

New Journalist Work Patterns and News Media Production in Pandemic

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Abstract

The pandemic has changed the work order and old patterns that have prevailed in the media. This paper highlights the changing work patterns and news media production in Surakarta City-Indonesia regarding the pandemic. The data were collected by interviews and observations of journalists assigned to cover the area of Surakarta and the newsroom. The results showed a change in the pattern of coverage, number, and broadcast pattern or news packaging model and changes in editorial policy. The orientation of the news is no longer merely to “worship” exclusivity. It requires high creativity so that it does not lose information. The pattern of coverage previously had to go by interviews and direct observations to become a mediated pattern. It became considered taboo for journalists in the era before the pandemic. Photos and videos no longer have to match the news narrative but can be used as substitute objects as long as they have relevance. The format of voice-over news has been changed a lot in the form of live broadcasts, and mini talk shows to fill the program's broadcast duration, which was affected by the decrease in the number of news reports reported by journalists during the pandemic

Keywords: Change; Covid-19; Journalist; Mass Media; New Normal

Abstrak

Pandemi mengubah tatanan kerja dan pola lama yang selama ini berlaku di media. Tulisan ini menyoroti perubahan pola kerja jurnalis dan perubahan produksi media di Kota Surakarta-Indonesia terkait pandemi. Data digali melalui wawancara dan observasi terhadap wartawan yang ditugaskan meliput Surakarta, serta redaksi media. Hasilnya, terdapat perubahan pola liputan, jumlah, pola siaran atau model pengemasan berita, serta perubahan kebijakan redaksi. Orientasi pemberitaan tidak lagi sekedar “menyembah” eksklusivitas sehingga membutuhkan kreativitas yang tinggi agar tidak kehilangan informasi. Pola liputan yang sebelumnya harus wawancara dan pengamatan langsung menjadi pola termediasi. Itu menjadi sesuatu yang dianggap pantang bagi wartawan di era sebelum pandemi. Foto dan video tidak lagi harus sama persis dengan narasi berita namun dapat digunakan obyek pengganti selama masih memiliki relevansi. Format berita voice over, banyak diubah dalam bentuk siaran langsung dan mini talkshow untuk mengisi durasi tayang program, yang terdampak akibat penurunan jumlah berita hasil liputan wartawan di masa pandemi.

Kata Kunci: Perubahan; Covid-19; Wartawan; Media Massa; Normal Baru

Introduction

The global pandemic caused by the COVID-19 virus has changed all aspects of human life. Daily routines have changed. For example, in the education sector, teaching and learning activities are no longer held face-to-face in the classroom but are held at each student's home via the internet. Trading activity is also changing. People no longer linger in shopping centers by sorting and selecting goods, but in short, shopping as necessary. In-person shopping patterns are also shifting to online shopping. Changes also occur in the world of work. People who initially had to come to the office at least five days a week are no longer needed. Everything is done in and/or from home, referred to as work from home (WFH). Most industrial sectors, including the mass media, also experienced the same thing. The media routine is no longer the same as before the pandemic.

The official website of the Indonesian National Disaster Management Agency officially stated that the government had declared COVID-19 as a pandemic as of April 2020 (Arifin 2020). The government then began to impose a lockdown system on almost all sectors. The government suggests that all communities do activities without having to meet physically or have direct contact. That policy aims to break the chain of the spread of the virus. In some sectors, such as education, administrative work, or professions that can be done sitting behind the table, WFH is possible. Indeed, in some ways, it is recognized that it affects quality and productivity. However, not all professions can be done that way. Some jobs are demanding to be in the field or challenging to do without physical contacts, such as doctors, health workers, journalists, and media workers. Their work is quite tricky if it has to be done from home. Doctors or health workers must examine and ensure the patient's condition to decide on the most appropriate action.

Moreover, during a pandemic, the number of medical personnel is not proportional to the handled cases. The same applies to media workers, especially journalists. They are almost impossible to do their jobs, especially for reporters, to work from home. As usual, they must keep working, unable to stay at home, going out to get news to present to the public. They must go outside the house to get accurate, significant, interesting facts and other things to be reported to the public.

