

ISSN 2615-3718 (Online)
ISSN 2621-5675 (Print)

Asian Institute of Research
Journal of Social and Political Sciences
Vol. 6, No.4 December 2023



ASIAN INSTITUTE OF RESEARCH
Connecting Scholars Worldwide



Asian Institute of Research
Journal of Social and Political Sciences
Vol.6, No.4 December 2023

Table of Contents	i
Journal of Social and Political Sciences Editorial Board	iii
ASEAN-China Cybersecurity Cooperation: Challenges and Opportunities Iqbal Ramadhan	1
Fundamental Backgrounds on the Impact of Green Credit on Sustainable Economy Do Hoai Linh, Nguyen Khuong Dan, Tran Thi Phuong Anh, Do Hai Ngoc, Pham Nam Hoang	11
The Paradox of Child's Diversion Policy in Conflict with the Law in the Indonesian Child Criminal Justice System Achmad Haris Sanjaya, Adrianus Eliasta Meliala, Ni Made Martini Puteri	17
Social Media and Early Marriage During the Covid-19 Pandemic in Indonesia Dewi Novianti, Siti Fatonah, Medi Trilaksono Dwi Abadi, Mochammad Fauzul Haq, Virginia Ayu Sagita	35
The Impact of University Closures on Students' Motivation After the Fall of the Afghan Government by the Taliban Chaman Ali Hikmat, Ramazan Ahmadi	47
Indonesia's Chairmanship of ASEAN 2023: Navigating Complex Security Challenges in Southeast Asia Ludiro Madu, Yudhy Widya Kusumo	60
Sustainability of the RMG Factory Monitoring Regime Under Accord, Alliance and DIFE in Bangladesh: A Qualitative Case Review of Bangladesh's RMG Industry ASM Anam Ullah	70
Victim-Oriented Humanistic Policing as a New Model in Improving Services for Victims of Sexual Violent Crimes: Comparative Study of Indonesian Police, Japanese, and New Zealand Aruma Chandra Dewi, Adrianus Eliasta Meliala, Iqrak Sulhin	89
Sexual Harassment in Higher Educational Institutions in Bangladesh: Contemporary Trends and Challenges Md. Hasan Shahriar, Jannatul Ferdous	110
Exploring the Sociocultural Extensions of Changing Musical Taste: A Sociomusicological Study of Morocco's Social Dynamics Montassir Hmala, Houda Nemar	124

- Career Counseling in Cultural Minorities: How Competent, Efficient and Engaged do Practitioners Feel in Greece?** 138
Georgia Georgaki, Ioanna Papavassiliou-Alexiou
- Entrepreneurial Competence in Agrotourism-Based MSME Actors Affects Business Performance: Literature Review** 152
Ayutyas Sayekti, Rachmat Pambudy, Burhanuddin, Harmini
- Public Service Innovation in the Best Practice Perspective at the Investment and One-Stop Services Office of Riau Province** 160
Raja Yena Verawati, Moris Adidi Yogia, Rendi Prayuda, Annisa Mardatillah, Rosmayani
- Dynamics of the Generation Planning Program (Planning Program) in Anticipating Juvenile Delinquency in Riau Province** 170
Ria Noviana, Moris Adidi Yogia, Rendi Prayuda, Annisa Mardatillah, Septian Wahyudi
- Strengthening Internal Human Resources Management in Vehicle Registration and Identification Services at the Traffic Directorate of Polda Metro Jaya** 179
Ibnu Widiyantoro, Basir S, Chairul Muriman Setyabudi
- Research on the Influencing Factors and Countermeasures for the Effectiveness of Talent Training in School-enterprise Cooperation in Vocational Education-Taking Haining City as an Example** 194
Weilin Jin, Jiawei Zhuge, Huabin Wu
- The Characteristics of the use of Eslimi and Rotating Motifs in the Tiling of the Mausoleum of Khwaja Abdullah Ansari Located in Herat Gazargah** 202
Ahmad Shoaib Saljoqi, Mohammad Towfiq Rahmani
- Human Capital Development for Cybersecurity: Examining BSSN's Contributions in the Indonesia-Australia Cyber Policy Dialogue (2018-2020)** 215
Muhammad Rafi Shiddique, Mansur Juned
- ISIS Network and Women Terrorism in Indonesia: An Analysis from Actor-Network Theory** 225
Meilisa Jibrani, Machya Astuti Dewi, Yuseptia Angretnowati, Melaty Anggraini, Tasya Iznada Syafira
- Evaluation of M-Paspor Application in Indonesia: M-Government Concept Perspective** 241
Intan Nurkumalawati, Nusyura Divana Salsha
- Rural Homelessness: The Hidden Crisis** 251
Nelson Simanjuntak, Fernando Silalahi, Manotar Tampubolon

Journal of Social and Political Sciences Editorial Board

Editor-In-Chief

Assoc. Prof. Nada Adeeb Omar Eltaiba (Qatar)

Editorial Board

Assoc. Prof. Françoise Le Lièvre (France)

Associate Prof. Shun-Yung Kevin Wang (United States)

Dr. Niki Alsford (United Kingdom)

Prof. Fabrizio Pezzani (Italy)

Prof. Dr. Elena Andreevska (Macedonia)

Associate Professor, Ph.D. Ana-Maria Bercu (Romania)

Prof. Muhammed Haron (Botswana)

Dr. Ezeibe Christian Chukwuebuka (Nigeria)

Kittisak Jermsittiparsert, Ph.D. (Thailand)

Silvius Stanciu, Ph.D. (Romania)

Prof. Mogopodi Lekorwe (Botswana)

Assistant Prof. Dr. S. Arulchelvan (India)

Assoc. Prof. Arshad Javed Rizvi (Pakistan)

Prof. Martina Blaskova (Slovak Republic)

Assoc. Prof. Pescaru Maria (Italy)

Sakip Karahman, Ph.D. (Turkey)

Assistant Prof. John Glynn (Thailand)

Prof. Munyae M. Mulinge (Kenya)

Manolis Adamkis, Ph.D. (Ireland)

Ghazali Bello Abubakar, Ph.D. (Nigeria)

Dr. Muhammad Uhaib As'ad (Indonesia)

ASEAN-China Cybersecurity Cooperation: Challenges and Opportunities

Iqbal Ramadhan¹

¹ Student of Doctoral Programme International Relations Department at Universitas Padjadjaran, lecturer of International Relations Department, Universitas Pertamina, email: iqbal.ramadhan@universitaspertamina.ac.id

Abstract

Southeast Asia's technological achievements and economic prosperity have become the key drivers of the development of both regional and worldwide dynamics. As an organisation that represents all Southeast Asian member countries, ASEAN, as one of the region's primary actors, plays an essential role. ASEAN's attempts to fulfil its objectives include engagement with important partners outside of the area, termed "ASEAN Plus." China is one of ASEAN's key regional allies. In this scientific essay, the author wishes to comment on the potential and problems that ASEAN-China face, notably in establishing cybersecurity collaboration. Cyber security is a serious concern in Southeast Asia. The expansion of the digital economy is assisting Southeast Asia's economic progress. On the one hand, China invests in artificial intelligence and profits from open commerce in Southeast Asia. However, ASEAN lacks policies and a framework to combat cyber threats, which are akin to non-traditional threats such as drugs, human trafficking, and terrorism. In this article, the author expands on cybersecurity challenges such as the lack of cyber threat mitigation policies and the Southeast Asian region's large technology disparity. The author also examines the opportunities for ASEAN and China to expand their cybersecurity cooperation. Cooperation between ASEAN and China can focus on developing cybersecurity rules, increasing human resource capability, and transferring technology.

Keywords: ASEAN, China, Cybersecurity, Cooperation

1. Background

The Southeast Asian region is one of the world's fastest-growing. Because of its tremendous economic expansion and prosperity, this region has garnered special attention. One measure of economic growth in Southeast Asia is the advancement of information technology. Finally, technology becomes a cornerstone for the growth of the region's digital economy. As these technologies advance, so does the growth of digital trade (e-commerce) and online transportation (Nengsi, 2019; Yuniar, 2017). As one of the primary drivers of economic growth, ASEAN (Association of Southeast Asian Nations) administers the Southeast Asia region. Economists predict that total trade in Southeast Asia will reach US\$102 billion by 2025. With an estimated value of US\$20 billion in 2018 (ASEAN-UP, 2019; E-Trade for All, 2018), the digital economy also adds to total trade. This economic expansion is intrinsically related to the ease with which Southeast Asians may connect to the internet.

Singapore leads the way in Southeast Asia, with 82 percent of its population having internet connection. Meanwhile, approximately 70 percent of Malaysians, Thais, Bruneians, Indonesians, and Filipinos have convenient access to the Internet (ASEAN-UP, 2019; Chang, 2017).

China regards ASEAN as a strategic partner, with many forms of collaboration. Because of its developing economy, China is one of ASEAN's strategic partners. One of the organisation's partnerships is ASEAN Plus, a strategic partnership cooperation plan comprising entities from beyond Southeast Asia such as China, Japan, South Korea, the United States, and India (Feraru, 2016). Several ASEAN countries, including Indonesia, Malaysia, and Singapore, are China's partners in establishing Belt Road Initiative projects (Ramadhan, 2018). According to He 2021, ASEAN and China account for more than half of entire global value chain commerce. Furthermore, the establishment of the 2015 ASEAN Economic Community urges China to contribute more to the economic expansion of Southeast Asia through the China-ASEAN Free Trade Agreement (CAFTA). Despite the fact that this cooperative plan was formed in 2000, both sides pushed for it to be more effective in 2015. One of the indicators is the decrease of trade tariffs. As a result, since 2010, 90 percent of ASEAN and China's trade goods have been tariff-free (Bi, 2021). Aside from economic collaboration, ASEAN and China work together on security issues. ASEAN utilises an ASEAN Plus Three policy at venues such as the ASEAN Defence Ministerial Meeting (ADMM), in which it asks China to collaborate in countering non-traditional threats such as drugs, piracy, human trafficking, and health (Wibisono, 2017). Furthermore, by implementing a South China Sea Code of Conduct, ASEAN involves China in the creation of a peaceful dispute settlement (Yang et al., 2022).

2. Cybersecurity Issues in Southeast Asia

ASEAN, as a vital partner of China, is still grappling with complicated cybersecurity challenges. First, ASEAN has urged its regional member countries to execute the 2015 ASEAN Economic Community by combining economic pillars with technical breakthroughs. One of the indicators is the creation of the ASEAN ICT Masterplan 2012 to create a technological cooperation framework to promote AEC 2015. The ASEAN technological cooperation framework, on the other hand, has yet to be systematically developed. What is the impact of technology? In addition to being a driver of economic growth, technology brings novel threats that may jeopardise ASEAN interests. This is a cyber threat that originated in cyberspace. Dunn-Cavelty categorises cyber threats as cybercrime, cyberterrorism, and cyberwar (Dunn-Cavelty, 2010). Regrettably, the organisation does not yet have ASEAN-level principles or cooperation agreements in place to combat cyber risks. Despite its agreements and multiple high-level discussions, ASEAN has only released a joint statement stating that cyber threats must be reduced (ASEAN, 2021c). ASEAN-level cybersecurity governance is one-of-a-kind. Southeast Asia's business processes are heavily reliant on technology.

Unfortunately, ASEAN, unlike other non-traditional dangers, is still looking for an appropriate structure to address cyber threats. ASEAN still requires a uniform mechanism, guide, or collaboration structure to mitigate these non-traditional dangers. ASEAN already has a framework of cooperation in place to combat terrorism, drugs, and people trafficking. To combat non-traditional dangers like as terrorism, ASEAN, for example, has a strategy known as the ASEAN Convention on Counter-Terrorism. The strategy governs counter-terrorism work methods, mainly those involving finance, money laundering, and collaboration in politics, security, and law (Sudirman & Sari, 2017). The ASEAN Convention against Trafficking in Persons, Particularly Women and Children (ACTIP) already has a cooperation framework in place to combat human and women trafficking. The mechanism even determines how ASEAN operates in the corridor Regional Consultation Process (RCP) on the framework for resolving human trafficking in accordance with the interests of ASEAN member nations (Yazid & Septiyana, 2019). In terms of drug abolition, ASEAN member states signed the Joint Declaration for a Drug-Free ASEAN in 1998 (Mok, 2020). The declaration was subsequently bolstered by the addition of China as a strategic partner through the implementation of programmes known as the ASEAN-China Cooperative Operations in Response to Dangerous Drugs (ACCORD). Through this collaboration, ASEAN and China are dedicated to eradicate drug trafficking, notably in the Golden Triangle, Laos, Cambodia, and Myanmar (Harper & Tempra, 2020). Given the phenomena of non-traditional risks outlined above, ASEAN still requires an integrated coordination structure for reducing cyber threats. The economic interests of ASEAN are heavily reliant on information technology. ASEAN's economic growth will suffer if it does not handle the cyber threat.

3. China Cybersecurity Overview

China is one of the developed countries in the field of cyber security, according to the International Telecommunication Union's (ITU) 2018 report. With 0.82 points, China ranks sixth in the Asia Pacific region and 27th overall in terms of cyber security maturity (ITU, 2018). China has deliberately focused on specific cyber security challenges, such as protecting key infrastructure from cyber assaults. To defend its cyber environment, China focuses independently on two contexts: network security and access control (Cai, 2015). China deploys The Great Firewall to secure cyber traffic entering its territory in terms of network security. The Great Firewall's aim is to protect its cyber environment from various cyberspace threats (Ramadhan, 2021). This policy was established to match with China's objective to maintain its independence in Internet administration, in addition to protecting the security of their cyber environment. What is China's official view on internet governance? In a speech delivered by President Xi Jinping in 2014 at the World Internet Conference 2014 in Wuzhen, China, the Chinese government emphasises the importance of cyber sovereignty. In his speech, President Xi Jinping stressed that each country has the power to manage cyber regulations. As a result, each country is bound to respect the development and governance policies of the other. According to President Xi Jinping, there is no national security without cyber security. Nonetheless, the Chinese government aspires to bolster its cyber capabilities while fostering secure cyberspace and upholding national sovereignty (Miao et al., 2020).

As a result, China's cyber policy is defensive rather than offensive. What is the reason for this? Because the major purpose of the Chinese government's Cyberspace Administration of China is to protect its critical infrastructure. To safeguard the safety of essential infrastructure, the Chinese government seeks economic, administrative, scientific, technological, legal, diplomatic, and military means (Jiang, 2019). The Chinese government thinks that it is the role of the state to safeguard cultural values that form the foundation of people's lives. One of the functions of the state in protecting its internet is to ensure that Chinese society's values are not damaged by external values (Cho & Chung, 2017). In terms of cybersecurity policy, the Chinese government is pretty well-established in seeing cybersecurity challenges similarly to its East Asian neighbours, especially South Korea and Japan. The Chinese government oversees and defends cyberspace through the Cyberspace Administration of China. The Chinese government's principal goal in defending its cyberspace is data protection, not just essential infrastructure (Belli, 2021; Jiang, 2019). The Chinese government considers information and data as precious commodities that must be better protected and managed by the state. China's National People's Congress passed the Personal Information Protection Law (PIPL) in January 2021. The law controls the implementation of data protection systems to satisfy the needs of Chinese enterprises and organisations. Meanwhile, in June 2021, the Chinese government enacted the Data Security Law (DSL), which categorises data security into three categories: essential, state core, and sensitive data. Article 21 of the DSL regulations requires every industry and organisation to categorise data types depending on its categorisation (Belli, 2021).

4. Challenges and China's Interest in Southeast Asia

Southeast Asia as a whole is very exposed to cybercrime threats. The Cyber Security Agency of Singapore (CSA), Singapore's government agency, has provided data on cybercrime occurrences that happened in 2021. Singapore had 137 ransomware cases, marking a 54 percent rise. In terms of malware incidents, Singapore's CSA discovered 3,300 Singapore-based servers compromised with malware (CSA Singapore, 2022). Trend Micro, a worldwide technology company, has released information on cybercrime incidents in Indonesia. In 2021, Trend Micro examined 3,600 Indonesian firms. Around 81 percent of all businesses acknowledge the possibility of a data breach incident occurring. Approximately 61 percent of firms have reported a single data breach occurrence. In addition, hackers got Covid-19 medical data from the Indonesia Ministry of Health in 2021 (Chandra, 2021).

On the one hand, cybercrime cases in Malaysia have climbed dramatically. According to Malaysian Statistics Department data, cyber crime cases in Malaysia would rise from 283 to 400 by 2021. In Malaysia, the percentage of cybercrime climbed by 15.3 percent in one year (DOSM, 2022). With an average of 62 occurrences per year (STATISTA, 2022), ransomware remains Malaysia's most common case. In terms of the

frequency of ransomware assaults, the Philippines ranks third in the globe. Ransomware attacks cost the Philippines' businesses \$1.6 million in 2021. Since 2020, this figure has more than doubled to USD 812,360 (SOPHOS, 2022). The most major challenge for China in building a cybersecurity cooperation framework with ASEAN is not merely addressing malware assaults or computer viruses. In-depth, China's most difficult problem is determining how to collaborate with ASEAN to close the Southeast Asian region's technology divide. Southeast Asia has a very substantial technology gap, according to data collected by the Portulans Institute for its report *Network Readiness 2022*. The report measures at least four indicators: technology, human resources, governance, and impact. The research examines 131 countries on six continents' readiness to create technology infrastructure. Singapore, according to the Portulans Institute, is the world's second best prepared country for technology adoption and development. Malaysia (36), Thailand (46), Indonesia (59), Vietnam (62), the Philippines (71), Laos (102) and Cambodia (104) were the countries that came next. In the meantime, China ranks 23rd in terms of technological readiness. Singapore ranks second as a result of its constant technology investment. Singapore is also constantly developing its human resource capabilities. Singapore has a long history of governance and robust cyber policies. Finally, Singapore makes good use of its technology skills, which are felt in the social, economic, and political sectors (Dutta & Lanvin, 2022).

How does this technical readiness stack up against other ASEAN strategic partners like Indonesia, Malaysia, and China? Indonesia, in particular, is dedicated to investing in technology to support economic growth. Indonesia's technology investment in the technology industry, in particular, focuses on cutting-edge technology, software development, and bandwidth Internet enhancements. In terms of individual digital technology adoption, Indonesia has proved its strength. On the other hand, Malaysia is ranked 36th in technological advancement, 39th in impact, 36th in human capital development, and 40th in governance. Malaysia is the world leader in technological product exports. Due to investment in telecommunications services and the pace of technology adoption in the business sector and individuals, the Chinese government is rated 23rd in the world (Dutta & Lanvin, 2022). China's most challenging problem, based on the preceding instances, is promoting a strategic alliance with ASEAN. Furthermore, ASEAN-China collaboration must bridge the technical barrier in the Southeast Asian region. China must recognise that the region's main difficulty is a lack of cyber security rules when expanding cyber security cooperation with ASEAN. The absence of regulation is intrinsically tied to the diverse decision-making systems when contrasted to similar organisations such as the European Union. ASEAN has a consensus-based decision-making framework. This process is distinct from that of the European Union, which functions on the principle of one person, one vote (Feraru, 2016). Prior to the approval of the 2008 ASEAN Charter, this consensus procedure was an impediment to obtaining a stable agreement in the Southeast Asian area. It is believed that the consensus procedure is too flexible to provide a decision. Following the passage of the 2008 ASEAN Charter, ASEAN developed the ASEAN minus X consensus method and the ASEAN X+2 formulae. ASEAN minus X denotes that nations can adopt ASEAN-agreed-upon policies based on their readiness and domestic circumstances. Whereas ASEAN X+2 refers to an agreement reached at the ASEAN level by more than two countries (Ramadhan, 2022).

Nonetheless, the ASEAN standard requires that no one be left behind. When an agreement is reached, the country that is ready to implement the policy must assist other member countries in order for them not to fall behind (Khoo, 2015). According to the author, one of the reasons for the lack of an ASEAN-level cybersecurity consensus is the unusually vast technology disparity. This gap is hampering cybersecurity consensus since technology readiness and maturity are continual processes. The Chinese government must recognise that the Southeast Asian region is a crucial strategic sector for its economic progress. China-ASEAN investment topped \$340 billion in 2022 in July. This figure will rise in accordance with the development of the two parties' worldwide commercial relations (Global Times, 2022). Another important factor is that China is significantly investing in artificial intelligence. It has chosen Southeast Asia one of its investment goals, according to a research from the Centre of Security and Emerging Technology (CSET). The creation of this artificial intelligence began in 2016 with the passage of the 2016 Innovation-Driven creation Strategy Policy. This programme urged the Chinese government to acquire or invest in a wide range of firms. The policy grew into the 2017 State Council's New Generation Artificial Intelligence Development Plan, establishing China as a leading artificial intelligence powerhouse. China is aiming to construct a framework for Digital Silk Road economic

cooperation, with ASEAN as a strategic partner, in a shift from its AI development agenda. The Chinese government is investing \$2.4 billion in artificial intelligence development in Singapore (Luong et al., 2022).

Meanwhile, China has committed at least \$38 million to the development of artificial intelligence in the e-commerce sector in Indonesia. China, on the other hand, has committed \$1.6 million in artificial intelligence research in drone technology. With a maximum of \$1.6 million, Chinese investment in Vietnam is quite small. Meanwhile, with \$53 million, the United States was the greatest investor in the Philippines. Similarly, the US government supported around 500 Thai startups. Despite this, the Chinese technology company has nine ASEAN branch offices. These technology businesses include Alibaba, Baidu, BeiDou, ByteDance, Dahua, Hikvision, Huawei, iFlytek, Inspur, Megvii, Meiya Pico, Ping An Technology, Tencent, and ZTE (Luong et al., 2022). The lack of cyber regulation might transform a challenge into a threat when it comes to China's technology investment in Southeast Asia. The lack of cyber regulation may jeopardise future Chinese technological investment growth. Cyber threats as previously noted, might appear as cybercrime, cyberterrorism, or cyberwar (Dunn-Cavelty, 2010). If there are no regulations or rules in place, it will be impossible for the state to overcome and reduce conflicts in cyberspace. ASEAN will struggle to prevent internal and external cyber warfare in the area due to a lack of cyber security administration. China's investment in Southeast Asia may be jeopardised if these three challenges are not addressed. As one of ASEAN's important partners, China must be ready to respond on an equal footing to these issues.

5. Room for Collaboration

Aside from Southeast Asia's varied cybersecurity challenges, the author sees a lot of space for improvement and capacity growth. One example of what can be done is the exchange of intelligence information between the ASEAN and Chinese governments. When assembling China-ASEAN strategic cooperation, we must take into account the characteristics of the ASEAN interaction pattern. Furthermore, the ASEAN member countries tend to be oriented towards the Westphalian structure. They preserve sovereignty and resist governmental intervention (Caballero-Anthony & Gong, 2021). This ideal is incorporated in the Treaty of Amity and Cooperation, which acts as the ASEAN organisations' moral compass. In essence, ASEAN member countries continue to cooperate with one another. They do, however, oppose non-interventionist initiatives that jeopardise their sovereignty. In general, ASEAN prioritises the non-intervention standard, which is based on Article 2 of the Treaty of Amity and Cooperation in Southeast Asia, which was signed on February 24, 1976. According to the agreement's provisions, each ASEAN member country is obligated to respect each nation's freedom, sovereignty, equality, territorial unity, and national identity (Ramadhani & Mabrubah, 2021). Furthermore, ASEAN member nations have the right to control their country's administration without foreign influence and to promote the principle of non-intervention inside the internal organisation (Manopo & Sari, 2015). This attribute is congruent with China's non-interventionist foreign policy strategy, which respects each country's sovereignty. The idea of non-intervention is shared by ASEAN and China. China grounds its non-intervention principle on the 1954 Five Principles of Peaceful Coexistence norms. This norm explains how the Chinese government conducts in a way that respects the country's sovereignty and integrity, non-aggression, not interfering in a country's domestic affairs, equality and common interests, and peaceful coexistence (Mumuni, 2017).

Cooperation among intelligence agencies in cybersecurity is a concrete step that both players can take. What is the reason for this? The author believes that the problem of cyber security cannot be handled on its own. When national borders become ambiguous, internet becomes a no-man's land. Because of the vastness of internet, the problem of national borders is rendered moot. As a result, it covers every element of existence. Because cyberspace has no borders, cyber security coordination is a strategic step towards reducing non-traditional dangers. A pragmatic approach that encourages self-help is applicable to cybersecurity challenges. Every nation has the right to invest in technological progress.

However, each country can communicate information on cyber threat issues through bilateral cooperation structures. Of course, they cannot handle all of these difficulties on their own (Ramadhan, 2017). ASEAN must become the protector of its member countries' cyber security. According to the core neoliberal institutionalist concept, international organisations must be formed to serve common interests. When dealing with cyber

dangers, keep in mind that threats in cyberspace are asymmetric and proximal. It is difficult to detect the threat because it is anonymous. ASEAN, as Southeast Asia's sole regional organisation, must adopt information-sharing standards to address all cyber threats. Cyber dangers are not something that a country can deal with on its own. This threat requires cooperation among ASEAN member countries and their strategic allies. When one member country is paralysed by an attack, the effect extends to other countries. It promotes information sharing between ASEAN member countries and the Chinese government in order to address cyber threats collectively (Ramadhan, 2019).

Another area where ASEAN and China may engage is in the development of technological human resource capabilities. According to the author, improving human resource capability is crucial for three reasons. To begin with, the extent of the cyber environment is transnational, dissolving national boundaries. All government operations, however, are now connected with information technology platforms. All of these complexity, as well as digital innovation, necessitate collaboration in human capacity building. Second, ASEAN's economic progress has been intertwined with technological advancements, fueling the expansion of Southeast Asia's digital economy. Empirical evidence suggests that technology can help to stimulate economic growth. For example, data from 2017 revealed that the digital economy contributed 6.9 percent of United States' GDP growth, amounting to 1.4 trillion dollars (Solomon & van Klyton, 2020). Technology fundamentally transforms public communication medium, digitally transforms corporate businesses, and enables governments to organise digital-based government (Dhaoui, 2022).

Third, cybersecurity governance cannot be accomplished just through the participation of states; other players, such as industry, must be included (Watanabe, 2020). These three points can be met if ASEAN countries concentrate on strengthening human resource capability to facilitate regional collaboration. Human resource capacity development points are also included in the first dimension of the ASEAN Cybersecurity Cooperation Strategy 2021-2025, which is related to ASEAN's readiness to build cyber cooperation both formally and informally by involving the Southeast Asian CERT community (ASEAN, 2021b). Building human resource capacity can be done in a variety of ways, including independently, bilaterally, or multilaterally. Japan and Thailand, for example, participated in cyber cooperation in 2015 through a knowledge transfer mechanism and a workshop on human resource capability development (Noor, 2015).

Singapore's strategy to bridge the technical divide by sponsoring Singapore Cybersecurity Week 2016 is another instance in point. Singapore, as a country well-versed in cyber security, is interested in the programme to safeguard the digital economy's stability in Southeast Asia. The activities of Singapore Cybersecurity Week 2016 welcome other ASEAN countries to share knowledge and promote best practises in dealing with cyber threats. Singapore is interested in these activities in general due to the country's reliance on the digital economy (Anshori & Ramadhan, 2019). Singapore is a driving force in the development of cyber security capabilities, with three goals in mind: organising training and research, training CERT human resources in ASEAN countries, and fostering information exchange across the CERT community (CCDCOE, 2022). Malaysia is also enhancing cybersecurity collaboration through incorporating multilateral forums such as The Asia-Pacific Economic Cooperation (APEC), the British Commonwealth, the Organisation of Islamic Conference (OIC), the Global Forum on Cyber Expertise (GFCE), and the Asia-Pacific Computer Emergency Response Teams (APCERT) (National Security Council, 2020). Thailand also pioneered ASEAN-Japan collaboration by creating the ASEAN-Japan Cybersecurity Capacity Building Centre. The collaboration aims to develop cybersecurity capacity by training IT operators in key infrastructure, boosting cybersecurity cooperation among government agencies, raising awareness of information security, protecting personal data, and encouraging information sharing (ASEAN, 2019). Another example is Vietnam and Japan's collaboration in 2021 through the Vietnam-Japan Capacity Building for Cybersecurity. Since 2014, Vietnam has experienced losses as a result of distributed denial of service (DDoS) assaults that have left the government's information technology system ineffective. Through bilateral collaboration with Japan, the country aids Vietnam in building cyber security governance, cyber threat mitigation training, and strengthening the country's cyber resilience (JICA, 2021). Meanwhile, the Indonesian government and the United States reached an agreement to combat cyber terrorism. Through the BSSN (Indonesia Cyber Agency), the Indonesian government is working with the US government to develop cyber threat mitigation capabilities, notably in the context of terrorism (Putra, 2022). The Philippines increased

cooperation and coordination with the International Telecommunication Union (ITU) to improve cybersecurity capacity in terms of hardware standardisation and human resource development through technical seminars and vocational activities (Cabanlong & Macalinao, 2022).

Brunei participates in the ASEAN Network Security Council and APCERT to train cyber security personnel (Reksoprodjo & Zaelani, 2018). Brunei, on the other hand, implements the Brunei National Digital Strategy 2016-2020 policies at the school level through the deployment of a cybersecurity curriculum in conjunction with Microsoft. Finally, the Cambodian government and Japan decided to work together on the Project for Improvement of Cyber Resilience, which intends to improve cyber security capabilities, notably in the government sector (JICA, 2022). Only Laos and Myanmar have yet to begin cybersecurity capacity-building projects in their respective countries, according to the data shown above. ASEAN capacity building should involve a greater emphasis on vulnerability in Laos and Myanmar. The authors argue that ASEAN's principal focus in conducting sustainable capacity-building programmes is to close this technological gap. Implementing cybersecurity governance and combating cybercrime in Southeast Asia would become even more challenging if ASEAN does not solve this vulnerability gap. The study revealed that eight of the ten ASEAN countries have policies or strategies in place to build cybersecurity human resource capacities. As a result, ASEAN should capitalise on this momentum by encouraging human resource capacity-building programmes via pre-existing cooperation mechanisms such as ASEAN-Japan Capacity Building or capacity-building programmes initiated by ASEAN countries such as Singapore Cybersecurity Week (Anshori & Ramadhan, 2019; Watanabe, 2020).

ASEAN countries, on the other hand, must improve their cyber security capabilities as part of their overall national plan. According to the ASEAN Cybersecurity Cooperation Strategy 2020-2025 papers, every country must increase its cyber resilience as an indicator driving economic growth in Southeast Asia in the first dimension number 31 (ASEAN, 2021b). Building human resource capacity in cyber security will be beneficial if ASEAN member countries strengthen their technology skills bilaterally and multilaterally. One crucial aspect to emphasise is that ASEAN-China collaboration is still limited to a single statement. This declaration is contained in the ASEAN-China Joint declaration on Cooperation in Support of the ASEAN Comprehensive Recovery Framework. In the statement, ASEAN and China pledged to increasing digital capabilities in human resources, particularly in small and medium-sized firms. In order to develop cyberspace governance, ASEAN and China are aiming to establish an ASEAN-China Cyber Dialogue (ASEAN, 2021a). ASEAN and China must take advantage of every chance to strengthen their digital human resource skills. In addition to establishing a framework for ASEAN-China collaboration through human resource capacity building, the two sides can begin collaborating on technology transfer. The Agreement for Scientific and Technological collaboration between the European Community and the Government of the People's Republic of China, for example, is a technological collaboration agreement between China and the European Union. Through this technical cooperation, China and the European Union are dedicated to strengthening technology research and development through practitioner exchanges, collaborative research collaborations, and the interchange of technological gadgets and materials (EU, 2022). What about the ASEAN bloc? ASEAN and China have a framework for technology cooperation under the China-ASEAN Technology Transfer Centre (CATTC) agreement. The Chinese Ministry of Science and Technology and the Guangxi Autonomous Province began the collaboration to promote the integration of technology transfer, research collaboration, seminars, symposiums, business incubators, and human resource training in technology. 70 local and international technology transfer symposium activities, 1900 docking projects, and 491 cooperation agreements were launched successfully. So far, pharmaceuticals, medical devices, fisheries, and smart cities have dominated CATTC technology transfer (Zhou, 2020). The author believes that ASEAN and China may work on cybersecurity, particularly on technology transfer, through CATTC.

Cyber security, according to the author, is a spectrum of fields that must emphasise features of collaboration and cooperation. Asymmetric and anonymous non-traditional threats include cybercrime and cyberterrorism. To counter this threat, ASEAN and China must work together to create a technology transfer process that benefits both parties. Through symposiums and seminars, CATTC can become a venue for state actors, industry, and academia to share ideas in order to build a technology transfer mechanism in the field of cyber security. Aside from serving as a forum for idea exchange, CATTC can aid to bridge the technical divide. The author argues that future cybersecurity collaboration between ASEAN and China has enormous potential. Aside from being major

allies in Southeast Asia, ASEAN and China already have a number of agreements in place that can be utilised to maximise collaboration in cyber security. Southeast Asia has grown into a digital economy growth region. China has also made significant investments in artificial intelligence in Southeast Asia. As a result, in addition to increasing human resource capability, China can strengthen its relationship with ASEAN by cooperating on technology transfer to counter cyber threats.

6. Conclusions

Given the Southeast Asian region's cybersecurity phenomenon, the author suggests that China and ASEAN must enhance each other through strategic collaboration centred on cybersecurity. China, as one of the most technologically advanced countries, may be a strategic partner in building inclusive cybersecurity governance that all parties can execute. Furthermore, China may work with ASEAN to strengthen human resource capabilities in the technology industry. When employed by skilled humans, technology, regardless of its sophistication, is useful. China can close this gap by strengthening collaboration in human resource capability upgrading. Finally, ASEAN and China can strengthen cybersecurity technology transfer cooperation through the CATTC platform. Aside from improving the capabilities of its human resources, technology transfer intends to mutually refresh China's and ASEAN's technological capacities.

Conflict of Interest: The authors declared no potential conflicts of interest with respect to the research, authorship and/or publication of this article.

Funding: The authors received no financial support for the research, authorship and/or publication of this article.

Informed Consent Statement/Ethics approval: Not applicable.

References

- Anshori, M. F., & Ramadhan, R. A. (2019). Singapore's Cyber Security Interest in Southeast Asia through Singapore International Cyber Week. *Padjadjaran Journal of International Relations*, 1(1), 39. <https://doi.org/10.24198/padjir.v1i1.21591>
- ASEAN-UP. (2019). *Overview of E-Commerce in Southeast Asia [Market Analysis]*. <https://aseanup.com/overview-of-e-commerce-in-southeast-asia/>
- ASEAN. (2019). *The ASEAN-Japan Cybersecurity Capacity Building Centre (AJCC BC)*. <https://asean2019.go.th/en/infographic/the-asean-japan-cybersecurity-capacity-building-centre-ajcc-bc/>
- ASEAN. (2021a). *ASEAN-China Joint Statement on Cooperation in Support of The Comprehensive Recovery Network*. <https://asean.org/wp-content/uploads/2021/10/64.-Final-ASEAN-China-Joint-Statement-on-Cooperation-in-Support-of-ACRF.pdf>
- ASEAN. (2021b). *ASEAN Cybersecurity Cooperation Strategy*.
- ASEAN. (2021c). *ASEAN LEADERS' STATEMENT ON CYBERSECURITY COOPERATION*. <http://setnas-asean.id/site/uploads/document/document/5b04cdc25d192-asean-leaders-statement-on-cybersecurity-cooperation.pdf>
- Belli, L. (2021). Cybersecurity Policymaking in the BRICS Countries: From Addressing National Priorities to Seeking International Cooperation. *The African Journal of Information and Communication*, 28(28), 1–14. <https://doi.org/10.23962/10539/32208>
- Bi, S. (2021). Cooperation between China and ASEAN under the building of ASEAN Economic Community. *Journal of Contemporary East Asia Studies*, 10(1), 83–107. <https://doi.org/10.1080/24761028.2021.1888410>
- Caballero-Anthony, M., & Gong, L. (2021). Security Governance in East Asia and China's Response to COVID-19. *Fudan Journal of the Humanities and Social Sciences*, 14(2), 153–172. <https://doi.org/10.1007/s40647-020-00312-4>
- Cabanlong, A., & Macalinao, G. (2022). *Capacity building: Creating the Philippines Cybersecurity Workforce*. Manila Bulletin. <https://mb.com.ph/2022/03/15/capacity-building-creating-the-philippines-cybersecurity-workforce/>
- Cai, C. (2015). Cybersecurity in the Chinese context: Changing concepts, vital interests, and prospects for

- cooperation. *China Quarterly of International Strategic Studies*, 1(3), 471–496. <https://doi.org/10.1142/S2377740015500189>
- CCDCOE. (2022). *ASEAN Cyber Developments: Centre of Excellence for Singapore, Cybercrime Convention for the Philippines, and an Open-Ended Working Group for Everyone*. <https://ccdcoc.org/incyber-articles/asean-cyber-developments-centre-of-excellence-for-singapore-cybercrime-convention-for-the-philippines-and-an-open-ended-working-group-for-everyone/>
- Chandra, G. N. (2021). *Indonesia at Highest Risk Level of Cyber Threat: TrendMicro*. Jakarta Globe. <https://jakartaglobe.id/tech/indonesia-at-highest-risk-level-of-cyber-threat-trendmicro>
- Chang, L. (2017). *Cyber Crime and Cybersecurity in ASEAN*. <https://www.researchgate.net/publication/318474107>
- Cho, Y., & Chung, J. (2017). Bring the State Back In: Conflict and Cooperation Among States in Cybersecurity. *Pacific Focus*, 32(2), 290–314. <https://doi.org/10.1111/pafo.12096>
- CSA Singapore. (2022). *Ransomware and phishing attacks continued to threaten Singapore organisations and individuals in 2021*. <https://www.csa.gov.sg/News/Press-Releases/ransomware-and-phishing-attacks-continued-to-threaten-singapore-organisations-and-individuals-in-2021>
- Dhaoui, I. (2022). E-Government for Sustainable Development: Evidence from MENA Countries. *Journal of the Knowledge Economy*, 13(3), 2070–2099. <https://doi.org/10.1007/s13132-021-00791-0>
- DOSM. (2022). *Crime Statistic, Malaysia, 2022*. Department of Statistic Malaysia. [https://www.dosm.gov.my/v1/index.php?r=column/cthemeByCat&cat=455&bul_id=RnBiQjA1VHhmelZRVCszS3RiRXpNQT09&menu_id=U3VPMldoYUxzVzFaYmNkWXZteGduZz09#:~:text=Fraud cases were the highest,money cases \(204 cases\)](https://www.dosm.gov.my/v1/index.php?r=column/cthemeByCat&cat=455&bul_id=RnBiQjA1VHhmelZRVCszS3RiRXpNQT09&menu_id=U3VPMldoYUxzVzFaYmNkWXZteGduZz09#:~:text=Fraud cases were the highest,money cases (204 cases))
- Dunn-Cavelty, M. (2010). Cyber Threats. In M. Dunn-Cavelty & V. Mauer (Eds.), *The Routledge Handbook of Security Studies*. Routledge.
- Dutta, S., & Lanvin, B. (2022). *The Network Readiness 2022*.
- E-Trade for All. (2018). *ASEAN: E-Commerce Set to Dominate the Region in 2019*. <https://etradeforall.org/asean-e-commerce-set-to-dominate-the-region-in-2019/>
- EU. (2022). *Scientific and technological cooperation between the EU and China*. <https://eur-lex.europa.eu/EN/legal-content/summary/scientific-and-technological-cooperation-between-the-eu-and-china.html>
- Feraru, A. S. (2016). ASEAN Decision-Making Process: Before and after the ASEAN Charter. *Asian Development Policy Review*, 4(1), 26–41. <https://doi.org/10.18488/journal.107/2016.4.1/107.1.26.41>
- Global Times. (2022). *China-ASEAN two-way investment exceeds \$340b by July amid active cooperation*. <https://www.globaltimes.cn/page/202208/1274128.shtml>
- Harper, N., & Tempura, N. (2020). Drug trafficking in the Golden Triangle: The Myanmar problem and ASEAN effectiveness. *Jurnal Sentris*, 1(1), 116–124. <https://doi.org/10.26593/sentris.v1i1.4171.116-124>
- ITU. (2018). *Global Cybersecurity Index (GCI) 2018*.
- Jiang, T. (2019). From Offense Dominance to Deterrence : China 's Evolving Strategic Thinking on Cyberwar. *Chinese Journal of International Reviews*, 1(2), 1–23. <https://doi.org/10.1142/S2630531319500021>
- JICA. (2021). *Project on Capacity Building for Cyber Security in Vietnam*. <https://www.jica.go.jp/project/english/vietnam/052/outline/index.html>
- JICA. (2022). *Signing of Record of Discussions on Technical Cooperation Project with Cambodia: Project for Improvement of Cyber Resilience*. https://www.jica.go.jp/english/news/press/2022/20221205_41.html
- Khoo, N. (2015). The ASEAN Security Community: A Misplaced Consensus1. *Journal of Asian Security and International Affairs*, 2(2), 180–199. <https://doi.org/10.1177/2347797015586126>
- Luong, N., Lee, C., & Konaev, M. (2022). *Chinese AI Investment and Commercial Activity in Southeast Asia*.
- Manopo, B. Y. W., & Sari, D. A. A. (2015). Asean Regional Forum: Realizing Regional Cyber Security in Asean Region. *Belli Ac Pacis*, 1(1), 44–51. <https://jurnal.uns.ac.id/belli/article/view/27366>
- Miao, W., Xu, J., & Zhu, H. (2020). From Technological Issue to Military-Diplomatic Affairs: Analysis of China's Official Cybersecurity Discourse (1994-2016). In J. Hunsinger, M. M. Allen, & L. Klastrup (Eds.), *Second International Handbook of Internet Research* (pp. 431–444). Springer.
- Mok, S. Y. (2020). ASEAN and Transnational Crime: Gains and Challenges in Tackling Drug Trafficking. *Wimaya*, 1(01), 31–38. <https://doi.org/10.33005/wimaya.v1i01.13>
- Mumuni, S. M. (2017). China's non-intervention policy in Africa : Principle versus pragmatism. *African Journal of Political Science and International Relations*, 11(9), 258–273. <https://doi.org/10.5897/AJPSIR2017.0999>
- National Security Council. (2020). *Malaysia Cyber Security Strategy 2020-2024*.
- Nengsi, F. (2019). The Women's Participation in Digital Economy in ASEAN. *Journal of Islamic World and Politics*, 3(1), 516–536. <https://doi.org/10.18196/jiwp.3128>
- Noor, E. (2015). Strategic Governance of Cyber Security : Implications for East Asia. In R. Sukma & Y. Soeya (Eds.), *Navigating Change: ASEAN-Japan Strategic Partnership in East Asia and in Global Governance* (pp. 150–163). JCIE.
- Putra, B. A. (2022). Cyber Cooperation between Indonesia and the United States in Addressing the Threat of

- Cyberterrorism in Indonesia. *International Journal of Multicultural and Multireligious Understanding*, 9(10), 22–33.
- Ramadhan, I. (2017). The Role of International Organization in Combating Cyber Threat. *Populis*, 2(4), 495–508.
- Ramadhan, I. (2018). China's Belt Road Initiative: In The Perspective of Classical Geopolitics Theory. *Intermestic: Journal of International Studies*, 2(2), 139. <https://doi.org/10.24198/intermestic.v2n2.3>
- Ramadhan, I. (2019). Cybersecurity Strategy in Southeast Asia: Self-help or Multilateralism?. *Jurnal Asia Pacific Studies*, 3(1). <https://doi.org/dx.doi.org/10.33541/japs.v3i1.1081>
- Ramadhan, I. (2021). *The Implication of Cyberspace Towards State Geopolitics*. 3(2), 161–184. <http://journal.uinsgd.ac.id/index.php/politicon>
- Ramadhan, I. (2022). ASEAN Consensus and Forming Cybersecurity Regulation in Southeast Asia. In I. Kusumawardhana, E. Puspitawati, & R. Isnarti (Eds.), *Proceedings of the 1st International Conference on Contemporary Risk Studies (ICONIC-RS)* (pp. 1–15). EAI. <https://doi.org/10.4108/eai.31-3-2022.2320684>
- Ramadhani, Z., & Mabrubah, M. (2021). The Influence of ASEAN's Non-intervention Principle through Indonesia's Negotiation for Managing Myanmar Coup Conflict. *Global Political Studies Journal*, 5(2), 126–142. <https://doi.org/10.34010/gpsjournal.v5i2.5952>
- Reksoprodjo, Y., & Zaelani, H. (2018). ASEAN Cyber Security Capacity Building in ASEAN: A Comparative Analysis in Brunei and Indonesia. *Jurnal Prodi Perang Asimetris*, 4(1), 77–92.
- Solomon, E. M., & van Klyton, A. (2020). The impact of digital technology usage on economic growth in Africa. *Utilities Policy*, 67(January).
- SOPHOS. (2022). *The State of Ransomware 2022*. <https://assets.sophos.com/X24WTUEQ/at/4zpw59pnkpxxnhfhgj9bxgj9/sophos-state-of-ransomware-2022-wp.pdf>
- STATISTA. (2022). *Number of ransomware incidents reported to CyberSecurity Malaysia through MyCERT* in 2018, by type of variants*. <https://www.statista.com/statistics/1043328/malaysia-ransomware-incidents-by-variants/>
- Sudirman, A., & Sari, D. S. (2017). Building Regional Security in ASEAN for Combating The Threat of Terrorism. *Jurnal Wacana Politik*, 2(1), 22–32. <https://doi.org/10.24198/jwp.v2i1.11276>
- Watanabe, S. (2020). Strategic Analysis of Capacity Building for the Cyber Security of the United States in Asia. *Jurnal Asia Pacific Studies*, 4(2), 100–111. <https://doi.org/10.33541/japs.v4i2.2800>
- Wibisono, A. A. (2017). ASEAN-China Non-Traditional Security Cooperation and the Inescapability of the Politics of Security. *Jurnal GLocal & Strategis*, 11(1), 39–54.
- Yang, Z., Chandra, S. D., & Zhao, Y. (2022). ASEAN , China and South China Sea : Alternative approach for security cooperation. *Bussecon Review of Social Sciences*, 4(2), 25–31.
- Yazid, S., & Septiyana, I. (2019). The Prospect of ASEAN Migration Governance. *Journal of Indonesian Social Sciences and Humanities*, 9(2), 95–112. <https://doi.org/10.14203/jissh.v9i2.155>
- Yuniar, R. W. (2017). *Uber Rival Grab Rolls Out Indonesia Investment Plan*. <https://www.wsj.com/articles/uber-rival-grabtaxi-rolls-out-indonesia-investment-plan-1486012764>
- Zhou, X. (2020). *Case study from China on CATTC - China-ASEAN Technology Transfer Center*. <https://stip.oecd.org/assets/TKKT/CaseStudies/38.pdf>

Fundamental Backgrounds on the Impact of Green Credit on Sustainable Economy

Do Hoai Linh¹, Nguyen Khuong Dan², Tran Thi Phuong Anh³, Do Hai Ngoc⁴, Pham Nam Hoang⁵

^{1,2,3,4,5} National Economics University, Vietnam

Abstract

The research aims to investigate the theoretical background concerning the influence of green credit on sustainable economy in emerging countries such as Vietnam. Using the desk research methodology, the content focuses on researching the overview of the concept and the causes of the development of green finance in general, green credit in particular, the context of sustainable economic development in each country, each continent, and find out the significance of green credit in achieving sustainable goals in economic development.

