**SOCIAL REALITY CONSTRUCTION OF VIRUS HANDLING NEWS *CORONA* IN NATUNA ON *REPUBLIKA ONLINE* and *CNNINDONESIA.COM***

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|  |  | **ABSTRACT** (10pt) |  |
|  |  | Indonesia evacuated and observed Indonesian citizens from Wuhan in Natuna, Riau Islands (Kepri) regarding the spread of the Corona Virus in China. Hearing the news, the residents of Natuna were worried and staged a demonstration. The news analyzed in this study is news on Republika Online and CNNIndonesia.com with a period spanning 29 January - 16 February 2020. This study uses the constructionist paradigm and Zongdang Pan and Gerald M. Kosicki framing analysis techniques. The results of this study indicate that Republika Online in carrying out framing shows overcoming the problem of the policy of determining Natuna while CNNIndonesia.com in its reporting is more directed to the worries/anxieties experienced by Natuna residents  2. Based on the syntactic structure, Republika Online compiled facts regarding the absence of information/coordination regarding the quarantine of Indonesian citizens in Wuhan, while CNNIndonesia.com Residents rejected the policy of establishing Natuna as a place of observation for Indonesian citizens from Wuhan. In the element of the Republika Online script, the Natuna Residents refused to quarantine and observe Indonesian citizens from Wuhan because they were worried about contracting the Corona Virus, while CNNIndonesia.com the government was the perpetrator in the issue of determining Natuna. Based on Republika Online's Thematic, that the concerns of Natuna residents were caused by misinformation received while CNNIndonesia.com had an error in the process of implementing the Observation policy for Indonesian citizens from Wuhan in Natuna. Based on the Rhetoric, Republika Online provides facts that the government cares and is good for Natuna residents and Indonesian citizens from Wuhan, while CNNIndonesia.com says that "stuttering" and lack of "transparency" are factors that lie with the central government regarding the failure of the policy to establish Natuna as a place of observation for Indonesian citizens from Wuhan. in Natuna.For academics who will conduct framing analysis research on mass media, whether any media, the researcher suggests deepening the discussion or context to be studied because it will affect the results of the research. Furthermore, it can use other events to frame the mass media such as politics, crime and terrorism. |  |
| **Keywords**  *Constructionism*  *Framing*  *Online Media*  *Social Realita*  *Qualitative* |  |

# INTRODUCTION

Humans in history have experienced unpleasant body conditions due to a disease that afflicts humans themselves. Various diseases that have been experienced by humans from the past until now, both in the span of days, months and even years. Starting from lack of nutrition to being exposed to viruses, whether they are common or deadly, have been experienced and solutions have been found to handle them.

At the end of December 2019 to February 2020 in Wuhan City, China, has been haunted by a virus outbreak called the Corona Virus, attacking the residents of Wuhan and is believed to be the origin of the virus which has spread throughout the world into a Pandemic until now (Puji, 2020) . In the current conditions, the Corona Virus is not an epidemic that can be ignored. When viewed from the symptoms, ordinary people will think it's just an ordinary disease which in fact this virus is quite dangerous and deadly.

Just a few weeks after it was first discovered and started to spread, a number of names have surfaced, such as "Wuhan Flu", "Wuhan Corona Virus", "Corona Virus", "2019-nCoV", and "Wuhan Seafood Market Pneumonia Virus". On February 11, the World Health Organization (WHO) held a press conference to announce the official name of the disease caused by the new Corona Virus is Covid-19 (short for Corona Virus Disease 2019). However, despite all that, some media still call it the "Corona Virus" in their reports (Gorvett. 2020).

This virus can cause various complications of disease and death. For some patients the symptoms of this virus are mild, moderate, until some other patients experience complications that should be wary of. Disorders of the respiratory tract are the main complications such as Acute Respiratory Failure (acute respiratory failure), Pneumonia (lung inflammation), to Acute Respiratory Distress Syndrome (severe respiratory disorders). This viral infection also causes complications and problems in other organs such as liver damage, heart damage, acute kidney failure, to secondary infections (follow-up infections by other microorganisms, such as bacteria (Zendrato. 2020).

