

# A COMPARATIVE ANALYSIS OF ONLINE NEWS OUTLETS COVERAGE OF THE 2017 JERUSALEM ISSUE THROUGH EXAMINING NEWS FRAMES AND NEWS SOURCES

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## ABSTRACT

*This research looked at how the 2017 Jerusalem issue was covered in the media, from America's declaration of Jerusalem as Israel's capital on December 6th, 2017, through the inauguration of its embassy on May 15th, 2018. The goal of the research is to look at the scope of coverage, news frames, tone of voice, and news sources of three distinct oriented online news agencies, namely the Palestinian Wafa, Malaysian Bernama, and worldwide Reuters. We looked at 242 news stories from across the globe to see how this political-religious problem was presented. Our results indicate that the Palestinian Wafa news agency, followed by Reuters and Bernama, paid the greatest attention to the Jerusalem issue coverage. The conflict framing, on the other hand, was the most popular among the three online news outlets. In Bernama news stories, the morality framing was the most often employed. When it comes to presenting the Jerusalem problem, the tone of voice employed by internet news shows that Palestinian and Malaysian sources prefer to take a favorable stance on the Palestinian situation while being very critical of Israel and the United States. When presenting Israel's stance, Reuters websites seek a fairly balanced approach and employ a harsh tone against Palestinian and US views. Furthermore, the three web sites utilized various news sources; the politician source was the most frequently used in covering the problem.*

**Keywords:** Jerusalem, Trump, Online Outlets, Sources, Framing

## INTRODUCTION

The Palestinian-Israeli dispute has been one of the most intractable, acrimonious, and long-running in modern history, centered on a tiny but sacred area of territory known to Jews as Eretz Israel and Palestinians as Falastin (Shamir and Shamir, 2007). Despite thinking that the conflict's continuance poses a danger to world security, many attempts to resolve it have hit a brick wall. Its settlement is a strategic priority for the Middle East's long-term peace and stability (Peters, 2013).

The shooting murder of a Palestinian man in Safed at a wedding in December 1882 by a Jewish immigrant of the new community named Rosh Pinna was the first documented violent event between Palestinians and recently arrived Jews in Palestine (Benny, 2001). However, some experts covering this conflict would use the terms Israeli-Palestinian dispute, Israeli-Arab conflict, and Jewish-Islamic conflict, implying that the struggle is not only between two peoples on a tiny area of territory, but also involves Arabs and Muslims (Inbari, 2018).

The Palestinian-Israeli conflict has alternated between times of armed struggle and armistice, as well as periods of peacemaking and seeming progress in conflict settlement, since 1948, when Israel became a state. Beginning with the Six-Day War in June 1967, Israel seized

Egypt's Sinai Peninsula and Gaza Strip, Jordan's West Bank and East Jerusalem, and Syria's Golan Heights. Egypt, on the other hand, was able to free the Sinai and negotiate a peace treaty with Israel after six years.

The first intifada against Israeli occupation began in 1987 in the West Bank and Gaza Strip, and was concluded in 1993 by the Oslo I Accords between the Palestinian Liberation Organization and Israel. Palestinians started the second intifada in September 2000, which would continue until 2005. Israel waged three wars on the Gaza Strip during the next 10 years. President Donald Trump proclaimed Jerusalem to be Israel's capital on December 6th, 2017. In addition, he moved the US Embassy from Tel Aviv to Jerusalem (Landler, 2017). On January 28th, 2020, President Trump unveiled his biased Middle East peace proposal, the so-called "deal of the century," which Palestinians rejected owing to its support for eventual Israeli annexation of West Bank settlements and sovereignty over Jerusalem. A second intifada occurred in 2021, with the holy city dubbed "Jerusalem."