Keywords: Green Credit, Green Development Goals, Sustainable Economy

1. Introduction

The United Nations has established a broad future vision through the 2030 Sustainable Development Agenda, comprising 17 Sustainable Development Goals (SDGs). Vietnam has the potential to achieve five out of 17 SDGs by 2030, as highlighted in the National Sustainable Development Goals 2022 report. These include SDG 3: Good Health and Well-being; SDG 4: Quality Education; SDG 7: Affordable and Clean Energy; SDG 8: Decent Work and Economic Growth; and SDG 16: Peace, Justice, and Strong Institutions. The 2030 Agenda is being developed and implemented by Vietnam in an active way. With a focus on the development of green credits in support of Sustainable Economic Development and advancing Green Development Goals, Vietnam is promoting an environmentally friendly financial system that will make it possible to develop an efficient and transparent financial system. This is not just about keeping Vietnam's future prosperous, but also contributing to the overall sustainability of development. The main theoretical basis for the impact of green credit on Vietnam's Sustainable Economic Development will be analyzed within this context.

2. Theoretical background for the impact of green credit on the sustainable economic foundation

Research on green finance and sustainable economic development in Europe, conducted by Ayesha, Ehsan & Zaki (2022), emphasizes the importance of green finance development for environmental well-being. The findings suggest that the advancement of the sector influences four different indicators of environmental degradation. On the hand Foreign Direct Investment (FDI) and the quality of institutions tend to have an impact

on environmental well-being. To tackle this issue policymakers can propose measures such as implementing policies for finance and establishing robust regulations to minimize future harm to the environment. It can be argued that the financial industry plays a role in maintaining economic health. The efficient utilization of financial resources fosters innovation in finance thus stimulating growth (Furuoka, 2015). However, energy serves as a requirement for both industries and households. Is considered essential for economic activities. With globalization on the rise energy consumption is expected to increase, resulting in carbon emissions (Shahbaz et al., 2018). The study highlights that there exists a unique relationship, between development and environmental well-being. It proposes a U-shaped model to explain this phenomenon illustrating that during stages of development countries often face challenges related to poverty and limited resources which leads them to prioritize policies that fulfill development needs. However, as countries achieve stability their interests gradually shift towards protecting resources and promoting sustainable development. The study presents an opportunity to integrate finance into promoting the growth of the economy.

In the case study of China's development of green finance for sustainable development by Nana and colleagues (2020), it is affirmed that green finance has made significant progress in many emerging economies. The Central Bank of Brazil introduced a new regulatory approach in April 2014, requiring commercial banks to develop strategies and management frameworks for environmental and social risk management, considering them as crucial factors in overall risk management. Currently, about 10% of total loans in Brazilian banks are classified as "green loans." Furthermore, the Central Bank of Bangladesh has identified enhancing comprehensive finance as a clear objective of monetary policy and has provided guidance on credit for commercial banks, including areas such as new energy, pollution control, and energy efficiency. Currently, the proportion of green credit stands at 5%. From this, researchers have pointed out comprehensive weaknesses that need to be addressed in China across its 30 provinces by strongly encouraging investments in green bonds and introducing clean development projects while bypassing unsustainable communication approaches that do not lead to a sustainable economy. The study has highlighted limitations hindering the development of green finance in China and improvement measures in laws and regulations, encouraging market-based operations with long-term optimal mechanisms and green financial funds. These measures, in the long run, will lay a solid foundation for a sustainable economy.

When researching the impact of green credit on economic growth and the intermediary effect of the environment on labor supply, Chen C, Zhang Y, Bai Y, Li W (2021) identified two main types of policies aimed at the environment: those that affect the economy and those that affect the environment. Previous research has found that green credit promotes economic growth by improving the industrial structure and fostering green technology innovation, but it has not thoroughly examined the external positive effects of environmental improvement, even though both environmental improvement and economic growth are requirements of the concept of sustainable development. The study used per capita Gross Domestic Product (GDP) for each province in China as an indicator of each province's economic growth rate. The ratio of interest-bearing debt expenditure of six high-energy industries to the issuance of green credit was chosen to measure green credit, combined with intermediary variables such as air quality, labor supply, labor productivity, and control variables selected based on provincial characteristics such as urbanization, technological innovation, human capital, and foreign direct investment (FDI). The research topic evaluated the effectiveness of green credit, focusing on the synthetic factor productivity, industrial restructuring, and the financial market. The study estimated that since the issuance of green credit in China, in addition to adjusting the industrial structure and promoting green technology innovation, the positive impact of improving air quality can effectively boost economic growth. It also improves the labor supply to achieve an increase in per capita GDP in the region. Because the positive environmental externality is not the primary approach, its effect through the intermediary chain is relatively small compared to the overall effect, but it still exists.

The research team, consisting of Yue Li, Ting Ding, and Wenzhong Zhu (2022), conducted a study on the practical contributions of green credit to sustainable economic development in China. The study affirmed the observations made by foreign scholars regarding the beneficial relationship of green credit policies with financial model innovation, scale effects, green technology advancements, technological progress, and cost reduction. All these variables yielded positive outcomes for sustainable economic development and environmental

improvement. It can be said that green credit represents a sound step towards mitigating the adverse environmental impacts of short-term and long-term economic and industrial development. Currently, the general situation in China and other developing countries shows improvement in the implementation of green credit policies but has not seen remarkable progress in financial accessibility for companies. Specific research is needed to assess the benefits for small and micro-enterprises, instead of primarily focusing on pilot programs aimed at environmental concerns in general. This approach aligns with practical applications for businesses and generates new value in pursuit of sustainable economic development. Green credit aims to promote advancements in green technology, energy efficiency, and reduce industrial redundancy through two primary mechanisms: industrial development and environmental regulations. Green credit in large urban areas, in the context of urbanization, has bolstered sustainable economic growth and human resource improvement. Furthermore, green credit in the industrial production structure contributes to pollution reduction, carbon limitation, and the exploration of new sustainable energy sources. The research conducted by this scientific group aligns with findings from various studies regarding the impact of green credit, following a U-shaped curve. Initially, it decreases due to the allocation of capital for technology and green energy development. However, it later increases as long-term development incentives effectively control negative impacts such as cost-cutting. To support the development of green finance, the research suggests the need for close collaboration and information exchange between banks, businesses, and the government through the creation of integrated information support systems to standardize green credit. In the early stages of development, it is crucial to enhance high-level technological expertise and workforce, such as specialized management, business activity analysis, and risk management, to handle the balance between economic, environmental, ecological, and social interests effectively. The government plays a crucial role by introducing legal frameworks supporting environmental finance, including accountability enforcement, and imposing strict penalties for environmental damages caused by businesses. Conversely, supportive policies like subsidies and tax exemptions for sectors involved in green financial models aimed at sustainable economic development can be considered.

Another study on green credit in China by the research team of Wei Yin, Zheyi Zhu, Berna Kirkulak-Uludag, and Yaping Zhu (2020) conducted risk assessments of green credit for sustainable economic development involving relevant parties such as banks and the state. While green credit is a prevalent method in green finance, environmentally friendly projects require additional support from the government and risk assessments for long-term planning. China has introduced policies encouraging financial organizations (specifically, the banking sector) to shift their credit support away from heavily polluting and energy-consuming industries toward environmentally compliant enterprises, guided by the "Green Credit Guidelines" documents. With an existing ecosystem in place, banks, especially large state-owned commercial banks, can lead in the proliferation of green bonds and green credit. Banks have the potential to reach out to small, new, and specialized business model enterprises. As the government promotes green credit packages, it can reduce the environmental burden on the government budget, thereby fostering sustainable economic growth. Many studies have confirmed that green finance is a long-term investment with a relatively long payback period (Ho, 2018). In practice, long-term loans increase the risk for banks, so the government needs favorable policies to encourage green credit. However, research models exploring the relationship between risk within banks and green credit lending have determined that the likelihood of banks defaulting on green credit loans is relatively low. The conclusion drawn from this research sets a new premise for green credit projects, coupled with the resolute stance of the Chinese government, differentiating China as a nation that prioritizes the environment. In the government's green finance plan, banks take the lead. Green credit, along with government support, opens opportunities for commercial banks and foreign banks operating in China to carve out a secure and efficient niche, making China a leader in green credit within the region. Furthermore, the Chinese government should consider issuing green bonds to reduce reliance on bank loans issued by financial institutions. Green finance can be diversified by promoting green securities and other financial instruments. On the other hand, capital mobilization should be diversified, suggesting selling high-risk green credit loans to suitable investors. Banks can enhance transparency and balanced accounting liquidity to attract new environmental projects without violating requirements. Finally, the financial information system must ensure accurate information, market transaction security, and improvement in credit guarantees for capital providers.

Haiyan Niu and colleagues' research in 2022 on the relationship between green credit and the green transformation of businesses builds upon the accumulated findings of many scholars regarding the impact of green credit across various dimensions such as the economy, businesses, banks, and government. China's economy has made significant strides in recent years to become a leader in production and technology. Environmental protection and the reduction of severe pollution in China have been carefully considered by the government as part of a long-term strategy aimed at developing a high-quality economy (Xing, 2019). From an environmental perspective, this reflects a correct and determined direction of leaders who exhibit a long-term vision, utilizing green credit as a key component of green finance. Green credit serves as an effective tool for the government to encourage businesses to transform and upgrade their operational models to be more environmentally friendly. By utilizing preferential capital for their financial activities, businesses can align their operations and production with the "green" criteria of projects. Enterprises are supported in choosing more sustainable business models while simultaneously reducing financial pressure on green projects due to large-scale and long-term investments. Green credit is often associated with regulations and standards related to environmental and social protection. Implementing green credit projects helps businesses comply with relevant legal requirements and meet sustainability standards, potentially reducing legal risks and enhancing a company's compliance. Additionally, the government has been able to effectively manage corporate responsibility for the environment. For instance, by the end of 2020, the total green credit debt of 21 major banks in China had surpassed 11 trillion Chinese yuan. When considering the proportion of credit capital in total investment for green projects, it can be observed that the "greenness" of these 21 major banks has contributed to saving over 300 million tons of standard coal and reducing over 600 million tons of carbon dioxide emissions annually (Chai, 2022). Green credit and government responsibility have an impact on upgrading and transforming highly polluting green credit businesses. Specifically, government subsidies and corporate debt costs play an intermediary role in this process. Results from intermediary impact models and regulatory effects indicate that government subsidies and debt costs can positively influence the transformation and upgrading of green credit enterprises, as well as highly polluting businesses. Green credit policies are believed to improve micro-management effectiveness through the management of debt costs and government subsidies, while also providing development opportunities for businesses to achieve mutual benefits in pollution control and efficiency enhancement.

According to the research topic by Nguyen Huu Anh and colleagues in 2022, the promotion of green finance has been widely adopted by commercial banks both in Vietnam and abroad in recent years. The research project highlights the significant role of commercial banks in implementing green finance in the transformation of businesses and stakeholders towards an evolving model of sustainable economic development. Based on the findings from a survey conducted on six commercial banks with domestic and foreign capital in Vietnam, the research team points out that the most essential role of these banks in the investigated cases is to complete the necessary financing procedures for projects that promote sustainable development and mitigate the negative impacts of climate change. Additionally, commercial banks also contribute to the formulation of green finance policies and raising awareness of sustainable development. The research also indicates that the initial decision to adopt green finance in Vietnamese commercial banks stemmed from collaboration with international associations and communities. Furthermore, they embrace and promote green finance because it represents a future trend in any economic region. Concurrently, the investigated cases unanimously agree that COVID-19 has directly and indirectly negatively affected the promotion of green financing by foreign-owned banks and domestic banks in Vietnam. Using an empirical research approach to examine the establishment and implementation of green finance in commercial banks, this study can assist standards setters and managers in commercial banks in understanding the dynamics at the time of the research, the challenges posed by COVID-19, and the motivations and obstacles related to green finance.

When researching the role of financial inclusion, green investment, and green credit in sustainable development in Vietnam, Nguyen Van Hoa, and colleagues (2022) have pointed out that Vietnam's economy is a socialist-oriented market economy with three sectors: Agriculture, Industry, and Services. Most of Vietnam's economic sectors require a significant number of resources, energy, and technologies that can have environmental impacts. Despite some initiatives aimed at sustainable development, challenges persist and require more attention. The study utilizes the Augmented Dickey-Fuller (ADF) test to check for stationarity and the Autoregressive

Distributed Lag (ARDL) model to investigate the relationships between variables. Selecting an appropriate lag length when using the ARDL model is crucial to manage the potential issues of "cointegration" and "endogeneity." The research comprises 35 observations for each variable, with green credit and sustainable economic development. The growth rate of Gross Domestic Product (GDP) is used as a proxy for sustainable economic development, while green credit is measured as a percentage of GDP, representing environmental pollution prevention credits. According to the study's findings, after being verified using the ARDL model, comprehensive finance, green investment, and green credit have a positive impact on the development of sustainable economic development in Vietnam. Specifically, concerning green credit, the research emphasizes that environmental development is a key factor in the country's sustainable development, and achieving environmental development requires significant capital, which can be obtained using green credits. Moreover, when financial institutions expand credit to businesses under favorable conditions to acquire environmentally friendly technologies, clean materials, and other environmentally friendly resources, it will promote the sustainable development of businesses, thereby contributing to the overall sustainable economic development of the nation.

3. Conclusion

Sustainable development is an inevitable trend in every nation's development process, particularly in developing countries. Focusing on sustainable economic development is of paramount importance, especially in countries grappling with rising inequality and poverty. Economic growth goes hand in hand with financial growth. Therefore, to move towards a sustainable economy, the application of green credit is essential and crucial. However, after reviewing domestic and international studies, our research team has identified several research gaps as follows:

Firstly, most studies on the impact of green finance or green credit, such as those by Ayesha, Ehsan & Zaki (2022), Nana and colleagues (2020), Chen C and colleagues (2021), Wei Yin and colleagues (2020), Nguyễn Hữu Anh and colleagues (2022), have used data from before and during the COVID-19 pandemic. However, before the outbreak of the disease, many economies worldwide were in a period of stable growth. The economies of many developed countries were experiencing growth, and even some developing countries were showing positive signs. The COVID-19 pandemic caused a global economic recession, with business closures, disrupted supply chains, and widespread job losses. This severely affected the economic growth rates of many countries. Therefore, relying solely on data from before and during the COVID-19 pandemic makes the research lack timeliness and updates.

Secondly, research topics are often investigated within either a too broad scope, such as a continent, as seen in Ayesha, Ehsan & Zaki (2022), or within developed countries like China in Chen C and colleagues (2021), Wei Yin and colleagues (2020). However, the objectives of sustainable economic development differ among developed and developing countries. Developed countries typically have a higher level of economic development and the capacity to focus on maintaining and optimizing their existing economic systems while improving environmental and social indicators. Developing countries, on the other hand, are often in the early or middle stages of development, with their primary objectives being rapid economic growth to alleviate poverty and enhance the quality of life. In domestic studies, the research scope of topics is often narrow, focusing only on specific cases like domestic commercial banks in Nguyen Huu Anh and colleagues (2022). Or when studying the impacts on sustainable economic development in Vietnam, Nguyen Van Hoa, and colleagues (2022) not only concentrate on the effects of green credit but also investigate the impacts of various variables on sustainable economic development in Vietnam. Whether the research scope is too broad, or too narrow, or examines impacts from multiple angles on sustainable economic development, this can lead to inaccuracies and lack of objectivity in studying the specific impact of green credit.

Thirdly, when researching the impacts of green finance in general and green credit in particular, research topics often investigate their effects on the overall economy or sustainable development in general, without a specific focus on sustainable economic development. Therefore, our study draws lessons from authors like Nana and colleagues (2020), and Chen C and colleagues (2021).

Author Contributions: Conceptualization, D.H.L., N.K.D., D.H.N., and P.N.H.; Methodology, D.H.L., and T.T.P.A.; Formal Analysis, T.T.P.A.; Resources, T.T.P.A., and D.H.N.; Writing – Original Draft Preparation, N.K.D., T.T.P.A., D.H.N., and P.N.H.; Writing – Review & Editing, D.H.L., and T.T.P.A.; Supervision, D.H.L.

Funding: This research received no external funding.

Conflicts of Interest: The authors declare no conflict of interest.

Informed Consent Statement/Ethics approval: The purpose of this study is to investigate the fundamental background of the impact of green credit on sustainable economic development. There are no known risks associated with participating in this study.

References

- Anh Huu Nguyen, Mai Hoang Thi Do, Thinh Gia Hoang, Loan Quynh Thi Nguyen. 2022. "Green financing for sustainable development: Insights from multiple cases of Vietnamese commercial banks." *Business Strategy and the Environment*. doi:10.1002/bse.3132.
- Ayesha Afzal, Ehsan Rasoulinezhad & Zaki Malik. 2022. "Green finance and sustainable development in." *Economic Research-Ekonomska Istraživanja*. doi: <https://doi.org/10.1080/1331677X.2021.2024081>.
- Cai Chen, Yingli Zhang , Yun Bai, Wenrui Li. 2021. "The impact of green credit on economic growth—The mediating effect of environment on labor supply." *PLOS ONE*. doi:<https://doi.org/10.1371/journal.pone.0257612>.
- Furuoka, Fumitaka. 2015. "Financial development and energy consumption: Evidence from a heterogeneous panel of Asian countries." *Renewable and Sustainable Energy Reviews* 52: 430-444. doi:<https://doi.org/10.1016/j.rser.2015.07.120>.
- Haiyan Niu, Xiongfei Zhao, Zhilin Luo, Yuxia Gong, Xinhua Zhang. 2022. "Green credit and enterprise green operation: Based on the perspective of enterprise green transformation." *Front. Psychol* 13. doi:<https://doi.org/10.3389/fpsyg.2022.1041798>.
- Ho, Virginia Harper. 2018. "Sustainable Finance & China's Green Credit Reforms: A Test Case for Bank Monitoring of Environmental Risk." *Cornell International Law Journal* 51. <https://scholarship.law.cornell.edu/cilj/vol51/iss3/3>.
- Lu Xing, Minggao Xue, Mingsheng Hu. 2019. "Dynamic simulation and assessment of the coupling coordination degree of the economy–resource–environment system: Case of Wuhan City in China." *Journal of Environmental Management* 230: 474-487. doi:<https://doi.org/10.1016/j.jenvman.2018.09.065>.
- Muhammad Shahbaz , Muhammad Ali Nasir , David Roubaud. 2018. "Environmental degradation in France: The effects of FDI, financial development, and energy innovations." *Energy Economics* 74: 843-857. doi:<https://doi.org/10.1016/j.eneco.2018.07.020>.
- Nana Liu ,Chuanzhe Liu ,Yufei Xia , Yi Ren, Jinzhi Liang. 2020. "Examining the Coordination Between Green Finance and Green Economy Aiming for Sustainable Development: A Case Study of China." *Sustainability*. doi:<https://doi.org/10.3390/su12093717>.
- Nguyen Van Hoa, Phung Van Hien, Nguyen Cong Tiep, Nguyen Thi Xuan Huong, Tran Thi Hoang Mai, Pham Thi Lan Phuong. 2022. "The Role of Financial Inclusion, Green Investment and Green Credit on Sustainable Economic Development: Evidence from Vietnam." *Cuadernos de Economía* 45 (127): 1-10. doi:<https://orcid.org/0000-0001-5382-9902>.
- Shanglei Chai, Ke Zhang, Wei Wei, Wenyan Ma, Mohammad Zoynul Abedin. 2022. "The impact of green credit policy on enterprises' financing behavior: Evidence from Chinese heavily-polluting listed companies." *Journal of Cleaner Production* 363: 132458. doi:<https://doi.org/10.1016/j.jclepro.2022.132458>.
- Wei Yin , Zheyi Zhu , Berna Kirkulak-Uludag , Yaping Zhu. 2021. "The determinants of green credit and its impact on the performance of Chinese banks." *Journal of Cleaner Production* 286: 124991. doi:<https://doi.org/10.1016/j.jclepro.2020.124991>.
- Yue Li ,Ting Ding , Wenzhong Zhu. 2022. "Can Green Credit Contribute to Sustainable Economic Growth? An Empirical Study from China." *Sustainability*. doi: <https://doi.org/10.3390/su14116661>.

The Paradox of Child's Diversion Policy in Conflict with the Law in the Indonesian Child Criminal Justice System

Achmad Haris Sanjaya¹, Adrianus Eliasta Meliala², Ni Made Martini Puteri³

¹ PhD Candidate, Department of Criminology, Faculty of Social and Political Science, Universitas Indonesia

² Professor and Lecturer, Department of Criminology, Faculty of Social and Political Science, Universitas Indonesia

³ Lecturer, Department of Criminology, Faculty of Social and Political Science, Universitas Indonesia

Correspondence: Achmad Haris Sanjaya, Department of Criminology, Faculty of Social and Political Science, Universitas Indonesia. E-mail: achmadharissanjaya@gmail.com

Abstract

This research aims to examine the paradox of implementing the diversion policy for children in conflict with the law in student brawl cases in DKI Jakarta. The research uses a qualitative approach with a case study method. Case analysis uses forecasting analysis framework by William Dunn (2003) and Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis by Chermack and Kasshanna (2007). There are three conclusions from this research. First, the problems of the diversion policy for children in conflict with the law are generally not caused by primordial factors but are caused by law enforcement investigators who often do not follow the mandate of the Law on The Child Criminal Justice System to determine child diversion. This is because the police apply criminal offenses based on the perpetrator's actions and can consider the recommendations of the Community Counselor of the Correctional Center. Second, there is a paradox in the implementation of the diversion policy for children in conflict with the law, starting from the high use of the Emergency Law in the Indonesian Legal System, the low competence of law enforcement officers in implementing the diversion policy for children in conflict with the law, terminating investigations without involving Community Counselor of the Correctional Center, to carrying out detention in correctional centers that are not child-friendly. Third, based on forecasting and SWOT analysis, it is necessary to transform juvenile justice legal policies in the future, especially increasing competency of the law enforcement officers, ensuring the availability of child-friendly infrastructure, supporting the child in conflict with the law advocacy and extensifying community-based policing.

Keywords: Child in Conflict with the Law, Forecasting Analysis, SWOT Analysis, Diversion, The Paradox of Diversion Implementation

1. Introduction

The paradox of implementing the diversion policy for children in conflict with the law is still a crucial issue in the Child Criminal Justice System in Indonesia. Children in conflict with the law who are under 18 years old are detained and imprisoned like adults. However, imprisonment can have a negative impact on children's growth and development, and children in conflict with the law should be considered "delinquency" or juvenile delinquency (IPU & UNICEF, 2004), not as criminals--as punishment is a torture which results the possibility of ill-treatment on the children. Punishment is seen as inappropriate in re-socializing violated values in society or legal norms (Mustofa, 2007).

The importance of protecting children has long been a concern of many countries. This is reflected in the United Nations Convention on the Rights of the Child (UN-CRC) (1989) which outlines the basic rights of children, including the right to be protected from economic exploitation and hazardous work, from all forms of sexual exploitation and abuse, and from physical or mental violence, and ensure that children are not separated from their families. These rights are enhanced by two Optional Protocol on the Sale of Children, Child Prostitution, and Child Pornography, as well as the involvement of children in armed conflict (UNICEF, 2006).

The best interest of the child is the principle that underlies every policy related to children (Child Welfare Information Gateway, 2012). This principle emphasizes that all actions taken by the government, society, legislative bodies, and judicial bodies must be in the best interests of children. Indicators of the best interests of the child generally consider factors such as the child and the situation of the parents, or the caregiver and the capacity of the parents.

The basic spirit formulated by The Law on the Child Criminal Justice System is the principle of keeping children away from punishment. This principle underlies the juvenile criminal justice policy that applies in Indonesia through Law Number 11 of 2012 concerning the Child Criminal Justice System. This law replaces Law Number 3 of 1997 concerning Children's Courts. If the 1997 Law only regulates court processes, The Law on the Child Criminal Justice System regulates justice processes from the police to correctional institutions (prisons). Article 2 of The Law on the Child Criminal Justice System confirms that it is implemented based on the principle of the best interests of the child; child survival and growth and development; and deprivation of liberty and punishment as a last resort.

However, the implementation of children in conflict with the law handling in Indonesia is not yet in accordance with the mandate of The Law on the Child Criminal Justice System. Research by the Institute for Criminal Justice Reform (ICJR, 2014) and the Center for Study and Advocacy on Child Protection and Quality of Life found that there are children aged 13 years were in correctional institutions, and children aged 12-13 years were being processed in court. The Youth Correctional Center that is being studied shows the same conditions, where most children in correctional facilities are 17 years old (ICJR, 2014; PUSKAPA 2020). Similar conditions also occurred in the Special Capital Region (DKI) Jakarta. This is reflected in the diversion decision data in the 2018-2020 period. Data from the Directorate General of Corrections (Ditjenpas) shows that most children involved in criminal acts are sentenced to prison.

Table 1: Number of Diversion, Non-Prison and Prison Decisions in DKI Jakarta

<i>Region (Year)</i>	<i>Diversion to Parents</i>	<i>Diversion to Orphanage</i>	<i>Verdict to Parents</i>	<i>Verdict to Orphanage</i>	<i>Conditional Criminal Verdict</i>	<i>Prison Verdict</i>
<i>West Jakarta (2018)</i>	29	1	6	6	0	47
<i>West Jakarta (2019)</i>	86	21	0	8	0	73
<i>West Jakarta</i>	1	0	0	7	0	25

<i>(2020)</i>						
Total	116	22	6	21	0	145
<i>Central Jakarta (2018)</i>	10	2	0	0	0	31
<i>Central Jakarta (2019)</i>	70	10	12	2	1	17
<i>Central Jakarta (2020)</i>	17	0	0	0	0	2
Total	97	10	12	2	1	50
<i>South Jakarta (2018)</i>	23	4	0	2	0	56
<i>South Jakarta (2019)</i>	18	1	0	0	12	21
<i>South Jakarta (2020)</i>	2	0	0	0	1	1
Total	43	5	0	2	13	78
<i>North & East Jakarta (2018)</i>	4	4	0	3	0	7
<i>North & East Jakarta (2019)</i>	8	3	0	4	0	2
<i>North & East Jakarta (2020)</i>	0	0	0	0	3	3
Total	12	7	0	7	3	12

Source: Correctional Database System (Processed by researcher, 2021)

The data above shows the unequal implementation of diversion policies in each region in DKI Jakarta. For example, West Jakarta and South Jakarta are the two areas with the highest crime rates. In contrast, Central Jakarta and North & East Jakarta have a better understanding of diversion.

The high number of criminal decisions against the child in conflict with the law in Jakarta is triggered by no other reason than the high number of student brawl cases. In the 2020 Criminal Statistics published by the Central Statistics Agency it is stated that DKI Jakarta Province occupies the top position in terms of the number of student brawls. Cases of violence generally involve children with a high fatality rate. Law enforcers have even seen student brawls not as juvenile delinquency, but as a criminal act. In many cases, the police tend to ignore the age limit for children, where children aged 12-14 years are not detained and those aged 14-18 years are diverted. This disregard for the age limit could be due to complex reasons so that the police do not use their discretionary authority to take legal policies, both in the context of diversion and restorative justice (Marshall, 1999).

The high case fatality results in the determination of the case offense. Perpetrators can be dragged and subject to several criminal threats, for example violating the Emergency Law, beatings, serious assault, and even murder. This obstructs the attempt for diversion (PUSKAPA, 2020). In cases where children have a significant role in crime, the police will tend to ignore diversion. Diversion efforts are carried out if and only if there is consideration of recommendations from the Research of the Correctional Institution on Diversion.

The police are not very consistent in implementing child diversion policies. On the one hand, the police accelerate diversion just because they want to resolve cases outside of court, but on the other hand, they often ignore the recommendations from the Community Counselor of the Correctional Center in making diversion decisions. Of course, there are many causal factors, one of which is limited competence and resources. This hypothesis is strengthened by research results which show the diversity of understanding of law enforcement officers' skills in managing diversion (Zebua, 2014; Ariani, 2014), as well as problems in law enforcement officers in understanding the meaning of the best interests of the child (PUSKAPA, 2020). The inconsistent diversion policy is also related to Government Regulation Number 65 of 2015 as the implementing regulation of the Law on The Child Criminal Justice System. Research by Mufidah & Khasanah (2019) states that the Government Regulation has not been able to clarify the types and nature of cases that can be pursued for diversion. As a result, each law enforcement institution relies on internal procedures. In addition, the general public believes that every crime must be retributive (retributive justice) (Adiguna et al., 2015).

This research departs from the paradoxical reality in the implementing the diversion policy for children in conflict with the law. According to the 2019 Institute for Criminal Justice Reform (ICJR) report, this paradoxical reality can be in the form of high rates of detention and imprisonment of children. Then there is the problem with the provisions on criminal limits for diversion to be carried out because most cases carry a sentence of 7 years or more. This restriction is considered to cause problems with children's access to justice. ICJR also found weak fulfilment of fair trial rights, such as the right to legal assistance, the right to be detained not arbitrarily, the right to a competent, independent, and impartial judiciary with reasoned decisions based on societal research.

Robson & Davies' (2016) study explicitly states that Indonesia lacks political will, is hostage to poverty, spatial distance and cultural diversity which hinders diversion. Therefore, a solution is needed to overcome the paradoxical problem of implementing the diversion policy for children in conflict with the law. In this regard, this research conducted a forecasting policy study in mapping the paradoxical problem between The Law on the Child Criminal Justice System and its implementation. Researchers also use SWOT analysis to sharpen forecasting analysis to find new diversion policy strategies.

2. Theoretical Study

2.1. Diversion

The committee of The Convention on the Rights of the Child (2007) sees diversion as an action to deal with children who violate criminal law without going through the judicial process. Through point 40 (3b), the Convention on the Rights of the Child requires countries to develop procedures that allow children to be handled without going through courts and tribunals as a last resort (Hamilton et al., 2011). UNICEF (2005) also emphasized that diversion refers to the channelling of children from the formal justice system to alternative procedures and programs.

As an international instrument, the Tokyo Rules (1993) also specifically discuss the diversion clause in The Law on the Child Criminal Justice System. Point 5 (1) emphasizes that institutions related to criminal cases handling must be empowered to release perpetrators if they consider that the case in question does not need to be continued with the aim of protecting society, preventing crime, or encouraging compliance with the law and the rights of victims.

In the same vein, Roberts (2004) considers that the main aim of diversion is to provide an alternative to child detention through a structured community-based solution. Thus, children who commit minor offenses (petty offenders) and status offenses are not exposed to the bad influence of some serious offenders in detention centers.

In Indonesia, diversion clauses are regulated in The Law on the Child Criminal Justice System. Article 7 emphasizes the obligation of law enforcement officials to seek diversion in children's cases at all levels of examination. The main conditions for diversion are the threat of imprisonment for no more than seven years and

not being a repeat criminal offense. In the event that law enforcement cannot carry out diversion, the Community Counselor of the Correctional Center can mediate the effort. This is regulated in Government Regulation no. 65 of 2015 concerning Guidelines for Implementing Diversion and Handling Children Under 2 Years Old. Children can still be held responsible through determining actions obtained from the results of deliberations between both parties involving the community.

2.2. The Paradox of Juvenile Criminal Justice

In general, the juvenile criminal justice system in Indonesia is still a paradox between the principles of child protection and the formalization of legal policy. In the law, the diversion policy is limited only for cases of offenses for children under 7 years and not for repeat crimes. Smith et al (2017) define paradox as a condition of simultaneous opposites, which is associated with conditions of contradiction, irony, inconsistency, and phrases with contradictory meanings. The paradox of implementing the diversion policy for children in conflict with the law can be seen in the following table:

Table 2: Identification of the Diversion Paradox in The Law on the Child Criminal Justice System

Article	Clause	Paradox
Article 5 (1)	The Law on the Child Criminal Justice System is obliged to prioritize a restorative justice approach	The meaning of "obliged" means mandatory, but in other clauses it is found to be limitative
Article 6	Purposeful diversion; peace for children and victims; settling cases outside of court; avoid deprivation of liberty; encourage community participation; instill responsibility in children	<ul style="list-style-type: none"> - In peace between the child and the victim, the victim's position is very important to make decisions - Because it is limitative, some children who fall outside the criteria do not receive diversion, so their independence is taken away - The role of law enforcement is more decisive than community participation
Article 7 (1)	Diversion must be pursued at every level of the judicial process (investigation, prosecution, court)	<ul style="list-style-type: none"> - This clause is limited by the clauses of Article 7 (2), only for cases that are punishable by imprisonment under 7 years and not repeat criminal acts. - Proportional considerations should look at the context/situation, etiology and best interests of the child
Article 8 (3) huruf (a)	Diversion must pay attention to the interests of victims	The victim's position is a determinant in diversion, as it is also emphasized in Article 9 (2), namely obtaining the victim's consent.
Article 9 (1)	Diversion must be considered, one of which is Community Research at the Correctional Center	<ul style="list-style-type: none"> - The implementation of the Community Research at the Correctional Center on diversion only took 3 days - There are still problems in the context of the quantity and quality of human resources as well as the instrumentation of Correctional Centers in Diversion
Article 14 (2)	Obligations of community counsellors in guiding, mentoring and supervision	Relating to the capacity/ability of the Correctional Center

Source: Author's Data Processing (2021)

2.3. Children in Conflict with The Law

A child is under 18 years old, including children who are still in the womb (Article 1 paragraph (1) of The Law on the Child Criminal Justice System). In the Indonesian criminal justice system, the age limit for children who can be brought to trial is 12 years. This means that children who have not reached the age of 12 are considered unable to take responsibility for their actions. This is in line with the decision of the Monitoring Council for the Convention on the Rights of the Child which asked countries to consider raising the minimum age for criminal capacity to 12 years or more.

The Law on the Child Criminal Justice System stipulates that children in conflict with the law are children who are 12 years old but have not yet reached 18 years of age. Article 20 of The Law on the Child Criminal Justice System explains that if children (under 18 years old) commits a criminal act, then they will be brought to court after being over 18 years old but under 21 years old, then they are brought before the juvenile court. In practice, there are many violations of children's rights in The Indonesian Law on the Child Criminal Justice System. At the investigation stage, children are not accompanied by legal advisors, parents, or family. In many cases, when they were about to be detained, the family did not receive a copy of the letter (Children's Rights Advocacy Institute, 2004). Research by Hutabarat et al. (2012) also highlighted the torture experienced by Children in Conflict with The Law at every stage (LBH, 2020). When arrested, the police often do not show a letter of assignment and there is no official notification to parents regarding their child's arrest.

Research by UNICEF and the Center for Criminology Studies, FISIP UI (Purnianti et al., 2007) also found that detention conditions in Indonesia are generally very unsuitable for children. There are no special rooms for them and they are held with adults. Even the detention room only had one ventilation so it was dark. This research departs from an effort to provide a new perspective on justice policies that are friendly and pro-child.

3. Research Method

This research uses a qualitative approach with a case study method (Moleong, 2018; Rahardjo, 2017). Considering that the research topic is very dynamic, the researchers set limits on the unit of analysis for data on student brawl cases in DKI Jakarta that occurred in the 2018-2020. Data was collected using interviews and documentation from various literature to produce descriptive data. In-depth interviews were conducted with five the Community Counselor of the Correctional Center and a senior female police officer in the field of child investigations. This research was carried out for 6 months, starting from July to December 2021 in the DKI Jakarta area. Researchers chose DKI Jakarta as the research locus because there are complex problems in implementing the diversion policy in the student brawl cases that occurred in DKI Jakarta. The following table is brief data from research informants:

Table 3: Research Informant Profile

No.	Informant (Initial)	Position	Institution	Time of Interview
1.	Endang Sri Lestari (ESL)	Kanit PPA (Head of The Services for Women and Children Unit)	Polda Metro Jaya	5 th of April, 2022
2.	R. Khifti Yukanta (RKY)	the Community Counselor of the Correctional Center	Bapas Jakarta Pusat (Central Jakarta Correctional Center)	16 th of May, 2022
3.	Indra Rahmawati (IR)	the Community Counselor of the Correctional Center	Bapas Jakarta Pusat (Central Jakarta Correctional Center)	10 th of May, 2022
4.	Iyan Supenli (IS)	the Community Counselor of the Correctional Center	Bapas Jakarta Utara - Timur (North & East Jakarta Correctional Center)	18 th of May, 2022

5.	Dewi Widyawati (DW)	the Community Counselor of the Correctional Center	Bapas Jakarta Barat (West Jakarta Correctional Center)	12 th of May, 2022
6.	Yuniarti (Y)	the Community Counselor of the Correctional Center	Bapas Jakarta Selatan (South Jakarta Correctional Center)	13 th of May, 2022

Source: Author's Data Processing (2023)

The data collected was analyzed using inductive techniques. To analyze the data, researchers used two analytical tools, namely forecasting analysis and SWOT analysis. Forecasting analysis is a procedure for generating factual information about future social situations on the basis of existing information. The purpose of forecasting is to provide information about future policy changes and their consequences (Dunn, 2003). According to Dunn, there are three main forms of forecasting: (1) projection, (2) prediction, and (3) estimation. Projections are predictions based on extrapolation of past and present trends into the future. Projections make firm statements based on arguments obtained from certain methods and parallel cases, or similarities in cases to strengthen a statement. A projection can be strengthened by arguments from authorities (expert opinion) and causal logic (for example economic theory).