The Chinese government in carrying out its responsibilities, implemented a lockdown policy on January 23, 2020 to prevent the wider spread of this virus. Indonesian citizens (WNI) who were there were affected by the Corona Virus outbreak (Winastya. 2020). The Indonesian government is trying to bring Indonesian citizens, almost all of whom are students, for observation. The Natuna Islands are the place for observations that will later be carried out by Indonesian citizens.

When they learned that the news regarding the observations of Indonesian citizens from Wuhan was carried out in Natuna, the residents there panicked due to the information. One of the causes of panic among residents was the lack of information from the central government regarding the observation site in Natuna. According to the Regent of Natuna Abdul Hamid, there was concern from residents due to miscommunication about Indonesian citizens who would be quarantined. He emphasized that the information that was so fast made the people of Natuna panic (Triyoga et al. 2020).

News about the Corona Virus has become an issue that has meaning and is a concern for the world community, especially Indonesia. Community involvement with the government is the object in determining the news. Several media ranging from print, electronic, and also online reported the Corona Virus case because it has news elements in general.

The news regarding the observation of Indonesian citizens from Wuhan regarding the Corona Virus carried out in Natuna has similarities with other news. Basically, every news has a predefined value standardization. A news has a decent value if it contains an element of freshness (Immediacy) about the incident, there is an element of fame (Prominence), there is an element of proximity (proximity) geographically, there is an impact (impact) and many others (Santana. 2017).

Mass media plays a role in shaping the reality that is presented in the form of news. The construction of reality can be understood as an effort to "tell" the conceptualization in an event, situation and object. Thus, the mass media can choose which events deserve to be exposed as news and which ones are not. (Wibowo, 2019).

There is news about the repatriation of Indonesian citizens from Wuhan to Natuna to observe the Corona Virus in several media, especially online media. This topic was discussed a lot because the existence of the Corona Virus Pandemic created unrest in the community, especially the Natuna community. This is where the role of the media, because the content of the media is an information that can change people's views of what is conveyed by the media.

The media of course have their own views in seeing the problem. The ideology of each medium is different. There are those who are more inclined to preach, there are also those who criticize. This is confronted with the interests of the media, as in Firdaus' research (Firdaus, 2019) which found that the categorization and ideology of tribunnews.com in the news of the cawapres debate was more inclined towards one partner who could not be separated from the interests, economy, and politics of the media.

Researchers are interested in researching the news about the repatriation of Indonesian citizens from Wuhan to Natuna to make observations regarding the Corona Virus. The researcher uses Pan & Kosicki framing analysis in conducting research in which framing relates to the production process of a news framework and the routines of media organizations. This frame is an idea that connects different elements in the news text (such as quotes, background information, use of words or sentences) as a whole. (Hutami & Sjafirah. 2018). Framing conducted by (Aulia; Rosida) who has the same research on conflict. (Aulia. 2018) found that Kompas.com framed the coverage of the conflict in Papua by giving a bad image to the OPM as a separatist group that makes trouble by using violence while the security forces are the party who is instrumental in defending the people and the country. (Rosida. 2018) examines the ethnic Chinese conflict in the Sindo daily which tends to highlight acts of extremism and human rights violations committed by the Myanmar military against the Rohingya in Rakhine. The results of this study also contain da'wah messages, namely leadership must be firm, fair, wise, and mutual help among neighboring people, as well as defending the right and against falsehood (amar ma'ruf nahi mungkar). In addition, research on the issue of Papuan human rights violations at the 75th UN General Assembly was conducted by (Kurnia, Helmi, & Rochmanna, 2021) which resulted in Detik.com being more inclined to corner Vanuatu. This can be seen in terms of quantity and news packaging. Meanwhile, Kompas.com, although not placing Vanuatu in a favorable position, tries to show balance in reporting.

Based on the description above, the researchers are interested and consider it necessary to conduct research on the framing carried out by Republika Online and CNNIndonesia.com with the title "Construction of Social Reality of Corona Virus Handling News in Online Media (Framing Analysis of Corona Virus Handling News in Natuna on Republika Online and CNNIndonesia.com Period 29 January - 16 February 2020)".

