



UDC 332; DOI 10.18551/rjoas.2022-07.03

**INFORMATION DISSEMINATION IN DEVELOPING COMMUNITY RESILIENCE  
IN BORDER REGION: A STUDY AT THE MALAKA REGENCY DEPARTMENT  
OF COMMUNICATION AND INFORMATICS, INDONESIA**

**Klau Herminus, Liliweri Aloysius, Djani William**

Master's Program in Administrative Sciences, Postgraduate Program,  
University of Nusa Cendana Kupang, Nusa Tenggara Timur, Indonesia

\*E-mail: [herryklau7575@gmail.com](mailto:herryklau7575@gmail.com)

**ABSTRACT**

This research aimed to describe and analyze Information Dissemination in Developing Community Resilience in Border Region. This research used a qualitative approach and case study research. The researchers performed the study in the Malaka Regency Department of Communication and Information. The research focused on information dissemination to build community resilience in the border region. The researchers divided the research focus into several sub-foci, namely: (1) Environmental observation; (2) Information Technology Infrastructure; (3) Media literacy. The data source used primary data and secondary data. Data collection used interviews, documentation, and observation. The data analysis technique used Miles and Huberman (2007), which consisted of data reduction, data presentation, and drawing conclusions. Furthermore, the researcher used data triangulation to validate the research result. The research result showed a lack of Media Literacy. The government focused on national security and defense in the border region. However, the government did not develop social capital such as information. Developing information technology in the border region is closely related to the sovereignty of the nation and state, public welfare, poorly managed public services to border communities, and adequate environmental sustainability. The government has identified the lack of information in the border region. Therefore, the government may formulate a national policy to develop the national image in the border region. The government developed infrastructure, simplified licensing process for information media companies, and improved media literacy in the border region community. The development and changes in the border region may improve public welfare, national security, and deter internal and external issues.

**KEY WORDS**

Dissemination, information, community resilience, border region.

Malaka Regency Department of Communication and Informatics has a crucial role in disseminating information. Access to information is crucial to determine national development, improve nationalism, and open access to information and communication between countries, and support local product promotion. Existing efforts to disseminate information need to go through a long development process. Continuous development of information media infrastructure and dissemination of public information may improve the relationship and cultural bonds in the border region community (Liliweri, 2011:158).

Malaka Regency Department of Communication and Informatics disseminates information to anticipate the limited community knowledge on domestic information development. Lack of information dissemination may cause the community to change nationality. Therefore, information security may improve Indonesian national security. Information security refers to information dissemination in the border community and international communication. Information dissemination and international communication are closely related to printed media (newspaper, magazine, news office). Entertainment and cultural material are closely related to audio-visual media such as television and film (Liliweri, 2011:18).

Improving information services in the community is a form of public information transparency. The government improved information services through dissemination



programs and information dissemination. The government collaborated with conventional mass media, outdoor printed media (billboards and banners), websites, and Community Information Group (Kelompok Informasi Masyarakat - KIM). Furthermore, the government used traditional entertainment media to improve information dissemination in the border region.

National Information Dissemination refers to the following principle: the implementation of structured, measurable, integrated, transparent, and accountable national information dissemination. Structured means that information dissemination is presented from the central government to the regional government. Measurable means that the success rate of information dissemination can be measured in a nominative manner. Integrated means that central and regional department of communication and informatics presents information dissemination. Transparency means the government relay truth and deters manipulation that benefits an individual or group interest. Accountability means audit on implementer, program objectives, and funding.

The community has the rights to cheap and accessible information. Community rights refer to empowerment and education regulations. Central Government, Provincial Government, Regency/City Government may use communication facilities to conduct National Information Dissemination. The communication facilities are conventional mass media (newspaper, magazine, radio, and television), online media (website), traditional media (cultural show); Interpersonal media (gathering, lecture/discussion); district workshop; outdoor printed media (bulletins, leaflets, booklets, brochures, banners, and billboards). The government updates conventional, traditional, and workshops once a month. Furthermore, the government updates online media every day. Outdoor printed media updates refer to local needs.

