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### **Regulating B3 Air Pollutant for Better Air Quality in Indonesia**

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**The purpose of this study is to investigate ways to solve the issue of air pollution in Indonesia. Air pollution has become so serious that scientists attribute a large number of deaths to its ever increasing effects. Research shows that rules concerning air pollution have existed even though they have certain flaws such as the air quality index as seen in Decree of the Minister of Environment Number KEP-45 / MENLH / 10/1997 concerning the Air Pollution Standard Index (ISPU). The document is flawed because it only sets the standard for calculating ISPU in Indonesia using 10 micron (PM 10) dust particle parameters, which is higher than the standard recommended by the WHO of 2.5. The suggestion that may be given aside from the positive law is that laws, that are usually seen as a set of rules are often affected by the element of Legal Culture, as it is where the law comes from. Therefore to effectively manage laws regarding B3 Air Pollutant it is strongly urged to socialise and promote for better air quality. This is so that citizens and also the executive industrial may benefit, in addition to managing a clean environment and enforcing the rules that have already been set. Pages 1 to 10**

## **The Realisation of Speech Acts of Complaining among Native Javanese Speakers in the Village Council: An Ethno-pragmatic Study**

**Fauzana, Indonesian Language Education Department, Faculty of Teacher Training and Education,  
Universitas Muhammadiyah Malang, East Java, Indonesia, Email: afauzan@umm.ac.id,**

**This study aimed at describing the forms and strategies of the speech acts of complaining among native Javanese speakers in the village council. It was conducted by means of a qualitative method with an ethno-pragmatic approach. The data of this study were lingual units of the speech acts of complaining tapped from the village council of Tlogomas Village, Lowokwaru Sub-district, Malang City. The data collection techniques used were observation and in-depth interview; while the data analysis methods used were identity method and distributional method (padan and agih). The findings have revealed that: (1) the speech acts of complaining tapped from the village council comprised complaint of inability, complaint of confusion, and complaint of disappointment; and (2) the speech acts of complaining were conveyed through both direct and indirect strategies in the form of (a) implicature, (b) excuse, (c) interrogation, (d) demand, (e) expectation, (f) rhetorical question, (g) metaphor, and (h) humour. In this case, native Javanese speakers tended to speak contextually with regard to the principles of being humble, respectful, and considerate. The speech acts uttered by this group were in accordance with norms and ethics of Javanese culture and thereby named Jawa (truly Javanese). In contrast, some of the native Javanese speakers tended to speak straightforwardly, which basically does not adhere to the principles of andhap asor (humility), ngajeni (respect), and tepa selira (considerate). This group was considered failing to meet norms and ethics of Javanese culture and thereby named urung Jawa (improper Javanese). Pages 11 to 30**

**The Effect of Industry Specialists and Non-Specialist Auditors on Audit Quality**

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**This study is aimed at analysing the influence of specialist auditors and non-specialist auditors listed in OJK on audit quality, due to OJK's new regulation POJK No 13/POJK.03/2017, concerning the use of public accounting services and public accounting firms in financial industry activities. Audit quality is measured using discretionary loan loss provision (DLLP). The population in this study is all financing companies listed on the Indonesia Stock Exchange in the period 2017–2018. A purposive sampling method was employed in this study to gain the research sample. The technique of Ordinary Least Square (OLS) Regression was employed for data analysis. The research findings reveal that specialist auditors have a positive effect on audit quality, while the OJK's auditor's have no effect on audit quality. The implication of this study is that OJK's regulation can't provide the higher audit quality which affects higher financial reporting quality. Pages 31 to 42**

### **Promotional Mechanism of Position in Competence Approaches**

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**Job promotion is done to support the achievement of organisational goals; someone promoted to occupy a position must be considered the right person for the job. The study aims to determine the pattern of promotion of positions in the Regional Government of Makassar City, with indicators of competence status. The research method is qualitative, using case study research that is descriptive, collected primary data from officials' and community responses to competencies in job promotion. Data is in the form of semi-structured interviews, group discussion forums, and observations in the regional secretariat unit. The validity of the data is based on the degree of trust, including peer and member checks. Data analysis techniques are the Spradley model with domain analysis, taxonomic analysis, componential analysis, and theme analysis. The results show that promotion in Makassar City begins with an inventory of vacant positions in the agency. The conditions of the position are**



evaluated after an inventory is held, then civil servants are sought who meet the requirements to occupy the position. The implementation of the promotion of civil servants in Makassar City has run well in terms of indicators of experience, education, and performance. These become an indicator of every implementation of a promotion. There is a problem with indications of political interests from the ruling party, yet the author did not find any such evidence, so the implementation of the promotion of civil servants in Makassar City has fulfilled the specified procedures. Pages 43 to 53

**Integration of Maqasid Al-Shari'ah on the Islamic Institute (In case: Islamic Institute in Indonesia and Malaysia)**

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In the contemporary era, the realm of study is increasing in range from the five benefits, which consist of preserving religion, soul, reason, struggle, and wealth. Thus a new paradigm is needed in studying the five benefits, namely the paradigm of interconnection masalahah (ittisaliyyat al-masalih). Each of these five benefits has three dimensions, namely: primary (daruriyyt), secondary (hajiyyat), and tertiary (tahsiniyyat) which are positioned vertically in hierachy. This article is the result of library research which is descriptive-analytically, describing the scientific epistemology of each Islamic tertiary institution both in Indonesia and in Malaysia. The discussion is of maqasid al-shari'ah by looking at all the problems that exist in the perspective of maqasid al-shari'ah on the basis of interconnection masalahah (ittisaliyyat al-masalih). The method is a qualitative research method, that utilises phenomena or objects that can be perceived, objects that can be understood, something that is born in consciousness, or events that can be observed. The technique of collecting data by documentary studies with comparative analysis and content analysis. The results showed that the maqasid al-shari'ah had been integrated in the science of STAIN Kediri Indonesia. Aspects of the level of welfare needs that must be protected are generally at the rank of hajiyyat. Integration of maqasid al-shari'ah in scholarship at KUIS Malaysia is more visible when connected between the sata beneficiaries and other benefits. This is supported by the distribution of offered courses that directly

come in contact with the benefit of religion, soul, reason, education, and wealth even though it is still in the rank of hajiyyat. Pages 54 to 68

### **Carbon Credits: Accounting Issues and Challenges**

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**Over the past few decades, extensive research has been conducted on climate change and the need for sustainable natural resource management. The Kyoto Protocol (1992), was a critical treaty in the field of climate change, international and national regulations on emissions trading. This study investigates carbon credits and related accounting practices. It is a useful source for companies recording carbon credit and reporting it on their financial statements. At present, accounting practices for carbon credits lack standards. Although there are no specific standards for accounting carbon credits, certain existing standards can be applied to the practice. The most popular carbon credit classifications are “intangible assets” and “provisions for contingent liabilities and contingent assets”. The different standards applied for carbon credits in accounting practice necessitate guidelines that are easier to follow and unidirectional. This has implications for financial statements that inform stakeholders’ decisions. Pages 69 to 82**

**A Discourse Study of Community Justice Policy Implementation under the Policy Mottos “Justice for All, All for Justice” and “Justice to All, All to Justice”**

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**In this article, we analyse community justice policy discourse under the mottos “Justice for All, All for Justice” (JFA) and “Justice to All, All to Justice” (JTA) by using a narrative policy framework to decentre the relationship between community justice administrative models and policy implementation styles. This is carried out through qualitative analysis from a group of executives and scholarly experts, as well as practitioners on their use of discourses. The results show that the narrative form; “people access to justice” apparently linked to the “JTA” which is related to top-down approach, while “JFA” is related to bottom-up approach through narrative form “administrative justice to people”. The discourse practice of the former was seen as politicians’ propaganda to cultivate justice perception to the people at a local level. On the other hand, the latter was perceived as a strategic approach emphasised on perception of government officials. However, based on a top-down approach, narrating community justice policy implementation is considered as counterpoint to the administrative model which is in conflict with the policy’s goal. Pages 83 to 100**

**Reconstruction of Law Enforcement in Money Politics in the Election of Regional Heads Based on Progressive Law**

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**Law enforcement prohibiting the giving of money or other material to influence voters in both the legislative and regional head elections, although in practice is invisible and is no longer a public secret,**

is very weak. Rarely may it even have never happened, law enforcement is carried out against regional head candidates and deputies who are found to be giving money or other material, known as money politics to win their partners, it is done transparently, and it is not done until the court stage. During this time, the matter happened only to certain individuals, who were caught red-handed giving money or distributing groceries from prospective regional head pairs to the community. They had to undergo legal proceedings, while the intellectual actor was never revealed. So it is deemed necessary to have a reconstruction of Law Number 8 of 2015. Pages 101 to 121

#### **Key Factors in Accessibility to and Acceptance of a Website for University Students with Visual Impairment**

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Visually impaired students often have trouble accessing and using websites. Therefore, we aimed to investigate factors affecting visually impaired students' accessibility to and acceptance of a website. The research tool was a valid and reliable survey questionnaire with Likert-scale items. Responses to the questionnaire were elicited from 274 visually impaired students at several universities in the Central region of Thailand and analysed by structural equation modelling (SEM). It was found that four main UTAUT factors as well as the website's quality and internet anxiety were significant factors affecting behavioural intention to use a website that led to actual use of the website. Website developers should take heed of these factors when developing a website for this group of users. The findings provide some essential information on accessibility-and-acceptance-promoting web design and development. Pages 122 to 139

## **The Cultural Identity through Folk Performance of the Khmer Ethnic Group along the Thailand-Cambodia Border: A Case Study of Ayai Folk Performance in Sra-kaew, Thailand**

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**The social fabric around national border areas often involves immigration, migration, and relocation. This social fabric varies by area, where each ethnic group's livelihood is unique, reflecting the group's lifestyles, beliefs, traditions, and cultures. Thailand's border has seen the migration of the Khmer ethnic group, which is an important phenomenon marking the beginning of the settlement and the cultural construction of the Khmer ethnic group in Thailand. This is most obvious along the border, where the heritage of Thailand and Cambodia connects. This research aims to study the ways by which the cultural identity of the Khmer ethnic group is built through the folk performance which appears in the Thailand-Cambodia border area, and the social, cultural, and economic impacts on the identity-building process of the Khmer ethnic group. The research adopts the mixed methods approach and the focus group technique applied on the heirs and the understudies to folk performers, local sages, community leaders, and academics studying cultures. The research shows that, for the purpose of identifying their cultural identity, the diaspora living in a multi-cultural society, as evident in the Thailand-Cambodia border area, have adopted folk performance as an important instrument to showcase the identity of the Khmer ethnicity as they participate in power relations and co-exist with other ethnic groups. The folk performance along the border, therefore, reflects the efforts to preserve and recover the Khmer ethnicity by showing the cultural identity built jointly by people in the community through social interactions aiming to preserve and recover artistic values of the performance and music, and the identity which remains in Thailand until the present day, albeit differs from other ethnic groups. Pages 140 to 151**

## **The Political Semiology of Khao Kho Royal Palace**

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**Khao Kho Royal Palace is not only the King Rama IX's resort recreation place, but also, a monument of the battle between the Thai state and the Communist Party of Thailand. Moreover the palace today is one of the most famous tourist's attractions of Phetchabun. This article follows the interdisciplinary/alternative academic genre which has collaborated concepts of architecture and politics together to construct the explanation on social phenomenon. The purpose of this article is to uncover the concealed 'the political' by using Roland Barth's concept of mythology to demythologise within an 'apolitical TRUTH' of Khao Kho Royal Palace. The fieldworks were Khao Kho Palace's architecture and historical documents. Result of the demythologisation revealed many political connotations behind the portrayed picture/myth of tourist's attraction to the palace namely; the monarchy culture of Sarit's regime, the replacing of a weaponry warfare with Yutta Pattana, the ideological contestation between Khana Ratsadon's and the absolute monarchy's, and most of all the firmly establishment of the 'TRUTH' about the relationship between the king and Phetchabun people. Pages 152 to 175**

## **Strategies for Cross-Border Tourism between Thailand and the Lao PDR: A stakeholders' perspective**

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The objective of this article is to present various perspectives on the development of cross-border tourism of Thailand and the Lao PDR gained from interviews and focus group meetings with key persons from relevant public and private sectors. The emphasis is on the important guidelines and the activities in which the two countries should cooperate in terms of the development of the infrastructure and facilities for tourism, as well as the enhancement of human resources and marketing promotions. In addition, the results can contribute to the creation of a joint regulatory framework and various border policies, so that cross-border tourism can be a tool to attract an increasing number of tourists and the preparedness of the relevant areas of both countries can be improved. Pages 176 to 191

#### **Correlations between Interior Materials and Allergen Reproduction in Homes**

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In Thailand, allergic rhinitis and asthma are major public health problems and are the most prevalent among all types of allergies. The number of people suffering from allergic rhinitis has been increasing every year, and house dust mites are one of the most common triggers of allergic rhinitis and asthma. Studies show that simultaneous control of indoor air temperature and humidity reduces the number of house dust mites. Since dust mites inhabit a single surface throughout their life cycle, the purpose of this research is to study how each interior material affects the number of dust mites under different indoor climate conditions. The study was conducted from July to mid-September 2019 and took place in two connecting rooms in a condominium located in the Pathumwan area of Bangkok's

central business district. Dust mites were released on 15 interior surfaces. Every two weeks the number of living and dead dust mites were counted and recorded. The samples were prepared in two sets and placed in two different indoor climate rooms. The temperature and relative humidity in room one was controlled at all times, set to 25°C ( $\pm 2^\circ\text{C}$ ) and 50% ( $\pm 3\%$ ), which is the climate that reduces the dust mite reproduction rate. Whereas the temperature and relative humidity was not controlled in the other room during the study period. The average indoor temperature in the uncontrolled room was 28°C and the average indoor relative humidity was 69%. The results of the study showed that dust mite survival rate varied by material. In dissimilar climates, the same material resulted in differing dust mite survival rates. Therefore, in order to efficiently control the number of mites in a house, there is a need to not only control indoor climate, but also to consider the interior material used in the room. Pages 192 to 204

#### **A Model of Legal Protection for Traditional Medicines (Jamu) as Part of Traditional Knowledge**

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The present study has a general purpose of the creation of a special law governing the protection of intellectual works in the form of traditional knowledge. The specific purpose is to find out the right legal protection model for traditional medicine (jamu) as part of traditional knowledge. The conceptual and legislative approaches with the deductive analysis are used as the methods of the study. The results of analysis showed that traditional knowledge in the form of jamu cannot be protected under the Patent Law since it does not fulfill the novelty requirements. Traditional knowledge requires protection in the form of a special law. Pages 222 to 235



