



## **Audit of Disaster Communication on TVOne *Kabar Petang* Program**

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### **Abstract**

This study aims to carry out a disaster communication audit of *Kabar Petang* (Evening News) Program on the TVOne in the May-June 2019 period. This study uses the SMCR theory and the concept of disaster communication, the Standard Operating Procedure (SOP) of Disaster Communication, and the Guide to Broadcasting Behavior and Standards of Broadcasting Programs issued by the Indonesian Broadcasting Commission (KPI). This study uses a descriptive qualitative method with data collection techniques including content analysis, observation, a document study, and validity test through an interview with KPI as a source. The results of this study constitute the findings of disaster communication audit of disaster broadcast on TVOne, part of which has followed the Guide to Broadcasting Behavior and the Standards of Broadcasting Program issued by the KPI, SMCR theory, and has used disaster communication dimensions, and SOP for Disaster Communication. There are some findings that are not yet suitable, namely: (1) the repetition of a video clip showing the sufferings of victims; (2) the absence of competent resource persons in the field of disaster; and (3) the broadcast of affected people's panic. This research provides recommendations to broadcasting institution TVOne, the government, and media workers to convey educational broadcast messages based on competent sources in the field of disaster so that the community is ready to survive the natural disaster.

**Keyword:** Disaster Communication; *Kabar Petang*, TVOne; Standard Operating Procedure; Indonesian Broadcasting Commission

### **Abstrak**

Penelitian ini bertujuan melaksanakan audit komunikasi bencana pada program acara *Kabar Petang* di TVOne periode Mei-Juni 2019. Teori yang digunakan adalah teori SMCR dan menggunakan konsep komunikasi bencana, SOP Komunikasi Bencana, Pedoman Perilaku Penyiaran dan Standar Program Siaran Komisi Penyiaran Indonesia (KPI). Metode yang digunakan ini adalah metode deskriptif kualitatif dengan teknik pengambilan data berupa analisis isi, observasi, studi dokumen, dan uji validitas melalui wawancara sumber KPI. Hasil penelitian, berupa temuan audit komunikasi bencana tentang penyiaran bencana di TVOne, sebagian sudah sesuai dengan Pedoman Perilaku Penyiaran dan Standar Program Siaran Komisi Penyiaran, teori SMCR, menggunakan dimensi komunikasi bencana, dan SOP Komunikasi Bencana. Ada beberapa temuan yang belum sesuai yaitu: (a) adanya pengulangan potongan video penderitaan; (b) belum menyertakan narasumber yang kompeten di bidang kebencanaan; dan (c) adanya siaran tentang kepanikan masyarakat terdampak. Penelitian ini memberikan

rekomendasi kepada pihak lembaga penyiaran TVOne, pemerintah, dan pekerja media agar memberikan pesan-pesan siaran edukatif berdasarkan narasumber kompeten di bidang kebencanaan sehingga masyarakat siap selamat dari bencana alam.

**Keyword:** Komunikasi Bencana; Kabar Petang; TVOne; Prosedur Standar Operasi; Komisi Penyiaran Indonesia

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## **Introduction**

Indonesia is a disaster-prone country which has the largest number of active volcanoes in the world (Astoria, 2016; Widodo, Nugroho, & Astoria, 2018). One of the volcanoes that are still active today is Mount Sinabung, located in Karo Regency, North Sumatra (Kusumayudha, Lestari, & Paripurno, 2018). In May 2019, Sinabung erupted, sending volcanic material as high as 2000 meters into the sky (Lestari, Kertamukti, & Ruliana, 2019). Since then, news about Mount Sinabung has widely spread on the television.

News journalists scrambled for content and spread it quickly without paying attention to the principles of disaster journalism (Juditha, 2016). This prompted the Indonesian Broadcasting Commission (KPI) to reprimand TVOne. TVOne clearly broadcast the body of a victim without clothes without censoring it (Noviani, 2015). This blatantly violates the Broadcasting Code of Conduct and the Standards of KPI Broadcast Program, section four article 25 concerning disaster coverage, which, among others, bans journalists from using the images of disaster victims (the Indonesian Broadcast Commission, 2016).

