

Pre-Disaster Communication on Online News Portal Tribunews March 2020 Edition as Disaster Management Support

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ABSTRACT

Covid-19 has become an issue that has been written about in the media since the end of 2019. Since the emergence of the first case in Indonesia in March 2020, efforts are needed to manage disasters that occur. The role of various parties is needed to provide information and communication to the public, one of which is through the mass media. Information on pre-disaster is important for the formation of security and community capacity in dealing with disasters. The mass media becomes a self-warning system in providing information and education to the public. Currently the media continues to grow, the internet makes it easy for every audience to access various information in the mass media, one of which is disaster information. This study aims to provide an overview of how disaster information is packaged in the mass media as a form of disaster communication to the public. The concepts used in this research are disaster management, and disaster journalism. This research method uses descriptive qualitative using literature studies and framing analysis on the online news portal Tribunews during March 2020. The results of this study indicate that disaster communication determines community attitudes in dealing with disasters. The role of disaster communication in the mass media is very important, and can determine the success of the government in providing information for public safety and overcoming disasters that occur. This research contributes that the optimization of disaster communication is important in disaster management. The government is the main source of the media in finding news sources. Therefore, the government must provide information intake actively, periodically and with a positive frame.

Keyword: Disaster Communication, Disaster Management, Framing Media, Covid-19, Tribunews

INTRODUCTION

The world is currently hit by a new virus called COVID-19. Since its initial appearance in December 2019 in Wuhan China, this virus has become a hot issue to discuss. Various countries

are affected, one of which is Indonesia [22]. The World Health Organization has declared COVID-19 as a global pandemic, while in Indonesia, COVID-19 has been declared a non-natural disaster [1]. Since the first case announced by President Joko Widodo on March 2, 2020, there has been an increase in positive patients [20]. The distance for the spread of the corona virus issue is December, and Indonesia announced its first case in March 2020, there are four months to prepare and anticipate this virus before entering Indonesia to minimize casualties and material. [12] Najih explains that a pandemic is a situation with a very high demand for communication.

Communication is a necessity that must be done when facing a disaster. [17] Rudianto explains that when a disaster occurs, communication arises because of the need to reduce uncertainty. In dealing with disasters, information that presents facts is very necessary. Crisis occurs and develops because of the lack and excess of information, and the failure to provide and control the flow of existing information [6]. The ability to communicate messages about disasters to the public, government, media can reduce risks, save lives and the impact of disasters [4]. Therefore, disaster communication is very important in the pre-disaster process, during the disaster and after the disaster. Proper communication management is needed to deal with a disaster.

[5] explained that managing disasters cannot be done suddenly, but must be carried out in a planned manner with good management before a disaster occurs. Disaster management is a series of efforts from establishing development policies related to prevention, emergency response and rehabilitation. According to Law Article 1 paragraph 6 PP number 21 of 2008 concerning the implementation of disaster management explains that disaster mitigation is a series of efforts to reduce disaster risk, both through physical development, as well as awareness and capacity building in dealing with disaster threats.

Information is used as an early warning to the community that is useful in dealing with disasters. Currently technology is growing rapidly, with technological developments, there are many technologies that can be utilized, these various technologies will increasingly converge [21]. [19] explains that convergence means streamlining a variety of different technologies in one direction. With the ease of technology, it is easy for people to access disaster-related information that can support disaster management efficiency and the clarity of information will determine individual attitudes in dealing with disasters [2]. This study aims to find out how disaster news frames on online news portals serve as information conveyers. With this research, it is hoped that it can provide benefits for various parties such as the government, and the community in improving communication so that the implementation of disaster management can be carried out properly.

The media has an important role to provide education and early warning of disasters. Providing information about what needs are needed by victims will be a potential channel to find out the condition of the community, this also applies to providing information from organizations and the government to find out what steps the community can take in dealing with disasters [2].

In presenting news about disasters, a disaster journalism approach is needed. [5] explained that disaster journalism is the process of collecting and presenting news information related to events that are currently happening or may occur in the future. Mostly, disaster journalism

occurs before, during and after an incident [5]. [2] explains that disaster journalism has three functions. The first function is that disaster journalism, apart from informing about the impact and chronology of disasters, should also be a media that educates the public regarding disaster events and provides accurate information for future lessons. The second function is that disaster journalism must be able to prioritize human values by providing information in the form of data and real conditions, such conditions can be educational materials for the community, both victims and non-victims related to the disaster that occurred. Last but not least, disaster journalism is not allowed to report or provide information related to circumstances that can hurt the victim's feelings so that the victim becomes sad in the face of an understood reality.