### **The Heart of Conflict: Jerusalem Issue**

The Jerusalem holy city problem lies at the heart of the Palestinian-Israeli conflict. It is a city that straddles the Israeli-West Bank border and is home to many of Islam's, Christianity's, and Judaism's holy sites. As a result, Israel and Palestine both want it to be their capital (Yaron, 2018). The city of Jerusalem is the first qibla (the direction in which a Muslim prays) and the location where the Prophet Muhammad (peace be upon him) initially turned in prayer in the Islamic religion. It is also an important site in the Prophet's Isra and Miraj (a Miraculous Night Journey), which is both a physical and spiritual journey. In terms of Christianity, the city is the site of Jesus of Nazareth's crucifixion and burial, as well as the first Israelite Temple of Solomon (Bradlow & Khadija, 2007). Furthermore, Jerusalem has been described as "one of the most intractable problems in the Palestinian-Israeli conflict," the primary cause of Middle East conflict (Newman & Peters, 2013), and one of the most divisive and polarizing topics in contemporary world politics (Landler, 2017).

For the last 60 years, the United States has refused to recognize Jerusalem as Israel's capital, fearing that a formal declaration would ignite bloodshed and jeopardize the country's role as an honest mediator between Israelis and Palestinians. In December 2017, however, President Trump reversed his long-held stance (WHG, 2017). The political, religious, and geographic significance of Jerusalem's city may have a good or negative impact on media coverage, particularly online news media. The conflict issues sphere has received considerable scholarly attention since exploring the role of media outlets in violent conflicts (Wolfsfeld, 2017), revolutions (Wolfsfeld et al., 2008), terrorism (Yarchi et al., 2013; Liebes & Kampf, 2007), wars (Bennett et al., 2008), and peace (Saleem & Hanan, 2014; Hackett, 2006). As a result, the primary topic in this article is the Jerusalem question as a crucial element of that conflict, particularly after President Donald Trump proclaimed Jerusalem to be Israel's capital and moved the US Embassy from Tel Aviv to Jerusalem on December 6th, 2017.

The news coverage, news frames, tone of voice, and news sources used in the reporting of the 2017 Jerusalem issue will be tested using online news websites. The substance of news articles will be analyzed to see where the three online news outlets vary (Wafa Palestine, Bernama Malaysia and Reuters international). The variations in news coverage by international, Arab, Islamic, and Palestinian media sources prompts us to consider the style of coverage of key problems in the Middle East area, with the goal of determining the techniques employed by these outlets in mobilizing and influencing public opinion.

### **Media Coverage and Framing**

The mass media plays a critical role in disseminating information about the environment to the general population (Tyshenko, 2014). The news media, according to Anderson, et al.,

(2005), plays a critical role in defining discourse boundaries, recognizing trustworthy sources, and giving reference points. Evensen, et al., (2014) claim that "media coverage had been the most trustworthy source of knowledge and debate." The topic is usually presented in the media to emphasize the impact the issue has on people or the general public. The depiction of particular "military combat" such as air bombardment fatalities, home demolitions, and a discussion of human effects from the 2014 war on the Gaza Strip is an example from media coverage of the conflict. This is important because there is a strong link between problem salience in the media and media content framing, as well as the significance people place on these issues (Scheufele & Tewksbury, 2007).

The conflict frame is the most frequent frame in media coverage (Camaj, 2010). As a result, disputing parties have learnt how to alter their image and utilize the media to garner worldwide support (Stawicki, 2009). The Palestinian - Israeli conflict considers a unique model for media coverage and news framing. The long period for this conflict and international, regional, and Arab interventions has given it much interest in coverage by several media outlets. This argument led to identifying the first research question, which is stated (RQ1): What is the extent of coverage published by the three online news outlets (i) Palestinian Wafa, (ii) Malaysian Bernama, and (iii) International Reuters regarding the 2017 Jerusalem issue?

