### Use of Social Media by Online Newspapers in Saudi Arabia

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#### **ABSTRACT**

The purpose of this study is to discuss the use of social media by online newspapers in Saudi Arabia. The websites of online newspapers in Saudi Arabia were surveyed and the social media tools available on their websites were studied. Total 42 online newspapers' websites were analysed, out of which 36 Arabic online newspapers have implemented web 2.0 applications. In Arabic 3 newspapers also have English version, in addition 2 more newspapers were in English only. Further, 4 websites were not working. The findings of this study can be utilised to assess the status of assorted web 2.0 tools used in online newspapers. It may enable future research to investigate other aspects, such as use of web 2.0 by online newspapers of a particular country and its states. The paper begins with an introduction to Saudi Arabia's education and media technology, and further attempts to define and explain to web 2.0 applications which are useful to the online newspapers.

Keywords: Web 2.0, internet, online newspapers, technology adoption, Saudi Arabia

#### 1. INTRODUCTION

Saudi Arabia is also known as Kingdom of Saudi Arabia (KSA), which was founded by King Abdulaziz Al-Saud. The KSA is world's largest oil exporter that's why the main source of economy of KSA is oil-based. Now, KSA is a nation that is looking to and preparing for a different kind of future, a future that's more inclusive, expansive, sustainable, and integrated on both economic and social levels; a future that revolves around investment. In addition, new communications infrastructures, new transport routes, state-of-the-art industrial complexes, dynamic training opportunities and a commitment to greater business efficiencies are there.

The KSA online newspapers are popular among many sections of Saudi society, including nationals and foreign residents, and from various socioeconomic levels.

The internet has revolutionised development in newspaper publishing. Online newspapers helped in increasing frequency and create platform for sharing information more quickly across globe. It has helped to bring the people together in more dynamic interactive manner<sup>1</sup>.

Social media is based upon the software that facilitate people to connect, collaborate, and form virtual communities via internet. Normally social network sites are full of features, which allow the

user community to send messages, post comments, share audio and video files, take part in live chats, etc.<sup>2</sup>

Social media (e.g., Facebook, Twitter, and YouTube) are changing the way individuals consume and share news. Specifically, a news item can be distributed across societies and discussed by people around the world within minutes via social media platforms<sup>3</sup>.

While social media shares traditional media's functions of providing news stories to users, differences exist between social media and traditional media in terms of the relationships between users and news. The social media users actively participate in producing news content by submitting links or news stories from various sources<sup>4</sup>. Social media made journalism more effective as helping tremendously to disseminate information to individual user in minimum span of time.

#### 2. LITERATURE REVIEW

Some previous published studies on adoption of social networking by online newspapers in worldwide, that played a foundation to this work, have been done.

Ahmad<sup>5</sup>, et al. in their study found that Facebook and Twitter were the two most familiar web 2.0 tools. They also revealed that the Kingdom's private universities have more consistency.

Lee & Ma³ in their study found that recent events indicated that sharing news in social media has become a phenomenon of increasing social, economic and political importance because individuals can now participate in news production and diffusion in large global virtual communities. Authors designed and administered a survey to 203 students in a large local university, and results revealed that respondents who were driven by gratifications of information seeking, socialising, and status seeking were more likely to share news in social media platforms from structural equation modeling (SEM) analysis.

Peterson<sup>6</sup> in his study revealed that adoption of communication forms, like, Twitter presents students of congressional behaviur an interesting case to examine the intersection of technology and politics. Author examined Twitter use in the 111<sup>th</sup> Congress to better understand congressional early adoption of new technology. The primary question addressed was, what systematic determinants shape the decision to adopt Twitter as a component of an MC's media strategy? Using data collected from MC Twitter accounts and the 2008 congressional election, found partisan, cohort, and ideological determinants on early Twitter adoption.

Erdelez & Rioux<sup>7</sup> in their study found that many websites included buttons or links (sharing tools) that allow users to conveniently share news stories and other information with friends, family and colleagues via e-mail. They also examined the appearance, location, and features of sharing tools that are provided to both senders and recipients. Sample news stories were also 'shared' with one of the authors using each of the sharing tools, and data about the appearance and content of these messages were collected.

