



## Formal and Informal Communication Network Patterns in Continuing Information Fulfillment Among Urban Television Reporters

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### ABSTRACT

The pattern of formal and informal communication networks carried out by journalists, determines the information needs of strong and sustainable urban communities. This study used a snowball technique. Formal communication networks are carried out internally within the organization, editorial meetings are held once a day. Informal communication networks obtain information from various circles, joining related organizations. Fulfillment of information needs, starting from how journalists work in obtaining information, how to process information into news, the form of information obtained, and the extent of whistleblower awareness to obtain the information needed. Communication established in the fulfillment of strong and sustainable information needs, by journalists is carried out in the public interest, not for a specific party. And the contribution of this research is to provide guidance and ease in obtaining journalists' information, as well as in meeting the needs of strong and sustainable information in urban communities

## **INTRODUCTION**

The development of informatics is related to the need for information and technology to complement the needs of urban communities. The need for information for parents about care facilities, has been obtained through the promotion of efficient use of facility resources, and the understanding of the spatial allocation of urban community care facility resources (S. Liu et al., 2020). The provision of information about metropolitan populations, has contributed to a better understanding of the challenges of urban communities, challenges in terms of Health, service needs, and Mental health and substance abuse needs (Conrad & Scannapieco, 2021). Community literacy towards a disease by the community, has been obtained through the provision of information and facilitating access to information services (Young & Valiotis, 2020). Safety education and training information, a solution to address gaps in Health information, and urban community care arrangements (Kitching et al., 2020). The provision of information through the socialization of the implementation of the objectives of the concept of interculturalism has influenced the formation of modern sociocultural spaces of multi-ethnic cities (Horpynych & Ibrahimova, 2020).

Human uses various media in finding the desired information, one of which is through mass media networks and online media. The globalization of information media allows the demand for donations beyond geographical boundaries, the use of information media has connected the individual with the fulfillment of his needs (Kubheka, 2020). Information online social networks have spread and attracted attention, a forum for friendship and improved the exchange of messages (Gelper et al., 2021). The shift of traditional forms of communication to social media, provides opportunities for users to meet information needs, and social media literacy is a pillar of information systems (Kalorth et al., 2020). The use of information media is soaring around the world, making it easier for individuals to reach news, information, social connections, and support in everyday life (Greenhow et al., 2021). Nevertheless it is necessary to pay attention to the recognition of the need to change culture, respect nature and then manage towards a just and sustainable world (Jacobs et al., 2020).

The fulfillment of information needs can occur at a time when people feel a lack of something, and seek to meet the deficiency by finding sources of information. Fulfilling cognitive and affective needs towards health, individuals play an active role in finding media containing references to adapt the health system (Sanders et al., 2020). And the adoption of adaptation generates various benefits for social entities, and the effectiveness of its success lies in the ability to encapsulate organizational management and change models (Pérez, 2020). Access to information is necessary for proper performance of work, and independence in performing entrusted tasks (Jędrzejczak-Gas & Wyrwa, 2020). Infertility is related to high psychological distress, can provide opportunities for the search for information services about treatments, and that the fulfillment of information needs relates to the psychological results of the individual who needs the service, and the individual's differences in information needs are determined by the conditions he experiences (Lemoine et al., 2021).

Information is basically needed by everyone and has different positions. In fulfilling their respective information rights consisting of receiving, giving, and utilizing information can be fulfilled using the media. Information needs related to awareness of accessing health service information, increasing awareness of service information encourage the government, and partners to prioritize the provision of information, communication and education (Mpembeni et al., 2019). However, the provision of online information has the potential to be misused, such as terrorist propaganda and fake news, hence the need for regulation of the risk of violations of media freedom and constitutional rights (Wijermars, 2020). Policymakers need to monitor the utilization of communication media, Develop an ethical framework to guide the sustainable use of media (Kubheka, 2020). The use of values and rights of individuals, communities is considered as a determining factor for the sustainability of an information policy (Jacobs et al., 2020). Information technology has facilitated the advancement of human rights, enabling the exercise of basic freedoms, meeting information needs for individuals, such as access to various information, freedom of peaceful association, and access to knowledge and cultural content (Internet Society (a), 2015).