"The essence of any conflict centers on the struggle over interpretive frames: Two or more antagonists develop a dispute over 'what is going on,' and they typically attempt to promote their definition onto third parties," according to Cohen and Wolfsfeld, who has extensively studied the framing of the Palestinian-Israeli conflict (Cohen and Wolfsfeld, 1993). The framing problem has gotten a lot of attention, particularly in terms of public diplomacy, foreign policy, conflict, public opinion, and government-to-government interactions (Arandas et al., 2018). As a result, the word "framing" is widely employed in research across various fields. We get our idea of framing from a well-known character in the literature (Entman, 1993).

Entman (1993) provided the most often recognized definition of framing: "*To frame is to select some aspects of perceived reality and make them more salient in a communication context, in such a way as to promote a particular problem definition, causal interpretation, moral evaluation, and/or treatment recommendation*" (Entman, 1993).

The process through which individuals acquire a specific conceptualisation or reorientation of thinking on an issue is referred to as the news frames in media stories (Chong and Druckman, 2007). In a media-conflict relationship, news framing effects are defined as 'interpretive packages' (Gamson & Modigliani, 1989) that influence and contextualize 'cultural morals and values' (Cappella & Jamieson, 1997), whereas in a media-conflict relationship, news framing effects are defined as 'particular definitions and interpretations of political issues' (Gamson & Modigliani, 1989). (Shah et al., 2002). The media's framing of a conflict topic becomes more fluid, and key problem interpretation becomes more disputed (Norris et al., 2003). According to Gilboa (2002), in a conflict scenario like as the Jerusalem dispute, media outlets transform into a "primary arena for political confrontations" for political actors (e.g., Israel, Palestine, Arabs, Islamic, and the United States) (Wolfsfeld, 1997). As a result, rather of being a possible collaborator in the resolution of a conflict, it exacerbates violence in a conflict area (Hamelink, 2015). (Lynch & Galtung, 2010). In a conflict scenario, however, the media's powerful role in shaping and mediating is inevitable. Hatred, dread, dissatisfaction, threats, and a reciprocal lack of trust are the main emotions in the Israeli-Palestinian relationship, according to numerous studies that analyzed news media material (Roth, 2018; Goldberg, 2004; Okbi & Hashavua, 2016; Keinon & Ahronheim, 2018; Rasgon, 2018).

The previous discussion helped in identifying the second research question regarding news framing, which is stated (RQ2): What is the news frames used by the three online news outlets (i) Wafa Palestinian, (ii) Bernama Malaysia, and (iii) Reuters International regarding the 2017 Jerusalem issue?. In addition, the needed depth evidence about media framing and effect with the categories for the tone of the news stories were divided into 1) A positive toward Jerusalem issue, 2) A neutral, and (3) A negative of Jerusalem issue, that leads to identifying the

third research question regarding the tone of voice which is stated (RQ3): What was the tone of voice used by the local Palestinian Wafa, Bernama Malaysia, International Reuters towards the Jerusalem issue?

### News Sources

The relationship between framing and news sources is regarded a one-of-a-kind circumstance. To put it another way, various news sources are used by different media outlets to support distinct frames of problem coverage (Kim & Jahng, 2015). When addressing political problems, Pan & Kosicki, (1993) verified that news sources have a significant role in emphasizing news articles' views and frameworks, reflecting one's own concerns. By examining news frames from the 2017 Jerusalem issue, as well as the news sources used for specific types of news frames, we can better understand the concept of strategic media framing, or how various news sources play a crucial role in constructing aspects or meanings of events, by demonstrating how news media construct their frames based on the news sources they use (Chong & Druckman, 2007; Entman, 2007). Furthermore, given the importance of source selection in news frames when reporting specific issues, this study examines how local, Islamic, and international news framed the Jerusalem issue in the Palestinian-Israeli conflict on December 6th 2017, as well as the sources used to construct and support these news frames.

The preceding debate aided in the identification of the fourth research topic about news sources, which is stated (RQ4): What are the news sources used by the three online news outlets (i) Wafa Palestinian, (ii) Bernama Malaysia, and (iii) Reuters International regarding the 2017 Jerusalem issue?.