Gul & Islam¹ in their study found that vernacular online newspapers of Kashmir were more indeed of evolving and existing media structure and practices. Also only 21 (36.2 %) newspapers of Kashmir are available online, most of them have already adopted social media technologies. They suggested that social media incorporation in online newspapers will help to facilitate conversations across worldwide.

#### 3. OBJECTIVES

The objectives of the study are to find:

- (a) The degree of social media technologies adoption by online newspapers in KSA
- (b) Which social networking site is more popular among KSA online newspapers?
- (c) Which English and Arabic newspaper used most number of social networking tools?
- (d) How prominently are community newspapers placing these tools on their websites?, and

(e) How many readers are connecting with community newspapers through social media?

#### 4. METHODOLOGY

Online survey by browsing 42 websites of Saudi Arabia online newspapers were conducted. Then links of social media provided on websites were counted. This data was considered as primary data for the study. All the data was putted in excel sheet and analysed as to fulfill the objectives of study. The time period of study was August-September, 2013. Table 1 lists out all the newspapers site studied for the purpose.

#### 5. ANALYSIS AND RESULTS

The data collected by various methods were analysed and interpreted and presented here in tables.

#### 5.1 Social Media in Online Newspapers

Table 1 shows that the online newspaper AI Majalla, Moheet and Arab News are using most number of social media tools, which are 6. Whereas, 8 newspapers are using 5 social media tools. 8 newspapers are using 4 social media tools. The maximum numbers (14) of online newspapers are using common 3, followed by 8 newspapers are using 4 as well as 3 social media tools, further followed by (3) online newspapers which are using 6 social media tools, followed by 3 online newspapers are using 2 social Media Tools. While 2 newspapers, i.e., Anbacom and Al-Madina-Waseet Madinaare still not using any tools of social media. It is also revealed 3 newspapers, i.e., Al Majalla, Al-Egtisadiah, and Al-Riyadh are available in 2 language, i.e., English and Arabic. 4 websites of online newspapers were not working.

Table 2 analyses the web 2.0 tools used by online newspapers' such as social networks, discussion forum, RSS feeds, instant messaging, chat, and video conferencing. The outcome was that the out of web 2.0 tools implemented, the most commonly used were Twitter 36 (85.71 %), Facebook 35 (83.33 %), followed by RSS feeds, YouTube, Google+, SMS, Instagram, and WhatsApp.

### 5.2 Social Media in English Online Newspapers

Table 3 gives the extent adoption of social media tools by the English newspapers in Saudi Arabia, and Al Majalla have used most of the tools of social media (i.e., 6) on his website. While Al Sharq Al Awsat and Arab News have used 5, and Saudi Gazette have used 3 web tools on their sites. While Al-Riyadh used no web 2.0 tools.

Table 1. Name of online newspapers and social media tools used by online newspapers