Although they still have to do coverage, the work pattern of journalists or reporters has changed, for instance, in interviews with interviewees and in taking photos or videos about specific events or issues. Everything is not what it used to be. Some things that were previously considered taboo or even prohibited now have become commonplace and recommended. Some things that were once impossible to do now are possible. For example, the way journalists cover events, how the media package information to the public, and several other routines, in mass media organizations also change. The changes in the work pattern of journalists and news media production faced by the mass media regarding the pandemic, especially in the Surakarta City area, are the main topics of discussion in this paper.

This paper is worthwhile because the theme is still a new phenomenon enough. In communication, especially media work, references are still dominated by old practices or media routines under normal conditions. Several studies have indeed presented the changes in the mass media that have occurred due to COVID-19. Research that has relevance to this article are, for instance, the writings of Dede Suprayitno (2020), Mustafa (2021), Damian Radcliffe (2020), Birgir Guðmundsson (2020), Farheen Qasim Nizamani et al. (2021), and Firmansyah et al. (2022). Supriyatno discussed the changes in one of the television stations based on business and economic news in Indonesia, CNBC, which is experiencing changes, especially in work routines that rely more on technology

functions than manual functions, such as before the pandemic occurred.

Meanwhile, Mustafa, Radcliffe, Guðmundsson, and Nizamani (2021) highlighted the widespread impact on the mass media due to COVID, which caused the media economy to experience a difficult period. As a result, the media must stay afloat during the pandemic, starting with the cessation of several programs, repeating shows, reducing employees, and terminating employment. Nizamani even wrote that some journalists in Pakistan continue to work even though they are not paid because of the economic difficulties caused by the pandemic. The last about Firmansyah's study highlighted how the print media struggle and survive in the digital era. Pandemic makes print media harder to survive, in addition to the internet technology.

This study differs from the studies mentioned above. There are differences in the subject and location of the study, as well as data sources. The difference, of course, will produce different data. This study focuses more on changes in media companies, especially news related to work patterns and editorial work (newsroom) during the pandemic. This study is expected to enrich references in Communication Studies, especially concerning media production during a pandemic or disaster. The study of media production in the pandemic era is still relatively new to complement the previous references. Most of them still focus on media production in the normal era. Several other studies related to mass media, journalism, and COVID-19 are also still concerned with the impact of the pandemic on the health and safety of media workers, such as Gretchen Hoak's (2021) article and the effect of media coverage on conditions in society, especially about public mental health such as research results from Alexandra Wake et al. (2021) and Jan Michael Alexandre C Bernadas et al. (2020). It explains that the literature on media production has not presented much about the changes primarily due to COVID-19. Thus, this paper also provides new treasures in communication science, especially about news production and mass media routines, mainly due to the COVID-19 pandemic. The current pattern, it seems, will also affect the reporting pattern of journalists when the pandemic is declared over.

Method

The research used a descriptive qualitative approach. Descriptive research aims to make a systematic, factual, and accurate description of a particular population or object (Kriyantono, 2010; Slamet, 2006; Sutopo, 2002). Qualitative research puts forward the content of the discussion and not the amount of data. Qualitative research can explain a phenomenon in depth through in-depth data collection results (Denzin, Norman K; Lincoln and S. 2009; Kriyantono. 2010; Sarosa. 2012; Slamet. 2006). Meanwhile, the method used to obtain data is interview and observation techniques. Interviews and observations were conducted on journalists assigned to cover events in the Surakarta City area, Indonesia. As for the journalists we interviewed, Septiantoro Kusuma Aji, a quality controller for regional reporting at MNC Media. MNC Media is one of the media-network companies that accommodate four private television stations in Indonesia, namely RCTI, Global TV, MNC TV, and i-News TV. MNC Media also still oversees dozens of television channels on pay channels, newspapers, and many other online news portals. Other informants were the Reporter of Joglosemarnews.com, Triawati Purwanto, Solopos Photographer, and Sunaryo Haryo Bayu (just retired, now assigned at news bureau, Joss. Id and Diffable TV), Tribunnews Reporter, Khairul Rahmawan, and Editor of the News Daily Solopos, Mufid Aryono. Solopos is the biggest newspaper in Surakarta. The researchers also collected data from three other media workers who worked in the

Surakarta area but asked not to reveal their identities.