Predictions are forecasts that are based on firm theoretical assumptions. The most important characteristic of a prediction is that it details the generative forces (causes) and consequences (effects) or parallel (analogous) processes or relationships that are believed to underlie a relationship. Predictions can be supplemented by arguments from authorities (e.g. informative assessments) and methods (e.g. econometric models). Forecasts are predictions based on informative judgments or expert judgments about the future situation of society. This assessment can take the form of an intuitive assessment, where it is assumed that there is inner and creative strength from intellectuals, or hidden knowledge from policy actors.

Forecast Analysis is used to estimate three types of future social situations, namely potential futures, plausible futures, and normative futures. Potential futures (often called alternative futures) is a future social situation that may occur, which is different from the social situation that does occur. A plausible future is a future situation based on assumptions about the relationship between the environment and society, believed to exist if policymakers do not intervene to change the course of events. In contrast, the normative future is a potential or plausible future that is consistent with the analyst's concept of value needs and opportunities that exist in the future. The image below shows the relations of forecasting based on past, present and future conditions which are associated with three types of future.

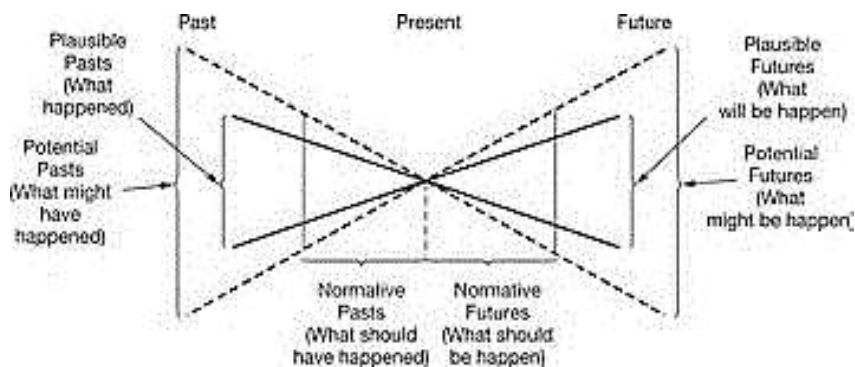


Figure 1: Three types of future social situations: *potential, plausible, and normative*

Based on the explanation and description of the image above, I will identify and map various paradoxical problems related to the implementation of The Law on the Child Criminal Justice System in the implementing of the diversion policy for children in conflict with the law in DKI Jakarta. Identification and mapping were carried out from the time The Law on the Child Criminal Justice System was declared effective (2014-2021) until the

time the research was carried out (2021-2022), and then forecasting diversion policies into the future (2022-2029). Thus, the forecasting policy analysis matrix can be described in the following table:

Table 4: Identification and Forecasting Analysis Mapping of Diversion Policy

	Past (2014-2021)	Present (2021-2022)	Future (2022-2029)
Plausible	What has happened is related to the problem of implementing the diversion policy for children in conflict with the law in DKI Jakarta.		What will happen regarding the implementation of the diversion policy regarding the possible development of student brawl cases involving children in DKI Jakarta.
Potential	What might happen is related to the problem of implementing the diversion policy for children in conflict with the law in DKI Jakarta, if certain intervention policies are not implemented.		What can happen regarding the problem of implementing the diversion policy in the logical development of student brawl cases involving children in DKI Jakarta.
Normative	What must happen, in the form of a combination of plausible and potential past conditions and situations.	What should happen, a combination of plausible and potential futures with certain targets.	

Source: Author's Data Processing (2023)

To sharpen the forecasting analysis, researchers used the SWOT analysis tool. The SWOT method includes four matrices, namely strength, weakness, opportunity, threat. Of the four matrices, there are two main dimensions of SWOT analysis, namely internal dimensions and external dimensions. The internal dimension includes a matrix of strengths and weaknesses while opportunities and threats are external factors (Gürel and Tat, 2017). Chermack and Kasshanna (2007) call SWOT analysis the term two-by-two matrix (Gürel and Tat, 2017: 1003).

Table 5: Analysis Scheme of Two-by-Two Matrix:

	Strengths	Weakness
Opportunities	<i>Achieve opportunities that greatly match the organization's strengths.</i>	<i>Overcome weakness to attain opportunities</i>
Threats	<i>Use strengths to reduce the organization's vulnerability to threats</i>	<i>Prevent weakness to avoid making the organization more susceptible to threats</i>

Source: Chermack and Kasshanna (2007:387)

4. Findings and Discussion

4.1. Implementation of the Diversion Policy for Children in Conflict with the Law

Cases of student brawls in DKI Jakarta continue to increase every year. This reality shows that Jakarta is not a friendly place for children. Modernization and the growth of urban culture often trigger conflicts between groups of children in Jakarta. It was acknowledged by research informants that Jakarta is prone to violence, especially cases of student brawls. The informants admitted that the harsh demands of life made people fight for space and even kill each other. "[...] There are many thugs in Jakarta." (Interview with DW, Informant, May 12 2022).

There are various motives for student brawls in DKI Jakarta. One of them is revenge. This act of revenge is hereditary and creates a chain of historical conflict. This mutual grudge is what makes children fight over territory to "prey" on others, as said by IS, one of the informants (18 May 2022).

Apart from the motive of revenge, the student brawl was triggered by the presence of a gang. To show the existence of the group, the gang was involved in a brawl. Informants revealed that it often happens that student gang invite brawls through social media. Used to be, student brawled directly right on the streets, now they bully

each other on social media and then invite brawls on the streets. This shift in *modus operandi* is very worrying because technological developments make children easily provoked.

The diversion policy is indeed a rational choice in developing the children who are involved in cases of violence. Informants mentioned several factors that allowed diversion to occur at an initial level. First, there is a recommendation from the Community Counselor of the Correctional Center. This institution carries out community research (in Bahasa Indonesia: *litmas*) regarding children in conflict with the law which covers both internal and external aspects. If the perpetrator repeatedly commits criminal acts and the threat is more than seven years, it is difficult for investigators to carry out diversion. However, the Community Counselor of the Correctional Center, who is the off taker of the Law on the Child Criminal Justice System, will continue to mediate so that diversion can be carried out at every phase of the trial. According to two informants, RKY (16 May 2022) and IR (10 May 2022), even though there is mediation and compensation agreements, for example, the court process is still ongoing. During the judicial process, the results of the mediation are submitted, that is to return the child to the parents as agreed.

Another consideration is the willingness of the victim to reconcile with the perpetrator. If the victim and his family accept the perpetrator's actions and reach an agreement, diversion can be carried out so that it does not proceed to the prosecution stage. However, if the victim or perpetrator cannot reach an agreement, including material compensation, then at the court level, the Community Counselor of the Correctional Center will ask the judge to hand down the lightest possible verdict. "This is a matter for the judge to consider." (Interview with Y, Informant, 13 May 2022).

Another thing that forms the basis for the decision of diversion for children in conflict with the law is the psychological condition of the perpetrator. According to informant, RKY (16 May 2022), indications of psychological instability or mental disorders of the perpetrator were taken into consideration by investigators and the Community Counselor of the Correctional Center when carrying out diversion. These internal indications of the perpetrator are usually found when carrying out community research.

So far, diversion efforts have not been without obstacles. During the mediation process, the police often encounter difficulties when dealing with victims who are reluctant to resolve problems through diversion, including regarding compensation that cannot be met by the perpetrator, so the victim insists on asking for the case to continue.

4.2. The Paradox of the Diversion Policy in Indonesia

The high rate of imprisonment in student brawl cases in DKI Jakarta proves that there is still a paradox between the ideals of restorative justice and its implementation in the field. Investigators do not fully understand the mandate of The Law on the Child Criminal Justice System which encourages the justice system to be the last resort in resolving juvenile crimes. This cannot be separated from the very minimal competence and human resources in the field of children specialist. It was stated by the ESL, one of the informants, that of the existing investigators, not all of them had child investigator certificates. "In Polda Metro Jaya, there is only one child investigator certification, only me" (Interview with ESL, 5 April 2022).

At the investigative level, there is a tendency to use the Emergency Law to ensnare children who use sharp weapons in brawls. Especially in cases that cause death, the determination of serious articles is non-negotiable. ESL admitted that efforts to restore justice in accordance with The Law on the Child Criminal Justice System are almost impossible to carry out for serious crimes. In these cases, it is almost impossible for investigators to determine a diversion decision when the sentence for the child is more than seven years.

Investigators are also paying attention to the fatality rate of student brawl cases due to the increasingly open use of sharp weapons in public spaces. The criminal consequences of student brawl cases are often not singular. The perpetrator can be dragged away and subject to several criminal threats. Another consideration is the interests of the victim as regulated in Article 8 letter (a) of The Law on the Child Criminal Justice System. The victim's

position is a determinant in diversion. If the victim is resistant then diversion is difficult to achieve (Wachtel, 2013).

However, in several cases, there were findings that investigators had made detentions since the perpetrator was arrested. Even though the average age of brawlers is in the range of 12-18 years. This is certainly problematic because within the framework of The Law on the Child Criminal Justice System efforts are made to ensure that children are not detained, especially for long periods of time, for children aged between 12-14 years. Limited detention space in Indonesia is certainly worrying for the model of coaching children who are psychologically vulnerable to pressure. Not to mention that the conditions in detention rooms are unclean, crowded, and they are in a room with adults, which has the potential to create new opportunities for crime. This research informant said that sometimes in detention, children are exposed to the influence of drugs by adult inmates, which worsens the child's mental state.

"So, the ceremony—or welcoming reception—is [that they are given] methamphetamine [by the adult prisoners], this is fatal. If they don't receive it, they will be beaten." (Interview with DW, 12th of May, 2022)

This research informant admitted that there were cases where investigators detained them in police detention centers due to the absence of detention places such as Social Welfare Organizing Institutions (LPKS), Child Development Institutions (LPKA), and Temporary Child Care Institutions (LPAS). According to the informant, the absence of LPAS or LPKS in every region in DKI Jakarta is contradictory to the existence of correctional centres in these five regions. The reason is that the existence of correctional centers functions to guide and develop children in conflict with the law in accordance with The Law on the Child Criminal Justice System.

The limitations of child development institutions mean that investigators have to entrust children to social institutions. Child care is not without obstacles. There are cases where social institutions refuse because there is no room. In DKI Jakarta there is only one social institution which is usually used as a child care centre, namely the Handayani orphanage in Bambu Apus, East Jakarta. Government support in providing care and coaching for Children in Conflict with The Law places is not yet significant even though The Law on the Child Criminal Justice System has been applied since 2012 and cases of student brawls in DKI Jakarta are rife every year. This confirmation was conveyed by one of the informants, Y (13th of May, 2022), while saying, "Even though it has been 20 years since 2012."

The informant acknowledged that there is a public perception that criminal acts that result in loss of life must be met with appropriate punishment. The victim's parents or family even demanded that the perpetrator be punished as severely as possible. In cases involving institutions, there is also intervention from the leadership of the victim's institution to ensnare the perpetrator through heavy criminal penalties. Community resistance is growing because systemic distrust of the justice system or law enforcement is still high. The community, said IS (18th of May, 2022), wants the perpetrators to be deterred and therefore must be sentenced to prison.

4.3. Forecast Analysis: Seven-Year Prediction

4.3.1. Projection

The escalation of student brawl cases in DKI Jakarta continues to grow. This is of course driven by the fluidity of digital technology which allows children to instill hatred and revenge through social media. The acceleration of social media use among children is exacerbated by the increasingly bad quality of brawls. Whereas previously children generally used physical force to attack each other on the streets, now many children dare to take up sharp weapons. It cannot be denied that the behavior of children today in criminal acts has become the same as that of adults (Hariyanto & Swardhana, 2021). DW, one of the informants, also admitted that in the future the quality of brawls will get worse and tend to increase because they are facilitated through social media.

"In the future, hopefully in Jakarta there will be no more brawls via Instagram, via WhatsApp, that is said if they have the courage to bleed, they are great children." (Interview with DW, 12th of May, 2022)

Seeing this trend, informants projected that the implementation of child diversion would not show significant improvements in the future. Both in DKI Jakarta, and especially in the regions, the tendency to criminalize Children in Conflict with The Law is still quite high. This is in line with the increasingly high case fatality rate due to the use of sharp weapons. This phenomenon certainly makes the implementation of diversion hampered from the investigation level. Informants emphasized that improvements to the diversion implementation model could occur if the government had strong political and legal will, such as issuing implementing regulations for The Law on the Child Criminal Justice System which are still not available. When, said IS (18th of May, 2022), the implementing regulations of the law has already been made, perhaps there will be changes.

In line with these changes, informants are still optimistic that the implementation of the diversion policy in DKI Jakarta for the next seven years will get better. This is because more and more law enforcers and related work partners have specifications in the field of handling children. More and more training is being conducted for law enforcers and related institutions so that understanding of The Law on the Child Criminal Justice System becomes better. Informants believe that legal modernization in Indonesia will help accelerate the pace of change in the juvenile criminal justice model, as experienced by South Korea 10 years ago. "So, we're 20 years behind." [Interview with ESL, 5th of April, 2022]

4.3.2. Prediction

It is predicted that student brawl cases in DKI Jakarta will continue to be massive. The quality of brawls is getting worse, triggered by social media and the use of sharp weapons. One of the things that triggers criminal acts of brawling is the existence of gangs. Often these gangs go around looking for their opponents from one place to another. They also often carry out motorbike convoys to find and attack opponents.

Sociologically, gangs are a subculture that refers to all ways of life that make the world understandable to its members. Subcultures are often seen as spaces for deviant cultures. In the school environment, gang formation is very likely to occur due to closeness and interaction.

According to IS, the student brawl phenomenon in DKI Jakarta is deviant behavior driven by history, traditions, and labels that have long been attached to a school or group of gangs. This was then indoctrinated from senior students to juniors from generation to generation. In this tradition, hostile values are reproduced from seniors to juniors (Awalokita, 2017). Therefore, they will celebrate violence communally without considering public order. Several studies have found that the use of social media has increased the potential for violence. A site that discusses psychological studies, All Psych, contains a study on the psychological effects of media violence on children entitled The Psychological Effects of Violent Media on Children (KPAI, 2018). Children who are exposed to violence in the media are more likely to experience increased feelings of hostility, decreased emotional responses to depictions of violence which leads to violent behavior through the process of imitation. Research evidence has accumulated over the past half century that exposure to violence in television, movies, and more recently in video games increases the risk of violent behaviour of viewers.

Therefore, it is important to activate community participation in controlling children's behavior. Marlina (2012) said that diversion in the US is known as an environmental program designed with the aim of reducing child delinquency by providing mental counselling activities, health measures, work opportunities, and recreation. The involvement of community resources can give naughty children the opportunity to become good people.

4.3.3. Estimation

Amid the escalation of student brawl cases that occurred in DKI Jakarta, the implementation of diversion in the future seems increasingly challenged. Strong efforts are needed from all parties to truly find a solution to student brawl cases. The courage of children to use sharp weapons driven by the fluidity of social media is one of the toughest challenges facing law enforcement in the future. In summary, it can be said that the escalation in the use

of sharp weapons and social media is commensurate with the high number of prison sentences issued by the courts.

Not only at the crime level, the implementation of diversion in the future is also hampered by inadequate understanding of law enforcement officers and related institutions in implementing diversion policies. Informants stated that law enforcement officers still had misunderstandings regarding diversion. Even society gave negative response towards diversion.

In the future, ESL, one of the informants, recommend that investigators and law enforcement officers in general as well as related institutions must be able to differentiate the role of children in student brawl cases because not all children have the same role. In this case, law enforcement officers must have special competence and expertise in handling children's cases. In the future, the issue of strengthening competence through certification of law enforcement officers specifically for children and related institutions in juvenile justice needs to receive serious attention.

DW, one of the informants, also recommended that the government have a high commitment to the fulfilment of diversion facilities and infrastructure. As mandated by The Law on the Child Criminal Justice System, every region should have LPKS, LPAS or LPKA. The lack of diversion infrastructure often results in children being together in the same cell with adult prisoners, thus they are contaminated with bad behavior. For example, the habit of consuming narcotics has so far been found in many prisons.

4.4. Forecasting Analysis Matrix

Based on the discussion above, the forecasting analysis matrix as described above can be explained as follows:

Table 6: Forecasting Analysis Based on Future Social Situations

Description	Past (2014-2020)	Present (2021-2022)	Future (2023-2029)
<i>Plausible</i>	<ol style="list-style-type: none"> 1. Detention of children under 14 years old 2. Diversion without going through a court decision 3. The police are less competent in handling children 4. Lack of child investigators 5. Lack of child-friendly examination and detention rooms 6. The victim's reluctance to forgive the perpetrator 7. High case fatality 8. Weak coordination between investigators and the Community Counselor of the Correctional Center 9. Use of Emergency Law 		<ol style="list-style-type: none"> 1. Use of Emergency Law 2. Fatalities remain high due to the use of sharp weapons 3. Fulfilling child-friendly infrastructure needs 4. Availability of child investigators along with training and certification 5. Changes in public perception of the "eye for an eye" principle 6. Coordination between stakeholders is getting better 7. Accuracy in determining articles based on the child's role 8. Integration of child case databases to prevent recidivism
<i>Potential</i>	<ol style="list-style-type: none"> 1. Placement of Children in Conflict with The Law in detention centers that are not child friendly 2. Lack of children's rehabilitation places 3. Miscommunication between child diversion stakeholders 4. Policy makers are not committed to child diversion 		<ol style="list-style-type: none"> 1. Changes in police organizational culture to become more humane, empathetic and communicative 2. Law enforcement officers competency is getting better 3. Availability of investigators, prosecutors and juvenile judges 4. Supporting infrastructure is starting to become plentiful and evenly distributed

<i>Normative</i>	<ol style="list-style-type: none"> 1. Increasing investigator competency 2. Availability of child investigators 3. Child-friendly examination and detention rooms 4. Intensify security and social security and cyber patrols to prevent potential cases 5. Make immediate arrests when you see children carrying sharp weapons and then convoy using motorbikes 6. Deployment of police in conflict-prone locations so that they respond immediately 7. Determination of articles based on role 8. Legal assistance to ABH since the investigation 9. May not use the Emergency Law 10. Investigators must follow diversion provisions in the justice system 11. Diversion is determined through the court so that it has binding legal force 	<ol style="list-style-type: none"> 1. Investigators should pay attention to the recommendations of the Community Counselor of the Correctional Center 2. Use of technology to monitor and analyze maps of potential conflict locations to prevent student brawls 3. More integrative coordination between law enforcement agencies ranging from investigators to judges 4. The use of the Emergency Law should not apply to children 5. Acceleration of the issuance of derivative regulations of The Law on the Child Criminal Justice System which have not yet been realized 6. Strengthening character education to form a crime-free generation 7. The active role of the police and stakeholders to promote universal human values in schools 8. Ensure that supporting facilities and advocacy support function well to guarantee the rights of Children in Conflict with The Law
------------------	---	--

Source: Author's Data Processing (2023)

4.5. SWOT Analysis Matrix

4.5.1. Strength

There are at least three main forces that support the implementation of diversion in Children in Conflict with The Law cases, namely (1) police human resources; (2) accuracy in the use of criminal offenses in the case; and (3) the existence of Correctional Centers. First, student brawl mapping resources. The police have the technology to map potential points of student brawl cases in DKI Jakarta. From the results of this identification, the police then carried out social control efforts to suppress and minimize the potential for criminal acts to occur.

Second, the careful use of criminal offenses. When student brawls are no longer seen as a form of juvenile delinquency, the police must be careful and thorough in applying criminal offenses to every child involved in student brawl cases. This accuracy requires a high level of case analysis based on the role of each actor. Usually, case analysis is assisted by the Community Counsellor of the Correctional Center who is assigned in investigating the perpetrator's data. The results of Community Research at the Correctional Center are used by the police to determine whether the perpetrator is worthy of diversion or not according to their actions.

Third, the existence of the Community Counsellor of the Correctional Center. The important role of the Community Counsellor of the Correctional Center is to carry out community research which can be used as a consideration for law enforcers in making decisions. It is true that not all cases are successfully diverted, however, accurate, and correct community research results can at least be a basis for consideration. In the future, the role and competence of the Community Counsellor of the Correctional Center needs to continue to be strengthened so that this institution can carry out its duties and functions to help control and supervise the implementation of diversion.

4.5.2. Weakness

There are at least five weaknesses in implementing the diversion policy for children in conflict with the law in DKI Jakarta. First, detention of children under 14 years of age. According to The Law on the Child Criminal Justice System, children under 14 years who are under the threat of a seven-year sentence or less are prohibited

from being detained, let alone in a detention center. In the future, it is necessary to tighten the implementation of child detention policies so as not to cause things that worsen the mental and personality development and growth of children.

Second, child-friendly infrastructure. The lack of support facilities for children in conflict with the law often hinders progressive steps in implementing diversion. The facilities that children need can be in the form of a special examination room, a detention room, or a rehabilitation center. Not only are children often mixed with adult prisoners from various types of crimes, the design of children's examination rooms is also made to look like adults so that children are often intimidated. The existence of these facilities helps children's mental recovery to be more easily integrated into society.

"In South Korea, judges, prosecutors, psychologists, investigators, medical personnel are all under one roof. The victims came, only being interviewed once, and all of the law enforcement officers have the data." (Interview with ESL, 5th of April, 2022)

Third, the competence of the police. It must be acknowledged that the police's understanding of diversion clauses are not yet fully adequate. Investigators issued a discretion to terminate the investigation without considering recommendations of the Community Counsellor of the Correctional Centre. They even did not include the Community Counsellor of the Correctional Centre in the preparation of the police investigation report. Investigators also tend to issue diversions without written notes that have binding legal force through the courts. Apart from that, investigators also apply the same articles to all perpetrators who should be differentiated according to their roles. The availability of special competent human resources for children will certainly help children understand the legal process, know the risks of their actions and be aware of not repeating criminal acts. In the future, it is necessary to encourage the diversion process to be carried out first by the police. Studies show police-led diversion reduces the delinquent behavior of low-risk youth compared with justice channels. The police are expected to have the same knowledge and perspective regarding restorative justice so that from investigation to trial, the rights of the perpetrator remain guaranteed.

Fourth, advocacy support. Many Children in Conflict with The Law do not have legal representation since their cases were handled by the police. This fact has the potential to suppress children's rights. According to The Law on the Child Criminal Justice System Article 23, at every level of examination, children must have legal assistance, provided by the state. In this research, it was found that legal counsel was only presented when the child was about to enter the prosecution or trial stage. In the future, the police must ensure the availability of legal assistance to achieve humanistic and empathetic policing. However, it must also be ensured that the legal assistant must have sufficient competence and professionalism in order to truly understand the judicial process in order to further seek ways of diversion.

Fifth, there is an element of planning. In general, student brawl cases in DKI Jakarta started with planning conveyed via social media platforms. They were provoked by their seniors to determine the time and place as well as the tools that would be used to attack their opponents. The existence of this planning element makes the diversion process even more difficult to achieve. It is not surprising that the police took firm steps by imprisoning the perpetrators.

4.5.3. Opportunity

There are two opportunities that can be encouraged to minimize the paradox of implementing diversion. First, strengthening the derivative regulations of The Law on the Child Criminal Justice System, such as implementing regulations regarding actions that can be imposed on children--which are not yet available. This needs to be worked on immediately so that law enforcement officers have the same paradigm in making assessments regarding the articles that apply to Children in Conflict with The Law.

Second, community-based policing. The basic paradigm of this policing is inclusive community involvement in law enforcement. Community participation helps police performance in coordinating, monitoring, and reporting criminal acts. This policing model is in line with democratic policing which pays attention to community

problems and further collaborates with the community to gain legitimacy (Karnavian & Sulisty, 2017). Marlina's (2012) study in the US shows that the involvement of community resources in implementing diversion is able to provide law violators with the opportunity to become good people. In a society that is steeped in customs, a restorative justice approach is the right choice for reconciling a criminal act. In the future, community involvement must be a source of education, promotion, and outreach to prevent brawl cases.

“So whether it is effective or not actually comes back to the preventive function we carry out and how much contact we have with the community. [...]” (Interview with IS, 18th of May, 2022)

4.5.4. Threat

There are several important issues that will threaten the implementation of diversion policies in the future, including: the development of digital technology, the use of sharp weapons, gangster culture, the "eye for an eye" paradigm, and the fatality rate of brawls.

First, the development of digital technology. It cannot be denied that digital technology has been used as a tool to commit criminal acts. In the future, the police's digital resources in the form of cyber patrols should be directed at monitoring and preventing potential student brawls.

Second, the use of sharp weapons. This is of course ironic because the offense is no longer a student brawl but a crime. Consequently, the police will use the abuse or murder article rather than the normal article.

Third, gangster culture. The lives of children in urban areas are accustomed to gangster communities. In the future, social control policies can be implemented by diverting low-risk adolescents from gangster groups to reduce peer exposure. The police also need to take firm action against perpetrators of brawls through criminal offenses which could make the perpetrators' sentences more severe.

Fourth, case fatality. The fatality rate for student brawl cases is quite high. Therefore, the perpetrators of the student brawl were charged with multiple articles, including the most serious one being the application of the Emergency Law. However, the Emergency Law no longer needs to be used because it is no longer relevant to modern legal developments. Informants suggested that it was necessary to amend the Emergency Law to make it more relevant to the legal system.

Lastly, the “an eye for an eye” paradigm. There is a perception in society that punishment for criminals must be commensurate with their actions. In serious criminal cases, victims generally tend to be aggressive in demanding their rights, including asking that the perpetrator be sentenced to prison. In many studies, a gap has been found between perpetrators, victims, and police regarding the value of justice in criminal cases.

Based on the SWOT matrix analysis above, a diversion policy strategy can be created using the following two-by-two matrix:

Table 7. Two-by-Two Matrix Analysis Framework

	Strength	Weakness
Opportunity	<ol style="list-style-type: none"> 1. Strategy to expand community involvement in mapping the student brawl cases 2. Community involvement strategies to assist prevention according to case mapping 3. Strategy to strengthen the implementation of regulations derived from The Law on the Child Criminal Justice System to strengthen the existence of correctional centers and the thoroughness of the use of juvenile criminal offenses 	<ol style="list-style-type: none"> 1. Child-friendly infrastructure development strategy 2. Strategy for developing police human resource competencies to gain community legitimacy in handling juvenile crime 3. Attention to advocacy support to ensure the facilitation of children's rights 4. Community policing strategies to prevent student brawls

Threat	<ol style="list-style-type: none"> 1. Strategy for using digital technology to anticipate irregularities in the use of social media for brawls 2. Human resource mobilization strategy to prevent the use of sharp weapons with the risk of death 3. <i>Kamtibas (Keamanan dan Ketertiban Masyarakat</i> or Public Security and Order) patrol strategy to polarize gang power 4. Correctional center education and outreach strategy to the community about justice 	<ol style="list-style-type: none"> 1. The strategy prevents the element of planning in order to minimize the fatality rate and the use of sharp weapons during brawls 2. Strategy to strengthen the competency of police human resources to be able to anticipate the negative impacts of developments in digital technology 3. Strategy for engaging legal counsel since the investigation 4. Strategies for creating child-friendly infrastructure for mental recovery
---------------	---	--

Source: Author's Data Processing (2023)

5. Conclusion

There are three important conclusions from this research. First, the implementation of diversion in student brawl cases involving children in DKI Jakarta can be carried out at the investigation level. This is because the police apply criminal offenses based on the perpetrator's actions and can consider the recommendations of the Community Counsellor of the Correctional Center. However, investigators often do not proceed the case to the court to determine child diversion. In general, barriers to diversion are not caused by primordial factors such as *SARA (Suku, Agama, Ras, dan Antargolongan* or Ethnicity, Religion, Race, and Intercommunity).

Second, there is a paradox of implementing the diversion policy for children in conflict with the law in DKI Jakarta. Starting from the high use of the Emergency Law in student brawl cases to the low competence of the law enforcement officers in implementing The Law on the Child Criminal Justice System. The law enforcement officers also sometimes terminate investigations without involving and considering recommendations of the Community Counsellor of the Correctional Center and detains children in detention centers that are not child-friendly.

Third, forecasting analysis on diversion policy shows the urgency of transforming legal policy in the future. There must be legal political will and commitment to truly map student brawl cases so that they can minimize escalation and case fatality rates. Based on the SWOT analysis, a new policy strategy is needed to increase the competency of police and human resources of the correctional centre, the availability of child-friendly infrastructure, and advocacy to support the rights of Children in Conflict with The Law as well as the extensification of community-based policing.

Author Contributions: All authors contributed to this reserch

Funding: This research received no funding.

Conflict of Interest: The authors declare no conflict of interest.

Informed Consent Statement/Ethics approval: Not applicable.

References

Adiguna, I., Aswanto, & Heryani, W. (2015). "Penerapan Diversi terhadap Anak yang Berhadapan dengan Hukum dalam Sistem Peradilan Pidana." [Application of Diversion to Children in Conflict with the Law in the Criminal Justice System] *Jurnal Pasca Sarjana Universitas Hasanuddin*.

- Ariani, N. V. (2014). "Implementasi Undang-Undang Nomor 11 Tahun 2012 tentang Sistem Peradilan Pidana Anak dalam Upaya Melindungi Kepentingan Anak." [Implementation of Law Number 11 of 2012 on the Child Criminal Justice System in to Protect the Interests of Children.] *Jurnal Media Hukum*, 21(1), 16.
- Awalokita, Sonia. (2017). "Resolusi Konflik Kasus Tawuran Pelajar antara SMA Negeri 6 dan SMA Negeri 70 Jakarta." [Conflict Resolution in the Student Brawl Case between Jakarta Public Highschool 6 and Jakarta Public Highschool 70] *Tesis*. Jakarta: UIN Syarif Hidayatullah.
- BPS. (2020). "Statistik Kriminal 2020. [Laporan]." [Crime Statistics 2020. [Report].] <https://www.bps.go.id/publication/2020/11/17/0f2dfc46761281f68f11afb1/statistik-kriminal-2020.html>.
- Child Welfare Information Gateway. (2020). "Determining the Best Interests of the Child. [State Statutes]." https://www.childwelfare.gov/pubPDFs/best_interest.pdf.
- Dekaria, Erwinda dan Putri, Agustiana. (Januari 2020). "Faktor Penghambat Diversi bagi Anak yang Berkonflik Dengan Hukum di Pengadilan Negeri Blitar." [Factors Inhibiting Diversion for Children in Conflict with the Law in the Blitar District Court] *Novum: Jurnal Hukum*, Volume 7, Nomor 1.
- Dunn, William N. (2003). *Pengantar Analisis Kebijakan Publik (Edisi kelima)* [Introduction to Public Policy Analysis (Fifth Edition)]. Yogyakarta: Gajah Mada University Press.
- Emet, Gürel and M. Tat. (2017). "Swot Analysis: A Theoretical Review." *The Journal of International Social Research*. Vol. 10, No. 51. DOI: <http://dx.doi.org/10.17719/jisr.2017.1832>.
- Hamilton C., Anderson, K., Barnes, R., & Dorling, K. (2011). *Administrative Detention of Children: A Global Report*. United Nations Children's Fund. UNICEF.
- Hariyanto, Diah Ratna Sari & Swardhana, Gde Made. (September 2021). "Optimalisasi Pelaksanaan Diversi dalam Sistem Peradilan Pidana Anak yang Berorientasi pada Restorative Justice di Kota Denpasar." [Optimizing the Implementation of Diversion in the Restorative Justice-Oriented Juvenile Criminal Justice System in Denpasar City] *Jurnal Legislasi Indonesia*, Vol 18 No. 3:394-404. <https://icjr.or.id/peringatan-30-tahun-deklarasi-hak-hak-asasi-anak-icjr-anak-masih-dalam-ancaman-penjara/>. <https://www.kpai.go.id/publikasi/kpai-riset-kekerasan-di-media-picu-anak-jadi-pelaku-kejahatan>, diakses pada 9 Juli 2022.
- ICJR. (2014). "Prospek Implementasi Sistem Peradilan Pidana Anak di Indonesia. [Kertas Kerja]." [Prospects for Implementation of the Juvenile Criminal Justice System in Indonesia. [Paper Work].] ICJR. https://icjr.or.id/wp-content/uploads/2014/11/Kertas_Kerja-_SPPA-_Final.pdf.
- Inter-Parliamentary Union (IPU) dan UNICEF. (2004). "Child protection A handbook for parliamentarians (7) [Handbook]." <https://www.refworld.org/docid/4a54bc000.html>.
- Karnavian, T., & Sulisty, H. (2017). *Democratic Policing*. Jakarta: Pensil 324.
- Lembaga Bantuan Hukum Jakarta (2020). "Sidang 12 Anak Kasus Tawuran di Bekasi; 2 Anak Diduga Mengalami Penyiksaan." [Trial of 12 Children in Brawl Cases in Bekasi; 2 Children Allegedly Experiencing Torture.] bantuanhukum.or.id. <https://bantuanhukum.or.id/sidang-12-anak-kasus-tawuran-di-bekasi-2-anak-diduga-mengalami-penyiksaan/>
- Marshall, T. F. (1999). *Restorative justice: An overview*. London: Home Office.
- Marlina. (2012). *Peradilan Anak di Indonesia: Pengembangan Konsep Diversi dan Restorative Justice [Juvenile Justice in Indonesia: Development of the Concept of Diversion and Restorative Justice]*. Bandung: PT Refika Aditama.
- Moleong, L. (2018). *Metodologi Penelitian Kualitatif [Qualitative Research Methodology]*. Bandung: PT Remaja Rosdakarya.
- Mufidah, L., & Uswatul Khasanah. (2019). "Implikasi Diversi Dalam Membentuk Tanggungjawab Anak Menuju RJ." [Implications of Diversion in Forming Children's Responsibility Towards Restorative Justice] *Jurnal Legislatif*, 2 (2).
- Mustofa, Muhammad. (2007). *Kriminologi (Edisi Pertama)* [Criminology (First Edition)]. Depok: FISIP UI PRESS.
- Purnianti, Supatmi, M.S., & Puteri, N.M.M. (2007). *Analisa Situasi Anak Yang Berhadapan Dengan Hukum Di Indonesia [Situation Analysis of children in conflict with the law]*. Jakarta: UNICEF.
- PUSKAPA. (2020). "Kesempatan Kedua dalam Hidup: Memulihkan Kesempatan bagi Anak dalam Sistem Peradilan Pidana di Indonesia. [Penelitian]." [Second Chance in Life: Restoring Opportunities for Children in the Criminal Justice System in Indonesia. [Research].] https://puskapa.org/assets/uploads/2020/11/Laporan-SPPA_final.pdf.
- Rahardjo, H. Mudjia. (2017). "Studi Kasus dalam Penelitian Kualitatif: Konsep dan Prosedurnya." [Case Studies in Qualitative Research: Concepts and Procedures.] Malang: Universitas Islam Negeri Maulana Malik Ibrahim.
- Roberts, Albert R. 2004. "The emergence and proliferation of juvenile diversion programs." In (Albert R. Roberts, ed.), *Juvenile Justice Sourcebook: Past, Present, and Future*. New York: Oxford University Press.
- Robson, J., & Davies, S. G., (2016). "Juvenile (in) justice: children in conflict with the law in Indonesia." *Asia-Pacific Journal on Human Rights and the Law*, 17(1), 119-147.

- Sistem Database Pemasyarakatan. "Data Pemasyarakatan." [Correctional Data.] [ditjenpas.co.id.smslap.ditjenpas.co.id](http://ditjenpas.co.id/smslap.ditjenpas.co.id).
- Smith, W. K., et al. (2017). "Adding Complexity to Theories of Paradox, Tensions, and Dualities of Innovation and Change: Introduction to Organization Studies Special Issue on Paradox, Tensions, and Dualities of Innovation and Change." *Organization Studies*, 38(3-4), 303-317. <https://doi.org/10.1177/0170840617693560>.
- Undang-Undang Nomor 11 Tahun 2012 tentang Sistem Peradilan Pidana Anak (SPPA). [The Law Number 11 of 2012 on the Child Criminal Justice System]
- UNICEF. (2006). "What is Child Protection? [Information sheet]." UNICEF. https://www.humanitarianlibrary.org/sites/default/files/2014/02/What_is_Child_Protection.pdf.
- Wachtel, T. (2013). "Defining restorative. IIRP Graduate Program." [Information Sheet]. https://www.iirp.edu/images/pdf/Defining-Restorative_Nov-2016.pdf.
- Zebua, R., Suwanto, S., & Marlina, M. (2014). "Analisis Diversi Dan Restorative Justice Dalam Undang-Undang No. 11 Tahun 2012 Tentang Sistem Peradilan Pidana Anak." [Analysis of Diversion and Restorative Justice in Law no. 11 of 2012 on the Juvenile Criminal Justice System] *Jurnal Mahupiki*, 2(1).

Social Media and Early Marriage During the Covid-19 Pandemic in Indonesia

Dewi Novianti¹, Siti Fatonah², Medi Trilaksono Dwi Abadi³, Mochammad Fauzul Haq⁴, Virginia Ayu Sagita⁵

^{1,2,3,4,5} Faculty of Social and Political Sciences, UPN Veteran Yogyakarta, Yogyakarta, Indonesia

Abstract

The covid-19 Pandemic has had a tremendous impact on the world community. Indonesia is one of the countries that has felt the impact of the Pandemic. Activities switch to online. Social media is the primary choice for teenagers. Unfortunately, these teenagers consume much harmful content. The novelty in this research is the high number of early marriages in Bantul, Indonesia, during the Pandemic, which is caused by consuming too often social media content that is not educational. This research method is descriptive qualitative. The data collection in this research is Observation, interview, and focus group discussion. The results showed that the number of early marriages during the Pandemic increased 100 percent. One of the causes of the increasing number of early marriages is social media. In addition to social media factors, several other factors cause early marriage during the Pandemic. Lack of positive activities, lots of free time, low education, low knowledge about the purpose of marriage, family economic factors, and promiscuity have led to an increase in the number of early marriages in adolescents during the Pandemic. In addition, early marriage has an impact on the high divorce rate. Researchers conducted socialization about the purpose of marriage from various points of view, both in terms of health, religion, Marriage Law, and family economy. After the researchers conducted FGDs and socialization, the youth of Bantul, Indonesia, understood the real purpose of marriage.

Keywords: Early Marriage, Social Media, Covid-19 Pandemic, Adolescents, Divorce

1. Introduction

Since the Indonesian government officially published that the Corona Virus entered Indonesia in March 2020, Indonesia has become one of the countries exposed to the Pandemic. The number of Covid-19 patients is increasing day by day. In July 2021, new cases were 35,094, an average of 7 days 33,451 (*Number of Covid 19 Patients in Indonesia July 11, 2021 - Google Search*, nd). The government once imposed Large-Scale Social Restrictions at the end of March 2020. The government imposed restrictions on community activities from the beginning of July 2021 until July 20, 2021. The government ordered people to stay at home, work from home, and study online, to suppress the spread of the Coronavirus. In addition, the government is campaigning for the 3M Movement; wear masks, maintain social distance, wash hands. The 3M movement aims to suppress the rate of development of the Corona Virus. When the world changed, interaction shifted to digital platforms, where almost everyone turned to the digital world. Currently, the Internet is no longer just a medium for delivering

electronic mail or looking for news. However, with the Internet, people are starting to recognize social media (Twitter, Instagram, Facebook, YouTube, and others) and instant messages (WhatsApp, Line, Blackberry Messenger, and others). Internet facilities and content that is increasingly developing mean more and more choices, resulting in increasingly diverse Internet use for each individual. The use of the Internet is reflected in the duration and frequency of accessing the Internet and what facilities are used by internet users when using the Internet (Novianti & Riyanto, 2018).

Research related to the use of social media for adolescents in the UK through interviews with 12 thousand adolescents revealed that 90% of these adolescents were actively using the Internet regularly, and 70% of them had at least one profile on social media (Rianto & Sukmawati, 2021). Until the second quarter, the number of internet users in Indonesia reached 73.7% of the total population of 196.7 million users. They almost penetrated 200 million users from the population of the Republic of Indonesia of 266.9 million (APJII, 2020). The survey results show that teenagers are also the most significant users of the Internet. More than 70% of active internet users come from people aged 13-18 years and are urbanites. These teenagers, often referred to as digital natives, use social media for various purposes, including reading the latest news, entertainment, sharing content they produce themselves, or building relationships with family and close friends (Supratman, 2018).

The novelty in this research is that social media causes early marriage for teenagers in Bantul, Indonesia, during the Covid-19 Pandemic. The number of early marriages or underage in Bantul during the Covid-19 Pandemic rose to 100 percent (Times & Daruwaskita, nd). In connection with the Covid-19 outbreak, many impacts have arisen due to this Corona Virus outbreak. Such as the impact on public health, economy, education, and others. Impact of Education where schools switch to online, causing students to be lazy, play a lot, interact a lot with social media. Social media content that is worrying is information in the form of pornography. Most social media users are teenagers.

