

Social Reality Construction of *Corona Virus* Handling News in Natuna on *Republika Online* and *CNNIndonesia.Com*

Firman Katon ^{a,1}, Ulfa Yuniati ^{b,2*}, and Nora Meilinda Hardi^{c,3}

^{a,b} Universitas Muhammaidyah Bandung,

^c Universitas Sunan Gunung Djati Bandung

Email: ¹ katonfirman10@gmail.com; ² ulfa.yuniati@gmail.com*; ³ meilindanora@gmail.com

*corresponding author

ABSTRACT

Indonesia evacuated and observed Indonesian citizens from Wuhan in Natuna, Riau Islands (Kepri), regarding the spread of the Coronavirus in China. Hearing the news, the residents of Natuna were worried and staged a demonstration. The report analyzed in this study is news on *Republika Online* and *CNNIndonesia.com*, spanning January 29 - February 16, 2020. This study uses the constructionist paradigm and Zongdang Pan and Gerald M. Kosicki's framing analysis techniques. This study indicates that *Republika Online* shows overcoming the problem of the policy of determining Natuna in carrying out framing. At the same time, *CNNIndonesia.com*, in its reporting, is more directed to the worries/anxieties experienced by Natuna residents. Based on the syntactic structure, *Republika Online* compiled facts regarding the absence of information/coordination regarding the quarantine of Indonesian citizens in Wuhan. At the same time, *CNNIndonesia.com* Residents rejected the policy of establishing Natuna as a place of observation for Indonesian citizens from Wuhan. In the *Republika Online* script element, the Natuna Residents refused to quarantine and observe Indonesian citizens from Wuhan because they were worried about contracting the Coronavirus. At the same time, *CNNIndonesia.com* published that the Government was the perpetrator in the issue of determining Natuna. Based on *Republika Online*'s Thematic, the concerns of Natuna residents were caused by misinformation received. At the same time, *CNNIndonesia.com* had an error in 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 suitable for Natuna residents and Indonesian citizens from Wuhan. At the same time, *CNNIndonesia.com* says that "stuttering" and lack of "transparency" 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 investigation results. Furthermore, it can use other events to frame the mass media, such as politics, crime, and terrorism.

Keywords:

Constructionism

Framing

Online Media

Social Reality

Qualitative



This is an open access article under the [CC-BY-SA](https://creativecommons.org/licenses/by-sa/4.0/) license.

Copyright © 2022 Channel Jurnal Komunikasi. All right reserved.

INTRODUCTION

Humans in history have experienced unpleasant body conditions due to a disease that afflicts humans themselves. Humans have experienced various illnesses until now, both in days, months, and even years. Lack of nutrition to exposure to viruses, whether familiar or deadly, humans have been experienced, and solutions have been found to handle them.

Starting December 2019 to February 2020, Wuhan City, China, has been haunted by a virus outbreak called the Coronavirus, 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). The Coronavirus is not an epidemic that can be ignored in the current conditions. When viewing the symptoms, ordinary people think it is just a common disease, but this virus is quite dangerous and deadly.

Just a few weeks after it was first discovered and started to spread, several names have surfaced, such as “Wuhan Flu,” “Wuhan Coronavirus,” “Coronavirus,” “2019-nCoV”, and “Wuhan Seafood Market Pneumonia Virus.” On February 11, the World Health Organization (WHO) held a press conference to announce that the official name of the disease caused by the new Coronavirus is Covid-19 (short for Coronavirus Disease 2019). However, some media still call it the “Coronavirus” 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 and moderate until some other patients experience complications that they 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 other organ complications, such as liver damage, heart damage, acute kidney failure, and secondary infections (follow-up infections by other microorganisms, such as bacteria (Zendrato, 2020).

In Carrying out its responsibilities, the Chinese Government implemented a lockdown policy on January 23, 2020, to prevent the wider spread of this virus. The Coronavirus outbreak affected Indonesian citizens (WNI) (Winaſtſya, 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 Indonesian citizens will later carry out.

When they learned that the news regarding 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 data from the central Government regarding the observation site in Natuna. According to the Regent of Natuna Abdul Hamid, residents were concerned about Indonesian citizens who would be quarantined due to miscommunication. He emphasized that the information that was so fast made the people of Natuna panic (Triyoga, Hardani, & Permadi, 2020).