The development of mass media presents a very large number of media industries, so that the owners of various media are required to open jobs from various fields, especially for reporters. Information from the media has an impact on the economy, employment, and policies, in the future the role of the media needs to be integrated into social health and the future (Banerjee & Meena, 2021). The mass media can provide information about certain situations experienced by the company, it causes reactions to employees, and can contribute to acts of blame, and employment discrimination at will (Bhargava, 2020). The mass media plays a role in broadcasting, disseminating national, and international information about various characteristics of the work. Performance and safety reports (Orellana et al., 2019). This includes disseminating information about employment opportunities for people with disabilities, which facilitates the absorption of labor in urban areas. (Aleksandrova et al., 2019). And helps in determining urgent priorities, maximizing survival, well-being and safety (Memiah et al., 2020).

However, reality shows that if you do not follow the development of the information, then the need for information is not met. The development of information and communication allows the development of information services, but if the development of information and communication is not utilized, then the need for information by structures and educational institutions decreases in quality (Shoraevna et al., 2021). In developing countries do not have open accessibility to information, resulting in product/business failures, as well as lack of environmental sustainability and learning limitations (Ebenezer, 2020). There are obstacles in communicating the exchange of information, caused by undeveloped information technology, including the capabilities of human resources as well as providers, managers and users of information (Eiji & Gin, 2021). The adoption of information users to information technology, is not determined by factors of skills, attitudes, information security and satisfaction

(Almehmadi, 2020). And information about diseases and economic crises, thus exacerbating fear and increasingly creating unemployment, dispossession, hunger, and urban social conflict (Shammi et al., 2020). Undeveloped information services can hinder the characterization of stakeholders' attitudes, needs, and concerns in decision-making (Janssens et al., 2019).

If you don't use various media, to find information, you will lose information that can be useful for life. Invaluable, and significantly underutilized, information resources can hinder pre-processing, restructuring, and visualization in conducting analysis (Goldrick et al., 2020). Various limitations accompanied by loss of information or data, furthermore no longer useful for analysis in identifying a disease (Zhou et al., 2020). Failure to collect information can cause problems when conducting professional analysis for health interventions (Amitha et al., 2021). Loss of information attributes indicates incompleteness of the data, meaning obtaining low-dimensional and unsatisfactory information (C. H. Liu et al., 2020). Missing information reduces the power of testing and detection, then cancels projections or initial goals, loss of information means failure to handle the problem (Chen et al., 2021). Loss of information can increase bias in mixing (Sperrin & Martin, 2020).

The non-fulfillment of the need for information for a person, at the same time these people feel a lack of something important. Adaptation of a new health care system, not trusted in meeting all needs, unreliable sources of information cannot meet the needs of the individual, so the individual loses about something important (Sanders et al., 2020). Information that is not of high quality, can cause concern, and the benefits of information are not to meet information and support needs (Chua & Tan, 2020). Every individual needs information, if information needs are not met, then someone is looking for information to complement their information needs, and for most individuals, information is the most valuable thing (Chua et al., 2020). Unmet information needs, can have an impact on a person's psychosocial (Dau et al., 2020). Unmet information needs raise concerns for customers (Gray et al., 2020). Loss of health care information, directly proportional to the decrease in individual health levels (Bellis et al., 2021).

Without the media as a source of information, there will be no fulfillment of information rights consisting of receiving, giving, and utilizing information. The fulfillment of information rights will not occur without establishing accurate relationships, and eliminating large cross-media gaps in different modalities (Yu et al., 2019). That modern society is unthinkable, without education the media society will be divided, that is, those who do it without critical selection of information, and those who are able to select and process information (Zola et al., 2017). Utilization of incomplete information, affecting the trust and confidence of individual users (Chirita, 2017). And on the other hand, faced with the challenge of potentially disruptive news, such as propaganda and false information (Wijermars, 2020). It can even influence political decision-making, the shift in the power of political economy, cultural change, and the monopoly of knowledge (Bonin, 2014).