At the same time, many internet sites are not suitable for consumption by teenagers (Ulinnuha, 2013). Teenagers do direct interaction with the environment is reduced. Teenagers interact a lot through social media, and gadgets are the main item. Many teenagers are exposed to and stimulated by pornographic media content. Teenagers are often exposed to pornographic media content causing pregnancy before marriage which is often called early marriage. Many children who are pregnant under age do not continue their studies, and a divorce occurs, the family economy is not yet established, and is psychologically immature. The description of free sex and underage sex is partly because they do not understand healthy sexual behavior. This is related to the lack of disclosure of information about good and healthy sex in society. There is even a tendency to allow sex to be considered immoral and taboo if discussed openly (Martin, 1992).

Sociology Lecturer at UIN Jakarta, Dr. Ida Rosyidah, MA, explained that early marriage in Indonesia is caused by economic, cultural, state policies, and religious understanding. The poverty rate that increased during the Pandemic caused parents to consider the burden of their lives to be large, thus sacrificing their children to marry at a young age so that the economic burden would be reduced (Rosyida, 2021)

Information media that are spread in society, both through mass and electronic media, become a reference for teenagers about sex. The problem of sexuality cannot be viewed from the side of the transaction of physical relations. Sexuality is a multidimensional phenomenon consisting of biological, psychosocial, behavioral, clinical, moral, and cultural aspects (Masters, Johnson, & Kolodny, 1992).

Departing from the large number of early marriages in Bantul, researchers researched social media and early marriage during the COVID-19 Pandemic in Indonesia. The purpose of this study was to find out the relationship between social media and the prevalence of early marriage among adolescents in Bantul, Indonesia during the Covid-19 Pandemic.

1.1. Social Media

Large social media networks such as Facebook and Twitter have been hailed as drivers of a new, socially engaged educational experience, fostering the capacity for discussion and connection among youngsters (Friesen & Lowe, 2012). Social media facilitates user content depicting opinions, interests, and ideas. Social network websites like Facebook, Twitter, Tumblr, Vine, TikTok, and Instagram are popular among the youth (Anreassen, Pallesen & Griffiths, 2017). The Young educated population is increasingly categorized as the 'digital natives of this information-driven global world (Mohammed et al., 2021). The lifestyle of the world community has been heavily influenced by internet-based technology (Sannusi et al., 2019). Teenagers prefer to spend time accessing the Internet, playing video games, and using smartphones rather than interacting with family, especially mothers and fathers (Hashim & Razali, 2019).

1.2. Adolescent Reproductive Education

The proportion of Indonesia's youth population aged 0-14 years decreased from 44.12 percent in 1971 to 23.33 percent in 2020 (*MaterialBrsInd-20210121151046.Pdf*, nd). The Indonesian population census in 2020 shows that this group constitutes 23.33 percent of the total population of Indonesia. Generation Z was born in 1997 - 2012 with an estimated age of 9 to 24 years. While the millennial generation was born in 1981-1996, the current estimated age is 25-40 years. The married population of Indonesia in 2015 was 72.19 percent. In 2016 it was 68.87 percent, and in 2017 it was 70.78 percent. In the same period, the working-age population aged 15-64 years increased from 53.39 percent to 70.72 percent (*MaterialBrsInd-20210121151046.Pdf*, nd). The percentage of marriages in Indonesia is relatively high, on average, above 50 percent per year of the total population of Indonesia. Together with urbanization and the explosion of information across borders, these significant changes have increased the exposure of young Indonesians to risks associated with reproductive health. The data of the Indonesian health demographic survey in 2017 was found that seven percent of women in the ages 15-19 years is have become mothers, among of them is five percent was labor, and two percent is the first pregnancy (BKKBN, BPS, and Ministry of Health RI, 2018). To protect the negative impact of media exposure to sexy content, sexy attitudes, and others, adolescents should increase positive knowledge about sexual behavior and reproductive Health (Murdiningsih et al., 2020).

Moreover, this result is in line with De Castro et al.'s advice to promote comprehensive sexual and reproductive health education associated with positive perceptions of sexual and reproductive Health in Mexican high school students (de Castro et al., 2018). The importance of sexual education for adolescents. Sexual education is an effort to educate and direct sexual behavior correctly and adequately. Children and adolescents with and without chronic health conditions and disabilities will benefit when they are provided with accurate and developmentally appropriate information about the biological, sociocultural, psychological, relational, and spiritual dimensions of sexuality. Information about sexuality can be taught and shared in schools, communities, homes, and medical offices using evidence-based interventions (Breuner et al., 2016)

The World Health Organization's definition of health is "a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity" (World Health Organization 1946). The definitions of reproductive health and sexual health reflect and extend these definitions of health. Central to our conception of adolescent sexual and reproductive health is understanding adolescence as a life stage defined by the physiological, psychological, social, and cultural transitions that mark the movement from childhood to adulthood. Adolescents emerge as adults, embodying the tension between the need for protection and guidance by parents and adult caregivers, on the one hand, and the rights to autonomy and agency on the other (Schalet et al., 2014).

Teenagers as state assets have become a group that requires special attention. However, specific health problems among adolescents are often overlooked, such as reproductive health, HIV-AIDS, and maternal mortality, the leading causes of morbidity and mortality among adolescents to date (Violita & Hadi, 2019).

The Indonesian Ministry of Health launched an Adolescent-Friendly Health Service program (AFHS) in primary health centers. Within a decade and a half of the program we are running, the number of primary healthcare centers conducting the AFHS has increased and spread fairly in various provinces. The Data Showed that 81.69% of the total districts in Indonesia had at least four primary healthcare centers with AFHS in 2014. This percentage represented about 31% of the total primary healthcare centers in Indonesia (*Pusat Data Dan Informasi - Kementerian Kesehatan Republik Indonesia*, n.d.).

The behavioral approach to sex explains that sexual behavior is a product of biological and psychosocial forces. Thus, behavior is not only studying what humans do but also understanding how and why humans behave. In this case, the term normal or abnormal should not be used, but rather the less or excessive behavior or inappropriate.

The clinical approach emphasizes sex as a natural function. However, physical problems (illness, infection, or medication) can affect sexual response patterns. Likewise, psychological problems (anxiety, sin, shame, depression, or conflict) can interfere with sexuality.

Cultural approaches to sex sometimes cause conflict, but relatively depending on time, place, and circumstances. Morals and rights differ significantly from the cultural background. Likewise, the myth is that women are passive and accepting, while men are more active and aggressive.

Sexual education is an effort to educate and direct sexual behavior correctly and adequately. That is, sexual behavior that emphasizes physical and psychological aspects will lead to or result in healthy sex for both self and others (Widjanarko, 1994). In addition, sexual health problems are also given, which are often associated with various diseases caused by sexual intercourse or commonly known as sexually transmitted diseases (PHS). Various STDs include *gonorrhoea*, *syphilis*, *chlamydial infections*, *chancroid*, *genital herpes*, *viral hepatitis*, *genital warts*, *molluscum contagiosum*, *public lice*, and *vaginal infections* (Master, Johnson & Kolodny, 1992).

The research results conducted by Zelnik and Kim (1982) show that if parents are willing to discuss sex with their children, their children tend to delay premarital sexual behavior. Likewise, Fisher's (1986) research shows that adolescents tend to imitate their parents' behavior. However, it is unfortunate that the information obtained through the mass media is sometimes only fragmentary and generally only emphasizes sex narrowly. However, the problem of sex is not as narrow and straightforward as that.

Bennett and Dickinson's (1980) research states that most teenagers choose to receive early parental sexual education, but adolescents seek information from groups or anywhere because parents do not know or even explain it in detail. Likewise, the research results conducted by Kallen, Stephenson, and Doughty (1983) showed that most adolescents received information about sex through their friends and not through their parents. However, it is different from the results of research by Bennett & Dickinson (1980) and research by Fisher (1986), which states that providing information about sex from parents is not necessarily better than information from other sources.

1.3. Early Marriage

Today, there are an estimated 580 million teenage girls globally, of whom 88 percent live in developing countries (Montazeri et al., 2016). The factors usually put forward as reasons for the early marriage of a girl child are poverty, unwanted pregnancy, parental pressure, peer pressure, and developmental stage. Moreso, it negatively affects the girl child, which includes emotional and mental distress, intolerance, school drop-out, Vesico Vaginal Fistula (VVF) disease, early widowhood, frustration, and hatred for the man as observed by (Kyari, Ayodele, 2014). Meanwhile, early marriage in the view of Islam is to prevent adultery. The Indonesian Ulema Council has issued a *fatwa* about early marriage. According to the MUI, there is no explicit provision regarding the age limit for marriage in the Islamic fiqh literature. Both the minimum and maximum limits.

Allah SWT says, "And marry those who are alone among you and those who are worthy of your male and female slaves." (Surat an-Nur [24]: 32). According to some scholars, what is meant by proper is physical ability. It means having the ability to produce offspring. Age maturity is one indicator for the achievement of marriage goals. The purpose of marriage is the benefit of married life and society and guarantees for pregnancy. Then, the MUI decided for the sake of benefit and referred to the applicable Law (*This is how Islam views early marriage*, 2016). Marriage provisions are returned to the age standardization provisions referring to Law No. 16 of 2019, the text of this article changes to, "Marriage is only permitted if a man and a woman have reached the age of 19 (nineteen) years." (*Law No. 16 of 2019 - Search Google*, nd).

2. Method

This research method is descriptive qualitative. First, in-depth interviews carried out data collection to obtain *here and now constructions* of the people as actors and the problems studied; to events, activities, feelings, motivations, concerns, procedures, habits, structures, patterns, and others. Researchers conducted interviews with 20 sources. The resource persons are teenagers from Sorowajan Village, Bantul, Indonesia. First, interviews to *reconstruct* past social practices. In addition to these two things, interviews are also used to make projections, especially regarding expectations in the future. Second, Observation to see data sources in the form of locations and events. In this study, the Observation was to visit the residences of early married couples in Sorowajan Village, Bantul, Yogyakarta. Third, Focus Group Discussion (FGD), researchers conducted discussions with teenagers, early marriage actors, Sorowajan Hamlet leaders, and Bantul Public Health officers. Fourth, the data analysis technique with three components of analysis: data reduction, data presentation, and conclusion drawing on verification, is carried out in an interactive forum with the data collection process as a cyclical process.

3. Result

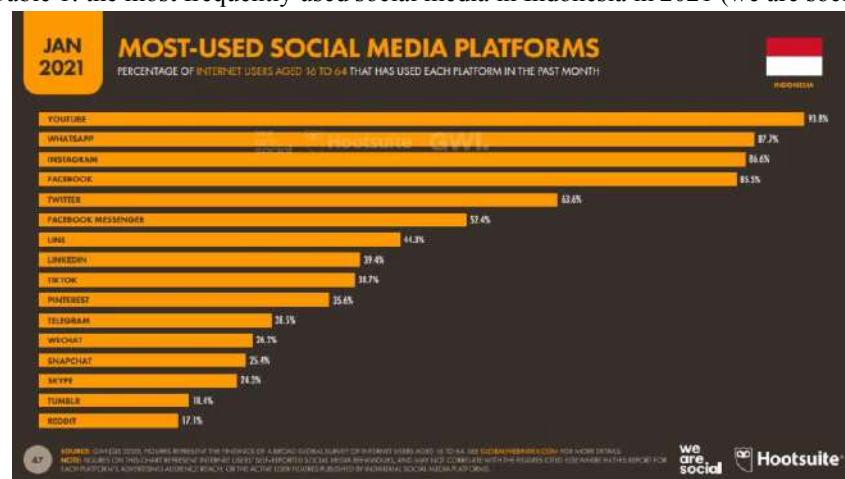
The Covid-19 Pandemic has changed the order of human life from all aspects. Public health emergencies can affect individuals' health, safety, and well-being (causing, for example, insecurity, confusion, emotional isolation, and stigma) and communities (due to economic losses, closure of jobs and schools, and inadequate resources for medical care). Poor response and distribution of needs). These effects can translate into various emotional reactions (such as stress or psychiatric conditions), unhealthy behavior (such as excessive substance use), and non-compliance with public health directives (such as home confinement and vaccinations) in people who contract the disease. Disease and in the general population. Extensive research in disaster mental health has established that emotional distress is ubiquitous in affected populations – a finding that is sure to resonate in populations affected by the Covid-19 Pandemic (Pfefferbaum & North, 2020).

One of the impacts of the COVID-19 Pandemic has disrupted students' lives in different ways, not only depending on their level and course of study but also on the point they have reached in their program (Daniel, 2020). Online schools cause many teenage students to play on the Internet. Social media is a favorite medium for teenagers. Using social media becomes a risk to teenagers more often than most adults realize. Most risks fall into the following categories: peer-to-peer, in-appropriate content; lack of understanding of online privacy issues; and outside influences of third-party advertising groups (O'Keeffe et al., 2011). The impact of social media is sexual behavior or the term sexting. Sexting can be defined as "sending, receiving, or forwarding sexually explicit messages, photographs, or images via cell phone, computer, or other digital devices (*Berkshire District Attorney's Office | Mass.Gov*, nd). Many parents today use technology very well and feel comfortable and capable with the online programs and venues for their children and youth. Never-even so, some parents might find it hard to relate to their digital intelligence. Young people are online for several reasons. Such an older adult might not have any basic understanding of establishing these new forms of socialization, which are an integral part of their children's lives (O'Keeffe et al., 2011). This is where the importance of sex education for teenagers. However, the clear goals of the sex education programs depend on the needs of the target population and the context in which sex education is provided (Schaafsma et al., 2017).

3.1. Social Media in Indonesia

Internet penetration in Indonesia at the end of March 2021 was 76.8 percent of the total population. According to Internetworldstats, internet users in the country reached 212.35 million with an estimated total population of 276.3 million. With this achievement, Indonesia is ranked 15th among Asian countries (Kusnandar, 2021). Internet users in Indonesia in early 2021 reached 202.6 million people. This number increased by 15.5 percent or 27 million people when compared to January 2020. The total population of Indonesia itself is currently 274.9 million people. This means that internet penetration in Indonesia in early 2021 will reach 73.7 percent (Media, 2021a). The Statista report noted that the most social media users in Indonesia in 2020 were aged 25-34 years. In detail, male and female users were 20.6% and 14.8%, respectively. The next position is users aged 18-24 years; in detail, male and female users are 16.1% and 14.2%, respectively (Mutia, 2020). These statistics show that internet users among teenagers are high. The following is a table of the most popular social media applications in Indonesia.

Table 1: the most frequently used social media in Indonesia in 2021 (we are social)



(Riyanto, 2021)

- Youtube users in Indonesia are 93.8% of the total population.
- Whatsapp users in Indonesia are 87.7% of the total population.
- Instagram users in Indonesia are 86.6% of the total population.
- Facebook users in Indonesia are 85.5% of the total population.

According to monthly usage, YouTube is the most extensively used social media application in Indonesia, followed by WhatsApp, Instagram, Facebook, and Twitter in that order. However, when viewed from the total duration of use of each social media, the Facebook network sits in the top three. They are WhatsApp, where Indonesian social media users spend an average of 30.8 hours per month, then Facebook with 17 hours per month, and Instagram with 17 hours per month (Media, 2021b).

For teenagers in Indonesia, social media is essential. Most teenagers think they are more active in using social media, so people see that they are more modern and easy to get along with. Meanwhile, teenagers who do not have social media are usually considered unmodern and less sociable or outdated. Currently, teenagers in Indonesia are not shy in conveying all their activities into the public space. Social media is a place for socialization, self-actualization, and making friends.

3.2. Social Media and Early Marriage during the Covid-19 Pandemic Early

Marriage is a reality that is often a topic of public discussion, both in actual society and online communities. Early marriage is also a social phenomenon that involves various elements in society, and this is the result of social construction and a new stereotype that has its meaning for the perpetrators. At the same time, early

marriage tends to be positioned on assumptions that have negative connotations because the sacred values of marriage have deviated from the values and norms that grow and develop in society. This is inseparable from the influence of religion, education, modernization, technological advances, and so on media social, thus creating a very free community social interaction with almost no boundaries. Social media is one of the factors that led to early marriage. The consumption pattern of social media is one of the main factors causing early marriage. Therefore, social media plays a significant role in triggering early marriage (Kompasiana.com, 2018).

In addition, the deteriorating economy during the Covid-19 Pandemic has also encouraged early marriage. The United Nations Population Fund (UNFPA) and the United Nations Children's Fund (UNICEF), in a report, entitled *Adapting to Covid-19: Pivoting The UNFPA-UNICEF Global Program to End Child Marriage to Respond to The Pandemic* predict, four million daughter marriages occur in two years. Next year in the world due to the economic crisis. Then, about 13 million early marriages will occur in the 2020-2030 timeframe in the world. The economic crisis also hit Indonesia during the Covid-19 Pandemic. This country experienced an economic recession in the third quarter of 2020. The number of poor people also increased to 26.4 million, equivalent to 9.8% of the population in March 2020. The Central Statistics Agency (BPS) noted that 3.06% of Indonesian youths who married for the first time under the age of 15 years came from the lowest 40% of household expenditure groups in 2020.

Meanwhile, just 1.85% of the middle 40% expenditure group and 0.91 percent of the top 20% of the economic group are in the top 20%. Young people who married for the first time between 16 and 18 experienced the same thing. The majority (25.79%) came from the bottom 40% of the income distribution. Only 9.27 percent were from the top 20% of the economic category, on the other hand. (Infographic: Child Marriage in Indonesia is Worrying) "This phenomenon cannot be separated from the perspective of families with low economic status who are unable to meet the cost of education and tend to see girls as an economic burden on the family. The solution is to get married as early as possible," the BPS wrote in its report citing the International Center for Research on Women (Jayani, 2021).

According to Bantul youth, in Indonesia, early marriage is commonplace and is considered natural. The number of early marriages or underage in Bantul during the Covid-19 Pandemic rose to 100 percent. Data from the Religious Courts of Bantul Regency, the number of couples who applied for dispensation to marry in 2019 was 125 cases. During 2020 it rose to 246 cases. Meanwhile, until the end of March 2021, there have been 25 cases (Times & Daruwaskita, nd). The number of early marriages continues to grow, so there needs to be a solution. The impact of early marriage is a high divorce rate. Their divorce has also increased. In 2019 or before the Pandemic, 2,018 cases consisted of 1,276 divorced cases and 429 divorced divorces. In 2020 or during the Pandemic, the divorce rate reached 2,052 cases, consisting of 1,159 sued divorces, 425 divorced divorces. Until the end of March 2021, the divorce rate was 445, consisting of 282 divorced lawsuits and 131 divorced divorce (Times & Daruwaskita, nd). Of course, this is very worrying for the future of the youth.

Factors Early marriage occurs because of pregnancy before marriage or cultural, economic, or religious factors. The early marriage caused by pregnancy before marriage usually occurs for several reasons; first, often watching sex videos and pornographic pictures on social media so that teenagers are stimulated to have sex with their partners. Second, the environment of promiscuity that causes pregnancy before marriage. Third, economic factors are caused by low-income families who cannot bear the burden of living with their children, so they are married to more economically capable men. Meanwhile, in early marriages caused by customs or religion, young women do not become pregnant before marriage. The marriage is precisely to avoid free sex and promiscuity.

For teenagers in Bantul, Indonesia, social media is essential. Especially during the Covid-19 Pandemic, many activities are carried out at home. The Indonesian government first implemented Community Activity Restrictions (PPKM) on January 11-25 January 2021. All teaching and learning activities are carried out online (designers, 2021). This causes teenagers to use much time to access the Internet. Unfortunately, teenagers in Bantul, Indonesia, consume harmful internet content that can stimulate sexual behavior before marriage, causing teenage girls to get pregnant.

Researchers conducted interviews and focus group discussions with 20 youths in Bantul, Indonesia. Four were married, and sixteen were unmarried. Some already have children, and some do not. Some already have a lover but are shy in conveying this information. When researchers held discussions on adolescent reproductive health, some of them did not know adolescent reproductive health education information. Some FGD participants did not know the negative impact of having sex at a young age or teenager. Discussions about the risks of early marriage for adolescents who are not ready psychologically, mentally, economically, and with low education cause marriages to become fragile. This is what causes divorce in the household.

The Bantul, Indonesian teenager has a variety of educational backgrounds. Some only graduated from junior high school (SMP), some only graduated from high school (SMA), and the equivalent, some graduated from Strata 1 (S1). Some are already working, and some are not. The amount of free time during the Pandemic makes them spend much time playing on the Internet. They are very active in using social media. The low factor of adolescent education causes them not to have sufficient knowledge of the impact of intimate relationships before marriage. The risk that will be borne when a woman is pregnant before marriage.

In terms of marriage laws, 15 teenagers were unaware of Law 16 of 2019, which amends Law 1 of 1974. They are unaware of the age restriction on marriage imposed by the Law. According to the Law, the minimum marriage age is 19 years both for man and women. What is concerning is the constant presence of mass media, both print and electronic, most notably the Internet, which cannot be controlled within safe limits for public consumption, exposing pornography and scenes that are not deserving of being shown in general, causing an increasing number of modern teenagers to fall into the "permissive society" sphere, which allows them to live any lifestyle they choose (Rifiani, 2011).

4. Discussion

So what is wrong with early marriage? In essence, marriage is human nature. Human nature is to marry, have a family and have children. The primary purpose of marriage is to form a happy family full of peace of love and affection between husband, wife, and children (Prasetiawati, 2017). Marriage aims to create a harmonious family, Sakinah, mawaddah, waRahmah according to religious guidance. Linguistically, sakinah means calm or peaceful, mawaddah means love, and rahmah means love (Islamic Parenting, 2021). Islam teaches its people so that the family is used as an institution that is safe, comfortable, happy, and strong for every family member. The Qur'an and Hadith serve as the foundation for the development of a sakinah family and resolving any issues that may emerge (Prasetiawati, 2017). Thus, there is nothing wrong with teenagers getting married if they have the right goals and guidance. If the teenager is ready to marry, meaning that he is ready both mentally, economically, psychologically, physically, and from the side of the Islamic religion to avoid adultery, then the marriage will be good, it is recommended. However, if the opposite happens, then marriage becomes a problem. Teenagers have sex before marriage, adultery occurs, and pregnancy occurs, while they are not emotionally, economically, and mentally ready. Things like this are prohibited both from the side of Islam, the Law, community norms, and customs.

According to the research results of the mother and child (Ali, 2018), the impact of early marriage affect various aspects of life, especially the quality of maternal and infant quality as follows below:

1. Quality of others

- Early Pregnancymake mothers lack nutrients for themselves
- and increased risk of anemia the incidence of depression
- Risk of dying at an early age
- Increased maternal mortality
- According to the epidemiological study of young mothers with cervical cancer. The younger a woman has her first child, the more susceptible she is to cervical cancer.
- The risk of getting sexually transmitted diseases.

2. Quality of Children

- Birth weight tends to be lower because the nutritional needs of pregnant women must be higher, and both of them are in dire need of nutrition.

- Babies are born malnourished, therefore, susceptible to diseases that result in death.
3. Household Quality
- Many early marriages are directly proportional to the divorce rate so that many divorce cases are the impact of early marriage.
 - Incompatibility between parents and in-laws.
 - Inability to adapt and socialize.
 - Economic limitations because they do not have decent jobs and create a poor generation.
4. Domestic Violence, Death, and Dropouts.
- According to the results of the Humanitarian Organization's research on child protection, as many as 44% of girls who marry at an early age experience Domestic Violence (KDRT) with high-frequency levels. On the other hand, 56% of girls experience low-frequency domestic violence. In addition to the high rate of Domestic Violence (KDRT), early marriage also impacts the reproductive health of girls. Girls aged 10-14 years are five times more likely to die during pregnancy or childbirth than girls aged 20 to 25 years. If the child is 15-19 years old, it is twice as likely.
5. Disconnected Education Level
- Early marriage indeed results in the child not being able to achieve higher education. From the Humanitarian Organization research results, only 5.6% of children who marry at an early age continue their education after marriage, and the rest drop out of school because they carry out domestic life. However, their household very rarely achieves a prosperous family.
6. Population surge
- Early marriage is one of the contributors to the population jump; it can be seen that currently, the population of West Java has reached 43 million people with a growth rate of almost 2% per year.

The youth of Bantul, Indonesia, finally realized that early marriage was not prohibited, as long as it followed the existing signs. The signs are from the side of Islamic religious Law. From the side of the Marriage Law, it meets the requirements so that it is legal, does not violate community norms, and does not violate customs. Thus, adolescents are ready from an economic, mental, physical, and spiritual perspective.

The researcher and the team conducted Focus Group Discussions (FGD) and socialization of early marriage and sex education to teenagers in Bantul, Indonesia. The FGD invited resource persons from teenagers, early marriage actors, Sorowajan Hamlet leaders, and Bantul Community Health officers in Sorowajan village, Indonesia. The researcher's initial discussion asked about the concept of marriage according to Bantul teenagers. It turns out that almost all do not understand the importance of marriage and the purpose of marriage. Researchers asked about online schools for teenagers. They answer that the implementation of online schools causes them to be free to consume content that is not educational. Free time is used for dating, so pregnancy occurs before marriage. This marriage is still very premature because they are not ready for mental, psychological, physical, economic, and knowledge. The result is a divorce.

After we discussed, the result is that the teenagers finally realized that early marriage, because they were pregnant before marriage or because of free sex, would bear a heavy risk. After the researchers conducted socialization, they could describe the impact of early marriage due to pregnancy before marriage or free sex: major sins for having committed adultery, family responsibilities, unfinished school, not working, and being excommunicated from the environment.

They realize that early marriage is precarious, especially in terms of women's health, especially pregnant at a young age which is very risky for the birth process and the health of the uterus. Additionally, young couples are more vulnerable to their social surroundings and have not been able to take responsibility for all of their responsibilities; as a result, they occasionally face a mental shock due to their still unstable mental attitude and emotional state. ripe. While social media can be more beneficial for educational purposes than for browsing irrelevant items.

In summary, early marriage is nothing new. Early marriage has been around for a long time, but the problem is that early marriage has increased by 100 percent during the Covid-19 Pandemic in Bantul, Indonesia. The

research findings are that many teenagers in Bantul, Indonesia, do not know the importance of marriage and the purpose of marriage. The influence of social media is powerful, especially content that is not educational, pornographic, and porno action. During the Pandemic, schools enforce online learning, causing students to be free to consume content that is not educational. Free time is used for dating, so pregnancy occurs before marriage. This marriage is still very premature because they are not ready for mental, psychological, physical, economic, and knowledge. The impact of the marriage is divorce. After the researchers and the team conducted FGDs, discussed, and provided socialization of the importance of marriage and its purpose for teenagers, they understood. Bantul youth have opened their horizons about the nature of marriage and the purpose of marriage. Social media can be used for more positive things than viewing content that is not educational.

Author Contributions: All authors contributed to this research

Funding: This research received funding from the Institute for Research and Community Service, Veterans Development University, Yogyakarta, Indonesia

Conflict of Interest: The authors declare no conflict of interest.

Informed Consent Statement/Ethics approval: Not applicable.

Acknowledgements: This research received funding from the Institute for Research and Community Service, Veterans Development University, Yogyakarta, Indonesia has generously supported and funded this research endeavor, for which the team is hugely grateful. This invaluable financial support has played a crucial role in allowing the research team to delve deeper into the topic, conduct exhaustive research, and contribute to the body of knowledge in relevant disciplines

References

- Andreassen, CS, Pallesen, S., & Griffiths, MD (2017). The relationship between addictive use of social media, narcissism, and self-esteem: Findings from a large national survey. *Addictive Behaviors*, 64, 287-293.
- Ali, S. (2018). The Teen Marriage in Indonesia on the Country Perspective and Religion as Well as the Problem. *Jurnal Legislasi Indonesia*, 12(2), Article 2. <https://e-jurnal.peraturan.go.id/index.php/jli/article/view/405>
- This is How Islam Views Early Marriage*. (2016). Republika Online. <https://republika.co.id/berita/dunia-islam/fatwa/16/07/14/oaampg313-begini-islam-memandang-pernikahan-dini>
- Berkshire District Attorney's Office | Mass.gov*. (nd). Retrieved August 10, 2021, from <https://www.mass.gov/orgs/berkshire-district-attorneys-office>
- Breuner, CC, Mattson, G., Adolescence, CO, & Health, C. on PA of C. and F. (2016). Sexuality Education for Children and Adolescents. *Pediatrics*, 138(2). <https://doi.org/10.1542/peds.2016-1348>
- BKKBN, BPS, and Kemenkes RI, "Indonesian Health Demographic Survey," Usaid, pp. 1-606, 2018.
- Daniel, SJ (2020). Education and the COVID-19 Pandemic. *PROSPECTS*, 49(1), 91–96. <https://doi.org/10.1007/s11125-020-09464-3>
- de Castro, F., Rojas-Martínez, R., Villalobos-Hernández, A., Allen-Leigh, B., Breverman-Bronstein, A., Billings, DL, & Uribe-Zúñiga, P. (2018). Sexual and reproductive health outcomes are positively associated with comprehensive sexual education exposure in Mexican high-school students. *PloS One*, 13(3), e0193780. <https://doi.org/10.1371/journal.pone.0193780>
- detiknews. (2021). *The meaning of PPKM, its abbreviation and its rules*. <https://news.detik.com/berita/d-5640047/makna-ppkm-kepanjangan-hingga-aturannya>
- Friesen, N., & Lowe, S. (2012). The questionable promise of social media for education: Connective learning and the commercial imperative. *Journal of Computer Assisted Learning*, 28(3), 183–194. <https://doi.org/10.1111/j.1365-2729.2011.00426.x>
- Hashim, N., & Razali, A. (2019). Technology and Social Media in Communication between Mothers, Fathers, and Children. *Jurnal Komunikasi: Malaysian Journal of Communication*, 35(4), Article 4. <http://ejournal.ukm.my/mjc/article/view/36836>

- Jayani, D. H. (2021). *The Epidemic of Early Marriage in the Midst of the Pandemic and its Bad Impact — Analisis Data Katadata*. <https://katadata.co.id/muhammadridhoi/analisisdata/5ff7cb5cdf279/wabah-pernikahan-dini-di-tengah-pandemi-dan-dampak-buruknya>
- Jumlah pasien covid 19 indonesia tgl 11 juli 2021 [Amount of Covid-19 patients 11 July 2021] (nd). Retrieved July 11, 2021, from <https://www.google.com/search?q=jumlah+pasien+covid+19+indonesia+tgl+11+juli+2021&client=firefox-bd&sxsr>
- Kompasiana.com. (2018, December 16). *Media and Early Marriage*. KOMPASIANA. <https://www.kompasiana.com/andrynugraha/5c1662ec677ffb720121f262/media-dan-pernikahan-dini>
- Kusnandar, VB (2021). *Indonesia's internet penetration ranks 15th in Asia in 2021* | Databoks. <https://databoks.katadata.co.id/datapublish/2021/07/12/penetrasi-internet-indonesia-urutan-ke-15-di-asia-pada-2021>
- Kyari, Ayodele, GV, Joseph. (2014). *The Socio-Economic Effect of Early Marriage in North Western Nigeria | Mediterranean Journal of Social Sciences*. 5 No 14. <https://www.richtmann.org/journal/index.php/mjss/article/view/3190>
- MateriBrsInd-20210121151046.pdf*. (nd). Retrieved August 9, 2021, from https://www.bps.go.id/website/materi_ind/materiBrsInd-20210121151046.pdf
- Media, KC (2021a, February 23). *Number of Indonesian Internet Users in 2021 Reaches 202 Million*. KOMPAS.com. <https://tekno.kompas.com/read/2021/02/23/16100057/jumlah-pengguna-internet-indonesia-2021-tembus-202-juta>
- Media, KC (2021b, February 24). *Research Reveals More Than Half of Indonesia's Population is "Literate" on Social Media*. KOMPAS.com. <https://tekno.kompas.com/read/2021/02/24/08050027/riset-ungkap-lebih-dari-separuh-penduduk-indonesia-melek-media-sosial>
- Mohammed, MTS, Ibrahim, F., & Yunus, N. (2021). Exploring The Relationship of Social Media Usage and Multitasking of Social Media on Self-Efficacy and Academic Performance. *Jurnal Komunikasi: Malaysian Journal of Communication*, 37(1), Article 1. <http://ejournal.ukm.my/mjc/article/view/45631>
- Montazeri, S., Gharacheh, M., Mohammadi, N., Alaghband Rad, J., & Eftekhar Ardabili, H. (2016). Determinants of Early Marriage from Married Girls' Perspectives in Iranian Setting: A Qualitative Study. *Journal of Environmental and Public Health*, 2016, e8615929. <https://doi.org/10.1155/2016/8615929>
- Murdiningsih, M., Rohaya, R., Hindun, S., & Ocktariyana, O. (2020). The effect of adolescent reproductive health education on premarital sexual behavior. *International Journal of Public Health Science (IJPHS)*, 9(4), 327. <https://doi.org/10.11591/ijphs.v9i4.20444>
- Mutia, CA (2020). *What is the Age of the Majority of Social Media Users in Indonesia?* | Databoks. <https://databoks.katadata.co.id/datapublish/2020/11/23/berapa-usia-mayoritas-pengguna-media-sosial-di-indonesia>
- Novianti, R., & Riyanto, S. (2018). Media Literacy Level of Village Adolescents in Using the Internet. *Jurnal Komunikasi Pembangunan*, 16(2), 158–171. <https://doi.org/10.46937/16201825628>
- O'Keeffe, GS, Clarke-Pearson, K., & Council on Communications and Media. (2011). The Impact of Social Media on Children, Adolescents, and Families. *PEDIATRICS*, 127(4), 800–804. <https://doi.org/10.1542/peds.2011-0054>
- Parenting Islami. (2021). *It turns out this is the meaning of Sakinah Mawaddah Warahmah which is often said to newlyweds, Masya Allah!* <https://www.orami.co.id/magazine/sakinah-mawaddah-warahmah/>
- Pfefferbaum, B., & North, CS (2020). Mental Health and the Covid-19 Pandemic. *New England Journal of Medicine*, 383(6), 510–512. <https://doi.org/10.1056/NEJMp2008017>
- Prasetiawati, E. (2017). *View of Penafsiran Ayat-Ayat Keluarga Sakinah, Mawaddah, Wa Rahmah dalam Tafsir Al-Misbah dan Ibnu Katsir*. <https://e-journal.metrouniv.ac.id/index.php/nizham/article/view/993/836>
- Pusat Data dan Informasi—Kementerian Kesehatan Republik Indonesia*. (nd). Retrieved August 9, 2021, from <https://pusdatin.kemkes.go.id/folder/view/01/structure-publikasi-pusdatin-info-datin.html>
- Rianto, P., & Sukmawati, AI (2021). Literasi Digital Pelajar di Yogyakarta: Dari Consuming ke Prosuming Literacy. *Jurnal Komunikasi Global*, 10(1), 137–159. <https://doi.org/10.24815/jkg.v10i1.20612>
- Rifiani, D. (2011). Early Marriage in the Perspective of Islamic Law. *Journal de Jure*, 3. <https://doi.org/10.18860/j-fsh.v3i2.2144>
- Riyanto, AD (2021). *Hootsuite (We are Social): Indonesian Digital Report 2021 – Andi Dwi Riyanto, Dosen, Praktisi, Konsultan, Pembicara: E-bisnis/Digital Marketing/Promotion/Internet marketing, SEO, Technopreneur, Fasilitator Google Gapura Digital yogyakarta*. <https://andi.link/hootsuite-we-are-social-indonesian-digital-report-2021/>
- Rosyida, I. (2021). Highlight the High Rate of Early Marriage during the Pandemic. *RDK FM UIN JAKARTA*. <http://rdk.fidkom.uinjkt.ac.id/index.php/2021/06/19/soroti-tingginya-angka-pernikahan-dini-di-masa-pandemi/>

- Sannusi, SN, Ibrahim, F., Shaari, AH, & Subhi, N. (2019). Use of Social Media among B40 Youth around the Klang Valley. *Jurnal Komunikasi: Malaysian Journal of Communication*, 35(4), Article 4. <http://ejournal.ukm.my/mjc/article/view/31578>
- Schaafsma, D., Kok, G., Stoffelen, JMT, & Curfs, LMG (2017). People with Intellectual Disabilities Talk About Sexuality: Implications for the Development of Sex Education. *Sexuality and Disability*, 35(1), 21–38. <https://doi.org/10.1007/s11195-016-9466-4>
- Schalet, AT, Santelli, JS, Russell, ST, Halpern, CT, Miller, SA, Pickering, SS, Goldberg, SK, & Hoenig, JM (2014). Invited Commentary: Broadening the Evidence for Adolescent Sexual and Reproductive Health and Education in the United States. *Journal of Youth and Adolescence*, 43(10), 1595–1610. <https://doi.org/10.1007/s10964-014-0178-8>
- Supratman, LP (2018). Penggunaan Media Sosial oleh Digital Native. *Jurnal ILMU KOMUNIKASI*, 15(1), 47–60. <https://doi.org/10.24002/jik.v15i1.1243>
- Times, IDN, & Daruwaskita. (nd). *Pandemic, Early Marriage Rates in Bantul Soar by 100 Percent*. IDN Times. Retrieved August 14, 2021, from <https://jogja.idntimes.com/news/jogja/daruwaskita/pandemik-angka-pernikahan-dini-di-bantul-melonjak-hingga-100-persen>
- Ulinnuha, M. (2013). Protecting Children From Negative Internet Content: A Study of Children's Specific Web Browsers. *Sawwa: Jurnal Studi Gender*, 8(2), 341–360. <https://doi.org/10.21580/sa.v8i2.661>
- Undang-undang pernikahan terbaru 2020—Penelusuran Google* [2020 latest marriage law] (n.d.). Retrieved August 27, 2021, from <https://www.google.com/search?client=firefox-b-d&q=undang-undang+pernikahan+terbaru+2020> BKKBN, BPS, and Kemenkes RI, “Survei Demografi Kesehatan Indonesia,” Usaid, pp. 1-606, 2018.

The Impact of University Closures on Students' Motivation After the Fall of the Afghan Government by the Taliban

Chaman Ali Hikmat¹, Ramazan Ahmadi²

¹ Ph.D. candidate at education department of Dibrugarh University, Assam, India.

² Ph.D. Candidate at Sociology Department, Faculty of Letters, Akdeniz University, Antalya, Turkey.

E-mail: ramazan.ahmadi230@gmail.com. ORCID: 0000-0002-8299-7080

Correspondence: Chaman Ali Hikmat, Ph.D candidate at education department of Dibrugarh University, Assam, India. Tel: +91 7637890757. E-mail: alihikmat211@yahoo.com. ORCID: 0000-0003-0714-2645

Abstract

The post-2001 generation in Afghanistan experienced less violence and less trauma than generations during the civil war. Most of them, with the help of the international community, were provided the chance to go to school. For today's generation, access to higher education, the chance to study abroad, freedom of speech, freedom of work, and freedom of lifestyle have provided the ground for progress and development. The presence of the young post-2001 generation in various fields, from mass media to governmental entities, was a sign of progress and transformation from a conservative society to an educated and liberated society. With the sudden fall of the government, all the plans, activities, aspirations, and, most importantly, the educational opportunities of today's generation vanished. The closure of the gates of the universities not only cut off the opportunities for progress and development for the youth but also created trauma and anxiety for the youth. In this research, an attempt has been made to analyze and examine the reactions of university students to the changes and the new rules and regulations. A descriptive survey method has been used, and a total of 105 participants—49 boys and 56 girls from different departments of 5 universities have participated. Due to security conditions, purposive sampling has been used to select participants in this study. The findings showed that most of the students/participants are uncertain about the future, and they think about immigration and leaving the country. The result also showed that most female students are worried about strict rules and being excluded from work and social activities.

Keywords: University Closure, Education, Motivation, Taliban, Students, and Regulation

1. Introduction

The relative peace that has been prevailed in Afghanistan in the last two decades, with the help and cooperation of international community, has provided the ground for education and growth for post-2001 generation. According to Engelbrecht and Hassan (2021), after 2001, the United States and other international allies provided more than a billion dollars to higher education institutions in Afghanistan to expand access to quality higher education to Afghan youths. After 2001, higher education institutions gradually expanded to the thirty-

four provinces, and in 2021, the number reached 150, and more than half a million students, of whom one third were female, had the opportunity to pursue higher education in various disciplines. All of the progress in the higher education sector is in a state of ambiguity now, and no one knows what changes the system of practical education will undergo. Besides, the sudden fall of the government by the Taliban has created an atmosphere of repression and panic that has caused severe social and psychological unrest. Displacement, family separation, the end of relationships, poverty, job loss, persecution, and a slew of other social constraints have disproportionately impacted Afghan civilians, particularly university students. Most importantly, the closing of the university gates for a long time and imposing the strict rules and regulations dealt a heavy psychological blow to the students, which caused discouragement, lack of motivation, and low confidence among them. Babury and Hayward (2013) stated that the post-war trauma or effect of war and conflict has been a serious problem among university students in Afghanistan. Keeping an eye on the problem, they proposed a policy change in the higher education curriculum to address the mental health problems of students in Afghan higher education institutions. They articulated that "the universities in Afghanistan are populated by students, faculty, and staff who are themselves victims of the trauma and associated mental health problems related to war." The recent dramatic political and social collapse in Afghanistan was a terrible shock for civilians, particularly for the post-2001 generation, which had less experience of war and conflict than the older generation. In addition to security concerns, the psychological and social problems caused by these political changes have severely devastated the younger generation, especially university students.