News about the Coronavirus has become an issue with meaning and concerns the world community, especially in Indonesia. Community involvement with the Government is the object of determining the news. Several media, including print, electronic, and online, reported the Coronavirus case because it has news elements in general.

The news regarding the observation of Indonesian citizens from Wuhan regarding the Coronavirus carried out in Natuna has similarities with other news. Every news has a predefined value standardization. A piece of 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 presented in the form of news. The construction of reality can be understood as an effort to “tell” the conceptualization of 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 Coronavirus in several media, especially online media. This topic was discussed a lot because the existence of the Coronavirus Pandemic created unrest in the community, especially the Natuna community. It is where the role of the media because the media content is a piece of information that can change people’s views of what is conveyed by the media.

The media, of course, have their views on seeing the problem. The ideology of each medium is different. Some are more inclined to preach, while others criticize. It is confronted with the interests of the media, as in Firdaus’ research (2019) which found that the categorization and ideology of *tribunnews.com* in the news of the vice-presidential candidate debate were more inclined toward 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 Coronavirus. 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, and the use of words or sentences) as a whole. ((Hutami & Sjaſirah, 2018). The framing was conducted by (Aulia, 2018; Tike & Rosida, 2018), who have 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 creates trouble by using violence while the security forces are the party is instrumental in defending the people and the country. Tike & Rosida (2018) examine

the ethnic Chinese conflict in the Sindo daily, highlighting acts of extremism and human rights violations committed by the Myanmar military against the Rohingya in Rakhine. This study also contains da'wah messages: leadership must be firm, fair, wise, and mutual help among neighboring people and defend the right against falsehood (*Amar Ma'ruf Nahi Munkar*). In addition, research on the issue of Papuan human rights violations at the 75th UN General Assembly was conducted by (Kurnia, Helmi, & Rochmana, 2021), which resulted in Detik.com being more inclined to corner Vanuatu. It 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 research the framing carried out by Republika Online and CNNIndonesia.com with the title "Construction of Social Reality of Coronavirus Handling News in Online Media (Framing Analysis of Coronavirus Handling News in Natuna on Republika Online and CNNIndonesia.com Period January 29 - February 16, 2020)".

This study aims to find out the comparison between Republika Online and CNNIndonesia.com framing the news on the handling of the Coronavirus in Natuna for the period January 29 - February 16, 2020. In addition, this study aims to find out the construction method by Republika Online and CNNIndonesia.com in compiling facts (Syntactic structure), telling facts (Script structure), writing facts (Thematic structure), emphasizing facts (rhetorical structure) related to reporting on the handling of the Coronavirus in Natuna period January 29 - February 16, 2020.

METHOD

The research method used is qualitative. The qualitative research method is systematic research used to examine or examine an object in a natural setting without manipulation and hypothesis testing (Praštowo, 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 significant structures. First, the syntactic structure; Second, the script structure; Third, the 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 construction results (Sugiyono, 2017).

The object of this research is news regarding the handling of the Coronavirus in Natuna on online news portals, namely Republika Online and CNNIndonesia.com. The data used is news published within a period range from January 29 to February 16, 2020. In this case, the researchers chose the period because the incident occurred only in the period range of January 29 - February 16, 2020.

After that, the researcher divides the real news with the criteria that the researcher has determined. It is based on framing and is used to select, ignore, and highlight aspects of an issue (Muštika, 2017). The criteria in the news selection process are (1) news regarding the evacuation process of 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 Coronavirus in Natuna on the Republika Online news portal and CNNIndonesia.com in the period January 29 - February 16, 2020; (2) classifying all news obtained following 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 conclusion from each analysis.