The media facilities and infrastructure have complex nature and differing characteristics. Therefore, the government requires a good communication strategy to achieve the objective of information dissemination. The government needs to choose appropriate media according to target. Furthermore, the government needs to choose appropriate information content and adhere to community needs. Based on the background of the study, the researchers conducted Information Dissemination in Developing Community Resilience in Border Region (Study on Malaka Regency Department of Communication and Informatics). The research aimed to determine and analyze Information Dissemination in Developing Community Resilience in Border Region.

## LITERATURE REVIEW

Etymologically, communication is derived from the Latin *communis* which means "same", *communicatio* or *communicare* which means "to make the same" (to make common). The first term (*communis*) is most often cited as the origin of the word communication, which is the root of other similar Latin words. Communication takes place when between the people involved. There is a common meaning about something that is being communicated. Communication means the delivery of a statement by one person to another.

Gordon I. Zimmerman (in Mulyana, 2008:4) formulated that the purpose of communication is divided into two broad categories. First, communication to complete tasks and fulfill needs (feed and clothe oneself, satisfy curiosity, and enjoy life). Second, communication creates and fosters relationships with other people. Communication has a content function that involves the information needed to complete tasks, a relationship function that involves the exchange of information about how people relate to others. Therefore, communication is the process of sending and receiving messages from communicators to communicants through certain media. Communication changes the behavior of communicants. The communication process is essentially a process of conveying thoughts or feelings by someone (the communicator) to another person (the communicant). Communication relays thought such as ideas, information, opinions, etc. Communication relays feelings such as belief, doubt, certainty, worry, anger, courage, etc.



Based on Charles Osgood, Gerald Miller, and Melvin L. De Fleur (in Cangara, 2002: 24-27), the elements of communication are divided into categories.

The sender is often referred to as encoder, communicator, speaker, or originator. The sender is the party possessing initiative or needs to communicate. The sender is individual, group, organization, company, and country. The sender needs to translate feelings and thoughts into a set of verbal or nonverbal symbols to relay information to the receiver. The process is called encoding.

The message is the form of communication between sender and receiver. Message is a set of verbal or non-verbal symbols representing feelings, value, ideas, or meaning. Message has three components: meaning, symbol, and form. Symbols refer to word (language), object representation, (object), idea and feelings (conversation, interview, discussion, lecture), and writings (letter, essay, article, novel, poem, pamphlet). Non-verbal messages refer to actions and signs (thumbs-up, nodding, smile, eye look), painting, statue, dance, etc.

Communication channels refer to media used to relay information to the receiver. The communication channel translates the sender's message to the receiver in the form of verbal and non-verbal media.

The receiver is the party receiving message from the sender. The receiver translates or interprets the verbal or non-verbal symbols into understandable ideas using experience, value, knowledge, perception, thinking process, and feelings. The process is called decoding.

Effect is the changes on the receiver after receiving a message from the sender. Effect is presented through personal opinion, public opinion, and majority opinion. Effect illustrates whether the sender/communicator achieved the objective of communication.

Dissemination is information distribution to an individual or group. The individual and group may obtain information, increase awareness, accept and utilize the information. Dissemination is an innovative activity that requires careful planning through forums and discussion (Halid, 2016). According to Sa'ud (2008:29), dissemination is a planned, directed, and supervised innovation distribution process. Information exchange in the dissemination process forms a common opinion on an issue.

Based on the aforementioned definition, dissemination is a fixed structure containing elements of innovation distribution and information exchange.

Witarto (2004:9) information is an array of temporary data. Information depends on time and may surprise the receiver. Information value refers to the intensity and surprise of information. Information reduces uncertainty and benefits the decision-making process. Information changes receiver. New information may correct previous information. Furthermore, information refers to processed data and has action and decision value. According to Sutarman (2012:14) information is a group of organized data and facts that contains a value to the receiver.

Estabrook (in Yusup, 2009:11) explained that information is a record of the observed phenomenon. Information is a decision made by an individual or group. Information refers to a person's testimony on an event or phenomenon. Information refers to news in the form of communication messages.

Information is a set of processed and validated data. The information benefits receiver and facilitates decision making. Data is necessary to obtain processed information. Data processing allows fast and easy data collection. Furthermore, data processing produces information. However, data processing does not necessarily produce information, especially when the data does not benefit receivers.