# METHOD

The research method used is qualitative. Qualitative research method is a systematic research used to examine or examine an object in a natural setting without any manipulation in it and without any hypothesis testing (Prastowo. 2016). The approach used is the framing analysis of the Zhongdang Pan and Gerald M. Kosicki models. According to Pan and Kosicki, framing is defined as the process of making a message more prominent, placing information more than others so that the audience is more focused on the message. framing model Pan Kosicki, framing devices can be divided into four major structures. First, the syntactic structure; Second, the script structure; Third, thematic structure; The four rhetorical structures (Sobur. 2015).

This research uses the constructionist paradigm. The constructionist paradigm views the reality of social life as not a natural reality, but is formed from the results of construction (Sugiyono, 2017).

The object of this research is news regarding the handling of the Corona Virus in Natuna on online news portals, namely Republika Online and CNNIndonesia.com. The data used is news that is published with a period range from January 29 to February 16 2020. The basis of the researchers chose the period this case because only in the period range of January 29 - February 16 2020 the incident took place.

After that, the researcher divides the whole news with the criteria that have been determined by the researcher. This is based on the fact that framing is used to select, ignore, and highlight aspects of an issue (Mustika, 2017). The criteria in the news selection process are (1) news regarding the evacuation process, Indonesian citizens from Wuhan in Natuna; (2) news related to the implementation of Quarantine activities for Indonesian citizens originating from Wuhan in Natuna; (3) news regarding the repatriation of Indonesian citizens in Natuna; (3) news regarding the connection between the implementation of the Demo and the rejection of the observation of Indonesian citizens in Natuna.

Meanwhile, in analyzing and interpreting the research, they include: (1) reading all news related to the handling of the Corona Virus in Natuna on the Republika Online news portal and CNNIndonesia.com in the period 29 January - 16 February 2020; (2) classifying all news obtained in accordance with predetermined criteria; (3) analyze and incorporate it into elements of Zhongdang Pan and Gerald M. Kosicki framing analysis consisting of syntax, script, thematic and rhetorical; (4) compare the analysis of the framing elements; (5) Draw the final conclusion from each analysis.

# RESULTS AND DISCUSSION

**RESULTS**

In this section, the researcher makes categorizations so that it is easy to explain the framing of news on handling the Corona virus in the period 29 January-16 February 2020 published by Republika Online and CNNIndonesia.com. The first categorization is the disclosure of research results and the second is the discussion. The total number of reports is 12 pieces of news that have been selected by the researchers based on the results of reducing the criteria set by the researchers listed in table 1.

#### Table 1: News List Matrix

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| --- | --- | --- |
| Edition | News Titles *Republika Online* dan *CNNIndonesia.com* | |
| *Republika Online* | *CNNIndonesia.com* |
| 03-Feb-2020 | * Karantina WNI Akibat Corona dan Resah Warga Natuna * Karantina di Natuna tak Dikoordinasikan, Ini Kata Istana | * Sultan Jogja Sikapi Lokasi Karantina Corona di Natuna * Menko PMK Sebut Warga Natuna Takut Karena Hoaks Virus Corona |
| 04-Feb-2020 | * Mahfud MD Akui Ada Keterlambatan Informasi Buat Warga Natuna * Bupati Natuna Akui Ada Misinformasi Soal Evakuasi * Bamsoet : Pemerintah Gagap Tangani Corona * Mahfud : Karantina WNI tidak Bahayakan Masyarakat Natuna | * Virus Corona dan Kegagapan Pemerintah * Bupati Natuna soal Demo : Namanya Juga Orang Kampung Waswas * Mahfud Akui Telat Informasikan Evakuasi WNI ke Warga Natuna |
| 05-Feb-2020 |  | * Bamsoet : Pemerintah Gagap Sosialisasi Karantina di Natuna |

Source: Research Data, 2020

***Republika Online***

Based on the results of the news regarding the determination of Natuna as a place of quarantine or observation by Indonesian citizens from Wuhan, Republika Online wants to bring understanding to readers about overcoming problems in implementing the policy. The observation carried out by Indonesian citizens from Wuhan became a problem for the Regency Government and Natuna residents, causing rejection of the policy. Republika Online explained the reasons for the refusal made by Natuna residents regarding the implementation of observations because there was no coordination regarding the policy. The possibility of transmission of the Corona Virus by the arrival of Indonesian citizens of Wuhan whose impact looks so scary for the people of Natuna. This makes Natuna residents worry about the arrival of Indonesian citizens from Wuhan.