## **Access and Benefit Sharing of Biodiversity for Empowering Local Communities; Case Studies in Selected Countries**

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**The purpose of this study is to analyse the practices of access and benefit sharing from the utilisation of biodiversity for empowering local people and communities in accordance with the Convention on Biodiversity (CBD). The focus of this study is to analyse whether access permits and equitable benefit sharing agreements in practices are capable of empowering the economy of local communities. This study is based on normative legal research by using primary and secondary legal resources. While analysis conducted for this study is by using statute, conceptual and case approaches. The cases used for this study are Kani Case from India, Kava Case from Pacific Island Nations, and Hoodia Case in South Africa. This study found that it is not only access permits needed to utilise biodiversity, including biological resources which can be used as a legal basis for benefit sharing arrangement between the local communities and the user of biodiversity, but also recognition of local people's knowledge of biodiversity. This benefit sharing arrangement which has been developed from those case studies provides a significant contribution to support the economy of local communities, even before the existence of the CBD. Accordingly, these case studies can be used as best practices for Indonesia on recognising the traditional knowledge of local communities, establishing access permit and benefit sharing agreements. Pages 236 to 245**

**What Drives Mobile Banking in the Digital Age? An Empirical Examination among Young Consumers**

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**This study aims to examine the factors that encourage young consumers who intend to adopt mobile banking (m-banking) facilities in the current digital era. The empirical testing of the intention of m-banking adoption is based on the perspective of users who are included in the criteria of young consumers in developing countries. Young consumers in developing countries are potential markets for m-banking services in the digital era that demand the effectiveness and efficiency of banking transactions. These young consumers tend to have high mobility and are more aware of the development of m-banking technology to fulfil their needs and wants using easy, fast, and practical banking transactions. By using a purposive sampling technique, as many as 290 young consumers (18-30 years old) of m-banking in Indonesia were chosen as respondents of this study. The data is analysed using the structural equation modeling (SEM) technique. The results showed that all factors that were thought to have a positive effect on the intention to use m-banking among young consumers supported the empirical data. The antecedent factors tested included attitude, perceived usefulness, service quality, system quality, and trust. Internal factors of m-banking users, namely attitude, perceived usefulness, and trust have a greater influence on the intention to use m-banking than external factors. The external factors are in the form of supports provided by banks to m-banking users, namely service quality and system quality. Pages 246 to 255**

**Role Model of Legal Support for Implementation of a Smart City in Indonesia**

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The development of life in society, especially in urban areas, is marked by technological advances. The existence of this technological advancement makes all things in all aspects of life more effective and efficient. One of the technological developments in the city today is the creation of the idea of a "smart city" which is a city that has integrated information and communication technology in everyday human activities. A smart city aims to improve efficiency and services in the public sector and of course to improve welfare for residents. In Indonesia, there are already several cities that implement the "smart city" idea, one of which is the city of Surabaya, which is a city that has "smart city" ties for 3 consecutive years. In the City of Surabaya there are 6 important elements; namely government, living, economy, mobility, people and environment. However, in the implementation of a "smart city" in several cities in Indonesia, there are still some obstacles, one of which is the lack of the creation of a rule of law as an umbrella for the application of the "smart city" idea. Because then, if there is no regulation, every city that wants to implement the "smart city" idea arises doubts. So it is very necessary for the role of law to support the development of various new policies that will be implemented by a city, one of which is by constructing a legal product as an instrument in policy enforcement. Pages 256 to 262

### **Citizen Lawsuit as a Legal Effort on Government Eco-Unfriendly Action**

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This study aims to link the model of citizen lawsuits to eco-unfriendly government action. The type of government action that causes a loss to the community's right to a clean and healthy environment. The citizen lawsuit is the right suit model to sue the Government into re-evaluating and improving all efforts and policies to address problems over government actions that are eco-unfriendly. The citizen lawsuit is a means of legal protection for the community in fulfilling citizens' rights to a good and healthy environment. One form of this citizen lawsuit is found in Supreme Court Decision No. 31 K/Pdt/2017, which stated that the defendant was negligent in providing fulfillment and protection of human rights for water to the citizens of DKI Jakarta, and ordered that the management of drinking water be restored in the DKI Jakarta Province. If the lawsuit is filed in an unlawful or faulty manner, then the court's decision to order the management of drinking water in the DKI Jakarta province will not be carried out. Pages 263 to 274

## **The Digital Transformation of Enterprise Architecture on Culinary SMEs: A Case Study – Culinary SMEs in DKI Jakarta Province**

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The free market in Indonesia has resulted in increasingly fierce competition in the business industry. This encourages business people, especially Small Medium Enterprises (SMEs), to carry out digital transformation. Transformation is a structural shift, which is gradual, comprehensive, and cannot be returned to its original form (irreversible). Digital transformation is characterised by the development of wide-area networks, shifts in ways of communication, and changes in people's lifestyles. According to Ministry of Communication and Informatics 2020 data, Indonesia ranks the 8th country with most internet users in Asia. The number of internet users in Indonesia reached 132.7 million with 51% penetration, and 106 million of them actively use social media, with a penetration of 40%. The above considerations suggest that digital transformation is beneficial and very much needs to be considered by SME actors. 59 million SMEs in Indonesia are not yet digital literate. Obstacles in the implementation of digital transformation are related to human factors, lack of adequate resources, lack of clear business strategies, and business processes that are not focussed on customer needs. Therefore, an Enterprise Architecture (EA) is needed to align business with Information Technology (IT) to maximise the contribution of company resources, IT investment and system development activities to achieve performance goals. Developing Enterprise Architecture at SMEs needs to be adopted, or an EA framework for enterprise architecture needs to be developed by the SMEs themselves. The method used by this analyst uses the Zachman Framework. Enterprise architecture identifies and defines common data types that support business functions that are defined by business models. This EA design produces a model that can be used as a reference for culinary SMEs to achieve digital transformation. Pages 275 to 289

## **Blended Learning Strategy for Learning Process in Pandemic Covid-19 (Flipped Classroom Model)**

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**Blended Learning Research by Flipped Classroom models is conducted using the R n D method at the University level. Based on the results of this research and development, it can be concluded that Blended Learning really helps students to learn independently. Although students still really want a face to face in the classroom, but Blended Learning that combines virtual learning can be the right solution during the Covid-19 pandemic so that learning continues. Students feel the challenges in the Blended Learning model, namely the need for a very high motivation of each individual and the role of the lecturer is very helpful in changing learning patterns that have been in the classroom and are now only done online. But in its application, there are a few obstacles, namely the lack of signal stability in some regions. Pages 290 to 302**

## **Innovation Performance and Entrepreneurial Ambidexterity in SMEs: A Systematic Literature Review**

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**This article presents a Systematic Literature Review or SLR of the emerging 'innovation performance' research scope. It proposes innovation performance that enriches entrepreneurship study. This study aims to draft and critically re-examine the articles in the features of the innovation performance area. The SLR delivered 112 studies presenting jointly to innovation performance. Ahead of descriptive analytics, outcomes highlight the foremost research issues of innovation performance as well as various methodologies that associate researchers and members within several study methods. Moreover, 43 articles are interesting to study further because of the link between ambidexterity and innovation performance. The authors highlighted that the topic has been developed over time and identified promising research streams for the near future. The study presents to further investigations and concurrent state of the art of innovation performance literature. Pages 303 to 328**

#### **The Role of Knowledge Heterogeneity and Organisational Commitment in Explaining University Organisational Effectiveness: Mediation Mechanism**

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**This study aims at explaining the effect of social capital and trust on university organisational effectiveness through knowledge heterogeneity and organisational commitment as the mediator. There were 267 respondents of employees at State University in Central Java, Indonesia, as the sample. Purposive sampling was used as the sampling technique. The data collection methods were observation, interviews, and questionnaires. The hypothesis testing employed path coefficient values and was carried out by a t-test via SmartPLS 3.0. The results reveal that knowledge heterogeneity was proven to play an essential role in explaining the mechanism of social capital mediation on university organisational effectiveness. Organisational commitment also proved as an explanatory of the mediating mechanism of trust in organisational effectiveness. The results also showed that there was a direct influence of social capital on knowledge heterogeneity and trust in organisational commitment. This study is expected to contribute to the management practices in the university realm, in which universities need to pay attention to the trust and social capital of its employees. Pages 329 to 347**

## **Housing Demand among Millennials in Indonesia: Ownership and other Factors**

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**This study aims to analyse the determinants of house ownership for millennials. The source of data is from the Indonesia Family Life Survey (IFLS) in 2007 and 2014. Using the Probit estimation model, variables that positively affect the probability of owning a house are age, working status, married or widower/widow, number of household members, and non-food expenditure per capita. On the other hand, variables that negatively affect the probability of owning a house are male gender, years of education, living in an urban area, and food expenditure per capita. Highly educated millennials tend to live in urban areas, where barriers to owning a house are relatively high. Thus, a special scheme of house ownership for millennials in urban areas is needed, through apartments or in the form of a flat. In addition, optimisation of the Housing Financing Liquidity Facility (FLPP) policy is needed specifically for millennials, and zoning policies that are appropriate for millennial housing. Pages 348 to 360**

**The Effect of Just in Time Teaching and Self-Directed Learning on Student Engagement and Cognitive Learning Outcomes**

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This research determines the effect of Just in Time Teaching (JiTT) and Self-Directed Learning (SDL) on Student Engagement and cognitive learning outcomes. The quasi-experimental research design with a 2x2 factorial was used to compare the JiTT strategy with conventional strategies. The research subjects were 125 students of Elementary School Teacher Education (PGSD) enrolled in an Islamic Education course in the first semester of the 2019/2020 academic year from Malang State University, Indonesia. The subjects consist of 63 and 62 students in the experimental and control classes using the JiTT and conventional strategies, respectively. Questionnaires were used to measure the SDL on student engagement and an essay test instrument to determine the cognitive learning outcomes. Data were analysed using the Multivariate Analysis of Variance (MANOVA) assisted by SPSS 16 for windows. The result showed that JiTT has a significant effect on student engagement and cognitive learning outcomes compared to conventional strategies. Students with high SDL have better engagement and cognitive learning outcomes compared to those with low SDL. However, the result also showed that there was an interaction between JiTT and SDL on student engagement and cognitive learning outcomes. Pages 361 to 376

#### **Government Response and Communication in Covid-19 Crisis Management in Indonesia**

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This study aims to explain the response and communication of the government in the Covid-19 crisis management in Indonesia. It was conducted based on the Qualitative Content Analysis (QualCA) approach to 11 Twitter accounts and the official website of government agencies and state ministries



whose specific task was to accelerate the handling of Covid-19 in Indonesia. Nvivo 12 plus software is used to capture Twitter content, theme categorisation, topic mapping, and data analysis. This study revealed that the response and communication of the government in Covid-19 crisis management in Indonesia took place in the form of taking and implementing social distancing policies and Large Scale Social Restrictions (PSBB). However, the policy failed to reduce the Covid-19 curve in Indonesia, which is caused by poor communication of the crisis by the government which then has an impact on community non-compliance with the provisions of social distancing policies and PSBB policies. Future studies need to explain the effect of the government response and communication on the effectiveness of handling Covid-19 in Indonesia. Pages 377 to 396

#### **Social Media Strengthens Social Capital in Dealing with Disaster on the Riverbanks**

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Floods and landslides have affected communities' life and the environment. Various technical and non-technical efforts have been made by the government together with the community to minimise the impact of flooding through strengthening social media participation as the social capital as they believe the existence of social media can strengthen household social capital in dealing with disaster in the areas. The purpose of this study was to analyse social media utilities to strengthen the social capital of disaster along the Ciliwung River, West Java, and DKI Jakarta. This study used a mixed of qualitative and quantitative approaches. Data collection was done by survey and non-survey techniques through observation and in-depth interviews with several local communities. The results showed that social media strengthened social capital in households in the affected areas. That power is driven by the strength of social relations, fostering solidarity that shapes behaviour, and the achievement of shared goals. Solidarity is fostered by an act of cooperation, mutual assistance, a spirit

of mutual cooperation, care, trust, and sensitivity. The presence of social media in the midst of floods and landslides has become a social networking site and an instrument of trust and social relations. Social networks are able to bind communities affected by disasters with unlimited connection. The existence of social media in the midst of a disaster has embodied the values of cooperation, mutual assistance, caring, trust, and shared sensitivity to disasters. Pages 397 to 416

### **Strengthening the Democratic Character of Young Citizens through the Citizenship Project**

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This study aims to describe: 1) the strategy of strengthening the democratic character of young citizens through the application of the citizenship project learning model in citizenship learning in universities, 2) democratic values that arise in citizenship learning by applying the learning model of citizenship projects, 3) the obstacles faced in implementing a citizenship project to strengthen the democratic character of young citizens in the learning of citizenship, and 4) efforts made to overcome obstacles in the application of citizenship projects to strengthen the democratic character of young citizens in citizenship learning. This research is a descriptive study using a qualitative approach. Determination of the subject in this study used a purposive sampling method, consisting of students who took citizenship education courses, and lecturers who took citizenship education courses. Data collection in this study employed interview techniques, observation, and documentation. The validity of the data checking utilized triangulation techniques. The results of the research that have been carried out showed that: 1) strategies undertaken to strengthen democratic character through the application of the citizenship project learning model in citizenship learning was carried out, directly and indirectly, 2) democratic values that arose in citizenship learning by applying the learning model of citizenship projects between others were respecting the opinions of others, expressing opinions politely, responsibility, interactive and dialogic communication, and decision-making skills, 3) the obstacles faced in implementing the citizenship project model on citizenship learning was the very limited time to explore and solve problems thoroughly, and 4) the efforts made to overcome obstacles were by simplifying the steps in applying the citizenship project model to citizenship learning. Pages 417 to 427

## **Game-Based Learning: Board Games as a Series of Entrepreneurship Learning Processes**

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**The development of entrepreneurship in Indonesia is currently advancing. Of course, all of this is supported by the number of training programs provided, so that the ability to build a business can be more developed and the business grows. However, many training programs such as seminars, workshops and mentoring do not have a positive effect. As only an ordinary training and learning process, participants will forget the theory given. At present, the learning process can include game-based learning as an alternative given in the training process. The purpose of game-based learning is so that the trainees can experience anything directly by using the game board as a training tool. This study, was based on the results of observations, literature reviews, and interviews with trainees – both standard trainees, and trainees who used game boards. Pages 428 to 444**

