News Production Management of Liputan6.com as A Top News Portal

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ABSTRACT

Internet technology enlivens the existence of cyber media in Indonesia, a medium used for journalistic activities. This has led to fierce competition in terms of production techniques and news distribution in order to become the news product of choice. Liputan6.com, which is one of the cyber media portals that has succeeded in presenting news products that are favored by the public among many similar media. So, this research aims to find out how Liputan6.com's news production management can lead its news portal to enter the ranks of popular news portals. This research uses descriptive qualitative methods by focusing on data from observation as well as library assistance such as journals and books. The results of the study show that Liputan6.com carries out the management process of planning, organizing, actuating, and controlling. Excess in the planning stage, Liputan6.com chooses news themes that are the center of attention of internet users by utilizing geogle trends. As well as plays the right SEO to attract media coverage to be better known.

Keywords: Online Journalism, Editorial Management, Liputan6.com

INTRODUCTION

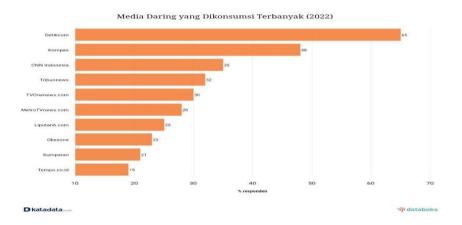
Information delivery media has evolved with the advent of internet technology. In the past, people obtained information through print media or what is known as conventional media, namely newspapers, magazines, and tabloids. Now it is fading along with the internet which has brightened up the existence of cyber media. Cyber Media or also known as online media, internet media, (new media) can be interpreted as media that is presented online on websites (websites). The guidelines for cyber media coverage issued by the Press Council define cyber media as all forms of media that use the internet and carry out journalistic activities, as well as fulfilling the requirements of journalism. Media Online media is the third generation after printed media including newspapers, tabloids, magazines. Then electronic media (electronic media) include, including radio, television, film/video. Online media is also a product of online journalism or cyber journalism which is defined as "the reporting of facts or events that are produced and distributed via the internet. As for the perspective of media studies or mass communication, online media is the object of study of the theory of "new media" (new media). online media is the object of study of the theory of "new media", which is a term that refers to the demand for access to content

(content/information) anytime, anywhere, on any digital device as well as feedback. Anywhere, on any digital device as well as interactive user feedback, creative participation, and the formation of communities around media content, as well as the aspect of "real-time" generation. New media is a simplification of the term (simplification) of media forms beyond the five conventional mass media of television, radio, magazines, newspapers, and movies. The nature of new media is fluids, individualized connectivity, and a means to divide roles. individualized, and a means to divide the role of control and freedom (Chun,2006). New media refers to the development of digital technology, but new media itself does not necessarily mean digital media. Does not necessarily mean digital media. Video, text, images, graphics that are converted into digital data in the form of bytes, only refers to the multimedia technology.

In fact, people today make cyber media their main choice for obtaining information, this correlates with the high number of internet users in Indonesia. According to the We Are Social report, Indonesia is one of the countries with the largest population of internet users in the world. The number of internet users in Indonesia as of January 2023 shot up to 212.9 million. This figure shows an increase of 10 million or 5% compared to the previous one in 2022 which amounted to 202 million users. This means that around 77% of Indonesia's population has used the internet. In fact, it is known that the main reason people use the internet is to find information. (Databoks, 2023). This is also the case, because it seems that cyber media has greater advantages than previous media or print media. Among the advantages of cyber media are Multimedia: able to load or present news in the form of text, audio, video, graphics, and images simultaneously. Actuality: contains actual information because of the ease and speed in terms of presentation. Fast: once the news is posted or uploaded, it can be accessed immediately by everyone. Update: updating information can be done quickly both in terms of content and editorial, such as typos/spelling errors. typos/spellings. We have not found the term "correction" in online media, as it often appears in print media. Information is also information is delivered continuously. Large capacity: web pages can accommodate very length. Flexibility: the loading and editing of manuscripts can be done anytime and anywhere, as well as the publication schedule (update) can be anytime, anytime. every time. Broad: reaching the whole world that has internet access. Interactive: with facilities in the comment's column and chat room. Documented: the information

is stored in a "data bank" (archive) and "search" facility. Hyperlinked: connected to other sources (links) related to the information presented. (Asep Syamsul M.Romli, 2021)