S. No.	Newspaper	URL	Web 2.0 tools used	Language	Tools
1. Al Majalla		http://www.majalla.com/arb/	Facebook, Twitter, YouTube, RSS, Flickr, MySpace	Arabic English	6
2.	Moheet	http://moheet.com/	Facebook, Twitter, YouTube, Google+, RSS, SMS	Arabic	6
3.	Arab News	http://www.arabnews.com/	Facebook, Twitter, RSS, Google+, SMS, Instagram	English	6
4.	Al Saudeh	http://www.alsaudeh.com/	Facebook, Twitter, YouTube, Google+ RSS	Arabic	5
5.	Al-Eqtisadiah (Riyadh)	http://www.aleqt.com/	Facebook, Twitter, YouTube ,RSS, Google+	Arabic	5
6.	Al-Riyadh	http://www.alriyadh.com/	Facebook, Twitter, RSS, Google+, Pinterest	Arabic English	5
7.	Al Sharq Al Awsat	http://www.aawsat.com/	Facebook, Twitter, YouTube, Google+, RSS	Arabic English	5
8.	Al-Madina Press	http://www.al-madina.com/	Facebook, Twitter, YouTube, RSS, SMS	Arabic	5
9.	Al-Nadi Sports	http://www.al-nadi.com.sa/	Facebook, Twitter, RSS, YouTube, Instagram	Arabic	5
10.	<i>Ar Riyadh</i> (Riyadh)	http://www.arriyadiyah.com/	Facebook, Twitter, YouTube, RSS, Google+	Arabic	5
11.	Akhbaralarab	http://www.akhbaralarab.net/	Facebook, Twitter, RSS, Google+, LinkedIn	Arabic	5
12.	Sharq (Riyadh)	http://www.sharq.cc/	Facebook, Twitter, YouTube, RSS	Arabic	4
13.	Bab	http://www.bab.com/ node/167383	Facebook, Twitter, YouTube, RSS	Arabic	4
14.	Islammemo (Riyadh)	http://www.islammemo.cc/	Facebook, Twitter , RSS, Google+	Arabic	4
15.	Oassf News (Riyadh)	http://www.oassf.com/	Facebook, Twitter, YouTube, RSS	Arabic	4
16.	Okaz	http://www.okaz.com.sa/	Facebook, Twitter , YouTube, RSS,	Arabic	4
17.	Tabuk News	http://www.tabuk-news.com/	Facebook, Twitter, RSS, Delicious	Arabic	4
18.	Al Hiad	http://alhiad.net/	Facebook, Twitter, YouTube, RSS	Arabic	4
19.	Afif news	http://www.afifnp.com/	Facebook, Twitter, RSS, SMS	Arabic	4
20.	Alolaa	http://www.alolaa.net/	Facebook, Twitter, RSS	Arabic	3
21.	Al Jamaheir (Riyadh)	http://aljamaheir.net/	Facebook, Twitter, YouTube	Arabic	3
22.	Al Bilad	http://www.albiladpress.com/	Facebook, Twitter, RSS	Arabic	3
23.	Al Hayat	http://alhayat.com/	Facebook, Twitter, RSS	Arabic	3
24.	Al Mokhtsar (Riyadh)	http://www.almokhtsar.com/	Facebook, Twitter, RSS	Arabic	3
25.	Al Yaum	http://www.alyaum.com/	Facebook, Twitter , Google+	Arabic	3
26.	Al-Jazirah	http://www.al-jazirah.com/	Facebook , Twitter, RSS	Arabic	3
27.	k1b1.com	http://www.k1b1.com/#	Facebook, Twitter, RSS	Arabic	3
28.	Naseej News	http://www.naseej.net	Facebook, Twitter, WhatsApp	Arabic	3
29.	Rasid (Qatif)	http://www.rasid.com/	Facebook, Twitter, RSS	Arabic	3
30.	Sahafah Online	http://www.sahafahonline.com/	Facebook, Twitter, RSS	Arabic	3
31.	Saudi Gazette	http://www.saudigazette.com.sa/	Facebook, Twitter, RSS	English	3
32.	Saudi Nation News	http://www.news-sa.com/	Facebook, Twitter, YouTube	Arabic	3
33.	AI Saudia AI Yawm – KSA Today	http://www.ksatoday.com/	Facebook, Twitter, SMS	Arabic	3
34.	Al Watan	http://www.alwatan.com.sa/	Facebook, Twitter	Arabic	2
35.	Al-Sharq (Eastern KSA)	http://www.alsharq.net.sa/	Facebook, Twitter	Arabic	2

36.	E-Mailaat (Riyadh)	http://www.e-mailaat.com	Twitter, RSS	Arabic	2
37.	Anbacom.com	http://www.anbacom.com/	-	Arabic	0
38.	Al-Madina-Waseet Madina	http://waseet.al-madina.com/	-	Arabic	0
39.	Al-Seyassah	http://www.al-seyassah.com/	Website not working	-	-
40.	Arreyadi	http://www.arreyadi.com.sa/	Website not working	-	-
41.	Al Nadwah	http://www.alnadwah.com.sa	Website not working	-	-
42.	Al Twafoq	http://www.altwafoq.net	Website not working	-	-

Table 2. Social media tools adoption

Social media tools	No. of online newspaper (n=42) (%)		
Twitter	36 (85.71)		
Facebook	35 (83.33)		
RSS	29 (69.05)		
Youtube	15 (35.71)		
Google+	10 (23.81)		
SMS	5 (11.90)		
Instagram	2 (4.76)		
WhatsApp	1 (2.38)		
Delicious	1 (2.38)		
Flickr	1 (2.38)		
MySpace	1 (2.38)		
LinkedIn	1 (2.38)		
Pinterest	1 (2.38)		