## **Analysis of Implementing an Electronic Records Management System on Employee Performance**

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The application of an electronic records management system base – Bank Indonesia-Records Management System (BI-RMS) – is expected to have a positive influence on employee performance. The purpose of this research is to learn from the use of an electronic archive management system regarding the work mechanism of employees at the KPw Bank Indonesia, West Java Province. The research method uses quantitative research methods. The focus of research on the use of an electronic archive management system is being applied. This study uses data analysis methods such as interviews and documentation, as well as data analysis methods using descriptive analysis methods. Based on the results of research, the use of electronic records management systems can increase employee performance. Pages 445 to 458

#### **Independent Audit in Vietnam: A Literature Review**

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After nearly 30 years of establishment and development, independent audit has made important contributions to Vietnam's development. The purpose of this article is to present an overview of independent audit-related studies in Vietnam from 2000-2018. The author uses the qualitative research method on the basis of implementing an approach selecting studies with high academic content through doctoral dissertations, the articles published in international journals and the major international conferences held in Vietnam. The result shows that the researches related to independent audit in Vietnam during 2000-2018 are published very diversely and basically divided into two main parts. (1) For the research in doctoral dissertations, there are five main research directions; (2) For internationally published articles, there are also five main groups in which the studies published through doctoral dissertations appeared in 2002, and the studies published in international journals and at international conferences have appeared more since 2014. By presenting

an overview of past literature in Vietnam and discussing the shifting demands on independent audit, the researchers hope to motivate further research in the field. Pages 459 to 477

### **The Effects of Health Insurance on Maternity Care in Health Services in Indonesia**

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Economic conditions are a factor that causes low access to maternal services, so strategic efforts are needed to help minimise the economic burden based on comprehensive health insurance. The purpose of the study was to analyse the effect of health insurance on maternity care in health services in Indonesia. The samples used were women in childbearing age who had given birth in the last 5 years. The sample size was 36,548 women. The variables analysed included health insurance, childbirth healthcare, type of place of residence, age, education, employment, marital status, parity, wealth, knowing the danger signs of pregnancy, and antenatal care. Determination of the influence of the binary logistic regression. The results of the analysis found that health insurance ownership affects maternity care in health services in Indonesia. Women of childbearing age who gave birth in the last five years in Indonesia, who were covered by health insurance, are 1.138 times more likely to deliver in healthcare facilities than women who are not covered by health insurance. Other variables found to influence the health of childbirth are type of place of residence, age group, education level, employment status, parity, wealth status, and knowing the danger signs of pregnancy. It could be concluded that health insurance was a predictor of maternity care in health services in Indonesia. Pages 478 to 497

## **Socioeconomic Disparities in Antenatal Care Utilisation in Urban Indonesia**

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**Living in urban areas brings its consequences for pregnant women, especially for those who are poor. The purpose of the study was to analyse socioeconomic disparities in ANC visits in urban Indonesia. The samples used were women aged 15-49 years old who had given birth in the last 5 years in urban Indonesia. The sample size was 7,568 women. The variables analysed included antenatal care (ANC), socioeconomic, age, have a husband/partner, education, parity, and health insurance. The disparity was determined by binary logistic regression. Women in a socioeconomic poorer category were 1.306 times more likely than the poorest to make complete ANC visits. Women who have a socioeconomic middle category are 1.758 times more likely compared to the poorest to make complete ANC visits. Women who have socioeconomic richer categories were 2.618 times more likely than the poorest to make complete ANC visits. The richest women were 1.306 times as likely as the poorest women to make complete ANC visits. This information shows that the better the socioeconomic status of a woman in urban areas of Indonesia, the more likely it was to make a complete ANC visit. Other variables also found as predictors of ANC visits were age, have a husband/partner, education, parity, and health insurance. There was a significant disparity between socioeconomic groups in ANC utilisation in urban Indonesia. The better the socioeconomic status of a woman, the more likely she was to make a complete ANC visit. Pages 498 to 514**

## **Developing Aftercare Treatment for Newly Released Female Inmates in Thailand**

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**This mixed-methods study aims to find out the situation, problem, and impediment of the present operation towards newly released female inmates in Thailand, as well as to appropriately implement the adjusted operation approach based on the best practice approach from abroad to suit the Thai context. The findings lead to the operation development for the newly released female inmates in Thailand, thus helping effectively reduce the repeated offences of the newly released inmates. Result: From the study, the five aftercare treatment development approaches for newly released female inmates in Thailand are derived as follows: (1) the alternative justice approach in bypassing the cases from mainstream justice; (2) the operation development approach for the Department of Corrections to monitor the screening, evaluating, rehabilitating, transferring, examining, following, helping, and evaluating works; (3) the database storage enforcement and data analysis approach to evaluate the risks in committing crime at the individual level through the Big Data use along with the psychologists; (4) the society's attitude adjustment through the formation of the networks and the integration between the offices from the government, private, civic, and media sectors; and (5) the appropriate implementation approach of the role model or the successful approach from abroad such as the Yellow Ribbon project of Singapore in the Thai context. Pages 515 to 529**

## **“Sahabat Desa” (Village Friend): Innovation in Placement of Health Workers in the Midst of the Community**

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There is a gap between what the person in charge of the health sector is trying to do and what the community feels. On the other hand, health problems are found that do not stand alone but are interrelated with many factors from other sectors. Innovation is needed to bridge this gap. This study tries to present "Sahabat Desa" (Village Friend) to overcome the gaps that occur. The study was aimed to describe how the process of Sahabat Desa assisted the community to achieve better conditions. The study, using the participatory action research approach, was conducted by placing a health worker, referred to as a "Sahabat Desa", as a participant – placing Sahabat Desa directly (living) in the midst of the community. The results of the study found that Sahabat Desa could fill the implementation gap between the programs initiated by the government and those accepted by the community. Placing Sahabat Desa as health workers directly in the midst of the community could shorten the time needed to solve many health problems in the village. The presence of Sahabat Desa in the community could also unravel health problems related to other causes. Sahabat Desa could also play a role in connecting health problems in the village with solutions from other resources, even resources from outside the village. Pages 530 to 546

### **Strategic Intuition Development in Human Resources of Talents: A Case Study in a Thai Social Context**

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This study incorporates qualitative research using the documentary research method and in-depth interviews with 10 specific well-known monks in Thai society from different regions of Thailand. The results of the study found that the development of intelligence to lead to the development of strategic intuition among the human resource talents of Buddhism in Thailand must start from practising with the mind to have the right thoughts and ideas, which is called Sammaditthi. Paratoghosa is a good voice that sounds right from others. These should be combined together with Yonisomanasikara, which is the process of knowing the right way, and then developed into a concentrative and active state of mind to lead to a state of strategic intuition. Pages 547 to 560



## **Employee Mobility and Innovation**

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**This study aims to investigate the effect of employee mobility constraint through inevitable disclosure doctrine (IDD) adoption by U.S. state courts on firms' innovation. IDD adoption serves as an exogenous shock on the labour market and industry competition from which this study expects the negative effect on firms' innovation comes. This study uses U.S. firms and measures innovation using R&D expenditure and patent registration and citation. This study finds that employee career constraints through IDD adoption reduces industry competition. The deteriorating effect of IDD enactment on innovation is not only for the initial adoption period but also for at least one year ahead. The negative impact of employee mobility constraint is due to the decrease in market competition. This research suggests that the relaxation of market monitoring on managers will decrease the performance of the firm. Pages 561 to 580**

## **The Impact of Working Capital Management Policies on Financial Performance of Mining and Extraction Companies Listed on Amman Stock Exchange**

**Saleh ALmerria, Saleh K. Al-Okdehb, a,bApplied Science Private University,**

**This study aimed to find out the impact of conservative, aggressive and moderate policies of working capital management on financial performance measured by return on equity, in addition to find the differences between policies adopted in working capital management. To achieve the objectives of the study, the descriptive analytical approach was used, where this study was applied to the Jordanian Mining and Extraction Companies Listed on Amman Stock Exchange which comprise (15) companies, where (11) companies were selected depending on the purposive sample (the conditions of selecting the study sample). This study found a number of results, the most important of which is: there are statistically significant differences between the policies adopted in working capital management of Mining and Extraction Companies, in addition to the statistically negative impact of applying a conservative policy in working capital management on financial performance measured by return on equity of Mining and Extraction Companies, while there was a statistically significant positive impact of applying both aggressive and moderate policies of working capital management on financial performance measured by return on equity of Mining and Extraction Companies Listed on the Amman Stock Exchange. The study concluded a number of recommendations, the most prominent of which is: the management of the Jordanian Mining and Extraction Companies should follow an aggressive policy in working capital management because of its significant positive impact on financial performance, taking into account that the management of companies should study the risks of applying this policy well in order to control their risks as much as possible, so they can improve their financial performance while avoiding the occurrence of these risks. Pages 581 to 601**

### **Impact of Characteristics of Board of Directors on Intellectual Capital Performance for Banks Listed in Gulf Markets**

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**This study aims at exploring the relationship between characteristics of board of directors (size, educational level, nationality, number of meetings) on intellectual capital performance for banks listed in the Gulf markets. The study was based on analysing annual reports of a sample of (86) banks for (5) five years from 2014 to 2018. The study also used the technique of correlation and regression to analyse the relationship among study variables. The results indicate that the size of board of directors is positively highly correlated with intellectual capital performance. In addition, this study finds an important positive correlation between educational level and intellectual capital**

performance This supports the idea that diversity in educational level of board of directors reflects their varying degrees of knowledge and skills, affecting board of directors' ability to generate more or less creative solutions to solve complex problems. Furthermore, this is contrary to the expectations of theory of dependence on resources, where this study did not find any relationship between the nationality diversity of board of directors and intellectual capital performance in Gulf banks. Moreover, the study results show that the number of board of director meetings has a relationship with intellectual capital performance. Pages 602 to 624

#### **Does Organisational Culture and Creativity Influence Principal's Decision Making?**

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A principal has a pivotal role as a leader to guide and manage his/her school, including making effective, efficient and accurate decisions. Making decisions sometimes becomes a problem for a principal. This research aims at investigating the effect of organisational culture, creativity and communication on principal's decision making. The research employed a quantitative approach with a survey method. The sample involved in the research was 105 public junior high school principals from 35 sub districts in Bekasi. Purposive random sampling was used to determine the sample. The instrument utilised to collect the data was a questionnaire with the Likert scale. The data obtained was then analysed using path analysis. The hypotheses testing revealed that organisational culture, creativity and communication variables give a positive direct effect on the principals' decision making. The calculation results signify that tcount of those variables are bigger than ttable (organisational variable tcount 2.211 > ttable 1.98; creativity tcount 2.572 > ttable 1.98; and communication tcount 3.159 > ttable 1.98). To be more specific, it is empirically proven that communication is the highest indicator impacting the principals' decision making. On that ground, it is highly recommended for the authorities to upgrade and intensify principal's communication as an attempt to promote principal's decision making. Pages 625 to 639

## **The Meaning of the Profits of Fish Farmers**

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**This study aims to analyse the meaning of profits obtained from the harvest. The data analysis technique used is the interactive model of Miles and Huberman (1984). The results of this study indicate that in the face of a decline in profits from crop yields caused by the influence of extreme weather that hit the pond area, farmers still survive and remain sincere in their business processes. Even though there are obstacles that arise, farmers remain and are sincere in their efforts to get optimal profits. Pages 640 to 654**

## **Abusive Supervision: A Case Study of Public Sector Entity in Pakistan's Electricity Distribution Sector**

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Abusive supervision is a phenomenon that attaches many drawbacks to itself. Supervisory abuse may take many forms, such as mocking or making fun of subordinates, verbally abusing or yelling at subordinates, taking undue credit and withholding benefits. Consequently, organisations pay a heavy price for such abusive behaviour, including but not limited to legal costs, health-related costs, lower efficiency, absenteeism and higher turnover intention. This case study examines the prevalence of abusive supervision in a government organisation, the Multan Electric Power Company (MEPCO). A series of interviews were conducted and analysed using content analysis. The findings revealed that the quality of relationships between supervisors and subordinates is very strained and is based on personal rather than organisational associations. The main repercussive consequences among subordinates were ingratiation, poorer job performance and indulgence in corruption and malpractice. Pages 655 to 673

#### The Changing Paradigm of Legal Thought: Case of Indonesia

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This article aims to explain legal thought in Indonesia. It is important to understand the existing legal thought to obtain a comprehensive understanding of legal science. A literature study and philosophical data are analysed in accordance with the theories of natural law, legal positivism and legal realism. The results show that there are various patterns and models of legal thought paradigms in Indonesia in accordance with the regime of the ruling government and the influence of the development of law and society. The government at the time of reform had a paradigm of legal thought oriented towards public policy to improve the moral ethics of the behaviour of the state

apparatus and the public policy of the government to strengthen Sharia law (Islam). The various paradigms of legal thought are an important area of study by legal experts to explain changes in the paradigm of legal thought of the various government regimes in Indonesia. Pages 674 to 689

### **Curricula Internationalisation Practices in Higher Education from the Perceptions of Faculty Members at Prince Sattam bin Abdulaziz University**

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One of the universal characteristics in the domain of higher education is that it is consistently reshaped by internationalisation and globalisation. This study was designed to determine appropriate and applicable practices for internationalising higher education curricula on the basis of five components of a curriculum from the perceptions of faculty members at Prince Sattam bin Abdulaziz University (PSAU), Saudi Arabia. A total of 42 practices were identified for internationalising higher education curricula and also to determine the appropriateness and applicability of those practices. In addition, the study also examines whether there are any statistically significant differences in the perceptions of faculty members according to their academic rank, gender, area of specialisation, and level of proficiency in English. The descriptive research design was used to collect data through a survey. The sample consisted of 328 faculty members. The study found out that there are statistically significant differences in the appropriateness and applicability of the practices due to the level of English proficiency. It also showed statistically significant differences in the appropriateness of the practices owing to the 'theoretical and practical disciplines' variable. Furthermore, the study identified statistically significant differences in the applicability of the practices attributed to academic rank and gender. The study recommends utilising these practices in internationalising higher education curricula, starting with the practices that are most palatable to the faculty members. Finally, the study recommends conducting further studies which examine detriments to the implementation of the practices and which provide viable solutions to these detriments. Pages 709 to 732

**Real Effective Exchange Rate, Broad Money Supply, and Trade Balance in Vietnam: An Empirical Analysis from Bounds Test to a Cointegration Approach**