2. Fear and uncertainty

With the Taliban taking over the Afghan government, anxiety, depression, and quandary are the common psycho-social problems that most of the university students have experienced. Because of the major policy change and strict rule and regulation imposition on institutions, the majority of students are uncertain about their future. During this crisis, a large number of university teachers and students fled from the country, even in some language departments such as English, French, Spanish, German, and Russian, where the majority of the teachers have left the country. This evacuation not only made the departments drained of professional teachers but also has created disappointment and confusion among those teachers and students who still remained in the country. Further, the exclusion of women lecturers and female students from higher education institutions has even deteriorated the situation, which has caused a high level of anxiety and depression among female teachers and students. Engelbrecht and Hassan (2021) reported that the newly appointed chancellor of Kabul University by the Taliban has stated that "women would not be allowed to go to work or attend college together with male fellows."

The majority of Afghan university students come from remote localities to pursue their higher education in major cities, where they mostly belong to poor farmer families. Financially, they depended on the support received by their parents and the Ministry of Higher Education. Sadly, amid the crisis, in addition to the disconnection from the study stream and the aforementioned challenges, they lost the support from their family and the stipend from the Ministry of Higher Education, which further exacerbated the situation for them. This distressing condition left many with no choice but to quit their studies and hope for the future.

3. Literature review

It has been seen that during war and social unrest, the education sector is one of the most vulnerable sectors compared to other governmental and nongovernmental branches. It has been seen that the destructive consequences of war and conflicts remain for years in the education systems of poor states. Of several negative impacts, decreased financial support, destruction of physical premises, immigration of teachers and students, and restriction of access to educational opportunities are the most common ones experienced (Lai & Thyne, 2007). According to Pherali and Sahar (2018), educational institutions show the country's authority on the ground. Therefore, militant groups often target schools and learning organizations to undermine state control and disseminate propaganda to overstate their power. Conflict and violence rip the country's social fabric,

particularly in fragile multi-ethnic states. This means that in such states, some social groups, because of economic hardship, religion, ethnicity, language, and geographical situation, are more vulnerable than others and may suffer from educational disproportionality. In the same vein, poor social-wellbeing and poverty pose similar challenges, as the immediate negative impact of conflict forces poor students to quit studies and search for food. In such conditions, it has been seen that women and girls are the most vulnerable groups whose insecurity, more than young men, forces them to leave schools (Omoeva et al., n.d.).

War and conflict have a negative impact not only on a country's economic and educational infrastructure, but also on the social well-being and emotional behavior of its citizens. Disappointment, lack of confidence about the future, stress, and trauma are the destructive effects of war and insecurity that can remarkably disrupt daily life. Murthy and Lakshminarayana (2006) have quoted the WHO's estimation that "in the situations of armed conflict across the globe, 10% of the people who experience traumatic events will have serious mental health problems and another 10% will develop behaviors that will hinder their ability to function effectively." In this vein, in 2004, two separate studies were carried out in Afghanistan where both of the studies showed a high rate of conflict-related mental health problems such as trauma, anxiety, and post-traumatic stress disorder (PTSD). In the first study, 62% of the participants aged 15 and above experienced trauma during the conflict, and symptoms of depression were found in 67.7%, while post-traumatic stress disorder was found in 72.2% (Cardozo et al. 2004). The second study, which was conducted in the Nangarhar province of Afghanistan, showed that of 1011 participants in the study, nearly half of them experienced traumatic events. Further, symptoms of depression were observed in 35.5% of the research population, and symptoms of anxiety were found in 51.8% (Scholte et al. 2004). The findings of both studies showed that women had experienced a higher rate of trauma, anxiety, PTSD, and depression than male participants.

The collapse of the Afghan government in mid-August 2021 and persecution and the imposition of strict rules, especially the closing of the doors of universities by the Taliban, caused a large number of professors to leave the country. This was an irreparable halt to the country's higher education main stream. In addition, a lack of security and a safe environment for academic activities has led to discouragement and frustration among university professors and students. In general, they become distrustful of their future, and this uncertainty has caused them to suffer from depression and other psychological problems. Besides devaluing academic researchers and closing universities' doors, economic hardship has added more burden to the educational problems in the country. Those university teachers who are still in the country have not received their salaries for months, so poverty has forced them to quit research and academic activities, instead struggling to provide food for their families. Private universities, however, are open, but they suffer from the same financial problems. This means that they are dependent on the fees of their students, but since the students, due to poverty, cannot afford their fees, they quit their studies and seek ways to immigrate. (Mallapaty, 2021).

4. Problem statement

The Taliban not only brought down the Afghan government in mid-August 2021, but also crippled the country's entire education system. For more than half a year, the gates of all governmental universities were closed; female professors and university students were not allowed to attend classes or enter campuses. A large number of students were halfway through their studies, and some were on the verge of graduating, but the sudden fall of the government put them in an ambiguous condition. Meanwhile, the female students are in utter confusion because they don't know whether the Taliban will allow them in the future to continue their studies; even if they are allowed to attend university, they don't know under what condition. The chaos caused the elite professors and experienced staff of the universities to leave the country and the students to be scattered anywhere, either across the country or abroad. In the midst of this turmoil, students are uncertain about their future, so despair, anxiety, and stress can be clearly seen among them.

4.1. Research questions

- 1) What is the students' reaction toward the university closure and the university regulation change by the Taliban?

- 2) Will the students have the same enthusiasm for studying as they had during the former government?
- 3) Are male and female students reacting to this change in the same way?

4.2. Objective of the study

- 1) To examine the reaction of students toward the universities' closure.
- 2) To examine students' motivation for study under the Taliban government.
- 3) To investigate how students react to regulation change.

4.3. Research Design

A descriptive survey method has been adopted to carry out this research. Due to security conditions and the closure of the doors of the universities, purposive sampling has been used to select the research participants. A multiple-choice questionnaire, through different means of communication (email, Google form, WhatsApp, and Skype), was administered to the research participants and SPSS was applied to analyze the data.

4.4. Population

A total of 105 undergraduate students from 5 universities (Kabul University, Kabul Polytechnique University, Kabul Education University, Bamyan University, and Daikundi University), irrespective of the year of study, majors, and semesters, were selected as the research population. The Table No.1 shows the number of participants from different universities. Of 105 research participants, 49 (46.7%) were male students and 56 (53.3%) were female students. The number of fourth year (senior) students is greater than that of juniors, sophomores, and freshmen. Table No. 2 depicts the number and percentage of the research participants based on their year of study.

Table 1: Student's Participation from Different Universities

Institution	Frequency	Percent
Kabul University	16	15.2
Kabul Education University	17	16.2
Kabul Polytechnique university	12	11.4
Bamyan University	48	45.7
Daikundi higher education institution	12	11.4
Total	105	100.0

Table 2: Research Participants Based on Year of Study

Year of study	Frequency	Valid Percent
First year	7	6.7
Second year	31	29.5
Third year	21	20.0
Fourth year	46	43.8
Total	105	100.0

5. Data Analysis

This research was conducted in November and December 2021, at the time that the situation in Afghanistan, due to the collapse of the government by the Taliban distressful and critical. People were worried and confused about the future. Given that, the data has been collected amid chaotic and distressing conditions, and much effort was made to address the challenges that arose after the collapse of the government for Afghan university students. It is worth mentioning that due to the crisis and closure of universities in Afghanistan, the researchers have not been able to select the research participants equally from all the universities, so that, through purposive

sampling, students from different majors and different stages of study were selected. The data collection was done through different communication platforms like WhatsApp, Skype, Google Form, and email. Moreover, in this research, effort has been made to consider gender parity and reflect female students' concerns. Figure 1 shows the student participation based on the percentages in different universities.

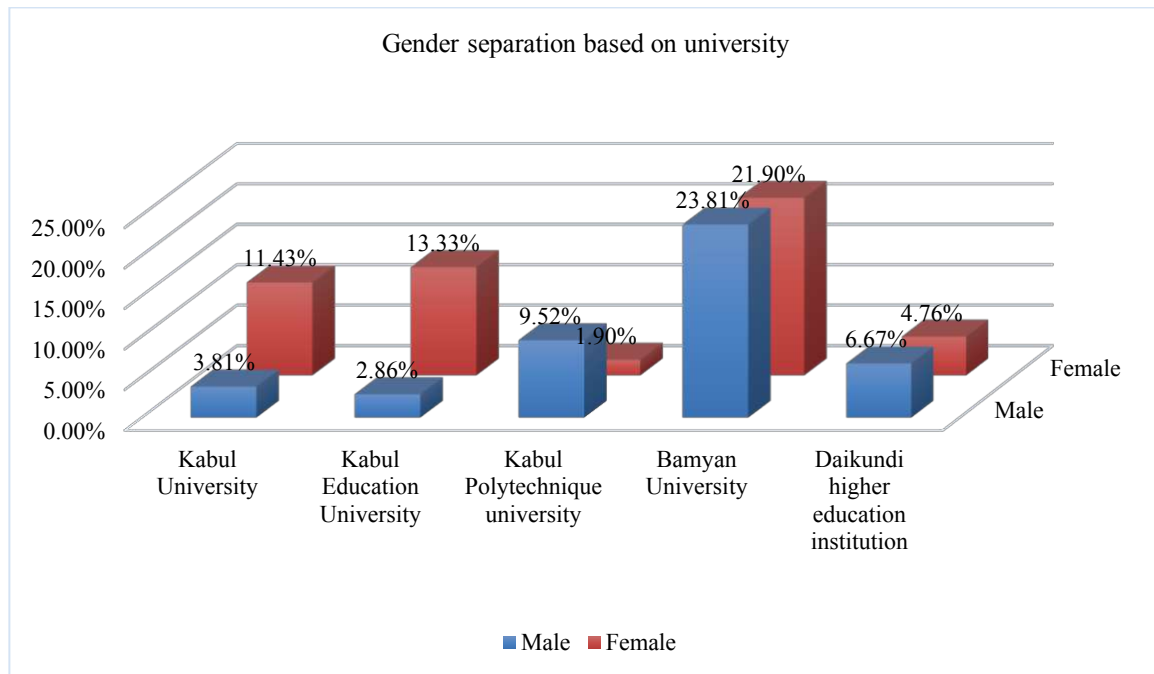


Figure 1: Gender comparison and percentage of respondents based on universities

The questionnaire that was administered consisted of five major interrelated questions, each of which contained four options. Each of the options probed a major concern of students regarding their study affairs.

In the first question on Figure No. 2, which was formulated to examine the participants' feelings toward the university closure and regulation change by the Taliban, 51 out of 105, or 48.6%, of the respondents admitted that they felt that their educational achievement was spoiled, especially the level of disappointment among female participants (29.52%) was greater than that of male students (19.05%). While 26 (24.8%) out of 105 were hopeful about resuming the universities as they were running before. From the total number, only 8 participants (8.6%) responded that they were no longer interested in continuing their education. In the same vein, 19 participants (18.1%) felt disappointed by the change and halt that occurred in their study stream.

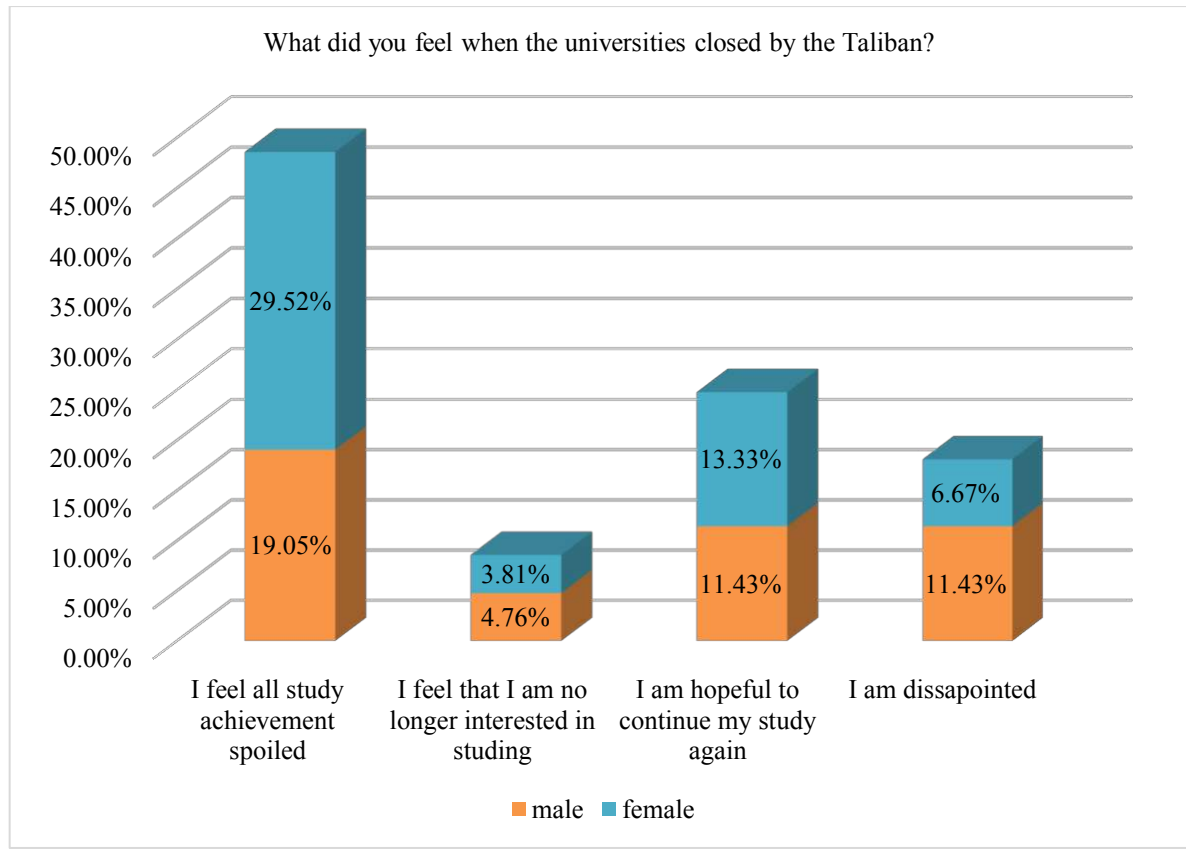


Figure 2: Students feelings and attitudes towards the closure of universities

The aim of the second question was to examine the participants' interest and enthusiasm in resuming their education under the Taliban rules and regulations. Of total respondents, 27.5% admitted that they will happily attend their classes if the universities are reopened, and 44.8% responded that they will do so without enthusiasm, because they have no other choices. Only 3.8% said that they no longer wanted to attend classes under the Taliban rule and regulations and wanted to quit their education.

Therefore, figure 3 shows that the education system is not suitable for youths and students, and they don't have the motivation and enthusiasm for education. It is a strong shock for the future of Afghanistan and is harmful for Afghan citizens.

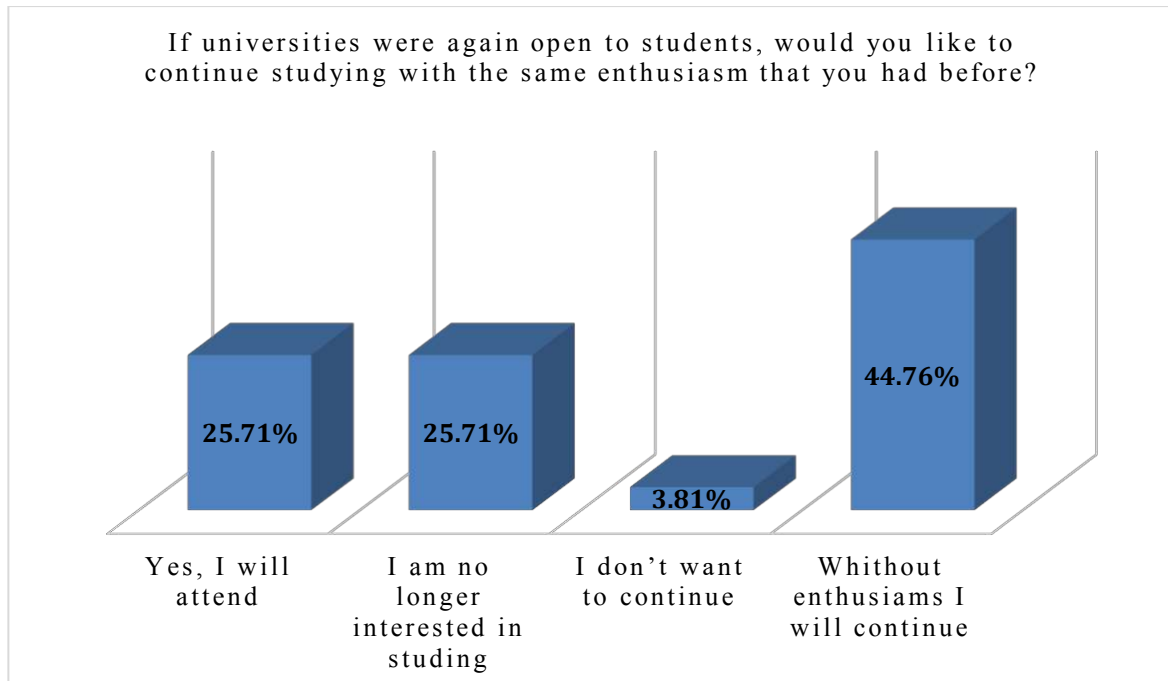


Figure 3: Assessment of students' motivation for study

If we want to consider the level of students' enthusiasm based on the separation of universities, Figure No. 4 shows that students of Kabul University, Kabul Education University, Kabul Polytechnic University, Bamyan University, and Daikundi Institute of Higher Education are not as enthusiastic as they were before the fall of the government. And the change in the system has had a very negative effect on their motivation and enthusiasm for study. Only the majority of participants from Kabul University were hopeful about the reopening of the university and the continuation of their studies as before. It could be attributed to Kabul University's status as the oldest and central university in Afghanistan, having more independence, facilities, and a better situation than other universities.

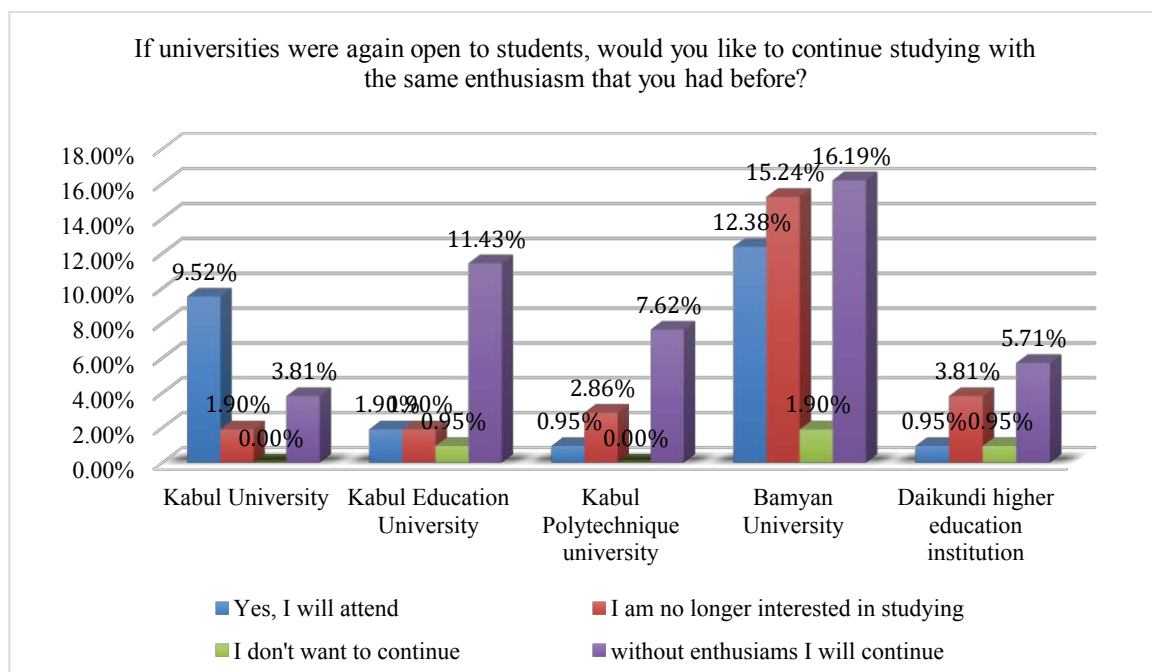


Figure 4: Assessing the students' desire for study based on the separation of the university in case of reopening universities

The third question was supposed to ask about the major factors that caused discouragement among the research participants. 56.2% of the respondents answered that they were uncertain about their future, and 22% admitted that the immigration of their teachers and classmates caused them to feel discouraged. In the same vein, 19% were concerned about strict rules and regulations by the Taliban, and only 3.8% revealed that separated classes for gender caused them to feel discouraged.

Figure 5 shows that the male participants, because of the uncertain future and the immigration of teachers and classmates, were discouraged, but the female participants, unlike the males, were more concerned about strict rules and regulations and the separation of male and female classes, which were the causes of their discouragement.

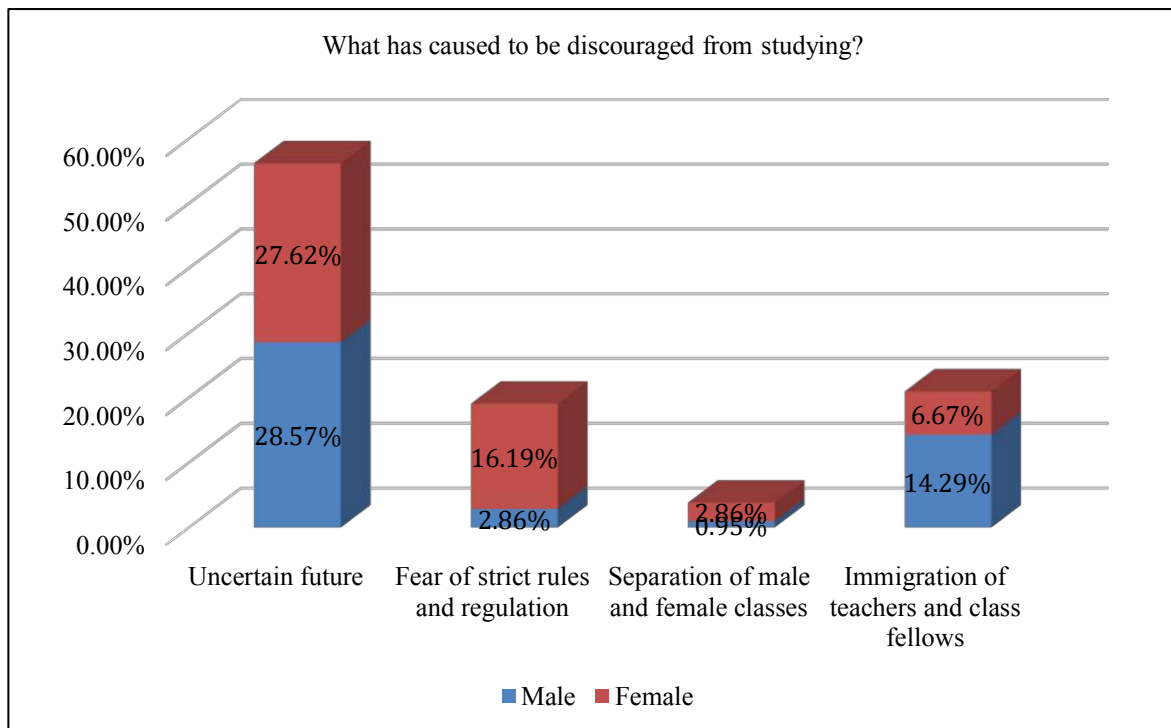


Figure 5: The factors of students’ discouragement from studying

The fourth question touches upon the major problems that the participants faced after the collapse of the government by the Taliban, which, in addition to the aforesaid challenges, prevented their education. A lack of a clear perspective on the job market was mentioned as a potential problem by 44.8% of the total respondents. Female exclusion from study and work was mentioned as a major problem by 30.5%. Economic problems were mentioned as an important problem by 15.2%. Only 9.5% of those polled stated that security was one of the most difficult aspects of their research.

Figure 6 depicts female exclusion from work and education are the major concern for female students than the male students.

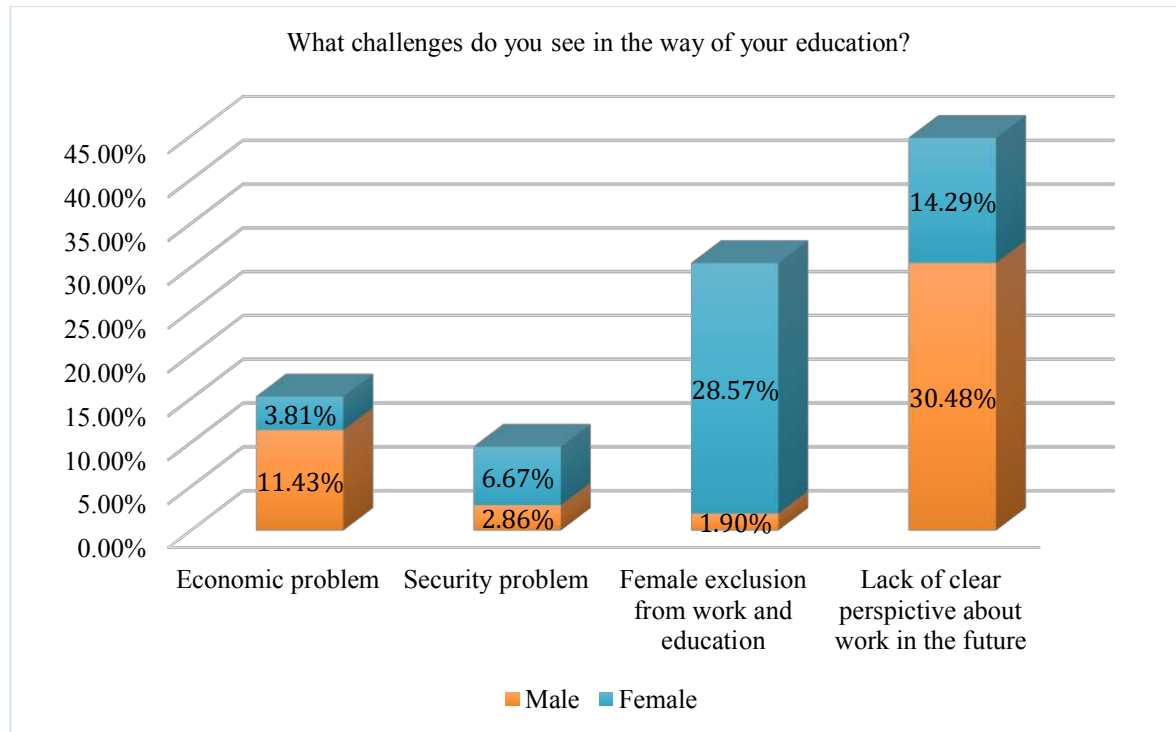


Figure 6: Educational problems after the collapse of the government by the Taliban

The fifth question probed: if the Taliban extend the current situation and do not lift the restrictions on educational affairs, what will students do? Of the total respondents, 46.7% said that if the situation continues as it is now, they will seek an opportunity to leave the country. And 34.2% said they were still in shock and unable to make a decision. But 16.2% mentioned that they will cope with the situation, and, at any cost, they want to continue their education. Only 4.8% of the respondents mentioned that if the imposed restrictions were not lifted, they would shift from studying to free work.

Figure 7 depicts a severe educational and political crisis, with students and youngsters losing interest in educational pursuits. Students and youths are the motors that propel society forward. When students' enthusiasm for education fades, society as a whole suffers, and there is no prospect for improvement. As evidenced by the data, students are either considering leaving the country or are still in shock and unsure what to do.

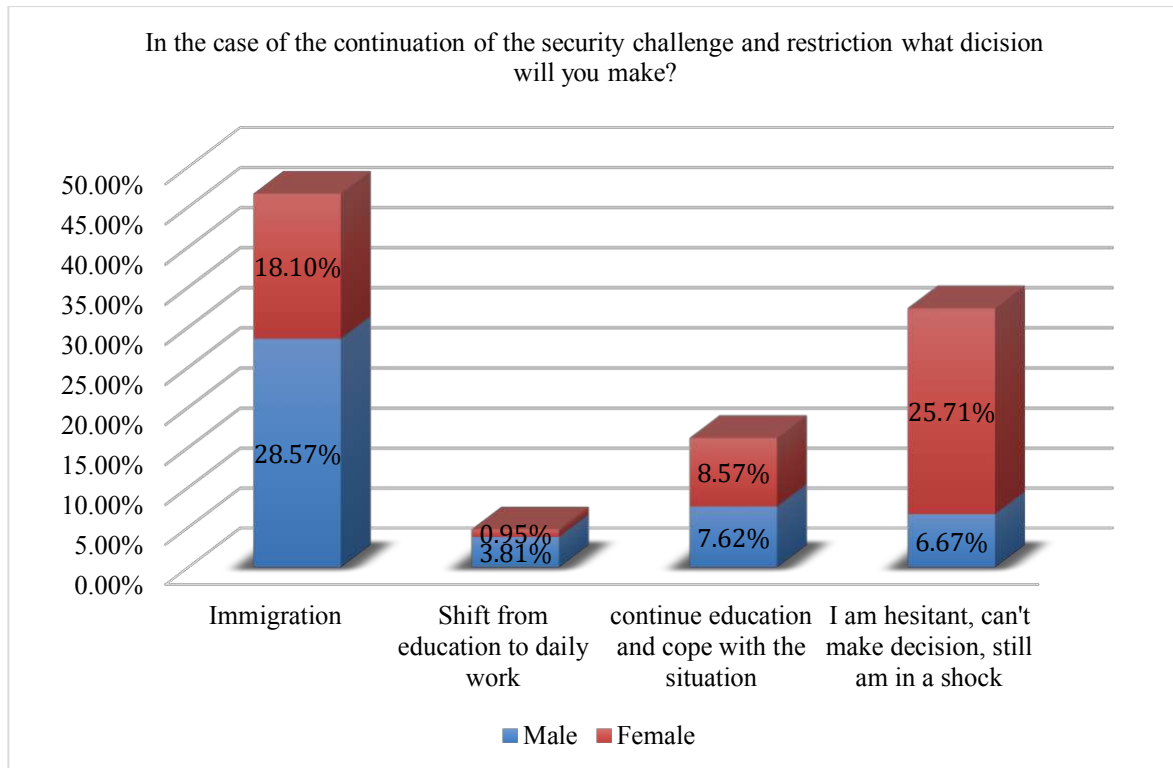


Figure 7: The analysis of students’ decisions on the continuation of their education

The young generation is the driving power of any civilization, and the progress of that society is inextricably linked to the scientific and technological capabilities of the youth. The current situation in Afghanistan has compelled young people, particularly university students, to consider migrating. When we look at individual students' perspectives and attitudes on the current situation, we find that the majority of them are focused on migration.

Figure 8 shows that students of Kabul University, Kabul Polytechnic University, Bamyan University, and Daikundi Institute of Higher Education are the most likely ones thanking of immigration. Only the students of Kabul Education University, as shown in Figure 1, who are mostly girls, have responded that they are still in shock and could not think of any decision, because immigration is difficult for young girls.

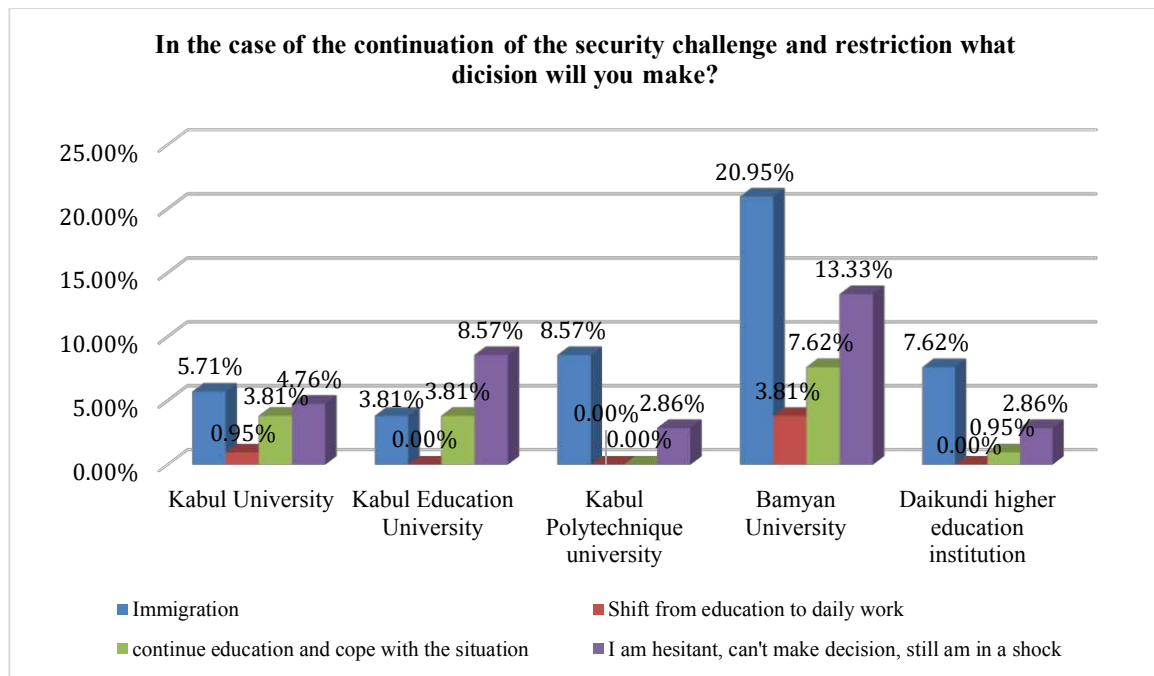


Figure 8. Students' life decision despite security challenges separated by universities

The growth and development of a society requires political stability, economic consistency, and manpower, including educated youth. Afghanistan is currently in a situation where political, security, economic, social, and cultural problems have deteriorated the apparatus of the country's development and desperately left Afghan students with many concerns about their future. The basis for the development of societies depends on the dynamic progression of their modern education. Education expands dynamically while educated individuals and students are assured of social, political, economic, and job stability.

6. Discussion

Evidently, analysis of the data shows that the fall of the Afghan government by the Taliban caused a fundamental disintegration and change in the field of education, especially in Afghan universities. This fragmentation has two types of negative effects on the entire Afghan university system and beneficiaries—immediate negative impact and long-term negative impact.

6.1. Immediate negative impact

As can be inferred from the data analysis, a general rift has been created in the higher education system in which communication between faculty and students has been disconnected. It can be said that the liability of the university system has vanished and the university officials no longer have confidence in their safety and security. This diffusion has confused the students as a whole, making them doubt their studies and educational future. Incredulity and frustration can be well understood from the responses of the participants in this research. Most participants responded that they were not optimistic about their continuation and the successful end of their education. Meanwhile, female students were more afraid of strict rules and restrictions than male students. In the short term, if these challenges are not resolved, the classrooms will be empty, and both students and professors may leave the university.

6.2. Long-term negative impact

The above problems, in the long run, cause the academic elite to leave the university and the departments to be empty of young and active cadres. And in the end, the achievements and progress of the last twenty years will be lost. The selection of the immigration option in the questionnaire by most of the respondents signals that if the

situation continues like this, Afghan universities will lose most of their academic staff, which will cause brain drain in Afghan universities. In addition, this chaotic condition disrupts the study stream, which will lead to frustration and anxiety among students.

7. Conclusion

The collapse of the former government in mid-August 2021 caused fundamental chaos and destruction in the country, which caused mass immigration and internal displacement. Amid the crisis, the education sector, especially higher education institutions, experienced the most destruction. The regime changes and the crisis caused a large number of university instructors and technical staff to leave the country. Consequently, the halt of universities, the imposition of strict rules and regulations, the exclusion of females from work, the separation of male and female students' classrooms, and many other social restrictions caused growing fear, anxiety, depression, and uncertainty among students. The survey result showed that 48.6% of the respondents felt that they were about to lose their educational achievements, which they gained through years of schooling. In addition, the analysis of the respondents' answers found that uncertainty about the future, deterioration of security and the economy, and the exclusion of women from work and education are the major causes of concern and discouragement among students. Besides, the study showed that in the event of the continuation of the crisis and restrictions, a large number of students, especially males, are seeking to find ways to immigrate, while females suffer from the strict regulations that prevent them from studying, working, and traveling. Since immigration is difficult for women, they live with distress and fear about their future.

Finally, the current situation in Afghanistan is moving toward backwardness where the achievements of the last two decades, especially in the education system, are being destroyed. If this condition continues, soon the country will face brain drain and the majority of young specialists and educated individuals will leave the country.

Authors contribution: The first author, Chaman Ali Hikmat, conceived the theoretical framework, developed the formalism, and administered the field data collection. The second author, Ramazan Ahmadi, provided valuable contributions in revising the work, deriving analytical conclusion, and conducting numerical simulations.

Funding: This research was funded by International Development Research Centre, and Aga Khan Foundation Canada through the University of Central Asia's Afghanistan Research Initiative (Grant# 109833 – 001).

Conflict of interest: The authors declare no conflicts of interests. As this research had no external source, there was no involvement of sponsor in the study's design, data collection, analysis, manuscript writing, or the decision to publish the result.

Informed consent: This study was non-interventional, and the participants were adults aged 18 or above. Each participants received a copy of the informed consent document before their involvement in the study.

References

- At Afghan Universities, Increasing Fear That Women Will Never Be Allowed Back—The New York Times. (n.d.). Retrieved December 3, 2021, from <https://www.nytimes.com/2021/09/27/world/asia/taliban-women-kabul-university.html>
- Babury, M. O., & Hayward, F. M. (2013). A Lifetime of Trauma: Mental Health Challenges for Higher Education in a Conflict Environment in Afghanistan. *Education Policy Analysis Archives*, 21(68), n68.
- Cardozo, B. L., Bilukha, O. O., Crawford, C. A. G., Shaikh, I., Wolfe, M. I., Gerber, M. L., & Anderson, M. (2004). Mental health, social functioning, and disability in postwar Afghanistan. *JAMA*, 292(5), 575–584. <https://doi.org/10.1001/jama.292.5.575>

- Murthy, R. S., & Lakshminarayana, R. (2006). Mental health consequences of war: A brief review of research findings. *World Psychiatry*, 5(1), 25–30.
- Mallapaty, S. (2021). Afghanistan's academics despair months after Taliban takeover. *Nature*, 601(7891), 11–12. <https://doi.org/10.1038/d41586-021-03774-y>
- Omoeva, C., Moussa, W., & Hatch, R. (n.d.). The Effects of Armed Conflict on Educational Attainment and Inequality. 57.
- Pherali, T., & Sahar, A. (2018). Learning in the chaos: A political economy analysis of education in Afghanistan. *Research in Comparative and International Education*, 13(2), 239–258.
- Scholte, W. F., Olf, M., Ventevogel, P., de Vries, G.-J., Jansveld, E., Cardozo, B. L., & Crawford, C. A. G. (2004). Mental health symptoms following war and repression in eastern Afghanistan. *JAMA*, 292(5), 585–593. <https://doi.org/10.1001/jama.292.5.585>
- The Effect of Civil War on Education, 1980–97. (n.d.). ResearchGate. <https://doi.org/10.1177/0022343307076631>

Indonesia's Chairmanship of ASEAN 2023: Navigating Complex Security Challenges in Southeast Asia

Ludiro Madu¹, Yudhy Widya Kusumo²

¹ Department of International Relations, Universitas Pembangaunan Nasional “Veteran” Yogyakarta, Yogyakarta, Indonesia

² Department of Public Relations, Universitas Pembangaunan Nasional “Veteran” Yogyakarta, Yogyakarta, Indonesia

Correspondence: Ludiro Madu, Department of International Relations, Universitas Pembangaunan Nasional “Veteran” Yogyakarta, Yogyakarta, Jl. Babarsari No. 2, Tambakbayan, Yogyakarta 55281, Indonesia. Email: ludiro.madu@upnyk.ac.id

Abstract

This paper delves into Indonesia's pivotal leadership role as the Chair of ASEAN in 2023, with a specific focus on its engagement with two paramount and pressing regional challenges: the Myanmar crisis and the South China Sea conflict. It illuminates Indonesia's approach, outcomes and explores the broader implications of its leadership within the context of ASEAN. The primary objective of this manuscript is to meticulously examine Indonesia's strategies and initiatives in effectively addressing these pivotal regional challenges during its tenure as the ASEAN Chair. It systematically explores Indonesia's capacity to navigate divisions among ASEAN member-states, effectively engage with non-cooperative actors, and uphold ASEAN's principles of neutrality and centrality. The results of this paper illuminate Indonesia's multifaceted role in tackling the Myanmar crisis, underscoring its diplomatic acumen, principled stance, and the formidable challenges it confronts. Likewise, in the context of the South China Sea conflict, this research critically evaluates Indonesia's leadership in facilitating dialogue, championing a code of conduct, and emphasizing the imperative of adherence to international law. The paper concludes by underscoring the pivotal importance of Indonesia's leadership in building the future stability of Southeast Asia. It accentuates Indonesia's balance between diplomatic engagement, principled leadership, and fidelity to ASEAN's guiding principles. This paper contributes significantly to the ongoing discourse surrounding ASEAN's intricate political and security dynamics and spotlights Indonesia's central position within this influential organization.

Keywords: Indonesia, ASEAN, leadership, Myanmar crisis, South China Sea

1. Introduction

Indonesia's leadership in ASEAN has received attention from various perspectives. One aspect that experts consider is Indonesia's role in providing international public goods, engaging in conflict management, and

promoting institution-building within ASEAN. Emmers (2014b) argues that Indonesia has actively attempted to develop a peaceful and independent security environment and mediate conflicts such as the Myanmar and South China Sea disputes. This viewpoint emphasizes Indonesia's attempts to be proactive and constructive in ASEAN's political and security processes. Furthermore, due to its vast dimensions, large population, strategic position, and natural riches, analysts recognize Indonesia's natural leadership role within ASEAN. Other ASEAN nations have recognized Indonesia as the first among equals, and it has felt entitled to a leadership position (Drajat, 2018). This acknowledgment of Indonesia's leadership role offers a foundation for specialists to examine and assess its performance in meeting its ASEAN leadership responsibilities (Sebastian, 2013). Experts also evaluate Indonesia's foreign policy and its impact on ASEAN chairmanship. Indonesia's foreign policy direction has shifted since President Joko Widodo ruled the country in October 2014. Widodo's government has shifted its focus away from ASEAN and towards other avenues that benefit Indonesia's national interests (Desker, 2015; Sukma, 2009). This shift calls into question Indonesia's leadership trajectory in ASEAN and compels experts to assess its dedication to ASEAN's aims and mission.