Table 3. Social media in english online newspapers

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Newspaper	Language	No. of web 2.0 tools used		
Al Majalla	Eng./Arabic	6		
Al Sharq Al Awsat	Eng./Arabic	5		
Arab News	English	5		
Saudi Gazette	English	3		
Al-Riyadh	Eng./Arabic	0		

#### 5.3 Social Media in Arabic Online Newspapers

Table 4 contains online newspapers in the Saudi Arabia of 42 newspapers websites examined. Majority of newspaper are brought out in Arabic language, which is 36 of the total, 3 of them were English language also. *Al Majalla* and *Moheet* newspaper have used 6 web 2.0 tools on their websites, whereas two newspapers were not using any tools those are, *Anbacom* and *Al-Madina-Waseet Madina*.

# 5.4 Social Media in Arabic v/s English Online Newspapers

On comparing the Arabic newspapers with English newspapers, 33 out of 42 total newspapers, mostly 78.57 % Arabic language online newspapers are publishing daily while small numbers of English language online newspapers 4.76 %, which are publishing daily. Furthermore, 7.14 % and 9.52 % are publishing on double language and websites are not working respectively (Table 5).

Table 4. Social media in Arabic online newspapers

Table 4. Social media in Arabic online newspapers				
S. No.	Newspaper	Language	No. of web 2.0 tools	
1.	Al Majalla	Arabic/Eng.	6	
2.	Moheet	Arabic	6	
3.	Al Saudeh	Arabic	5	
4.	Al-Eqtisadiah (Riyadh)	Arabic	5	
5.	Al-Riyadh	Arabic/Eng.	5	
6.	Al Sharq Al Awsat	Arabic/Eng.	5	
7.	Al-Madina Press	Arabic	5	
8.	Al-Nadi Sports	Arabic	5	
9.	Ar Riyadh (Riyadh)	Arabic	5	
10.	Akhbaralarab	Arabic	5	
11.	Sharq (Riyadh)	Arabic	4	
12.	Bab	Arabic	4	
13.	Islammemo (Riyadh)	Arabic	4	
14.	Oassf News (Riyadh)	Arabic	4	
15.	Okaz	Arabic	4	
16.	Tabuk News	Arabic	4	
17.	Al Hiad	Arabic	4	
18.	Afif news	Arabic	4	
19.	Alolaa	Arabic	3	
20.	Al Jamaheir (Riyad)	Arabic	3	
21.	Al Bilad	Arabic	3	
22.	Al Hayat	Arabic	3	
23.	Al Mokhtsar (Riyadh)	Arabic	3	
24.	Al Yaum	Arabic	3	
25.	Al-Jazirah	Arabic	3	
26.	k1b1.com	Arabic	3	
27.	Naseej News	Arabic	3	
28.	Rasid (Qatif)	Arabic	3	
29.	Sahafah Online	Arabic	3	
30.	Saudi Nation News	Arabic	3	
31.	Al Saudia Al Yawm- KSA Today	Arabic	3	
32.	Al Watan	Arabic	2	
33.	Al-Sharq (Eastern KSA)	Arabic	2	
34.	E-Mailaat (Riyadh)	Arabic	2	
35.	Anbacom.com	Arabic	0	
36.	Al-Madina-Waseet Madina	Arabic	0	

Table 5. Social media in Arabic v/s English online newspapers

Language	No. of online		
	newspaper (n=46) (%)		
Arabic	33 (78.57)		
English	2 (4.76)		
Arabic/ English	3 (7.14)		
Websites not working	4 (9.52)		

## 5.5 Facebook Users Linked to Online Newspapers

38 (82.61 %) online newspaper of Saudi Arabia have Facebook profiles on websites, while online newspapers have provided back-to-back links of websites on Facebook profiles and have provided a standard user name. 19 out of 40 online newspaper of Saudi Arabia have provided the date they joined Facebook, with Albilad Newspaper having the oldest joined newspaper. Apendix 1 further reveals that Moheet has the majority of 'liked' on Facebook, followed by Islammemo (Riyadh), Al-Madina Newspaper, Elaph, Okaz, Arab News, Al-Madina Newspaper, Al Sharq Al Awsat, Al-Sharq, Rasid, etc.