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**Objectives:** This paper aims to investigate the impact of the real effective exchange rate and broad money supply on the trade balance in Vietnam using quarterly data from the first quarter of 2000 to the fourth quarter of 2018. **Methods/ Statistical analysis:** Using the ARDL-ECM approach to investigate this effect, a cointegration relationship exists between real effective exchange rate, broad money supply and trade balance. **Findings:** Results demonstrate that real effective exchange rate has a short-term negative impact on trade balance. Additionally, broad money supply has a positive impact on trade balance in the short run and long run with a very weak effect. Surprisingly, it was found that real foreign income and local income have no impact on trade balance. Pages 733 to 753

**The Impact of Using Self-Questioning Strategies on the Achievement of Intermediate First-Grade Female Students in Al-Tafsir Curriculum**

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**This research is aimed to explore the impact of using self-questioning strategies on the achievement of the intermediate first-grade female students in in Al-Tafsir curriculum. To achieve the objective, the researchers used a quasi-experimental approach to determine the effect of the self-questioning strategy on the achievement. The researchers used a randomly selected sample consisting of 60 female students from the first-grade of middle school in Al-Kharj. The selected students were divided into experimental and control groups. Further, the researchers developed the achievement test and applied it to verify the difference between two groups. It was found that there were statistically significant differences between the pre- and post-measurements of the experimental group are found in achievement test and it is in favour of post-measurements. The significant differences are also found in the recall and understanding constructs but the results of applying and analysing constructs are found insignificant. Further, the researchers found statistically significant differences between the experimental and control groups in all the constructs. Pages 754 to 770**

### **The Effect of Learning Using Think-Pair-Share and Make a Match Models on the Students' Mathematical Communication Skills**

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**Communication is one of the most important abilities mastered by students in mathematics learning. This study aimed to explore and describe the mathematical abilities of verbal and written communication in mathematics learning using Think-Pair-Share and Make a Match models. The implemented research design was experimental teaching. This research design was conducted through 3 steps including teaching preparation, teaching experimental, and analysis processing teaching, with descriptive type and mix approaches. Class VII-A students of Junior High School Muhammadiyah 2 Malang was used as the subjects in this study. Verbal communication data was collected through observation. Written communication data was collected through students' writing after working on student worksheets, presentation of group work results, and the answers from written tests. The data was then analysed descriptively. The results of the research demonstrated an increase in student's verbal mathematical communication skills with sufficient categories. Whereas,**



students' written mathematical communication skills were considered in good categories. Pages 800 to 816

### **Impacts of Protectionism to International Trade: Evidence from the Sugar Industry in Vietnam**

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**This study uses a quantitative model of protectionist policies for fledgling industries proposed by Melitz (2005) and Irwin (1990) to investigate the impacts of the protectionism policies on the sugar industry in Vietnam from 2015 to 2019. To assess the impact of these tariff quota policies on sugar, the paper uses primary data form 36 Vietnamese sugarcane enterprises as well as using secondary data from the statistical yearbooks and the industry reports. The findings revealed that there are some negative impacts on consumer surplus and total welfare and the competitiveness of the sugar enterprises. Therefore, the paper proposes some solutions to improve the competitiveness of the sugar industry in Vietnam. Pages 817 to 836**

### **An Analysis of the Factors Affecting Home Prices: A Comparison of Denpasar City and Badung-Bali**

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**This study uses a quantitative research method. The variables in this study consist of the dependent variable, namely, the price of a house and the independent variables of land area, building area, land width, road width, occupancy design, electricity, view, water, garage, and building type. The samples used in this study are houses for sale in Badung Regency and Denpasar City, Bali. Pages 837 to 853**

**The Spirit of Nyepi: Philosophy and its Implementation in Green Accounting: A Conceptual Framework**

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**The purpose of this paper is to explain the concept of the Nyepi holiday in Bali, which can be applied in the world as the application of green accounting in an effort to save the earth. One form of corporate social responsibility is protecting the environment. Can the Nyepi philosophy be implemented in a company as a form of corporate obligation in protecting the environment? This paper provides a conceptual framework on how Nyepi's philosophy, as a green accounting implementation, can be applied by companies and even the world. This paper examines the development of theories and literature related to Nyepi and green accounting. Non-positivistic methods with qualitative designs and ethnographic approaches have been used for this study. Data analysis was carried out by conducting interviews with informants who have s practices, are policymakers, or have an understanding of this concept in Bali. Research on the implementation of Nyepi as part of green accounting has been minimal. The implementation of Nyepi research as part of**

**the green accounting is still limited and yet to be examined. This study gives a conceptual framework on the philosophy of Nyepi as an implementation of green accounting. Pages 854 to 867**

### **Evaluation of the Costs through the Logistics Value Chain (LVC) in Vietnam: An AHP Approach**

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**Globalisation has been helping the logistics industry in Vietnam grow quickly in recent years. Logistics costs in Vietnam are considered to be very high, however, very little quantitative evidence of this is shown in the existing literature. Therefore, this paper aims to evaluate logistics costs in Vietnam to see which costs are taking up the most cost, thereby helping managers and policy makers to be more accurate in their adjustments and decisions. To do so, the authors of this study have adopted the AHP method to build the research model that includes various costs in the logistics value chain and establish an expert questionnaire with the desire to collect data from experts in the given field. As a result, 20 experts were interviewed. The findings show that the costs of production and storage are the highest criteria, while costs of procurement and transportation also need to be reduced. Thus, the competitive advantage of costs in Vietnam seem not to be correct for the logistics industry. Managers need to further improve production capacity and technology in processing storage and transportation. Policymakers need to further break their policies in terms of cutting procedures, licenses, and calling for investment in infrastructure in the country. Pages 868 to 889**

## **Constitution and Private International Law: Some Contemporary Remarks in Jordanian Law**

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**The last constitutional reforms passed in 2011 attributed a constitutional value to the question of the constitutionality. The Constitutional Court, established in 2012, was vested with the duty of the constitutional interpretation and the duty to ensure that no legislative action violates the Constitution. Private International law in Jordan is a heterogeneous legal tradition (civil law, and religious law). This article aims to examine some aspects of Jordanian private international law from a perspective of the Constitution and to establish whether Jordan's private international law would pass the test of constitutionality. The focus of this article will be to examine the constitutional status of foreigners, the question of the nationality of a child born to a Jordanian mother, the constitutionality of certain rules on conflict of laws, and the constitutionality of foreign law. Pages 890 to 908**

## **Construct Integrated Agrarian Reforms Based on Justice**

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**Agrarian reform is a program with purpose increase people prosperity mainly for farmer through land redistribution and land ownership legalization. In this research, there are two issues, namely: (1) how is agrarian reform in Indonesia from perspective of legal system theory stated by Lawrence M. Friedmann?; (2) how is construction of integrated agrarian reform based on justice?. This is a normative juridical, use secondary data and analyzed qualitatively. Based on analysis can be concluded that implementation of agrarian reform stated by Lawrence M. Friedmann theory on legal**

system has problem in its three elements, namely : (a) legal substance which is unjust regulation, (b) structure which is data disharmony among departments; (c) legal culture which is mistake in understanding social forestry as part of agrarian reform. The construction of integrated agrarian reform is : (1) based on justice; (2) integration namely vertical and horizontal integration; (3) contextual and (4) public participation. Integrated agrarian reform is also based on public information openness. This article recommend : first, change of unjust agrarian reform regulation and second, change of sectoral agrarian reform. Pages 909 to 928

#### **Budget Mafia: The Issues and Implementation of the Budgeting Function of the Regional Representative Council**

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This article aims to identify factors that eliminate the mafia budget in the Regional Representative Council and to complicit the solution. This theme is based on the increase in corruption in the budget process involving regional representatives. This research uses a statutory approach, so it is hoped to awaken the construction of problems and resolutions based on the provisions of the legislation. The three factors that cause this include capacity, competence, and solidarity of the Regional Representative Council members. Identifying factors will be beneficial for the effort to formulate constructive and scalable solutions to prevent corruption in the budget process at the regional government. Pages 929 to 941

## **Islamic Criminal Law Review on the Duality of Principles of Legality in the Draft of Indonesia Criminal Law Code**

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Renewal in the field of criminal law provides various breakthroughs including the recognition of the law that lives during society as a source of law. Therefore, the principle of legality experiences a shift in meaning from what was originally only a formal legal principle and is now coupled with the material legal principle. This normative research aims to examine the principle of material legality from the perspective of Islamic criminal law. Therefore, this study uses normative juridical methods that prioritise secondary data, namely primary legal materials, secondary legal materials, and tertiary legal materials. Secondary data were collected by library techniques and analysed by an analytical descriptive method. The results of this study indicate that the duality of the principle of legality is compatible with the concept of the principle of legality in Islamic criminal law. This suitability lies in the balance between two interests, namely, individual interests and public interests. Pages 942 to 958

## **The Dualism of Indonesian Narcotics Investigations**

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This study aims to analyse the implementation of the current narcotics crime investigation model to propose a reconstruction of the narcotics crime investigation model in accordance with the integrated criminal justice system. This research is an empirical study. Data analysis was conducted using

qualitative methods, based on systematic analysis of legal material based on statutory regulations. The results show that the current narcotics crime investigation needs to be reconstructed. The authority to investigate narcotics crimes, which was previously only carried out by the police agency, are currently carried out through Law Number 35 Year 2009 Regarding Narcotics. The National Narcotics Agency has been given a new authority of narcotics crime investigation even though this institution is not included in the criminal justice subsystem in Indonesia. This has implications for new problems in investigating narcotic crimes, including dualism of law enforcement, overlapping authority, and certain legal issues related to efforts to investigate narcotic crimes. Based on these problems, this research recommends a model for investigating narcotic crime in accordance with the integrated criminal justice system. This research recommends to return the authority to investigate narcotic crime back to its original status, namely the Police, as the authorised party in conducting investigations in accordance with formal law that has been in force in Indonesia so far. In addition, the National Narcotics Agency has also returned to its original function of carrying out the preventive and rehabilitation functions for narcotics addicts. Pages 959 to 968

#### **Professional Competency Development Model to Enhance the Royal Thai Air Force's Air Power**

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In 2008, the Royal Thai Air Force (RTAF) set out a mission statement to “Prepare its Forces and Defend the Country” for surveillance of the national air sovereignty. Meanwhile, safeguarding life and property, and being ready for possible future threats, conflicts, and crises to its country, as well as its neighbouring countries. To achieve the goals laid out in the mission and vision statements, The RTAF Commander-in-Chief announced the RTAF's four core competencies, and fourteen managerial competencies, in addition to setting a competency-based performance appraisal program to evaluate the RTAF personnel. This study investigates the RTAF's competencies through documentary reviews, in-depth interviews, and a focus group of experts. The Delphi method was employed for gathering data. The results revealed that the design of the Pilot and Aeronautical Engineering (AE) functional competencies were unique to the RTAF personnel. The researcher adopted the concept of predictive validity by applying a multiple regression analysis to test it. It was found that most Functional Competency (FC) can predict performance at a moderate to a high level. In summary, the nine

methods of the Pilot and AE functional competency development model of each line presented above reflects the dynamic links and supports of the personnel preparation, and deployment, reciprocally. This is the core mission of the RTAF personnel, enhancing the RTAF air power characterised by an integrated collaboration in every line to become “One of the Best Air Forces in ASEAN” in 2019 targeted by RTAF in future. Pages 969 to 988

#### **A Model of Sustainable Tourism Management to Strengthen the Communities in Mae Hong Son Province, Thailand**

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This is an observation and participative action research of the Shan ethnic community-based tourism of the Pambok, Tham Lod, and Naplajad villages within the Mae Hong Son Province of Thailand. The communities still lack skills in community-based tourism to meet international tourism standards. A survey, in-depth interviews, and a panel discussion of 60 stakeholders were collectively used to collect data. This research aims to analyse the problems that obstruct the management of community-based tourism, develop communities' potential to strengthen community-based tourism, and integrate a community-based tourism network to create sustainability. The results showed that the problem conditions of the three communities include the internal environment, external environment, and external environmental operations. There are also issues and obstacles in managing the community-based tourism effectively. However, all three communities firmly maintain their Shan identity in the aspects of the ways of life, their beliefs, and cultures. This may include a worshipping guardian spirit ceremony, Shan ordination, and Shan attire, as well as tourism resources such as Kho-Gu-Soh Bamboo Merit Bridge, Lod Cave, and the organic farm-stay tourism of Na Plajaad. The stakeholders from government, private, and civil society sections within the community-based tourism of the three studied areas are integrated in order to create an effective and standard community-based tourism network. This was executed through a social media fan-page, community-based tourism map, travel itinerary, community-based tourism manual, and community-based tourism network committee.