Data analysis used inductive analysis of filling system techniques. Inductive analysis is a way of thinking. It is commonly used in qualitative research where researchers depart from things specific to general (conceptual) things. The filling system analysis technique is a step taken by researchers after data collection. Observational data will be analyzed using specific categories or domains (Kriyantono, 2010; Sarosa, 2012). Data collection in the study was carried out from May to mid-December 2021.

Results and Discussion

The Covid-19 pandemic has changed all sectors, including the media industry. In reporting, one of the changes that occur can be seen in the patterns or the ways journalists carry out their reporting duties. The COVID-19 pandemic has changed many old habits, values, and rules, which previously could have been considered a “prohibition”, into something recommended.

Changes in How to Get News

In the pre-pandemic era, journalists might go directly to the field where an event occurred. Extracting information might be obtained from first-tier sources. Therefore, journalists were required to approach the object to ensure the completeness of the data and the news accuracy. Various information would be extracted from multiple angles based on the distribution of facts obtained in the field. For that reason, in the past, journalists' careers were not measured by their high position and salary. Their credibility measured it. Their credibility was reflected in their sharpness in aiming at news angles, ability to captivate readers through their excellent writing, courage to take risky pictures from a very close distance, and maturity in presenting analytical reports. Their credibility was judged by their ability to conquer difficult sources, penetrate conflict and vulnerable areas, dangerous areas, and their ability to fight for human values (Kunto A, 2006). From that credibility usually comes the writings or exclusive coverage. Lives can be at stake to get exclusive news. Therefore, it is not surprising that the highest and most prestigious award in journalism, the Pulitzer, uses news exclusivity as one of the bases for evaluating journalistic work. Why? That is because exclusivity is directly proportional to quality news. Quality news, among others, demands high accuracy in delivering facts, impartiality in reporting, and of course, the media's courage in conducting investigations (Gilbert & Watkins, 2020). In addition, it is also related to objectivity in message delivery and the urgency or essential impact of the news on society (Costera Meijer & Bijleveld, 2016; Gilbert & Watkins, 2020; Shapiro, Ivor; Albanese, Patrizia; & Doyle, 2006). However, the COVID-19 pandemic has changed those patterns and views. The threat of the virus inevitably makes journalists have to keep their distance from news objects, including interviewees. In red zones or risk areas, journalists are prohibited from entering or approaching objects. It protects journalists' and others' safety from the virus.

“Our safety becomes common safety. Maintaining one's health and safety is the same as maintaining the safety of others,” explained Joglosemarnews.com journalist-Triawati Purwanto, Thursday, May 27, 2021.

“Our principle now is that there is no news that is more valuable than life.” (Solopos photographer, Sunaryo Haryo Bayu, Wednesday, May 26, 2021).

So how do they keep getting news without having to approach or go directly to areas prone to the spread of the virus? Getting news is a must. Not losing news is still a doctrine that continues to be instilled in journalists, especially if the news has excellent value. To

get excellent news value, before the pandemic, journalists had to compete to cover from close range to muster all their strength to get exclusive news as their news headlines. Exclusive news is considered to have the highest or most outstanding value among other assessed newsworthy values. Exclusive news is information produced or presented for the first time by a news organization compared to other media. The form can be in interviews, observations, polls, and so on (Harcup & O'Neill, 2017). Of course, to be said to be exclusive, it must contain something that is not trivial. It must contain something significant to be reported and impact many people's lives. Now, it has changed. News exclusivity is still considered important. However, it is no longer be "the god" of the media. In the current situation, getting exclusive news is also not easy. Exclusive news not only concerns journalists but also relates to the readiness and availability of access to informants. Various health protocols that are applied also become a different obstacle for journalists to enter the location/approach the object from a short distance. The steps taken by journalists to keep up to date with the news have shifted. Journalists no longer use first-tier sources. Journalists are allowed to use second-tier sources as long as the truth of the news content can be accounted for. On the other hand, the sources have competence/credibility in their statements. An example is a matter of reporting on the findings of positive cases of COVID-19 in a region. Journalists are not required to interview infected people. They can interview the headman or the apparatus in charge of the area in question. If interviewing local village officials is still considered dangerous or can transmit the virus, then the interview can be replaced with resource persons from the health officer or local government officials. From the interviews, although the interviewees are safe from the virus and can be met in person, journalists are not required to meet face-to-face. Journalists are allowed or even advised to use telephone, zoom, email, and other types of communication tools.