The mistakes of the central government as the source of the action against the Natunas were clearly seen in the news delivered, especially in the headlines 2, 3, and 5. The central government was considered late and did not coordinate the information on the policy to the local government and Natuna residents. It was the government's fault that the value of "stuttering" was listed in the 5th news, namely **"Bamsoet : Pemerintah Gagap Tangani Corona".**

Even so, Republika also explained that the implementation of the rejection of observations in Natuna was due to misinformation received by the Regency Government and Natuna residents regarding the policy in the 4th news. **"Bupati Natuna Akui Ada Misinformasi Soal Evakuasi WNI Wuhan". "Lampu Hijau"** given by the Chinese government also forced the central government to act quickly. The circulation of fake news also provoked the Natunas to refuse. This makes the government not completely wrong due to the demonstrations of the Natunas. The selection of resource persons by Republika Online from 4 news sources only uses 1 source while the rest has more than 1 source. Sources such as Mahfud MD in the 3rd news, and the Natuna Regent Abdul Hamid initially admitted the government's mistake regarding the policy, causing rejection. After that Mahfud and Abdul explained that there had been misinformation and delays in information. It all started with the Chinese government giving Indonesia the "green light" to evacuate Indonesian citizens from Wuhan to Indonesia. The development of the situation was too fast, so that the government acted quickly and decided the Natuna Islands to be a place of observation for Indonesian citizens.

The 5th news was so critical of Bamsoet's sources on the government's mistakes and was even considered "stuttering" in implementing the policy. Bamsoet hopes that this will not happen again. At the end of the news, Bamsoet also regretted the actions of the Natuna residents who rejected Indonesian citizens from Wuhan. This is done so that the news does not appear to just blame the government's mistakes.

There were also several resource persons who were selected for each news report, such as the Deputy Regent of Natuna Ngesti Yuni Suprapti and the Coordinating Minister for Political, Legal and Security Affairs Mahfud MD. The re-election of the 3 resource persons emphasized the fact that Natuna residents do not need to worry about this because the government is carrying out quarantine as best it can and does not harm the community, especially Natuna residents.

Republika Online emphasized that this incident was something that the Natuna residents did not need to worry about. The various efforts made by the relevant resource persons to calm the Natuna residents were conveyed by Republika. This is done so that the problem is handled quickly by the government. As for the handling carried out by the government, such as: (1) explaining the process of the evacuation of Indonesian citizens from Wuhan, China that this happened quickly; (2) calm the residents so they don't panic, worry or fear the implementation of the observation; (3) not trusting hoax news and correct information updates; (4) shows that the government conducts observations as well as possible by issuing policies and does not harm both parties, both Indonesian citizens from Wuhan and residents of Natuna; (5) implementation of observation and quarantine in accordance with government regulations and world standards, namely WHO.

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#### Table 2: Republika Online Summary Results Frame Findings

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| Elemen | *Republika Online* |
| *Frame* | The government has tackled the policy problem of determining Natuna as a place of observation for Indonesian citizens from Wuhan, China |
| Sintaksis | There is no information/coordination regarding the quarantine of Indonesian citizens in Wuhan by the central government to the Regency Government and Natuna residents |
| Script | Natuna residents refuse quarantine and observation of Indonesian citizens from Wuhan because they are worried if they are infected with the Corona Virus |
| Tematic | The concerns of Natuna residents are caused by misinformation received and the rapid development of information that makes it too late to convey information |
| Retoris | The government is trying to overcome the anxiety of the Natunas with facts related to the implementation of the observation and quarantine of Indonesian citizens of Wuhan in Natuna by showing that the government cares for both Natuna residents and Indonesian citizens from Wuhan. |

Sumber: Research Data, 2020

***CNNIndonesia.com***

Based on the results of the analysis of the news regarding the observation of Indonesian citizens from Wuhan regarding the Corona Virus in Natuna on CNNIndonesia.com, in general there were several things that stood out from the news. CNNIndonesia.com tends to inform readers about the anxiety of Natuna residents due to the policy of establishing Natuna as a place of observation/quarantine for Indonesian citizens from Wuhan, China. CNNIndonesia.com in its reporting regarding the policy of determining Natuna as a place of observation for Indonesian citizens from Wuhan caused problems.