**Subsequently, this creates a model for community-based tourism villages, in order to establish the Mae Hong Son provincial strategy. Pages 989 to 1005**

### **Service Innovation: An Empirical Study of Antecedents and Outcome**

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**Many service industries often build the competitive development of high-quality products and services for reasons of competitive advantage. The objective of this study is to investigate the antecedent factors that affect service innovation, and sustainable competitive advantage of the service industry. These antecedent factors consist of learning capability, customer orientation, and innovation orientation. This study was conducted based on empirical data. The sample used in the study was collected from 124 executives of service industry enterprises in Thailand, who were selected via a simple random sampling. A questionnaire was used as a tool to gather data. Subsequently, the data was analysed, and reliability was checked utilising Cronbach's alpha, with a value of 0.90. It was confirmed through a factor analysis. In addition, the consistency of the model influence on the performance of the Thai service industry was checked. The research data was analysed using a regression analysis. The results verified the prediction of qualitative relationships to be an essential instrument. In which, it helped the service industry to improve its sustainable competitive advantage with a proposal of efficient learning capability design, and adaptation of innovation and customer orientation models towards the ever-changing evolution of the digital economy. Moreover, the results of this study were executed effectively, starting from participation in the management theory to a discussion of suggestions and conclusion for future research directions. Pages 1006 to 1023**

## **A Variety of Technology for Determining Prayer Times in Learning Falak in Islamic High Education**

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**This research was intended to provide an overview of the technological devices used in determining prayer times, the function of technology to determine prayer times in the astronomy learning process, and also the development of techniques to determine prayer times in the field of astronomy. It was conducted by using qualitative data, which is data collected through a process of observation, interviews, and reading documents. The data analysis was performed by reducing data, presenting data, and drawing conclusions. The results showed that technology used to determine prayer times has increased through the rapid development from manual to digital formats. Global Positioning System (GPS) technology has been developed in an android application. It is important to present technology as being easy to use to determine prayer times in learning, especially because the average student has a smart phone, which can be used to upload to an android application. Academically, the development of techniques which can determine prayer times continues to be carried out by conducting experiments in unusual natural conditions. In addition, this has led to the establishment of astronomy laboratories in the Islamic Higher Education setting. Pages 1024 to 1040**

**Counselling Cognitive Behaviour to Improve Self-Regulation in Student Learning Activities at Christian Junior High School West Mapanget Manado**

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**The quality of ability by self-regulation is an important aspect which allows humans to survive and develop. The purpose of this study is to improve self-regulation skills in learning activities through the behavioural cognitive counselling of an experimental group. The study was conducted with a randomised pre-test post-test control group design. The subjects are second-grade students from the Christian Junior High School West Mapanget Manado, in the academic year of 2019–2020, who had low self-regulation. Self-regulation was measured by using the Miller and Brown design scale, which consists of seven aspects: receiving, evaluating, triggering, searching, formulating, implementing, and assessing. The data numbers were analysed using the Mann Whitney U Two Independent Sample Test. Whereas, the verbal data used a conversation analysis method through counselling records (verbatim). The analysis results of the experimental group showed the process of counselling cognitive behaviour can improve the self-regulation of the research subjects. In this case, the treated subjects. Several recommendations are suggested, as follows: (1) school counsellors need to explore cognitive behavioural counselling implementation for students' advancement; (2) junior high school principals should provide adequate school counselling services; and (3) in terms of advanced researchers, counselling cognitive behaviour was used to help improve other psychological aspects, such as self-esteem. Pages 1041 to 1053**

**Application of MURDER Collaborative Learning and Achievement Motivation on Problem-Solving Skills**

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**This study aims to examine the collaborative effect of the MURDER (mood, understand, recall, detect, elaborate, and review) learning strategy and achievement motivation on the learning outcomes of problem-solving skills. This research uses a quasi-experimental design method supported by a two-**

factor factorial design. The research instrument contained several questionnaires to measure achievement motivation, and test questions to measure problem solving. The data analysis techniques were processed using the analysis of variance (ANOVA) method. The results showed that, firstly, there was a significant difference in the results of the problem solving learning outcomes between the groups of students who used the MURDER collaborative learning strategy, and the groups of students who used conventional learning strategies. This is due to the fact that the application of the MURDER collaborative learning strategy is better at improving the learning outcomes of problem solving compared to those applying conventional learning strategies. Secondly, there was a significant difference in the results of learning problem solving between the groups of students who had high achievement motivation, and the groups of students who had low achievement motivation. This is due to the fact that the groups of students who have high achievement motivation can improve the learning outcomes of problem solving when compared to the groups of students who have low achievement motivation. Third, and lastly, there is an interaction between MURDER collaborative learning strategies, as well as conventional learning strategies, and the achievement motivation towards the results of learning how to problem solve. This means that together MURDER collaborative learning strategies, and achievement motivation affect the learning outcomes of problem solving. Pages 1054 to 1067

**The Relationship between Unemployment and Economic Growth in Jordan: An Empirical Study using the ARDL Approach**

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This paper focusses on investigating the relationship between unemployment, and economic growth in Jordan during the period 1976–2018. The Autoregressive Distributed Lag (ARDL) cointegration analysis was used to determine the relationship between them. This is suitable for small samples, without specifying the natural rate of the gross domestic product (GDP), and the natural rate of unemployment. A negative pattern was found between unemployment, and the real GDP, which matches the funding from Okun's law. We were also able to identify the direction of the relationship between the real GDP, and unemployment in the long and short terms to have bidirectional causality. Pages 1068 to 1083

## **The Digital Evolution of the PLM System based on the use of the Multicomponent Structure of Production Process Control**

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**This article is devoted to an analysis of the impact of digital transformation processes on change in the structure of the production processes, using the tools to manage the life cycle of products based on the concept of the 'Industry 4.0'. An integrated approach was developed based on the use of product lifecycle management (PLM), and manufacturing execution systems (MES) to optimise strategies, and technologies aimed at improving the quality of a number of modern business processes in high-tech enterprises. The authors consider the main components that should be part of modern MESs to improve the efficiency of the modified system of PLM. Pages 1084 to 1098**

## **The Factors Influencing Knowledge Sharing and the Theories Used as Research Perspectives**

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The comprehensive understanding of the predictor factors to knowledge sharing is highly essential. However, in this regard, there is no research which has undertaken a comprehensive review. This study aims to identify the predictor factors to knowledge sharing, and the theories used as researchers' perspectives. The study was completed by reviewing 58 articles published during the period of 2018–2019. The result shows that the predictor factor of knowledge sharing consists of 26 organisational factors, 40 individual factors, and four technological factors. The predictor factors which are often researched are the organisational culture, and transformational leadership. The theories used as many as 37 theories. The most frequently used theories are the social exchange theory, the social cognitive theory, and the social capital theory. The results are useful for leaders who are committed to building a knowledge-sharing culture. It also provides the state of the art, and the gaps for future research. Pages 1099 to 1119

#### **The Use of Digital Intelligence and Association Analysis with Data Mining Methods to Determine the Factors Affecting Digital Safety Among Thai Adolescents**

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This research study seeks to provide an analysis of the factors which affect the digital safety of adolescents in Thailand. This study is undertaken in the context of digital intelligence, as well as to create a model of those factors using association analysis with a data mining approach. The input factors were assessed from an expert perspective. The creation of the model relied upon a process of data mining, which was comprised of four stages: data cleaning, integration, selection, and transformation. A total of 19,877 participants provided data for the study. In the model describing the factors affecting digital safety among adolescents in Thailand by using digital intelligence, the study findings revealed that correct classifications were made in 87.5 per cent of cases, while the remaining 12.5 per cent were incorrectly identified. The output units therefore had an accuracy of 0.87, recall of 0.875, and precision of 0.875. Meanwhile, the F-measure was recorded as 0.872. The model could then be employed with additional participants beyond those in the initial training set. Given that

research studies in the social sciences seek to achieve correct classification rates in excess of 80 per cent, the accuracy level of 82 per cent was deemed acceptable for data mining. Pages 1120 to 1134

### **The Effect of Subjective Well-Being with Biology Learning Results of Class X Students of the Nuraida Islamic Boarding School (NIBS), Bogor**

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**This study aims to determine and test the theory of the relationship between the intellectual intelligence, and subjective well-being of students on the biology learning outcomes of Grade X students of the Nuraida Islamic Boarding School in Bogor City. There are two problems in this study. Firstly, what is the condition of the subjective well-being of students in class X at the Nuraida Islamic Boarding School in Bogor City. Secondly, what is the relationship between the subjective well-being of students, and the biology learning outcomes of class X at the SMA Nuraida Islamic Boarding School in Bogor City. The method used in this research is a quantitative descriptive method with correlational analysis. This research was conducted at the Nuraida Islamic Boarding School in Bogor City, with a total sample of 46 people, taken by a purposive sampling method. The analysis of the data utilised a simple and multiple regression analysis. The research proves that: (1) the condition of the subjective well-being of students at the Nuraida Islamic Boarding School was in the high categories, with an average score of life satisfaction components of 3.98; (2) there is a significant relationship between the students' subjective well-being and the student biology learning outcomes, as shown with a correlation of 0.490, and a coefficient of determination of 24 per cent. Pages 1134 to 1146**

## **Analysis of a Test Items Instrument using CTT and IRT upon the Competence of Vocational School Students in Digital Electronics**

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**This research has the objective to analyse and synthesise instruments on the test items by using the Classical Theory of Tests (CTT), and Item Response Theory (IRT) to determine the competence of students in digital electronics in the vocational school setting. The methods used in conducting the research, make the item in order to examine the test items on the competence of Digital Electronics. The test consists of 40 items in a multiple choice format (var1-var40), and includes the following topics: (1) interpret models of atoms of semiconductor material, the characteristics of the diode, and applying the diode; (2) test the special diode, such as the diode LED, the transistor in the electronic circuit, and determine the working point on the transistor; (3) applying the Boolean algebra on the gates of digital logic, and kinds of logic gate, and (4) build a variety of gates in the basic logic circuit. The respondents were comprised of 704 students. Using the CTT to produce the Kuder-Richarson coefficient of reliability/KR-20 (0.6281), number of items in the scale 40, the number of complete observations 704 and benchmark items that can be used is the value above 0.2 with a look at the column item-rest correlation as much as 4 items, includes: var4 (0.2480); var35 (0.2128); var36 (0.2095); and var37 (0.2170). And items that can't be used under 0.2 for theory classic test contained 36 items. Using IRT based on the observations on the unweight fit (Outfit mean square) has a value above 0.5 and the weight fit (infit mean square) value is below 1.5, the grains that can be used contained 40 items. Pages 1147 to 1157**



## **Environmental Awareness and the Role of Marketing Strategies in Shifting Consumers' Interest towards Organic Products**

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**Due to technological developments and the undeniable spread of social media use around the world, people have become more aware of environmental issues, and to the degree that it influences their purchasing behaviour. The current study aimed at examining the role of marketing strategies in increasing an environmental awareness among consumers, and how this aided a shift in their interest to use organic products. Through using the quantitative methodology, the researcher distributed a self-administered questionnaire to a total of 533 consumers within the malls, retail stores, and commercial complexes of the Jordanian capital, Amman. The results of study indicated the influence of marketing strategies upon the consumers' interest towards organic products. The results also showed that environmental awareness plays a role in increasing the influence of marketing strategies upon the consumers' perception of organic products. However, green marketing appeared to be the most influential factor, which was followed by corporate social responsibility. Green communication was found to be the least influential. The study recommended merging organic products management within organisational customer relationship management, in order to guarantee the value of knowledge that consumers have about organic products. Pages 1158 to 1171**

## **The Gender Disparities in the Psychosocial Burden of COVID-19 in East Java Province, Indonesia**

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The pandemic, COVID-19, which has lasted more than five months, has created psychosocial problems in the community. This study was aimed at analysing the gender disparity in the psychosocial burden or worry level of COVID-19 in East Java, Indonesia. The study involved 1,856 respondents, and data was collected through an online survey. The psychosocial burden was reviewed based on worry levels within five aspects of daily life: economic, religious, educational, employment, and social aspects. Five independent variables, besides gender, were included in the analysis, such as age group, religion, marital status, education level, and employment status. A multivariate test using the multinomial logistic regression was performed at the final stage. The results found that: males are 0.379 times more likely than females to experience the middle psychosocial burden; males are 0.339 times more likely than females to experience the possibility of a high psychosocial burden; the 30–39 years age group is 3.863 times more likely than the  $\geq 50$  age group to experience the possibility of a high psychosocial burden; and unemployed respondents were 3.826 times more likely than the respondents who were employed to experience the possibility of a high psychosocial burden. Thus, the results highlighted there is a gender disparity in the psychosocial burden of COVID-19 within the East Java Province of Indonesia, with women having a higher likelihood of experiencing a psychosocial burden than men. Pages 1172 to 1184

#### **The Influence of Teacher Competencies on the Learning Motivation and Learning Achievement of Social Studies Students in Junior High Schools of Banda Aceh**

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This research aimed to examine the direct influence of professional competence, and teacher personal competence on learning motivation, and student achievement; the direct influence of motivation on students learning achievement; and the indirect influence (mediation) of professional competence, and teacher personal competence on student achievement through learning motivation. This research was conducted in Banda Aceh. The research method used was a survey method, and the research approach was a mix method. The population was comprised of 9,640 students from state junior high

schools in Banda Aceh. The sample consisted of 385 students, who were selected using the Slovin formula. The data collection techniques used were observation, documents, and questionnaires. The data analysis techniques used were Structural Equation Modelling (SEM) with the Amos version 21, and Sobel Test to examine the indirect influence (mediation). The result of the structural model fit analysis showed that there was a direct influence of professional competence, and teacher personal competence on students' learning motivation. This resulted in the values of the standardised loading estimate being 0.43, and 0.37, respectively, which was supported by the critical ratio (CR) value being greater than the CR required. There was also a direct influence of professional competence, and teacher personal competence on the students' learning practices, and there was a direct influence of motivation on the students' learning achievement in the social studies subjects in the junior high schools of Banda Aceh. Furthermore, there was an indirect influence of professional competence, and teacher personal competence on student achievement through learning motivation. The values of the indirect influence estimate at 0.21, and 0.40, were greater than the values of the direct influence estimate, which were 0.06, and 0.27. Pages 1185 to 1198

### **The Impact of Knowledge Sharing on Green Innovation in Jordanian Industrial Firms**

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This study primarily aimed to investigate green innovation in the context of industrial firms in Jordan, and to empirically examine the effects of knowledge sharing dimensions of knowledge donating, and knowledge collecting on green innovation. Accordingly, the data was collected through the use of a questionnaire survey distributed to 357 managers of industrial firms in Jordan, particularly those located in Zarqa City. From the 357 questionnaire surveys distributed, 190 were retrieved and deemed usable for analysis. The data analysis was conducted using IBM SPSS Statistics 20 and was based on the obtained findings; knowledge sharing has a positive and significant relationship with green innovation. However, the knowledge donating dimension of knowledge sharing was found to have an insignificant effect on green innovation. Based on these results, the researcher recommends that industrial firms in Jordan concentrate on the dimensions examined in this study, so that their green innovation culture is promoted, and green innovation practice is enhanced. Pages 1199 to 1211

## **Service Model of the Disability Service Centre: Access to Rights and Social Welfare to Reduce Inequality for People with a Disability in Thai Society**

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**The objective of this study is to examine the service model of the disability service centre (DSC) to allow access to the rights, and social welfare services available to people with disabilities (PWD), in order to reduce inequality within the Thai society. The development of the study is made up of the groups of PWD, in the situation of inequality; and the service model at the DSC, also in the situation of inequality. The situation of inequality includes two parts. Firstly, access to the rights, and social welfare services for PWD, and secondly, the service model at the DSC. This study combines quantitative research methods to analyse the data of the questionnaires from 400 respondents with disabilities across four regions of Thailand, including in the Central, Northeast, South, and North, with qualitative research methods to analyse the information from the following sources: documents and previous research, in-depth interviews, group discussions, and workshops. At present, the research results show that PWD in Thai society have been facing inequalities in their access to the rights, and social welfare services, including life security, healthcare, occupations and incomes, social services, housing, recreation, and education. According to the analysis of the data, the most needed public services at the DSC include: information services, basic life supports, claiming services for social welfare, and coordination or supports from government agencies. In addition, the study found that the service models of the DSC to reduce inequality in Thai society should engage the following: the issuance of identification cards for PWD, subsidies, occupational training, social services, recreation, volunteer caretakers for PWD, and medical referrals for PWD. The service mechanisms at the service centre for PWD should be composed of a network of assistants to support PWD, participation, key people in the local government organisations, and supports for the families of PWD. Pages 1212 to 1227**