News broadcasts on disasters must follow the Broadcasting Code of Conduct, namely: (1) paying attention to the process of the victims' and their families' recovery during the coverage of affected subjects; (2) not adding to the trauma of victims and/or families; (3) broadcasting a picture of the victim in a state of suffering; (4) not disrupting emergency response workers while rescuing victims who may still be alive; (5) not using the pictures of victims who are suffering to broadcast them repeatedly. To broadcast news on disasters TV stations should remain in the position that the messages could clearly be conveyed to the public (Lukmiyati, 2015).

Public understanding of the information received is measured by a media evaluation called a communication audit (Panghegar, 2013). A disaster communication audit is important to ensure that information is distributed quickly and accurately, and is understood by the public.

Researchers have conducted a joint communication audit research, along with Dian Ramadani (Dian Ramadani, Puji Lestari, 2015). The research is titled: Communication Audit of the Yogyakarta chapter of the Indonesian Forum for the Environment (Walhi). This study aims to analyze the process of conducting an audit of organizational communication at walhi chapter in Yogyakarta, with an emphasis on improving organizational systems to increase organizational effectiveness. This study uses organizational information theory with a descriptive qualitative method approach, in which the researchers explain in details facts and events, phenomena, and conditions regarding organizational communication systems at Walhi chapter in Yogyakarta systematically, for further analysis.

Ramadani Research (Dian Ramadani, Puji Lestari, 2015) found out that the communication established at Walhi chapter in Yogyakarta has been going well, as indicated by five units of analysis, namely organization, information content, management, communication processes or communication activities and feedback. The results of the study found that openness vertically and horizontally plays a very great role in increasing the success of organizational performance.

The research currently conducted by researchers on communication audits bears similarities to the previous research carried out by Ramadani particularly when it comes to research objectives and ways of collecting data by directly observing the subjects of research. The difference rests with the objects of research.

The second such study was conducted by Nurdin (Nurdin, Cangara, & Sultan, 2014) on Communication Audit of the 150 KV Maros-Sungguminasa Development Socialization Program of PT. PLN (Persero) Pikitring Sulmapa. This study aims to audit the socialization of the planned construction of the 150 KV Maros-Sungguminasa PT. PLN (Persero) Pikitring Sulmapa by the socialization team to the government, community landowners, and affected community as well as

obstacles to the construction of the development project. This research is a case study with a communication audit approach.

The methods of data collection include interviews, questionnaires, and document studies. Data were analyzed using analytical techniques developed by the International Communication Association (ICA), an analysis of communication experiences or also called critical event techniques. Nurdin's research (Nurdin et al., 2014) found out that the Land Procurement Committee team representing PT. PLN (Persero) Pikitring Sulmapa conducted directly the socialization of the planned development project to the government, landowners, and affected communities through two different channels. The researcher found that the evaluation by the outreach team was very simple. The outreach team would consider the socialization a success if there was a feedback from the community, and they accepted it. However, language differences remain an obstacle to the process of simplifying messages. Consequently, the messages are not absorbed properly by people who will likely get confused about the information conveyed.

The aforementioned research has similarities to this research, in terms of data collection conducted by using interview techniques, and fact-finding related to the effectiveness of the communication done, while the difference rests with the objects and subjects of research.

Such research was last conducted by Lestari et al (Lestari, Paripurno, Kusumayudha, & Ramadhaniyanto, 2016). The research is titled: Environmental Communication for Mount Sinabung Eruption Mitigation. The research aims to find an model of environmental communication for the eruption of Mount Sinabung in Karo Regency, North Sumatra. This study uses organizational information theory as a material of the study, and employs a descriptive qualitative research method. Data were analyzed by using Focus Group Discussion (FGD) techniques, and conducting interviews through communication drills for the Mount Sinabung disaster mitigation.

The research conducted by Lestari et al (Lestari et al., 2016) produces a model of environmental communication that supports the Mount Sinabung disaster early warning system.

There are similarities and differences between this research and that of the author to conduct. Both researches use Organization Information Theory as a material of study and aim to improve communication effectiveness. The differences between the two researches rest with the objects of research in which this research focuses more on mitigation programs for the community vulnerable to the eruption of Mount Sinabung.

A subsequent research was carried out by Redi Panuju (Panuju, 2018) on Journalistic Ethics and Disaster Journalism in Reporting the Eruption of Mount Agung on the Balipost.com News Portal. The results of the study suggested that in reporting disasters journalists must abide by the journalistic code of ethics and adhere to the guide to broadcasting disasters so as not to mix opinions and facts.