The media have several basic principles that can be used as references in covering disaster news. [7] explained that there are several principles that can be used to become the basis for reporting disaster news, the first is the principle of accuracy, the principle of humanity, the principle of the voice of the victim, the principle of traumatic events from a humanitarian perspective and the last is the principle of expressing the other side of the traumatic event.

The principle of accuracy is a very important element in reporting, the accuracy of revealing the last position and situation of an incident. the second principle is the human aspect, journalism is expected to reveal an event based on two sides, the first is the story of humans and the situations they experience. Third, traumatic coverage contains the voice of the victim, both from hopes, complaints, desires and feelings of sadness experienced. Fourth, journalism must put trauma into the human side, this means that journalists do not blindly include it as a fact, but must ensure the condition of the victim. Fifth is the principle of expressing the other side of the traumatic event to support the completeness of the data in a news report [7].

Effective communication is needed to inform the public to minimize existing fears. [14] defines effective communication as characterized by an understanding that can lead to a sense of pleasure which ultimately affects attitudes, increases good social relations and ultimately leads to action. Systematic information provided to the public is important to ensure clear communication, so as to improve understanding of risks and increase transparency in decision making in the event of a disaster [2]. The role of communication through media coverage is important because disaster is a situation that requires coordination of information and actions from various parties to be handled properly [8] Communication in disasters is not only needed during a disaster emergency, but is also important during and pre-disaster [17]. The ability to communicate messages about disasters to the community can reduce risks, save lives and the impact of disasters [4].

[2] defines disaster risk communication as a dynamic and interactive process involving exchanges between groups. The way the media reports news can influence public perception by amplifying and distorting risk-related information [18]. Therefore, in conveying messages and information in disaster risk communication, one must consider several things that are included in disaster management activities with several stages, including prevention, mitigation, preparedness, early warning, emergency response, emergency assistance, recovery, rehabilitation, and reconstruction. The suitability of these stages in conveying disaster news both at pre, during and post-disaster will provide readiness and a deeper understanding of the disaster that occurs.

METHODOLOGY

This research will use qualitative data type with descriptive research type. [11] explains that qualitative research is research that intends to understand the phenomena of what is experienced by research subjects holistically and by way of description in the form of words and language, in a natural context and by utilizing various natural methods. Qualitative research has the function of explaining phenomena in depth through deep data collection [9].

This study uses a constructivist paradigm using the framing text analysis method from Robert Entman. [16] explains that through framing analysis, researchers will analyze news texts, compose and find themes from a news text so that later the relationship between texts can be found. said that framing analysis is used to find out how the perspective or perspective used by journalists when selecting issues and writing news. How a reality is framed, constructed and interpreted by the media Through framing analysis, this study seeks to describe the frame formed by the tribunnews media in reporting covid through four framing elements from Robert Entman. Entman in [9] explains that the selection of certain aspects of an issue is related to the selection of facts, when an aspect has been chosen, then how is that aspect written. This is closely related to the meaning of words, sentences, pictures, and images to be displayed to the public. Robert Entman has formulated the framing model as follows:

a. Defining Problem

How an event is seen, as what and as a matter of what.

b. Diagnosing Causes

The event is seen as caused by what, what is considered the cause of a problem and who is the actor who is considered a problem.

c. Make Moral Judgement

What moral values are presented to explain a problem, what moral values are used to legitimize and delegitimize an action.

d. Treatment Recommendation/ Suggest Remedies

What solutions are offered by the media to overcome these problems.

The object of this research is the news portal tribunnews.com. The selection of this media is because based on data obtained by researchers through the world ranking site Alexa.com in 2020, tribunnews media is the most searched media. In addition, tribunnews media is one of the national media that has a wide coverage of news coverage.

The technique of collecting data is through documentation study with purposive collection of news texts. The criteria for the selection of news is news about covid-19 or corona in Indonesia during March 2020. The assumption of setting these criteria is because covid-19 entered Indonesia and the determination of the first case in March 2020, so that the role of early warning in reporting becomes the focus of research. this. For the validity of the research, this study uses an element of credibility, the results of observations in this study are based on taking references from books and previous studies that have credibility to be used as references, as well as an element of delivery where the results of observations can be generalized to other contexts that have similarities and are worth comparing .