The 5th news explained that the problem started with the Chinese government which gave the "Green Light" to pick up every foreign citizen by their respective countries. The Indonesian government finally moved quickly but did not have much time to socialize the implementation of the observations in Natuna to the Regency Government and local residents.

Almost all the news explained the causes of the policy problems in determining Natuna as a place of observation for Indonesian citizens from Wuhan. The delay in delivering information by the central government to the people of Natuna is the main factor that can be seen in the 2nd, 3rd, 4th, and 5th news. This made the people of Natuna feel panicked and worried.

Then according to Bamsoet and Kunto Adi Wibowo, the government has "stuttered" and lacks "transparency" in dealing with the issue of determining Natuna as a place of observation for Indonesian citizens from Wuhan. Trubus also shared the opinion that communication between the central government and the regions had been cut off. Muhadjir believes that apart from the delay in information, hoax news also circulates everywhere, causing fear for Natuna residents.

Unlike the case with Sri Sultan Hamengku Buwono, Pembayun Setyaningastutie, and Azis Syamsuddin who so supported the government's policy. In one report, they are more concerned with the implementation process without issuing criticism. Azis in this news is the one who is most highlighted regarding the handling of the policy problem of determining Natuna as a place of observation for Indonesian citizens from Wuhan.

Almost all of the news also gave a statement regarding the determination of Natuna as a place of observation, which is something that needs to be done. Natuna was chosen because it is a safe place, has health facilities and will not interfere with the health of Natuna residents.

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#### Table 3: CNNIndonesia.com Summary Results Frame Findings

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| Elemen | *CNNIndonesia.com* |
| Frame | concerns/anxiety experienced by Natuna residents regarding the implementation of observations of Indonesian citizens from Wuhan in Natuna |
| Sintaksis | Residents reject the policy of determining Natuna as a place of observation for Indonesian citizens from Wuhan, China. |
| Script | The government is the perpetrator in the problem of determining Natuna as a place of observation for Indonesian citizens from Wuhan. |
| Tematik | There was an error in the process of implementing the Observation policy for Indonesian citizens from Wuhan in Natuna |
| Retoris | "**Stuttering**", lack of "**transparency**" to the central government and late submission of information regarding the policy of establishing Natuna as a place of observation for Indonesian citizens from Wuhan in Natuna |

Sumber: Olahan Peneliti, 2020

**DISCUSION**

Online media in its system uses the internet to send and receive information by the audience. This media has its own advantages compared to other media. Some of the circulating online media include *Republika Online* and *CNNIndonesia.com*. Ease and speed in accessing information provided to the public, can be achieved only using a mobile phone or computer that is added to the use of the internet.

The speed of online media, especially Republika Online and CNNIndonesia.com in producing news, can be received directly by the audience. The lack of speed is also what makes the two media appear "catch-up" or want to quickly post information that has been obtained in the field. This can be seen from every word used in every news story on the two media, such as advantages or disadvantages, wrong words, even inconsistencies in writing words such as *"korona & Corona",* on the content of the 2nd news with the title **"Karantina WNI Akibat Corona dan Resah Warga Natuna".**

The 5W + 1H element in the news has fulfilled all and is clearly stated. Republika Online and CNNIndonesia.com use the inverted pyramid technique in every news report. It is used to provide an overall understanding of the content of the news to the audience, simply by reading the News Lead section 2nd news with the title **"Karantina di Natuna tak Dikoordinasikan, Ini Kata Istana"** Even though using the inverted pyramid technique, there was only a little on the Lead's part about the explanation from the palace represented by Presidential Spokesman Fadjroel Rachman that coordination with local governments was handled by the Minister of Home Affairs in accordance with Presidential Instruction No. 4/2019. The contents of the Presidential Instruction were also not explained and Ngesti continued to discuss the previous report by Ngesti who asked the central government to coordinate with the Regency Government regarding the observation and quarantine for Indonesian citizens who were evacuated from Wuhan, China, due to the Corona Virus outbreak in Natuna. This proves the selection and disposal of facts by Republika in the news.