## **Souvenir Product Development to Promote Tourism in Klong Rang Chorakhe, Thailand**

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**This article presents the processes of souvenir product development to promote tourism in Klong Rang Chorakhe, Thailand, which intends to become a new tourist attraction in this region. Based on the preliminary study, it was found that there are many pandan leaf plants around the village, which should be used as a primary material of souvenir product development. Therefore, the objectives of this research are: 1) to study the pandan plant and its beneficial properties, 2) to study the guidelines for the development of pandan as a souvenir to promote tourism, 3) to design and develop product prototypes, and 4) to examine the satisfaction with the products developed from the pandan leaves. The action research approach was applied with four steps, including plan, act, observe, and reflect. The population and target groups of this research were comprised of 300 Thai tourists, and 100 foreign tourists. Calculated with the confidence level of 95 to study the guidelines by using a questionnaire, ten village households were used for the focus group discussion, and 30 tourists were used to test the prototype products. From the results, it was found that the tourists recommended food souvenirs, which were made from pandan, and that tourists can pay a high price for unique, and good quality products. Thus, the pandan leaf tea was developed, and the type of tea that the tourists preferred was produced with a small amount of natural sweetener and added flowers, namely lotus or butterfly pea. Pages 1228 to 1244**

**Bilateral Cooperation to Develop Thailand-Malaysia Border Economy to Promote Human Security**

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**This study utilised an anthropological approach and aimed to comprehend the attributes of the Thailand-Malaysia border economy; understand the problems, and limitations of the border economy which obstructs human security to occur; and propose a model to develop the bilateral cooperation between Thailand, and Malaysia on the border economy that is related to human security. The study found that the Thailand-Malaysia border economy has been based on the long term ethnicity, kinship, and social relations of the local people of the two countries. Moreover, the border economy has mostly been in the informal sector, which is an opportunity for ordinary people with low economic power to make a living. However, the informal economy has a high risk, and high cost for the ordinary people to be exploited by authorities. The problems, and limitations of the border economy which obstruct human security to occur, includes: the stagnation of Malaysia's economy, the status of Thai nationalities as illegal workers in Malaysia, the leading role of the military to administer the southern border, and the lack of participation by local people in border administration. This study proposes several suggestions to develop the Thailand-Malaysia border economy for human security, such as the management of local products to suit the border economy; the adjustment of smuggled goods, and prohibited goods to support the local people's livelihood; the redress on the lives, and employment conditions of Thai migrants in Malaysia; the promotion of the border economy aligned with the local culture; the initialisation of a bilateral cooperation on the Thailand-Malaysia relationship in border tourism; and the reduction of the military's role in the development of the border. Pages 1245 to 1259**

**Expectations and Satisfaction of Tourists towards Tourist Destinations Driven by the Philosophy of Sufficiency Economy**

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Thailand has long been a favourite tourist destination amongst travellers. Recently, Thailand has promoted community tourism driven by the philosophy of Sufficiency Economy. This study investigates the level of expectations and satisfaction of tourists and analyses the competitiveness of tourist destinations by building a quadrant to determine the position that reflects the level of competitiveness of the quadrant for Travel and Tourism Competitiveness Pillars-based issues with Importance Analysis and Performance (IPA). In this study, data has been collected from tourists visiting Tourism Villages in Thailand from a population of approximately 400 samples. The study reveals that the competitive features of tourist attractions (Quadrant II and Quadrant IV) include Safety and Security, Health and Hygiene, Prioritisation of Travel & Tourism, Air Transportation Infrastructure, Ground and Port Infrastructure, Tourist Service Infrastructure, ICT Readiness, Price Competitiveness, Human Resources, Labour Market, Business Environment, Natural Resources and Cultural Resources, and Business Travel while should be exclusively focused more on improving the issues in Quadrant I by organising a variety of seasonal events. Pages 1260 to 1279

### **The Negative Impact of Work Stress on Employees' Performance in the Workplace**

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The purpose of this theoretical study is to investigate the negative impact of work stress on employees' job performance in the workplace, in an attempt to suggest ways to effectively manage stress in the work environment. The study discusses the concept of stress, including its types and how to measure it, and the concept of job performance including its definition and indicator. Finally, it emphasises the relationship between them and a positive approach to manage the impact of stress in the workplace. This study is of great importance as stress has been increasing in daily life. Job stress is increasingly threatening all workplaces. It affects individuals as well as whole organisations. . Reducing stress in the workplace is important for increased performance as well as employee satisfaction. Pages 1280 to 1295

## **Analysis of Human Development Indicators in the Maysan Governorate**

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**This research is concerned about clarifying human development in the Maysan Governorate, by addressing it and its most important measures, as well as highlighting health, education and the standard of living. The research found that the Maysan governorate experiences significant disadvantage, in addition to deterioration of the levels of health, education, and standard of living, despite its contribution to oil production. This decline is due to the decrease in allocations, as well as high level of administrative and financial corruption in implementing projects. Pages 1296 to 1309**

## **Exploring Indigenous Knowledge of the concepts of Physics in the Northern Coast, Indonesia**

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Indigenous knowledge should be acquired as early as possible to form a well-cultured millennial generation. The integration of Indigenous knowledge and the concept of Physics in elementary schools should be promoted. This study was conducted to explore the integration of the concepts of Physics and Indigenous knowledge in the Northern Coast of Java, Indonesia. A total of 20 respondents (10 teachers and 10 experts) participated in this study to determine their understanding and application of the concepts of Physics. Data was collected through semi-structured interviews, which showed that teachers had integrated Indigenous knowledge into the concepts of Physics including Jepara Carving Art, Jenang Kudus, Bakaran Batik and Rembang Salt Processing. Some of the physical concepts discussed include change of state, conductors and insulators and heat transfers. Experts have confirmed conformity between Indigenous knowledge and the concept of Physics, but some beliefs have been passed through generations. Teachers' understanding of Indigenous knowledge was limited to a theory, resulting in less appropriate facts from actual conditions in the community which caused misconceptions. 1310 to 1330

#### **Renegotiation and Stabilisation Clauses in Nigeria's Upstream Petroleum Industry's Contracts: Issues and Legal Options**

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**Background/Aim:** The study seeks to explore the relevance of renegotiation and stabilisation clauses in the Nigerian petroleum industry's contracts due to various inconsistencies in domestic laws to combat inefficiencies in the sector. The aim is to reduce the risk of arbitrary modification or nullification of oil contracts on the basis of national law to enhance contractual security by mitigating risks to promote efficiency through regulatory reforms to strengthen Nigeria's Petroleum industry laws. **Methods/Materials:** The work adopts a conceptual approach relying on extant literature with the application of the doctrinal legal research method. The study also makes use of primary and secondary sources of law such as statutory and judicial authorities. **Results:** The key finding is the overbearing presence of the Federal Government in the sector and inappropriate pricing of petroleum

products which have made the sector unattractive to investors due to excessive regulation by the Federal Government. Furthermore, indiscriminate annulment of oil contracts in the upstream petroleum sector despite the renewed drive to attract investments into the industry. The research proposes a model for contractual security in Nigeria's petroleum industry to promote stability and development in the sector. Conclusions/Recommendations: The research ends with suggestions based on the findings, the need for a sophisticated mixture of regulatory and non-regulatory incentives for investments in the Nigerian petroleum industry and advocates speedy passage of the pending Petroleum Industry Governance Bill, 2017 with mandatory inclusion of exemption clauses in contractual documents to exempt an innocent party from liabilities in the event of unforeseen contingencies beyond the parties. The study further suggests the need for institutional and regulatory reforms, to promote healthy competition by integrating and adopting exemption clauses with stringent enforcement of both hard and soft laws approaches with emphasis on the need for adoption of arbitration as a mechanism for settlement of contractual oil disputes. Pages 1331 to 1350

### **Enhancing Customer Loyalty with Market Basket Analysis Using Innovative Methods: A Python Implementation Approach**

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Currently, customer options have increased to purchasing grocery items either in brick and mortar based or online stores. The challenge in retail management is to encourage customers to revisit stores and purchase items. Today, companies are using loyalty programs as a technique to enlarge their customer base so that both consumers and companies can reap benefits. This paper focuses on how to enhance customer loyalty at retail stores using state of the art information technology and programming applications such as Data analytics and Python. By applying the Apriori algorithm libraries of Python programming language in Anaconda Navigator, it is possible to data mine the association rules. Eighteen such association rules have been extracted from a secondary data set file

available through various Internet sources such as Kaggle.com and Github, to learn customers' purchasing behaviour at retail stores in order to work on customer relationship management strategy. Pages 1351 to 1368

### **Finite Errors in the Formation of Interrogative Sentences Made by University Students**

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The present research aims to: (1) identify errors in the use of English, especially interrogative sentences, (2) describe the most dominant errors in the use of English (3) obtain overall information about the form of errors in the use of English made by students in micro-teaching in English. This research uses a descriptive qualitative method. The data was collected through observation and documentation. The population of this research consists of sixth-semester students of early childhood teacher education at UMS. The research sample was selected by using a purposive sampling technique. There are two classes involved in this research. In each class, data on errors made by students were recorded. There were four stages included in the data analysis, including identification, explanation, classification and evaluation of errors. The research results shows that omission is the second common error made by participating students with a total of 35 occurrences. Misinformation is the most common error, occurring 48 times. There were three occurrences for addition. The least error consisting of only one example is disorder. Pages 1369 to 1377

## **Linking Outsourcing with Organisational Structure and Culture: The Impact on Operational Performance**

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**This paper investigates the impact of outsourcing on the operational performance of industrial companies in Jordan. It also tests the effect of organisational structure and organisation culture as mediator variables. To achieve this goal, a questionnaire was developed based on previous literature, while evaluating face and content validity. To ascertain construct, converging and discriminant validity, confirmatory factor analysis was carried out using AMOS 24 software to fit the measurement model with the sample data selected from industrial companies in Jordan and confirm the validity and reliability of the scale. Testing of hypotheses using structural equation modelling revealed that all hypotheses suggested were supported, in addition, organisational structure and culture fully mediate the impact of outsourcing on operational performance. Pages 1378 to 1396**

## **Hoax Logic in the Political Activities of Indonesian Netizens on Twitter**

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This article discusses how to comprehend “hoax logic” as a political category in the conversations of Indonesian netizens on Twitter. The discussion on hoax logic explores four elements of social media logic proposed by José Van Dijck and Thomas Poell (2013). Research data was obtained by observing conversations of netizens considered as opinion makers on Twitter and from survey results about hoax along with netizen conversations. This study found that hoaxes are disseminated by using political buzzers as well as bots that are mutually connected and stimulate one another. Hoax logic can subsequently be accepted as truth. This study may help us understand hoaxes within the context of netizens’ political activities on social media. However, as a political category, this study may have implications on the obscure boundaries between hoax, satire and criticism that netizens convey to the government on social media, particularly Twitter. Pages 1415 to 1432

#### **Multi-dimensional Data Visualisation using Mobile Augmented Reality**

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In the era of “The Internet of Things” (Rodriguez, Kaczmarek, & Depew) devices are becoming smart and each smart device generates data every second. This data is in multi-format, multi-perspective and multi-sectoral. Therefore, the handling of such multi-dimensional data is a significant challenge, as the normal display screen is two dimensional (2D) and data is multi-dimensional. This research proposes and develops a multi-display data visualisation algorithm using mobile augmented reality, as augmented reality (AR) is beyond the two-dimensional screen. Therefore, this algorithm uses AR to provide a multi-display solution for improved data visualisation after processing, summarising and classifying data. The results show that the AR-based multi-display is better than traditional 2D display. This algorithm is mobile based. Therefore, this system can provide rapid and easily accessible information to policy and decision makers. Pages 1433 to 1447

## **Implementing Cloud Education Based on a Government Community Hybrid Model**

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**The advantages of cloud computing technology are created by the government community hybrid model for education services in offering optimism about information and communication technology infrastructures and resource sharing, provides widely used education services, deployment and feasibility of devices and flexibility of time and place for users, and increase participation from the public and private sector as well as collaboration with government. The purpose of this study is to find models in the learning process in accordance with the character and advantages of this technology with the main role of government to operate, as well as look for relationship between schools, government and society. The research method is qualitative by conducting a literature study and also discussing it with experts. The results of this study consist of the model of the learning process, the implementation strategy and roadmap technology. Pages 1448 to 1468**

**Organisational and Individual Aspects of Workplace Incivility**

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**Workplace incivility consists of subtle and imperceptible behaviours that are frequently ignored and considered normal occurrences in the work environment. Workplace incivility can result from organisational and individual interactions, so the impacts of both aspects are necessary to be explored. The aim of the study is to examine the impacts of organisational aspects (job security and job demand) and individual aspects (psychological contract and job satisfaction) on workplace incivility. This is a quantitative study with a survey method using a questionnaire. Data was collected from 350 respondents who work in the service sector in Yogyakarta, Indonesia. Data analysis and hypothesis testing were conducted using multiple regression analysis. The study results show that organisational and individual aspects have significant influence on workplace incivility. The conclusion of the study is that workplace incivility can be caused by both organisational and individual aspects. Pages 1469 to 1487**

### **The Creativity of Women in Utilising Local Plants**

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**This research reveals the creativity of women using mulberry as a local plant. It is conducted in the Pakkatto village Gowa Regency South Sulawesi Province, using structured interviews related to the creativity of women. There are 15 female participants from mulberry farming families, who were asked questions in the form of free discussions. Other data collection techniques include observation and a literature review. The data obtained was analysed using Three-Flow techniques, including data reduction, data categorisation, and conclusions. The results show that mulberry farmers' wives were creative in utilising the potential of mulberry plants. These forms of creativity include: (1) making herbal concoctions (2) making chilli or scrub powder (3) making medicinal herbs. This fundamental**

**creativity has the potential of being a developmental commodity using modern technology, due to the strengthening of the use of traditional plants as a natural treatment. Pages 1488 to 1499**

### **The Effect of Business Model and Strict Accounting Uniformity on Qualitative Characteristics of Accounting Information**

