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Immersive Journalism and 360-degree Videos. An Experimental Approach and the Perspective of the Experts (Jurnalismul imersiv și materialele video filmate 360 de grade. O abordare experimentală și perspectiva experților)

Summary

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Key words: immersive journalism, virtual reality, experiment, 360-degree video, media effect

Over the last decade, we have been witnessing a radical transformation in the way human beings communicate, and especially in the way journalistic narratives are produced. It is not only technology that has developed tremendously, but we have also witnessed profound transformations in the way people search for information and engage with it. Technology is an important part of the communication process; to paraphrase Marshall McLuhan, media is not only the message, but is in itself a choice that says a lot about the users. This thesis focuses on the phenomenon of communication through 360-degrees or immersive videos (IV). The technology of 360-degree videos is related to augmented reality (AR) and virtual reality (VR). Through devices that have become increasingly accessible to the public, this genre of 360-degree videos can be watched. There is a wide variety of such video production from different fields that are accessible to the public. Moreover, YouTube, the highly used video platform, and other producers and distributors of audio-video content such as the National Geographic Channel, have made available to the public a rich offer of 360-degree videos. Recently, Facebook changed its name to Meta and announced its interest in developing immersive content that would be connected to the initial core of its business, social networking. As the pressure upon and within the platform industry grows, the interest in VR, AR, and mixed reality grows along. The industry is working in two directions simultaneously: to make the hardware (such as VR headsets) easier to use and affordable on a large scale and to increase the offer on user-appealing content.

With the development of these new technologies, the research on how human beings interact with this type of audio-video media and their effects has become more and more relevant. Scholarship in the field of 360-degree videos, cinematic VR, and immersive journalism gained momentum within the last year. However, an in-depth understanding of the impact of user engagement with 360-degrees videos is needed. Considering both modality of media evolvement (desktop vs. head-mounted-display HMD) as well as storytelling elements (in particular directional agency) is **the research gap** that this thesis aims to address. Being aware of the substantial potential of exploration of immersive journalism (Reis & Coelho, 2018), **the main objective of the present research** is to explore the effects of users' engagement with 360-degrees or immersive videos, as well as that of experts. Furthermore, the present research aims to elaborate on how the feelings of immersion and presence are perceived, and whether these 360-degree videos have

cognitive (memory), affective (emotions), and behavioral effects (e.g., the user's story-sharing intention). The thesis looks at different types of narrative elements and how users focus on storytelling in immersive environments such as 360-degree videos. Having in mind the importance of climate change, the 360-degree videos analyzed focused on this topic, so the experimental procedure also integrated an intervention part that aimed to raise awareness of the topic.

The doctoral thesis starts with a presentation of the development of VR technologies from a historical perspective and beyond. There are several perspectives on the history of media: the history of innovation, of technology, as well as a history of technology use and institutional development. Humans have always been fascinated with technologies and therefore constant efforts to endeavor and innovate in the technological field accompanied the development of human society (Hassan, 2020). Even if there are references to virtual spaces in ancient philosophy (e.g., the Allegory of the Cave in Plato's work *The Republic*), the term virtual reality is influenced by the work of Ivan Sutherland and Jaron Lanier (Biocca, Lauria, & McCarthy, 1997; Blaga & Iancu, 2021; Bühl, 1997). Considered part of the post-digital or the meta-digital revolution (Reis & Coelho, 2018), VR technologies shifted within the last decades from cutting-edge technology to affordable products used on a large scale. The development of the computer technology that we referred to in the first chapter of the thesis made possible the event of data gloves and glasses, and head-mounted displays (HMDs) that are connected to applications on users' mobile phones. VR technologies enable isolation from the real world and immersion into computer-generated surroundings (Ambrosio & Fidalgo, 2019).