In the pre-pandemic period, interviewing informants by telephone, or other means of communication that were not carried out in person, was something that journalists avoided, except in a state of necessity. The ability to meet and interview informants directly has previously been a testament to the persistence and power of journalists to penetrate informants, which impacts the credibility of journalists and the media concerned. In a situation like this, the active role of the government, especially public relations, is necessary to assist journalists' work.

Then, what about photographers and television journalists? They are different from reporters who can get facts by calling sources or developing data obtained from the government. A reporter may be okay with arriving late to the location when an incident occurs. Reporters will still get the news and write down the facts that happened without coming along with the events. They can write based on facts obtained from interviews with sources. However, it differs greatly from how photojournalists or television journalists work. They are obligated to be on the spot to get the best pictures and visuals best suited to describe the situation. Photographers are obliged to obtain photos to describe the current situation related to the news made by journalists. That is also the case with television journalists, who have to get information and present it through moving images. It is undoubtedly a challenge for photojournalists and television journalists. Despite these conditions, photojournalists or television journalists still do coverage in the field.

Just as written journalists are no longer required to approach locations or keep their distance, photos of people infected with COVID-19, for example, do not have to be presented directly in the form of visualizations about sufferers. Photos can be replaced

with images that can represent the situation. For example, changing pictures of patients with the portal entrance village guarded by officers, or if the patient is being treated in a hospital, simply replace it with a photo of a hospital treating patients or an image of a medical officer (medical activity) from a distance. In the red zone and risky areas but need to get pictures, photographers use more tools such as telephoto and drones. For objects that are impossible to take photos of, the editors use images sent by citizens, the government, or officials. The consequence is that the photo credits have changed. Credit title is no more extended information about the identity of journalists or photographers but becomes a confidential source or sender. In the pre-covid era, the mass media rarely used pictures or photos from informants or residents' submissions unless in a state of urgency. Even if they get good photos taken by residents, the media will still follow up by directly sending their photojournalists to the field. Information provided by residents is only used as a basis for developing and checking facts, not as pure or primary information to be presented to the public. However, during this pandemic, these habits or rules have changed. The media uses public information as complete information submitted to the public without deploying reporters to the field. The media will usually include a description under the photo (end of the caption) with the writing "special" or an asterisk (*). Those signs are a form of accountability regarding the accuracy of the informants. In Solopos, those two things are used as a sign that the published journalistic work is not the result of the journalist's reporting but the result of a citizen or press release.

Television journalists took similar steps. They must optimize the use of communication technology. On the news about covid-19 that makes it impossible to take videos up close, television journalists become pretty dependent on public relations, whether government public relations, hospitals, or can be said to need help from sources in the form of videos. After getting the news, television reporters will ask the relevant authorities to send videos and snippets of statements to support the information.

"We can no longer pursue exclusivity. The model we are developing now is news projection. We know very well what the situation is on the pitch. The orientation of the news cannot be like before the pandemic," explained Septiantoro, MNC Group journalist, on May 25, 2021.

In the pre-pandemic period, using videos or pictures from the public was taboo among journalists. Materials from previous public or citizens will only be used as raw data material followed up by journalists directly to the field. Due to the pandemic, journalists or the media no longer have a choice. Videos or photos from citizens are now used as part of the broadcast data as a supporting image/video. Before the pandemic, journalists were free to follow up on facts obtained from certain residents or citizens. Informants used to be very open to receiving and providing information. However, the pandemic changed all of that.

"Interviewees keep their distance. They are also afraid of meeting other people in person. Using amateur videos in news shows is something we can not avoid. News projections like what I said earlier became our reporting model." Septiantoro added.

The reporting pattern has changed from the previous one, which went directly and chased the sources to the way of appointments. From the projections made, journalists (media) determine who will be the sources. The reporter's job is to contact them and determine whether the interview can be conducted in person or online and requires other communication tools.