The absence of the media industry will lead to job losses, especially for reporters. And if media reporters do not carry out their duties, it can hinder the

fulfillment of information to urban communities. During the government's lockdown and shutdown for all service activities, during which time the large industry stopped causing thousands of people to lose their income. (Elsafty & Elshahed, 2021). Social media as an influencer plays a role in the ease of access to information, if the influencer does not play a role in influencing the younger generation, then the younger generation's awareness of a product decreases (Hassan et al., 2021). The failure of e-commerce in marketing products, creates difficulties in tracking transactions (Sudrajat, 2020). Negative emotions by the public in the media, quickly spread and caused panic in society (Tan et al., 2021). The absence of transmission for information waves, complicating the progress of a community, the information media is representative of a change (Midões, 2021). Information about the COVID-19 pandemic has an impact on society, namely the increasing problem of gambling due to psychological pressures related to unemployment, and financial difficulties, and the next effect is the deterioration of socioeconomic conditions (Håkansson et al., 2021).

The purpose of this study, that in order to streamline the tasks of a reporter, in meeting the information needs of urban communities, it is necessary to build a strong and sustainable network. Sustainable development requires the normalization of information, subsequently carrying out information processes and identifying the level of sustainability of urban zones annually (Isabel Molina-Gómez et al., 2020). Network and information system integration can improve sustainability and security (Ceccarini et al., 2021). And a continuous information architecture oriented dynamic evolution, determining accurate assessment methods (Li et al., 2020). Service availability and access to information can improve the sustainability of the public health system (Maghsoudi et al., 2020). The use of information requires governance towards socioeconomic and environmental interactions, as well as feedback between human systems and the environment (Friis & Nielsen, 2017).

The creation and dissemination of information to urban communities requires a pattern of formal and informal communication networks. And to understand the flow of information in depth, requires a formal and informal communication network between staff (Santoso et al., 2020). Information as a reference that allows each component, where time patterns occur and events occur simultaneously (Ciuffoletti, 2019). Communication networks and services have driven smart city applications (Saqib et al., 2022). The quality and resilience of information networks, accompanied by informal communication can improve the quality of service (Gonçalves & Curado, 2021). The development of information technology as a communication channel, causing moderate changes (Yordanova & Pondev, 2021). Structural patterns of communication can change the work attitude of a team, and formal and informal relationship patterns are effective for the development of science and innovation (Fattah et al., 2021).

## **LITERATURE REVIEW**

Based on previous reviews, this research is important to streamline the reporter's task, in meeting the strong and sustainable information needs of urban communities. The conceptual framework in this study, that formal communication network patterns are internal communication networks that take place within an organization. Communication networks in their development are used as an alternative in describing a phenomenon / reality quantitatively. Apart from being a theory, communication network analysis can also be used as a methodology that can be applied to various fields including answering the challenges of digitalization. And informal communication network patterns are a communication system outside the organization, can influence and greatly help get accurate, actual and reliable information. A reporter is an active journalist /journalist who is in charge of finding, collecting and processing news materials from various sources of information, to be written and reported through the station where he is in charge. Reporters are the main key to newsrooms in finding and getting news, writing scripts, or even concurrently becoming a newscaster. Therefore, communication networks and meeting information needs are the most important things for a reporter in carrying out his duties and profession. Based on the aforementioned concept framework, a hypothesis can be drawn up, that formal, and informal communication network patterns largely determine the fulfillment of the information needs of strong and sustainable urban communities. This research uses the snow ball sampling technique, where the technique of retrieving informants by retrieving data sources that at first amount to a small amount then becomes large. Data analysis techniques go through stages; data collection, data reduction, presentation of data, and drawing conclusions. And the contribution of this research is to provide guidance and ease of obtaining information for reporters, in meeting the needs of strong and sustainable information to urban communities.