In the first chapter, applications of VR technologies in different fields are presented. Some of those fields are marketing and e-commerce (Kaplan & Hahenlein, 2009), education (Garzón, Pavón, & Baldiris, 2019; Page, 2015), advertising (Breves & Schramm, 2019; Choi & Taylor, 2014; Kim, 2021; Li, Daugherty, & Biocca, 2002; Martin, 2017; Van Kerrebroeck, Brengman, & Willems, 2017), PR (Breves, 2020), events (Xu, 2022), journalism (Gynnild et al., 2020; Hassan, 2020; Kang, 2020; Kang et al., 2018; Palmer, 2020; Sánchez Laws, 2017). The thesis aims to contribute to the discussion surrounding the transformation generated by the emergence of communication platforms, which is important in the general economics of the thesis given the existence of these platforms that make available 360-degree content. Besides, social media enabled the wide use of AR filters in the postings of different kinds, of pictures and videos (Naderer, Peter, & Karsay, 2021).

As the present research seeks to shed light on immersive journalism, after talking about VR or immersive technologies, discussing current developments in journalism is part of the rationale of the present thesis. The relevance of environmental communication in the context of climate change is a topic addressed in the first chapter of the thesis as well.

The meta-theoretical foundation, the general framework is presented as the starting point of the second chapter. Technological determinism and constructivism represent the two paradigms on which the thesis is built. The first paradigm highlighted the importance of technology. The famous idea that *the medium is the message* must be reinterpreted in the new VR technological settings, as "distances are annulled by technological evolution" (Correia Gil, 2014, p. 462). Moreover, Lee (2004) highlighted the relevance of McLuhan's theory for the experiences of the VR environments in the context of the development of the so-called "wearable computers" such as headsets, data glasses, and data gloves "as the coupling of media to our sensory systems becomes more pervasive" (p. 35). In line with the constructivist approach, there is no such thing as objective reality, reality is socially constructed by the (virtual) media. The present approach relies upon both the constructivist perspective and technological determinism because it is researching an experience of interaction with 360-degree experience that can only be subjective as soon as we measure the experience of using it, the degrees of visual freedom, and presence.

In the second theoretical chapter, the two key concepts for the reception process in VR media – *immersion* and *presence* – are extensively discussed. The experience of immersion is not necessarily media related. However, in the present work, we look at immersion from the perspective of an experience of media reception, thus referring to what Slater (1999) called *media immersion*. Media immersion will be henceforth simply called *immersion*. As an individual experience, immersion is particularly influenced by isolation from reality, self-perception in virtual reality, interaction possibilities, and possibilities of motion control (Witmer & Singer, 1997). Immersion is one of the core characteristics of VR media that distinguish VR videos from other human-machine interfaces (Dörner et al., 2019; Steuer, 1992). Immersion was also associated with the concept of media vividness and interactivity (Lombard & Ditton, 1997). For Hofer (2016), immersion describes the information conveyed by the respective medium and presence experience as an inner-psychic experience. Presence is related to immersion, and it is "related to a sense of being in place" (Slater & Wilbur, 1997, p. 1). Slater and Wilbur (1997) defined presence as a

subjective feeling, a potential cognitive reaction to immersive stimuli. Lee (2004) distinguished three types of presence: spatial, social, and self-presence.

In this second chapter, relevant models of VR media reception and immersive journalism are presented in brief. First, Ambrosio and Fidalgo's (2019) communication model is beyond the distinction of linear models, and is described for both unique and multiple users. Furthermore, the Two-Level Model for the Emergence of Spatial Presence (Hartmann et al., 2005; 2015; Wirth et al., 2007) is explained concerning the factors related to media and users that contribute to media reception in VR environments. Next, the Modality-Interactivity-Agency-Navigability (Sundar, 2008) is introduced. The model posited that the experience of presence, realism, and vividness can trigger positive heuristics and therefore the media source and content are perceived as being more credible. Users' intuition to interact with a medium enables presence, and the sense of being transported in the media environment (Sundar, 2008; Sundar et al., 2017). The chapter ends with De Bruin et al. (2020) proposing a comprehensive model of immersive journalism.