However, Indonesia's chairmanship of ASEAN in 2023 would be difficult, as the region faces several regional and international issues. First, when supporting consensus-building, Indonesia must balance its national interests with the interests of other ASEAN countries (Pattiradjawane, 2016). Indonesia needs to strike a balance between its national interests and the interests of other ASEAN countries by considering the long-term benefits of regional cooperation and integration (Haftel, 2010). The second problem is managing the Myanmar crisis. The Myanmar crisis is one of the significant regional challenges that Indonesia will face during its chairmanship (Karim, 2017). The diversity of military and economic cooperation in the Indo-Pacific, such as the Quadrilateral Security Dialogue (QUAD), AUKUS defense pact, and Regional Comprehensive Economic Partnership (RCEP), influences regional stability and ASEAN centrality (Wicaksana, 2023). The last issue Indonesia should address is maintaining ASEAN unity on global issues. As the chair, Indonesia is responsible for leading and setting the agenda for various ASEAN efforts to overcome regional and global problems (Umar & Santoso, 2023). One of the significant obstacles is bringing ASEAN member-states together on global concerns while maintaining their unity (Zhang, 2023), for example, in response to the aftermath of the Ukraine war (Aiza Azam and Adil Sultan, 2023). These inconsistencies emphasize the problems Indonesia would face as chairman and the importance of good leadership in tackling them.

Considering the complex regional and international backdrop, this paper is essential to understand Indonesia's leadership in ASEAN to navigate these challenges and promote regional cooperation from a constructivist viewpoint. This approach underlines the power of ideas, norms, and identities in shaping state behavior. This approach can be used to analyze the significance of Indonesia's leadership in ASEAN to navigate security challenges in the region. As one of the founding countries of ASEAN, Indonesia plays a major role in driving regional cooperation and conflict resolution in Southeast Asia. Indonesia's constructivist foreign policy aligns with the regional organization's basic principles: non-interference, consensus-building, and peaceful dispute resolution. This paper contributes to a broader understanding of Indonesia's ASEAN leadership, growing position, and ability to respond effectively to complex regional and global concerns.

1.1 Literature Review

Indonesia's chairmanship of ASEAN in 2023 becomes a strategic opportunity for the country to propose various peace and cooperation initiatives on complex Southeast Asian security issues. This literature analysis looks at how Indonesia handled regional security issues during its presidency of ASEAN in 2023. This review provides insights into Indonesia's strategy for tackling security concerns and promoting regional stability by analyzing diverse scholarly works and perspectives. Because of its physical dimensions, strategic location, and massive population, Indonesia is primarily recognized as having natural leadership in ASEAN (Ardhani et al., 2023).

However, little attention has been paid to how Indonesia has exerted leadership and how other Southeast Asian countries see it. While Indonesia has long been deemed the *de facto* leader, scholars say its leadership in ASEAN has been insufficient and inadequate (Emmers, 2014a). Resistance from some member states and differences in preferences for regional order have posed challenges to Indonesia's leadership (Emmers, 2014b). Some member

nations' opposition and differences in aspirations for regional order have provided obstacles to Indonesia's leadership (Pradana & Darmawan, 2023). It aims to create a stable and independent security environment, resolve conflict, and promote institutional development (Acharya, 1997; Väyrynen, 2022). Indonesia has participated in conflict settlement, including the Cambodian and South China Sea disputes. It has also established organizational structures to promote security, democracy, and human rights in the region (Emmers, 2014b; Karim, 2023; Sukma, 2011).

The constructivist perspective is better suited to analyzing Indonesia's leadership in navigating complex security concerns in Southeast Asia than the realist and liberalist approaches. This is because the constructivist approach emphasizes the significance of ideas, norms, and identities in determining state action (Wendt, 1992). The situation of Indonesia is particularly pertinent because its foreign policy is based on constructivist concepts such as non-interference, consensus-building, and peaceful conflict resolution (Acharya, 2014). Realist and liberal perspectives fail to define Indonesia's foreign policy actions (Roberts & Widyaningsih, 2015). The realist viewpoint is preoccupied with power and competition, while the liberal viewpoint is concerned with cooperation and interconnection (Dar, 2019; Zhou, 2020). Because both approaches do not explore the importance of ideas and norms in driving state conduct, they are not well-suited for analyzing Indonesia's leadership in ASEAN. The constructivist viewpoint can assist us in comprehending Indonesia's reluctance to take a firm stance on particular situations, such as the crisis in Myanmar. Indonesia's foreign policy is influenced by its identity as a diverse and pluralistic nation and its commitment to the principles of non-interference and sovereignty. It can also help us to understand how Indonesia is trying to balance its relations with the United States and China (Freundlieb, 2019).

A constructivist inquiry underlines Indonesia's ASEAN leadership regarding ideas, norms, and identities. According to academics, Indonesia's constructivist leadership prioritizes debate, inclusivity, and consensus-building (Anwar, 2023; Caballero-Anthony & Emmers, 2022). It seeks to develop a regional culture that values peaceful dispute resolution and compliance with international law. Indonesia helps ASEAN stability and cooperation by creating shared norms and identities (Drajat, 2018). Indonesia's ASEAN leadership involves both problems and possibilities. Security difficulties, such as territorial conflicts in the South China Sea and geopolitical rivalries, are among the challenges. Indonesia must manage these complex issues through dialogue and diplomacy and support peaceful resolutions (Irene et al., 2023). Economic integration and addressing economic disparities among member states are also key challenges. However, Indonesia's leadership presents opportunities to enhance regional cooperation, address non-traditional security challenges, and strengthen democratic governance and human rights within ASEAN (Ramadhony & Firmansyah, 2022).

Indonesia's chairmanship in the 2023 ASEAN provides a crucial platform for managing regional security problems in Southeast Asia. By examining the constructivist approach, this literature review highlights Indonesia's efforts to address security challenges and promote regional stability. Indonesia's natural leadership, provision of international public goods, constructivist approach, and recognition of challenges and opportunities contribute to its role in navigating complex security challenges during its leadership as the 2023 ASEAN Chair. By promoting dialogue and cooperation, upholding ASEAN's principles and norms, and building trust with external partners, Indonesia can help to create a more peaceful and prosperous Southeast Asia.

2. Method

This research applies a qualitative method that involves researchers' interpretation in understanding and revealing certain phenomena. In qualitative research, "researchers build a detailed, comprehensive picture, study words, show detailed views of informants, and conduct their studies in natural settings" (Creswell & Poth, 2017). Collecting research data uses literature study methods from previous studies, focus group discussions, existing statistical data, and in-depth interviews (Bryman, 2016). This study seeks to see the patterns of interaction between Indonesia, ASEAN member-states, and other related actors in the Myanmar crisis and the South China Sea conflict to obtain a clear picture of how Indonesia's leadership is at the heart of promoting ASEAN centrality and neutrality.

3. Result

3.1. Finding a Peaceful Solution for the Myanmar Crisis

The Myanmar crisis poses a significant challenge to ASEAN in the year 2023. Following the military coup in February 2021, Myanmar has plunged into a severe political and humanitarian crisis, with ASEAN struggling to reach a consensus on its resolution. ASEAN works hard to find a peaceful solution acceptable to all parties involved. The principles of neutrality and centrality underline the necessity of ASEAN refraining from taking positions in disputes (Yoshimatsu, 2023a).

Indonesia has taken several proactive steps to deal with the Myanmar crisis, which include establishing an emergency ASEAN summit in April 2021 to address the emergency, employing the Five-Point Consensus (5PC), providing a special representative to Myanmar to speak to the ruling military regime and other stakeholders, developing a humanitarian corridor to supply essential assistance to the people of Myanmar, and working together with the UN and other international partners (Azis et al., 2023). President Joko Widodo of Indonesia has also officially criticized the military coup, requesting the release of political prisoners and the resumption of democracy in Myanmar.

Indonesia is accountable for seeking an achievable resolution to the continuing situation as the 2023 ASEAN chair (Wicaksana et al., 2023). Indonesia can employ its well-established foreign policy values, such as free and active foreign policy, as well as its dedication to ASEAN's essential principles of neutrality and centrality, to address the Myanmar problem. With its open and active foreign policy, Indonesia can play an important role in settling regional problems. In addition, Indonesia's foreign policy can also maintain ASEAN neutrality and centrality principles to solve the Myanmar crisis.

Nevertheless, Indonesia confronts enormous obstacles in resolving the Myanmar problem. These obstacles include divisions within ASEAN over how to address the crisis, varying degrees of support for the military junta among ASEAN members (ranging from support in some cases to criticism in others), the military junta's refusal to carry out the five-point consensus agreed upon by ASEAN in April 2021, and a declining security condition in Myanmar marked by a severe clampdown on opposition and allegations of widespread human rights abuses (Haacke, 2023; Haosheng & Yunkang, 2023; Ong, 2023).

Indonesia's leadership in resolving the Myanmar situation is critical, evidenced by its long history of mediating disputes and supporting peace in Southeast Asia. Indonesia's devotion to free and active foreign policy principles, ASEAN neutrality, and centrality uniquely positions it to contribute to crisis resolution significantly. Indonesia must use its diplomatic expertise and resources to traverse the complex environment of the Myanmar issue in this endeavor (Muhamad, 2023; Sari, 2023). This includes forging consensus within ASEAN, interacting constructively with the military regime, and delivering critical humanitarian aid to the affected population (Acharya, 2021). The high stakes involved underscore the critical importance of Indonesia's leadership, which has the potential to influence the future trajectory of Southeast Asia profoundly.

In addition to the initiatives mentioned earlier, Indonesia could contemplate additional measures, such as dispatching a fact-finding mission to Myanmar for on-the-ground assessment, imposing sanctions on the military junta, and collaborating with the UN Security Council to refer the Myanmar situation to the International Criminal Court. The ultimate success of Indonesia's leadership hinges on several critical factors, including the willingness of ASEAN members to cooperate, the degree of collaboration from the military junta, and the support extended by the international community (Julianto, 2022). Nonetheless, Indonesia possesses the potential to make a substantial difference in resolving the Myanmar crisis, cementing its pivotal role in regional diplomacy and stability.

3.2. South China Sea Conflict

Indonesia's presidency in 2023 ASEAN can help promote peace in the South China Sea in various ways. Indonesia can play an essential role in encouraging conversation and diplomatic negotiations between ASEAN member states and China. As a neutral and powerful member of ASEAN, Indonesia may organize conversations and encourage peaceful resolutions to the South China Sea issues (Odgaard, 2003). Second, Indonesia can lobby for implementing a South China Sea code of conduct. A code of conduct would provide guidelines and norms for regional behavior, lowering the likelihood of conflicts and misunderstandings (Emmers, 2014a). Indonesia can help to maintain peace and stability in the South China Sea by aggressively pushing and supporting the implementation of a code of conduct (Ramadhani, 2015).

The conflicts in the South China Sea are complicated, comprising several claimants with rival territorial claims (Sack, 2022). ASEAN has been crucial in handling the issue and preventing it from worsening. However, the conflict has questioned ASEAN's unity and centrality (Chambers & Bunyavejchewin, 2023; Sack, 2022). Some ASEAN member countries are more associated with China, while others are more aligned with the US. Because of this lack of cohesiveness, ASEAN has found it challenging to adopt a firm stand on the problem.

From a constructivist standpoint, Indonesia's leadership is critical to maintaining ASEAN's centrality and neutrality in response to the South China Sea conflicts because Indonesia is an ASEAN founding member and leading power with a long history of promoting regional cooperation and conflict resolution (Heiduk, 2016; Suzuki, 2019). Conducting its leadership in ASEAN, Indonesia refers its foreign policy to constructivist concepts such as non-interference, consensus-building, and peaceful dispute resolution. These values are critical for ASEAN's centrality and neutrality in the South China Sea conflicts (Caballero-Anthony & Emmers, 2022; Koga, 2018). Because Indonesia has the capacity to bridge disunity among ASEAN member states, Indonesia's leadership is critical for sustaining ASEAN's centrality and neutrality in the South China Sea conflicts. Indonesia maintains cordial relations with all ASEAN nations, China, and the United States. This places Indonesia strategically positioned to facilitate communication and collaboration among the various stakeholders.

Furthermore, Indonesia's leadership can urge ASEAN countries to uphold international law principles such as the United Nations Convention on the Law of the Sea (UNCLOS). Indonesia can emphasize the significance of recognizing the rights and interests of all countries connected to the South China Sea problems and demanding adherence to the UNCLOS legal framework (Ramadhani, 2015). This method can help to prevent escalation and promote peaceful ends. Indonesia's leadership can encourage regional collaboration and confidence-building measures (CBM) among ASEAN member states and China (Anwar, 2020). Indonesia has embarked on various attempts in ASEAN to build a peaceful framework for resolving potential conflicts in the South China Sea. The ASEAN Code of Conduct in the South China Sea (COC), the ASEAN-China Joint Working Group on DOC Implementation (JWG), the ASEAN Workshop on Managing Potential Conflicts in the South China Sea, and the ASEAN-China Maritime Exercise are among these initiatives (Aziz & Basir, 2022; Rizani, 2021). Indonesia can promote regional trust and collaboration through increased combined marine patrols, information exchange, and capacity-building programs. These steps can aid in alleviating tensions and promoting peace in the South China Sea.

Despite these obstacles, Indonesia is dedicated to promoting South China Sea peace and stability. According to Indonesia, the COC is the greatest strategy to prevent conflict from escalating. Indonesia continues to attempt to increase trust and confidence among the conflict's various stakeholders. Indonesia can mediate between ASEAN member countries and China through diplomatic channels and shuttle diplomacy. Through diplomatic efforts, Indonesia can foster dialogue, bridge divisions, and peacefully facilitate negotiations to resolve South China Sea problems (Thao, 2023). Consequently, Indonesia's leadership in the ASEAN 2023 summit may contribute to establishing stability in the South China Sea by fostering dialogue, advocating for a code of conduct, upholding the principles of international law, enhancing regional cooperation, and engaging in diplomatic mediation. These programs can reduce tensions, prevent wars, and maintain regional peace.

4. Discussion

Indonesia's chair of the 2023 ASEAN placed it in a strategic position to confront critical regional challenges, including the Myanmar situation and the South China Sea conflict. It emphasizes the delicate balance between Indonesia's solid and free foreign policy and ASEAN centrality values (Thao, 2023). The way Indonesia has handled the Myanmar crisis illustrates its commitment to diplomatic approaches. The "free and active" concept in Indonesia's foreign policy allows it to demonstrate leadership without identifying with any one power bloc (Wardhani & Dugis, 2023). In this context, Indonesia has called an emergency ASEAN conference, dispatched a special ambassador to Myanmar, and established a humanitarian corridor, all consistent with its commitment to diplomacy and mediation.

However, Indonesia's efforts have faced substantial challenges. ASEAN's internal divisions over addressing the Myanmar crisis have strained its diplomatic capacity (Koga, 2022). While Indonesia promotes neutrality, some ASEAN members have been more sympathetic to the military junta. Bridging these differences while upholding ASEAN's principles is a delicate task. The military junta's uncooperative stance and Myanmar's deteriorating security situation pose significant challenges to any diplomatic resolution (Medail et al., 2023). Indonesia's leadership role necessitates engaging with the junta, urging them to implement the ASEAN-agreed consensus from April 2021 and ensuring humanitarian assistance reaches the affected population.

The results of the 2023 ASEAN summit in Jakarta, Indonesia, on September 5, 2023, did not significantly increase the chances of a peaceful solution to the Myanmar crisis. The summit was held under the chairmanship of Indonesia, one of Myanmar's most vocal critics of the military junta. However, the summit could not reach any consensus on addressing the crisis. The 2023 summit agreed to prolong the mandate of Brunei's Foreign Minister, Erywan Yusof, the ASEAN special envoy, to Myanmar for another three months (Lin, 2022). However, Yusof's efforts to foster discussion between the military junta and the National League for Democracy (NLD), the party that won the 2020 elections, have failed (Editorial, 2021). The conference also resolved to form an ASEAN foreign ministers' "contact group" to address the Myanmar problem. However, it is unclear what role this group will serve or how it will vary from the current processes that have failed to resolve the situation.

Nevertheless, clarifying that the summit was not a failure is crucial. It reaffirmed ASEAN's commitment to finding a peaceful solution to the crisis and allowed the ASEAN leaders to discuss the issue and exchange views. The future of the Myanmar crisis is uncertain. The ASEAN leaders have clarified that they are committed to finding a peaceful solution. The next few months will be critical in determining whether ASEAN can succeed in bringing peace to Myanmar. ASEAN and its member-states still need Indonesia to build peace for the Myanmar Crisis. Indonesia's diplomatic skills and commitment to ASEAN's centrality, neutrality, and peaceful dispute resolution principles were tested in 2023 (Farhana, 2022). Building consensus within ASEAN, encouraging cooperation from the junta, and fostering international support are critical components of Indonesia's leadership in addressing the Myanmar crisis.

Furthermore, Indonesia's leadership in ASEAN extends to its role in promoting peace in the South China Sea. The South China Sea conflict has long been a long-standing issue involving territorial disputes and overlapping claims, primarily between China and ASEAN member states. The results of the 2023 summit in Jakarta could not significantly increase peaceful solutions for the South China Sea conflict (Agusman, 2023). ASEAN and China must create a more conducive dialogue, cooperation, and stakeholder trust-building environment (Chairman's Statement, 2023). By upholding ASEAN's principles and norms and promoting the implementation of existing agreements, the following summit in Lao could help reduce tensions and create a more stable and peaceful region. It is important to note that the South China Sea conflict is complex, and there is no easy solution.

Those experiences significantly contribute to Indonesia as a neutral and influential actor in conflict resolution (Vershina et al., 2023). Firstly, Indonesia can facilitate diplomatic negotiations between ASEAN states and China. Its neutrality and diplomatic credibility make it a suitable mediator. Encouraging dialogue, compromise, and the peaceful resolution of disputes is a pivotal aspect of its leadership role. Secondly, advocating for

implementing a code of conduct in the South China Sea aligns with Indonesia's commitment to promoting peaceful norms. A code of conduct can help establish guidelines for responsible behavior and reduce tensions. Indonesia's leadership in pushing for adopting and adhering to such a code demonstrates its dedication to regional peace. Indonesia can also emphasize adherence to international law, notably UNCLOS, in resolving South China Sea disputes. Promoting respect for UNCLOS principles can provide a legal framework for addressing territorial and maritime claims, fostering stability and predictability. Indonesia's leadership can encourage confidence-building measures, such as joint maritime patrols and capacity-building initiatives (Haacke, 2009; Inkiriwang, 2021). These efforts enhance trust among regional actors and contribute to conflict prevention.

Lastly, Indonesia's diplomatic expertise can be utilized in shuttle diplomacy to facilitate negotiations and bridge differences between the parties involved (Teo, 2022). Its neutral status and diplomatic channels make it well-suited for such efforts. Indonesia's leadership in the 2023 ASEAN Chair underscores the importance of its free and active foreign policy, rooted in diplomacy and principled neutrality. Balancing these principles with ASEAN centrality, Indonesia's role in addressing the Myanmar crisis and contributing to South China Sea peace is crucial (Haacke, 2023; Sambhi, 2023; Yoshimatsu, 2023b). Success in these endeavors will shape Indonesia's leadership legacy and influence Southeast Asia's future stability. The delicate balancing act between diplomatic engagement, principled leadership, and adherence to ASEAN's guiding principles defines Indonesia's role in these critical regional issues.

5. Conclusion

This paper sheds light on Indonesia's pivotal role as the 2023 ASEAN Chair and its adept handling of two paramount regional challenges: the Myanmar crisis and the South China Sea conflict. We have gained valuable insights into Indonesia's strategic approach, resulting outcomes, and the broader ramifications of its leadership within the ASEAN context through meticulous examination. Although widely recognized, Indonesia's leadership within ASEAN has been relatively underexplored regarding its nuanced dynamics. Scholars have identified resistance from specific member states and sectorial leadership tendencies, highlighting the complexities inherent in this role. This research has meticulously examined Indonesia's strategies and initiatives in addressing these critical regional challenges during its ASEAN Chairmanship. It has revealed Indonesia's capacity to navigate internal divisions within ASEAN, engage effectively with non-cooperative actors, and uphold the organization's foundational principles of neutrality and centrality. Throughout our analysis, we have spotlighted Indonesia's multifaceted role in addressing the Myanmar crisis, emphasizing its adept diplomatic efforts, principled stance, and the formidable obstacles it faces.

Similarly, within the South China Sea conflict context, we have critically evaluated Indonesia's leadership in promoting dialogue, advocating for a code of conduct, and championing adherence to international law. As we conclude, it is essential to underscore the pivotal importance of Indonesia's leadership in shaping the future stability of Southeast Asia. Indonesia's ability to strike a delicate balance between diplomatic engagement, principled leadership, and adherence to ASEAN's guiding principles defines its crucial role in addressing and resolving complex regional challenges. This research contributes significantly to the ongoing discourse surrounding ASEAN's intricate political and security dynamics and highlights Indonesia's central and influential position within this dynamic organization. Indonesia's leadership serves as a beacon of hope for regional peace, stability, and cooperation, and its success in these endeavors will undoubtedly reverberate throughout the Southeast Asian region.

Author Contributions: Conceptualization, LM, YWK; Methodology, LM; Validation, LM, YWK; Formal Analysis, LM; Investigation, LM, YWK; Data Curation, LM; Writing – Original Draft Preparation, LM; Writing – Review & Editing, LM, YWK; Supervision, LM, YWK; Project Administration, YWK; Funding Acquisition, LM.

Funding: This research and the APC were funded by Research and Community Service Institution (*Lembaga Penelitian dan Pengabdian Masyarakat/LPPM*), Universitas Pembangunan Nasional “Veteran” Yogyakarta (UPNVIK), through grant number.: 111/UN62.21/LT/V/2023.

Conflicts of Interest: The authors declare no conflict of interest.

Informed Consent Statement/Ethics approval: Not applicable.

Acknowledgments: Appreciation to LPPM UPNVIK for funding this research.

References

- Acharya, A. (1997). Ideas, identity, and institution-building: From the ‘ASEAN way’ to the ‘Asia-Pacific way’? *The Pacific Review*, 10(3), 319–346. <https://doi.org/10.1080/09512749708719226>
- Acharya, A. (2014). Constructing a security community in Southeast Asia: ASEAN and the problem of regional order, third edition. In *Constructing a Security Community in Southeast Asia, Asean and the Problem of Regional Order, Third edition*. <https://doi.org/10.4324/9781315796673>
- Acharya, A. (2021). *ASEAN and Regional Order: Revisiting Security Community in Southeast Asia*. Routledge.
- Agusman, D. D. (2023). *Natuna Waters : Explaining a Flashpoint between Indonesia and China*. 20(4). <https://doi.org/http://doi.org/10.17304/ijil.vol20.4.1>
- Aiza Azam and Adil Sultan. (2023). U.S. Posture of Integrated Deterrence: China’s Response and Implications for the Asian Security. *Strategic Studies*, 43(1), 45–63. <https://doi.org/10.53532/ss.043.01.00282>
- Anwar, D. F. (2020). Indonesia and the ASEAN outlook on the Indo-Pacific. *International Affairs*, 96(1), 111–129. <https://doi.org/10.1093/ia/iiz223>
- Anwar, D. F. (2023). Indonesia’s hedging plus policy in the face of China’s rise and the US-China rivalry in the Indo-Pacific region. *The Pacific Review*, 36(2), 351–377. <https://doi.org/10.1080/09512748.2022.2160794>
- Ardhani, I., Nandyatama, R. W., & Alvian, R. A. (2023). Middle power legitimization strategies: the case of Indonesia and the ASEAN Outlook on the Indo-Pacific. *Australian Journal of International Affairs*, 1–21. <https://doi.org/10.1080/10357718.2023.2228709>
- Azis, A. A., Indraswari, F. V., Khatimah, A. R., & Azzahra, A. Q. F. (2023). Indonesia’s Approach towards Myanmar’s Crisis: Understanding the Different Perspectives of the Democracy Process in Indonesia and Myanmar and the Role of the Military. *Jurnal Hubungan Internasional*, 12(1), 63–75. <https://doi.org/10.18196/jhi.v12i1.17997>
- Aziz, S. N. A., & Basir, S. M. (2022). South China Sea: ASEAN Mechanism on Maritime Disputes and the Rise of Indo Pacific Region. *Journal of Territorial and Maritime Studies*, 9(2), 65–82. <https://doi.org/10.2307/JTMS.9.2.65>
- Bryman, A. (2016). *Social Research Method*. Oxford University Press (OUP).
- Caballero-Anthony, M., & Emmers, R. (2022). Keeping the peace in Southeast Asia: ASEAN and the quest for positive peace. *The Pacific Review*, 35(6), 1079–1104. <https://doi.org/10.1080/09512748.2022.2075440>
- Chairman’s Statement. (2023). *The ASEAN Post Ministerial Conference (PMC) 10+1 Sessions With the Dialogue Partners and Trilateral Meeting*. <https://asean2023.id/storage/news/FINAL-Chairmans-Statement-PMC-101-with-DPs-and-Trilateral.pdf>
- Chambers, P., & Bunyavejchewin, P. (2023). Complex Positioning: Thailand’s Role in the Context of ASEAN “Centrality” and Indo-Pacific Security. In *ASEAN and Regional Actors in the Indo-Pacific* (pp. 17–37). Springer Nature Singapore. https://doi.org/10.1007/978-981-99-4020-2_2
- Creswell, J. W., & Poth, C. N. (2017). *Qualitative inquiry and research design: choosing among five approaches* (4th ed.). SAGE Publications.
- Dar, A. I. (2019). John J. Mearsheimer. The Great Delusion: Liberal Dreams and International Realities. *Asian Affairs*, 50(1), 130–132. <https://doi.org/10.1080/03068374.2019.1567117>
- Desker, B. (2015). Is Indonesia Outgrowing Asean? *The Brunei Times*. <http://www.bt.com.bn/opinion/2010/09/30/indonesia-outgrowing-asean> (accessed 16 January 2015).
- Drajat, G. M. (2018). Assessing Indonesia’s Leadership in the Advancement of ASEAN Political-Security Community under President Joko Widodo. *AEGIS: Journal of International Relations*, 2(2). <https://doi.org/10.33021/aegis.v2i2.424>
- Editorial. (2021). *Brunei’s disastrous mission*. The Jakarta Post. <https://www.thejakartapost.com/academia/2021/06/09/bruneis-disastrous-mission.html>
- Emmers, R. (2014a). ASEAN’s Search for Neutrality in the South China Sea. *Asian Journal of Peacebuilding*, 2(1), 61–77. <https://doi.org/10.18588/201405.000019>

- Emmers, R. (2014b). Indonesia's role in ASEAN: A case of incomplete and sectorial leadership. *Pacific Review*, 27(4), 543–562. <https://doi.org/10.1080/09512748.2014.924230>
- Farhana, F. (2022). Chairmanship in Asean: Lesson Learned for Indonesia. *Jurnal Penelitian Politik*, 19(2), 129. <https://doi.org/10.14203/jpp.v19i2.1253>
- Freundlieb, M. (2019). *A Constructivist Approach to Chinese Interest Formation in the South China Sea*. E-International Relations. <https://www.e-ir.info/2019/02/02/a-constructivist-approach-to-chinese-interest-formation-in-the-south-china-sea/>
- Haacke, J. (2009). The ASEAN Regional Forum: from dialogue to practical security cooperation? *Cambridge Review of International Affairs*, 22(3), 427–449. <https://doi.org/10.1080/09557570903104057>
- Haacke, J. (2023). ASEAN and conflict management. In J. Dosch & F. Kliem (Eds.), *The Elgar companion to ASEAN* (pp. 76-93.). Edward Elgar Publishing.
- Haftel, Y. Z. (2010). Conflict, Regional Cooperation, and Foreign Capital: Indonesian Foreign Policy and the Formation of ASEAN. *Foreign Policy Analysis*, 6(2), 87–106. <https://doi.org/10.1111/j.1743-8594.2010.00103.x>
- Haosheng, D., & Yunkang, L. (2023). Beyond Non-Interference: The Improved ASEAN Humanitarian-assistance Mechanism to Respond to the Myanmar Crisis. *Asia Social Issues*, 16(2), e254879. <https://doi.org/10.48048/asi.2023.254879>
- Heiduk, F. (2016). Indonesia in ASEAN: Regional Leadership between Ambition and Ambiguity. In *SWP Research Paper* (Issue 6). https://www.swp-berlin.org/publications/products/research_papers/2016RP06_hdk.pdf
- Inkiriwang, F. W. (2021). Multilateral Naval Exercise Komodo: Enhancing Indonesia's Multilateral Defence Diplomacy? *Journal of Current Southeast Asian Affairs*, 40(3), 418–435. <https://doi.org/10.1177/18681034211008905>
- Irene, Anak Agung Perwita, B., & Mahroza, J. (2023). *Indonesia's Responding The Escalation Of Aukus In The Indo-Pacific*. 3, 8629–8640.
- Julianto, F. (2022). The 'Expected Leadership' in Indonesia's Initiative to Form ASEAN Peacekeeping Centres Network. *Jurnal Hubungan Internasional*, 11(2), 34–44. <https://doi.org/10.18196/jhi.v11i2.14952>
- Karim, M. F. (2017). Role conflict and the limits of state identity: the case of Indonesia in democracy promotion. *The Pacific Review*, 30(3), 385–404. <https://doi.org/10.1080/09512748.2016.1249908>
- Karim, M. F. (2023). Role conflict in International Relations: the case of Indonesia's regional and global engagements. *International Relations*, 37(1), 96–116. <https://doi.org/10.1177/00471178211073880>
- Koga, K. (2018). ASEAN's evolving institutional strategy: Managing great power politics in South China sea disputes. *Chinese Journal of International Politics*, 11(1), 49–80. <https://doi.org/10.1093/CJIP/POX016>
- Koga, K. (2022). Getting ASEAN Right in US Indo-Pacific Strategy. *The Washington Quarterly*, 45(4), 157–177. <https://doi.org/10.1080/0163660X.2022.2149952>
- Lin, J. (2022). *Is ASEAN's Comprehensive Strategic Partnership Becoming A Farce?* www.iseas.edu.sg
- Medail, C., Wells, T., & Seto, G. (2023). Myanmar in 2022: The Conflict Escalates. In *Southeast Asian Affairs 2023* (pp. 196–216). ISEAS–Yusof Ishak Institute.
- Muhamad, M. (2023). Myanmar Crisis Resolution Dead End, What Can Indonesia Do? *Kompas*. <https://www.kompas.id/baca/english/2023/07/16/en-penyelesaian-krisis-myanmar-buntu-apa-yang-bisa-dilakukan-indonesia>
- Odgaard, L. (2003). The South China Sea: ASEAN's Security Concerns about China. *Security Dialogue*, 34(1), 11–24. <https://doi.org/10.1177/09670106030341003>
- Ong, A. (2023). Peace Studies in Myanmar: Interweaving Regional Geopolitics and Local Dynamics. *Asian Journal of Peacebuilding*, 11(1), 119–144. <https://doi.org/10.18588/202305.00a339>
- Pattiradjawane, R. L. (2016). The Indonesian perspective toward rising China. *Asian Journal of Comparative Politics*, 1(3), 260–282. <https://doi.org/10.1177/2057891116646226>
- Pradana, R. A., & Darmawan, W. B. (2023). Indonesia-ASEAN Institutional Roles and Challenges in the Crisis of the Liberal Order. *Intermestic: Journal of International Studies*, 7(2), 575. <https://doi.org/10.24198/intermestic.v7n2.9>
- Ramadhani, M. (2015). An Indonesian Perspective Toward Maritime Vision : Is Pursuing National Interest While Maintaining Neutrality in the South China Sea Possible? *European Scientific Journal, Special ed*(November), 381–400.
- Ramadhony, F., & Firmansyah, Y. (2022). Road To Indonesia ASEAN Chairmanship 2023: Indonesia Foreign Policy Pattern In ASEAN. *Moestopo International Review on Social, Humanities, and Sciences*, 2(2), 148–159. <https://doi.org/10.32509/mirshus.v2i2.35>
- Rizani, N. (2021). ASEAN Way: Managing Expectation in the Code of Conduct for the South China Sea. *Global: Jurnal Politik Internasional*, 23(2), 218. <https://doi.org/10.7454/global.v23i2.666>
- Roberts, C. B., & Widyaningsih, E. (2015). Indonesian Leadership in ASEAN: Mediation, Agency and Extra-Regional Diplomacy. In *Indonesia's Ascent* (pp. 264–286). Palgrave Macmillan UK. https://doi.org/10.1057/9781137397416_13

- Sack, B. J. (2022). The Political Geography of the South China Sea Disputes. In *Perspective*. https://www.rand.org/content/dam/rand/pubs/perspectives/PEA2000/PEA2021-1/RAND_PEA2021-1.pdf
- Sambhi, N. (2023). Indonesia's Indo-Pacific Aspirations and the Reality of Its (Non)strategy. *Asia Policy*, 30(3), 46–55. <https://doi.org/10.1353/asp.2023.a903863>
- Sari, A. C. (2023). Myanmar crisis highlights limits of Indonesia's 'quiet diplomacy' as it sets sights on becoming a 'great regional power.' <https://theconversation.com/myanmar-crisis-highlights-limits-of-indonesias-quiet-diplomacy-as-it-sets-sights-on-becoming-a-great-regional-power-209291>
- Sebastian, L. C. (2013). Indonesia's Dynamic Equilibrium and ASEAN Centrality. *ASEAN Political and Security Community (APSC) Blueprint*.
- Sukma, R. (2009). Indonesia Needs a Post-ASEAN Foreign Policy. *The Jakarta Post*. <https://www.thejakartapost.com/news/2009/06/30/indonesia-needs-a-postasean-foreign-policy.html>
- Sukma, R. (2011). Indonesia Finds a New Voice. *Journal of Democracy*, 22(4), 110–123. <https://doi.org/10.1353/jod.2011.0057>
- Suzuki, S. (2019). Why is ASEAN not intrusive? Non-interference meets state strength. *Journal of Contemporary East Asia Studies*, 8(2), 157–176. <https://doi.org/10.1080/24761028.2019.1681652>
- Teo, S. (2022). Middle powers amid Sino-U.S. rivalry: assessing the 'good regional citizenship' of Australia and Indonesia. *The Pacific Review*, 35(6), 1135–1161. <https://doi.org/10.1080/09512748.2022.2075444>
- Thao, N. H. (2023). South China Sea: Battle of the Diplomatic Notes among China and Non-Claimant States. *Asia-Pacific Journal of Ocean Law and Policy*, 8(1), 128–154. <https://doi.org/10.1163/24519391-08010007>
- Umar, A. R. M., & Santoso, Y. N. (2023). AUKUS and Southeast Asia's Ontological Security Dilemma. *International Journal: Canada's Journal of Global Policy Analysis*, 1–19. <https://doi.org/10.1177/00207020231197767>
- Väyrynen, R. (2022). Stable Peace Through Security Communities? Steps Towards Theory-Building. In *A Pioneer in International Relations, Scholarship and Policy-Making* (pp. 345–365). Springer Cham. https://doi.org/10.1007/978-3-031-13627-6_13
- Vershinina, V. V., Koldunova, E. V., & Kuklin, N. S. (2023). Southeast Asian States' Approaches to Peacekeeping and Conflict Resolution. *Vestnik RUDN. International Relations*, 23(2), 265–277. <https://doi.org/10.22363/2313-0660-2023-23-2-265-277>
- Wardhani, B., & Dugis, V. (2023). Indonesian Foreign Policy under the Jokowi Administration: Variations on Traditional Ideas. *Issues & Studies*. <https://doi.org/10.1142/S1013251123500054>
- Wicaksana, I. G. W. (2023). Indonesia's Foreign Policy: The Need for a New Approach. *Southeast Asian Affairs*, 2023, 136–146. muse.jhu.edu/article/895951
- Wicaksana, I. G. W., Nauvarian, D., & Pramudia, P. S. (2023). ASEAN, COVID-19 and Myanmar crisis: Dealing with critical juncture. *International Area Studies Review*, 26(1), 40–54. <https://doi.org/10.1177/22338659221151129>
- Yoshimatsu, H. (2023a). ASEAN and Great Power Rivalry in Regionalism: From East Asia to the Indo-Pacific. *Journal of Current Southeast Asian Affairs*, 42(1), 25–44. <https://doi.org/10.1177/18681034221139297>
- Yoshimatsu, H. (2023b). Meanings, norms, and social constitution: revisiting ASEAN centrality in East Asian regionalism. *Japanese Journal of Political Science*, 1–15. <https://doi.org/10.1017/S1468109923000257>
- Zhang, J. (2023). Rebuilding strategic autonomy: ASEAN's response to US–China strategic competition. *China International Strategy Review*, 5(1), 73–89. <https://doi.org/10.1007/s42533-023-00128-3>
- Zhou, Z. (2020). Liberalism As Scholasticism: An Explanation for the Decline of Liberal International Order. *SSRN Electronic Journal*. <https://doi.org/10.2139/ssrn.3568829>

Sustainability of the RMG Factory Monitoring Regime Under Accord, Alliance and DIFE in Bangladesh: A Qualitative Case Review of Bangladesh's RMG Industry

ASM Anam Ullah¹

¹ School of Humanities and Social Inquiry, University of Wollongong, Australia.
Email: russell_adib@yahoo.com.au

Abstract

The Government of Bangladesh, RMG factory owners and international clothing brands from Western and European countries faced severe criticisms from consumers, trade unions and human rights organisations for inadequate factory monitoring in Bangladesh after the catastrophic Rana Plaza collapse in 2013. As a result, under intense pressure, the Government of Bangladesh allowed two private monitoring organisations (Accord and Alliance) led by European and North American apparel brands to monitor the RMG sector in Bangladesh. However, the Accord and Alliance conflicted with the Government of Bangladesh regarding the RMG factory monitoring program, resulting in the Alliance leaving Bangladesh in December 2018. The Accord's journey ends in mid-2020 in Bangladesh. The local monitoring agency, the Department of Inspection for Factory and Establishments (DIFE), operates under the Ministry of Labour and Employment in Bangladesh. The current research suggests that DIFE is not credible in monitoring local RMG factories in Bangladesh. Therefore, this article critically analyses factory monitoring in Bangladesh's RMG sector and presents evidence and data on whether the private initiative has been more successful than the traditional national approach led by the Bangladesh government. Moreover, recommendations are made to the Bangladesh government, RMG employers and international apparel brands on what should be done to ensure the safety of workers in the country's most important informal economic sector.

Keywords: Accord, Alliance, DIFE, Globalisation and Neoliberalism, Bangladesh RMG, Bangladesh Labour Act, ILO Conventions, OHS

1. Introduction

A group of young people with relatively little experience in industrial work and business, hoping to change their fortunes and the country's socio-economic conditions, started the Ready-Made Garments (RMG) business unplanned in the early 1980s (Ahmed, 2004; 2012; Ullah, 2023a,b,c.). In the 1980s, global trade followed a new politico-economic dogma, i.e., globalization and neoliberalism (Harvey, 2007; 2016). Scholars assume that the drivers of industry growth over the past 40 years are mainly the reason for this capitalist production system (Rahman, 2013; Harvey, 2016; Ullah, 2021, 2022, 2023a,b). Since then, the industry's low wages, poor

Occupational Health and Safety (OHS) and factory accidents have been part of the discussion among international scholars and anti-sweatshop campaigners (see Human Rights Organisation, 2013; Siddiqi, 2019). While local and international capitalists targeted poor and rural RMG workers for paying low wages by diminishing human and trade union rights, factory accidents were the main issue for the industry. Figure 1 in this article shows the short list of factory accidents and casualties of RMG workers between 2005 and 2013 (see also Human Rights Watch, 2013; Siddiqi, 2019; Rahman, 2019; Ullah, 2022a,b; Kabir et al., 2019; Kabeer, Huq & Sulaiman, 2020; Ullah, 2023a,b,c).

Previously, the Government of Bangladesh took a superficial initiative to bring the industry under control by forming the Law Commission in 1992 (Afrin, 2014). According to Afrin (2014), the International Labour Organisation (ILO) was in great logistic support in producing the Labour Act draft for the Law Commission in Bangladesh. Finally, two years later, the Law Commission submitted a suggestive report in 1994. With the suggestion of the Law Commission, after a long waiting period, in 2006, the Government of Bangladesh enacted the National Labour Act for the first time after the country's independence in December 1971 (see Faruque, 2009; Afrin, 2014). The 2006 Labour Act aimed to remove the considerable barriers and reduce the gap between workers and RMG employers, but it did not happen (Human Rights Watch, 2013; Bair, Anner & Blasi, 2020). Trade unionism was further discouraged by adding specific provisions, such as the participation of 30 per cent of workers in trade union registration, which made it difficult for trade unionism in Bangladesh (see Ashraf & Prentice, 2017; Siddiqi, 2017). Furthermore, despite the explicit provisions in the Labour Act regarding the timely payment of wages and bonuses to workers, most employers still needed to follow it. As a result, the conflict between workers and RMG factory owners or employers was common in Bangladesh (see Afrin, 2014; Siddiqi, 2019; Ullah, 2022).