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**The main objective of this paper is to determine the role of accounting practices (Business Model and accounting uniformity) in supporting the decision-making process, via the improvement of financial reporting practices that can be used to assess a company's financial position and performance. The quantitative approach was selected as the research method for this study. The sample in this study is the academic staff in Iraqi universities. The data were collected using paper-based and Internet-based questionnaires. A total of 49 complete questionnaires were subsequently used for analyses. The research findings indicate that the adoption of a uniform accounting system in Iraq under a centralised economy had significantly increased the qualitative characteristics of accounting information, while other the findings show a non-significantly effect of the business model on the accounting information characteristics. The conducting of such researches in the field provides novelty in the literature among both emerging and developed economies. This is because, to the best knowledge of the researchers, there is no prior empirical study (within the literature) that combines these variables and evaluates their empirical significance. Pages 1518 to 1540**



## **Anti-Corruption Practice in the Promotion and Transferring of Administrative Officials**

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**Corruption is a serious concern all over the world, including in Thailand. Corruption in the promotion and transfer of a position of the administrative officials is one kind of corruption. Factors and behaviours that influence corruption and anti-corruption seem unclear. Therefore, this study aims to investigate the behaviours that lead to corruption in the promotion and transferring process, the anti-corruption of transfer of a position in administrative officers and the relation between the learning process and the anti-corruption of transferring position in administrative officers. The results reveal that almost all participants (91.9%) experienced corruption in the promotion and transfer process even though most participants were not involved in this process directly. Of the participants, 35 percent informed that they used to offer support in the appointment and transfer from their companies to those who graduated from the same educational institutions. Five interviewees indicated they had a negative attitude about corruption in the promotion and transfer process. The relationship between persons, educational institutes and the relationship of politics are factors that may relate to corruption. The correlation of anti-corruption behaviour and the perception towards its effects in the promotion and transfer process of the administrative officers were on a medium level. Regarding the results, corruption may be difficult to resolve in a short time. However, at least the government officers are aware and intend to stop corruption. In addition, many organisations have focused on anti-corruption. Hence, the corruption in promotion and transfer of position may possibly be resolved. Pages 1541 to 1556**

## **Bandung Urban Infrastructure PPP Scheme in Provision of Public street lighting Facilities**

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The participation of private investors in the delivery of public infrastructure is known as public-private partnership (PPP) or collaborative governance, a procurement method that combines design, build, finance, operation and infrastructure maintenance. It is generally regarded as being an innovative and holistic delivery approach. There are two sets of infrastructures procured through PPP, social infrastructure (schools, hospital, prisons and court buildings) and economic infrastructure (airports, railways road transport and seaports), the latter of which uses toll charges for capital cost recovery. Public-private partnership is attractive to many governments because of the preconceived economic benefits it provides, the allocation and transfer of risks to the private investor, and non-upfront payment of infrastructure procurement costs. This is why it has become a preferred procurement option over the many other alternative options. The PPP concept is an important factor for consideration in public sector infrastructure procurement, relative to efficiency and effectiveness with the delivery of projects. Collaborative governance draws from diverse realms of practice and research in public administration. This article synthesises and extends a suite of conceptual frameworks, research findings and practice-based knowledge into an integrative framework for collaborative governance. The framework specifies a set of nested dimensions that encompass a larger system context, a collaborative governance regime and its internal collaborative dynamics and actions that can generate impacts and adaptations across the systems. The framework provides a broad conceptual map for situating and exploring components of cross-boundary governance systems that range from policy or program-based intergovernmental cooperation to place-based regional collaboration with nongovernmental stakeholders to public-private partnerships. The framework integrates knowledge about individual incentives and barriers to collection action, collaborative social learning and conflict resolution processes, and institutional arrangements for cross-boundary collaboration. It is presented as a general framework that might be applied to analyses at different scales, in different policy arenas, and in varying levels of complexity. Pages 1567 to 1579

**Impact of Human Resources Diversity Management on Organisational Performance in the Greater Amman Municipality**

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The study aims to investigate the impact of human resources diversity management on organisational performance in the Greater Amman Municipality in Jordan. The researcher used descriptive analytical methodology. A self-administration questionnaire was designed according to research objectives and hypotheses. The research population consisted of all managerial top positions and human resources officials in the Greater Amman Municipality head-quarters and the 22 departments. The research used purposive sampling method; thus, 120 questionnaires were distributed over the research sample. The collected data were analysed through using the Social Packaging Scientific System (SPSS) version 20. The research concluded that there is an impact of human resources diversity management on organisational performance in the Greater Amman Municipality in Jordan. There is also a statistically significant impact at a significance level of a  $\leq 0.05$  of human resources practices on organisational performance in the Greater Amman Municipality in Jordan. The research recommended that the Greater Amman Municipality has to create and increase training opportunities for all workers without discrimination in a way that makes them benefit from their presence in one place despite cultural differences. Pages 1580 to 1598

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# Hoax Logic in the Political Activities of Indonesian Netizens on Twitter

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This article discusses how to comprehend “hoax logic” as a political category in the conversations of Indonesian netizens on Twitter. The discussion on hoax logic explores four elements of social media logic proposed by José Van Dijck and Thomas Poell (2013). Research data was obtained by observing conversations of netizens considered as opinion makers on Twitter and from survey results about hoax along with netizen conversations. This study found that hoaxes are disseminated by using political buzzers as well as bots that are mutually connected and stimulate one another. Hoax logic can subsequently be accepted as truth. This study may help us understand hoaxes within the context of netizens’ political activities on social media. However, as a political category, this study may have implications on the obscure boundaries between hoax, satire and criticism that netizens convey to the government on social media, particularly Twitter.

**Keywords:** *Hoax, Logic of Hoax, Netizen, Social Media, Political Polarisation, Twitter.*

## Introduction

Hoax has emerged as an unsettling phenomenon in society and may contribute as a threat to the rise of social political tensions in several countries (Utami, 2018; Cerase and Santoro, 2018). These tensions arise as hoaxes contain false information or come in the form of fake news. Hence, under certain contexts, hoaxes may be perceived as fake news (Gorbach, 2018). Hoaxes taking the form of fake news may also cause anxieties and unrest in the social and political, (McGonagle, 2017; Ogbette, 2019), business (Figueira, and Oliveira, 2017) or religious sector (Douglas, 2018). As a global phenomenon, hoaxes have emerged within

cyber culture due to the advent of social media as a form of new media. Social media, such as Twitter, Facebook, Instagram and YouTube, has become a means for exchanging information amongst citizens, commonly known as netizens. Netizens are citizens who conduct their activities and interact via various online networks (Hauben and Hauben, 1997). The interactions amongst netizens has indicated a new era of hyper interactive communication (Khang, Ki, and Ye, 2012).

In Indonesia, the prevalence of hoaxes has even led to the rise of solidarity amongst citizens to jointly combat them by issuing various declarations of “Anti-Hoax Community Charter” in a number of regions. Furthermore, some community groups voluntarily provide fact checkers of various database sources that can be quickly used to clarify hoaxes. Volunteer groups working as fact checkers include Indonesia Hoax Buster (IHB), *Forum Anti Fitnah, Hasut dan Hoax* (FAFHH – Anti Libel, Provocation, and Hoaxes Forum) and the Indonesia Hoaxes Community (IHC) (Astuti, 2017). Nevertheless, the plague of hoaxes continues to spread extensively throughout various social media platforms.

According to a survey by Mastel (2019) concerning the National Hoax Epidemic of 2019, 87.50% of hoaxes in Indonesia were disseminated via social media. This resulted in a decrease from 92.40% of the same survey conducted in 2017. Despite experiencing a drop by as much as 4.90%, social media remained the most substantial means for spreading hoaxes. In the Indonesian context, this indicates that hoaxes have become an information plague in the era of social media-based interactions.

In terms of content, the survey conducted by Mastel (2019) also indicates that hoaxes containing political issues (political hoaxes) amounted to 93%, which is the largest hoax content followed by issues of SARA (*suku, agama, ras, dan antar golongan* – ethnicity, religion, race and intergroup relations) amounting to 76.2%. The significant number of hoaxes containing political issues disseminated via social media in Indonesia may have also emerged on account of the large number of people using social media in Indonesia as a means of interaction. According to a survey by APJII (2019) on the penetration and behaviour of Indonesian internet users, as many as 64.8% or 171.17 million people out of 264.16 million of the Indonesian population are internet users. From that figure, Facebook (50.7%) was the most visited social media platform, followed by Instagram at 17.8%, YouTube 15%, and Twitter 1.7%.

Politics being the largest hoax content in Indonesian netizens’ activities shows that there are highly complicated relations. For instance, why do most hoaxes contain politics? Does the increase in the number of social media users in Indonesia correlate with the increase of political hoaxes? Is the emergence of the large number of political hoaxes a result of the Indonesian political context as indicated by Utami (2018) and Astuti (2017)?

This article provides some suggestions regarding these complex relations by using social media logic. According to Van Dijck and Poell (2013), social media logic refers to the processes, principles and practices of various social media platforms that are used to process information, news and communication, and more generally, the way in which netizens channel them via conversation traffic on various social media platforms.

### **Hoax in New Media Context**

In its broadest definition, hoaxes have always been an ancient tool of propaganda. They can be traced back to the ancient Roman period when Antony met Cleopatra. Octavian who despised Antony devised a campaign of a specific design. Octavian wrote a short slogan on a coin to ruin Antony's reputation. The coin containing Octavian's writing had subsequently spread amongst the public (Kaminska, 2017). It became the most ancient media initially used to disseminate a hoax.

The case of the 'Great Moon Hoax' in 1835 is recorded as the first notorious hoax incident spread by mass media. It took place on the 21<sup>st</sup> of August, 1835 when the New York *Sun*, advertised the discovery of life and civilization on the moon featuring illustrations of activities on the moon. The article was a highly elaborate deception since Herschel did not actually observe life on the moon. Herschel himself was not aware that his findings would greatly fascinate the American and European communities once they were reported by the printed mass media (Krensky, 2014).

Accordingly, beginning in the 19<sup>th</sup> century through to the end of the 20<sup>th</sup> century, the presence of electronic mass media (radio and television) produced various types of news, during various periods, as the advent of mass media as a news producer brought about various information disruptions (Posetti and Matthews, 2018). Several hoax news that emerged in mass media activities were disseminated, amongst others through the radio drama *War of the Worlds* in the United States in 1938 (Schwartz, 2015), the television program *The Daily Show* in 1996 (McChesney, 2011), or print media news from the NY Times concerning the *War on Terror* in Iraq in 2003 (Southwell, Thorson, & Sheble, 2018).

The above explanation distinguishes between hoaxes and legends of folklores. Although folklores feature untruths that are spread via mass media and gain public response, these are not hoaxes, because they are part of the cultural process and are unintentional (Emery 2004). Hoaxes should also be distinguished from scams, because a hoax is intended to reach a lot of people, it is opened and large scale, whereas a scam is intended to have a limited target, it is sometimes restricted to certain individuals or social groups. A scam constitutes an attempt to deceive others to gain benefit, for instance by taking money from others by (Silverman,

2015). A hoax is also different from a prank. According to Pellegrini, (2008), a prank is “a mischievous or humorous trick.” It contains a mischievous element for the pursuit of pleasure.

In another context, a hoax also differs from a rumour. According to Silverman (2015), rumors are “unverified and instrumentally relevant statements in circulation that arise in the context of ambiguity.” A hoax should also be distinguished from satire. According to Phiddian, 2013 (as cited in Rubin, Conroy and Chen, 2015) a satire is “a rhetorical strategy (in any medium) that seeks to wittily provoke an emotional and intellectual reaction in an audience on a matter of public significance.”

Consequently, these various forms of differences make it possible to identify hoaxes through the types of media used, the public response and the intentional factor or motive of the perpetrator in distributing them. These three elements are the essential substance of a hoax, distinguishing it from other similar statements. These substances are elaborated by Curtis D. MacDougall (1968) in his book *Hoaxes, in which* the author explains that a hoax is defined as “a deliberately concocted untruth made to masquerade as truth.” This means that the information may contain an error. Meanwhile, hoaxes are erroneous information deliberately produced as truth or made to conceal the truth (Silverman, 2015).

In this context, a hoax is defined as an untruth faced against a truth. This understanding considers a hoax as identical to fake news, which emerged within the culture of a relationship between mass media and politics. Hence, fake news may be defined as false news containing information deliberately created to mislead people and often contains a particular political agenda. According to Alcott & Gentzkow, 2017, fake news is not only misleading, but also has no factual basis, and is presented as though it were a series of facts. Based on the various explanations above, a hoax can be defined as false information without factual basis deliberately circulated by anyone through various media channels (both old and new media) as truth and receives a wide public response.

Currently, internet based new media serves as a determining context in the circulation of various hoaxes. Accordingly, today the advent of internet based new media has generated a cultural effect that is extensive, difficult to predict and disruptive and has also altered the dynamics of human relations (Davey, Christopher J. et. al, 2010). The participation and interaction of netizens in the era of new media are key elements in that change. Lavinson (2014) explains the scope of new media as a form of new media, i.e. information on anything in any form can be distributed more quickly and expansively, which may lead to new social forms, lifestyles and power structures within society.



Social media is one of the interpersonal channels of communication that emerged within the culture of new media. Through various social media platforms, hoaxes can be produced by anyone, anywhere, anytime and for any purpose. This eventually led to the exponential growth of hoaxes as they are no longer distributed by a certain participant through a particular medium and for a specific purpose as was the case in traditional media culture. As a result, various systems of social interactions and relations have undergone changes on account of the fact that there were changes in the distribution and consumption of information. In order to understand how the activities of various social media platforms created a new social order, Van Dijck and Poell (2013) turned their attention to social media logic.

According to the authors, social media logic is understood as the functioning of four basic elements: programmability, popularity, connectivity and datafication which respectively differ but mutually reinforce one another. The social media logic initiated by Van Dijck and Poell (2013) was inspired by the idea of mass media logic proposed by David Al-theide and Robert Snow (1979). When defining media logic at the end of the 1970s, Altheide and Snow selected a number of elements, of which some were associated with the capacity to frame reality and some with the media's claim of neutrality or independence. Al-theide and Snow (1979) define (mass) media logic as a set of principles or common sense rationality developed in and by media institutions that penetrate every public domain and dominate their organizing structure. Hence, the life the society and institution is a part of media culture.

The social media logic framework of Van Dijck and Poell (2013) was employed by Enli and Simonsen (2018) to explore how 'social media logic' impacts two different but interrelated professions, journalists and politicians. By analysing one of the main principles of social media logic, 'connectivity', Enli and Simonsen (2018) show that the use of social media by journalists and politicians strongly correlates with their professional norms and that 'social media logic' is still associated with 'media logic' of mainstream and broadcasting media. The social media logic of Van Dijck and Poell (2013) also inspired this article to explain how hoaxes are produced based on their own logic within the context of Indonesian netizens' political activities on social media.

