                 | 10 | 100%   |

## 12. Journalistic pieces produced remotely (Home office)

In relation to journalistic pieces produced remotely (home office), data collected from STV communicators demonstrate that the evaluation of journalistic pieces produced in a home office context is negative (60%), with only (40%) making an assessment positive.

Regarding agenda planning in the context of COVID-19, the majority consider that it was done in person and virtually (50%), followed by (30%) who stated “COVID-19 was thought of” and others (20%) who differ in their responses, considering aspects such as combating fake news and seeking the population's understanding of COVID-19.

Regarding internet access when producing the pieces, the majority of correspondents (50%) considered the quality to be poor, with (40%) considering the source without internet access, due to costs. The data collected from STV communicators demonstrate that the main means used in the production of content (40%) chose to use Camera, digital platforms (Skype, Zoom, WhatsApp) and (20%) a microphone protected with plastic and finally (40 %) continued to use traditional means. The evolution of computer network technology has allowed advancement in the generation of different forms of communication between people. Because through computer networks it is possible to connect over great distances and reach great communication speeds (Magalhães, 2010).

With the crisis in the health system caused by Covid-19, society started to use the internet even more, as a work and communication tool. The journalists who were on the front line also innovated and used it in ways that helped in their work and continued to provide quality information. In the communication vehicle found, digital platforms were a great resource amid the pandemic and social distancing.

Some employees carried out their work remotely from home and performed the same functions online. This new way of working was fundamental during this health crisis. The fear of this new way of working and the adaptation that the company would need to make for this, made it extend this alternative. Its concept is that of a production or service activity that allows remote contact between the appropriator and the provider of personal energy. In this way, command, execution and delivery of results will be completed through the use of information technology, especially telecommunications and information technology, which replace direct human relationships (Pinto, 2007).

However, it was observed that when an on-site interview was necessary, reporters wore masks and two microphones, one for the interviewee and one for the reporter, or placed plastic on the microphone at a distance of one and a half meters.

In this context, Oliveira (2020) explains that the new coronavirus pandemic forced television journalism to review its concepts and reinvent itself. Production routines had to be reviewed and left aside in a scenario of chaos, in which social distancing became a universal rule and the health care of journalists, sources and viewers deserved increased attention.

On the other hand, according to Reporter 1's report, even with all this distancing apparatus between the source and the reporter. It can be seen that the strategy of distancing the reporter from the source, as a measure to protect the health of both parties, did not fully achieve its objective, due to external factors. At that time, the WHO and the Ministry of Health indicated social isolation as the main measure to contain the viruses, however, an opposite movement was observed.

At first, a large part of the population was resistant to this measure, putting the lives of thousands of people at risk, especially those who worked in services considered essential, such as journalists. As explained by Oliveira (2020), the resistance of a portion of the Brazilian population to complying

with health recommendations arose from a mismatch of ideas and political positions. Increasing chaos in the structure of Brazilian health systems, which were already precarious.

To write a good report, interviewees need to be aware of the subject the reporters are dealing with, so, before recording, the reporter always talks to his interviewee, explaining the reasons for the story. During the pandemic, there was less contact with the interviewees, so there was a shift towards contact with the people who were recording. Personal protective equipment was used and great care was taken when going abroad to avoid contact with anyone” (R4, 2020, emphasis added).

### **Final considerations**

The results demonstrated that the COVID-19 pandemic had a significant impact on STV's newsroom, particularly in routine changes. During the state of emergency, although the working conditions offered were less than recommended, STV journalists did not necessarily need face-to-face meetings with information sources and, even so, they were able to produce content for the news. In home office mode in Mozambique. The practice of journalism from home in the context of the pandemic generated a new work dynamic and positive influences on the institution. However, there were also difficulties in carrying out journalistic tasks, which affected the quality of the broadcaster's journalistic product.

Changes were identified in the way of interacting with information sources during the execution of journalistic work. Through the study, it was possible to describe the influence of COVID-19 on the quality of materials produced during the state of emergency period. The data collected from the participants made it possible to respond to each of the objectives, especially with regard to the viability of home office journalism in Mozambique. During the state of emergency, the STV newsroom used both types of work to maintain news production. The STV newsroom used both home office and traditional modes to produce its news pieces. In short, the objectives set were achieved and the research questions were answered as we concluded that the activities were carried out effectively, despite the working conditions not being sufficient. This fact shows that home office television journalism was possible in Mozambique and generated new work dynamics and positive influences on the institution during the COVID-19 pandemic.

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