### Problem Statement

The central problem to be researched is the 2017 Jerusalem issue, which is the main reason for the continuation of conflict in the Middle East (Newman and Peters, 2013), and as a part of prolonging Palestinian – Israeli conflict. On December 6<sup>th</sup> 2017, USA President Donald Trump made a controversial speech and announced Jerusalem's as the capital of Israel, where most nations criticised and rejected this policy (Aswar, 2018). This recognition is followed by the policy to relocate the American Embassy from Tel Aviv to Jerusalem. The new embassy was opened in May 2018. These successive events have received considerable attention from the traditional and new media in most countries worldwide, and framing has played an essential role in shaping domestic and international public opinions (Stawicki, 2009).

Despite the significant importance of the Palestinian issue for both the world and the Arab region's stability and peace, and despite the glaring threatening scenarios during the past three years (2017 - 2020), which witness a significant change in the position of the American administration and some Arab states towards settling the Palestine issue, it is a depressing fact that perhaps previous empirical works which investigated such matter in Palestinian-Israeli conflict are still arguably insufficient. Not much empirical effort has been made to inspect such deterioration in the specific Palestinian context and the world awareness of such issue. Therefore, this current research aims at filling in this void by empirically examining the framing of a significant disputed question in Palestinian-Israeli conflict, which is the Jerusalem issue, by a variety of online news outlets in lights of the American recognition of Jerusalem as the capital of Israel and relocation of the USA Embassy from Tel Aviv to Jerusalem.

As a basis for this study, the researcher identified four key problems in this investigation. The first major issue identified as a basis for this study is the coverage of the three different orientation online news outlets (Wafa Palestine, Bernama Malaysia, and Reuters international). The different orientation can provide different perspectives about the issue. It is always presumed that difference in national priorities across countries can affect the selection and the framing of an international event like the 2017 Jerusalem issue (Oleh, 2019).

The news frames linked to the Jerusalem problem by the three online news outlets (Wafa Palestine, Bernama Malaysia, and Reuters worldwide) are the second main concern for this research.

According to Lawlor and Tolley (2017), the media may "follow or lead public opinion." Others, such as Milioni, et al., (2015), noted that the media's function is not limited to providing information, but also as a source of interpretation of events, which cannot be overlooked. Furthermore, media coverage (i.e., media framing and tone of voice) "may affect public opinion, promote different interpretations of the Palestinian-Israeli conflict [...], or trigger particular concerns, such as legitimacy, 'need,' and security," according to the report (Lawlor & Tolley, 2017).

The tone of speech employed by local Palestinian Wafa, Bernama Malaysia, and International Reuters regarding the Jerusalem conflict is the third significant problem for this research.

The fourth significant problem is the news sources used by the three internet news sites covering the Jerusalem issue (Wafa Palestine, Bernama Malaysia, and Reuters International). Because news framing shapes public perception, the selection of news sources is critical, because media outlets' agendas tend to emphasize some elements or particular characteristics of an event while ignoring others. Several studies have shown a pro-Israeli bias in foreign media coverage; the authors believe this is due to just one side's news sources (Elmasry, 2009). This bias, according to Aziz (2007), may be shown by a reliance on elite sources that limit "the variety of views and opinions, resulting in a one-sided picture of the dispute."

## METHODOLOGY

Content analysis was used as the research method for this paper. The online news outlets chosen were: (i) Wafa Palestinian as a local government-controlled online news, (ii) Bernama Malaysia as non-western online news from Asia, which is a representation of the Islamic worlds media and (iii) Reuters as a Western news agency which represents the international community.

