Analysis of the Communication Network Among Citizens on Twitter in Violence Victims in Indonesia

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ABSTRACT

The high level of violence in Indonesia, especially against women and children, requires special attention from all parties. It needs to be improved not only from the government's side but also from the community and in any form. This research aims to find out the communication network of civilians on Twitter as one of the social media platforms for dealing with victims of violence in Indonesia. A qualitative analysis method was employed to collect data and information on the communication and interaction of KontraS in its role as a non-governmental organization. This research also utilized Software NVivo 12 Plus to analyse the data to find out the form of the network communication of KontraS in dealing with the violence victims in the state through Twitter. The research results have revealed that KontraS utilizes Twitter for communication and interaction to build organizational networks involving several parties, where information on human rights issues and violence is posted with hashtags to help disseminate information that leads to the formation of the organizational power of KontraS to support the advocacy of policy that is pro-human rights- and violence-related issue handling in Indonesia. The communication and interaction of KontraS on Twitter impact the dynamic of discussion on the issues of human rights and violence in Indonesia. This research, however, only focused on Twitter data. Thus, further research is expected to involve more data on other social media, such as Facebook and YouTube.

Keywords: *Twitter, human rights, violence victims, policy, communication.*

INTRODUCTION

Given the prevalence of violence in Indonesia, stringent legislative frameworks and enhanced oversight mechanisms are required to reduce its occurrence and impact (Noer et al., 2021). Governmental entities do not solely conduct the oversight in question; rather, community involvement plays a substantial role in mitigating occurrences of violence. To ensure the effective implementation of these initiatives, it is imperative to conduct a thorough assessment of the community's level of engagement and commitment towards the avoidance, prevention, and eradication of violent incidents in Indonesia. Human rights activists and various institutions and organisations actively engage in endeavours to eliminate violence. In this context, their role encompasses monitoring, frequent reminders, and public engagement to promote preventive measures and address the prevalence of violence, particularly within their immediate vicinity. The structural equation authenticated that four competencies significantly influenced the participants' political participation integrity: access, analysis and evaluation, reflection, and

action (Hassan et al., 2022). A few studies have examined how different social media platforms have enabled users to send and get news and information about their situation (Elareshi et al., 2023). Conversely, comments identified as written by females were those containing advice, expression of emotions, empathy, female discussion topics, and polite language (Fung et al., 2023). Multicultural identity is a significant predictive factor in assessing intercultural communication competence (Balakrishnan et al., 2023). Despite the daily coverage of cybercrime incidents, people continue to fall victim (Ahmad et al., 2023).

According to Cohen and Arato (cited in Hadi, 2010), the term "civilians" encompasses a wider concept, and they define the civil community as a social interaction territory that includes the entire social community and its associations, particularly voluntary organizations like mass organizations and public communication chambers, which are established through the mobilization of power and are based on the setting. Argues that civilians represent a group of private organisms not akin to political societies (Nepstad, 2013). Civilians are involved in several aspects of ongoing issues regarding their responses to violence in Indonesia. To deal with the violence in the state, a civil mass organization should have communication networks that indicate how massive the communication on social media is. A more profound analysis is required to spot the role of civilians in handling the victims of violence on Twitter (Haggart, 2013).

Communication networks are essential to study since they serve as indicators to measure the massiveness of communication on social media. According to a study conducted by Rofiah et al. (2021), two patterns of communication networks define the action of defending Islam as an aspect of a political event, involving a communication network and a diffuse and open communication network, where the former causes conflicting narration between two interests, sparking further conflict in society, and the latter allows discussion forums to take place between or organizations on Twitter. Furthermore, Fatoni and Anestha (2021) assert that # the communication network in #TetapDukungPSBB has a 16-point diameter. The tweet in that research does not receive any responses; it is not dominated by actors representing the information stream and only consists of a group of nodes. On the other hand, Putra, Bandiyah and Noak (2018) think that a hidden meaning lies behind the meme on Forbali, an Instagram account, and it seems that it tries to send some ideological messages. The meme on this account motivates and educates the members of the public, encouraging them to participate in a social movement. Nadhifah (2018) has found out that several civil societies are focusing on dealing with the victims of violence in Indonesia, such as Fatayat NU, Aisyiyah, Muslimat NU, IPPNU, and Nasyi'atul Aisyiyah, all of which play an essential role in handling the violence cases affecting women and children in Sidoarjo. They cling to the awareness suggesting that the role of organizations can respond to the needs of society; they have been involved in dealing with the violence against women and children in the aspect of legal protection and trauma healing task force for the victims' (Pearce & Rodgers, 2020).

This research intends to find a communication network among civilians through social media to deal with violence in Indonesia. New aspects are offered, including the type of communication used in the official account of KontraS on Twitter through tweeting and retweeting, communication intensity of KontraS on Twitter based on time, communication intensity on Twitter based on usernames, communication intensity based on hashtags, the relationship between actors in the communication and interaction of KontraS on Twitter, the relationship between actors in communication and interaction of KontraS on social media based

on hashtags and communication according to regions, and research focus different from previous studies. This research is expected to contribute significantly to research development regarding the levels of communication in society on social media, especially dealing with the violence victims in Indonesia. This research also serves as a reference for human rights activists and public members intending to carry out further studies on the role of civilians in voicing human rights violations in the past compared to those taking place at a contemporary time in the state.