A research on broadcasting disasters was also conducted by Sukmono and Junaedi (Sukmono & Junedi, 2018) who suggested that the coverage of disasters should display accurate information, expectations, and optimism. The news should spread positive attitudes and values to the audience.

A research on the communication audit of family planning communication, information and education (IEC) programs at the National Demography and Family Planning Board (BKKBN) Office in West Sulawesi Province was conducted by Sukardi (Sukardi, 2018). The results of the study show that the research was related to knowledge-, attitude-, and practice-based theory that pays attention to the following phases: (1) setting a target of messages and channels; (2) making a plan for messages and media production; and (3) having an increasing knowledge of attitudes and behaviors.

A research on the communication audit of motion radio marketing: analysis of organizational media models through the *Sostac Anathasia* method, was also carried out by Citra (Citra, 2011). The results of the study show that the audit reveals the effectiveness, strength, and weaknesses of marketing communication that has been or is going on serves as a guide to making a marketing communication plan and evaluating the process of designing a better communication strategy.

The uniqueness of this research is that it focuses on disaster communication audit. This study

aims to carry out a disaster communication audit of Kabar Petang Program on the TVOne in the May-June 2019 period. This communication audit is useful for the KPI and the management of TVOne as a broadcasting institution when it comes to disaster communication.

**Theoretical Framework**

Indonesia is a country which is highly vulnerable to disasters since it is geographically located between the Pacific Ocean and the Indian Ocean and between the Asian Continent and the Australian Continent. The geographical location makes Indonesia hold advantages over other countries in terms of abundant natural resources and biodiversity. On the other hand, it also has consequences in the form of natural phenomena, which can cause disasters if not handled properly.

According to Law Number 24/2007 concerning Disaster Mitigation, disaster means an event or a series of events that threaten and disrupt the life and livelihood of the people due to human factors that may lead to casualties, environmental damage, property losses, and psychological impacts.

The impact of natural disasters can be mitigated by handling them properly. For its part, the Government issued a law to ensure that disaster mitigation efforts can run optimally. Through the law the Central Government can coordinate the disaster mitigation efforts up to the community level. The following law and government regulation lay a legal basis for the execution of disaster mitigation efforts: (1) Law No. 24/2007 covering the definition of disaster, disaster situation and disaster mitigation, foundation, principles, and the purpose of implementing disaster mitigation.

This law also describes the division of tasks or authority between the Central Government and regional governments in dealing with every disaster; (2) Government Regulation No. 21/2008. Article 20 of this Government Regulation explains the objective of implementing disaster mitigation. Disaster mitigation as referred to in Article 15 letter c is carried out to reduce the risks and impacts of disasters on the people living in disaster-prone areas. Furthermore, disaster mitigation as referred to in paragraph (1) is carried out by (a) planning and implementing a spatial layout plan based on a disaster risk analysis; (b) arranging development, infrastructure development and building management; and (c). organizing education, training, and counseling, either in a conventional or modern way.

Disaster risks can be reduced through disaster communication which also requires attention from all groups such as the government, media, and others (Moorthy, Benny, & Gill, 2018; Purworini, Purnamasari, & Hartuti, 2019). Lestari (Lestari, 2018:16) states that disaster communication is the process of making, sending and receiving messages by one person or more, either directly or through the media in the context of disaster during pre-disaster, disaster, and post-disaster.

**1. S-M-C-R theory**

The S-M-C-R theory, also known as the SMCR-Berlo Communication Model, reveals that the relation of event has a continuous, dynamic, and changeable nature. This theoretical model focuses on the process of communication and meaning of words, which means understanding a message is greatly influenced by the meaning of words as well as the gestures of the communicant (Haryadi, 2018).