This of course makes cyber media portals in Indonesia conduct intense competition in producing news. As recorded in the Press Council institution, there are thousands of cyber media portals and those that are administratively and factually verified are 400 media, one of which is the Liputan6.com portal. Liputan6.com has been a cyber media portal since 2012, and along with its development it has won various awards including in 2016 according to Alexa Traffic Ranking (a website measurement tool based in California, US) published by akudigital.com, Liputan6.com entered the top five best news portals in Indonesia. These portals are: Tribunnews.com, Kompas.com, Liputan6.com, Merdeka.com, Kapanlagi.com, Okezone.com, Tempo.com, Viva.co.id, Suara.com, JPPNN.com, Sindonews 2021 edition based on publikasimedia.com according to Alexa Traffic Ranking, Liputan6.com is still in the group of popular portals including: Okezone.com, PikiranRakyat.com, Tribunnews.com, Kompas.com, Detik.com, Sindonews.com, Grid.id, Kumparan.com, Liputan6.com, Suara.com, Merdeka.com, IDNTimes.com, Jawapos.com, Kapanlagi.com, CNNIndonesia.com. And in 2022 According to Reuters Institute (a research center for journalism studies based in the UK) published in a graph on the databoks page shows Liputan6.com is included in the top ten group of popular portals that many people like. These portals are: Detik.com, Kompas, CNN Indonesia, Tribunnews, TVOnenews.com, MetroTVonews.com, Liputan6.com, Okezone, Kumparan, Tempo.co.id.



In 2023, Liputan6.com won an award at the AMSI (Indonesian Cyber Media Association) Award by winning the category of national media with the best content innovation and growth. And also

in the Indonesia WOW Brand Award 2023. organized by MarkPlus Inc which gives appreciation to excellent brands in various sectors, Liputan6.com was awarded Bronze Champion in the News Website and News Aggregator category. This award is the third time Liputan6.com has received through the same event. Previously in 2017, it received a Bronze award in the Online Portal category, within the scope of the Media industry. Then in 2019 in a similar event. At that time, Liputan6.com received a silver award in the Online Portal category within the Media industry.

This means that journalists working at Liputan6.com can be said to have fulfilled the principles of an online journalist. As mentioned by Paul Bradshaw there are 5 principles abbreviated as basic", namely, Brevity:in an age of digitalization like now, of course, humans like things that are instant and fast. For this reason, the news or information to be conveyed must be made as concise as possible, not wordy. As the term in journalism is Keep it Simple and Short. In addition to concise writing, the writing style must also be made simple so that it is easily understood by readers. Adaptability: a journalist must adapt to the times and technology, journalists must be able to present news with a variety of presentations (text, video, audio, animation, images, hyperlinks etc.). Scan ability: in order to make it easier for readers, sites related to online journalism must have properties that are easy to search / scan, so that readers do not feel forced to read information or news. Interactivity: in online journalism, so that readers do not just read, they should be able to respond, comment, like, share, or communicate with fellow readers, journalists, and editors through the opened page. Community and Conversation: online media allows audiences to have short conversations to respond to the content of the news written, for example through the comments column. In return, journalists must also respond to interactions from these readers, thus creating community and conversation in the online media.

Of course, this success cannot be separated from the role of management applied. In this case, it is news, so that means, the Liputan6.com editorial team applies a good and interesting news production management system, resulting in journalistic products that are in accordance with the interests of readers. As is known that management is an organizational strategy to achieve a goal. So that management has an important role in the success of an organization or company.