LITERATURE REVIEW

Communication Network on Social Media

A communication network on social media is an essential aspect to study, recalling that a communication network serves as one of the indicators to measure how massive communication on social media is. Two patterns of a communication network define the action of defending Islam as a political event (Salahudin et al., 2020). The first pattern consists of a centralized communication network. It creates two great but conflicting narrative patterns where each party is occupied with justifying their ideas, leading to a trending hashtag war. The second pattern is more diffuse and open (Sulistyaningsih et al., 2021), and this model leaves a convergent and dialogical space amidst the community, where hashtags establish a connection among groups in a community network. By understanding the pattern of conflict marked by network patterns, communication could recommend a proper way of dealing with conflicts (Rofiah et al., 2021).

Social media has emerged as a contemporary domain where various activities, including criminal behaviour, can occur. Numerous prior studies have also discovered that engagement within online communities on social media platforms can facilitate the emergence of distinct groups, among which some actively denounce and draw attention to instances of violence, particularly those targeting women and children (Sudarmanto & Meliala, 2020; Bandung, 2020).

The communication network through #TetapDukungPSBB has a 16-point diameter. Still, it shows slow dissemination, where the tweets tend not to receive any feedback, and it indicates no domination of actors in the information stream that comprises some groups of core nodes. At the level of actors, there are five popular accounts. At the same time, the communication medium in the network only consists of one account that could be connected to another account to communicate. In this network, actors are free to communicate, and five actors are deemed important. The communication in the network tends to discuss another matter and be in line with the re-introduction of lockdown (Fatoni & Anestha, 2021).

The development of technology also plays a role in a campaign, as staged in Sumatra and Kalimantan, over haze issues. This campaign implies that the role of the network in social media will affect the effectiveness of the campaign staged to deal with the haze and the social relations of organizations taking part in the movement to fight the haze (Earl & Garrett, 2017). This movement departed from shared sentiments (Hariyani, 2016). Social media serve as a facility to reduce the barrier between the government and the members of the public since social media seem to serve as a new and borderless public room, allowing people to express their aspirations and criticism on social media over issues that prevail (Vliegenthart et al., 2005). Hootsuite in Digital Around the World reported that social media users accounted for 160 users, or 64%. As of January 2020, YouTube represented the top preference of users, accounting for 88%, followed by Facebook (82%), Instagram (79%), and Twitter (56%). Civilians seem to utilize social media to

digitally disseminate propaganda to stand against the bill concerning Job Creation. *Drone Emprit* concludes that social media could positively facilitate the people's aspirational dialogue on the Job Creation Bill (Omnibus Law). University students and civilians use Twitter as a platform to facilitate their digital propaganda. Through #RUUCiptaKerja, both students and civilians manage to encourage members of the public to directly turn down the bill by staging a protest (Arianto, 2021).

Social Movement on Social Media
A social movement involves members of the public, and Manulu (2016) opines that this movement is intended to stand against the state and its government system. Social movements do not always involve violence. Generally, this movement is part of the democratic value framework. Putra, Bandiyah and Noak (2018) argue that there is a hidden meaning in the meme on the Instagram account of Forbali intended to motivate and educate people to participate in social movements (Meuleman & Boushel, 2014).

Taufik (2018) witnessed a social movement in the Middle East on January 1, 2011, when Mohammad Bouazizi burned himself in Tunisia. This tragedy was the harbinger of people's power to fight dictatorship regimes in Arabic states. This tragic act committed by Bouazizi was a protest against the Tunisian government, and it elicited strong reactions from the public. This disturbing footage went viral on YouTube, aiming to attract sympathy from netizens. Al-Jazeera also uploaded and broadcast this footage, which has been viewed 56 thousand times on YouTube, while "Mohamed Bouazizi" has 3,160 Facebook followers. Social media have greatly impacted social movements in the Middle East, beginning with dissatisfaction voiced to the government, mass consolidation, and regime coup. Social media have become the only alternative for people in the Middle East to gain sympathy from the state and other countries; social media are deemed the safest place to gather people and establish coordination.

Twitter plays an important role in forming social movements. Mulyana and Muksin (2014) view that the hashtag #MelawanAsap was intended to facilitate people to voice their suffering from and regret over the haze in Riau. 3,156 users followed the account of #MelawanAsap on September 8, 2016. This movement was initiated by followers voicing their dismay, outcry, and criticism against authorities with access to policy in this case (Levkoe, 2015).

Hanafi and Awam (2017) argue that the Student Executive Body uses Facebook, WhatsApp, Twitter, Instagram, and Line to help form social movements, while the most common issues affecting the social movements established by the Student Executive Body include economics, politics, religion, law, and corruption. The positive declaration has been the foundation for the Student Executive Body to form a social movement. Social media plays an essential role in democracy among university students.

The Role of Civilians in Handling Violence Victims in Indonesia
Civilians represent a broader concept, as Cohen and Arato (cited in Hadi, 2010) define the civil community as a territory of social interaction, and herein lie the whole social community and association, especially the voluntary ones such as mass organizations and other public communication chambers established based on the setting and mobilization of power (Nepstad, 2013). Furthermore, Gramsci (1971) argues that civilians represent a group of private organisms not akin to political society. There are several groups of civilians focusing on dealing with the

victims of violence in Indonesia, such as Fatayat NU, Puspitarini et al. (2019) assert that the role of Countering Violent Extremism (CVE) focuses on the significance of the participation of private organizations in contra-radicalism. With a non-kinetic approach, the Religious Communion Forum (FKUB) in Bima City disseminates insights into democracy, social inclusion, peace, and anti-violence to all people. Isyiyah, Muslimat NU, IPPNU, and Nasyi'atul Aisyiyah, all of which play an essential role in handling the violence affecting women and children in Sidoarjo. They are aware that organizations should be able to respond to the needs of the people and get involved in dealing with cases of violence against women and children in terms of providing legal protection and a trauma-healing task force for victims (Nadhifah, 2018).