RESULT AND DISCUSSION

Based on the explanation of the research methodology, this study examines how the media framed news about COVID-19 in March on the tribunnews.com news portal, starting from

March 1, 2020 to March 31, 2020. The researchers will present the data through 3 tables which are the results of mapping. on the results of the analysis on the online news portal tribunnews.com.

Table 1. Examples of News Titles on March 1-10, 2020

No	News Tittles	Date	Frame News
1	Awas Hoaks Virus Corona, Menkominfo Bakal Proses Hukum Penyebar Hoaks: Indonesia Steril	1 March 2020	Hoax news is being followed up by the government
2	Corona Positif Menjangkit 2 WNI, Kenali Gejala dan Cara Pencegahan Virus Corona!	2 March 2020	The first case in Indonesia and how to prevent it
3	Semua Media Besar Jepang Ikut Beritakan Kasus Virus Corona Pertama di Indonesia	3 March 2020	Other countries also share information regarding the first case in Indonesia
4	Gejala Mirip Virus Corona, Dinkes DKI Pantau 120 Orang dan Awasi 26 Lainnya	4 March 2020	There are people who have symptoms similar to Covid-19
5	Bareskrim Tersangkakan 5 Penyebar Hoaks Virus Corona	5 March 2020	The existence of a pandemic is misused to spread fake news, arrest fake news spreaders
6	Antisipasi Virus Corona, PT KAI Daop 6 Yogyakarta Gelar Pemeriksaan Kesehatan	6 March 2020	Health checks as an anticipation due to the corona virus
7	Kondisi Terkini 4 Pasien Positif Corona di Indonesia, Pasien 03 dan 04 Menunjukkan Perubahan	7 March 2020	The impact of being exposed to covid-19, patients show changes in health
8	Achmad Yuriyanto: Hingga Minggu 8 Maret, Ada 23 Suspect Covid-19 di Indonesia	8 March 2020	There are patients who have symptoms similar to Covid-19
9	Antisipasi Kasus Corona, RSPI Sulianti Saroso Siap Tampung Hingga 150 Pasien	9 March 2020	Additional treatment rooms to anticipate if there is an increase in cases
10	Pemprov DKI Jakarta Gelontorkan Rp 54 Miliar Atasi Virus Corona di Ibu Kota	10 March 2020	Efforts made by the government from an economic perspective to overcome the Covid-19 virus

Source: Research Result, 2021

Table 1 is a mapping from the results of the analysis of the online news portal tribunnews.com, where on the news portal there is more framing of news that emphasizes the issue of hoax news and an increase in daily cases. The cause of this problem is because the pandemic is a case that is currently popular, so all information about covid-19 is received raw, besides that the number of covid-19 cases in Indonesia continues to increase. The moral value of this framing is that the government continues to seek to find hoax spreaders by giving penalties for those who spread it to provide a deterrent effect. The solution to this problem is the arrest of hoax spreaders and punishment for those who are proven to spread hoaxes. Investigations continue to be carried out for residents who have been confirmed positive for Covid-19 to minimize the spread and transmission of cases.

Table 2. Example of News Title 11-20 March 2020

No	News Tittles	Date	Frame News
1	27 Pasien Positif Corona di Indonesia, 1 di Antaranya Masih Misterius, Belum Tahu Asal Terjangkitnya	11 March 2020	The number of positive patients, and one of them is not known the origin of transmission
2	Ada 34 Kasus Virus Corona di Indonesia, Ini Langkah Pencegahannya	12 March 2020	There is an increase in cases, as well as tips on prevention
3	RSPI Sulianto Saroso soal Dua Pasien Positif Virus Corona Meninggal: Di Sini Hanya Satu	13 March 2020	First casualty due to pandemic
4	Data 35 Pasien Baru Positif Virus Corona, Kini Total Ada 69 Orang	14 March 2020	The addition of positive cases of covid-19 in Indonesia
5	Pemerintah Jaga dan Minimalkan Dampak Penyebaran Virus Corona	15 March 2020	The government's efforts to prevent and minimize the spread of COVID-19
6	Tiga Pasien Corona di Indonesia Berhasil Sembuh, Inilah Pengakuannya saat Menjalani Perawatan	16 March 2020	Covid-19 patients can be cured
7	Satu Orang Warga Tangerang Selatan Positif Corona Dilaporkan Meninggal	17 March 2020	The addition of positive cases of covid-19 in Indonesia
8	Jumlah Penderita Virus Corona Cenderung Naik, Ini Penjelasan Pemerintah	18 March 2020	Information about the increase in Covid-19 cases in Indonesia
9	Langkah-langkah Jika Social Distancing Tak Memungkinkan untuk Cegah Corona	19 March 2020	Steps taken to prevent the spread of COVID-19
10	Cegah Penyebaran Covid-19, Menteri Luar Negeri Larang Pendetang dari 10 Negara Ini Masuk Indonesia	20 March 2020	To prevent the spread of COVID-19, the government has banned entry from 10 countries