To provide research boundaries as well as to clearly explain the direction of the research conducted, the author cites similar research that has been done. First, research conducted by Esthi Prasetyanti Dhenok, 2018 related to editorial management applied by Tirto.id online media, it is explained that Tirto.id uses data journalism in producing its news. Second, Analysis of Editorial Management in Regional Newspapers to Attract Readers in Batam Pos and Batam Tribune, shows that the media uses the management process of planning, organizing, implementing, and supervising. As for the advantages of these media, they have news writing standards, namely 12 pillars of news faith. Third, Media Management Strategy In Maintaining News Actuality in Online Media (Case Study of the 2014 Jakarta Flood News 2014 at Okezone.com), shows that the management of Okezone.com implements various strategies to maintain the actuality of its news. Starting from the phasing of news production, it also applies the management functions of planning, organizing, implementing, and supervising.

Based on the previous research described above, the difference with this research is not only the selection of the object of research, but also the advantages of the management applied so that it can become one of the favorite news portals. So, the purpose of this research is to find out the news production management of Liputan6.com until it is mentioned as a popular portal in Indonesia.

METHODS

This research uses a qualitative method with a descriptive approach. Here the author will describe the management applied by Liputan6.com in producing the news. The research was conducted at the Liputan6.com office on Rp.Soeroso street Gondangdia, Menteng, Central Jakarta. The data collection in this study uses several methods including:

A. Primary data is carried out by observation, here the researcher uses participant observation, where he not only looks at the situation in the field but also participates in the editorial process, namely producing news and interviews to obtain in-depth information.

B. secondary data, namely complementary data with literature studies such as books, journals, and other scientific works. Secondary data, which is complementary data with literature studies such as books, journals, and other scientific works.

Then, data analysis in this study follows the opinion of Miles and Huberman, there are three processes carried out interactively. (Huberman: 1992):

- 1. Data reduction, is a form of analysis, where the analysis classifies something and adjusts the data, then the result can be drawn conclusions.
- 2. Data presentation, is a set of information arranged in such a way as to draw a conclusion.
- 3. Conclusion/verification, which is the process of making decisions to draw conclusions.

RESULTS AND DISCUSSION

Based on the results of this study, in general the news production management of a media is almost the same, although in terms of practice there are differences. However, this is normal because the media comes with its own goals and interests.

A. Management as stated by Nickels and Mchugh (2009), is a process carried out to realize organizational goals through a series of several activities, planning, organizing, actuating, and controlling people and other organizational resources. Meanwhile, the online media is a product of online journalism which is defined as the reporting facts or events that are produced and distributed via the internet/ wikipedia. In another sense, it is stated the word management comes from the ancient French management which means the art of carrying out and organizing. Therefore, management can be interpreted as a science and art of utilizing all resources to achieve goals effectively and efficiently. In short, it can be said that management is the art of getting things done through other people. This means that a manager has the task of managing and directing other people to achieve organizational goals. Although however, the essence of management is a process of coordinating various organizational resources in an effort to achieve the goals of an organization.