Changes to News or News Packaging

Not only changing the pattern or way journalists or the media get news, but the COVID-19 pandemic has also changed how the media presents facts (news packaging) to the public. The COVID-19 pandemic has forced people to spend more time at home. Media then became one of the things that people consumed the most. Typically, when people spend much of their time at home, the duration of media production is increased. It usually happens during free time at school or on holidays. However, the pandemic has confined the space for journalists to move. The same situation also is faced by the public as informants. Community groups hold almost no routine activities. Press conference activities are also very much reduced. This situation made the amount of news sent by journalists to the newsroom also change. The news report that goes to the editor is diminished. With such a situation, MNC Group, for example, changed the packaging of news programs that were almost entirely news sent by reporters packaged in voice-over packages into mixed formats. The format combines voice-over package news, short talk shows, and live reports. Besides being able to review a theme in more detail, it can also fill the duration. Before the pandemic, Septi said that live reports were infrequent. Live reports are only for major events impacting the public, such as natural disasters or top figures. In two months, she said, it is impossible to live report, even if only once. However, since the pandemic, Septi admitted that live reports have been more frequent, which on average can be up to three times in one week.

“If the live report is one news report, we can present it for up to five minutes, but if the voice-over package is one news item, it will run out in half a minute. For the program to continue even though the amount of news is declining, yes, in that way, including short talk shows with resource persons who no longer have to be brought to the studio,” explained Septi.

Another model is to connect directly between the presenter in the studio and the informants. The broadcast model is usually carried out when journalists cannot meet or conduct interviews in person, while the news to be published has a high enough value. The reporting model has also changed from one platform to a multi-platform. Journalists are more required to be multi-talented. For example, news purely for print media models is now also needed to take facts in audio and visual form. Media management is becoming more converged thanks to technology. Therefore, the news content can be created with other sources resulting from content from owned news networks.

Changes to the Number of News

The COVID-19 pandemic has contributed to the continuity of journalists in getting news. In the pre-pandemic period, they were free to meet with all groups and access all locations that could be used as news material. The pandemic changed it all. The appeal to keep their distance and fear of the virus made the interviewees and journalists choose a safe way to conduct interviews or provide comments on issues that became the news theme. Journalists who are pretty difficult to get news material are assigned to the education desk. It is not easy to write news about education because all teaching and learning activities are no longer held face to face. All schools are closed; educational activities are transferred to each student's home. The MNC group, for example, has eliminated some news programs related to the supply and ability of reporters in the field. That is why changing the news packaging from the previous type of voice-over package to a live report or short talk show to fill the broadcast duration is an option.

The pandemic has also caused advertorial revenue to drop drastically. That is why the media also chooses a frugal pattern by not deploying many reporters to the field for things that are not very urgent. Assignments are carried out based on predetermined projections. In such a situation, Tribunnews, for example, has added a rubric that did not previously exist, namely Tribun Health. The rubric explicitly contains matters related to health. Information was extracted from various sources, including interviewing doctors or health experts. The addition of the health rubric is also based on a precise analysis of the public's needs that are currently concerned with maintaining endurance, overcoming health problems, and other information related to health.

Change the Orientation of Information Sources

Journalists have many things that can be used as sources of information. This information is then packaged into the news. In getting news material, there are two things that journalists use most often. Both are observations and interviews. Observations and interviews become an inseparable part because each is a supporter and determinant of news accuracy. Observations are used to deepen the facts presented to the public and cross-check on statements issued by sources obtained through the interview process. Vice versa, interviews can be used as a way to deepen as well as cross-check the facts obtained in the field. In the pre-pandemic period, journalists usually used both techniques in news reporting. In covering an event, journalists rely on the sense of observation at the scene, supplemented or strengthened by interviews.