In reporting, almost all of the news examined on the two media platforms only used one source. Each resource person seemed to have different views in expressing their opinion on the determination of Natuna as a place of observation for Indonesian citizens from Wuhan, China. There are also similarities in the sources chosen by Republika Online and CNNIndonesia.com such as Natuna Regent Abdul Hamid Rizal, Coordinating Minister for Political, Legal and Security Affairs Mahfud MD, and MPR Chairman Bambang Soesatyo. Looking at the 3 resource persons, there is a difference that is less or more information obtained by the two media.

Abdul in the Republika Online news entitled "The Regent of Natuna Admits There was Misinformation Regarding the Evacuation of Indonesian Citizens from Wuhan" explained that the beginning of the misinformation started from Abdul and the public who did not know the mechanism for carrying out observations of Indonesian citizens from Wuhan to explain the reasons for the determination of Natuna from the results of communication with Terawan. Abdul on CNNIndonesia.com news explained that the Natuna residents were worried because they didn't know about quarantine until Abdul called it "Usually, the name (also) of villagers has never been like that, so I feel anxious". Here, although Abdul looks the same on CNNIndonesia.com, he labels Natuna residents as "village people" who have a sense of vigilance regarding the implementation of quarantine.

Mahfud MD in the 3rd news in Republika Online explained the reasons in detail about the delay in information from the government to the Natuna Regency Government, while the 6th news he seemed to blame the hoax news circulating among the public. In the 6th news, Republika Online also stated that the government had carried out the implementation in accordance with international standards such as the implementation of quarantine and the determination of observation sites that did not endanger the Natuna residents. This is not in the 3rd news in Republika Online even though the source is the same.

In Republika Online, there was confusion with Mahfud MD's statement on the news. In the 3rd news, Mahfud stated that the concern of the Natuna residents because of the delay in information was not miscommunication, while in the 6th news, he admitted that the miscommunication was not a delay in information, although in the next paragraph he added that it was a bit late regarding the communication between the central government and the Natuna Regency Government. In this case, the two news stories were published on the same day, February 4, 2020.

On CNNIndonesia.com the news about Mahfud is more like the 6th news on Republika Online, the difference is only in the meeting with Abdul Hamid Rizal, Tito Karnavian, Terawan Agus Putranto, and several regional officials of Natuna Regency. Another difference is about Mahfud who guarantees the safety of Natuna residents because the determination is carried out accurately and does not endanger Natuna residents.

The comparison with Bamsoet can also be seen in the information presented. In Republika Online, Bamsoet explained that the socialization carried out by the government was less than the hoax news. He also regretted the actions of Natuna residents who refused to implement quarantine by Indonesian citizens from Wuhan even though both of them were Indonesian citizens. CNNIndonesia.com does not explain what is mentioned in Republika Online. The similarities between the two are that on the part of the government's expectation, the ministers, especially the Minister of Health, are more alert, not stuttering, and the same thing will not happen again in the future.

Overall, the news in both media already contains the existing news value. The most highlighted elements of the news are elements of Immediacy (freshness), Proximity (closeness), Consequence (consequences), Prominence (famous). The freshness of the news, apart from being shown through the date of publication of the news, also provides new and updated information, especially developments on the implementation of observation and quarantine by Indonesian citizens from Wuhan, China in Natuna.

The element of closeness is because the information displayed is an incident that happened to Indonesian citizens from Wuhan, especially for Natuna residents regarding their area which was used as a place of observation. The consequence, especially for Natuna residents, is the perception of the implementation, whether it is good or bad. The famous element is where the interviewees on each news item are well-known people from both the Natuna Regency Government officials and the Central Government.

Overall, the 2 media mostly focus on the opinion category, starting from the local government, especially the Natuna Regency Government, the Central Government such as the Ministers and the DPR, then policy observers and not forgetting the Natuna residents themselves. The facts taken are also based on the policy of determining Natuna as a place of observation for Indonesian citizens from Wuhan. Various facts taken from each source are selected by journalists to produce news.

In the theory of Social Construction, journalists see or listen to demonstrations by Natuna residents against the policy of establishing Natuna as a place of observation for Indonesian citizens from Wuhan. Journalists also externalize by conducting interviews with any relevant or competent resource persons in answering any questions posed. After that, the results of the interviews were achieved and they were objectified into several indicators. Overall, indicators were obtained from these cases, such as the chronology of the rejection of the Natuna determination, the impact and causes of the determination, to what solutions must be taken to overcome the existing problems. Finally, journalists from each media form a report on their respective media platforms according to what has been understood from the results earlier.