Information has differing characteristics depending on the source of information. Information has special characteristics that decide the quality of information. McLeod (1997, in Darmawan, 2012:2) stated that information needs to have the following quality:

- Accurate. The information presents real conditions. The accuracy of the information can be assessed by two people or more. A similar assessment result indicates information accuracy;
- Timely. The information must be available when needed;



- Relevant. The information must adhere to existing needs;
- Complete. The information needs to present an event as a whole.

There is a various source of information such as book, magazine, newspaper, radio, tape recorder, videotape recorder, CD-ROM, computer disc, brochure, pamphlet, and recorded media. Information is part of the communication process and therefore is crucial for the information sector (Yusup, 2009:31).

Information has several functions (Sutanta, 2003:11) that fulfill the need of receivers:

- Increase the knowledge of receivers and facilitate the decision-making process;
- Reduce uncertainty during the decision-making process;
- Reduce the risk of failure in the decision-making process. Existing information may anticipate future risks;
- The information provides directed standards, regulations, measurements, and decisions to achieve goals and targets.

According to Ibrahim's (1988, 60) book '*Inovasi Pendidikan*' (1988:60), information dissemination is a process of planned, directed, and supervised distribution of information. Information dissemination differs from diffusion. Information diffusion refers to a spontaneous communication channel. Information dissemination aims to create information exchange and create a common opinion on an innovation.

Information dissemination is the distribution of information to the community. Information dissemination is in the form of training, seminar, and communication. Furthermore, information dissemination may be conducted in the following activities:

- Press Conference. Information dissemination through press conferences invites journalists from printed mass media (newspaper), electronic media (radio and television), and online media. Press conferences distribute information on an existing issue;
- Press Interview. Information dissemination through press interviews invites journalists from one of the printed media, electronic media, or online media. The interview result is processed into media news;
- Article. Information dissemination through writing an article for a scientific journal or self-published bulletin, agency, institution, or sent to the editor of a printed media publisher;
- Publication. Information dissemination through distributing posters, brochures, etc. to the public and available information board.

## RESULTS AND DISCUSSION

The research result showed the real condition of information dissemination in border regions through social, governance, and development resilience. The research result is presented based on information technology development. The research result may be used as a reference for related agencies' information dissemination.

Information dissemination aims to obtain feedback from the receiver. Information dissemination needs to be innovative, interactive, and affect the public thinking process and action. Dissemination is a planned, directed, and supervised innovation distribution process. Dissemination aims to create information exchange and create a common opinion on an innovation.

Based on the observation result, however, the policies did not support each other. There was a lack of coordination between agencies, creating non-optimal community resilience in the border region. The community lacked access to the land, sea, and air facility and infrastructure, deterring community economy, information, and communication sector development.

Therefore, it is necessary to create a strategy to develop information, communication, and existing potential in the border region. The government may conduct integrated and optimized development. The government develops a region to improve community welfare. The government utilizes local potential such as natural, social, agency, technology, and



infrastructure in an effective, optimal, and sustainable manner through various productive activities.

The research result presents the dissemination sector that formulates and implements government policy in information dissemination. The dissemination sector covers the Public Information Service.

Public Information Service is one of the important sectors in information dissemination. Public Information Service prepares public information service material; prepares identification and supervision material; fulfills community demand for information; prepares public service agency coordination material; prepares public complaints material; prepares public service advertisement material; coordinates Provincial Government and Regency/City Government to obtain information service material.

Interactive Media prepare implementation material and activity concept of information dissemination directly (interpersonal communication); prepare material for government and development policy socialization; prepare material for public dialogue; formulate public communication material; coordinate with the related agency to obtain information service material.

Information media prepare information dissemination through electronic, printed, and outdoor media; prepare and compile information dissemination material through radio and television; manage Regional Government radio; prepare material for a tabloid, magazines, etc.; prepare exhibition/promotion; prepare outdoor media production such as billboard, mobile billboard, LED, and banners; prepare and manage newsroom; coordinate with related agencies to obtain information service material.