The third chapter is dedicated to immersive journalism. A critical literature review is developed in this chapter. A starting point is De la Peña et al.'s (2010) definition of immersive journalism. Furthermore, relevant immersive journalistic productions, as well as media actors involved in the production and distribution of these new journalistic pieces such as *The New York* Times, The Guardian, The Washington Post, The Wall Street Journal, ABC, ARTE, BBC Earth, CNN, National Geographic Channel, Süddeutsche Zeitung USA Today are named. De Bruin et al. (2020) identified an analyzed the content of 189 immersive journalistic productions originating in several courtiers worldwide (from the Western world, but also the Global South) authored by national public broadcasters, national newspapers, commercial broadcasters, and production companies. Culture, environment/sustainability, war/defense, criminality, health, immigration, politics, and sports were the salient topics of the immersive journalistic content De Bruin et al. (2020) analyzed. The research state art of immersive journalism encompasses a variety of studies applying different methods such as content analysis (De Bruin et al., 2020), group discussions (Jones, 2017); experiments (Barreda-Angeles, Aleix-Guillaume, & Pereda-Baños, 2021; Breves & Heber, 2019; Hendriks Vettehen et al., 2019; Makowski et al., 2017; Pjesivac et al., 2020; Shin & Biocca, 2017), interviews with experts (Lopezosa et al., 2021), analysis of case studies (Sánchez Laws, 2017), critical discourse analysis (Hassan, 2020).

With few exceptions, previous studies highlighted that immersive media use generates high levels of presence that can subsequently result in various affective and behavioral outcomes, such as enjoyment, subjective involvement, and engagement with distance suffering (Barreda-Ángeles, Aleix-Guillaume, & Pereda-Baños, 2021; Breves & Heber, 2019; Van Damme et al., 2019). One predicted outcome of immersive journalism is empathy, as 360-degree videos are referred to as "empathy machines" (Bollmer, 2017). Sánchez Laws (2017) is in favor of this idea and gave some relevant examples to support it. Finally, immersive media use has an impact on different psychological aspects (Breves & Heber, 2019; Higuera-Trujillo et al., 2017; Schroth, Angel, Sheppard, & Dulic, 2014), on information processing, and message credibility. No significant effects were found for narrative transportation and attitudes toward the news (Pjesivac et al., 2021). Message credibility was perceived as higher in immersive media settings under the mediation of strong feelings of presence (Kang et al., 2018; Sundar et al., 2017). Having in mind the ethical implications of immersive journalism (Hassan, 2020; Palmer, 2020; Sánchez Laws, 2017) in the final part of the third chapter, a critical reflection on the impact of immersive journalism on the journalistic field is delivered.

Previous research was furthermore considered for the development of the conceptual framework and subsequentially positing of hypotheses and addressing research questions that were tested through employing the methodological design.

The present work contains a following chapter dedicated to an **overview of the methodology.** The research questions of the thesis are:

RQ1. What are the cognitive, affective, and behavioral effects of users' engagement with 360degrees videos?

**RQ2.** What are the prospects for the future development of 360-degrees videos, especially for journalism and cinematic storytelling?

This chapter presents the two methods applied, a laboratory experiment and interviews with experts, together with the research objectives, research questions, and hypotheses models. The methodology is based on prior research that highlighted the role of the experimental approach in analyzing communication effects. Data was collected in two waves. The first point in time of data collection took place after the media reception, and the second four weeks later. During media reception, field of view data were also collected, so that linkage analysis was possible. Aiming to shed light on the applicability of 360-degree videos and the future of this type of communication,

the perspective of the experts working in the field was highly needed. The author took the opportunity to discuss the findings of the experiment with experts during interviews that were conducted in July-August 2022. Overall, by applying this mixed-methodology that included both quantitative (experiment) and qualitative (interviews with experts) approaches, the present study presents 360-degrees videos from a comprehensive perspective.

The most relevant part of the empirical contribution of the present thesis, namely the experiment, is presented in chapter five. It contains the methodological design, procedure, and participants, as well as the measured variables, the statistical analysis, results, and discussions. Brief conclusions, the limits of this approach, as well as the future research perspectives, the most important contribution of the thesis is the 2 (desktop vs. HMD) x 2 (low vs. high complexity of the storytelling in terms of directional agency) factorial experiment carried out. The following hypotheses and research questions were tested with the help of the experiment:

H1. HDM reception will have a greater impact on special presence than desktop reception.H2. HDM reception will have a greater impact on self-presence than desktop reception.