Recent studies of international online news agencies have found that the European media has different framing in their news coverage (Semetko & Valkenburg, 2000). Moreover, Rauch (2003) criticised international online news agencies for having a Western bias. This is reflected in the news content that focuses more on European views on Muslims' issues and selects news that supports the western's stance on particular issues

Purposive sampling will be used to pick news items for this study. Purposive sampling is a non-probability sampling technique in which the researcher makes choices about whether components should be included or omitted from the sample. Because of its more acceptable representation, it outperforms basic random sampling and successive day sampling. It allows researchers to choose a sample depending on the study's goals (Palys, 2008; Langer, 1997; Neuendorf, 2002). Samples will be taken from December 6th, 2017 (the day the United States recognized Jerusalem as Israel's capital) until May 15th, 2018 (the day the United States embassy in Jerusalem opened). This time period encapsulates the current state of internet news coverage of the Jerusalem conflict. This time period was selected to reduce the data to a size that could be easily analyzed. A sampling method was utilized to produce a suitable number of articles for inclusion in the study due to the huge quantity of publications. Purposive sampling will be utilized instead of a simple random sample of articles. This technique aids in the generation of samples that are more suited for study.

Each story will be downloaded and coded based on several different categories of frames. The news stories were pulled from the respective online news outlets archives using "Jerusalem, Israel capital and Trump declaration" as the keyword. All the news articles will be selected based on reporting on the Jerusalem issue. However, the sampling will include news

that emphasised stories about issues around the 2017 Jerusalem events. News with no direct reporting about what had occurred in the Jerusalem issue will not be included in the sample.

After deciding what news should be included and what should be excluded, our preliminary research has derived a total of 240 news stories to be analysed. The number of news articles on the 2017 Jerusalem issue according to the three online news outlets were as follows: Wafa resulted in 400 hits, with 101 relevant stories, Bernama's search yielded 56 articles, of which only 54 were included in the research; Reuters showed 300 hits, of which 87 were relevant articles to be included in the analysis.

The scope of coverage was investigated from two perspectives: 1) the quantity of news articles, and 2) the kind of news items (measured by Straight news, Reports and Opinions). The generic frame matrix created by Semetko and Valkenburg is used in this study (2000). "Attribution of Responsibility," "Human Interest," "Conflict," "Economic," and "Morality" are all included in the matrix. Each question in the generic frame matrix required the researcher to respond yes (1) or no (0), and each question measured the presence or absence of the news frame. A direct attribute statement, fact, or quotation inside the news narrative is used to define the news frame.

The news articles' tone of voice will be graded on a scale of -1 to 1 (negative, neutral, positive) (Peng, 2004). This study used Dimitrova and Stromback's (2012) categories of news sources, which include the domestic, party, ordinary, and media frames. Each news source investigated in this study has numerous attribute statements based on the news source's ideas, as well as a sample "Yes" or "No" response selection scale. According to these examples, each "Yes" response correlates to a statement with a "1" mark, while "No" replies get a "0" mark. The total marks received for each news source were averaged based on the number of attribute statements included in that news source. Values ranging from "0" to "1" imply that a frame does not exist until it hits the perfect "1" mark, which indicates that the source is completely present.

This research's content analysis part is based on a code sheet. Two independent coders were given coding task training. The Holsti reliability formula was used to test the findings (Holsti, 1969). Using the Holsti formula, an intercoder reliability test was conducted to determine the research instrument's reliability and validity; 10% of the articles from the whole content body were randomly chosen, resulting in 24 articles (Hinternes, 2019). With a Holsti CR score of 0.97 or 97 percent among coders, the Holsti test score revealed great conformity among coders, resulting in a highly trustworthy research tool.

## FINDINGS AND DISCUSSIONS

### RQ 1: Amount of Coverage

A 240 out of a total of 756 news stories met the study's inclusion criteria. Stories were selected, focusing mainly on the 2017 Jerusalem issue as the USA's recognition of Jerusalem as the capital of Israel. The majority were hard or straight news (n = 185, 77%), compared to 51 (21%) reports or features news, and only 4 (2%) stories were analysis news or opinion.