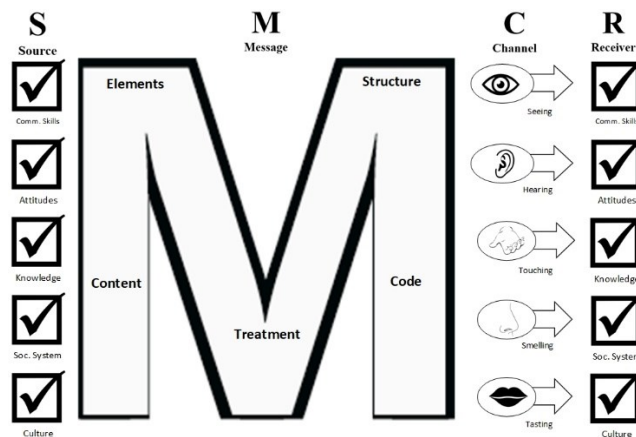


Figure 1. S-M-C-R Model by David Kenneth Berlo (1960:72)  
Source: Mulyana, 2007

There are four components in the S-M-C-R theory, including source, message, channel and receiver: (1) Source is a communicator or message provider. This theory explains that source is strongly influenced by such factors as communication skills, knowledge, attitudes, and social culture; (2) Message is content that has the value of a communicator. Message can be either verbal or non-verbal. Message can be propaganda, educative, persuasive and informative in nature; (3) Channel (channel and communication media), media is a means of sending messages. Media can be print media such as newspapers and magazines, electronic media such as television and radio, and the internet; (4) Receiver (receiver of a message) or communicant is a person who receives a message from the communicator. Receivers of this message can be audience, public, community, groups, and others.

## 2. KPI Guide to Broadcasting

In the Guide to Broadcasting Behavior (P3) and the Standards of Broadcasting Program (SPS) of 2012, the broadcasting of disaster is stipulated in Chapter XVIII concerning Journalistic Principles, Part Four, Article 25. Article 25 carries several provisions on covering and/or broadcasting news on parties affected by disaster. The article stipulates, among others, that in covering subjects affected by disaster journalists: (a) must consider the process of victims' and their families' recovery; (b) must not add to the trauma or sufferings of victims and their families during the state of emergency, victims of accidents or crimes, or bereaved families by compelling, forcing, or intimidating them and or their families to be interviewed and/or taken their photograph; (c) broadcast pictures of people who are suffering only in the context of supporting the broadcast; (d) must not interfere in emergency response workers trying to help victims who may still be alive; (e) must not use the pictures and sound of victims who are suffering in fillers, bumpers, ramps that are broadcast repeatedly.

As stated in the previous chapter, Indonesia is a country which is highly susceptible to disasters since it is geographically located between the Pacific Ocean and the Indian Ocean, and between the Asian Continent and the Australian Continent. The geographical location makes Indonesia hold advantages over other countries in terms of abundant natural resources and biodiversity. On the other hand, it also has consequences in the form of natural

phenomena, which can cause disasters if not handled properly.

According to Law Number 24/2007 concerning Disaster Mitigation, disaster means an event or a series of events that threaten and disrupt the life and livelihood of the people due to human factors that may lead to casualties, environmental damage, property losses, and psychological impacts.

The impact of natural disasters can be mitigated by handling them properly. To that end, the Government issued a law to ensure that disaster mitigation efforts can run optimally. Through the law the Central Government can coordinate the disaster mitigation efforts up to the community level.

Following are a legal basis for the execution of disaster mitigation efforts: (1) Law No. 24/2007, covers the definition of disaster, disaster situation and disaster mitigation, foundation, principles, and the purpose of implementing disaster mitigation. This law also describes the division of tasks or authority between the Central Government and regional governments in dealing with every disaster; (2) Government Regulation No. 21/2008 is designed to follow up on Law No. 24/2007. This Government Regulation contains the objective of implementing disaster mitigation as referred to in article 20 which reads: (1) Disaster mitigation as referred to in Article 15 letter c is carried out to reduce the risks and impacts of disasters on the people living in disaster-prone areas. Furthermore, disaster mitigation as referred to in paragraph (1) is carried out by a. planning and implementing a spatial layout plan based on a disaster risk analysis b. arranging development, infrastructure development and building management; and c. organizing education, training, and counseling, either in a conventional or modern way.

## Material and Methodology

This research on the communication audit of this TVOne broadcast uses a descriptive qualitative approach. The scope of audit in this study is a disaster communication broadcast at TVOne in May and June 2019. The reason for taking audit object at TVOne is that the television channel focuses on news and is widely watched by the Karo community, May - June 2019 coincided with the eruption of Mount Sinabung. There were 3 broadcasts about the eruption of Mount Sinabung from May - June 2019 (<https://youtu.be/eZhuyXiNMrQ>).