Journalists can also do this through an interview process, followed by observations of the location. Everything is done directly. For sources that have not been or cannot be found at the site of the incident, journalists will usually seek and pursue wherever the sources are. In finding sources that have not been found, journalists can use the telephone or other means of communication and use their network of relations. The use of phone or other means of communication is usually limited to confirming the presence of the resource person and making an appointment/informing that an interview will be conducted. The use of intermediaries such as the telephone is done when journalists usually carry out interviews in a state of necessity and or in an urgent situation, which cannot be held face-to-face meetings. For example, a landslide occurred and took many lives and material losses. The incident happened at night after heavy rain. At the time of the incident, journalists assigned to the disaster area were on their way to the location while the news demanded to be broadcast (live report) immediately. Also, interviews by phone or communication with sources who know the events can be done.

Regarding videos that are not yet available, television editors can use graphics about the number of victims, a description of the location of the incident, and a map display of the landslide area. However, in everyday situations, in the pre-pandemic period, it was rarely done. All information is dug up directly in the field by journalists.

Before the pandemic, interviews using media tools were "taboo" and were avoided by journalists. It relates to the credibility of journalists on their work spirit (fighting power) and their ability to penetrate sources. Since the pandemic, everything has changed. Interviews using telephones or other communication media that were previously considered "embarrassing" to be carried out by journalists have become something that is actually recommended. Journalists who used the telephone more for interviews were, in the past, often referred to as lazy and typically less persistent. It would be a note regarding the credibility of the journalist. Not just in among journalists but also from the internal editor. However, since the pandemic, journalists have been advised to interview

using telephone, WA, email, and all available communication tools. Direct interviews are allowed by looking at the situation and whether it is considered “safe”. According to the journalists we interviewed since the pandemic, the sources have also had their fears when meeting directly with journalists for being contaminated with the virus. Therefore, they choose to be interviewed by phone or not face-to-face.

This situation does not have much effect for writing journalists, yet it is different from television journalists who need visualization of images and audio. Responding to this kind of thing, what television journalists do is ask the relevant sources to make inserts or statements needed for news. As for the supporting pictures, the news reporters then completed them by recording themselves in the field. However, if the situation is deemed unsafe, journalists can ask sources to take or provide videos to visualize the news. Journalists consider public relations officials in the City Government and the police in Surakarta to be proactive. When providing information to journalists (press release), it is usually equipped with a supporting video shared via WhatsApp groups or video links on Google Drive. When broadcasting the news, the editor will provide information on the screen or delivered by the presenter or voice-over that the video shown is an amateur video or property of a specific agency.

From the situation mentioned above, we can see that the orientation of previously mainly obtained sources from the grassroots has now shifted to officials. Reporting that used to be based more on developing a sense of journalism on facts seen in the field (grassroots), often obtained by accident, is now based more on projections/mapping. The orientation of the news now no longer defies exclusivity. It is pretty difficult for journalists to be required to get exclusive news, as was the period before the pandemic. In the pre-pandemic period, journalists were needed to get news that was different or not the same as other media, not only in the news content but also in the choice of sources. That is an exclusive concept known among journalists. The more exclusive the news is made, the higher the credibility of the mass media and journalists who can make the news. Exclusive news is indeed the primary demand of the Press against journalists because it is one of the keys to the sustainability of the media. After all, it can offer things that are different from what is reported by other competing media. Therefore, it symbolizes the credibility and status of the media (Goyanes, Artero, & Zapata, 2021).

To produce exclusive news is not easy. The ability to penetrate the field and sources exclusively becomes self-evident for journalists and the media regarding their capabilities. That is why the media compete to present other news to the public, even though it is quite tricky. Without exclusiveness, the media will find it difficult to compete with other media showing the same report, for example, when newspapers are sold at lower prices. In the pre-pandemic era, exclusiveness was usually achieved through news projections, either deepening an issue or bringing up news not picked up by other media. Projections are generally carried out periodically, for example, once a week. However, the pandemic has made the media unable to rely on exclusivity through old reporting patterns. The reporting model is more in-depth and does not pursue mere actuality as was the news in the pre-pandemic period. Projections are important because the potential for news, similar to other media, is more often during a pandemic. That is because the sources of the information are the same, and the issues are the same. The media's dependence on the role of public relations or the authorities regarding covid is greater than the normal situation when they both cover cases of illness or special events. It applies to journalists assigned to government desks so that they get the same material distributed by officers

through WhatsApp groups or communication networks that can be used to facilitate communication.