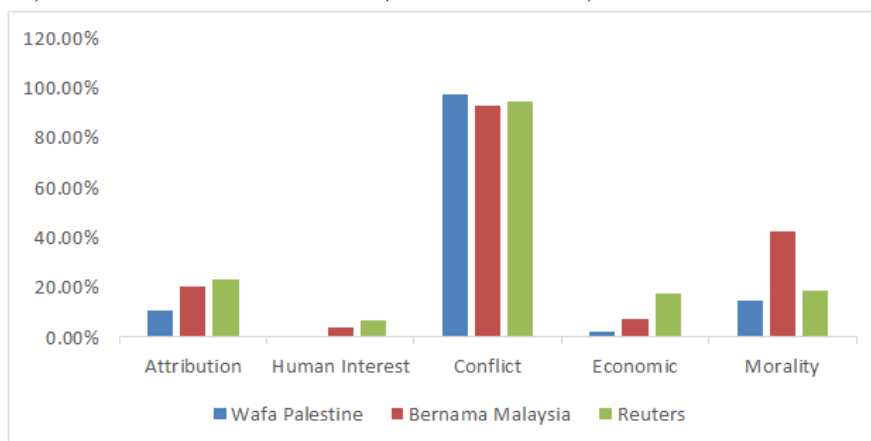
The Wafa online Palestinian given the most attention in publishing 101 news stories including (n=91, 90%) hard news, and (n=10, 10%) reports, while the analysis news and opinion were non-existent. Followed by Reuters as 85 news stories including (n=59, 69%) hard news, and (n=22, 26%) as reports, whilst we found (n=4, 5%) analysis news and opinion. Whereas, Bernama Malaysia had the least coverage by 54 news stories including (n=35, 65%) hard news, followed by (n=19, 35%) reports, while there is no analysis of news and opinion.

The news stories analysis revealed that Wafa online relies on Palestinian narrative concerning the Jerusalem issue. Besides, focus on some international stance supporting the Palestinian rights of Jerusalem city as their capital. The news stories in Bernama depended on the Malaysian Government position and solidarity rally to support Jerusalem city. We noted that the official Palestinian stance and Israeli harassment in the holy city were not found in Bernama

coverage. In contrast, Prime Minister Datuk Seri Najib Tun Razak and his deputy Datuk Seri Dr Ahmad Zahid Hamidi statements were highlighted. The Reuters international coverage was huge variety which included Palestinian and Israeli narrative. However, the news stories about the Israeli crackdown against Palestinian demonstrators have not been adequately addressed.

## RQ 2: Descriptive Analysis of the News Frames

There are five news frames examined in this study: The frameworks of attribution of blame, human interest, conflict, economics, and morality. The conflict framing was often utilized by the three web sources, as seen in Figure 1. (230 news stories), followed by the morality frame (54 news stories) and the attribution frame (40 news stories).



**FIGURE 1**  
**THE USE OF NEWS FRAMES WITHIN NEWS ONLINE OUTLETS**

The results from *Table 1* show that Wafa Palestinian online used the conflict frame (97%, 98 stories) the most, followed by Reuter (94%, 82 stories) and Bernama (92%, 50 stories).

The second most commonly used frame is the morality frame (54 news stories). In particular, the findings show that Bernama Malaysia used the morality frame (42%, 23 stories) the most, followed by Reuter (18%, 16 stories) and Wafa (14.8%, 15 stories). The attribution frame was the third most commonly used by the three online outlets (40 news stories) and used the most by Reuter (23%, 20 stories).