The dimension of this communication audit is disaster communication broadcast which complies

with the Broadcast Code of Conduct and the KPI Standards of Broadcasting Program 2012, section 25 which requires the reporting of disasters: (1) to consider the process of victims', their families' and/or the public's recovery; (2) to avoid (a). adding to the suffering or trauma of victims, families, and the community by forcing, suppressing, and/or intimidating them to be interviewed and/or taken their photographs; (b). displaying the images and/or sounds of those coming close to death; (c). interviewing underage children as a resource person; (d). taking close-up photos of victims or corpses; and/or; e. displaying images of serious injuries, blood, and/or pieces of organs; (3) to present competent and trusted resource persons to explain disasters scientifically.

This communication audit uses primary data collected through content analysis, observation, document study, and validity test conducted by interviewing KPI sources, namely streaming TVOne Kabar Petang from youtube in May – June 2019.

The literature used for this study comes from books and the results of research on communication audits, while the documentation is obtained from news on YouTube, notes, and photos of Mount Sinabung's eruption.

Data are analyzed by categorizing them according to phases of events, namely pre-disaster, disaster, and post-disaster and adjusted to the KPI Guide to Broadcasting Behavior. The data analysis is later conducted by breaking down data into units, making synthesis and patterns, selecting important

data and categorizing findings as part of efforts to make recommendations.

The validity test of data in this study is conducted by interviewing KPI members considered competent in the field of broadcasting.

## Result and Discussion

TVOne is one of the private television stations in Indonesia. It started operating on February 14, 2008 by presenting national and international news and sports programs. Inaugurated by the sixth Indonesian President, Susilo Bambang Yudhoyono, the television station classifies its programs into News, Current Affairs, and Sports (Tvonenews, 2019).

Kabar Petang is one of TVOne's programs belonging to the News category. This program includes news bulletins discussing in depth the events or issues developing in the community. In this program, the dialogue segment emphasizes the exclusivity of the speakers and the depth of the issue broadcast every day starting at five in the evening. Some of *Kabar Petang* broadcasts are uploaded to the tvOneNews Youtube channel. One of the examples of natural disasters was the eruption of Mount Sinabung in May-June 2019.

Based on the results of the disaster communication audit conducted, the data obtained in Table 1.

Table 1. TV One streaming news show about Mount Sinabung Eruption

No	Date	News Title	Content
1	June 7, 2019	Sinabung erupts again, spraying volcanic ash as high as 2 kilometers	The eruption caused 4 Districts to be affected by volcanic ash. The live reporting of the eruption focused more on the impact of ash, the efforts to clean the ashes using a fire truck owned by BPBD, and mask assistance of for affected residents.
2	June 9, 2019	Mount Sinabung erupted again, spewing a column of ash as high as 2 kilometers into the sky	Residents panicked when the volcano erupted. An interview was conducted with officers still monitoring the volcano as another eruption was likely to occur. Residents were called upon to stay away from the set radius.
3	June 10, 2019	Alert level 3, CCTV monitors Mount Sinabung from a close distance	Volcanology and Geological Hazard Mitigation Center (PVMBG) officers monitored the volcano's fluctuating activities. The live reporting contained a call for the residents to wear masks, and rid the roads of ash using water.

Table 1 shows that the information conveyed shapes a construction of more stories about panic moments and uncertain moments. There is a section in the video showing a resident falling from a motorcycle, activities of residents, and conversations among residents trying to take a picture of the burst of hot clouds.

The uncertain moment was seen in several statements issued by the authorities in this case the PVMBG Officer and the Mount Sinabung emergency response team. Statements about the fluctuating and uncertain activities of the volcano and the officers' concern about the damage of the volcanic activity-monitoring equipment, certainly become uncertain information. The officers then only asked local people to stay outside the danger radius of the volcano's eruption.

The communication dimensions used in this study cover pre-disaster, disaster, and post-disaster situations. However, only two dimensions, namely disaster and post-disaster, were relevant because Mount Sinabung erupted after May 2019. The researcher did not audit TVOne broadcast before May 2019 due to limited time to conduct this study.

(1) *Dimension of Communication During Disaster*. In this dimension, the audit was conducted in accordance with the Broadcast Code of Conduct and the KPI Standards of Broadcast Program 2012 on reporting disasters. As a result of the audit, the researcher came across the suggestion for TVOne to: (a). present relevant resource persons in the field of disaster (for example: BNPB officers); (b) present resource persons who happen to be in the scene by taking into account the situation and condition (for example, affected residents, volunteers, SAR teams); (c). present competent experts to explain the

volcano's eruption; (d) provide information about the volcano's eruption to enable affected people to save themselves: technical evacuation of victims, safe location and evacuation post; (e) not show victims who are scared, hysterical, panicked, and the like; (f) not show dead victims; (g) use mass media capable of broadcasting and disseminating information that can be accessed by the public, both victims and non-victims; (h) enable receivers to receive and understand information and messages broadcast.