The formation of the frame carried out by Republika Online shows that the Indonesian government has overcome the policy problem of determining Natuna as a place of observation for Indonesian citizens from Wuhan, China. Based on Republika Online's syntax, this started from the absence of information/coordination regarding the quarantine of Indonesian citizens in Wuhan by the central government to the Regency Government and Natuna residents. Natuna residents on January 31 - February 1 2020 came to the Natuna DPRD Office to question the news of the repatriation of Indonesian citizens from Wuhan who would come to Natuna. The district government and residents of Natuna acknowledged that there were no details on the mechanism for the evacuation of Indonesian citizens from Wuhan to Natuna. The Natunas only found out about the policy suddenly from electronic media, so that neither the local government nor the residents of Natuna themselves received any information or coordination from the government regarding the policy of establishing Natuna as a place of observation for Indonesian citizens from Wuhan.

In the script section, Natuna residents questioned this because of the anxiety and concern of Natuna residents themselves about the possibility of transmission of the Corona Virus which could be brought by Indonesian citizens from Wuhan, China. Natuna residents know information about the impact of the Corona Virus transmission that occurred in China. Information itself is mostly obtained from electronic media. The information obtained by the residents of Natuna makes them restless and afraid, if Indonesian citizens who return from Wuhan bring the Corona Virus to Natuna and transmit it to local residents.

In the Thematic section, *Republika Online* would like to write about the fact that the concerns of Natuna residents were caused by misinformation being received and the rapid development of information that made it too late to convey information. This was conveyed by Menkopolhukam Mahfud MD and Natuna Regent Abdul Hamid Rizal. According to Mahfud, the delay in information itself was due to its dynamic and fast development from minute to minute due to the "lampu hijau" from the Chinese Government to immediately evacuate Indonesian citizens who were there. According to Abdul, the Natuna residents are worried because of the "misinformation" received by Natuna residents regarding the policy of carrying out observations by Indonesian citizens from Wuhan, in Natuna. This “misinformation” was accompanied by a delay in the delivery of information from the central government to the Natuna Regency Government.

Based on the rhetoric, *Republika Online* emphasizes the fact that the Government is trying to overcome the anxiety of the Natuna residents with facts related to the observation and quarantine of Wuhan Indonesian citizens in Natuna by showing that the government cares and is kind to Natuna residents and Indonesian citizens from Wuhan. Various efforts were made by each resource person selected by Republika Online to handle this, such as the Regent of Natuna Ngesti Yuni Suprapti, Minister of Social Affairs (Mensos) Juliari Batubara, Member of the Indonesian House of Representatives Commission IX Ribka Tjiptaning, Coordinating Minister for Political, Legal and Security Affairs Mahfud MD and Natuna Regent Abdul Hamid Rizal. Each resource person explained to Natuna with the aim of providing an understanding of the implementation of observations of Indonesian citizens from Wuhan in Natuna. The facts disclosed, such as the reasons for choosing Natuna to be safe and far from settlements, the need for international standard action, and convincing Natuna residents that the government guarantees Natuna residents will not be sacrificed because the government can handle this. As for requests and policies made by the government, both the Natuna Regency Government and from the central government such as the government in this case the Minister of Health Terawan Agus Putranto to stay in Natuna during the observation, hold a prayer together for Indonesia's safety, communicate with the central government, distribute masks to homes. -home, conduct socialization regarding anticipation, self-preservation and health, as well as closing schools in Natuna.

*CNNIndonesia.com* framed in its reporting about the concerns/anxieties experienced by Natuna residents regarding the observation of Indonesian citizens from Wuhan in Natuna. Based on the syntax, *CNNIndonesia.com* compiled the fact that residents rejected the policy of establishing Natuna as a place of observation for Indonesian citizens from Wuhan, China. This was opposed because of concerns from Natuna residents themselves regarding the possibility of transmission of the Corona Virus by Indonesian citizens from Wuhan, China. According to Natuna Regent Abdul Hamid, Natuna residents witnessed through the mass media how frightening the spread of the Corona Virus was.