Source: Research Result, 2021

Table 2 is a mapping from the results of the analysis of the online news portal tribunnews.com on March 11 to 20, 2020, where the news portal contains more news framing that emphasizes the issue of fatalities and a significant increase in cases. The cause of this news is the transmission of positive COVID-19 patients and it is not known where the transmission came from. The moral value in this period is that the government continues to provide tips and ways to prevent COVID-19 cases. The solution to this problem is to carry out social restrictions to minimize the transmission of the pandemic, as well as a ban for foreigners who want to enter Indonesia.

Table 3. Example of News Title 21-31 March 2020

No	News Tittles	Date	Frame News
1	Gawat, Sudah 17 Provinsi di Indonesia Terjangkit Corona, 13 Daerah di Aceh Berstatus Waspada	21 March 2020	There is a rapid increase in the spread of cases in Indonesia
2	Pasien Covid-19 Balita di Yogyakarta Berhasil Sembuh, Ini Kronologinya Hingga Terinfeksi Corona	22 March 2020	Expectations for the recovery of cases covid-19
3	Dampak Corona, Mall Plaza Indonesia Akan Tutup Sepekan Lebih	23 March 2020	The impact of the COVID-19 pandemic on the economic sector
4	Cegah Corona di Jakarta, Pusat Perbelanjaan Batasi Jam Operasional Hingga Tutupnya Sejumlah Tenant	24 March 2020	Efforts to minimize the spread of the Covid-19 virus
5	Achmad Yurianto Tekankan Pentingnya Peran Masyarakat dalam Penanganan COVID-19	25 March 2020	The community plays a role in handling the Covid-19 virus
6	Pemberdayaan Sektor Informal yang Terdampak Wabah Virus Corona	26 March 2020	Efforts made by the government for sectors affected by the Covid-19 virus
7	Dampak Wabah Corona, Kadin DKI Sebut Perekonomian Jakarta Turun 60 Persen	27 March 2020	The economy in the Jakarta area is declining due to the pandemic
8	Kemenhub Terbitkan Prosedur Kerja di Proyek Prasarana Perkeretaapian untuk Cegah Penularan Covid-19	28 March 2020	Work procedures for transportation employees during the covid-19 pandemic
9	Kasus Corona Meningkat, PT KAI Batalkan 28 Perjalanan Kereta dari Jakarta, Berikut Daftarnya	29 March 2020	The impact of covid-19 on the transportation sector so that train trips are canceled
10	Jawa Barat dan DKI Jakarta Jadi Provinsi Penyumbang Terbanyak Kasus Baru Virus Corona di Indonesia	30 March 2020	Increasing cases in two provinces in Indonesia
11	Ekonomi Indonesia Tahun Ini Diprediksi Hanya Tumbuh 2,1 Persen karena Virus Corona	31 March 2020	The impact of covid-19 on the economic sector in Indonesia

Source : Research Result, 2021

Table 3 is a mapping from the results of the analysis of the online news portal tribunnews.com on March 21 to 31, 2020, where on the news portal there is more news framing that emphasizes the issue of additional casualties and losses in various sectors due to the pandemic. The cause of this problem is due to the spread of corona cases in Indonesia so that there is a fairly high increase that has an impact on various sectors such as the economy and transportation. The moral value of this news is that the government continues to make efforts to minimize transmission by inviting various stakeholders to minimize the transmission of the corona virus. The solution to this problem is to carry out social restrictions through limiting hours in shopping centers, transportation and empowering the informal sector to handle the outbreak.

In framing the online news portal tribunnews.com, it emphasizes the role of the government in overcoming and anticipating the impact of the COVID-19 outbreak which causes losses to the community, both morally and materially.

In framing the news of the COVID-19 disaster in Indonesia on the online news portal tribunnews.com, it presents the role of orders in dealing with the pandemic, how the solutions are given during an outbreak. Empathy for the affected business people is also presented because of the economic loss due to the pandemic. However, the news that emphasizes the warning of the Covid-19 outbreak has not provided clear knowledge about the impact of the outbreak.

