

# More Than a Community of Practice: A Netnographic Exploration of Journalists’ Emotional Support in Time of Crisis

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## ABSTRACT

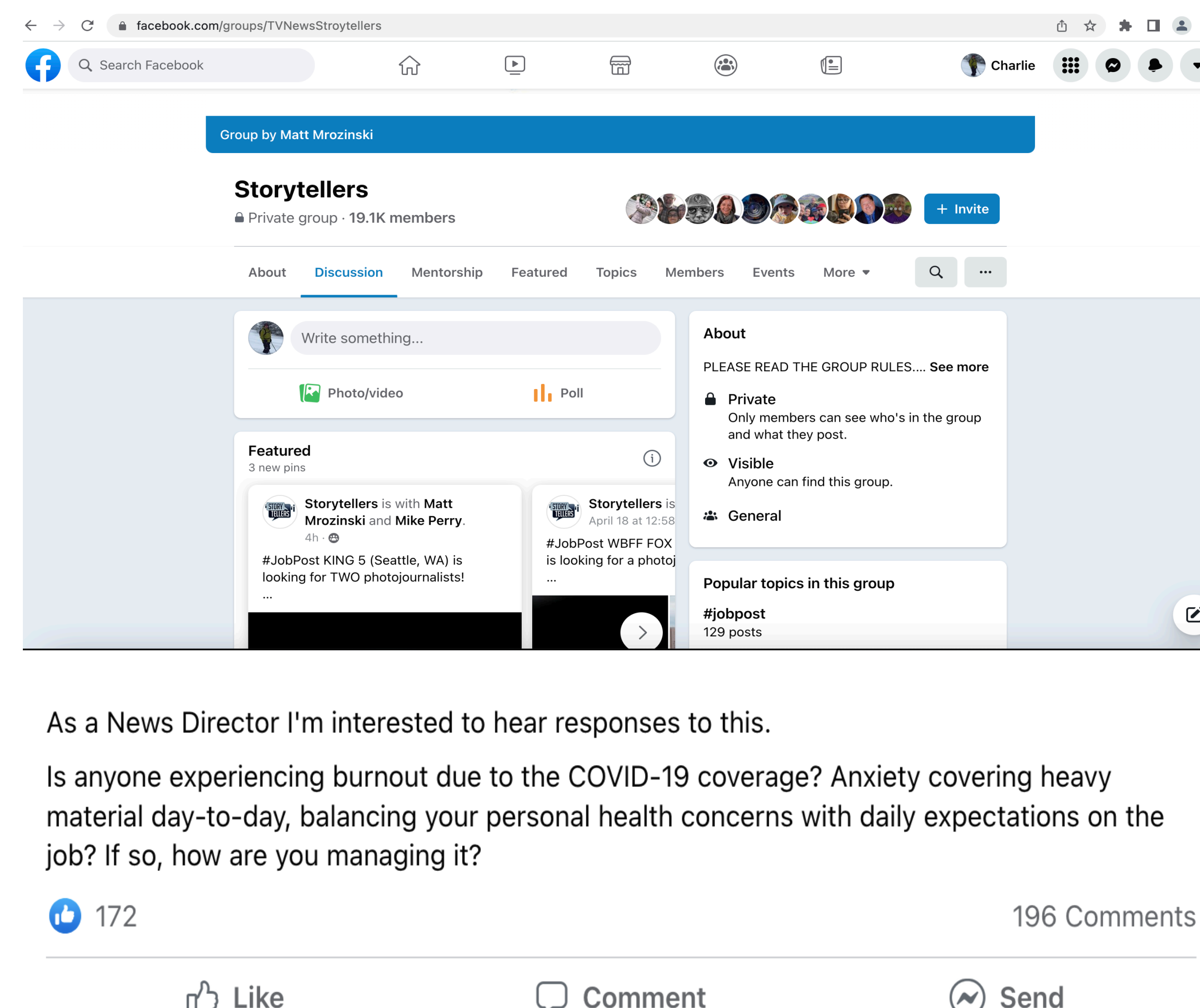
Netnographic case study  
Journalists as Community of Practice (CoP)  
Communities in time of crisis  
Conceptualize CoP—more than ‘practice’  
Keywords: Community of Practice; Journalist; Crisis; Emotion

## BACKGROUND

Covid forces working from home  
Camaraderie and inter-personal interactions removed  
Turning to SNS (Social Network Systems)  
Change from practical to safety-based info  
Higher Ed Collective site—*“For as much as this is academic, it is also social. Make new friends and colleagues. Laugh together, cry together”*

## METHODS

Pandemic case study in stress/trauma (Papper, 2020)  
Netnographic Research—ethnographic method of social interaction in contemporary digital context--*“anthropology on the internet, using the publicly available information that people freely share through social media”* (Blumm, 2015, p.3)  
U&G—Information seeking behavior on SNS (Karnik, et.al. 2013; Krause, North & Heritage, 2014; Roth-Cohen & Lahav, 2021)  
Case study (Berkowitz, 1992)  
Thematic content analysis



## RESULTS

196 posts—75 unique participants

### Grief

*“...it's exhausting covering constant misery and frustration even if it's important...”*  
*“It’s okay to cry sometimes. I try to do it privately...”*  
*“Randomly just crying, not for any particular reason it just happens.”*  
*“...people just basically discrediting everything you do and all the work you put into anything.”*

### Humor

*“How am I managing it? Booze. Every day I feel like Bill Murray waking up to the Pennsylvania Polka...”*

*“I'm exhausted. Not enough wine can relieve the anxiety I'm feeling right now.”*  
*“50 Days??!! That’s worse than prison. Seriously. Get out and talk with people (At a safe distance).”*

## SUPPORT

*“This [thread] is a relief to anyone who has had that, “Wait, AM I okay?”...*  
*“Based on all of the comments here one helpful tactic is to simply listen.”*  
*“But your post clearly proves that when given the space, people want to talk.”*  
*“Um as your boss, you're good.” (response to employee about lack of editing tools)*

## DISCUSSION

Pandemic case study in stress/trauma (Papper, 2020)  
Journalists—outside normal CoP, times of crisis  
News Personnel—grieved together, laughed together, and supported each other  
SNS allows sharing intimacy (Zhang & Ling, 2021)  
FB closed group—helping w/ change in uncertain future  
Journalists—concerns, anecdotes, suggestions for self-care resources, vent in a healthy manner  
*“Your post clearly proves that when given the space, people want to talk.”*