The information dissemination process requires a strategic step. Information and communication technology development influence the dynamics of social and politics. The dynamics, in turn, influence the public information dissemination strategies. Therefore, agencies need to adapt to information technology development and changes. In general, information dissemination has no changes. The government mainly uses one-way information dissemination. However, there are developments of information dissemination using transaction communication approach (interactive discussion, cooperative, egalitarian, and reciprocal).

Communication principles need to create common interest, combining government and community interest. Therefore, the dissemination process needs to pay attention to several aspects.

In relation to current research, 'Information Dissemination in Developing Community Resilience in Border Region', the researcher studied information and communication system. Information and communication system is a man-made system consisting of organizational components to provide information. The information system may refer to a set of organizational procedures to provide information for the purpose of decision making or organization management. Furthermore, information systems in an organization combine the need for transaction management, operational support, managerial, and strategy. Information systems provide information to external parties with the necessary report.

The research result is presented according to the sub-research focus.

Environmental observation study and identify several events, development, and changes in an environment that influence community resilience in the border region. The environmental observation studied internal and external factors. The internal factors were (1) Function and Duty of Department of Communication and Informatics in disseminating information to the community, (2) Media used in disseminating information. The external factors were (1) Community access to information, (2) Community resilience in the border region in solving information issues.

The researcher performed internal environment observation to observe the existing phenomenon in Malaka Regency Department of Communication and Informatics to disseminate information to the community in the border region.

Department of Communication and Informatics has a crucial role in disseminating information and communication in a region. Department of Communication and Informatics needs to provide accurate knowledge and understanding to the community.





Sovereignty realizes a common identity concept in a group of people possessing common objectives for national interest (nationalism). High nationalism and patriotism are the foundation of strong community resilience. Furthermore, information and communication have a strong influence on the community influence.

Researchers performed external environment observation to study the phenomenon outside the Malaka Regency Department of Communication and Informatics in disseminating information to the community in the border region.

- Community access to information. Mankind in the millennium era has entered a new stage called the information community. The community distributes, utilizes, and manipulates information in economic, political, and cultural activity, aiming to obtain international competitive advantage through creative and productive use of information technology;
- Community resilience in the border region to solve information issue. Indonesia is the biggest archipelago state in the world. Indonesia has a strategic economic and geopolitical location. The Indonesian land and seas border several neighboring countries. About 92 islands directly border with Malaysia, Singapore, Philippine, Timor Leste, Papua New Guinea, and Australia.

Based on the research result, community resilience at the border region can be realized through synchronizing politics, social, economic, and natural resources. Community resilience is highly dependent on natural capital, social capital, political capital, economic capital, physical capital, and human capital. Carlson (2012) defined social resilience as an adaptive response of a community against various threats through recovery, sustainability, and growth. According to Carlson (2012), social resilience is closely related to the community's ability to solve various threats.

Familial and emotional relationships in border communities (such as Indonesia and Timor Leste) become one of the barometers that measure and strengthen community resilience. It is necessary to observe the high kinship and cultural ties.

There are several general issues in the border region such as (1) Lack of clear sea and land boundaries, as well as administration and maintenance boundaries. Lack of clear boundaries constrained the development plan for the border region. Furthermore, there are several incidents due to uncertain boundaries; (2) Poor condition of community in the border region, low level of education and health, isolated communities; (3) Weak law enforcement causes rampant law violations in the border region; (4) Lack of synchronized border region management (agency, program, authority); (5) Human and goods trafficking; (6) Low level of nationalism due to lack of information from the Indonesian government.

The geographical condition enables information to flow from other countries. The lack of information from Indonesia causes additional issues in the border region. The community could not develop untapped potential due to a lack of information dissemination.

Due to the lack of domestic information, the border community may decide to change nationality. Therefore, dissemination will improve information resilience and Indonesian national security.

The national security concept refers to developing national power through the regulation and implementation of welfare and security in a balanced, harmonious, and in harmony manner. National security concerns all aspects of state life and is comprehensively integrated based on the national philosophy of Pancasila, the 1945 Constitution, and the Indonesian Archipelagic Vision (Hamid, 2013). National security has integrated and comprehensive principles, covering all aspects of life. These aspects are related in the form of unity and integration in a harmonious, harmonious and balanced manner.

The border region development focused on security and defense, instead of urgent needs such as information dissemination. The development focus, directly and indirectly, endangers national integrity, identity, and livelihood. The community encountered information war and lacked information on national development on daily basis.