H3. HDM users will report having a greater degree of visual freedom than desktop users.

H4. HDM users will often recommended the video than desktop users.

H5. Additional storytelling elements (directional agency) will have a moderating role on HMD reception impact on the perception of a) spatial presence, b) self-presence, c) visual degree of freedom, and d) users' recommendation.

RQ3. What role do users' factors such as familiarity with VR technology, prior use of VR technology, experience with gaming, and motion sickness play in the 360-degree videos experience?

RQ4. What impact do 360-degree videos have on memory?

**RQ5.** What storytelling elements in term of directional agency draw the attention of media users?

As already mentioned, the two videos aim to draw attention to climate change. The initial between-subjects design was followed by an additional survey applied four weeks after the experiment, that enabled a longitudinal perspective on media effects. In brief, the main takeaways of the experiment were that the participants randomly assigned to the experimental groups in which

they used HDM have longer memory of the content watched and tend to reflect more on the topics presented in the videos.

In addition to the experiment, several interviews with experts working in Austria and Germany were conducted. The experts working in higher education institutions or in private companies involved in the development of VR technologies that were interviewed (N=9) elaborate on the two main research questions listed earlier.

In the development process of the thesis, the author faced two major challenges. The first one is endogenous and the second one exogenous. As a researcher involved in teaching students how to film and post-produce 360-degree videos, writing in a concise manner about technical aspects of immersive journalism was for sure the greatest challenge. Therefore, the author had to restrain in presenting many technical details of how VR technologies are applied in the journalistic context. The present thesis deals with human-computer interaction, a topic that lies at the core preoccupations of communication science. So, the focus of the research lies in the observation of the reception process and the impact of 360-degree videos. Therefore, this is a work in the field of communication sciences. However, interdisciplinarity found its way through, as media psychological approaches and visual arts perspectives had to be included. The second challenge was the COVID-19 pandemic, which changed the authors' plan to conduct the empirical research from March 2020 until April 2022. Besides, in the context of physical distancing and limited traveling, initial plans to use stimulus materials for the laboratory experiment's video production had to be dropped, so that immersive journalism productions from well-established actors in the field such as *National Geographic Channel* were used.

The sixth chapter is dedicated to the presentation and the interpretation of the results of the expert interviews. Thematical analysis was applied. As the experiment addressed the micro level of the impact of immersive journalism, the views of the experts unveiled the macro perspective when talking about the relevance, implications, applicability, diffusion of innovation, and future of cinematic VR and immersive journalism.

Several conclusions can be drawn from this doctoral thesis. First, the systematic literature review presented in the first three chapters showed robust scholarship focusing on VR and immersive media. The thesis encompasses a historical perspective on the development of VR technologies and the implications of these developments. Relevant concepts for the rationale of the doctoral thesis such as virtual, augmented, and mixed reality as well as immersive journalism

were introduced. Furthermore, the thesis continued with a critical reflection on the challenges that the field of journalism faced over the last decade, as the central concept-immersive journalismconsists of two words, immersive and journalism. The systematic literature review covered several theoretical models that contribute to the understanding of how immersive media works and what the factors that play an important role in the media reception processes are. Ambrosio and Fidalgo (2019) stressed that to understand immersive or VR media the logic of the simple linear communication models (e.g., Lasswell, 1948) must be left behind. In VR media settings, the distinction between message and receiver no longer applies, and feedback is delivered in real-time as the reception is influenced by eye or/and body movements.

Hartmann et al. (2005; 2015) and Wirth et al. (2007) developed a model that describes media reception processes in VR settings by highlighting the role of experiencing the presence and the media and human factors that influence this experience. We considered these factors in the experimental design and found out that prior VR knowledge and previous experience, as well as a gaming experience, did not affect the experience of presence generated by viewing 360-degree videos with HMD. However, motion sickness and fear-of-missing-out feelings were reported by the participants. As an outcome of the critical literature review on the topic, the author made a list of the potential influencing factors that must be considered when looking at the media reception process in immersive media. The author reflected on the technical media factors, as well as content media factors, when developing the experimental procedures and the surveys. The degree of immersion, first- or third-person perspective, quality of the display and information, technical interaction possibilities, the realism of the story, meaningful media representations, strong narrative, and narrative consistency were thoughtfully considered when designing the methodological instruments. Moreover, some of the user factors identified in previous studies, such as spatial imagination, attention focus, involvement, suppression of beliefs, motion sickness or cybersickness, stereopsis, and emotional experience were measured and controlled for in the analysis of the data generated by the experiment and the follow-up survey.

