《中文摘要》

即時通訊（**Instant Messaging**）盛行之今已十年，新聞產製也因引進新科技逐漸產生質變。鑑於即時通訊相關研究目前尚未觸及「新聞產製」領域，本研究嘗試初步探討即時通訊對新聞產製工作的影響，並希望藉此研究發現，提供新聞產業未來改進與檢討的參考。本研究描繪新聞記者於新聞產製過程中，如何運用即時通訊彼此溝通，以及如何對新聞產製過程造成影響，與出現哪些利益與弊端。

本研究採質化深度訪談，輔以圈內人記者身份，透過參與觀察，融入研究對象群時間一共四年，研究發現：(一)記者使用即時通訊的動機是基於完成新聞採訪任務、（二）記者新聞採訪工作仰賴即時通訊、(三) 新聞室控制藉由新科技工具延伸、(四) 記者與消息來源之間的訊息傳遞，仍傾向使用傳統的「面訪、電訪」管道、尚未積極運用即時通訊、（五）用於新聞職場的即時通訊工具，仍具有個人私密領域的特性、(六) 新聞記者使用即時通訊交換訊息，出現新聞觀點同質化現象、（七）新聞產業精簡人力下，新聞圈默認同業間複製新聞與改寫現象。

本研究建議：(一)重新定位即時通訊工具於新聞產製過程的價值、(二)新聞界須正視新聞複製與觀點同質化現象、(三) 即時通訊納入新聞正規作業體系將成趨勢。

關鍵詞：即時通訊、MSN、新聞產製、人際傳播、新聞室控制

JOURNALISTS ADOPT INSTANT MESSAGING ON THE IMPACT OF NEWSGATHERING

ABSTRACT

Instant Messaging (IM) has been popular for a decade, and news production has changed due to IM. Since the research of IM does not reach out to the area of news production, this thesis is going to explore the influence of IM toward news production. The thesis will describe how journalists communicate with each other by IM through the news production process, and discuss the advantages and disadvantages of using IM.

This study is a qualitative research methods with deep views. Through participant observation of a inside journalist, it took 4 years to discover the results, which are (1) Journalists use IM is based on the motivation of complete news covering task, (2) Journalists rely on IM to complete the task of newsgathering, (3) "Social control in the news room" extends control by IM, (4) The communications and interactions between Journalists and the news sources is still traditional, which are interviewing, or by telephone, not IM, (5) Using IM in newsgathering is still has personal and private, (6) Journalists use IM to exchange information, news reporting appears the same point of view, (7) under the condition of downsizing manpower in the news industry, the press tacitly agreed to the phenomenon of "news copy and news rewrite".

The thesis recommended: (1) re-positioning IM in the process of news production value, (2) the Press must face up to the phenomenon of "news copy and the news viewpoint homogenization",(3) IM into the news operating system will become a trend.

Keywords: Instant Messaging (IM), MSN, News Production, Interpersonal Communication, Social Control in the News Room