Furthermore, Siburian and Maendrofa (2021) argues that non-governmental organizations could take part in dealing with sexual violence against children through legal advocacy for the children concerned to fulfil their rights. Non-governmental organizations also establish task forces to provide the victims with counselling intended to reinforce and safeguard those who suffer from trauma that may lead to mental and psychological health problems. This counselling is expected to be applied to heal their mental condition and reinforce the confidence of the victims.

The FKUB has effectively implemented a non-kinetic movement by referring to an organizational approach and issues in the interaction of directly and indirectly related subjects of extremism in Bima City. Non-kinetic disruption encourages others not to stage extreme activities (Carberry et al., 2019).

Puspitidsari and Ruwaida (2021) view reciprocal relationships among the interests of the people taking part in the Anti-Violence Civilian Coalition (hereinafter referred to as KOMPAKS), indicating that agency in social structure does not appropriately lead to any social changes. Represented by civilians, KOMPAKS initiated the formulation of the bill on the Elimination of Sexual Violence to accommodate those who are pro-protection of violence victims. Civilians have planned several strategies by joining the KOMPAKS (Banaszak & Ondercin, 2016).

METHODOLOGY

This research employs qualitative analysis (Ashshofa, 2013; Moleong, 2018) to analyse the content of the Twitter account organized by the victims of the violence (KONTRAS). This research approach aims to gain data and information on the measures taken by KONTRAS on Twitter as one of the social media platforms to conduct a campaign voicing anti-violence, establishing communication and networking with other actors, and advocacy policy supporting the handling of violence victims. The data from Twitter helped us understand the model or the communication pattern of KONTRAS as a non-governmental organization that is more focused on handling violence in Indonesia. Moreover, Twitter is so popular that people in Indonesia use it to communicate and interact with the public and broader communities, including those involved in public policy advocacy. Thus, this research was well structured with dynamic data and information on handling violence in Indonesia.

This research involved several stages. In order to ensure that the selected Twitter account was operated by KontraS' analysis unit, a verification process was carried out. This was done in accordance with our standard procedures for research and analysis. Second, Twitter account

validation was performed to ensure the analysed account was active and had many followers. Third, the contents of the Twitter account were captured with NCapture for NVivo to ensure that all information analysed was well recorded. Fourth, all data obtained from the results of the analysis carried out using the NVivo 12 Plus application. Fifth, the Twitter contents' content was analysed using NVivo 12 Plus. All those stages of research represent a series of research activities structured according to the research questions and objectives. This research investigates "how does KontraS as a communication network handle violence on Twitter in Indonesia?".

The research analysis involved several stages. First, the data obtained from the Twitter account was imported using NVivo 12 Plus software. Second, the Chart feature analysed the data to determine the posts' intensity and KONTRAS's communication. Furthermore, data analysis was conducted utilising the hierarchy chart function to ascertain the interconnections between the network KONTRAS and other participants. Additionally, the Map feature was utilised to analyse the dispersion of communication by KONTRAS. In addition, the Cloud analysis was conducted to ascertain the communication content of KONTRAS on their Twitter account (Ishaq, 2017). All those analysis methods form a series of data analyses to find answers to the research problem. NVivo 12 Plus was used to analyse the data for easier categorization and visualization of the data obtained from the Twitter content.

FINDING

The Profile of KontraS as an Organisation of the Human Rights Movement
The Missing Person and Violence Victim Commission (KontraS) was founded on 20 March 1998 by several civil society organizations such as Human Rights Fighters (LPHAM), Independent Journalist Alliance (AJI), Study and Public Advocacy Centre (ELSAM), Indonesian Legal Aid Foundation (YLBHI), Indonesian Islamic Student Movement (PMII), and other members of the public. In 1996, KontraS was known as the Human Rights Independent Supervisory Commission (KIP-HAM), which was designated to supervise human rights-related issues in Indonesia. Before the reform, KIP-HAM received many grievances in newspapers and on the telephone. Still, following the reform, the victims of human rights issues were getting bolder in voicing their grievances directly to the Secretariat of KP-HAM (Muharrom, 2019).

Along with the shifting time and intensity of dialogues with the families of the victims of the new order regime, an initiation to form an organization specifically intended to deal with missing persons and violence victim cases came to the surface, from which KontraS departed. In its development, KontraS has dealt with abduction and missing persons and has also been required to handle several violence cases in Aceh, Papua, East Timor, Maluku, Sampit, Poso, and Sambas. KontraS has become an independent organization, revealing Indonesia's violence and human rights violations (Muharrom, 2019).