De Bruin et. al. (2020) delivered a comprehensive approach to immersive journalism that covers several aspects involved not only in the reception of the immersive media content, also accounting for possible disturbing factors, but also in the production and distribution of immersive journalism. Environmental-related topics are on a short list of the topics immersive media producers preferred. Having in mind the importance of this topic in the light of climate change, the content of the 360-degree videos that we analyzed focused on environmental experiences and were nature footage, as they depicted a polar environment and a reservation.

The present research aimed to shed light on immersive journalism and therefore special attention was given to previous research focusing on the outcomes of immersive journalism. There are several perspectives on immersive journalism a concept introduced by De la Peña et al. (2010). Among other VR applications, this is quite a new family member and therefore still reflecting Roger's (1965) diffusion of innovation model like Pavlik and Bridges (2013) did, a decade after, is relevant in the author's view based on the educated opinion of the experts that were interviewed.

The central role of the experience of presence in differentiating the reception processes in immersive media from desktop is unanimously acknowledged in the literature that was analyzed, as well as by the experts that were interviewed. Moreover, the experimental findings are in favor of this idea. Empirical evidence was found to support that modality has an impact on the experience of spatial and self-presence. Previous literature suggested that immersive journalistic productions and 360-degree videos viewed with HMD contribute to enhancing memory (Kisker, Gruber, & Schöne, 2019; Makowski et al., 2017), generate strong emotional bonds, and change behavior (Breves & Heber, 2019; Higuera-Trujillo et al., 2017; Schroth et al., 2014). Based on the results of the experiment and the follow-up survey, we can roll several conclusions that are also answers to the research questions. We posited that immersive media modality enhances spatial and self-presence. We observed a positive role of modality not only after the media reception, as participants reported in the first survey, but also in the follow-up survey. The feeling of presence is well remembered four weeks after the engagement with 360-degree videos with the use of HMD. This knowledge is important and adds to the existing scholarship on media reception processes in immersive settings.

The experience of engaging with 360-degree videos with the use of HMD resembles reality. The participants' descriptions support this idea. Moreover, as previous literature suggested, engaging with immersive media triggers a lot of emotional responses (Hendriks Vettehen et al., 2019). Memory is enhanced by emotions. People remember situations better when these arouse good or bad emotions. Accompanied by emotions, memory scores of the 360-degree media content followed with HMD were high four weeks after media exposure. The present study unveiled that modality contributes to high scores in the intention to share the media content. This is relevant considering the increasing role of recommendation and the media affordances that allow sharing.

Let us imagine that in the future, as Meta is focusing on, social media will have a strong immersive media component.

Complex storytelling, a highly appreciated guidance of the narrator, high levels of directional agency (Korte, 2004) as well as the presence of polar animals in the Polar Obsession 360-video determined participants that follow the video with HMD to reflect on the preservation of nature. In this sense, the findings of the experiment and the follow-up survey are in favor of the idea that 360-degree videos with environmental content, such as nature footage, are effective in drawing attention and raising awareness on climate change. Luckily, as De Bruin et al. (2020) stressed, the topic of environment is well ranked in the hierarchy of preferred topics for immersive journalistic content at this date. Determining whether people reflect on a topic such as the preservation of nature can contribute to the further development of pro-environmental attitudes and behavior. The present study is therefore in line with previous research on the impact of 360-degree videos on environmental communication (Breves & Heber, 2019).

The present study also adds to the existing scholarship from the methodological perspective; the experiment not only generated self-reported data through the survey, but also field of view data. The results of the linkage analysis enabled a comprehensive perspective of the reception process by focusing on the elements of storytelling such as directional agency that increased interactivity that draw the attention of the participants. Therefore, the experimental study and the follow-up survey shed light on the media reception of 360-degree videos from both the content perspective, as the environmental topic was the subject of the videos, as well as the narrative perspective. Overall, the study has a strong original component.