Changes in Editorial Rules

The Covid-19 pandemic inevitably makes the editors change some of the regulations. Apart from those mentioned above, there are also changes in company rules such as faster printing, changes to the picket system, meetings, and the obligation to come to the office. During the pandemic, news daily Solopos, for example, actually printed their newspapers earlier than before the pandemic. Before the pandemic, printing usually started around 00.00 am. Due to the pandemic, newspaper printing begins early at 10 pm. In addition to the policy of conveying information to readers earlier, coordination and implementation of work online are faster than coordinating with face-to-face meetings so that decisions are made faster. Thus, the work process in the newsroom becomes more rapid than in average conditions.

“Before the pandemic, before going to print, we had to make sure everything was safe, there were no mistakes. Before print, the editorial team carried out because everyone was in the office to queue for a turn. Since the pandemic, all WFH can be done faster. One that finished first can go directly to editing,” explained Mufid Aryono, Editor of news daily- Solopos.

Editorial meetings are not held directly but through the help of communication technology such as Zoom, Google Meet, or WhatsApp. Before the pandemic, the editors periodically had a schedule for journalists to be on standby at the office. The schedule aims to anticipate sudden incidents or events. The journalist who got the picket schedule was obliged to cover the incident, replacing the regular reporter on duty at the desk/incident area. Now, the picket is no longer carried out on standby at the office but simply on-call; standby means ready to work if an incident must be reported immediately, regardless of the residing place at that time. In the past, journalists, especially for the Surakarta City desk and their editors, were obliged to write news and do their work in the office. Now they are doing it from home. Journalists may send their information from anywhere, and the important thing is that the obligation to send the news to the editor every day should not be missed. It is also the case with editors. It is also enough to do their work from home. That is to reduce the potential for contact between each other. Consequently, the situation in the office becomes quiet and lonely. The consequence of this policy is that the office must provide additional allowances in the form of quotas and safety health support tools from viruses for journalists on duty in the field, such as rubber gloves, hand sanitizers, and vitamins.



Figure 1. The Newsroom atmosphere of the Solopos News Daily has become quiet since the pandemic due to WFH policies and the use of technology
Source: research document

The pandemic also demands journalists to be more creative and sensitive to the situation. In specific tasks, television journalists previously still relied on camera persons. However, since the pandemic, journalists during the live report must do everything themselves, from reporting to taking their videos while living.



Figure 2. MNC Group reporter Septiantoro Aji currently live reports, only relying on mobile phones connected to the internet. The pandemic is forcing media workers to multitask
Source: research document.

What happens to the media, as explained above, shows a change. Media routines have changed. Besides being related to technological developments, we can also see it due to natural factors, namely the pandemic. Nature forces society to adapt to what exists, including the media industry. Media work is a repetitive activity or has the same certain pattern. News production, for example, starts with journalists' work finding facts in the field, writing them down, and sending them to the editor. At the editorial or newsroom level, the editor or producer, as the gatekeepers, do screening, ensuring that news made

by journalists has high news value, is accurate, balanced, objective, and has other journalistic ethics. After that, an editorial meeting was held for news plotting to determine the ones deserved to occupy the first page, main page, headlines, and so on. The newspaper production process will go through layout before printing and circulating to the public. In the process of reporting on electronic and online media, it is also more or less the same, and only the difference is in the form of delivering facts to the public.

The media work pattern is also called the media routine (Soemaker & Reese, 1996). Many things influence media routines. McQuail divides the factors that influence the media: internal and external. The influence from within media organizations is the intervention of parties: (1) Management, (2) Media professionals (Human resources), and (3) Supporting techniques/technology (tools). Meanwhile, external factors influencing media content are economical and socio-political pressures. Financial pressures consist of: (1) Competitors, (2) News/information agencies, (3) Advertisers/sponsors, (4) Owners, and (5) Trade unions. Meanwhile, socio-political pressures include (1) control in the political/legal field, (2) pressure groups, and (3) other social institutions. Besides, several other forces also influence media organizations, namely the supply of events, information, culture, distribution channels/channels, audiences, interests, interests/needs (Mcquail, 2011).