### **Programmability, Polarised Hoax**

Hoaxes are construed differently from the perspective of Indonesian netizens. According to a survey conducted by Mastel (2019), as many as 88% of Indonesian netizens perceive a hoax as deliberately disseminated false news. The national survey held throughout Indonesia involving 941 respondents indicates that 87.5% of netizens consider social media as a channel for spreading hoaxes. Despite 88% of netizens perceiving hoaxes as deliberately disseminated false news, as many as 43.5% chose to forward them onto others because the





hoaxes were acquired from (or disseminated by) reliable/trustworthy individuals. Another part of the survey shows that 63.3% of respondents would believe the hoax if it was disseminated by reliable/trustworthy individuals.

In terms of contents, the survey indicates that 93.2 % of hoaxes that were most often received by netizens refer to social and political news. This percentage has not shifted a great deal from a similar survey conducted two years earlier. . The MASTEL survey conducted in 2017 shows that 91.8 % of hoaxes in circulation were associated with social political issues. Furthermore, the 2019 MASTEL survey indicates that 70.7 % of circulating hoaxes come in text/written form and 34.6 % of respondents receive hoaxes on a daily basis. The prevalence of hoaxes circulating via social media was acknowledged by 41.9 % of respondents as it has the capacity to influence public opinion.

Therefore, based on the survey results, it can be stated that, “a hoax is false news that generally features politics in the form of text/writing deliberately distributed on a daily basis via social media to netizens, in which the recipients may subsequently distribute the false news since it is obtained from individuals they trust.” This is the general description on hoax dynamics and activities in Indonesia. Generally speaking, it is a portrait of a hoax within the context of Indonesian netizens’ activities that specifically correlates with politics through various social media platforms.

According to current studies (Utami, 2018; Juditha, 2018; Salam, 2018; Santosa; Hasfi, and Triyono, 2018), hoaxes only begun to emerge on a massive scale in Indonesia as a netizen activity within the context of new media since the 2014 Presidential Election. Numerous hoaxes were seen to emerge in an unrestricted manner at the time from the supporting groups of both Prabowo Subianto and Jokowi, who were the presidential candidates in the 2014 election. Each group had disseminated hoaxes to discredit their opposition. Many hoaxes circulated in relation to Prabowo’s personal life, whereas hoaxes about Jokowi were mostly based on issues of race and religion. Jokowi ultimately won the 2014 Presidential Election.

Nevertheless, according to Syahputra (2017), Kusumarani and Zo, (2018), Parahita, (2018) and Alamsyah, Rochmah and Nurnafia (2020), the 2012 Jakarta SCR Regional Election may be referred to as the first occasion in which the power of social media was utilised as a means for political campaign. The 2012 Jakarta SCR Regional Election paved the way for the eventual polarisation of netizens in Indonesia. The origin of netizen polarisation was observed to have begun its crystallisation process during the 2014 presidential election. Hoaxes massively emerged within the climate of new media along with the polarisation of netizens and political rivalry between Jokowi and Prabowo continuing on to the 2017 Jakarta SCR Regional Election.

Shortly after, the polarisation of netizens on various social media platforms had intensified during the 2019 presidential election as it witnessed once again the rivalry between Jokowi and Prabowo as political contestants. The existing polarisation had increasingly cultivated the propagation of hoaxes. Each supporting group strove to find necessary information to satisfy their conviction for lending support to their preferred presidential candidate and for rejecting the presidential candidate they oppose. In this context, hoaxes function as information that can be utilised to fulfil the desire for the rise of identity politics. The process occurred rapidly in various conversation enclaves on social media amongst netizens with similar political orientation or identity, thereby making it difficult to critically develop a public agenda. This process is referred to as an echo chamber by Gromping (2014).

Meanwhile, Syahputra (2019) explains this condition as a spiral of anxiety which illustrates the process that an individual undertakes as either an active or passive netizen on open social media, such as Twitter, or restricted social media, such as Telegram and WhatsApp. The process refers to a concealed increase in anxiety experienced by individuals on account of having differing political inclinations from others, wherein these differences turn into conversations containing expressions of hatred at all levels of social media platforms. Consequently, this leads to open anxiety and may bring about status wars between social media users. This spiral of anxiety emerges within the tradition of the cyber community in the era of new media.

Echo chamber and spiral of anxiety in the activities of netizens on various social media channels may explain how hoax logic emerges, given that there is already an established political polarisation in place. This means that most hoaxes emerge as a result of the political polarisation cultivated within an echo chamber and a process in the spiral of anxiety. A hoax is then accepted as truth when it is produced or disseminated by a person who the recipient knows (or does not know), as long as that person belongs in the same group with similar political references on various social media platforms (both open platforms like Twitter or restricted ones such as WhatsApp).

The element of netizens' political polarisation will thus correlate with people's political preferences, the capacity of internet based communication technology and interactions or activities amongst netizens on various social media platforms. This polarisation is the most crucial element of hoax logic as a deceit is accepted as truth and subsequently disseminated via various social media channels as validated truth. The process occurs because untruths or deceits are validated by other netizen groups. However, this first element of hoax logic can function given that there are existing participants from each of the polarised netizen groups. The respective groups have their own participants who are known as opinion leaders and opinion makers. These participants are represented by either authentic/verified or anonymous

accounts that are extremely active on social media in producing and distributing hoaxes. These hoax participants and their activities are known as political buzzers.

### **Popularity and Political Buzzers as Participants of Hoaxes**

The term buzzer refers to the concept of buzz marketing, which is a marketing activity of a product on communication media channels to create disruptions. This disruption is aimed at competitors to attract target audiences (Syahputra, 2017). Business participants use buzzer accounts to promote their products, wherein promotions are carried out by using buzzer accounts with more than 5000 followers. This amount is considered capable of reaching out to more consumers to find their products (Nanda, 2018). Thus, a buzzer illustrates a netizen who is paid by a company to disseminate a certain brand or product promotion on social media sites. In terms of political campaigns, buzzers are recruited to promote issues that are advantageous to certain candidates (Lim, 2017).

In the activities of netizens on social media within a polarised political context, buzzer accounts have become significant participants in propagating hoaxes for political purposes. According to Lim (2017), although volunteers for all political campaigns in Indonesia claim that they focus on positive messages, this did not actually occur in practice. Meanwhile, no candidates have openly admitted doing so. In the context of Indonesian politics, Prabowo and Jokowi were political rivals in the 2014 and 2019 presidential elections. The hoaxes circulating on social media during this period were inseparable from the representation of the two political groups that were polarised through the personification of Prabowo and Jokowi.

More specifically, the existing context turned hoaxes into a political tool to attack the opposition through various techniques of information manipulation. One of the frequently used techniques was memes. According to Davison (2015), meme in social media conversations is part of the culture, usually a joke which gains influence through online transmission. Technically speaking, according to Shifman (2013), a meme is understood as “cultural information that passes along from person to person, yet gradually scales into a shared social phenomenon.” As one of the units of information in conversations on social media, a meme is a visual metaphor as a reflection or replication of reality altered by netizens. As a consequence, memes often feature hoaxes as well.

Subsequently, hoaxes may eventually become truth that is acknowledged by the group that benefits from them. This is the result of netizens actively engaged in Twitter for the purpose of finding what they consider and validate as truth. The process of validating hoaxes is made possible because they are disseminated by (verified or anonymous) Twitter accounts that are popular amongst netizens. According to Van Dijck and Poell (2013), the popularity of these accounts is conditioned by the algorithm components functioning in social media platforms.

On Twitter's platform, an account's popularity may increase through Twitter's trending topic by using algorithm that boosts certain topics and suppresses others (Taina, 2012; Rieder, 2012; Gillespie, 2014). Through various features, Twitter's Trending Topics enables netizens to boost the rank of hoax topics and popularise accounts that produce and distribute them.

The hoax logic that functions on Twitter within the context of identity politics in Indonesia is also acceptable, since each cluster of polarised netizens employs robot accounts. These accounts are like soldiers or online troops (cybertroopers) that are ready to popularise an account and boost trending topics on Twitter. According to Gorwa (2017), cybertroopers are not only used by groups criticising the government, they are also employed by the government. . Cybertroopers as an online tool are utilised to manipulate information via Twitter and other social media outlets to dictate public opinions, disseminate false information and undermine criticisms.

### **Connectivity and Mutual Stimulation Nonlinearity**

The activities of polarised political buzzers on Twitter mutually stimulate one another in the form of action-reaction, thereby causing uproars and even raising tensions both online and offline. Such tension is built up as political buzzers not only function to promote issues that benefit the candidate they support, but also attack candidates that they do not support by using various expressions of hatred. In the culture of new media, the activities of netizens on social media such as Twitter have an effect on other netizens, dubbed as opinion makers. These opinion makers on Twitter stand alone, yet are inter-connected.

Such portrayal of social media is mentioned by Klein (as cited in Porta, 2013), as a 'web like image,' as the activities found on social media are likened to a spider's web. Within the web, a hub (web centre) exists as the centre of all social media activities. These hubs are connected to a participant who functions as the bridge. These bridges spread information or messages to all other web participants. Borgatti and Lopez-Kidwell (2011) consider that these participants are playing the role of bridges in a delicate bond with other participants. Despite the bond fostered between them, they maintain connection on social media on an intensive basis.

Fellow netizens in polarised groups utilise bot accounts to increase and stimulate intensity so that the disseminated opinion contributes to boosting conversation traffic on social media. According to Forelle et. al (2015), bot accounts are part of software that creates content on social media and interacts with people (netizens). The more frequent bot accounts are utilised for political purposes, the more likely it is for information (including those containing hoax) to be able to circulate quickly. According to Wooley (2016), the use of bot accounts for political interests took place in several countries such as Azerbaijan, Italy and Venezuela.

These bot accounts were used by the government and political elites. They employed bot accounts to attack dissidents or critics of actual issues (Alexander, 2015). According to a report made by the Oxford Internet Institute, Oxford University (Bradshaw and Howard (2019), the capacity of bot accounts functioning as cyber troops in Indonesia is still in the low category. Nonetheless, the activities of cyber troops employed for particular group interests have an impact on reinforcing public polarisation. This is due to the tendency of buzzers and cyber troops to experiment by only using bots to intensify disinformation and manipulate truth. In their report, the Oxford Internet Institute also found evidence of the growth of organised manipulation campaign on social media.

Hoax participants as bridges that stir up activities on social media sometimes use bot accounts to mutually stimulate other participants. This mutual stimulation amongst participants within the same interest group, and other participants conducting the same action in other groups, has an action-reaction characteristic. A hoax participant, who is an opinion leader may release false news, which may trigger a reaction from other hoax participants of varying groups. The action-reaction relationship is perceived as including the process of denial, destruction, various information modification with a purpose determined by the sender, such as attack, manipulation and counter-attack by using various means (cyber, psychological) that would influence/disrupt the opposition. Additionally, it can also be achieved by way of deceit, renouncement, denial, disinformation, including threats (both subtly and blatantly) against actual information published by the government or other relevant parties (Hutomo, 2016).

As the participants mutually stimulate each other in the form of action-reaction amongst polarised netizen groups, content in the form of conversation texts are interconnected (intertextuality). Such intertextuality may occur within a cluster of polarised netizens or amongst the clusters. This interconnectivity explains that a conversation text is interlinked with other texts. However, although these texts are associated, a conversation text may be detached from other texts. As a result, a conversation text can only be understood once we have read the other texts. This explains why even though connectivity mutually stimulates, there is nonlinearity.

The change of interaction pattern amongst individuals is brought about by social media's nature which enables each netizen not only to consume information, but also to produce and distribute it. This new attribute allows anyone active on social media to participate as both a consumer and producer of information. Hence, each activist or social media user plays a role as a distributor of messages (Weeks and Holbert, 2013).

### **Datafication, Digital Footprint of Hoaxes**

According to Mayer-Schoenger and Cukier, datafication is network platform's capacity to create and store all data, including data pertaining to social media user's demographics, profile and location (Schönberger & Cukier, 2017). As a result, any activity conducted on social media can be dataficated. Internet based datafication provides new means of interconnected human interaction or a new approach to study the world, identities and the future (Gamble and Gamble, 2012). This also explains how activities on social media work as processes of digitalisation, interactivity, virtuality, dispersal and hypertextuality (Lister et al., 2010), or numerical representation, modularity, automation, variability and transcoding (Manovich, 2002).

The latest development in the datafication process relies on the processing of substantial amount of data collected, thereby creating what is often known as artificial intelligence (AI) (Papadimitriou, 2016; Tambe, & Rice, 2018; Chansanam and Tuamsuk, 2020). Therefore, by using a certain set of tools, any conversation mediated through social media is heading toward what Zappavigna (2012) considers as 'searchable talk.' This is also the case for conversations amongst netizens that contain hoaxes. They can be pursued, found, and redistributed by buzzers as opinion makers in order to support or undermine various groups. The process of pursuing such conversation is known as digital identity on social media, particularly on Twitter (Thomborrow, 2015; Warburton & Hatzipangos, 2013; Murthy, 2018).

The term digital footprint is frequently used by netizens in the context of their political activities on Twitter. In this context, a digital footprint is understood as the process undertaken by a netizen belonging to a certain political cluster group to find data in the form of any information stored in the status of netizens from the opposing political cluster groups or in the form of online news media which is then utilised to immobilise, undermine, degrade or dispute netizens from opposing political groups. This process may influence the formation of public opinion on social media.

### **Conclusion**

Hoax logic in the political activities on Indonesian netizens on Twitter can be understood as interactions amongst netizens who have already been politically polarised. In this context, a hoax is a political communication strategy programmed to tarnish the reputation of opposing political groups. In the process, hoaxes are disseminated by using political buzzers that are interconnected. This interconnectivity mutually stimulates, yet assumes a nonlinear attribute. The entire process on interconnectivity can sometimes use old information, which is data stored within a large data system.



Hoax logic in the context of netizen's political conversation in Indonesia has led to uproars in the timelines of netizens' conversations on social media (particularly Twitter). Thus, it is difficult to distinguish which information is fake (hoax) and which is true, because netizens are polarised. As a result, the truth is not determined by factual truth, but by the person who delivers the information. This polarisation pushes netizens to only believe information that can validate their political preferences. Whether a hoax is true or false is thereby determined by the messenger's identity, instead of the message's content.

Consequently, this study may have implications for new means of understanding hoaxes within the context of netizens' political activities on social media. As a political category, it may also have implications on the obscure boundaries between a hoax, satire and criticism. In the clamorous conversations engaged in by netizens, hoaxes symbolise noises while satires and criticisms are voices.

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