The view of the experts was covered by in-depth interviews conducted after the evaluation of the experimental data, so that a discussion based on the results of the present empirical study was possible. The experience of spatial and self-presence, triggering emotions because of the use of cinematic VR media were highlighted by experts as well. The market penetration and the patterns of consumption of immersive journalism as well as the 360-degree documentaries were the focus of the experts coming from higher education and the industry. Future perspectives in the development of VR technology, as well as implementing immersive journalism and cinematic VR on a large scale were also discussed. Overall, the expert's perspective is an optimistic one.

The first chapter of this doctoral thesis accommodated a critical literature review on the challenges the journalistic field is currently facing, being affected by several crises such as

shortages in economic resources in a highly competitive environment, fragmentation and polarization of audiences, and mistrust in the news media generated by the proliferation of disinformation in the era of post-truth. The journalistic profession has changed as well as the patterns of media reception in a society where the attention of audiences is a commodity. It is time now to close the circle and after analyzing empirical data generated with the help of an experiment and additional survey, after interviewing the experts, a final reflection on the role of immersive journalism in the context of the ongoing changing of the journalistic field is needed. Immersive journalism is part of the emotional turn (Lecheler, 2020; Wahl-Jorgensen, 2019). The affective outcomes of the user's engagement with VR media that the present study showed are a confirmation of this idea. Even though we did not look at empathy as a dependent variable in our studies, emotions, as well as high levels of spatial and self-presence that we observed, entitle us to stress that this emotional turn is a positive outcome of the immersive journalistic. Humans have always been fascinated by good stories. What has changed is the modality and the way media tells our stories. The immersive quality of the story, as well as the narrative techniques that capture the attention of the public, are strengths of immersive journalism. Therefore, immersive journalism can be a solution for counterbalancing the fragmented patterns of media usage established by social media such as focusing on a second screen. However, VR technologies must be available and affordable and the production of the immersive journalistic content, as well as the distribution, should not be just a niche.

The high levels of presence and the feelings that the user is experiencing a real world outside of the real world is also a challenge in the context of the development of deepfakes. Disinformation is a major challenge that the journalistic field is facing in this so-called crisis of credibility. Therefore, when working with immersive journalistic content and cinematic VR, producers and developers need to be committed to democratic values and embrace an ethical perspective. In this regard, the present dissertation supports the idea expressed by Sanchez Law (2017) that immersive journalism should be empathetic and ethical. Also, privacy should be considered as the expert stressed that the use of VR technology is related to sensitive data in the sense that each user generates data that make him or her unique and therefore easy to be identified.

The experimental findings have several **implications**. First, the theoretical implications consist of adding to the existing literature on the role of both media and user-related factors that influence the experience of engaging with immersive media as well as on the cognitive, affective,

and behavioral outcomes of this engagement. Second, there are also implications for practitioners such as producers of 360-degree videos, journalists, and environmental activists. Immersive media can serve the purpose of aiming to awaken or reinforce the environmental consciousness of the media users. Furthermore, this results in pro-environmental attitudes and behaviors.

There are the methodological limitations that were already stressed in the chapter dedicated to the experiment such as 1) the convenience sample, 2) the use of already existing stimulus materials because of the COVID-19 pandemic context that did not allow us to produce video material to be tested, and 3) the single item questions that were used for the measurement of dependent variables. The author must admit that this study also reflects the current development and implementations of the VR technology. Probably a future moment in time will draw a different picture of the experience of engagement with 360-degree videos. Media research is an ongoing process, a reflection of both the changing media technology, as well as the changing of patterns of the receptions. As immersive journalism matures, so will the user engagement change.

**Future perspectives** on the research of immersive journalism and 360-videos should consider methodological diversity. As VR technologies evolve, the research must continue. The researchers' attention should focus on the actors involved in immersive media productions, the content of immersive media production, as well users' perspectives of the experience with 360-degree videos.

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