On 15 May 1998, KontraS held a press conference concerning the victims of violence, calling on the state authorities, students, and civilians to end terrors affecting physical, psychological, and political conditions. Moreover, KontraS also encourages all the members not to get involved in perilous activities such as arson, violence, and looting, which violate human rights values. KontraS also asserted that the abduction of activists was another form of violation of human rights, including the right to live, the right to freedom, and the right to respect dignity (Muharrom, 2019)

In August 1999, KontraS filed a lawsuit against a commander of the Indonesian Armed Force, calling for abduction cases to end. It involved the abduction of Dedi Umar Hamdan who went missing on 29 May 1997 and was last seen in Tebet, South Jakarta; Herman Hendrawan was reported missing on 12 March 1998 and was last seen in YLBHI hall; Hendra Hambali was reported missing on 14 May 1998 and was last seen in Glodok Plaza, Central Jakarta; Ismail was missing on 29 May 1997 and was last seen in Tebet, South Jakarta; M. Yusuf went missing on 7 May 1997 and was last seen in Tebet, South Jakarta; Nova Al Katiri was missing in May 1997 and was last seen in Jakarta; Petrus Bima Anugrah was reported missing on 1 April 1998 and was last seen in Grogol, West Jakarta; Sony went missing on 26 April 1997 and was last seen in Kelapa Gading, North Jakarta; Suyat went missing on 13 February 1998 and was last seen in Solo, Central Java; Ucok Munandar Siahaan went missing on 14 May 1998 and was last seen in Ciputat, South Tanggerang; Yani Afri was reported missing on 26 April 1997 and was last seen in Kelapa Gading, North Jakarta; Yadin Muhidin went missing in May 1998 and was last seen in Sunter Agung, North Jakarta; and Wiji Thukul also went missing and was last seen in 1998 in Utan Kayu, Matraman, East Jakarta (Muharrom, 2019).

With the families of the victims, KontraS also filed a lawsuit against Prabowo, but the Military Honorary Council (henceforth referred to as DKP) only imposed an administrative measure as a sanction on Prabowo as a commissioned officer of the highest rank, followed by General Commander of Army Special Forces, Major General Muchdi Purwoprandjono and Commander Group IV of Army Special Forces, Colonel Chairawan. KontraS and the families of the missing, united under the Association of the Families of Missing Persons (IKOHI), have called on the government to find out the whereabouts of their family members (Muharrom, 2019)

Regarding its position and role, KontraS has reset the vision and mission to fight for human rights and democracy along with other civil societies. KontraS also encourages the state to develop a government system that stays away from violence. Violence not only results from military principles but also has a bearing on structural and cultural conditions and the relationships of social communities that have negatively put violence to the fore as a symbol (Muharrom, 2019).

KontraS has the vision "to establish democracy based on divine values and sovereignty through the principles and fundamentals of freedom from fear, violence, oppression, and other forms of violations of human rights, including the gender-based violations.". The mission of KontraS is to a) raise people's awareness of the significance of appreciation for human rights, especially their sensitivity towards all forms of violence and serious violations of human rights resulting from the abuse of power of the state; b) fight for justice and the liability of the state over all forms of violence and serious violations of human rights through some measures of advocacy demanding the state be responsible; c) encourage the consistency of change in the legal and political systems, s aiming to reinforce and safeguard the people from possible forms of violence and violations of human rights (Muharrom, 2019)

KontraS operates in several regions, like Jakarta, Aceh, Papua, and North Sumatra, all of which formed the federal council as an organizational head to organize all the members of KontraS. KontraS also serves as a member of NGOs of the Human Rights Working Group (HRWG) and the International NGO Forum on Indonesia Development. KontraS has actively participated in advocacy and task forces in handling the victims of human rights violations (Muharrom, 2019).

Types and Contents of Communication for KONTRAS on Twitter
Based on the above figure, communication on Twitter involves tweeting and retweeting. Retweeting is the most used feature, accounting for 50.95%, meaning the public responded well to the information posted by KontraS's official account. Tweeting is another feature used to disseminate information, with its use accounting for 49.06%. These two communication features used by KontraS indicate a strong correlation: when KontraS tweeted an issue, KontraS also retweeted information from several accounts concerning human rights that need to be heard. That is, KontraS responded to accounts raising human rights issues well.
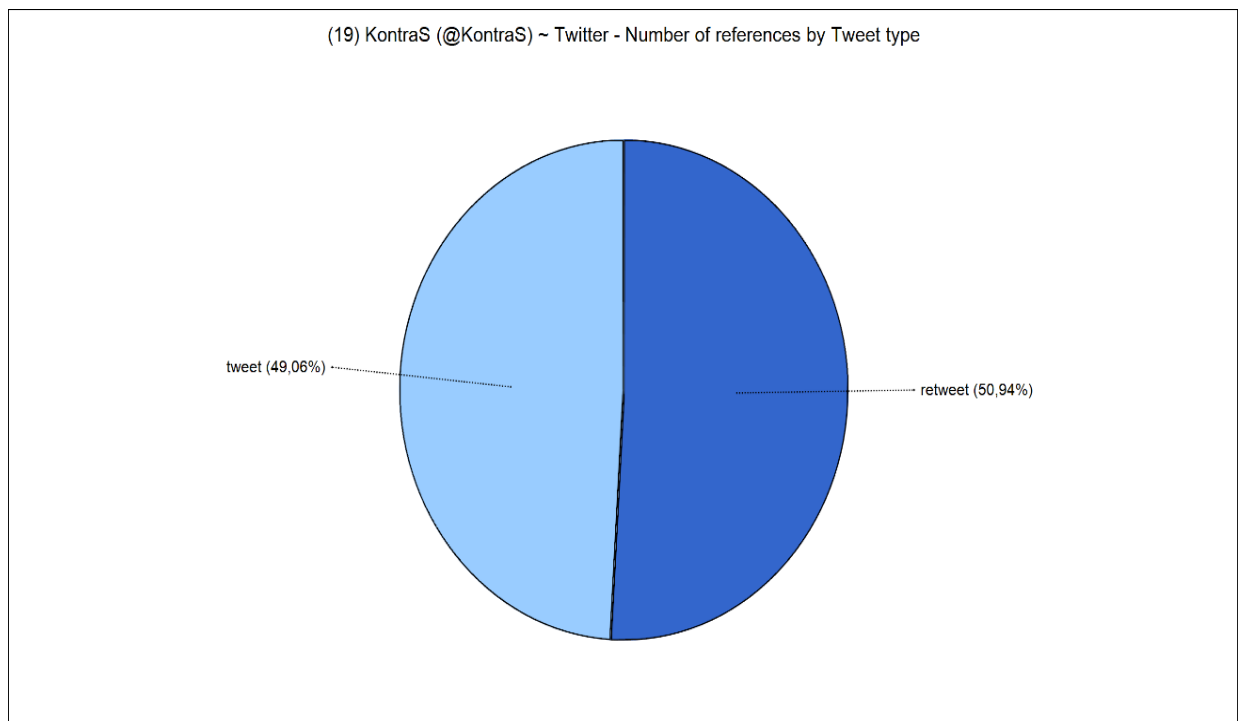