## 5.6 Twitter followed by Users to Online Newspapers

33 out of 39 online newspaper of Saudi Arabia have linked their Twitter profiles on their websites. 24 newspapers have more than 5,000 followers, led by *Al-Riyadh* newspaper 4,21,201 and including *Al Watan* 334689, *AL-Sharq* 3,22,761, *Al-Eqtisadiah* (Riyadh) 253096, *Al-Madina* 1,65,213, *Al Sharq Al Awsat* 1,61,022, and *Al-Jazirah* 132952 (*Apendix 2*).

Afif news, Al Bilad, Al Saudeh, Al Sharq Al Awsat, Alolaa, Bab, Oassf News, and Sahafah Online each has less than 5000 followers and less tweets, while 6 online newspapers have no links to tweet.

Sharq (Riyadh) has the maximum amount of profiles 'following' (8,868), with the next closest newspapers in terms of 'following' including Alolaa News (2,020), Sahafah Online (581), Bab (434) Al Bilad (64), Al Sharq Al Awsat (38), Al-Madina Press (35), and Moheet (32).

#### 6. CONCLUSIONS

Total 42 online newspapers are providing social media tools for information dissemination 'AI Majalla', 'Moheet' and 'Arab News' online newspapers providing maximum (6) social media tools. Twitter (36) and Facebook (35) and out of 42 newspapers are the most famous tools among Saudi online newspapers. 'Anbacom' and 'AI-Madina-Waseet Madina' are only newspaper which did not provide any sharing tool. Four newspapers' online websites are not working. Majority 14 newspapers are using only 3 social media tools.

In addition, only 2 online newspapers are in English out of 38, and three are in both languages Arabic and English. 'Moheet' newspaper having most number of Facebook likes. Al-Youm and Tabuk News did not have Facebook profiles. Al-Riyadh Newspaper having most number of followers (421201) on Twitter, Moheet newspaper twitted most number of tweets (134293). Sharq (Riyadh) has maximum profiles (8868).

#### 6. DISCUSSION AND SUGGESTIONS

- (a) Only 5 online newspapers are in English language out of 42, rest are in local language, i.e., Arabic. It is suggested that every online newspaper may have English version, because of its internationally acceptance.
- (b) It is observed that only Twitter and Facebook are most used tools in KSA online newspapers. But others tools are also very good likewise Flicker, Instagram, etc.
- (c) There are 4 websites are not working, there should be a panel for checking website functionality.
- (d) Two Arabic online newspapers and one English online newspapers are not using any social media tools. They may use social media tools because its aptness in modern times.
- (e) It is also observed few profiles on Facebook of online Newspapers have not edited their profiles name, it is suggested that they may use newspaper's name as profile.

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Appendix 1

### Online newspapers using Facebook

Newspaper	Facebook user name	No. of Facebook likes	Facebook joining date
Afif news	NA	NA	NA
Al Hijaz	NA	NA	NA
Al Jamaheir (Riyad)	NA	NA	NA
Al-Madina-Waseet Madina	NA	NA	NA
Al-Seyassah	Al-seyassah Newspaper	NA	NA
Moheet	Moheet	214,895	Started 1998
Islammemo (Riyadh)	Islammemo.cc	101,778	Started 1999
Elaph	Elaph,	74,422	4/26/2010
Al-Madina Press	Al-Madina Newspaper	60,512	Founded 1937
Saudi Nation News	Saudi Nation News	49,772	Joined 09/11/2009
Arab News Newspaper	Arab News	44,347	Lunched 20/4/1975
Okaz	Okaz Newspaper Online	43,191	Joined 10/06/2010
Naseej News	Naseej	38,392	Launched, 25/12/2010
Saudi Gazette (English)	Saudi Gazette	30,681	Founded1976
Al-Sharq (Eastern KSA)	NA	28,327	5/12/2012
Al Sharq Al Awsat (Arabic)	NA	24,588	Founded1978
Rasid (Qatif)	Rasid	23,179	Joined:22/01/2011
Sahafah Online	sahafahonline	9,780	Joined 22/07/2011
Al Majalla	Armajalla	7,820	NA
Al Watan	NA	7,131	12/6/2012
<i>Al-Eqtisadiah</i> (Riyadh)	NA	6,980	28/10/2009
<i>Al Mokhtsar</i> (Riyadh)	NA	6,525	15/10/2010
Al Jazirah	Al_Jazirah	6,498	Founded 1960
<i>Ar Riyadh</i> (Riyadh)	Arriyadiyah	4,509	26/9/2011
k1b1.com	-	3,092	Started 2008
Arreyadi	Arreyadi Sports	2,692	Open 2012
Al-Riyadh (Arabic)	-	2,525	11/05/1965
Oassf News (Riyadh)	www.oassf.com	2,442	Joined 10/13/2011
Bab	BAB.Com	2024	18/12/2011
Sharq (Riyadh)	Sharq (Riyadh)	1,432	Founded 2012
Anbacom.com	Anbacom.com	1,276	5/2/2010
Al Sharq Al Awsat (English)	NA	1,229	Founded1978
Al-Nadi Sports	NA	1,094	29/7/2011
Alolaa	Alolaa Newspaper	944	30/4/2010
Al Bilad	Albilad Newspaper	842	15/10/2008