Indonesian border regions are generally underdeveloped regions. The border region has limited social, political, security, and economic facility and infrastructure. The lack of facility and infrastructure was not caused by the great distance between the border region



and capital city, nor it was caused by the geographical condition. Instead, economic and political agency caused the lack of facility and infrastructure. In addition, the government-held outdated view on the border region. The government viewed that the border region lacked security and require tight supervision. Therefore, the government generally focused on border security instead of community welfare.

Border development is closely related to the mission of national development. National development aims to improve territorial integrity and sovereignty, national security, and community welfare. The border region has easy access to information from the neighboring country. However, the border region lacked access to information from the home country. Therefore, the lack of information weakened national security. Kovalima District, Malaka Regency, borders the Democratic Nation of Timor Leste. The geographic condition and cultural ties allow the border community to access information from Timor Leste. Furthermore, the lack of printed and electronic media information reduces nationalism.

Based on the aforementioned observation result, it is necessary to disseminate information to build community resilience in the border region. It is necessary to improve community resilience in the information sector to increase community awareness and vigilance against the threat. Furthermore, the community may utilize information development to support the nation.

The community needs to be able to determine positive or negative information. Furthermore, the community needs to be wise in responding to information and deter threats to personal life, society, and nation. National security refers to a dynamic condition that develops national security and strength in solving all threats and obstacles from inside and outside the country. The threats may directly or indirectly endanger national integrity, identity, and livelihood. National security safeguards the nation from all threats.

National security covers all livelihood aspects instead of merely politics, social, culture, and economy. National security is necessary to respond to the rapid development of information technology. Information resilience refers to infrastructure, facilities, and community character in managing and responding to information and technology development in an endeavor to deter threats to national integrity, identity, and livelihood. The government needs to strengthen national integrity, identity, and livelihood to improve the Republic of Indonesia's national security.

The use of information technology and media aim to improve community welfare. Constitution 1945 Article 31 paragraph 5 stated that The government advances science and technology by upholding religious values and national unity for the advancement of civilization and community welfare. Therefore, the border community needs access to information technology. The information gap among Indonesian weakens national security. Therefore, it is necessary to synchronize mindsets, attitudes, and actions of policymakers, stakeholders and actors in the information technology sector based on the Indonesian Archipelagic Vision and National Security.

The geographic condition of the border region allows a high level of interaction between the local community and neighboring country communities. The easy access and cultural ties allow in-depth interaction. The condition allows the community to easily gain job opportunities and fulfill the daily necessity. However, the condition has a negative influence in the long term such as lack of nationalism. Furthermore, the condition reduces the community's role in state defense.

State defense refers to community willingness, attitude, and action in a directed, integrated, and continuous manner based on Indonesian nationalism. The community is obligated to defend the country. The community needs to have awareness of nationalism. Therefore, state defense refers to the awareness of the Indonesian community to devote themselves to the country (Andrianto, 2015).

To increase community awareness, the government can disseminate information regarding nationality and affirmation of population status, as well as improve the quality of human resources in border areas. Furthermore, the government needs to build infrastructure to support community welfare in the border region. The government needs to improve border security to increase national sovereignty. The government needs to solve several issues



such as fulfilling community demand for information, providing information-based learning, and building infrastructure and facilities. Furthermore, the government needs to view the border region through an economic aspect to improve community welfare.

## CONCLUSION

The Indonesian community needs to respond well to the development of information and technology. Internal environment observations showed that the Department of Communication and Informatics needs to improve information dissemination and media. External environment observation showed that it is necessary to improve community access to information and border security against information threats.

The government builds Information Technology infrastructure and facilities to increase community access to accurate information. Infrastructure will improve information resilience and community awareness on national resilience. The increasing demand and awareness for information contribute to national security against internal and external threats. Therefore, improving information resilience is crucial for national security. Furthermore, the government needs to improve access to information to improve the economic and information gap in the border region.