- **B.** News management can be defined as the flow of the news production process. From the moment information is collected, written, edited and produced, the news is ready to be published by the news portal quickly and accurately. The process requires management stages, namely planning, organizing, organizing, mobilizing, and supervising.
- C. Liputan6.com is one of the online news portals in Indonesia. Established in August 2000 under the Emtek Group company. And has fulfilled and registered as media passed verification by the Indonesian Press Council Institution. Initially, liputan6.com only presented news from the results of television broadcasts on SCTV's liputan6. But in 2012 Emtek Group decided to separate liputan6.com from SCTV by becoming its own company. Until now it has become an online news portal that presents a variety of news tailored to the needs of readers, namely: politics, sports, business, techno, showbiz, health, lifestyle, automotive, regional to citizen6 which accommodates citizen journalism. As for the journalistic activities that take place at Liputan6.com is fully supervised by the editor-in-chief and related staff. So that it has guidelines and conditions that must be followed. It is known that the product produced by Liputan6.com is news. But as we all know, the definition of news is a report on the latest events. It's called that because not all events are newsworthy. However, only events that meet the criteria of news value or journalistic value are worth reporting. The following news values include Impact: impact or influence, Proximity: geographical and psychological proximity to the public, Timeliness: the "new" part the biggest part of the news, it has just happened (actual). Prominence: the prominence of the person involved or the subject of the event. Novelty: something new, unfamiliar, strange, unique, unusual. Conflict: war, politics and crime are the most common news values. The news has several types of news, according to Asep Syamsul (2009), the types of news known in the world of journalism, among others: Straight news: direct news, as it is, written briefly and straightforwardly. Most of the newspaper pages or headlines are of this type. Depth news: in-depth news, developed by exploring what lies beneath the surface. Investigation news: news developed based on research or investigation from various sources. Interpretative news: news developed with the journalist's opinion or judgment based on facts found. Opinion news: news about opinion, usually the opinion of scholars, experts, or officials about an issue, event, and the like. The provisions in the writing

of course pay attention to the following: News elements include 5W + 1H. What: what happened, Who: who is involved in the incident or who are the actors, When: when or when it happened, Where: location or place of the event, Why: why or why something happened, How: the process or atmosphere of the event. Others, including the structure of news writing: Head (title), Lead (terrace) or the first paragraph that contains the most important part or the most interesting thing. Body (content) is a description of the explanation of what has been stated in the lead.

The basic task of a journalist is the fact-finding or reporting stage and the search for information or news. Meanwhile, according to Rolnicki (2008), during the fact-finding stage, journalists or reporters also need personal ethics and news. Fact finding stage, journalists or reporters also need personal and professional ethics. As in Indonesia, journalists are bound by the Code of Ethics. Sobur (2001) explains, what is code of ethics is a moral guide or guideline for a profession that is compiled by the members of the profession itself. Furthermore, members of the profession are bound to practice the code of ethics. This means, journalists in Indonesia are bound to practice the Journalistic Code of Ethics, without exception and without any reason. Violation of the Journalistic Code of Ethics will result in moral sanctions on journalists. There are three ways for a journalist to find or cover a story. First, journalists take their own initiative to find information. Second, journalists get assignments from editors. Third, journalists get an invitation in the form of a press conference or get a source of information in the form of a press release.

- **D.** The following is a series of management processes carried out by editorial section of the Liputan6.com news portal:
 - 1. In the planning stage, there are several things that are determined by the editorial team of Liputan6.com, including: determining the topic or news issue, then determining the sources to be contacted for information to support the presentation of accurate information. In this process, the journalists are the ones who work. Before going on duty, journalists will be given directions by their respective channel heads. The head of the channel gets the assignment material from the leadership to raise an issue, the rest are direct invitations from informants.

So that is what will later be given to journalists. Liputan6.com also produces news adaptations from international media, in this case the channel head or editor will direct his journalists to determine credible and appropriate sources for the news content. In addition to news coverage and adaptation, Liputan6.com also focuses and pays attention to news that is trending on Google at that time by utilizing search engines. To be used as a news issue. In addition to planning issues and sources, the planning stage also plans other supporting data such as preparing images, videos, or infographics for completeness news publication. Here the cameraman usually works alone, and can also be included in coverage with journalists

- 2. As for the stage of organizing human resources and their assignments, all have been determined by the head of each channel, usually the day before the assignment and a maximum of the same day in a matter of hours. Each journalist has been divided into directions or coverage locations, and usually in one event liputan6.com is sufficiently represented by one media journalist. As for in terms of news content obtained must be related to the channel.
- 3. In an organization, of course it works in teams, so that the implementation related to the loading of news certainly requires compact teamwork. Liputan6.com has organized the workers for their respective sections and tasks. This implementation stage includes several activities, including reporting, writing and uploading news.
- a. In the coverage process, the journalists who work are those who have been assigned in the organizing process earlier. And journalists are fully responsible for their coverage section.
- b. After the journalists is finished in the process of covering the news at the location, then the results will enter the writing stage, while at this stage the journalist will compile the information obtained during the coverage into a news script. In writing, it must be in accordance with the rules of journalistic writing, and it is important to pay attention to giving the news title. Where, in the online media, news titles play an important role, because if the title is interesting, readers are automatically interested and curious to click or open the news site. So that the ranks or editor-in-chief of Liputan6.com always remind journalists to present interesting news and make readers curious to click on the news. The journalists who work at

Liputan6.com have been provided with good training so that they can be professional in working as journalistic.