## **METHODOLOGY**

This research was conducted in Kendari City, Southeast Sulawesi by considering that the reporter is an active reporter and is in Kendari City. This location was chosen because it saw the development of a reporter communication network in Kendari City that was getting wider. The informants in this study were as many as 10 people consisting of Television reporters of the Republic of Indonesia Southeast Sulawesi, as many as three people, iNews Kendari reporters four people, Kompas Television reporters three people, with criteria namely: Informants are active television reporters in Kendari City. The determination of informants in this study used the snow ball sampling technique. This technique is an informant retrieval technique with the retrieval of data sources that at first amount to a small amount then become large. Data collection techniques through interviews. And data analysis techniques go through stages; data collection, data reduction, presentation data, and with preliminary conclusion

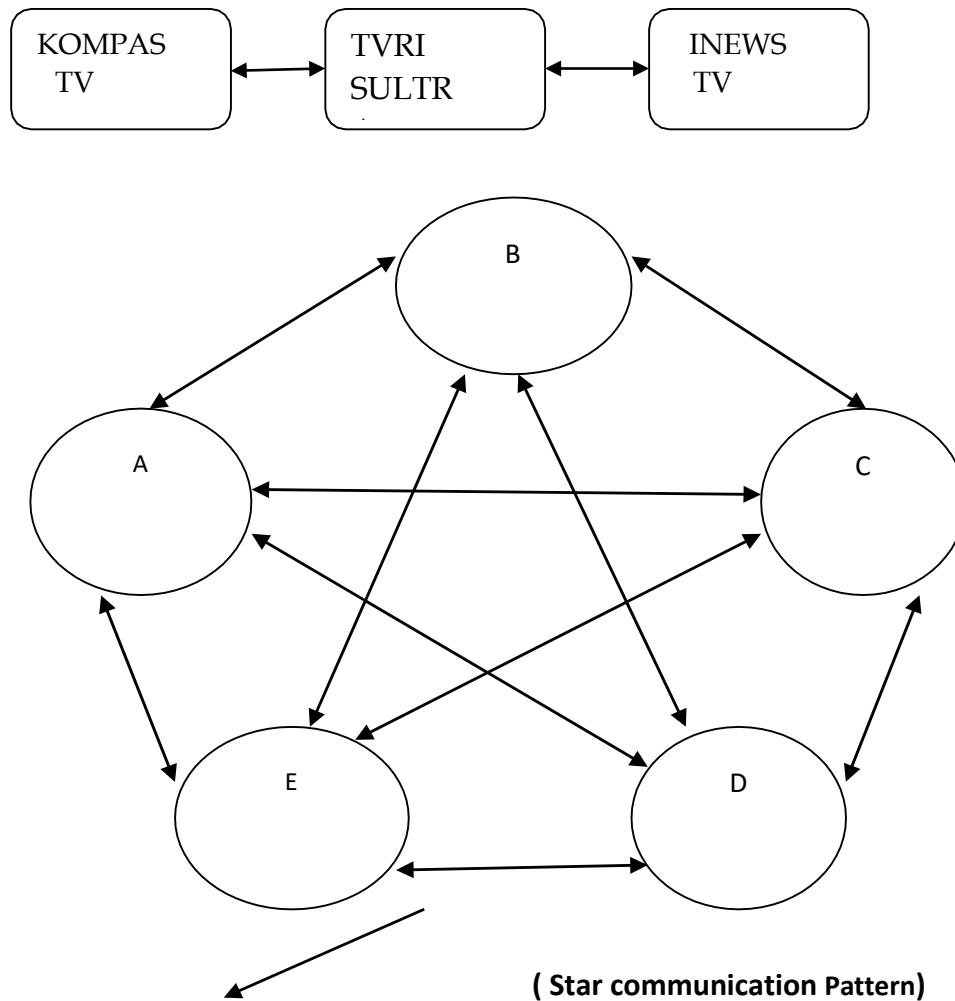
## RESULTS AND DISCUSSIONS

In this section is outlined the pattern of communication network formal is A communication network that strongly resembles an organizational structure. There are formal channels through which communication flows. This informal communication network pattern occurs outside of predetermined channels, and is most often carried out in face-to-face interactions or by telephone. Both network patterns meet the information needs of urban, strong and sustainable television reporters.