Most importantly, after the enactment of the new Labour Act in 2006 (amended in 2013), scholars, trade unions, and other stakeholders of the Bangladesh RMG hoped that the new Labour Act would be a solid support to regulate the sector and reduce factory accidents. Nevertheless, this did not happen due to disrespect and inadequate National Labour Act 2006 enforcement. Despite so many other factory incidents in the sector (see Figure 1), these two significant RMG industry casualties in 2012 and 2013, the Tazreen Fashions and Rana Plaza, were the most dangerous in history (see Huq, 2019; Rahman & Rahman, 2020; Ullah, 2021). These two accidents killed over a thousand innocent RMG workers and caused thousands of other workers severe injuries. The aftermath of these two hazardous factory incidents has worried local and international stakeholders of Bangladesh RMG (see Accord, 2013, 2019, 2021; Alliance, 2018; Rahman, 2015; Rahman, 2019; Saxena, 2022; Hassan, 2022).

International consumers, trade unions and human rights organisations have criticised international clothing brands for outsourcing from unregulated and declassified factories in Bangladesh. In addition, they expressed their deep concern for industrial regulation and workers' welfare. As a result, with a five-year initial plan, two international private factory monitoring agencies (Accord, led by European clothing and fashion brands) and (Alliance, led by Western, mainly American Canadian and Australian clothing and fashion brands) were formed in 2013 after the Rana Plaza building collapse on 24 April 2013. However, preliminary investigations identified that Accord and Alliance could not fully complete their monitoring work but had been forced to leave Bangladesh by 2018 due to internal conflicts between the Government of Bangladesh and RMG employers and their parent organisations - Manufacturers and Exporters Association (BGMEA) Bangladesh Knitwear Manufacturers and Exporters Association (BKMEA) (see Saxena, 2019; Rahman, 2019; Siddiqi, 2019; Ahlquist & Mosley, 2021).

Scholars, anti-sweatshop campaigners, and Bangladeshi and international-level trade unions criticized the Government of Bangladesh and RMG employers for their intentional negligence of industry regulations. Even investigation shows that after the Rana Plaza incident in 2013, many factory accidents killed hundreds of innocent workers (see *NewAge*, 2016). However, there was no decisive policy to control factory accidents from the Government of Bangladesh, international apparel brands, or even the RMG employers (Islam & MacPhail, 2011; Anner, 2019; Kabeer, 2019; Rahman & Yadlapalli, 2021). Therefore, this article aims to evaluate the performance in RMG factory monitoring between the Accord and Alliance. Moreover, in the absence of these

two internal agencies, this article also considers the current factory monitoring initiatives mainly led by the government agency DIFE. Finally, this article will draw recommendations for policy-makers, RMG employers, international clothing brands, Accord and other relevant stakeholders to consider the research results for future control and better sustainability of the RMG industry in Bangladesh.

2. Literature reviews

2.1. The growth of Bangladesh RMG and its working conditions

Bangladesh is the second-largest RMG-producing country globally, with over 7000 factories (Labowitz, 2016; Siddiqi, 2017; Huq, 2019; Ullah, 2021). There is a debate on the number of workers in the sector - nearly four million workers were employed between 2015 and 2016, but scholars argue with the numbers and claim that it will be higher than the 2015-16 estimation. For example, Ullah (2021) suggests that more than six million RMG workers in Bangladesh. It would be more if local Bangla factories are included which are not enlisted with either BGME, BKMEA or any Bangladesh's government agency. More than 80 to 84 per cent of the country's migrant rural women are mainly employed in the RMG sector because of low or insufficient job opportunities in the village town. Between fiscal year 2010-2011, Bangladesh exported RMG products worth USD 6.8 billion and USD 19.9 billion in 2012, which showed a 43 per cent increase in the last few years and recorded compound annual growth of 16.6 per cent. Bangladesh went to earn a total of USD 20 billion in RMG between 2012-2013 from RMG exports. However, during FY2019, RMG showed a magnificent growth rate and exported \$34.13 billion in RMG products globally, mainly to the USA and European countries. There is a prediction: if the global market remains steady, the Bangladesh RMG will reach 45 to 50 billion by 2022 or beyond (*Textile Today*, 2019; Rahman & Rahman, 2020; Ullah, 2021).

Despite the RMG industry's optimistic growth rate and steady business, its working conditions, meagre wages, and other fundamental rights are unpleasant (Siddiqi, 2019). Moreover, the RMG industry does not follow the National Labour Act and the ILO conventions, which has resulted in experiencing many brutal factory accidents (Rahman, 2019; Crinis, 2019; Kabir et al., 2019; Ullah, 2021). The following sections discuss the Accord, Alliance and DIFE's monitoring initiatives in the RMG sector in Bangladesh. However, before turning to that section, Figure 1 shows the most RMG factory accidents between 2005 and 2013, creating some understanding of the RMG workers' agony in the modern century.

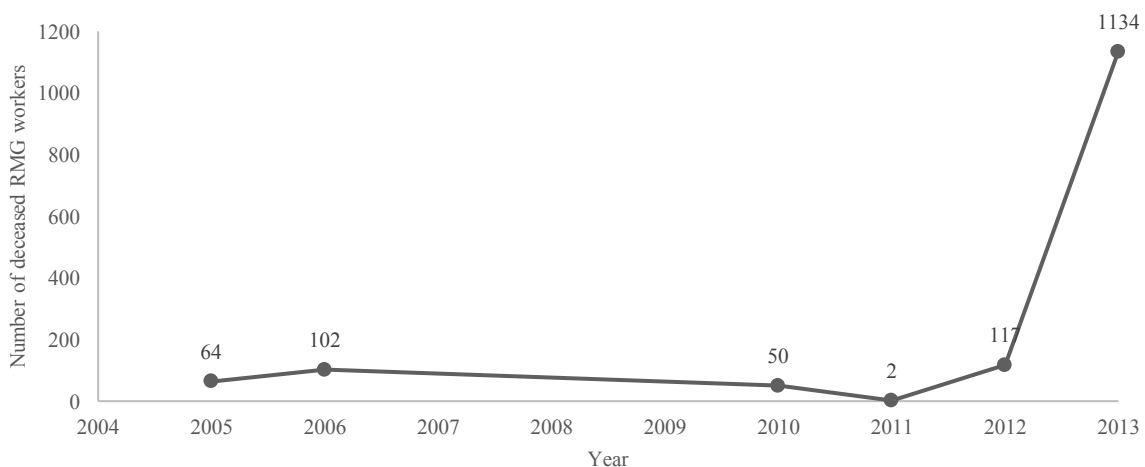


Figure 1: RMG factory incidents between 2005 and 2013

Source: (see Ullah, 2023b).

2.2. Accord on fire and building safety in Bangladesh

Bangladesh's Fire and Building Safety Accord was formed in a legally binding treaty (Alamgir & Banerjee, 2019). Around 220 global clothing brands/retailers, IndustriALL Global Union and UNI Global Union, and eight affiliated unions from Bangladesh formed the Accord led by mostly Western apparel and fashion companies towards a safe and healthy RMG industry. The agreement was signed on 15 May 2013 for an initial five-year plan. By December 2018, the Accord was supposed to leave Bangladesh. However, due to unfinished jobs by then, the Accord showed interest in returning and wanted to complete their unfinished task in RMG factory monitoring. Still, the Bangladesh Government, BGMEA and BKMEA did not reveal further interest in Accord's extension (Ullah, 2021).

Accord Bangladesh went to the High Court of Bangladesh. After a lengthy hearing, the High Court of Bangladesh ruled and allowed Accord to stay in Bangladesh for their transitional work with the collaboration of BGMEA. Then, a Memorandum of Understanding (MoU) was signed in May 2019 between Accord and BGMEA to establish the RMG Sustainability Council (RSC). With this new agreement, the Accord continued factory inspections until 31 May 2020 and handed over their program to the BGMEA for conducting the monitoring under the RSC that began on 1 June 2020 (see, e.g., Morse, 2021; Accord, 2021). The Transition Accord on Fire and Building Safety in Bangladesh was signed in 2018 by 190 brands and retailers to continue their support. However, 30 companies remained absent in the new transitional agreement.

From a literature note, in 2013, the Accord aimed to develop a program on the National Action Plan (NAP) to diminish workers' fear of factory fire and building collapse (Rahman, 2019). The NAP also included the ILO to play a vital role through the Bangladesh office and international office to ensure that programs foreseen by the signatories of the Accord get implemented. The Accord's RMG factory monitoring structure has worked in Bangladesh since 15 May 2013 and ensured:

Scope: The Accord agreement proposes that all suppliers manufacturing garment products for the signatory company take corrective action toward the remedy. RMG factories were initially classified into three levels, i.e., tier one, two and three. Tier one factories were selected based on the business agreements between the signing companies that had 30 per cent of the total annual production by Bangladeshi suppliers. The tier two factories were established based on long-term business agreements with the signing companies, which is at least 65 per cent of the combined production of tier One and two by Bangladeshi suppliers. Furthermore, finally, in tier three, the Accord inspection team will have a limited inspection that produces less than 10 per cent annually from Bangladeshi supplier factories. However, the Accord agreement does not suggest that it should not be assumed that "Tier Three" factories would be given less attention if they were found to be at high risk of continuing RMG production (Accord, 2021).

Governance: The Accord's Steering Committee (SC) and its structure are given in Figure III. The SC had an equal number of delegates, i.e., a maximum of three seats for each signatory. The ILO was the neutral chair to support the whole event. The SC was primarily responsible for selecting and appointing safety inspectors, evaluating performance reports of inspections, compensation and coordination. The SC took decisions with consensus, but in the absence of it, the majority voted towards the conclusion. Any dispute that occurred was initially intended to be reduced within 21 days with the consent of the SC. However, if the matter was complicated, the legal procedure was followed to resolve the issue in court. The SC has appointed advisory boards from brands, retailers, suppliers, government agencies, trade unions and NGOs. The Advisory Board has consulted with the SC to implement the NAP (Accord, 2021).

Credible inspections: SC appointed a qualified safety inspector who had fire and building safety expertise and impeccable certificate and was independent and not employed by the company at the same time. The chief inspector acted upon following the orders under the agreement's provisions. Unless there was no clear evidence of misconduct or incompetence on inspection, the SC did not intervene with the chief inspector in carrying out the duties prescribed in the agreement, such as inspection with schedule and report published. Within a period

agreed upon by the SC, but at most six weeks, the safety inspector published the inspection report to the public and the factory's remedial program (Accord, 2021).

Remediation: Tier one, two, and three factories needed corrective action within a certain period, with additional time for requests for effective remedies. Signing firms later inspect the factories to see if suppliers make corrections. The signing companies also monitored the employment relationship of the workers with the suppliers and whether the workers were paid proper wages and benefits during the remediation process. Failure to comply with the Accord standards resulted in a notification, warning and termination of business as described in Article 21 (Accord, 2021).

Training: Accord SC conducted fire and building safety training activities at tier one factory for managers, workers and security staff with the help of trade unions and local experts. The business of local suppliers with the signatory companies was to provide access to the training coordinator appointed by Accord SC (Accord, 2021).

Compliance process: Safety inspectors are primarily responsible for establishing a compliant process and process following the Accord SC guidelines. Workers at the supplier factory with the signatory companies were allowed to raise the issue confidentially if they found any irregularities and safety risks at the Tier factory. At the same time, the Tier factory had a hotline under NAP to communicate from time to time about health risks (Accord, 2021).

Supplier incentives: In order to comply with SC agreements and remedial programs in tier one and tier two factories, suppliers had the opportunity to negotiate with the signing companies in a variety of ways through other reward strategies, such as direct financial incentives or long-term business relationships (Accord, 2021).

Financial support: To conduct the total program according to the Accord Agreement, SC received financial support from each signing company on an equal share basis and paid up to US\$ 500,000 annually (Accord, 2021).

On 1 September 2021, a new Accord was formed in line with the Accord on Fire and Building Safety in Bangladesh, i.e., the International Accord for Health and Safety in the Textile and Garment Industry (IndustriALL Global Union, n.d.). Initially, 77 brands and retailers signed the new Accord, but it managed 126 brands as signatories as of 23 September 2021 (see International Accord, n.d.). The International Accord aims to ensure safe work in Bangladesh and cover other garment-producing countries' work safety. However, two globally leading union bodies, i.e., IndustriALL Global Union and UNI Global Union, announced this as their excellent achievement to see brands' responsibility in workers' safety programs. In Bangladesh, the new International Accord would collaborate with the RSC to ensure workers' safety at the RMG factories (see International Accord, n.d.).

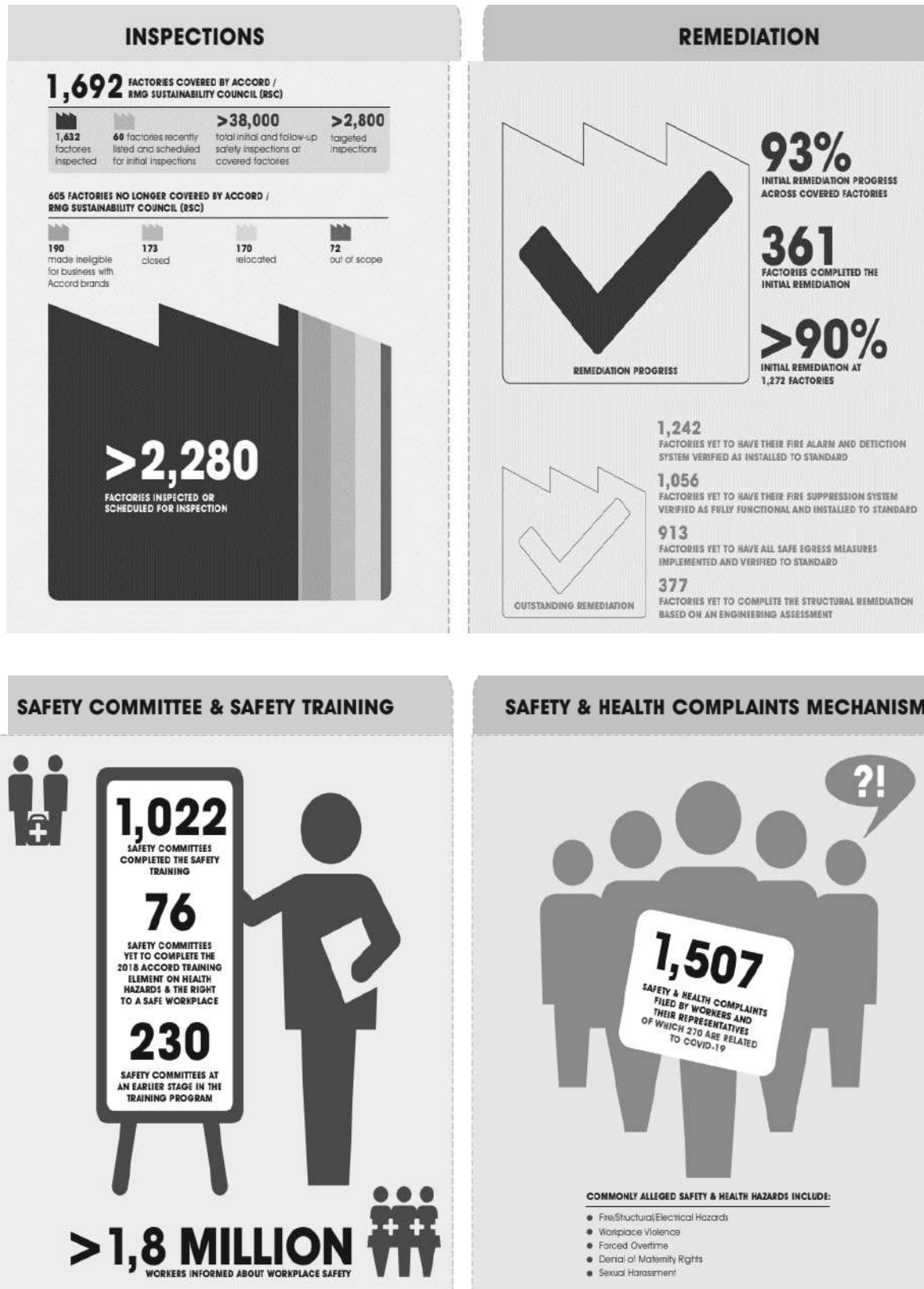


Figure 2: Accord's Steering Committee on Fire and Building Safety in Bangladesh at a Glance
 Source: Accord Quarterly Aggregate Report 1 May 2021

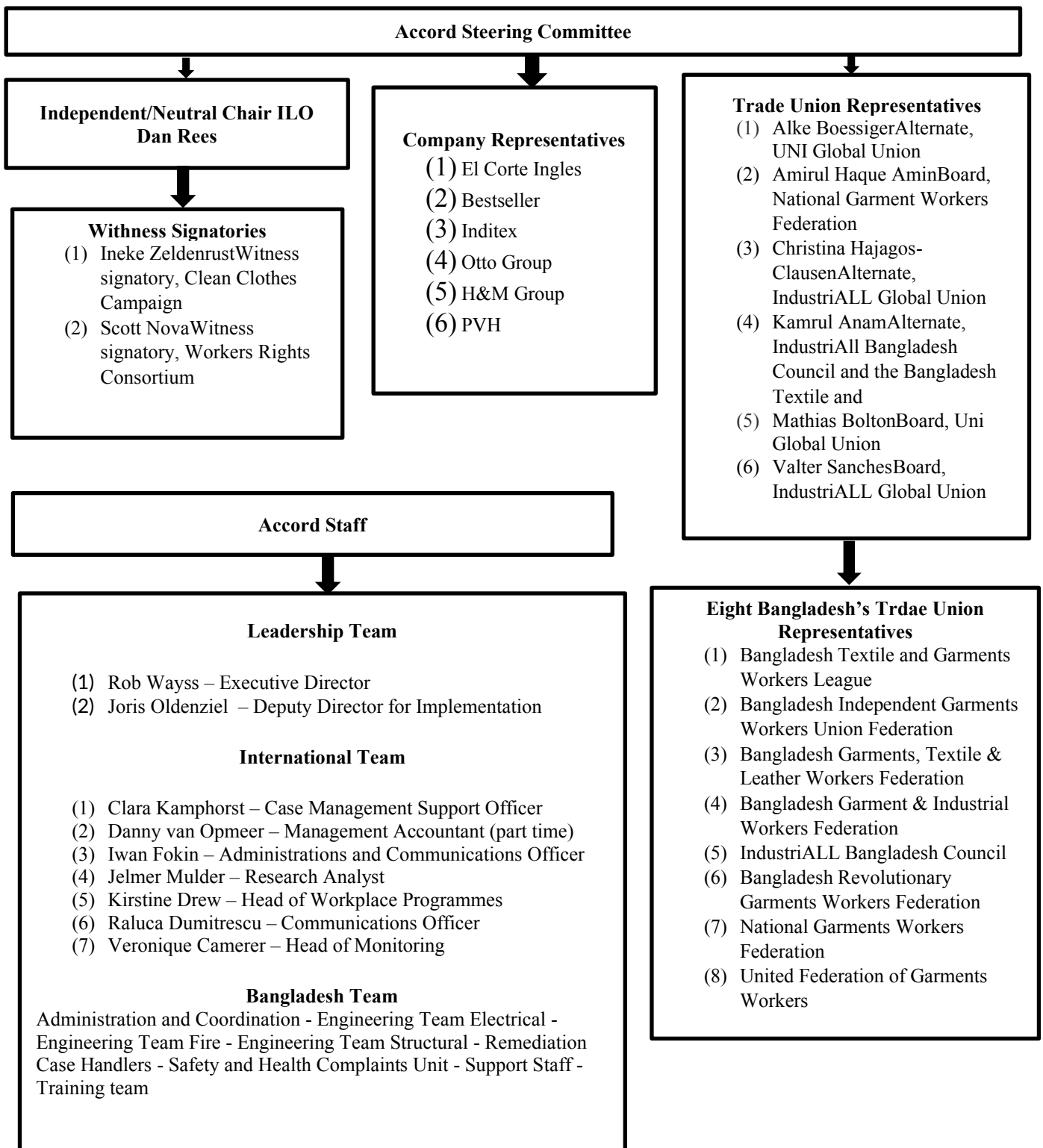


Figure 3: Accord on Fire and Building Safety in Bangladesh at a Glance
 Source: The author constructed the chart from Accord on Fire and Building Safety in Bangladesh (n.d.)

2.3. Alliance in Bangladesh from 2013 to 2018

Brands and retailers from the USA, Canada and Australia formed an Alliance for Bangladesh Workers Safety after the Rana Plaza incident in 2013. Alliance was a legally binding five-year plan, which ended in November 2018 with no further extension of their project. After the Rana Plaza incident, the Bipartisan Policy Center initiated and discussed with the former US Senate Majority Leader George Mitchell (D-ME) and former US Senator Olympia Snowe (R-ME). They both showed a strong track record of forging consensus-oriented solutions in their career path. The Alliance included Bangladesh and the US government, policy-makers, NGOs, members of civil society and labour organisation. A total of 26 brands and retailers were the initial signatories. However, the Alliance has 29 signatory members (see Alliance for Bangladesh Worker Safety n.d.). The main goals were to ensure the safety of workers, upgrade factories, educate workers, managers, and workers empowerment and build credible institutions that can enforce the National Labour Act to maintain a safe working environment throughout Bangladesh. Since July 2013, the Alliance has aimed to accomplish the RMG factory inspection through the following structure:

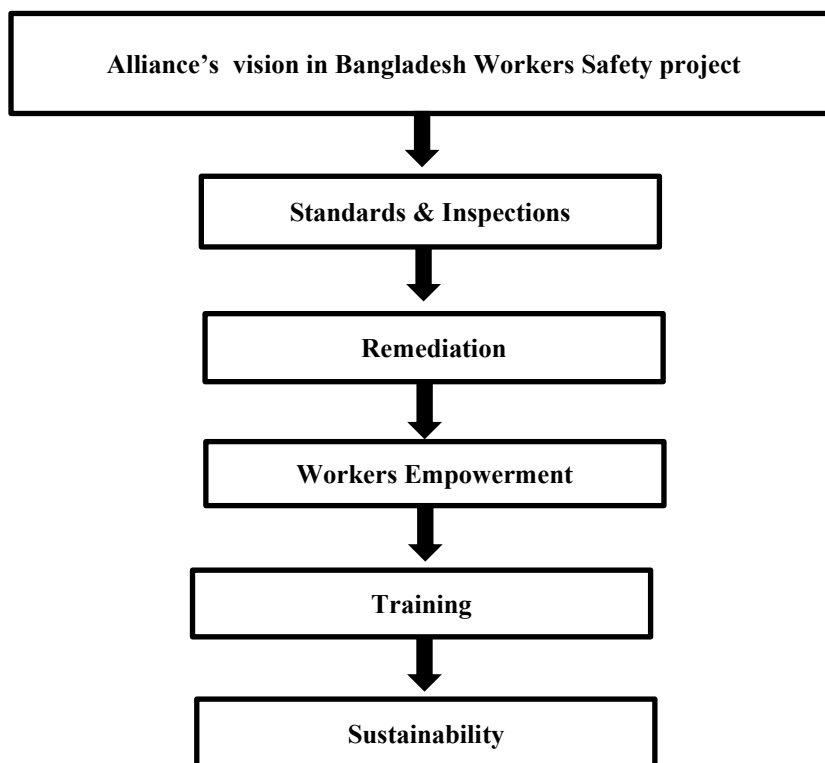


Figure 4: Alliance's work structure in Bangladesh

Source: The author constructed the figure from Alliance's official website (2018)

Progress at a Glance

After five years, the Alliance is proud to have dramatically improved safety for millions of men and women who earn a living in Bangladesh's ready-made garment industry, and to have created a culture of safety that can be sustained over the long term.



93 percent of remediation is complete across Alliance-affiliated factories.
428 factories have achieved completion of their initial Corrective Action Plans.



Nearly 1.6 million workers have been trained in fire safety.
More than 28,000 security guards have been trained in fire safety and emergency evacuation procedures.



More than 1.5 million workers in **1,017 factories** now have access to the Alliance's 24-hour confidential worker helpline, which has been transferred to local leadership and will soon be available to factories across the entire industry in Bangladesh.



Worker Safety Committees have been formed and are operating in **181 factories**, giving workers a seat at the table with management in resolving safety issues within their factories.



The Alliance **developed local training providers** to expand its worker training and safety committee programs beyond Alliance-affiliated factories and create a sustainable ecosystem of safety in Bangladesh.



Safety reforms have **rebuilt confidence in Bangladesh** among foreign buyers and solidified the country's standing as a global leader in garment exports.

Figure 5: Inspection progress by Alliance by November 2018

Source: Alliance Fifth Annual Report November 2018

There are some similarities and dissimilarities between the Accord And Alliance, mainly in the structure. Accord followed a more constructive organisational structure, which comprised the Steering Committee and Governing Body with a clear vision of adding trade unions to the program. On the other hand, the Alliance did not include the trade unions from international or Bangladesh. Then, for Accord, again, another strong criticism that the Accord underwent as they needed the Bangladesh Government, BGMEA, BKMEA and Bangladesh Employers Federation (BEF) in the steering committee, which was problematic in accomplishing monitoring in Bangladesh. The gap in monitoring and the acceptance of Accord and Alliance has been discussed later in this article while presenting empirical information from various respondents in Bangladesh.

2.4. The Department of Inspection for Factories and Establishments (DIFE) - a regulatory agency in Bangladesh

The Department of Inspection for Factories and Establishments (DIFE) was established in 1969 by the Government of West Pakistan. DIFE consisted of (a) the Department of Labour, (b) the Department of Factories and Establishment Inspection, and (c) the Trade Union Registration Department. However, following ILO Convention 81, the West Pakistan Government separated the Department of Factory and Establishment Inspection, which was also in the 1969 Labour Policy of the West Pakistan Government. After the independence of Bangladesh in 1971, the Department of Factory and Establishment Inspection was transferred to the Ministry of Labour the Department of Factory and Establishment Inspection. Then, it was renamed again after the Rana Plaza incident as the Department of Inspection for Factories and Establishments on 15 May 2014. It has 23 district offices across Bangladesh with 993 inspectors, each presided over by a Deputy Inspector General (DIG) (see, e.g., DIFE, n.d.; Ahmed, 2013; Tarannum & Ansary, 2018).

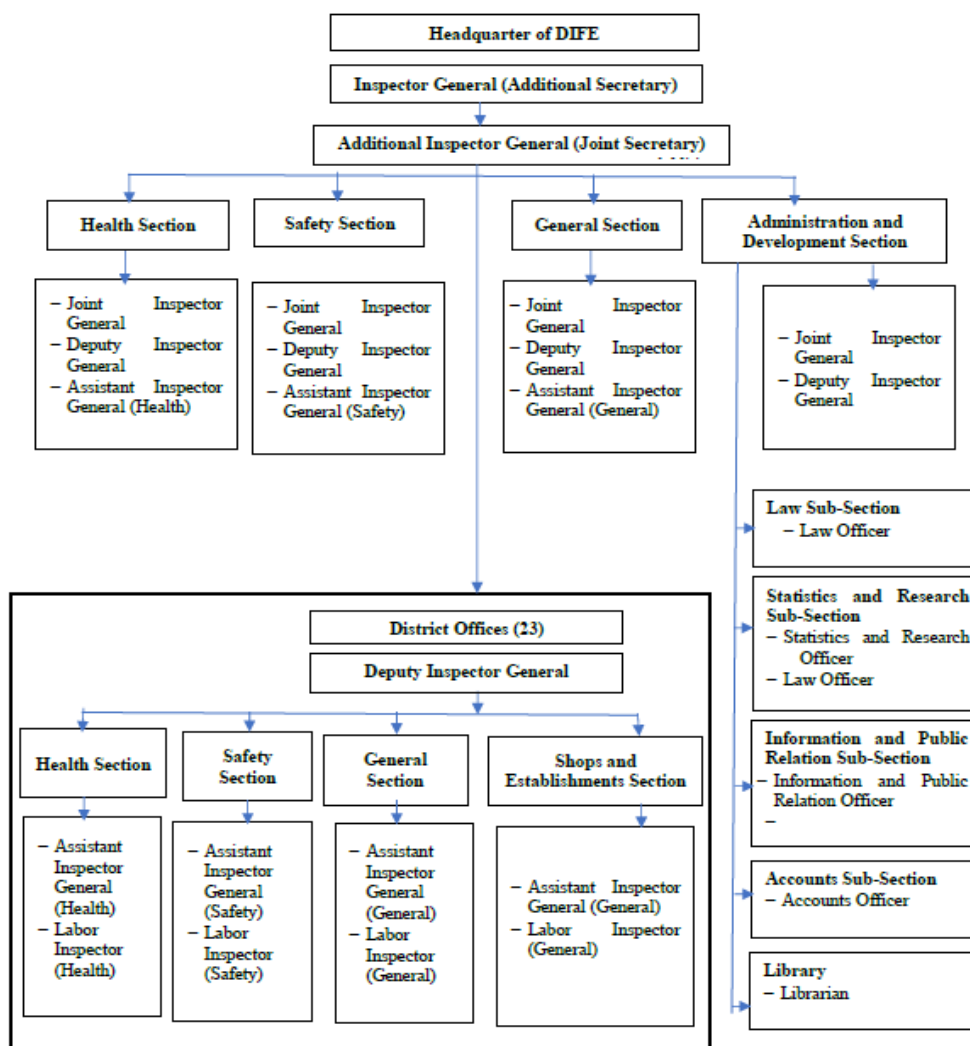


Figure 6: The organisational structure of DIFE

Source: Tarannum and Ansary (2018)

2.4. Methodology

The current article has followed a distinct methodology for the validity of the study findings and to create significant contributions to the knowledge for future social science researchers. Initially, the author used

secondary data from the systematic literature review, case studies in various countries, journals, research articles, newspapers, online news and survey reports, BGMEA yearly report and other publications. Then, empirical data from the fieldwork will be presented in this article following Yin (2003) to explore the real-life context of RMG workers in Bangladesh. Ethnographic data presentation is popular in qualitative, semi-structured and Case studies approaches, allowing researchers to explore the essential research questions, mainly when “why” and “how” questions are involved in social science research (see Ghauri, 2004; Yin, 2003; Jaunzems et al., 2017). The current article aims to assess the RMG sector’s monitoring regime led by the Accord, Alliance and DIFE since 2013. Therefore, the study will bring an understanding of the relevant stakeholders, such as trade union bodies, RMG workers and RMG factory owners in Bangladesh, to understand how they evaluate the current monitoring arrangements for the RMG sector in Bangladesh. Most importantly, it will allow the readers to understand how Bangladesh's RMG sector is currently being monitored.

2.5. Ethical Issues

Ethical approval was sought for the present study in compliance with all ethical codes and obligations from the University of Wollongong, Australia. Consequently, for the validity of the present article and the confidentiality of the study respondents, the authors have de-identified the names of all respondents.

De-identification is a standard process in social science research. For example, the names of study respondents are not used when presenting data, e.g., the respondent's name is "Mr Max" but "Mr Robert" (see Kayaalp et al., 2014). I anonymously include all respondents' names and give a general indication of their expertise. To maintain the confidentiality of the study respondents, the ultimate obligation for a social-science researcher is to maintain confidentiality during and after the interview. To validate the current research, careful precautions have been taken before each interview to ensure that the interviews were conducted in a safe location and that the respondents felt comfortable answering (see Yin, 2003).

2.6. Data Analysis Technique

After collecting empirical data, Nvivo11 was used to categorise themes and sub-themes, and then data was presented in a narrative format. Finally, the discussion and analyses were done by following a triangulation process for the authentication of the study.

2.7. Data presentations and discussions

In the aftermath of the Rana Plaza incident, Accord and Alliance came to Bangladesh to monitor factories in the RMG industry. Since their emergence in Bangladesh, these two agencies have faced challenges and had conflicts with the Bangladesh Government, BGMEA and BKMEA. Therefore, the author wanted to know about Accord and Alliance from Mr John, a senior trade unionist in Bangladesh. He asserted:

After the Rana Plaza incident, consumers began to boycott Bangladeshi-made garments elsewhere because they identified that they were made in a non-compliant factory where workers were brutally killed. After that, we started the campaign with some of our foreign trade union friends, including Australia, to pressure the Bangladesh Government and factory owners to ratify their factories through the sign of 220 multinational apparel and fashion brands. The Accord and Alliance are the latest impacts of our previous efforts (interview 3 December 2017).

Understanding the above excerpt implies that John proclaimed - the Accord and the Alliance in Bangladesh were due to their strong protest after the Rana Plaza incident. However, the question is whether the trade unionists of Bangladesh could achieve this without the interests of the Government of Bangladesh, BGMEA and BKMEA. Trade unionism is not widespread in Bangladesh - their limitations on trade unionism are explicit (see Rahman & Langford, 2012; Ashraf & Prentice, 2019). For example, Ashraf and Prentice (2019) found in their study that trade unionists in Bangladesh could only organize RMG workers for up to five to ten per cent in the last 40 years. Scholars argue whether this should be Bangladesh's most significant obstacle to trade unionism. Trade

unions' strong voice about industry regulation after the Rana Plaza incident was undoubtedly significant, but Mr John's statement is hyperbolic.

Recent scholarship argues that when the state fails to provide a healthy atmosphere for collective bargaining and when trade unionism is undermined, new arrangements of industry regulation arrive (see Alamgir & Banerjee, 2019). For example, Western and European brands and retailers formed the Accord and Alliance for the RMG factory inspections (Donaghey & Reinecke, 2018). However, there were better ways to evaluate the backdrop of the development of the Accord and Alliance in Bangladesh than bringing the Accord and Alliance with the trade unions' voices. For example, the industry has had many calamitous incidents over the past few decades. Trade unions have not been able to bring any Accord or Alliance before the Rana Plaza incident to change the working conditions in this sector. Instead, the analysis suggests that the Bangladesh Government, BGMEA and BKMEA wanted to save their reputation in the world community for continuing the RMG business in Bangladesh that they lost due to their unethical behaviour (see Alamgir & Banerjee, 2019). Mr John, as a signatory of the Accord, was happy to claim that Accord and Alliance were the repercussions of their strong voice, but the evidence does not prove it.

To check whether Accord and Alliance were helpful to different respondents, for example, Mr Max is an advocate for an NGO that works to establish the rights of RMG workers and provides legal assistance provided vital information during the interview with him. According to him, Accord and Alliances were problematic for Bangladesh. He believed that the Accord and the Alliance needed clarification and a clear ratification framework in factory monitoring. In addition, there needed to be a solution to bring factory standards from Western and European countries. For example, he further emphasized:

The Accord has caused severe problems for local factory owners. There is an apparent conflict of interest because factory owners are unsure whether to follow national building and safety codes or their Accords and Alliance (interview 11 December 2017).

From the above quote of Mr Max, it is understood that there was a coordination gap between Accord, Alliance and the Government of Bangladesh regarding factory inspection and following a common standard. Then Mr Max had another question to share his thoughts about why he thinks this miscommunication happened in factory monitoring in Bangladesh. Mr Max emphasizes:

The agreement was formed under the National Tripartite Plan of Action, NTPA. There is a National Tripartite Committee (NTC), and the Chairman of this Committee is the Secretary of the Ministry of Labour in Bangladesh. However, the NTC Chairman has shown negligence in coordinating with the Accord and the Alliance, resulting in problems in factory inspections and some problems for factory owners. It was difficult for factory owners to maintain the Accord and Alliance safety guidelines. Local authorities, such as the NTC chairman, have shown limited interest in disrupting the Accord and the Alliance's inspection process (interview 11 December 2017).

As mentioned earlier and exhibited in Figure III, Accord has followed industrial democracy mainly by forming an SC to conduct their RMG factory monitoring programs, which was praised. However, the Accord's decision not to include the Bangladesh Government and BGMEA, BKMEA and BEF has led to significant obstacles to factory monitoring. If the Bangladesh Government, BGMEA, BKMEA and BEF were added to the Accord's SC, the Accord could avoid the conflict it caused during the RMG factory inspection.

It was also fundamental to set a common standard for factory inspections between the Accord Alliance and the Bangladeshi regulatory framework. Accord classified RMG factories into three levels. However, the problem is that when Accord visits a factory under Tier One, Two or Three, they may also have a business relationship with the Alliance brands. Thus, when the Accord and the Alliance's inspection team visited the factory of the same suppliers, conflicts emerged to set their own Western and European standards, which needed improvement. In addition, the Alliance considered the building code of Bangladesh, which needed to be followed by the Accord, which also made some issues.

Given the Accord's decision to close the RMG factory, the NTC Chairman had nothing to do with the site of the Bangladesh Government, and the BGMEA had a low chance of intervention as per the Accord's treaties (see

Accord, 2013, 2019 & Moazzem, 2019). Moazzem (2019) identified that many small companies were closed down due to the high cost of the remedial program. Those incidents made the Bangladesh Government BGMEA, and BKMEA unhappy. Moreover, although there were indications of financial support for the tier one and two factories, the tier three factories needed more incentives, making it difficult to follow the Accord's remedy advice. It was a debilitated strategy by the Accord not to let BGMEA, BKMEA and the Bangladesh Government be a part of the monitoring process or include them in the Accord SC in 2013. If the Accord had consisted of them in the SC, the monitoring process would have been more effective.

The formation of the new International Accord could have been more problematic. There were some fundamental issues in the latest International Accord. For example, many garment-producing countries, such as Vietnam, Cambodia, and Indonesia, already have effective safety programs. The question is how the Accord will collaborate with existing safety projects (e.g., Better Work) run by different organisations such as the World Bank and IFC in those countries. The ILO was a neutral chair in Bangladesh's Accord on Fire and Building Safety program. However, the results of the ILO as a neutral chair or for providing technical support to the Bangladesh Government in the last seven years did not show satisfactory outcomes. It was thought that the ILO would successfully persuade the Bangladesh Government to ratify the ILO's three most important OHS conventions after the Rana Plaza incident, namely C155, C161 and C187, but this did not happen. The new Accord International incorporates the ILO to persuade its member countries to follow and respect the ILO conventions for the safety of workers, but the question is how reasonable it is, as the ILO continues to show less effective results in their tripartite mechanism of social dialogue (see Helfer, 2006; Standing, 2008).

However, several studies have shown that an industry like Bangladesh RMG needs a proper policy to see effective OHS practices and regulations (Ullah, 2023a,b). An essential aspect of this is to increase the price of RMG products. The author of this article also identified during the fieldwork in Bangladesh, which is the production costs that hinder maintaining OHS and the remediation advice of the Accord and Alliance (see Moazzem, 2019). Several trade unionists and RMG factory owners asserted that if the production costs of garment products are not increased, it will be challenging to address and maintain the proper safety for RMG workers in Bangladesh (see for example, Donaghey & Reinecke, 2018; Anner, 2019). For example, in their recent work, Rahman and Yadlapalli (2021) argue that in the price and profit-sharing process. Their study reflects that brands and retailers are the most beneficiaries. Other scholars (e.g., Ashwin, Kabeer & Schubler, 2020) found that brands are culprits and local suppliers in the low-regulated countries have the 'Porsches, Rolexes, and helicopters.

John, a senior trade unionist in Bangladesh, also emphasizes pricing issues to see sustainable RMG sectors' proper OHS practices and regulations. Thus, he said:

After all this, consumers are changing their attitudes toward Bangladeshi clothing positively. So, it is true that although, as I mentioned, OHS is related to factory capacity in the past and factory capacity also increases when buyers pay better prices; Otherwise, it may remain unchanged (interview 3 December 2017).

The price issue was intentionally ignored in the Accord and Alliance preambles. Surprisingly, the USA suspended the GSP in a call of a workplace safety issue. When Alliance completed their factory monitoring by December 2018, its report was satisfactory (see Alliance Fifth Annual Report, 2018). Why did the USA not restore the GSP for Bangladesh if this is the case? The cancellation of GSP could have been a better idea. Due to the GSP cancellation, many factories were closed, creating more problems for Bangladesh RMG workers. On the other hand, through the suspension of the GSP, Bangladesh had to pay more duties to the US government, further reducing workers' wages in Bangladesh. Moreover, Alliance only showed interest in continuing its program in Bangladesh in December 2018, which also created a big question of whether big brands from the USA are keen to solve the workplace issue in Bangladesh (see Kang, 2021).

On the other hand, DIFE, the regulatory body of Bangladesh, has shown the ineffectiveness of factory inspections in Bangladesh in the last few decades, especially since the 1980s. After enacting the Labour Act in 2006 (amended in 2013), it was genuinely expected that DIFE would become a credible monitoring body in

Bangladesh, but this did not happen. After 2006, there were many factory accidents, but the Bangladesh Government could not stop them by enforcing the National Labour Act and the ILO conventions (Bair et al., 2020). After the Rana Plaza incident, the Bangladesh Government took initiatives to reform the DIFE and increase its oversight capacity in the RMG sector. However, RMG is a vast sector, and other informal industries in Bangladesh are now relatively broad. This is a fundamental question of how DIFE will ensure improved service, mainly regarding factory monitoring with its limited staff.

Moreover, in the last seven years, DIFE has not shown credibility to scholars and other RMG stakeholders, such as trade unions in Bangladesh and overseas (InduatriALL Global Union and Uni Global), anti-sweatshop campaigners, European Union and even the ILO. Therefore, it raises whether DIFE can continue monitoring activities under RSC without an Accord in Bangladesh. For example, Ms Rita, a trade unionist in Bangladesh, emphatically stated that DIFE inspectors are not recruited through proper selection, where incompetent inspectors are appointed corrupt. On this basis, the author of this article questioned the DIFE staff, who emphasized:

The department has been restructured recently and lacks technical support and human resources. The government aimed to recruit more staff to monitor the RMG sector, but the process is slow. It used to be a small office, but the department's power increased slightly due to pressure and Bangladesh being a very dense country, especially after the Rana Plaza incident. Since the Rana Plaza incident, as the Bangladesh government has faced widespread criticism and pressure to monitor the factories properly, more inspectors have been appointed. However, it is still constrained (interview 5 December 2017).