RESULTS AND DISCUSSION

A. RESULTS

In this section, the researcher makes categorizations so that it is easy to explain the framing of news on handling the Coronavirus from 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

Edition	News Titles <i>Republika Online</i> dan <i>CNNIndonesia.com</i>	
	<i>Republika Online</i>	<i>CNNIndonesia.com</i>
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 Bamsuet : 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		Bamsuet: Pemerintah Gagap Sosialisasi Karantina di Natuna

Source: Research Data, 2020

1. *Republika Online*

Based on the news results regarding the determination of Natuna as a place of quarantine or observation by Indonesian citizens from Wuhan, *Republika Online* wants to understand readers about overcoming problems in implementing the policy. The word 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 procedure. The possibility of transmission of the Coronavirus by the arrival of Indonesian citizens of Wuhan, whose impact looks so scary for the people of Natuna. It makes Natuna residents worry about the appearance of Indonesian citizens from Wuhan.

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

Republika also explained that the implementation of the rejection of observations in Natuna was due to misinformation received by the Regency Governments and Natuna residents regarding the policy in the fourth 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. It makes the Government not wholly wrong due to the demonstrations of the Natunas. The selection of resource persons by *Republika Online* from 4 news sources only uses one source while the rest has more than one source. Sources such as Mahfud MD in the third 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 the Government acted quickly and decided the Natuna Islands to be a place of observation for Indonesian citizens.

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

Several resource persons 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 three resource persons emphasized 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*. It 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) calming the residents so they do not 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 following government regulations and world standards, namely WHO.

Table 2: Republika Online Summary Results Frame Findings

Elemen	<i>Republika Online</i>
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 Coronavirus
Thematic	The concerns of Natuna residents are caused by misinformation received and the rapid development of information that makes it too late to convey information
Rhetoric	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.

Source: Research Data, 2020

2. CNNIndonesia.com

Based on the results of the news analysis regarding the observation of Indonesian citizens from Wuhan regarding the Coronavirus in Natuna on CNNIndonesia.com, several things 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 caused problems in its reporting regarding the policy of determining Natuna as a place of observation for Indonesian citizens from Wuhan.

The fifth news explained that the problem started with the Chinese Government, which gave the “Green Light” to pick up every foreign citizen from 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 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, third, fourth, and fifth news. It made the people of Natuna feel panicked and worried.

Then according to Bamsuet 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 that communication between the central government and the regions had been cut off. Muhadjir believes that besides the delay in information, hoax news also circulates everywhere, causing fear for Natuna residents.

Unlike the case of Sri Sultan Hamengku Buwono, Pembayun Setyaningastutie, and Azis Syamsuddin, who so supported the Government’s policy, they are more concerned with the implementation process without criticism in one report. 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.

All news also stated the determination of Natuna as an observation place, 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.

Table 3: CNNIndonesia.com Summary Results Frame Findings

Elemen	<i>CNNIndonesia.com</i>
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

Rhetoric “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

Source: Research Data, 2020

B. DISCUSSION

Online media in its system uses the internet to send and receive information from the audience. This media has its 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 added to 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 post information that has been obtained in the field quickly. It can be seen from every word used in every news story on the two media, such as advantages or disadvantages, wrong words, and even inconsistencies in writing words such as “*korona & Corona*,” on the content of the second news with the title “*Karantina WNI Akibat Corona dan Resah Warga Natuna*” or “Indonesian Citizens Quarantine Due to Corona and Restlessness of Natuna Residents.”

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*” or “Quarantine in Natuna is not coordinated, this is what the president palace says.” 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 Fadjoel Rachman that the Minister of Home Affairs handled coordination with local government coordination by 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 of Indonesian citizens who were evacuated from Wuhan, China, due to the Coronavirus outbreak in Natuna. It 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. There is a difference between less or more information obtained by the two media looking at the three resource persons.

In the *Republika Online* news entitled “The Regent of Natuna Admits There was Misinformation Regarding the Evacuation of Indonesian Citizens from Wuhan,” Abdul explained that the misinformation started from Abdul and the public. They 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 did not know about the quarantine until Abdul called it. “Usually, villagers’ name (also) 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 third news in *Republika Online*, explained the reasons in detail for the delay in information from the Government to the Natuna Regency Government, while in the sixth news, he seemed to blame the hoax news circulating among the public. In the sixth news, *Republika Online* also stated that the Government had implemented international standards such as quarantine and the determination of observation sites that did not endanger the Natuna residents. It is not the third 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 third news, Mahfud stated that the concern of the Natuna residents because of the delay in information was not miscommunication. In contrast, he admitted that the miscommunication was not a delay in information in the sixth news. However, in the next paragraph, he added that it was a bit late regarding the central government’s communication 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 sixth 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 Bamsot can also be seen in the information presented. In *Republika Online*, Bamsot 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 current news value. The most highlighted elements of the information are elements of Immediacy (freshness), Proximity (closeness), Consequence (consequences), and 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 that the interviewees on each news item are well-known people from the Natuna Regency Government officials and the Central Government.