### **Formal Communication Network Patterns**

After the formation of a formal communication network within the organization, a picture of the communication network in the internal organization was found, starting with a regular schedule for reporter meetings, such as editorial meetings commonly conducted by an organization engaged in broadcasting. Next is an editorial meeting to think about news content that must be fulfilled within an hour. Communication built within the internal organization is mediocre but still compact, updating information from the internet, seeking information and finding facts on the ground, utilizing national news and attracting links to area, and actively communicate with the community through social media. The reporter covering these events motivates himself to work, providing the best information to urban society.

The relationship that occurred between him and the leadership / fellow reporters in the internal organization was described with a joke, that to update the latest information, search from various sources of information, and follow the development of issues television in the national media, and joined the WhatsApp group of journalists. The group is usually used as a means to confirm the events to be covered so that there is no clash of coverage in the field. A reporter's formal communication network is interconnected with other editors-in-chief (editor-in-chief, deputy editor-in-chief, managing editor, editor, reporter, etc.) through WhatsApp groups.



- klik
- kosmopolit
- gate keepers
- bride
- -Opinion leader

Figure 1. Pattern of Formal Communication Network of Reporters Kompas Kendari Television, Television Indonesian Republic, and Inews Television Kendari

The communication pattern that occurs on Kompas Tv, Sultra Tv, and iNews Tv Kendari stations is a star communication pattern where this communication pattern is that all members can communicate with anyone, from one group to another, on the other hand in the communication network formed above there is a role communication includes *Klik*, *Bride*, *Opinion Leader*, *Cosmopolite* and also *Gate Keepers*.

*Click*, click contained in the three stations are several reporters with various areas of coverage such as legal and criminal reporters, education reporters, Provincial Government reporters, City Government reporters.

*Bride*, from the group above the individuals need a communication liaison in seeking and obtaining information on the communication network of reporters who are communication liaisons including the IJTI Organization, the



PWI organization and also the AJI organization, from these organizations there are several liaison groups including the Pem Prov group, the Municipality group, and also the legal and criminal group.

*Opinion leader*, from several liaisons that exist as a communication bridge there is a person who manages and supervises the flow of communication, that person is called an opinion leader, and the opinion leader of the liaison is the leader / chairman of each existing organization.

*Cosmopolites*, in search of information existing groups need relevant information, therefore in the form of individuals who are able to communicate with people outside, and who become cosmopolites in communication are reporters in their respective fields respectively, such as criminal law reporters who usually communicate to agency public relations, educational reporters who usually communicate with leaders according to the institution, Province government reporters who usually communicate with public relations and also directly to the Head of the office/governor, the city Government reporter who usually communicates directly with the Mayor.

*Gate Keepers*, after getting various information, the clicks send the information to their respective agencies to be filtered and will be processed into news, in the existing communication network that filters information are editors-in-chief, editors, and editors in each agency.

Formal communication networks are usually carried out within the internal organization. One form of communication network in a television broadcasting media is usually carried out through editorial meetings that are held at least once a day. And the reality is that editorial meetings are indeed conducted by all informants. The only difference is the form of communication, which initially existed in person meetings and currently conducts virtual meetings and WhatsApp social media, Social media is considered capable of replacing the role of editorial meetings, one of the benefits of which is the division of tasks. Social media is considered capable of monitoring every reporter's performance, and has also been known by the Head of News as the overall person in charge who is also a member of the group. Formal communication sources support information important to society, especially sharing information about technology (Vishnu et al., 2019). Pola network collaboration can better understand the flow of information in depth (Santoso et al., 2020). And beneficial in establishing, evaluating and fostering collaborative innovative minds (Fattah et al., 2021). Formal communication networks as a source of information, can help solve dilemmas and correct deviations (Ciuffoletti, 2019). Formal communication networks have valuable information in the processes of urban ecosystems (Klimek, 2019)