(2) *Post-disaster Communication Dimension*. During the audit of post-disaster communication, the researcher found the following matters suggesting TVOne to (a) present victims as resource persons when conditions are safe and under control, rescue teams, experts in post-disaster situation (for example, in the fields of geology, volcanology, and health); (b) report developments in the scene and affected areas; (c) report related information on evacuee camp and distribution of aid, reconstruction and development plans, recovery of victims from trauma; (d) use mass media capable of broadcasting and spreading information that can be accessed by the public, both victims and non-victims; (e) ensure that information and messages broadcast can be received and understood well by receivers.

The results of this study can be clarified through a disaster communication audit based on the Guide to Broadcasting Behavior and the KPI Standards of Broadcasting Program Part Four Article 25 (Table 3).

Table 2. Findings of Disaster Communication Audit based on the Broadcast Code of Conduct and KPI Standards of Broadcast Program 2012

News	Code of Conduct for Broadcasting and KPI Standards of Broadcast Program Part Four Article 25	Findings
Sinabung Erupts Again, Spits Two Kilometers Volcanic Ash	Must consider the process of victims', family's and or community's recovery;  Prohibited:  (a) Adding to the sufferings or trauma of victims, families, and communities, by forcing, suppressing, and or intimidating	No intimidation or suppression since it has the potential to add to the trauma of victims, families, and communities  Not displaying pictures / or sounds of victims coming close to death  Not interviewing children under the age of a resource Not

	<p>them to be interviewed and/or photographed;</p> <p>(b) Displaying images and or sounds at the moment of death;</p> <p>(c) Interviewing underage children as a resource;</p> <p>(d) Displaying a close-up photo of victim or corpse; and/or</p> <p>(e) Displaying images of serious injuries, blood, and/or body parts.</p> <p>Must present competent and trusted resource persons in explaining disaster events scientifically. ***</p>	<p>displaying serious injuries, blood, and / or pieces of organs</p> <p>Not inviting competent and trusted resource persons to explain disasters scientifically</p> <p>Repeating a video clip showing sufferings</p>
<p>Eruption returned, Mount Sinabung Spouted Ash Column As High as Two Kilometers</p>		<p>Repeating a video clip showing sufferings</p> <p>No intimidation nor suppression that has the potential to add to the trauma of victims, families, and communities</p> <p>Not displaying pictures/or sounds of victims coming close to death</p> <p>Not interviewing children under the age of a resource</p> <p>Not displaying serious injuries, blood, and/or pieces of organs</p> <p>Not inviting competent and trusted resource persons to explain disasters scientifically</p>
<p>Alert Level Three, CCTV Mount Sinabung Monitoring from Close</p>		<p>Repeating a video clip showing the sufferings of victims</p> <p>Showing residents' panic during the rescue attempt</p> <p>No intimidation nor suppression that has the potential to add to the trauma of victims, families, and communities</p> <p>Not displaying pictures / or soundsof victims coming cloise to death</p> <p>Not interviewing children under the age of a resource</p> <p>Not displaying serious injuries, blood, and/or pieces of organs</p> <p>Inviting experts and competent speakers to explain disasters scientifically.</p>



Most of the audit findings in this study accord with the Broadcast Code of Conduct and the KPI Standards of Broadcast Program 2012. Some broadcasts violate the Broadcast Code of Conduct and KPI Standards of Broadcast Program 2012, including a. repeating a video clip showing the sufferings of victims; b. showing the residents' panic when rescuing themselves; c. not presenting

competent and trusted resource persons to explain the disaster scientifically.

Based on the audit results, an analysis is made by employing the theory of S-M-C-R (source, message, channel, receiver) which states that communication process requires several elements, namely the source, message, channel, and receiver.