Overall, the two media primarily 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. Journalists select various facts taken from each source 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 relevant or competent resource persons to answer any questions posed. After that, the results of the interviews were achieved, and they were objectified into several indicators. Indicators were obtained from these cases, such as the chronology of the rejection of Natuna determination, the determination impact and causes, and what solutions must be taken to overcome existing problems. Finally, journalists form a report on their respective media platforms according to what has been understood from the earlier results.

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. 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 the Indonesian citizens from Wuhan, China, could bring the possibility of transmission of the Coronavirus, which Indonesian citizens from Wuhan, China could bring. Natuna residents know information about the impact of the Coronavirus transmission that occurred in China. Data itself is mainly 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 Coronavirus to Natuna, and it is to residents.

In the Thematic section, *Republika Online* would like to write about the fact that the concerns of Natuna residents were caused by the misinformation being received and the rapid development of information that made it too late to convey information. It was conveyed by Menkopolkam Mahfud MD and Natuna Regent Abdul Hamid Rizal. According to Mahfud, the delay in the information itself was due to its dynamic and fast development from minute to minute due to the approval 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 is accompanied by a delay in delivering information from the central Government to the Natuna Regency Government.

Based on the rhetoric, *Republika Online* emphasizes 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 to understand 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 an 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 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, health, and closing schools in Natuna.

CNNIndonesia.com framed in its reporting about the concerns/anxieties experienced by Natuna residents regarding observing Indonesian citizens from Wuhan in Natuna. Based on the syntax, *CNNIndonesia.com* compiled that residents rejected the policy of establishing Natuna as a place of observation for Indonesian citizens from Wuhan, China. It was opposed because of concerns from Natuna residents regarding the possibility of transmission of the Coronavirus 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 Coronavirus 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. It 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 (Bamsot). The Government, in this case, is at fault for the concerns of the Natunas. Other factors 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 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 Tribus, a bureaucracy is not flexible, too rigid, and education too weak, resulting in miscommunication and miscoordination, which ultimately leads to a crisis related to the Coronavirus.

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. Kunto and Bamsot conveyed this. *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.

Based on the exposure of the research results and analysis of the findings with theory, the researcher made a comparison table of the observed results.

Table 4: Summary of Data Findings
Republika Online and CNNIndonesia.com

Item	Observed Units	Mass Media		Results
		CNNIndonesia.com	Republika Online	
Sintaksis	Headlines, Leads, Later Information, Quotes, Sources of Questions.	Reject the Government's policy towards the designation of Natuna as a quarantine for Indonesian citizens from Wuhan.	Lack of information/ coordination. Residents and the local Government did not know the mechanism for evacuating Indonesian citizens from Wuhan to Natuna and refused.	Residents and the local government did not know the policy, so residents refused to use Natuna to be quarantined for Indonesian citizens from Wuhan.
Script	5W+1H	Using the inverted pyramid technique in every news story.	Using the inverted pyramid technique in every news story.	Overall news coverage, both media use appropriate sources. The resource persons of both media have something in common.