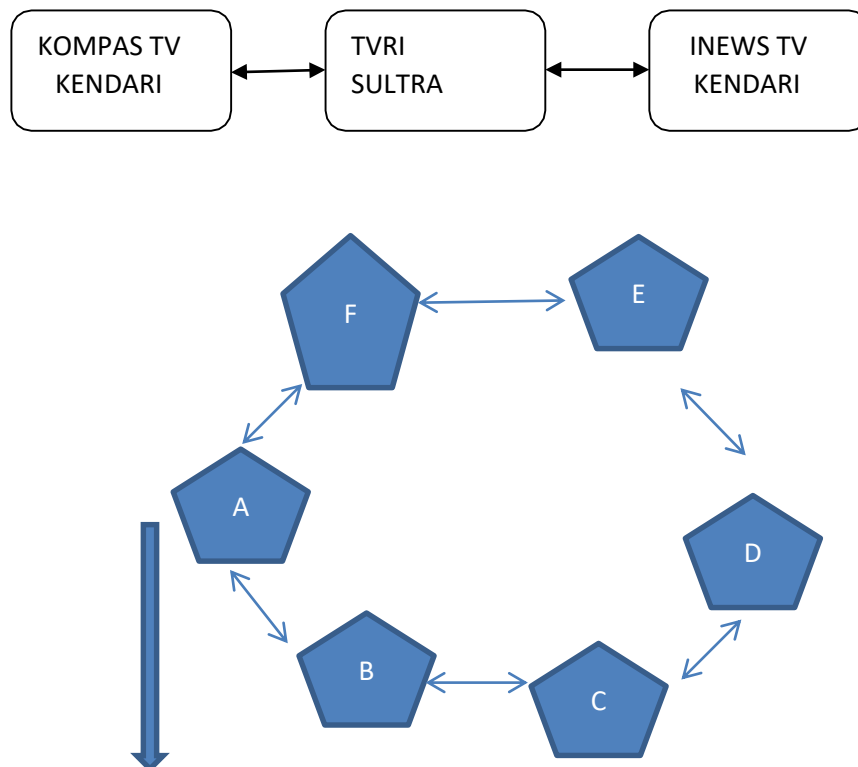
#### **Informal Communication Network Patterns**

A reporter is an active journalist/journalist who is in charge of finding, collecting and processing news materials from various sources of information, to write and report on them through the television station where he is in charge. The thing that wants to be explained regarding the reporter's task above is about informal communication networks outside the organization to obtain information. informal communication network outside the organization, that

in the world of journalists there are several organizations ranging from online media organizations, print media, radio and television, which this organization is very important for a journalist to have, to be petrified in seeking information. Joined by the Alliance of Independent Journalists, and the Indonesian Association of Television Journalists.

Very helpful in his work, it is easier to get and share information or issues that are hot in the conversation. In addition, the existence of this organization makes it easier for them to solve problems in times of violence against journalists, easily to report to the authorities. Furthermore, the information is conveyed to the public, be it from social media / online media, from television, or newspapers. Organizations are also used to seek self-protection in becoming a journalist. The types of information covered, namely in the economic field, such as the Indonesia Stock Exchange group, banking, the Ministry of Finance, Bank Indonesia, the Financial Services Authority, education coverage and about sports.

Informal communication network pattern, Kompas Television Kendari reporter, Television Indonesian Republic Southeast Sulawesi, and iNews Television Kendari use the appropriate network model in the communication network, namely the all-way communication network, namely:



*All-Way Communication Network*

Figure 2. Informal Communication Network Patterns

Informal communication networks outside the organization can influence and greatly assist informants in obtaining accurate, actual and reliable information to be conveyed to the public. It was realized that interviews were found from the three informants that informal networks of communication outside the organization were very important in supporting work as a reporter. Informal communication networks are useful in understanding the flow of information in depth (Santoso et al., 2020). The use of informal communication networks as the implementation of socio-educational interventions (Ricoy & Martínez-Carrera, 2020). Informal communication networks as a means of collecting information, for reporters who are then disseminated to urban communities (Rehm et al., 2021). Informal communication networks demonstrate the resilience of networks as a source of professional information (Gonçalves & Curado, 2021). In addition to relationships, each reporter has their own way of maximizing their work, maximizing their role by utilizing the latest technology. Informants actively communicate with the community of fellow journalists. He often conducts meetings between the community of reporters or journalists, gathers and discusses the latest information about the city of Kendari. Based on the results of the interview, it illustrates that the process of interaction with fellow journalist is not easy. It takes patience and even perseverance to be able to mingle with fellow journalists who also have shortcomings including from the journalist's lifestyle.

### **Fulfilling the Needs of Sustainable Information**

Information is a fundamental need for someone who has a profession as a reporter. A reporter is an active journalist /journalist who is in charge of finding, collecting and processing news materials from various sources of information, to write and report on them through the television station where he is in charge. Information needs are grouped into self-actualization needs. The fulfillment of information needs can be identified using several categories namely the subject of information, the function of information, the form of information, awareness of information.

#### **Subject of information**

Subject information / or topic selection that the determination of topics is usually carried out in the editorial meeting, which one to cover, the topic is determined from what news is being discussed, and each reporter has his own informant, here also usually the field coordinator has prepared What news will be covered by the reporter as well as the cameraman. The selection of sources of information is carried out by journalists to know in advance what topics of information they can look for in the news. The general topics sought are about public service or community service, an event, be it a natural disaster, criminal cases, regional activities, sports and also regional issues according to their respective placements journalist.

The Reporters think about what are the considerations in determining the selection of information topics. These considerations include determining the general topic of information sought with consideration of the value of the news, the information sought must be balanced and in accordance with the standards of the people's mind, and the information sought can cause

satisfaction with oneself. After thinking about what is considered in making news, then journalists will take action in the selection / selection of general topics of information. This action is carried out to check the correctness of the initial topic of information received or is being sought. These actions include checking previous news through social media and browsing the internet, discussing fellow journalists and asking directly to the parties who provide information.

### **Information Functions**

Function information or how journalists in processing the information received until it becomes a news story. When making news, there will be a notification from each editor, through social media groups or personally about the number of news placements that will be printed for tomorrow. As for the collection of news by reporters is carried out by sending through various links. Along with the making of news carried out by journalists, there will be differences in information needs according to the development of events or events in a place or region according to their needs. At this stage, the need for information has begun to be felt from the background or reasons underlying journalists in the search for information, namely because of the demands of work as a journalist profession, a sense of curiosity and to increase knowledge for journalists themselves, for the benefit of society, because of the social drive of oneself and a hobby in writing.

### **Forms of Information**

Form the information they receive, that there is this stage the reporter thinks about the form or format of receiving the information obtained, the form or format of this reception in the form of monitoring observations, interview results and results The documents obtained in the field search for information and can be made of images, audio, and video. The form of information that is often received by each reporter is in the form of a video or a form of writing or information that has been released and then re-entered by checking and checking. After obtaining various forms or formats of receiving information, journalists will take the action of analyzing the information obtained, namely transcribing the information obtained such as transcribing the results of interviews. Entering the results of observations and documents that are considered important and needed in accordance with a predetermined news point of view, it is only as an addition of data for news creation. In addition the researcher also asked about the efforts of journalists in storing the information that has been obtained, these efforts are by storing on laptops, cellphones, emails and people's mind servers, the storage of this information is carried out in order to re-search if the information is needed.

### **Information Awareness**

Realizing the information needed, that we as humans need information as a necessity of life, this need for information is inseparable from human activities, especially to the world of work of a journalist where journalists can be said that at any time requires information and must strive to provide a variety of information to the public that is accurate and reliable. Information became one of the primary needs for himself who is a reporter. In terms of information needs are very important and cannot be separated from human life

activities, in addition to the informant also said that in addition to supporting work, updating the latest information can also be a reference in determining coverage issues .