Al Saudeh	NA	626	11/11/2011	
Al Hiad	http://alhiad.net/	51	25/11/2011	
Al Yaum	User name not available	0	NIL	
Tabuk News	User name not available	0	NIL	

Appendix 2

Online newspapers using Twitter						
Newspaper	Twitter user name	Tweets	Following	Followers		
Al-Riyadh	@AlRiyadh	35,663	13	421,201		
Al Watan	@AlwatanSA	14,786	13	334,689		
Al-Sharq (Eastern KSA)	@alShrqNews	24,932	3	322,761		
Al-Eqtisadiah (Riyadh)	@aleqtisadiah	61,732	8	253,096		
Elaph	@Elaph	83,238	4	180,118		
Al-Madina Press	@Almadinanews	35,699	35	165,213		
Al Sharq Al Awsat (Arabic)	@aawsat_News	26,874	7	161,022		
Al-Jazirah	@Al_Jazirah	75,202	0	132,952		
Okaz	@OKAZ_online	55,648	0	119,089		
Al-Nadi Sports	@AlnadiOnline	6,216	4	75,193		
Ar Riyadh (Riyadh)	@Alriyadiyah	26,838	0	61,547		
Islammemo (Riyadh)	@islammemo_cc	18,737	0	57,092		
Al Yaum	@Al_yaum	16,783	5	47,189		
Al Mokhtsar (Riyadh)	@almokhtsar	10625	0	42669		
Arreyadi	@ArreyadiOnline	10,529	6	23,917		
Moheet	@MoheetNew	1,34,293	32	19,555		
Al-Seyassah	@Alseyassah News	62,399	2	16,748		
Arab News Newspaper	@Arab_News	29,090	2	15,286		
Al Majalla	NA	4,557	938	11906		
Naseej News	@ NaseejKSA	40,840	1	10,409		
Sharq (Riyadh)	@sharqnews	2,203	8,868	9,976		
k1b1.com	@al_ekhbariya	3,206	0	9,883		
Saudi Gazette (English)	@Saudi_Gazette	18,171	0	7,767		
E-Mailaat (Riyadh)	@emailaat	3,299	0	7,033		
Afif news	@afifnp	3,042	6	4,340		
Al Sharq Al Awsat (English)	@aawsat_eng	6,246	38	4,146		
Al Bilad	@albiladpress	43,245	64	4,135		
Anbacom.com	@anbacom	6,595	4	3,759		
Alolaa	@Alolanews	9,064	2,020	2,529		
Al Saudeh	@alsaudeh	5563	1	954		
Sahafah Online	@sahafahonline	5,838	581	696		
Bab	@babportal	28,437	434	576		
Oassf News (Riyadh)	@oassfcom	12,230	0	536		
Al Hayat	NA	0	0	0		
Al Hiad	NA	0	0	0		
Al Hijaz	NA	0	0	0		
Al Jamaheir (Riyad)	NA	0	0	0		
Rasid (Qatif)	NA	0	0	0		
Tabuk News	NA	0	0	0		