News is a part of communication that keeps us informed about the changing events, issues and figures in the outside world. Media as a channel for delivering messages plays a role in providing information during the pre-disaster stage to minimize the risks that occur. The distance between the spread of the Covid-19 outbreak is four months. Starting in Wuhan, China in early December 2019 and entering Indonesia on March 2, 2020, it should have been anticipated. By providing information on how to prevent and reduce mobility and not allow foreigners to enter Indonesia, it should be done. When a disaster occurs, the mass media provide information on how to avoid the impact of the COVID-19 outbreak. Education that can be carried out in the mass media by providing knowledge about the background of disasters and emergency management, not just as a reported event, considering the covid-19 pandemic is a new thing in Indonesia.

In the literature review, researchers have explained how the delivery of messages and information in disaster risk communication must pay attention to the context in activities in disaster management which includes several stages. In the first phase, namely prevention, the mass media has the function of socialization and education to form community preparedness in dealing with disasters. In the second phase, namely mitigation, readiness and early warning, the government is considered less prepared. In Indonesia itself, the government is not prepared to deal with COVID-19. This can be seen from the number of information blunders made by the government. The Institute for Research, Education, Economic and Social Information (LP3ES) released the results of research on the political communication of President Joko Widodo's cabinet during the COVID-19 pandemic. This institution stated that during the pandemic the government made a number of blunders or communication errors. In the period January 1 to April 5 2020, LP3ES recorded 37 government blunder statements related to the corona virus. In the future, in communicating related to the corona outbreak, the government must be more careful so as not to cause confusion to the public.

In the third phase, namely emergency response and emergency assistance, mass media can support the much needed coordination and management functions for much-needed coordination and management from the community, business people, medical personnel and the government. Tribunnews conveyed various information that the government had prepared regional hospitals to anticipate a spike in Covid-19 cases. In the fourth phase, namely recovery and rehabilitation, the media can provide necessary counseling and entertainment for victims who are traumatized by disasters and efforts to restore social and psychological conditions to normal. The news can be entertaining by presenting the patient's recovery, such as the news on March 16, 2020 so that there is optimism for healing in the face of disaster. In the last phase,

namely reconstruction or reconstruction, mass media becomes a means of learning and reflection on issues or events such as the COVID-19 outbreak, which can be used by all levels of society to be more vigilant in dealing with future pandemics.

In presenting news, one must pay attention to the disaster journalism approach by prioritizing the empathy aspect, placing more emphasis on information on the interests of the community. The media must provide the information needed by the community, by providing accurate and timely information it will reduce uncertainty, panic and fear due to unclear information. This is also consistent with the main goal of journalism which is to tell the truth so that people will have the information they need [3].

Journalists tend to have difficulty covering disaster news, this is because of the emotional aspect experienced by journalists because of the suffering and tragedy experienced by the victims. However, journalists should not get carried away because the main task of a journalist is to provide information, the information conveyed should not be carried away by the emotional atmosphere of journalists. [13] explains that the important principles in disaster journalism are accuracy, humanism, commitment to rehabilitation, and control must be maintained and prioritized in order to present news that can provide education for the community.

The scale of the disaster is also an important element in disaster reporting in the mass media. This is because it is related to the humanitarian element. By paying attention to the scale of the disaster and the content of the disaster news, it will provide important information in the possibility of dealing with disasters, disaster management and activities after the disaster. Information regarding the impact of a disaster can provide knowledge and understanding for the community regarding the severity of the condition, the economic crisis, the loss of life and the efforts made to restore the situation. Thus, the mass media can act as an early warning in dealing with disasters that occur. Disaster risk communication in the mass media is very important and can determine the success of the government in providing information for public safety and overcoming disasters that occur.

CONCLUSION

The COVID-19 pandemic is one of the health problems that has been upgraded to a national disaster status, thus triggering media reporting. Framing on the tribunnews.com news portal which presents news about the COVID-19 outbreak disaster still does not provide detailed and clear knowledge about disasters. The news frame still emphasizes the events of victims exposed to the Covid-19 virus, as well as the impact of the transportation sector and the economy. The mass media, which has a role as an early warning, still need to optimize by emphasizing the educational aspect of prevention in order to educate the affected community so as to improve the community's ability to deal with the pandemic.

This study has limitations because it only focuses on one media, namely tribunnews.com, besides that researchers also focus on when the Covid-19 case entered Indonesia, namely March 2020. Further research can conduct a study in the following month to find out more about how the media provide information. role in disaster management.

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