(19) KontraS (@KontraS) ~ Twitter - Number of references by Tweet type

tweet (49,06%)

retweet (50,94%)

Figure 1: Type of communication of KontraS on Twitter

Figure 2: Communication content of KontraS on Twitter

The figure above shows a crowd of words representing the posts of @KontraS. The most sizeable word represents the most-posted and written matter. The word KontraS seems dominant and to be mostly used on the official account, among others. The word KontraS often appears in each tweet posted, followed by *HAM, presiden, kita, @jokowi*.

The word HAM represents the main topic in each post on the official account of KontraS, followed by *presiden* as the second dominant word appearing. The use of the word *presiden* is considered essential in settling and preventing human rights-related issues in Indonesia. As the head of state, the president must have the capacity to settle issues on human rights.

The Intensity of Communication and Interaction of KONTRAS on Twitter
The following figure indicates that the posts on KontraS's official account experienced some fluctuation each month. Recently, the most posts were seen in March 2021, with 154 tweets, while the fewest posts were in February 2020, with only 13 tweets. Daily, on average, KontraS posted five tweets and content in a day, while there were only three posts per week in February 2020, meaning that KontraS did not post content or tweets every day.
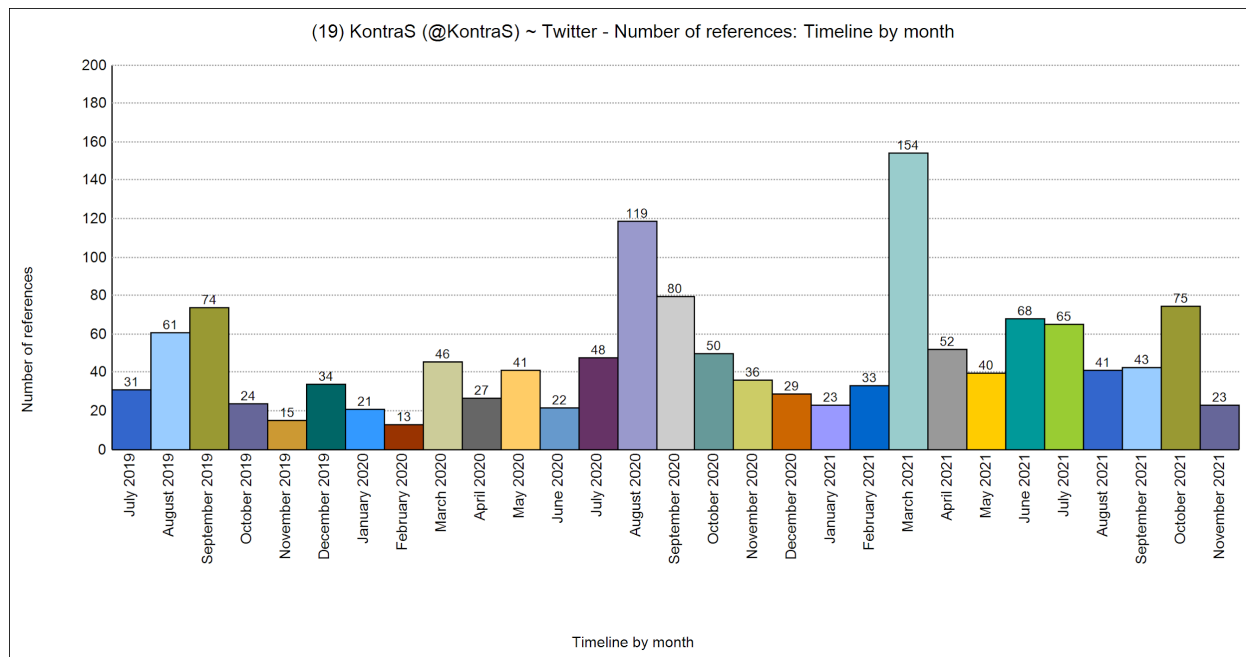
Figure 3: The intensity of communication of KontraS on Twitter in a timely basis