- c. The news that has been written is sent via e-mail to the editor of each channel along with photo or video documentation obtained during the coverage. However, if the journalist writes directly on the CMS page, simply confirms it to the editor. After that, the editor will check the news again to ensure that there are minimal errors both in terms of writing and others, after being deemed appropriate, the editorial team will publish the news on the Liputan6.com portal page. Usually at this stage the editor also socializes with the editor-in-chief, especially on news that is sensitive and if it will cause unilateral uproar. The leadership will determine the permission to publish, by providing input for the angle or writing of the news to be softened slightly than before.
- 4. Control is the application of the last management function, at this stage emphasizing the results in this case the Liputan6.com news product. The existence of this control stage is quite important in the world of companies or organizations. At this stage, the company will get an evaluation regarding the actions and policies taken previously. Starting from planning, the planning stage in a good online media portal is to always accept and consider public input. Likewise, in terms of content and news content, all of which are combined into evaluation material so that the company becomes better. On the Liputan6.com portal page itself, a complaint forum has been provided, where readers can communicate or provide feedback to the Liputan6.com media.

E. Liputan6.com focuses on attracting reading interest

The rapid development of technology certainly has an influence and impact on the system and the way journalists work. In the past, a journalist or journalist was only tasked with collecting and writing news from the issues or information that had been obtained. However, although in general it remains the same, it certainly has a slight difference in the present, along with changes in the media or container for the delivery of information. Cyber media requires journalists to have several principles because this affects all aspects of information including the interest in reading online news portals. The presence of cyber media that brings an advantage by presenting news

practically and efficiently certainly makes public information consumption currently more striking. It is known that there are several advantages in the reporting of online news portals that are different from conventional media, among others: First, the news presented is fast and even real time because the internet is known not to be bound by time so that in its presentation it can shorten the distance between events and news. Even when the event takes place, the information or news can already be published to the public. Secondly, news can be published anytime and anywhere, without considering the size of the page and duration, just like conventional or print media. This does not apply to cyber media, because the internet has no space and time limitations in publishing information. Third, news is formatted or organized in a structured form and is short, concise, and also clear. This is because information continues to flow and change at any time. However, the completeness of the information is maintained because one news item can be linked to another with just one click. Fourth, to maintain readers' trust, errors, updates, and corrections are made periodically and consistently. This also utilizes the interactive power of the internet (Asep Syamsul, 2022: 17-24).

What is meant by interest in this study is interest in reading. Interest can be measured through interest, similar experiences, and information needs (Djamarah, 2002: 116). So that the reading interest of visitors to the liputan6.com news site can be seen with several indicators put forward by Djamarah.:

- a. reader interest arises after seeing news on the Liputan6.com media portal that attracts his attention.
- b. the news published has the same bond or experience as the news reader.
- c. the information needs of readers are satisfied with the variety of news conveyed by the Liputan6.com news portal, as for this can be seen or confirmed by the reading interest of visitors to the Liputan6.com news portal, besides that, the use of technology in journalistic practice carried out by each component in the editorial office has a faster working effect when compared to print media. The use of online media also has a major influence on the news consumption of visitors to the Liputan6.com page, where visitors can immediately read the news in real time, and also visitors to the Liputan6.com account or website can provide

comments or responses in the form of criticism and suggestions regarding the news presented on the portal page. Livingstone (in McQuail, 2011: 151) says that what is new about the internet is the combination of interactivity with innovative features for mass communication unlimited content, audience reach, global nature of communication. Interactive forms of communication are one of the characteristics of new media. This means that the advantages possessed by a cyber news portal that have been described above are certainly successful enough to generate interest in reading any news presented in an online news portal.