In the script section, the government is the actor in the problem of determining Natuna as a place of observation for Indonesian citizens from Wuhan. This was acknowledged by several resource persons such as Coordinating Minister for Human Development and Culture (Coordinator for Human Development and Culture) Muhadjir Effendy, Coordinating Minister for Political, Legal and Security Affairs Mahfud MD, Executive Director of the KedaiKOPI Survey Institute Kunto Adi Wibowo, Trisakti University Public Policy Expert Trubus Rahadiansyah, Natuna Regent Abdul Hamid Rizal and, Chairman MPR Bambang Soesatyo (Bamsoet). Although the government in this case is at fault for the concerns of the Natunas, there are other factors that worry the Natunas, such as not understanding the implementation of observations and the circulation of hoax news among the Natunas.

In the Thematic section, *CNNIndonesia.com* wrote down the fact that there was an error in the process of implementing the Observation policy for Indonesian citizens from Wuhan in Natuna, the fault itself was directed at the central government. According to Mahfud, Abdul, and Effendy, there was no socialization from the government regarding the policy of establishing Natuna as a place of observation for Indonesian citizens from Wuhan. Meanwhile, according to Kunto and Trubus, there is a bureaucracy that is not flexible, too rigid, and education that is too weak, resulting in miscommunication and miscoordination which ultimately leads to a crisis related to the Corona Virus.

Based on the rhetoric*, CNNIndonesia.com* suppressed the facts about "stuttering", the lack of "transparency" to the central government and the delay in delivering information regarding the policy of establishing Natuna as a place of observation for Indonesian citizens from Wuhan in Natuna. This was conveyed by Kunto and Bamsoet. *CNNIndonesia.com* highlighted "stuttering", the lack of "transparency" to the central government and the delay in delivering information that the government had failed and was rejected by the Natunas in implementing the policy of establishing Natuna as a place of observation for Indonesian citizens from Wuhan in Natuna.

# CONCLUSION

##### After completing all the stages in the research regarding the Corona Virus Handling news in Natuna which was published on the online news sites Republika Online and CNNIndonesia.com in the period 29 January - 16 February 2020, through the framing analysis of the Zongdang Pan and Gerald M. Kosicki models, the researchers drew conclusions from the formulation of the research problem as follows:

##### Republika Online in carrying out framing shows overcoming the policy problem of determining Natuna as a place of Observation for Indonesian citizens from Wuhan, China by the Government of Indonesia. CNNIndonesia.com in its report, although some of the sources that were taken were the same, but overall that the framing carried out on this issue was more about the concerns/anxieties experienced by Natuna residents regarding the observation of Indonesian citizens from Wuhan in Natuna.

##### In the application of Pan & Kosiciki Framing analysis, namely Syntax, Script, Thematic, and Rhetorical, Republika Online and CNNIndonesia.com have differences in the delivery of news. Based on the syntactic structure, Republika Online compiled facts regarding the absence of information/coordination regarding the quarantine of Indonesian citizens in Wuhan by the central government to the Regency Government and Natuna residents, while CNNIndonesia.com Residents rejected the policy of establishing Natuna as a place of observation for Indonesian citizens from Wuhan, China. The Republika Online script element tells the fact that the Natuna Residents refused to quarantine and observe Indonesian citizens from Wuhan because they were worried if they were infected with the Corona Virus, while CNNIndonesia.com the government was the perpetrator in the issue of determining Natuna as a place of observation for Indonesian citizens from Wuhan. Based on the Thematic, Republika Online wrote the fact that the concerns of Natuna residents were due to misinformation received and rapid developments made information late to be submitted, while CNNIndonesia.com had an error in the process of implementing the Observation policy for Indonesian citizens from Wuhan in Natuna. Based on the rhetoric of Republika Online, pressing the fact that the Government is trying to overcome the anxiety of the Natunas with facts related to the observation and quarantine of WNI Wuhan in Natuna by showing that the government cares and is kind to Natuna residents and Indonesian citizens from Wuhan while CNNIndonesia.com says that "stuttering" and lack of "transparency" "This is a factor that lies with the central government regarding the failure of the policy to establish Natuna as a place of observation for Indonesian citizens from Wuhan in Natuna.

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