The bar chart shows no increasing trends in the communication held by KontraS on social media. KontraS did not hold any intense communication with the members of the public. This figure also shows the fluctuating intensity of communication between KontraS and people. The account @KontraS encourages people via hashtags to fight against human rights violations in Indonesia. However, the communication intensity has been fluctuating every month. March 2021 saw the most posts, with 154 tweets, while the fewest posts were in February 2020, with only 13 tweets.
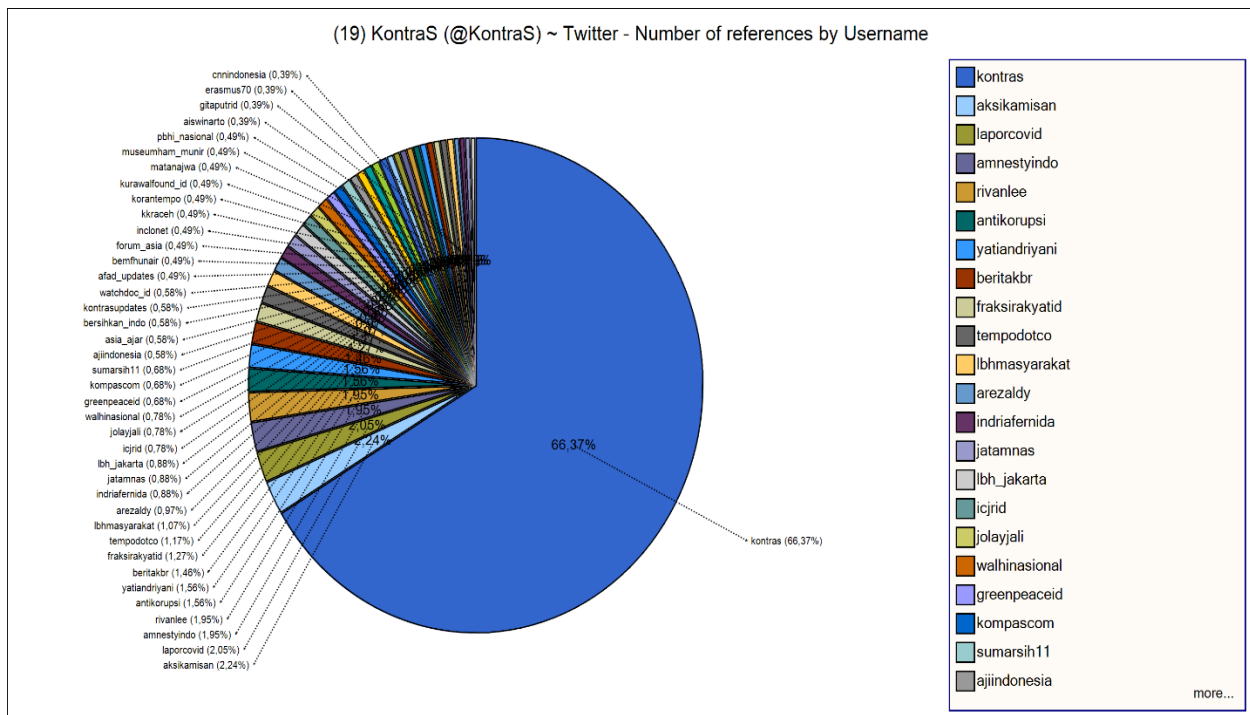
Figure 4: Communication intensity of KontraS on Twitter according to usernames (actors)

The pie chart indicates that the communication held by KontraS is more intense than other actors. The search result shows that several accounts communicating with KontraS are connected to KontraS in organizational scope. For example, @aksikamisan, owned by public members on human rights protection, is closely related to KontraS. Both accounts deal with protecting the victims of human rights violations, and, in this case, KontraS has often been involved. This account turns down the policy concerning human rights and provides information on backlash over human rights violations. Meanwhile, @laporcovid19 is another official account dealing with a protest against murky regulations regarding handling COVID-19 cases and uneven distribution of COVID-19 handling. @amnestyindo is an official account of international Amnesty Indonesia dealing with protests against human rights violations at both national and international levels.

The pie chart indicates that KontraS is an official account as the main communication medium between people and KontraS on Twitter, only intensely communicating with several accounts closely related to KontraS and some leading figures in KontraS. The figure, however, does not show any two-way communication between KontraS and people. KontraS still retweets information on human rights violations, which can be seen only in some accounts. That is, KontraS failed to utilize Twitter as a tool of communication with people.
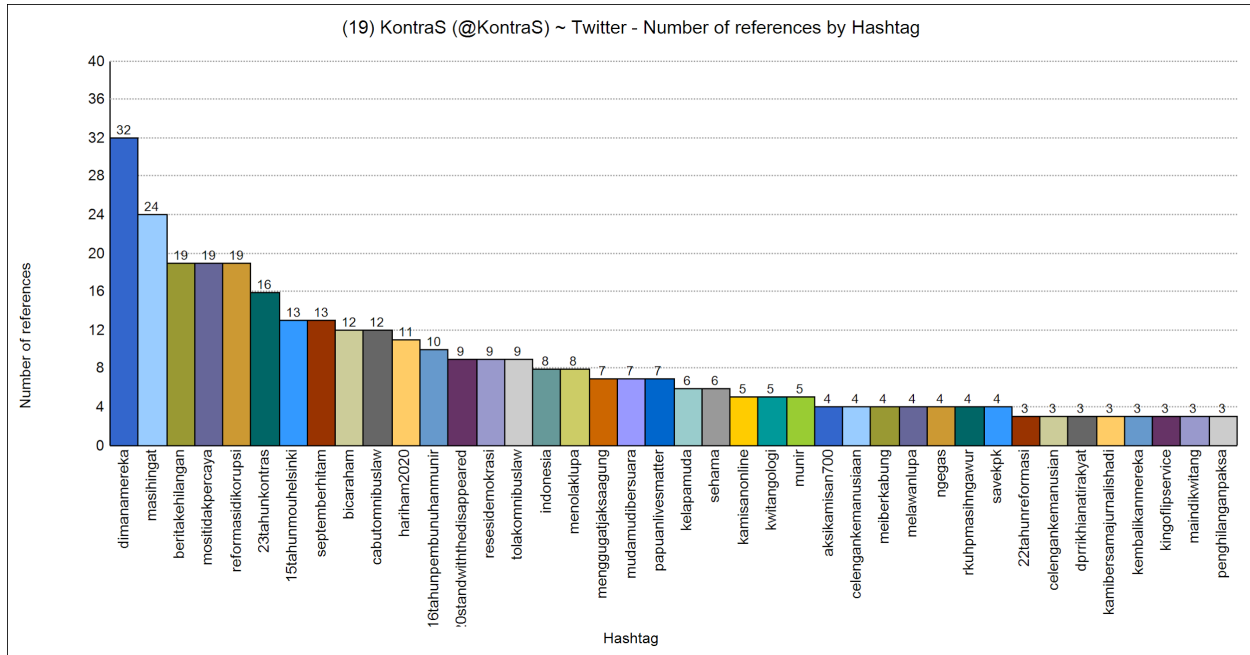
Figure 5: The intensity of KontraS communication on the
social media platform Twitter based on hashtags/ media of communication