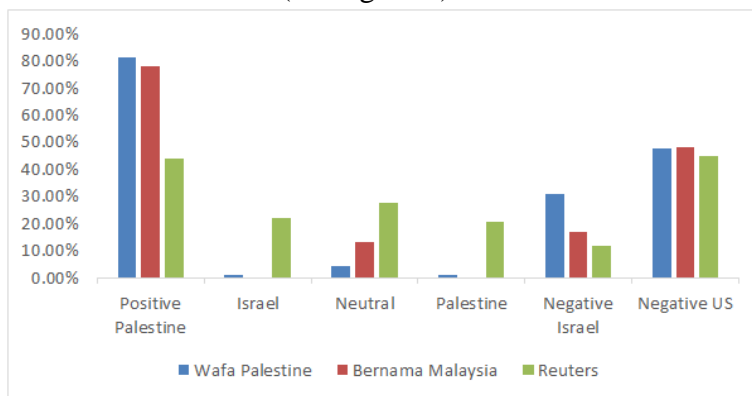
The fourth commonly used news frame is economy (21 stories). Reuters used the economy frame (17%, 15 stories) the most, followed by Bernama (7%, four stories) and Wafa (2%, two stories). The human interest frame is used the least among the three online outlets. Reuters used the human frame (6.9%, six stories) the most, followed by Bernama (3.7%, two stories) while Wafa was completely absent (0%).

News frames	Wafa Palestine (N=101)		Bernama Malaysia (N=54)		Reuters (N=87)	
	Frequency*	%	Frequency*	%	Frequency*	%
Attribution	11	10.9%	11	20.4%	20	23.0%
Human Interest	0	0.0%	2	3.7%	6	6.9%
Conflict	98	97.0%	50	92.6%	82	94.3%
Economic	2	2.0%	4	7.4%	15	17.2%
Morality	15	14.8%	23	42.5%	16	18.4%

Note: Values in parentheses represent the number of stories.

### RQ 3: Descriptive Analysis of the Tone of Voice

The tone of voice varies depending on the media source. The one distinct distinction reflects the fact that the Wafa and Bernama online were more positive towards the Palestinian. However, an analysis of the tone of the articles revealed that supportiveness toward the Israel and criticism toward Palestine were most apparent in Reuters. The tone of voice toward the US was negative by the three online outlets (see figure 2).



**FIGURE 2**  
**THE TONE OF VOICE WITHIN NEWS ONLINE OUTLETS**

Table 2 shows that the tone of voice toward Palestinian relating to Jerusalem issue coverage was the most positive by Wafa online (81%, 82 news stories), followed by Bernama (77.8%, 42 stories). In addition, Bernama Malaysia was the most critical toward the USA (48%, 26 stories) and followed by Wafa (47.5%, 48 stories). The tone of voice by Reuters international outlets was different toward the three sides; namely, it was more positive toward Israel than Palestine, and more negative toward Palestine than Israel. The most criticism by Reuters was toward the USA (see table 2).

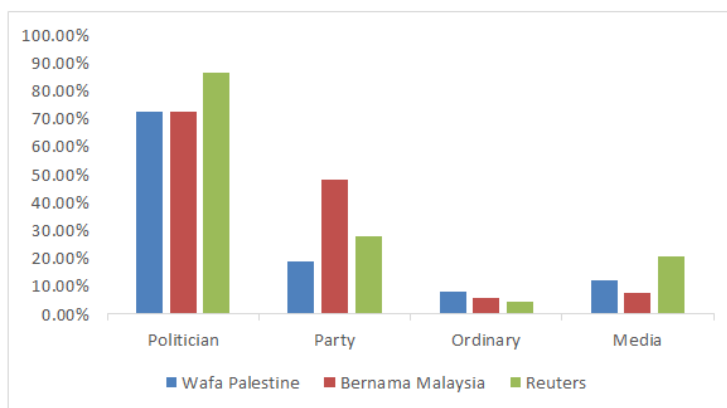
Tone of voice		Wafa Palestine (N=101)		Bernama Malaysia (N=54)		Reuters (N=87)	
		Frequency*	%	Frequency*	%	Frequency*	%
Positive	Palestine	82	81.2	42	77.8	17	43.6
	Israel	1	1.0	0	0.0	19	21.8
Neutral	-----	4	4.0	7	13.0	24	27.6
Negative	Palestine	1	1.0	0	0.0	18	20.7
	Israel	31	30.7	9	16.7	10	11.5
	US	48	47.5	26	48.1	39	44.8