In regards to Media Literation, the government generally focused on national security and defense in the border region. However, the government did not strengthen social capital such as information. Developing information technology in the border region is closely related to national sovereignty, community welfare, public service, and environmental sustainability. The government identified the information issue in the border region to formulate a national policy on border region management. The government aims to create a national image in the border region. The government built infrastructure and facilities, simplify licensing process for information media companies, and improve the media literacy of the border community. Improving access to information in the border region will improve national security. Furthermore, increasing national security will deter internal and external threats.

## SUGGESTIONS

Based on the research finding and discussion, the researcher recommended practical and academic suggestions.

### *Academic suggestion:*

- Future researchers need to improve the content of this research. The future researcher may conduct an in-depth and comprehensive analysis on other research focus.

### *Practical Suggestions:*

- Information dissemination is crucial to improving community awareness. The government may disseminate information on development, governance, and socio-culture;
- Malaka Regency Department of Communication and Informatics needs to improve information dissemination and provide accurate information to the border community. Therefore, the border community may utilize the information in personal life, community, and nation;
- It is necessary to improve information resilience in the border region to safeguard the sovereignty of the Republic of Indonesia. Information resilience will improve community welfare;
- The Republic of Indonesia Department of Communication and Informatics, through the Malaka Regency Department of Communication and Informatics, need to be proactive in building information technology infrastructure and facility in the border region. Building the infrastructure and facility will decrease the information gap in the border region;
- It is necessary to improve media literacy in the border region, due to the good communication between the local community and neighboring country communities. Media literacy bridges the border community and the Republic of Indonesia. Improving media literacy will increase national sovereignty and identity.





## REFERENCES

1. Cangara, Hafied. 2002. Pengantar Ilmu Komunikasi. Jakarta: PT Raja Grafindo Persada.
2. Liliweri Alo. 2001. Gatra-Gatra Komunikasi Antar Budaya. Jogjakarta. Pustaka Pelajar.
3. Liliweri, Alo. 2011. Komunikasi, Serba Ada Serba Makna. Kencana Prenada Media Group. Jakarta.
4. Miles, Mattew B dan Amichael Huberman. 2007. Analisis Data Kualitatif Buku Sumber tentang Metode-Metode Baru. Terjemahan Tjetjep Rohendi Rohisi. Jakarta: Universitas Indonesia.
5. Mulyana, Deddy. (2008). Ilmu Komunikasi: Suatu Pengantar. Bandung: Remaja Rosdakarya.
6. Halid, Dwi Styaningsih. 2016. Diseminasi Informasi Vasektomi oleh Badan Keluarga Berencana dan Pemberdayaan Masyarakat pada Pria Dewasa di Kota Malang (Studi Evaluatif pada Penyuluhan Vasektomi oleh Petugas Lapangan Keluarga Berencana Kecamatan Blimbing). Skripsi. Universitas Muhammadiyah Malang: Malang.
7. Sa'ud, Udin Saefudin. 2008. Inovasi Pendidikan. Bandung. Alfabeta.
8. Witarto, 2004, Memahami Sistem Informasi Pendekatan Praktis Rekayasa Sistem Informasi Melalui Kasus-Kasus Sistem Informasi Disekitar kita, Bandung, Penerbit Informatika.
9. Sutarman. 2012. Buku Pengantar Teknologi Informasi. Jakarta. Bumi Aksara.
10. Yusup, Pawit. M. 2009. Ilmu Informasi, Komunikasi, dan Kepustakaan. Jakarta: Bumi Aksara.
11. Darmawan, D. 2012. Pendidikan Teknologi Informasi dan Komunikasi. Bandung. PT Remaja Rosdakarya.
12. Sutanta, Edhy. 2003. Sistem Informasi Manajemen. Yogyakarta. Graha Ilmu.
13. Ibrahim. 1988. Inovasi Pendidikan. Jakarta. DEPDIKBUD.
14. Carlson, D. S., K. Michele Kacmar dan Larry J. Williams. 2000. Construction and Initial Validation of a Multidimensional Measure of Work-Family Conflict. *Journal of Vocational Behavior* 56, 249-276.
15. Darmadi, Hamid. 2013. Metode Penelitian Pendidikan dan Sosial. Bandung: Alfabeta.
16. Adrianto, Tahana Taufiq. 2014. Pengantar Ilmu Pertanian. Yogyakarta: Global Pustaka Utama.