Liputan6.com itself is observed as a media that applies this in attracting readers to its media. Starting from having various channels by adjusting the needs of readers, it is also swift in writing issues that are busy or sought after by readers. Likewise, at the news writing stage, Liputan6.com applies a writing strategy that is comfortable when read, by the way every journalist who is writing, then they must position themselves as a reader, if how this news becomes more comfortable and easier to read and understand. In addition, Liputan6.com is also very concerned about writing by following the right KBBI (Kamus Besar Bahasa Indonesia) standards, good writing structure and guidelines for proper journalistic writing. There are many ways and efforts made by Liputan6.com in attracting interest in reading, apart from presenting the desired news, it also pays attention to giving titles or news angles. It is believed that giving this title also affects reading interest, because readers before accessing or opening a news story, of course, the main thing that is considered is the title or angle of the news. So Liputan6com is committed to providing titles that have an element of curiosity to readers, so that curiosity will bring readers to access and read the news, however, the title given must be appropriate and reflect the content of the news, not a title that is exaggerated but deviates from the information or news content to be conveyed. In addition, Liputan6.com also always checks the pageview or the number of visits to its news, that way, it can be a material for the editorial team and a benchmark regarding which issues or offerings are widely liked. So that the editor will later expand information or news related to the topic and of course in a different angle or angle.

Interest is a person's awareness that an object, person, thing, or situation is related to him (Djamarah, 2002: 116). In addition, interest is also defined as a sense of preference and a sense

of attachment to a thing or activity without anyone telling you to. Furthermore, Djamarah also stated that interest is basically an acceptance of a relationship between oneself and something outside oneself. The stronger or closer the relationship, the greater the interest. In this study, the intended interest is reading interest in online news portals. Where interest can be measured through interest, similar experiences, and information needs. The definition of interest is the existence of interest in a thing or activity. Someone will try something if there is interest in it. In the context of this research, internet media users will be interested in reading online news, if there is interest when reading the published news. Someone will try something if there is an interest in one thing, meaning that readers of the Liputan6.com news portal are interested in reading the news presented. It is known that reading interest in a news portal starts from a sense of reader interest to start reading the news presented in a news portal. The presentation of various news on a page or news site can make readers interested in seeing and starting to access the online news site. The variety of information presented by the online news portal will attract readers and begin to generate interest in reading the online news portal, because automatically the needs and desires of information from readers will be satisfied or fulfilled with the various information that has been provided, the flow of information received by readers is not only one information but various information according to the needs of these media readers.

CONCLUSION

The conclusion of the research shows that to be able to exist as a press company that is in demand by netizens or the public in the midst of intense competition for similar media, where thousands of online media have sprung up today, it turns out that Liputan6.com can enter the popular news portal at the national level because it applies the stages of management, namely planning, organizing, implementing, and supervising which includes finding information to the publication stage. In addition, the advantages of Liputan6.com in the planning stage are swiftly presenting news that is being discussed in the virtual world (Google Trending by constantly monitoring using the Google search engine, as well as emphasizing the use of SEO to get Google's

attention so that it will automatically be loaded and of course it contains promotions that are not only news products but the news portal itself becomes better known and popular.

Another thing that Liputan6.com also focuses on besides producing news, namely public reading interest. So, Liputan6.com always maximizes the factors that might affect reading interest, such as interest, in this case Liputan6.com tries to present news that is up to date every day and even every time with interesting language and news angles that arouse public curiosity and certainly do not deviate from the news content. Then the similarity of experience, with this Liputan6.com presents news about events that occur in society. Finally, information satisfaction, here Liputan6.com works quickly in raising information or news issues needed by the public, so that public interest in reading the Liputan6.com portal is high.

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