Notes: \* Answer (yes)

### RQ 4: Descriptive Analysis of News Sources

There are four news sources examined in this study, including the domestic politician, party, ordinary, and media sources. Figure 3 shows that the three online agencies commonly used the politician source (187 news stories). The second most common source used is party operatives (69 news stories), followed by media analysis source (34 stories). The ordinary citizens' source was the less used (15 stories).





**FIGURE 3**  
**THE USE OF NEWS SOURCES WITHIN NEWS ONLINE OUTLETS**

The results indicated that Reuters online used the politician source (86.2%, 75 stories) the most, followed by Wafa (72.3%, 73 stories) and Bernama (72.2%, 39 stories). Bernama Malaysia used the Party source (48.1%, 26 stories) the most, followed by Reuter (27.6%, 24 stories) and Wafa (18.8%, 19 stories). Reuters online outlet relied on the media source (20.7%, 18 stories) the most, followed by Wafa (11.9%, 12 stories), but Bernama Malaysia rely on the media source was weak (7.4%, four stories). Meanwhile, the ordinary source was used the least among the three agencies. Wafa online used the ordinary source (7.9%, eight stories) the most, followed by Bernama (5.6%, three stories) and Reuters (4.6%, four stories).

**Table 3**  
**PERCENTAGES OF THE NEWS SOURCES ACCORDING TO ONLINE NEWS OUTLETS**

News sources	Wafa Palestine (N=101)		Bernama Malaysia (N=54)		Reuters (N=87)	
	Frequency*	%	Frequency*	%	Frequency*	%
Politician	73	72.3	39	72.2	75	86.2
Party	19	18.8	26	48.1	24	27.6
Ordinary	8	7.9	3	5.6	4	4.6
Media	12	11.9	4	7.4	18	20.7

Notes: \* Answer (yes)

### CONCLUSION

The Palestinian-Israeli conflict is still one of the most intractable, acrimonious, and long-running conflicts in contemporary history (Shamir and Shamir, 2007), and has been seen as a major global problem for decades (Zanuddin, 2018). Since President Donald Trump proclaimed Jerusalem to be Israel's capital on December 6, 2017, the holy city has drew local, Islamic, and worldwide media attention and has become a focal point of the Palestinian-Israeli conflict (Landler, 2017). It may be inferred that media coverage of this topic began to pick up on December 6th, 2017, when Trump gave a contentious speech in which a majority of countries criticized and rejected his proposal to move the American Embassy from Tel Aviv to Jerusalem in May 2018 (Aswar, 2018).

Therefore, the three online outlets (Wafa Palestine, Bernama Malaysia and Reuters international) displayed coverage that communicated a certain shared perspective by focusing on the conflict frame (Camaj, 2010). Nevertheless, the dissimilarity of news frames usage denotes the varied views held by the three outlets, which relates to the different political beliefs, cultural assumptions, public diplomacy, foreign policy and ideological positions (Arandas et al., 2018). According to the results, Reuters online news articles tend to concentrate on political conflict since these international news sources are primarily reporting for their native Western viewers who have been reared on a diet of war and bloodshed in the news (Maslog et al., 2006).

The tone of the voice appeared clear positively toward Palestinian by Wafa Palestine and Berita Malaysia online outlets. However, Reuters was more positive toward Israel than Palestine as media bias favouring the Israeli narrative (Mhanna & Rodan, 2019).

The politician source was often utilized by the three online agencies because it has the greatest impact on foreign policy, as government officials use their position as news sources to promote foreign policy via media reporting (Peake, 2001) and 'perceive the media as overly submissive to government' (Entman, 2004).

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