Figure 5 shows that KontraS uses hashtags to improve tweeting performance. The hashtags allow information to spread wider, indicating the tweets' meaning and intention. #DimanaMereka is the most used hashtag to demand the government to settle the 1997-1998 human rights-related issues and enforced disappearances. #MasihIngat is the second most used hashtag, intended to demand the government to ratify the Convention on enforced disappearance like the disappearance taking place in 1965 and other previous years.

Hashtags such as #MasihIngat, #BeritaKehilangan, and #Reformasidikorupsi used by KontraS show messages and activities in the last year. That is, the communication in KontraS leans more to past events. However, in terms of contemporary issues such as those on violations of human rights in Papua, the violence experienced by university students is also massively voiced through several hashtags, such as #ReformasidiKorupsi. Those hashtags as mentioned earlier tend to be related to the basic principles of KontraS as an organization that brings the aspect concerning violence and settlement of enforced abduction or disappearance committed by the state to the fore.

Actors Involved in Communicating and Interacting with KontraS on Twitter According to Usernames and Hashtags
Regarding the communication relationship according to usernames, the boldest connecting lines represent @KontraS, @rivanlee, and @beritaKBR. These dominant accounts over others indicate that the official account of KontraS has the highest intensity of communication. Relation and interaction of KontraS have been more focused on those accounts. According to the above picture, the communication of KontraS with other actors shows a great discrepancy.

Figure 6: The relationship between actors and KontraS in
communication and interaction on Twitter based on usernames

Figure 7: The relationship between actors and KontraS
in communication and interaction on Twitter based on hashtags

For the relation with hashtags, the boldest connecting lines are represented by #BeritaKehilangan, #HariHAM2020, #MudaMudiBersuara, #MosiTidakPercaya, #SeptemberHitam, all indicating there is a strong relationship in the communication and interaction of KontraS on Twitter based on hashtags. The hashtags have been found leaning more towards contemporary issues, such as #MudaMudiBersuara, and #MosiTidakPercaya, which stood against the bill in 2020. #SeptemberHitam, however, leans more towards a sequence of unsettled issues in September. This month even marked the violence that killed several university students who disagreed with the Penal Code back then.

Figure 8: The distribution of communication of KontraS on Twitter based on regions

The above map shows that the communication of KontraS is obvious in several regions, such as Asia, Europe, Africa, Australia, and North America. KontraS seemingly has massive communication in Asia since KontraS in Indonesia is a part of Asia. KontraS actively voices the violations of Human Rights in Indonesia and several other countries in Asia, like the violence currently taking place in Myanmar. KontraS also voices anti-violence in Asia, actively posts some information on Human Rights violations in Asia, and reposts tweets from @Forum-Asia, actively voicing the fight against violence in Asia.

RESULTS AND DISCUSSION

The research conducted by Rofiah et al. (2021) found that there were two patterns of a communication network to give meaning to the movement intended to defend Islam as a political event. First, the communication network concentrates more on creating two great but conflicting narrative patterns that have led to a problem. Second, this pattern indicates that the communication network is diffuse and open. This model aims to encourage more dialogue between communities on Twitter. On the other hand, the communication network pattern observed on the KontraS account appears to be completely closed, limited to communication within their internal circle. This is apparent in the intensity of communication on the official account of KontraS. all those accounts are directly connected to KontraS in terms of organizational or non-organizational scope.

@aksikamisan is one of the accounts closely associated to KontraS, both of which deal with protecting the victims of human rights violations. KontraS is often involved in activities organized by @aksikamisan. This shows a serious problem, where the KontraS account has a closed communication network pattern, affecting the lack of two-way communication between KontraS and the members of the public. Meanwhile, the open pattern of communication networks, as studied in previous research, sparked conflicts on hashtag war between the movement defending Islam and its opposition.