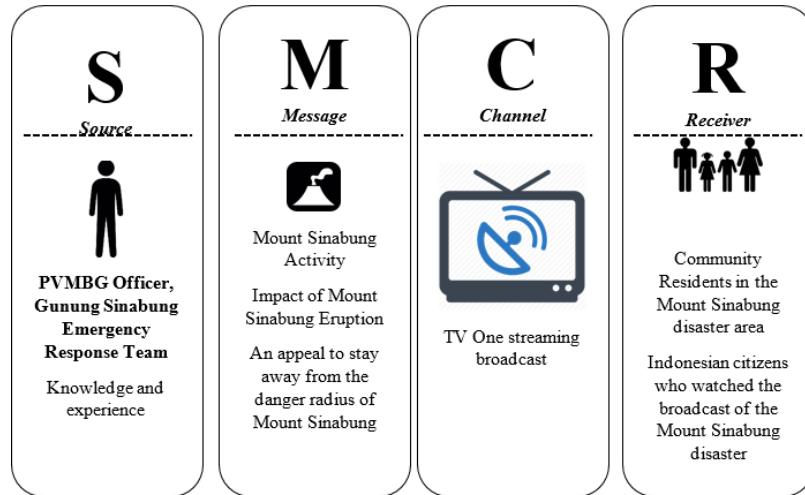


Figure 2. The Results of Disaster Communication Audit s based on the SMCR Theory  
Source: The results of: Research Document of SMCR Theory Adaptation Results, 2019

The eruption of Mount Sinabung broadcast on TVOne in May-June 2019, have met the four elements (Figure 2), namely officer, PVMBG, Gunung Sinabung Emergency Response Team have met qualifications as a source. The source then delivered a message in the form of information about the activities of Mount Sinabung, the impact of the eruption, and an appeal to avoid dangerous radius. The messages were channeled through the TVOne streaming broadcast channel on tvOnenews Youtube channel. Through this broadcast, information can be received by the people of Indonesia, both affected and not affected by the disaster.

Disaster broadcasting has been regulated in Part Four Article 25 of the Guide to Broadcasting Behavior (P3) and Broadcast Program Standards (SPS) issued by the Indonesian Broadcasting Commission (KPI). The article explains that broadcasters in reporting and / or broadcasting programs involving parties affected by a disaster must follow the existing provisions. Broadcasting institutions must consider the process of victims', families' and/or the community members' recovery. The audit results have considered most of the KPI's requirements.

The researcher conducted data validity through interviews with members of the KPI (ESPEDE) who said that:

“In terms of regulation none of TVOne video content violates Law No. 32/2002 concerning the P3 (Broadcast Code of Conduct) and SPS (Standards of Broadcasting Program) of 2012. But in terms of completeness, this news is incomplete because it is merely conveying directly what is happening in the field without the support of data from other sources in the scene of the case. For example, there was no official statement from the relevant parties, such as the disaster task force, the regent, residents who were displaced or affected and so on.” (July, 7 2019).

Based on the KPI members' sources in accordance with the findings of the disaster communication audit during and after disasters there were no violations of the Law or P3 and SPS 2012. The findings of the broadcast content analysis audit were relevant to the results of interviews with KPI

members that the broadcast of Mount Sinabung's eruption was not supported by official statement from related parties. As a result, the broadcast content lacked news sources so that a repetition of video clips showing the sufferings of victims occurred. Similarly, the second findings of the content analysis audit, particularly with regard to residents' panic while trying to save themselves, also show that the broadcast has limited data sources in the field. The third finding is relevant to the views of KPI members (ESPEDE) who stated that no official sources were interviewed, so that the broadcast lacked competent sources.

The findings of the interview audit are almost the same as the coding perceptions in this study, where several footages showing the panic of residents while saving themselves on the broadcast titled Alert Level Three, CCTV Monitoring of Mount Sinabung from Near, were found. This violates the first paragraph of Article 25 that broadcasters are obliged to consider the process of victims', families' and/or communities' recovery. Broadcasting the victims' panic can psychologically influence the audience, especially affected people. This also affected the recovery of victims, families and/or communities who watched the broadcast.

No broadcast video footages of intimidation to victims, sufferings of victims, near-death sound or images, underage sources, and blood elements, body parts, organs, and corpses were found in the three audited broadcasts. The interviewees were included in terms of age. However, two of the three broadcasts did not carry interviews with competent speakers to explain the eruption of Mount Sinabung scientifically. There was only one broadcast that featured interviews with competent speakers, namely in the broadcast titled Back Eruption, Mount Sinabung Sprays Two-Kilometer Ash Column.