Thematic	Paragraph, Proposition, sentence, relationship between sentences	There is an error in the process of implementing the policy	The concerns of Natuna residents are caused by misinformation received	Natuna residents know the impact of covid transmission and are worried about the arrival of Indonesian citizens from Wuhan to Natuna
Rhetoric	Words, idioms, pictures/photos. Chart	Accentuate stuttering and lack of transparency, and delay in delivering information and then being rejected.	Suppress facts about stuttering and lack of transparency	Both reporting focused on stuttering and lack of transparency and delays in providing information to residents

Source: Research Data, 2021

Research on the construction of reality was conducted using different methods. The pattern of framing the news in the mass media, both local and national, will be different according to the theme or case of the news (Aulia, 2018; Febriyanti & Karina, 2021; Firdaus & Nurdin, 2019; Pratiwi & Sriwartini, 2021; Suci & Purworini, 2019; Tike & Rosida, 2018). Pratiwi & Sriwartini (2021), with the case of reporting on the disbandment of the Islamic Defenders Front organization on *mediaindonesia.com* and *kompas.com*, shows that *MediaIndonesia* supports the Government to dissolve the FPI organization while *Kompas.com* favors the community. Reports on conflicts such as racism, terrorism, and blasphemy also differ in the direction of framing (Aulia, 2018; Suci & Purworini, 2019; Tike & Rosida, 2018).

The case of Blasphemy of the Suci & Purworini (2019), using Pan Kosicki's Analysis of Sukmawati's poetry, takes the side of *kompas.com*, suggesting that Sukmawati's poetry does not contain criminal elements while *republika.com* presents this issue from an Islamic point of view. The construction of reality regarding conflict was investigated by (Aulia, 2018; Tike & Rosida, 2018) using Robert Entman's framing analysis. Local media *dailysindokasar.com* highlighted acts of extremism and human rights violations by the Myanmar military against the Rohingya ethnic Tike & Rosida (2018), while Aulia (2018) examined the OPM conflict, *kompas.com* presented a bad image of the OPM as a troublemaker separatist group.

For constructions regarding politics, such as the regional elections of Febriyanti & Karina (2021) and the election of the vice-presidential candidate. Online media *CNNIndonesia.com* is more in favor of Gibran Rakabuming, as can be seen from the dominance of the news in the *CNNIndonesia.com* media. A different case from the *tribunnews.com* media framed the 2019 vice presidential debate well and was more inclined toward one pair of candidates who could not be separated from the media's interests, economy, and politics Firdaus & Nurdin (2019).

The explanation above shows that the construction of reality in online mass media has factors of interest, economy, and media politics that make the framing process in this online mass media differ in the portion of the news. It is the same with this study, but it uses different methods and cases.

CONCLUSION

After completing all the stages in the research regarding the Coronavirus Handling news in Natuna, which was published on the online news sites *Republika Online* and *CNNIndonesia.com* in the period January 29 - February 16, 2020, through the framing analysis of the Zongdang Pan and Gerald M. Kosicki models, the researchers concluded from the formulation of the research problem. In carrying out framing, *Republika Online* 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* framing report 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, although some of the sources that were taken were the same, overall that the framing.

Applying Pan & Kosicki Framing analysis, namely Syntax, Script, Thematic, and Rhetorical, *Republika Online*, and *CNNIndonesia.com* have differences in news delivery. 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. In contrast, *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 that the Natuna Residents refused to quarantine and observe Indonesian citizens from Wuhan because they were worried that they were infected with the Coronavirus. In contrast, *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 that the concerns of Natuna residents were due to misinformation received and rapid developments made information late to be submitted. At the same time, *CNNIndonesia.com* had an

error in 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. At the same time, *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.

Further research is better to use a different approach, problem, and object of research in framing mass media such as politics, crime, and terrorism.