Furthermore, the study conducted by Fatoni and Anestha (2021) found that communication on #TetapDukungPSBB is slow, with dominant tweets receiving no feedback. There was no domination of an actor in the information consisting of a cluster of nodes. Five accounts are deemed popular in terms of actors, while in terms of network, only one account could connect to another. This account tends to discuss another issue and supports the re-introduction of lockdown. Four categories discussed in the research involved supporting, criticizing, missing pages, and others. Of these categories, the category of others had 458 tweets, followed by supporting 370 tweets, criticizing 169 tweets, and missing pages three tweets. The communication network of the KontraS account through some hashtags is intended to add to the vigour of campaigns held in KontraS. Among the hashtags used, #DimanaMereka is leading in communication intensity. This hashtag aims to call on the government to immediately settle the cases of human rights violations in 97-98 and other cases of enforced disappearance. The hashtag #DimanaMereka was at an intensity level of 32, followed by #masihingat (24), and #beritakehilangan (19). The two studies show differences in the use of hashtags, where #TetapDukungPSBB, which is intended to stand against PSBB, is deemed to demonstrate slow distribution. In contrast, the hashtag on the official account of KontraS is aimed at the intensity of communication of a case raised. Through its official account, KontraS mostly concentrates on past issues outnumbering contemporary ones, although, to some extent, the latter is deemed massive. The communication of both accounts discusses trending and controversial issues.

Social media also facilitates social movements. Putra, Bandiyah and Noak (2018), through social movement on Forbali's Instagram account, have their way of educating people. The meme posted by the Instagram account Forbali represents an ideological invitation to form a social movement against the reclamation of Benoa Bay. The dissemination of memes on Instagram is deemed effective since Instagram is popular among teens as the target of Forbali, and it can serve as the spearhead of the Forbali movement. These two organizations use social media to establish social movements, but Forbali uses Instagram to invite people to get involved in a social movement. KontraS, however, tends to utilize Twitter for social movement. Apart from the differences in social media used by the two organisations, the organizations use social media to develop social movements.

The roles of civilians in giving the victims of violence a hand is quite diverse and have their orientations. The study conducted by Puspitidsari and Ruwaida (2021) on sexual violence against women discovered that the reciprocal connection between interests in the structural agent of KOMPAKS demonstrates that agency in social structure does not result in immediate social change. KOMPAKS, which represents civilians, has started working on a bill to eliminate sexual violence in order to accommodate the interests of victims. The civilians joining KOMPAKS have their roles, ranging from giving education supervision over sexual violence cases to the recovery

of the victims. KOMPAKS also designs a strategy to establish campaign teams to tackle internal and external challenges. KontraS is also responsible for a social movement against violence in Indonesia. Specifically, KontraS is more focused on voicing major human rights violations in the past, including the abduction of activists in 1998 and other cases of enforced disappearance. KontraS spreads propaganda through the media and on the road. Social media are used to invite voice the rights of the victims and their families, calling on the government to settle the cases. Both groups of civilians also demonstrate different types of social movements. KOMPAKS focuses more on education, protection, and supervision of sexual violence, while KontraS concentrates more on violence and the victims of enforced disappearance committed by the state.

CONCLUSION

KontraS, founded on March 20, 1998, has grown and disseminated information and communication to the public in Indonesia and abroad. Social media such as Twitter, Facebook, Instagram, and many others are available for the dissemination of information and communication. Through Twitter, we can analyse some aspects of KontraS, ranging from the type of communication of KontraS, the communication contents, communication intensity based on the time, communication intensity based on usernames, communication intensity based on hashtags, the relation between actors and KontraS in communication and interaction based on usernames, communication and interaction based on hashtags, and the distribution of communication of KontraS based on regions.

According to the analysis results from Twitter, this research concludes that retweeting accounted for 50.94% and tweeting for 49.06%. These figures indicate that KontraS responds to accounts voicing human rights violations. Regarding the communication contents on KontraS on Twitter, words like KontraS, HAM, Presiden, kita, and Jokowi were found. The most used words indicate the direct closeness of KontraS and those other words to human rights violations. In terms of KontraS, communication intensity on Twitter on a timely basis shows some fluctuation every month, and the most posts were five in March 2021, with a total tweet of 154, while the fewest posts were at 3 per week; in February 2020, there were no posts given.

Based on the intensity of KontraS on Twitter, @laporCovid-19, @amnestyindo, and other accounts were found actively communicating with KontraS. These accounts are closely related to KontraS regarding organizational scope, shared vision, or individual connection with KontraSt. The intensity of communication in KontraS on Twitter based on hashtags is dominated by #Dimanamereka, calling on the government to settle the 1997–1998 human rights violations and enforced disappearance cases. #MasihIngat leans more towards the demands addressed by KontraS to the government for ratification of the convention on enforced disappearance.

According to the relationship between actors and KontraS in the communication and interaction on Twitter based on usernames, @KontraS, @rivanlee, and @beritaKBR have frequently communicated with the official account of KontraS. At the same time, #BeritaKehilangan, #HariHAM2020, #MudamudiBersuara, #Mositidakpercaya, and some others are the most used hashtags in the communication and interaction of KontraS. This tendency shows a strong relationship between actors and KontraS through hashtags. Finally, regarding the distribution of communication of KontraS on Twitter according to regions, the distribution in Asia was found to be the most massive, in which KontraS has massively voiced violations of human

rights in Asia, and KontraS seemingly displays a connection with several organizations frequently voicing anti-violence and fighting for human rights in Asia.

Therefore, communication through social media like Twitter is highly needed these days amidst the development of technology (Zukhrufillah, 2018). Regarding the lack of intensity of communication in KontraS, it is deemed necessary that information be frequently given to low-income members of the public. On the official account of KontraS, the relationship still concentrates on the actors having a close relationship with KontraS. KontraS should have more room to voice human rights to international communities to call on the government to settle human rights violations.

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