Shoemaker also mentions that several things can affect media content. These things work on five levels. These levels are individual level, media routine, organizational level, outside media level (extra media), and ideology level. The individual level is at the media worker. It covers journalists' professionalism issues that are influenced by or include issues of characteristics, background, experience, attitudes, beliefs, roles, ethics, values, and power in the media. The factors that exist at the individual (intrinsic) level are said not directly to affect media content but through a way of looking at things that can ultimately influence how media content is formed. Including whether he positioned himself as neutral or active in developing the news. The media routine level consists of sources (suppliers), media organizations, and audiences (consumers). It related to the perspective of the organization and the rules regarding the determination of the news to be raised. Then, the organizational level relates to the decision-making process concerning the organizational structure of the media concerns how a media policy is formed. Extra media in the form of factors outside the media itself, such as sources of information (interest groups, public relations, other news organizations, sources of income (advertisers, viewers), other institutions (business, government, religion, etc.), the economic environment, and technology.

From what was conveyed by McQuail, we see external factors that influence changes in the media, namely the supply of events or sources of information. In Shoemaker's opinion, we see a change because extra media is equally concerned with information suppliers. During the pandemic, information sources cannot be freely found or used because each keeps them from being exposed to the virus. The stay-at-home appeal prevented many community members from doing outdoor activities, so many agendas could not be held. Routine agendas that the government or organizations could hold were canceled. Even the educational activities held in schools have changed from home to working from home. That makes it hard for journalists or editors to rack their brains to meet the public's information needs, broadcast hours, and page shopping. That is why mediated communication is an option. The pattern of reporting, which is usually done conventionally by meeting directly with sources, and coming directly to the event's location, becomes mediated with the help of technology. The pattern of media coverage

and production also transformed. Transformation is a process of change as a response to external and internal influences. From that response, Transformation is a process of evolution as a response to external and internal influences. That response produces a change in a previously known pattern or shapes through an iterative process (Gushevinalti, Suminar, & Sunaryanto, 2020). In a pandemic situation, social media plays a big role. Social media can be an alternative to sharing information from sources with journalists. Sharing is one of the characteristics of new media that makes finding information easier. Users can also connect directly, even though not in one room, by using devices, especially cellular phones or computers connected to the internet (Gushevinalti et al., 2020).

Conclusion

The study results indicate a change in the reporting pattern among journalists who work or are assigned to the Surakarta City area. The coverage pattern can no longer be made directly (offline) but now uses a combination pattern online (online). Before the pandemic, journalists were required to carry out their reporting duties with their own hands. They must go directly to the location, get first-tier sources, and if they could be the first to report to the public or even be the only ones to get the news, now that has changed. Journalists are not allowed to do that to keep themselves and others safe from the Covid-19 virus. Interviews are now recommended to use communication media such as telephone, WhatsApp, email, Zoom, and other communication tools. The media are now also opening themselves up by accepting or willing to use videos/images submitted by the public (not the results of their coverage) even though the quality of the videos or pictures is not optimal as if they were the results of journalists' coverage. News exclusivity is now shifting to a pattern of in-depth coverage to reduce the similarity of news with other media that are competitors.

Using technology as a tool in the task of journalists can bring consequences to the displacement of certain professions. Therefore, that is crucial for journalists or media workers to continue to improve their quality by mastering other things or fields. Amid the proliferation of social media, where the dominance of information sources is no longer solely held by the mass media, this is a challenge for media managers. The mass media are required to be creative to present information that is no more minor broadcast/published than citizen posts and accuracy. The problem now is that the Press takes people's posts as their printed material. People can now create their content and publish it thanks to social media. In viral impressions, they become publicity material from the mass media. From that, we see that currently, the media is experiencing competitors who are not only from fellow mass media but also citizens. The depth of information, accuracy of facts, educational and socially responsible content, and social supervision are the leading roles that the media cannot forget or ignore to maintain their credibility and survive during intense competition. The citizen can take part in fulfilling information, especially that cannot be covered by the media. How citizens reduce their level of anxiety because of the Press is not explained in this article. So, it can be a gap for other authors to write it. In addition to human resources, technology, socio-political conditions, and economics, a thing can be added as factors that influence the running of media organizations, that is the universe. The universe seems to be the primary determinant of everything.

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