The need for information in the world of journalists is very important, for informants this need for information has become a staple in the world of journalists because in the world journalists have a great responsibility to the information conveyed to the wider community, where they must provide actual and trusted information so that the information they convey to the wider community, where they must provide actual and trusted information so that the information they have convey can be well received by the audience.

The fulfillment of information needs in people's lives with the existence of the three (Kompas Television, Television Indonesian Republic Southeast Sulawesi, iNews Television Kendari) the station can be seen in the form of the following table:

Table 1. Information Needs by Urban Television station

Station	Information Needs
Kompas Tv	With transparent and accountable information, it can increase public interest in watching events on Kompas Tv station.
TVRI Sultra	Always provide information in order to fulfill public insight and knowledge about the importance of information in people's lives, especially those in Southeast Sulawesi by prioritizing factual and trusted principles.
iNews Tv Kendari	The public understands the professionalism of information needs witnessed through iNews Tv Kendari media by providing updated, actual and reliable information quality.

Source: Interview Data Processing, 2022

The fulfillment of information needs among reporters using indicators, selection of information topics, the function of information or how to process news into a news, the form of information and its presentation, as well as informants' awareness of the information they need can be responded to that all informants have their own duties each in meeting their information needs in carrying out their duties as a reporter. In the world of journalism, a journalist has an important role in conveying information to the public. Any data and facts obtained in the reporting are of public interest. So in its journalistic activities it is carried out in the public interest not for a specific party. This is related to the public's need for information which is increasing along with the recent development of communication technology. Society needs comprehensive information. The pattern of communication networks among reporters, using two kinds of networks , namely formal communication networks where this formal communication network is carried out within agencies by discussing

information topics, conducted in an editorial meeting, where in the editorial meeting is filtered information that will be used as news material to be presented to the public. The pattern of informal communication networks is carried out outside the agency where a reporter forms a network to connect and communicate with other groups.

Meanwhile, in fulfilling the information needs of reporters by applying four categories, from the findings related to communication networks among reporters, namely first determining the topic where on This stage is how the reporter determines the topic before conducting research to make it easier to do work in the field. Second, processing the information obtained that each reporter has the same way of processing information, namely using elements of 5w + 1 h (*what, who, when, where, why dan how*), In processing information by paying attention to the rules of the rules in news writing, it will affect the news content they create will be varied and different from journalists in other press. The three forms of information obtained in various forms include interviews ranging from various images, writings, or videos both from various media and other sources, where the form of information is received then by looking for facts in the field to obtain actual information to convey to the audience, competent sources. Fourth, the reporter's awareness of their information needs that in this information need is very important and very supportive of the work of journalists and it can be said that the work of journalists must always be full of information to be given to urban communities. The fulfillment of information needs, can reduce psychological pressure, that meeting information needs has to do with the improvement of psychological results in people seeking services (Lemoine et al., 2021). The fulfillment of information needs determines individual satisfaction, and such satisfaction requires access to information, and independence to carry out independent tasks (Jędrzejczak-Gas & Wyrwa, 2020). Fulfillment of information needs as part to satisfy cognitive and affective needs (Sanders et al., 2020). Information as an essential need for everyone, such as education, health, social interaction, and entertainment (Rahmawati et al., 2019).

## CONCLUSIONS AND RECOMMENDATIONS

Reporters carry out their profession, using formal communication networks and informal communication networks. Formal communication networks are carried out within the internal organization, usually carried out through editorial meetings that should be held at least once a day. But the net of informal communication, namely by obtaining relevant, actual, and reliable information, maximizes the task as a reporter to obtain a variety of information, dan from various circles. An informal communication accompaniment itself is carried out by joining several organizations and following a group that is related to his field of work. The fulfillment of information needs, starting from the way journalists work in obtaining information, how to process information into a news story, the form of information obtained, and the extent of the reporter's awareness to obtain the information needed. A communication formed in the fulfillment of strong and ongoing information needs, by reporters is carried out in the public interest, not for any particular party. And the contribution of this

research is to provide guidance and ease of obtaining information reporters, in meeting the needs of strong and sustainable information in urban communities.

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