REFERENCES

- [1] Alex, S. 2015. Analisis Teks Media: Suatu Pengantar Analisis Wacana, Analisis Semiotika, dan Analisis Framing. Bandung: Remaja Rosdakarya.
- [2] Aulia, N. (2018). *Konstruksi Realitas Sosial Di Media Massa (Analisis Framing Pemberitaan Konflik Antara Organisasi Papua Merdeka (Opm) Dengan Aparat Keamanan Republik Indonesia (Ri) Di Kompas.Com Edisi Oktober-November 2017)*. (Universitas Islam Negeri Syarif Hidayatullah). Retrieved from <https://repository.uinjkt.ac.id/dspace/handle/123456789/41151>
- [3] Febriyanti, Z., & Karina, N. . N. (2021). Konstruksi berita cnn Indonesia tentang Gibran Rakabuming Raka pasca pilkada serentak Kota Solo 2020 : Analisis framing perspektif Zhongdang Pan dan Gerald M. Kosicki. *Intelektiva : Jurnal Ekonomi, Sosial & Humaniora*, 2(6), 146–155. Retrieved from <https://www.jurnalintelektiva.com/index.php/jurnal/article/view/409>
- [4] Firdaus, R. Z., & Nurdin, A. (2019). *Konstruksi Realitas Sosial dalam Berita (Analisis Framing Model Murray Edelman dalam Berita Debat Cawapres 2019 di Tribunnews.com Periode 17-19 Maret 2019)* (Universitas Islam Negeri Sunan Ampel Surabaya). Retrieved from <http://digilib.uinsby.ac.id/33951/>
- [5] Gorvett, Z. (2020, February). *Virus corona: Perselisihan di balik proses penamaan virus baru*.
- [6] Hutami, M. F., & Sjafirah, N. A. (2018). Framing Media Online Tribunnews. Com Terhadap Sosok Perempuan Dalam Berita Video Pornografi Depok. *Jurnal Kajian Jurnalisme*, 2(1), 25–43.
- [7] Kurnia, F. A., Helmi, S. A., & Rochmanna, S. D. (2021). *Konstruksi Media Online Detik . com dan Kompas . com terhadap Vanuatu (Analisis Framing Pemberitaan Vanuatu Pasca Pengangkatan Isu Pelanggaran HAM Papua dalam Sidang Umum PBB ke-75)*. 9(1), 29–38. <https://doi.org/http://dx.doi.org/10.30659/jikm>
- [8] Mustika, R. (2017). Analisis Framing Pemberitaan Media Online Mengenai Kasus Pedofilia di Akun Facebook. *Jurnal Penelitian Komunikasi*, 20(2).
- [9] Pratiwi, E. N., & Sriwartini, Y. (2021). Pemberitaan Pembubaran Organisasi Front Pembela Islam (Framing mediaIndonesia.com dan kompas.com). *Jurnal Sosial Dan Humaniora*, 6(1), 1. <https://doi.org/10.47313/ppl.v6i1.1109>
- [10] Puji, Fauziah. (2020). Disebut Jadi Asal Mula Virus Corona, Wuhan Belajar dan Resmi Melarang Konsumsi Hewan Liar - Pikiran Rakyat Depok.
- [11] Santana, K. (2017). *Jurnalisme Kontemporer Edisi 2*. Yayasan Pustaka Obor Indonesia, Jakarta.
- [12] Suci, D. M., & Purworini, D. (2019). *Konstruksi Realitas Pemberitaan Kasus Puisi Sukmawati: Analisis Framing Pada Media Kompas Dan Republika* (Universitas Muhammadiyah Surakarta). Retrieved from <http://eprints.ums.ac.id/id/eprint/74014>
- [13] Sugiyono, P. D. (2017). Metode Penelitian Bisnis: Pendekatan Kuantitatif, Kualitatif, Kombinasi, dan R&D. Penerbit CV. Alfabeta: Bandung.
- [14] Tike, A., & Rosida. (2018). Konstruksi Pemberitaan Konflik Etnis Rohingya (Analisis Framing Robert Entman pada Harian Sindo Makassar Edisi September 2017). *Al-Khitabah*, 4 No.2(Desember). Retrieved from <https://journal.uin-alauddin.ac.id/index.php/Al-Khitabah/article/view/6836>
- [15] Triyoga, Hardani, & Permadi, E. (2020, February). *Warga Natuna Eksodus Takut Virus Corona, Begini Penjelasan Bupati*.
- [16] Wibowo, A. T. (2019). Konstruksi Realitas Media Online atas Pemberitaan Debat Kandidat pada Pemilihan Presiden 2019. *Nyimak: Journal of Communication*, 3(2), 177. <https://doi.org/10.31000/nyimak.v3i2.1780>
- [17] Winastya, K. P. (2020). *Kesaksian WNI: Tersiksa Akibat Merebaknya Virus Corona di Wuhan, China*.
- [18] Zandrato, W. (2020). Gerakan Mencegah Daripada Mengobati Terhadap Pandemi Covid-19. *Jurnal Education And Development*, 8(2), 242.