Mount Sinabung's eruption was at an alert level of IV or *awas* (danger) in May 2019. The warning status was lowered to the alert level of II or *waspada* (caution) in June 2019 and was later raised to the alert level of III or *siaga* (standby). According to the Standard Operating Procedure of Communications for the Sinabung Volcano Early Warning System compiled by Eko Teguh Paripurno and Puji Lestari, disaster communication broadcasts should be directed towards activities in the Alert status including a) disseminating information on improving alert status from the Geological Agency, b) updating population data, c) updating data of vulnerable residents in disaster-prone areas, d) intensifying data collection in disaster-prone areas,

e) making preparations for equipment and communication systems, f) making preparations for the execution of evacuation plans, g) making preparations for the transportation of equipment, h) evacuation, i) preparing evacuation sites, j) preparing public kitchens, k) giving explanations to the public, and l) classifying groups.

When the volcano was at the alert level of *siaga* (standby), broadcasts should focus on (a) disseminating information on the improvement of warning status from the Geological Agency, (b) the readiness of warning signs, (c) the readiness of transportation means for the evaluation of victims, (d) the readiness of evacuation site, (e) the readiness of public kitchen, (f) the activation of security, (g) the activation of procedures, (h) the activation of equipment and communication systems, and (i) the establishment of emergency response command.

When the volcano was at the alert level of *awas* (danger), broadcasts should focus on (a) disseminating information on the increased alert level from the Geology Agency, (b) warning signs, (c) oral and written evacuation orders from the emergency response commander, (d) activated permanent procedures, (e) evacuation, (f) operation of evacuee camps, (g) operation of public kitchen, (h) activated security, and (i) crisis center.

The three eruptions of Mount Sinabung broadcast on TVOne Youtube channel from May to June 2019 have highlighted some of these activities, including disseminating information on the increased alert level from the geological agency, providing explanations to the public, activated equipment and communication systems, establishment of emergency response commands, evacuation orders, evacuation efforts, and security operations in disaster-affected locations.

Some audit findings show that disaster communication in Indonesia has not been carried out to the maximum level. Education is only done temporarily without leaving a strong impression to the public's minds. Moreover, the number of disaster broadcasts on Indonesian media is very small, even though the National Disaster Mitigation Agency (BNPB) has mapped potential disasters and warned of disaster phenomena. On its website KPI noted there is a significant difference between the Indonesian and Japanese media in reporting disaster news. In Indonesia the media broadcasts more post-disaster news containing emotional elements intended to benefit its viewers. On the other hand, the broadcast media is not involved in socializing disaster-related issues and their broadcasts carry less

educational messages. This is relevant to Judhita's views (Juditha, 2016) that journalists tend to broadcast news quickly for business profits, while at the same time they pay less attention to the principles of disaster journalism and P3 and SPS 2012.

The results of this study are consistent with the objectives of the communication audit (Hardjana, 2000), namely providing recommendations for improving the communication system at broadcasters, in this case, TVOne. This recommendation follows the experience of the Japanese media which does not merely broadcast news when a disaster is happening. This can be seen from the tsunami that hit Japan in 2011, one of the Higashi Nippon Broadcasting Televisi stations made a special coverage that was broadcast continuously for 7 years on the tsunami to educate the community on an ongoing basis. (Ira, 2019).

The Japanese government has a disaster communication effort by providing guidebooks or instructions on the disaster that will happen to the community including migrants from various countries. The Japanese government also conducts regular rescue training so that the community continues to get information that makes attitudes and perspectives on disasters more mature. Japan also has satellites and communication systems that touch the local government (Aneka Jepang, 2010).

## Conclusion

Based on the findings of the Mount Sinabung eruption communication audit on TVOne Kabar Petang broadcasts, several things can be recommended, namely: (a) broadcasting institutions should pay attention to the Guide to Broadcasting Behavior (P3) and the Standards of Broadcast Program (SPS) Article 25 Part Four in broadcasting disasters. Broadcasting institutions need to pay attention to the quality of shows to maintain calm and psychological viewers, especially disaster victims, and present competent speakers in explaining disaster events scientifically to provide education to the community so that disaster resilience is prepared to be saved; b. The government grants canal access that is used to reach the wider community to be well received; c. The reporter in charge gives messages that apply humanity according to conscience.

The results of the disaster communication audit provide a general recommendation that the media need to improve the quality and quantity in broadcasting messages on the dimensions of pre-disaster communication that contains early warnings, information about disasters, and education to the

public so that the community is ready to save themselves in the event of a disaster.

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