Two points can be made from the above excerpt; first, DIFE did not act as a tenable monitoring agency in factory inspections and regulations since the RMG inception and had to wait until a major accident like Rana Plaza. Secondly, the Government of Bangladesh, Accord and Alliance still need to provide DIFE to build its credibility for conducting standard factory inspections set by Accord for RSC. Suppose a scholar visits the official website of DIFE to access any information that will disappoint them. DIFE's web page shows an unorganized one that needs more transparent quarterly reporting and maintains international standards. DIFE still needs to catch up as an acceptable monitoring agency. Surprisingly, there was a list of 993 inspectors on the web page. The DIFE office was recently called to know the total number of inspectors currently inspecting factories; the operator of the DIFE Bangladesh office said that now only around 600 inspectors are available out of 993, as others are official staff, e.g., clerks or drivers. A solid question arises as to whether DIFE can monitor a vast RMG sector with this bit of workforce. Of course, the Bangladesh Government's attitude draws upon their negligence before the Rana Plaza incident (see Siddiqi, 2019; Huq, 2019).

DIFE was mainly responsible for conducting the Tier Three factories. Those were not under Accord and Alliance and are mainly subcontractors. Then, by forming RSC, DIFE is now accountable for Tier One, Two and Three factories. However, the question is, without a true collaboration between the ILO, World Bank, ADB, IFC, national and international trade union bodies, and mainly with the support of BGMEA, BKMEA, Bangladesh Government and global brands, whether DIFE can change the working condition of the sector. It was a real shame when the Accord and Alliance did not care for the many small factories mainly working for the Tier One and Two big factories with direct business with Accord and Alliance. Previous factory incidents occurred in Tazreen Fashions and Rana Plaza, where the world's famous brands and retailers' goods were made, such as Walmart, Benetton and Primark (Mishra, 2019; FASHIONISTA, 2020). The question is why small factories were excluded from the remedy from Accord and Alliance's factory lists when DIFE and the Bangladesh Government could not fully comply. At least 3000 sub-contracting factories in Bangladesh remain vulnerable, and RMG workers pass their anxious time while working in those factories (e.g., Moazzem, 2019; Huque, 2018; Huq, 2019).

Despite such dilemmas in Accord and Alliance's RMG factories monitoring, following the Corrective Action Plan (CAP), which needs to be included in DIFE's initiatives was good. In 2017, the Remedy Coordination Cell (RCC) was established to conduct factory inspections under the National Tripartite Plan of Action (NTPA). However, several studies have shown that compared to the performance of the Accord and Alliance towards the end of 2018-2020, the RCC's initiatives under the NTPA are still unsatisfactory (see Barua et al., 2018; Rahman & Rahman, 2021). The Accord & Alliance's quarterly report was also an excellent initiative to determine which

factories could follow up with CAP, despite the time given to the factories for remediation and other supports such as financial aid. However, such a strategy needs to be significantly included in DIFE.

Most importantly, when the author of this article visited Bangladesh between 2017 and 2018, some good and big factories were identified as an ideal factory that maintains international standards. Unfortunately, many small, medium and mainly sub-contracting factories do not follow ILO standards and the Bangladesh Labour Act (Haque, 2018). Even those little sub-contractors need proper education and knowledge about the ILO convention, Bangladesh Labour Act and other building codes and regulations. However, sub-contracting factories are a reality in Bangladesh, and their existence is essential in the socio-economic context of Bangladesh. Sub-contracting factories create low-paying jobs for the state's job seekers, mainly for the less educated and skilled people. So, on the one hand, the Bangladesh Government must uphold their existence; on the other hand, remedying numerous sub-contracting factories is a big challenge for DIFE. Therefore, the study has a valid question - how can DIFE change its regulatory strategies and become more credible to make the RMG industry more sustainable?

The author's observations, study findings from empirical information in Bangladesh and contemporary scholarship also indicate significant flaws in Accord, Alliance and DIFE's monitoring strategy (Rahman, 2019; Siddiqi, 2019). For instance, Siddiqi (2019) adequately evaluated private and government initiatives in RMG factory monitoring. However, in her analysis, all parties ignored the most critical issues for RMG workers, such as sexual harassment, wages, bonuses, and workers' right to form trade unions and organize collective bargaining (Ullah, 2021). However, in line with Siddiqi, the question is whether Bangladesh can increase the price of RMG products or increase it, which indirectly threatens to lose the competition in the global RMG market. Therefore, the Accord and Alliance initiatives seem to be piecemeal rather than a solution to the core problem that hinders OHS practice and keeps the workplace up to international standards (Siddiqi, 2019).

Most importantly, Accord International did not reveal the strategy of collecting funds for the Accord Foundation compared to Brand Finance (see Brand Finance Apparel 50 2021 Report). Brand Finance raises funds from the brands for marketing and advertising, product promotion, and other brands with the necessary financial support. Nevertheless, surprisingly, there is no foundation unlike "Brand Finance" for fair wages and social security for RMG workers, which produced a valid question for the Accord International Foundation on how they can do it. This is crucial to understand that RMG workers are starving due to the loss of work in the RMG industry in Bangladesh since the COVID-19 pandemic and urging global brands for more social security, which is a pity. However, international brands and RMG merchants made blotted promises in Bangladesh, while international brands remain silent about their moral duties (see Ullah, 2021; Mullins, 2021; *Prothomalo*, 2021; *BBC News*, 2021). For example, 7 October 2021 was the World Day for Decent Work, and IndustriALL Global Union published a report stating that RMG workers in Bangladesh have appealed for social security to the global brands for the COVID-19 impact on their livelihoods. An RMG worker lost her job two years ago as an operator in an RMG factory for a decade. When she lost her income, she struggled to manage her livelihood, thus:

I have three kids. My husband is paralyzed – very sick. I'm the only source of livelihood for the family. My kids are studying in school. I have to pay the doctor's expenses. There is so much expenses. I just can't bear it. The children are going to school. I need a whole lot of money, but I'm not getting anything (IndutriALL Global Union, 2021).

The above quote reflects the actual situation of most RMG workers in Bangladesh (see Huq, 2019; Siddiqi, 2019; Anner, 2020; Ullah, 2021). Bangladesh is a low-regulated country that provides low wages to RMG workers and opportunities for global brands to invest in industries like RMG. Nevertheless, international brands also neglect their minimum responsibility to ensure a better livelihood for RMG workers. So the question is how the Accord on Fire and Building Safety in Bangladesh and its new development Accord International will provide the necessary support in the long run.

The Rana Plaza incident probably put Bangladesh, BGMEA, BKMEA, and other RMG employers on the back foot. The United States first suspended their GSP benefits on workplace safety issues for RMG workers. The EU was imposing trade sanctions and ending quota facilities under Everything But Arms (EBA), which did not

finally occur (see Kang, 2021). Immediately, in response to the Rana Plaza incident, the Bangladesh Government amended the Labour Act 2006 in 2013 and promised to bring more effective factory monitoring and regulatory strategies by empowering DIFE. Still, in the end, the promise was not kept. Trade unionism is still undermined and obstructed when RMG workers demonstrate their essential benefits from RMG employers, the Government, and even global clothing brands (see, e.g., Ashraf & Prentice, 2017; Anner, 2019; IndustriALL Global Union, 2021a,b; Ullah, 2021; Kang, 2021).

It is worth mentioning that when Accord and Alliance started RMG monitoring in Bangladesh in 2013, they needed to find adequate codes and significant guidelines in the existing Labour Act of Bangladesh or other organisational structures. As a result, Accord and Alliance had to bring international standards and adjust with CAP towards ensuring that factories are correctly remediated. Whether the newly amended Labour Act 2013 of Bangladesh maintains that international standard is another academic discourse. For example, according to Human Rights Watch, Bangladesh's Labour Act has significant flaws that hinder trade unionism and other workers' rights. Moreover, Accord and Alliance hired mostly expert engineers from Bangladesh's top university, the Bangladesh University of Engineering and Technology (BUET), to ensure they understand the international building standards for large-scale goods production. However, DIFE lacks this opportunity, putting this agency's reputation on factory inspection under a question mark. In this situation, the fundamental question is how DIFE can achieve the ultimate goal of seeing a sustainable RMG in the future in Bangladesh.

3. Recommendations and conclusions

This paper first reviewed the concept of labour governance as an application to understand better how multi-stakeholder initiatives were established regime to manage to monitor Bangladesh's RMG sector since 2013. Labour governance approaches link global production dynamics and regional economic, political and social structures to understand labour outcomes in the workplace. However, as research questions were to understand whether international labour governance approaches helped to control and see changes in Bangladesh as configured across time and space. Analysis revealed the often contested and sometimes ambiguous relationships between stakeholders and how they shape the progress and sustainability of multi-stakeholder initiatives in monitoring processes in an international set-up.

The analysis shows that while Accord and Alliance have shown some progress in factory monitoring techniques, these two non-governmental organisations have significant shortcomings discussed in this article. Nevertheless, despite some differences in their monitoring strategies between Accord and Alliance, DIFE, a Bangladesh government agency, has shown unsatisfactory factory monitoring results, questioning whether Bangladesh would experience casualties at other factories like RMG Tazreen Fashion or Rana Plaza. In order to refute this assumption, it is essential to see that every notable partner of Bangladesh RMG is working adequately with sufficient responsibility. Bangladesh is going through its transition period to become an industrial country. As a result, although the Bangladesh Government may ignore labour and industrial issues such as workers' safety and welfare, other stakeholders need to build a proper OHS culture and some institutions with financial and technical support that can adequately monitor RMG factories. Therefore, Accord, Alliance, international clothing brands and the Government of Bangladesh, BGMEA, BKMEA, BEF FBCCI, local and international trade union organisations, NGOs, and other international organisations such as the World Bank, ADB, IMF, ILO and WHO need to form a foundation for Bangladesh's RMG sector's substantial monitoring and regulation. Most importantly, the Government of Bangladesh must ensure the safety and regulation of the RMG industry for millions of workers and implement the National Labour Act 2006 (amended in 2013) and the ILO conventions for the sustainability of the RMG industry by strengthening DIFE's credibility in the factory monitoring process..

Acknowledgment: I am deeply indebted to the Bangladeshi trade unionists and RMG workers whose unconditional support made this research paper complete.

Funding: The author(s) received no financial support for this article's research, authorship, and publication. So, the author(s) is not obligated to acknowledge any institutions or research organisations' names. However, the

original research was conducted with the Australian Government Research Training Program Scholarship for the author's PhD project.

Conflict of Interest: The author(s) of this article declared no potential conflict of interest concerning the research, authorship, and publication of this article.

References

- Accord. (2013). *Accord on fire and building safety in Bangladesh*. Retrieved from <https://bangladesh.wpengine.com/wp-content/uploads/2018/08/2013-Accord.pdf>
- Accord. (2019). *Letter to Government of Bangladesh – FR tower fire and Accord commitment to safety*. Retrieved from <https://bangladeshaccord.org/updates/2019/04/04/letter-to-gov-of-bangladesh>
- Accord. (2021). *Quarterly aggregate report*. Retrieved from https://bangladesh.wpengine.com/wp-content/uploads/2021/06/Accord_Quarterly_Aggregate_Report_May2021.pdf
- Afrin, S. (2014). Labour condition in the apparel industry of Bangladesh: Is Bangladesh Labour Law 2006 enough? *Development Country Studies*, 4(11), pp. 70-78.
- Ahlquist, J. S., & Mosley, L. (2021). Firm participation in voluntary regulatory initiatives: The Accord, Alliance, and US garment importers from Bangladesh. *The Review of International Organizations*, 16(2), 317-343.
- Ahmed, F. E. (2004). The rise of the Bangladesh garment industry: Globalization, women workers, and voice. *NWSA Journal*, vol. 16(2), pp. 34-45.
- Alam, M. S., Selvanathan, E. A., & Selvanathan, S. (2017). Determinants of the Bangladesh garment exports in the post-MFA environment. *Journal of the Asia Pacific Economy*, 22(2), pp. 330-352.
- Alamgir, F., & Banerjee, S. B. (2019). Contested compliance regimes in global production networks: Insights from the Bangladesh garment industry. *Human Relations*, 72(2), pp. 272-297.
- Alliance. (2018). *Alliance for Bangladesh worker safety fifth annual report November 2018*. Retrieved from <https://www.bangladeshworkersafety.org/files/Alliance%20Fifth%20Annual%20Report%202018.pdf>
- Anner, M. (2019). Addressing workers' rights violations in apparel and agricultural supply chains through binding, cost-sharing Accords. *Agrarian South: Journal of Political Economy*, 8(1-2), pp. 93-114.
- Ansary, M., and Barua, U. (2015). Workplace safety compliance of RMG industry in Bangladesh: structural assessment of RMG factory buildings. *International Journal of Disaster Risk Reduction*. 14(4), pp. 424-437.
- Ashraf, H., & Prentice, R. (2019). Beyond factory safety: Labor unions, militant protest, and the accelerated ambitions of Bangladesh's export garment industry. *Dialectical Anthropology*, 43(1), pp. 93-107.
- Ashwin, S., Kabeer, N., & Schubler, E. (2020). Contested understandings in the global garment industry after Rana Plaza. *Development and Change*. 51(5), pp. 1296-1305.
- Bair, J., Anner, M., & Blasi, J. (2020). The political economy of private and public regulation in post-Rana Plaza Bangladesh. *ILR Review*, 0019793920925424
- Barua, U., Wiersma, J.W.F., & Ansary, M.A. (2018). Safety in RMG sector: Performance and progress of DIFE after Rana Plaza. In: Wiersma, J.W.F. E., Ansary, M.A, Ahsan, R. ed. *Safety in Garment Industry, five years after Rana Plaza*, pp. 2-11.
- BBC News*. (2021). Covid-19: Crowds flee Dhaka ahead of strict Bangladesh lockdown. Retrieved from <https://www.bbc.com/news/world-asia-57624557>
- Brand Finance. (2021). *Brand Finance Apparel 50*. Retrieved from <https://brandirectory.com/download-report/brand-finance-apparel-50-2021-preview.pdf>
- Chorev, N. (2005). The institutional project of neo-liberal globalism: The case of the WTO. *Theory and Society*, 34(3), 317- 355.
- Crinis, V. (2019). Corporate social responsibility, human rights and clothing workers in Bangladesh and Malaysia. *Asian Studies Review*, 43(2), pp. 295-312.
- De Vogli, R. (2011). Neoliberal globalization and health in a time of economic crisis. *Social Theory & Health*, 9(4), 311-325.
- Department of Inspection for Factory and Establishment (DIFE). (n.d.). Retrieved from <http://www.dife.gov.bd/site/page/b2ef53e5-3049-4913-bc29-5ddcc015b712/About-Us>
- Donaghey, J., & Reinecke, J. (2018). When industrial democracy meets corporate social responsibility—A comparison of the Bangladesh accord and Alliance as responses to the Rana Plaza disaster. *British Journal of Industrial Relations*, 56(1), pp. 14-42.
- Faruque, A.A. (2009). Current status and evaluation of industrial relations system in Bangladesh, *International Labour Organization, CH-1211 Geneva 22, Switzerland*.

- FASHIONISTA. (2020). 7 years after Rana Plaza, 'brands still do not value human lives'. Retrieved from <https://fashionista.com/2020/04/rana-plaza-7-year-anniversary>
- Friedman, T. L. (2005). It's a flat world, after all. *The New York Times*, 3, pp. 33-37.
- Ghauri, P. (2004). Designing and conducting case studies in international business research. In Marschan-Piekkari, R., Welch, C. (Eds.), *Handbook of Qualitative Research Methods for International Business*. Cheltenham Gloss GL50 2JA, UK, Northampton, Massachusetts 01060 USA: Edward Elgar Publishing Limited.
- Haque, M. (2018). Workers at 3,000 subcontracting RMG units in danger. *The Newage* Retrieved from <http://www.newagebd.net/article/39148/workers-at-3000-subcontracting-rmg-units-in-danger>
- Harvey, D. (2007). *A brief history of neoliberalism*. Oxford University Press, USA.
- Helfer, L. R. (2006). Understanding change in international organizations: globalization and innovation in the ILO, *Vanderbilt Law Review*, 59(3), pp. 649-726.
- Helfer, L. R. (2006). Understanding change in international organisations: globalisation and innovation in the ILO, *Vanderbilt Law Review*, 59 Vand. L. Rev. 649.
- Human Rights Watch. (2013). Bangladesh: Amended labor law falls short. Retrieved from <https://www.hrw.org/news/2013/07/15/bangladesh-amended-labor-law-falls-short>
- Huq, C. (2019). Opportunities and limitations of the Accord: Need for a worker organizing model. In *Labor, Global Supply Chains, and the Garment Industry in South Asia* (pp. 63-83). Routledge.
- IndustriALL Global Union. (2021a). Police in Bangladesh obstruct union activities. Retrieved from <http://www.industriall-union.org/police-in-bangladesh-obstruct-union-activities?>
- IndustriALL Global Union. (2021b). No decent work without social protection. Retrieved from <http://www.industriall-union.org/no-decent-work-without-social-protection?fbclid>
- IndustriALL Global Union. (n.d.). International safety Accord begins with 91 garment brands and retailers. Retrieved from <http://www.industriall-union.org/international-safety-accord-begins-with-77-garment-brands-and-retailers>
- International Accord. (n.d.). International Accord signatories. Retrieved from <https://internationalaccord.org/signatories>
- Islam, M. A., & McPhail, K. (2011). Regulating for corporate human rights abuses: The emergence of corporate reporting on the ILO's human rights standards within the global garment manufacturing and retail industry. *Critical Perspectives on Accounting*, 22(8), 790-810.
- Jaunzems, K., Green, L., Leith, D., & Teague, C. (2017). Ethnographic Insights Into Safety Communication for Frontline Workers In F. Martin (Ed.), *Refereed Proceedings of the Australian and New Zealand Communication Association Conference 2017-Communication Worlds: Access, Voice, Diversity, Engagement*. Retrieved from <https://ro.ecu.edu.au/ecuworkspost2013/5065>
- Kabeer, N. (2019). The evolving politics of labor standards in Bangladesh: taking stock and looking forward. In *Labor, Global Supply Chains, and the Garment Industry in South Asia* (pp. 231-259). Routledge.
- Kabeer, N., Huq, L., & Sulaiman, M. (2020). Paradigm shift or business as usual? Workers' views on multi-stakeholder initiatives in Bangladesh. *Development and Change*, 51(5), pp.1360-1398.
- Kabir, H., Maple, M., Usher, K. & Islam, M. S. (2019). Health vulnerabilities of ready-made garment (RMG) workers: a systematic review. *BMC Public Health*, 19(1), pp. 1-20.
- Kang, Y. (2021). The rise, demise, and replacement of the Bangladesh experiment in transnational labour regulation. *International Labour Review*.
- Kayaalp, M., Browne, A. C., Dodd, Z. A., Sagan, P., & McDonald, C. J. (2014). De-identification of address, date, and alphanumeric identifiers in narrative clinical reports. In *AMIA Annual Symposium Proceedings* (Vol. 2014, p. 767). American Medical Informatics Association.
- Labowitz, S. (2016). New data on the number of factories in Bangladesh. Retrieved from <https://bhr.stern.nyu.edu/blogs/-data-on-number-of-factories-bd>
- Larner, W. (2003). Neoliberalism? *Environment and Planning D: Society and Space*. 2(5), pp. 509-512.
- Mishra, S. (2019). Walmart family makes \$ 4 million every hour And \$ 100 million every day, *Startup stories*, 14 August, Retrieved from <https://www.startupstories.in/news/walmart-family-makes-4-million-every-hour-and-100-million-every-day>
- Moazzem, K. G. (2019). Behaviour of the buyers and suppliers in the post-Rana Plaza period: A decent work perspective. In *Labor, Global Supply Chains, and the Garment Industry in South Asia* (pp. 149-171). Routledge.
- Morse, A. (2021). The Bangladesh Accord is set to expire on 31 May: Here's why that would be catastrophic. *Remake*. Retrieved from <https://remake.world/stories/news/the-bangladesh-accord-is-set-to-expire-on-may-31-heres-why-that-would-be-catastrophic/>
- Mullins, N. R. (2021). How the pandemic is affecting Bangladesh's garment workers. IHRB. Retrieved from <https://www.ihrb.org/focus-areas/covid-19/how-the-pandemic-is-affect-ing-bangladeshs-garment-workers>
- NewAge*. (2016). 121 workers fired, 200 sued, 22 December. Retrieved from <https://www.newagebd.net/article/5292/121-workers-fired-200-sued>

- Polaski, S. (2004). *Cambodia blazes a new path to economic growth and job creation* (No. 51). Washington, DC: Carnegie Endowment for International Peace.
- Prothom Alo English. (2021). RMG workers have little access to Covid-19 vaccine information: Study. Retrieved from <https://en.prothomalo.com/bangladesh/rmg-workers-have-little-access-to-covid-19-vaccine-information-study>
- Rahman, S. (2013). *Broken promises of globalization: The case study of the Bangladesh garment industry*. Lexington Books
- Rahman, S. (2015). The compliance of labour regulations by TNCs in Bangladesh — a host state's perspective, Issue 3, *European Journal of Law and Political Sciences*, pp. 66-75.
- Rahman, S. (2019). Post-Rana Plaza responses: Changing role of the Bangladeshi Government. In *Labor, Global Supply Chains, and the Garment Industry in South Asia* (pp. 131-148). Routledge.
- Rahman, S., & Yadlapalli, A. (2021). Years after the Rana Plaza tragedy, Bangladesh's garment workers are still bottom of the pile. Retrieved from <https://theconversation.com/years-after-the-rana-plaza-tragedy-bangladeshs-garment-workers-are-still-bottom-of-the-pile-159224>
- Rahman, Z., & Langford, T. (2012). Why labour unions have failed Bangladesh's garment workers. In: Mosoetsa, S., & Williams, M. ed. *Labour in the global South: Challenges and alternatives for workers*, International Labour Office – Geneva: ILO, pp. 87-106.
- Saxena, S. B. (2019). Introduction: How do we understand the Rana Plaza disaster and what needs to be done to prevent future tragedies. In Saxena, S. B. (ed.), *Labor, Global Supply Chains, and the Garment Industry in South Asia* (pp. 1-18). Routledge.
- Saxena, S. B. (2022), “Developing Country Responses to Demands for Improved Labor Standards: Case Studies from the Garment and Textiles Industry in Asia”, in Elliot, K. A. (ed), *Handbook on Globalisation and Labour Standards*, Edward Elgar Publishing. Cheltenham, Glos, UK & Northampton, Massachusetts, USA, pp. 258-273.
- Siddiqi, D. M. (2019). Spaces of exception: National interest and the labor of sedition. In *Labor, Global Supply Chains, and the Garment Industry in South Asia* (pp. 100-114). Routledge.
- Siddiqi, D. M. (2017). Organising labour under the neoliberal gaze. *The Daily Star*. Retrieved from <https://www.thedailystar.net/star-weekend/spotlight/organising-labour-underthe-neoliberal-gaze-1393885>.
- Standing, G. (2008). The ILO: An agency for globalization? *Development and Change*, 39(3), pp. 355-384
- Tarannum, T., & Ansary, M. A. (2018). Safety in RMG sector: Performance and progress of DIFE after Rana Plaza. In: Wiersma, J.W.F. E., Ansary, M.A, Ahsan, R. ed. *Safety in Garment Industry, five years after Rana Plaza*, pp. 2-11.
- Textile Today*. (2019). *PM inaugurates new BGMEA office*. 3 April, Retrieved from <https://www.textiletoday.com.bd/pm-inaugurates-new-bgmea-office/>
- Ullah, A. S. M. (2021). Covid-19: The role of global clothing brands/retailers in vaccinating and providing financial aid to the RMG workers in Bangladesh. *Middle East Journal*, 84.
- Ullah, A. S. M. (2022). An analysis of Marxism in industrial relations theory in light of capitalism, neoliberalism and globalisation: A petite critical review from Bangladesh's RMG perspectives. *Middle East Journal of Business*, 17(2), 5-18.
- Ullah, A. S. M. (2023a). Unethical Outsourcing and Marketing of International Clothing, Fashion Brands, and Global Supply Chains: A Case Study of Bangladesh's RMG Industry”, in Gigauri, I., Palazzo, M., & Ferri, M. A. (Eds.), *Handbook of Research on Achieving Sustainable Development Goals With Sustainable Marketing*, IGI Global, Hershey PA, USA, pp. 303-324.
- Ullah, A. S. M. (2023b). Assessing the factors which determine the effectiveness of OHS regulation in the era of globalisation and neoliberalism: A case study of Bangladesh's Ready-Made Garment (RMG) Industry.
- Ullah, A. S. M. (2023c). State's Obligation to Ratify ILO Conventions C155, C161 and C187: A Review of Bangladesh's RMG Sector. *European Journal of Law and Political Science*, 2(5), 8-21.
- UN. (n.d.). Universal Declaration of Human Rights. Retrieved from <https://www.un.org/en/about-us/universal-declaration-of-human-rights>
- Yin, R. K. (2003). *Case Study Research: Design and methods*, 3rd edn. Sage Publications, Thousand Oaks, California.

Victim-Oriented Humanistic Policing as a New Model in Improving Services for Victims of Sexual Violent Crimes: Comparative Study of Indonesian Police, Japanese, and New Zealand

Aruma Chandra Dewi¹, Adrianus Eliasta Meliala², Iqram Sulhin³

¹ PhD Candidate, Department of Criminology, Faculty of Social and Political Science, Universitas Indonesia

² Professor and Lecturer, Department of Criminology, Faculty of Social and Political Science, Universitas Indonesia

³ Lecturer, Department of Criminology, Faculty of Social and Political Science, Universitas Indonesia

Correspondence: Aruma Chandra Dewi, Department of Criminology, Faculty of Social and Political Science, Universitas Indonesia. E-mail: arumachandradewi@gmail.com

Abstract

This research aims to examine service models for victims of sexual violent crimes in three countries, namely Indonesia, Japan, and New Zealand. The research uses a descriptive-qualitative approach. The method used is case study comparison to then produce a new theoretical model related to victim-oriented humanistic policing (VOHP) for adaptation in Indonesia. Based on the identification and interpretation of research data using the Hoefnagels (1969) criminal policy analysis framework and Paterson's (2022) victim-oriented policing policy analysis, five new theoretical approaches were found regarding VOHP services for victims of sexual violent crimes in Indonesia. The five approaches include sustainable mentoring, practical interview skills, advocacy support, technology mastery, and strategic partnerships. These five new concepts emphasize a focus on institutional and cultural transformation of the National Police to prevent revictimization when dealing with victims. These five models are elaborations of models that have generally been applied universally, especially in Japan and New Zealand. It is hoped that this VOHP model can become the basis for better services for victims of sexual violent crimes in Indonesia.

Keywords: Sexual Violent Crimes, Crime Victim Services, National Police, Victim-Oriented Humanistic Policing

1. Introduction

Cases of sexual violent crimes in the world continue to increase from year to year. The victims of these two types of crime are predominantly women and children. However, quite a few men also experience similar cases,

although they are often ignored (Ashila and Barus, 2021). The 2021 World Health Organization (WHO) report states that one third of women in the world, or around 736 million of the total female population, have experienced physical or sexual violence (BBC Indonesia, 10/03/2021). This data is the result of a survey in 161 countries during 2000-2018.

Among low-income countries, WHO notes that violence against women is increasingly common. Nearly one in four women (37%) living in these countries are victims of violence. WHO concludes that violence occurs in every country and culture. Often cultural products and social institutions tend to legitimize patriarchal hegemony which leads to gender-based violence. Indonesia is one of the countries with the highest levels of violence against women and children. The findings of the National Commission on Violence against Women (*Komnas Perempuan*) noted that for 12 years (2001-2012), at least 35 women were victims of sexual violence every day. From this data, it is stated that what occurs most often is violence against young women and minors.

In 2022, National Commission on Violence against Women reported that there were 457,895 cases of violence against women. A total of 339,782 cases of this number were gender-based violence. In aggregate, National Commission on Violence against Women data shows sexual violence as the most dominant form of violence against women, namely 2,228 cases (38.21%) followed by psychological violence with 2,083 cases (35.72%). Meanwhile, data from service institutions is dominated by physical violence with 6,001 cases (38.8%), followed by sexual violence with 4,102 cases (26.52%). National Commission on Violence against Women noted that the characteristics of victims and perpetrators were still the same, namely that victims tended to be younger and had a lower level of education than the perpetrators. Meanwhile, 8.6% of the perpetrators were people who should be the protectors, such as parents, relatives, teachers, lecturers, work superiors, law enforcers and religious figures.

Referring to Law Number 23 of 2004 concerning the Elimination of Domestic Violence, sexual violence is understood as a form of domestic violence (Article 8). There are two types of sexual violence, namely: 1) forced sexual relations carried out against people who live within the household; 2) forcing sexual relations on someone within the household with another person for commercial purposes and/or certain purposes.

In the view of classical legal theory, an act of violence refers to behavior that is contrary to the law, whether in the form of a threat or a real action and has the consequences of damage to property or physical condition up to death. Criminologists then often use the term violent crime. Clinard, Quinney & Wilderman (2014), for example, use the term violent personal crime to group various forms of violent crime, such as rape, murder, and assault. In this study, researchers focus on forms of sexual violent crimes, which also contain elements of violence.

The many cases of sexual violence that have surfaced in Indonesia are actually just the tip of the iceberg of many other cases that have not been revealed. Even if they are successfully uncovered, these cases simply evaporate without a legal resolution that provides a sense of justice for the victims. The Indonesian Judicial Research Society (IJRS) survey in 2020 found that 57.0% of sexual violence cases did not receive a resolution. As many as 39.9% of cases were resolved by the perpetrator paying a certain amount of money; the victim married the perpetrator (26.2%); through a peaceful settlement (23.8%); and the perpetrator was sentenced to prison (19.2%) (IJRS, 16/03/2021). This data was later confirmed by data from the National Commission on Violence Against Women in 2021, which found that of 7,924 cases of gender-based violence, as many as 85% had no information about the resolution. Meanwhile, 948 cases were resolved through legal channels (12%) and 233 cases through non-legal channels (3%).

The findings of IJRS and National Commission on Violence against Women (*Komnas Perempuan*) show that the handling of sexual violence cases has not focused on justice and legal certainty for victims. This is important considering that according to IJRS findings, one of the reasons is because there are still officials who side more with the perpetrator than the victim. The authorities tend to intimidate and blame, even terrorize, so that many victims end up apologizing and withdrawing their reports from the police. Some even experienced repeated victimization during the investigation. Victimization is a process that gives rise to victims, losses, or injuries (Fisher & Reysn (2009), or asymmetric interpersonal relationships that are painful, destructive, parasitic and unfair (Karmen, 2010).

This culture of blaming the victim is also reflected in a survey conducted by IJRS in 2020 which found that people have views that blame the victim (victim blaming); that sexual violence can occur as a result of the victim's behavior and life choices. Most respondents thought that sexual violence was partly caused by the victim's attitude. This shows that public perception still tends to blame the victim's sexuality, especially women (IJRS, 16/03/2021). They are used to accusing women of being partly responsible for the sexual violence they experience. It often happens that the community contributes to providing tolerance to the perpetrator so that they escape the law. This reality cannot be separated from the strong patriarchal cultural construction in society.

The problem of revictimization makes victims even more trapped. Sellin and Wolfgang in their 1964 study identified three levels of victim impact, namely primary, secondary, and tertiary victimization (Burgess, et al., 2009). Primary victimization affects victims who are personally targeted or personalized. Then, secondary victimization involves impersonal, commercial, and collective victims. This type of victimization has not spread to the community or society. At the highest level, victims experience tertiary victimization whose impacts are more widespread and widespread in society, such as violations of public order, social norms, or government administration. The level of victimization often makes victims reluctant to report to the police and prefer informal institutions.

This reality raises the question of how the policing model can improve victim-friendly law enforcement services. A policing model that positions and emphasizes victim involvement in the criminal justice system as the key to victim healing and reducing costs (Clark, 2003). For this reason, in this study, researchers conducted a comparative study of police services in three countries, namely Indonesia, Japan, and New Zealand. This comparative study is intended to look at the similarities and differences in policing models, while offering a victim-oriented humanistic policing approach as a policing model that can be applied in relation to handling victims of sexual violence.

2. Theoretical Framework

The theoretical discussion related to the development of the concept of victim-oriented policing (VOP) in this research is related to the shift in policing policy by placing victims as the core consumers and the heart of every police response as stated by Paterson (022, p. 3). Through the VOP model, it is hoped that aspects of procedural justice will be promoted, ensuring that victims receive a positive response through the police as agents appointed by the community. For this reason, the theories in discussion consist of VOP, victimology, criminal policy, and democratic policing.

2.1. Victimology

In criminology, discussion of the concept of victim is related to victimology, which has become an integral part of criminology. The definition of victim is given by criminal law or given by the self-evident nature of their suffering (Walklate, 2012, p. 173). Victimology experts view that the concept of victim is the result of the constructed nature of the legal system, where victim and perpetrator are socially relevant meanings decided by legislators. These decisions are influenced by the cultural standards and value preferences of powerful social groups. Even though there is considerable disagreement in defining victims (Strobl, 2010, p. 2), victimological constructions related to victims are able to provide new insights and attempt to reproduce both official and subjective victim constructions. Victimology firmly places the needs and rights of victims on its agenda. The concept of victims' rights has had a major influence on the formation of criminal justice policies both at home and abroad. Internationally, victims' rights are classified into two large groups.

First, victims have rights for services rights or social rights, which summarize the special rights provided by the state for victims after a crime occurs, including (Doak, 2014, p. 5445): (1) service rights, namely the victim's right to obtain various kinds social services or rights; (2) compensation, that crime victims must be able to exercise the right to receive compensation after violent crimes that cause death or bodily injury; (3) special measures, trying to avoid secondary victimization in the courtroom.

Second, victims have procedural rights which require some form of participation in the criminal procedure itself, including (Doak, 2014, p. 5469): (1) procedural rights: procedural rights require some form of participation by the victim in criminal procedures; (2) participation in the trial process: the victim's ability to participate actively in the trial process is generally limited; and (3) victim participation in sentencing: participation in sentencing procedures is more common than participation in the actual trial.

Victimization has several meanings. According to Fisher & Reynolds (2009, p.162), victimization is the outcome of deliberate action taken by a person or institution to exploit, oppress, or harm another, or to destroy or illegally obtain another's property or possessions. Meanwhile, Karmen (2010, p.2), defines victimization as an asymmetrical interpersonal relationship that is abusive, painful, destructive, parasitical, and unfair. Meanwhile Doerner & Lab (2012, p.4) say that victimization can also be defined as a dyadic relationship between the perpetrator of the crime and the victim of the crime.

Victimization itself has a typology consisting of five categories based on the relationship between the victim and the perpetrator (Sellin & Wolfgang, 1964), namely: (1) primary victimization; (2) secondary victimization; (3) tertiary victimization; (4) mutual victimization; and (5) no victimization (Wemmers, 2014).

2.2. Victim-Oriented Policing

VOP principles include several operational dimensions (Paterson & Williams, 2018, pp. 89-93; Paterson, 2022, pp. 1-6). First, find ways to deal with primary or secondary victimization, and reduce the effects of victimization on society. Second, use repeat victimization as a performance indicator and naturally allocate police resources to high crime areas and to targets that cause the most victims. Third, place the police as first responders for vulnerable people through pre-emptive warnings. Fourth, increased focus on understanding the impact of policing through a vulnerability lens, including the individual, social and institutional vulnerabilities that will be faced. Fifth, prioritize victims' needs and collaboration. Sixth, building collaborative goals for those who carry out informal and formal policing functions in democratic societies. Seventh, form collaborations with communities most at risk of harm and develop strategies for how they collectively conceptualize policing needs. Eighth, emphasize the social, political, legal and ideological harmony of structure, governance, partnerships, roles, functions, training and education for the conceptualization of victim-based policing.

The VOP strategy is believed to increase public trust in the police (Paterson, 2022, p. 6). For police officers, this strategy is an efficient way to allocate police resources effectively to help victims, prevent repeat victimization, and police officers can obtain positive feedback from victims (Farrell, 2001, p. 199).

In this VOP context, Indonesia is still uncertain in implementing VOP through the principles of restorative justice. Because even though there is diversion where victims receive healing support and victims participate in the criminal justice system, victim offender mediation efforts in the form of mediation between the perpetrator and the victim are still oriented towards the perpetrator. Recovery of the victim is only part of the conditions set, which as far as possible keeps the perpetrator away from the crime (Dinata, 2020, p. 52).

2.3. Democratic Policing

The VOP concept is then linked to the concept of democratic policing which allows political and government processes to be carried out through the principles of public accountability which emphasize transparency, checks and balances, and the supremacy of the law. Jerome H Skolnick (1999), the originator of the idea of democratic policing, said that the policing system also follows a country's government system, whether it is democratic, authoritarian, and so on. In the democratic era, the appropriate policing model to apply is democratic policing (Karnavian & Sulisty, 2017). Skolnick assesses that the emergence of democratic policing is in line with the transition of political ideology in various parts of the world which is slowly changing towards democracy.

Skolnick (1999:2) states: "... democratic police forces are not supposed to be insular, self-contained, or cut off from the communities from which their power derives. Openness to the free and the poor should be a master ideal of democratic policing." This statement means that democratic policing should be open and involving the public, inclusive of various groups and layers of society, as a source of legitimacy for police institutions. Skolnick emphasized that democratic policing practices can be realized by emphasizing two important aspects, namely openness and accountability.

Democratic policing provides guidance for the police to pay attention to community problems and further collaborate with the community to gain legitimacy. Experts emphasize that democratic policing is a concept that emphasizes that the police are the public and the public is the police, where cooperation between the community and the police is policing that comes from the community, through policy making that is discussed with the community and the actions of the police themselves. In other words, the essence of democratic policing is consent on the part of the community. The key to democratic policing lies in public legitimacy, which means the community is the object of police security (Karnavian & Sulistyono, 2017).

According to Roberson & Mire (2009), the concept of democratic policing contains several important notes regarding characteristics. First, the police must work in accordance with democratic principles, namely being professional, understanding human rights standards, and acting in accordance with legal provisions. Second, the police uphold the ethical values and norms that apply in society and institutions. Third, the police must have top priority in securing and protecting people's lives. Fourth, the police always serve the community selflessly and are responsible to the community. Fifth, provide protection for life and property. Sixth, police actions must be in accordance with human dignity and human rights. Lastly, the police are neutral and non-discriminatory.

2.4. Criminal Policy

The practical manifestation of criminal policy is society's decisions regarding crime or actions against crime. Research on criminal policy approaches general legal policy research and applied criminology, making it a form of scholarship that takes a place alongside research on criminal law and criminology (Lahti, 2000). In its development, criminal policy uses an evidence-based approach which includes a commitment from prevention science to the use of the most scientifically valid studies to evaluate a program (Welsh & Farrington, 2012). In other words, this approach seeks to increase the influence of research on policy formation, especially criminal policy. Criminal policy can be carried out repressively through the "penal" criminal justice system, it can also be carried out using "non-penal" means through various prevention efforts without involving the criminal justice system.

Hoefnagels (1969) emphasized that criminal policy is a social reaction to crime in the form of the establishment of an institution. Within the scope of this criminal policy, Hoefnagels includes: (a) the application of criminal law means; (b) prevention without punishment; and (c) efforts to influence public views about crime. Hoefnagels defines criminal policy as: 1) part of the science concerned with reactions to crime; 2) the complexity of science relating to crime prevention; 3) political steps in determining a human act that will be designated as a crime; 4) a comprehensive rational response to the phenomenon of crime. The four dimensions are condensed by defining criminal policy as a rational organization of society's reactions to crime.

In an effort to overcome crime, laws were formed. In this scope, a legislative body policy is needed to formulate prohibited acts by as carefully as possible formulating the elements of criminal acts and the types of legal sanctions (Mirzana, 2012). Policy formulation follows structured stages. This model generally includes the stages of agenda-setting, policy formulation, decision making, implementation, and evaluation (Jann & Wegrich, 2007, p. 43-51).

In Indonesia, criminal policies in dealing with the problem of sexual violence have been contained in several laws and other policy instruments. However, the existence of this law has not been able to provide optimal protection, especially for victims of sexual violence. There are still problems related to prevention, treatment,

and recovery. As in Japan, the legal and social environment tends not to provide support for victims of sexual violence, so they tend to remain silent and reluctant to report (Suzuki, 2016).

However, in the last two decades, as in New Zealand, the problem of sexual violence has been conceptualized as a public problem so that it is no longer a private matter. This means that the state can intervene and apply punishment in accordance with applicable law. There are progressive steps to promote a more inclusive reach in reaching state responsibilities and concerns (Gavey & Farley, 2020, p. 229).

3. Research Method

This research uses a descriptive-qualitative approach as an instrument to describe and understand social phenomena (Creswell, 2014) by creating a comprehensive picture presented through a detailed report (Walidin, Saifullah & Tabrani, 2015, p. 77). This approach is intended to produce new hypotheses that emphasize meaning, not generalization (Sugiyono, 2016, p. 299), based on the concept of going exploring in several cases or single cases (Denzin & Lincoln, 2017). Through this approach, we explore data in depth regarding the subject and object of research, namely the Indonesian, Japanese and New Zealand Police using the comparative case study method.

According to Neuman (2013, p.536), case study comparative research is research that compares one or two cultures or cultural units in depth. The comparative case study method is used by placing the state and police institutions as the object and context of research. In accordance with this research method, we compared the forms of service between police organizations in three countries in dealing with victims of sexual violence crimes. Comparisons were made on service group elements related to organizational culture, resources and special police competencies. The results of the analysis of the various variables that were compared then became the basis for us to create a model related to victim-oriented humanistic policing (VOHP) for adaptation in Indonesia.

Research data sources consist of primary and secondary data sources. Primary data sources were obtained from interviews with informants who were considered to represent the data perspective that supports this research study. There were 20 selected informants who came from three countries with different institutional backgrounds in the police, non-state institutions, NGOs, and professionals. The interview process for informants will be carried out throughout 2022-2023. Meanwhile, secondary data was obtained from previous research, documents, journals, books, and mass media. In collecting data, we used in-depth interview techniques, observation, and document study. So that the data used has high validity, we use triangulation analysis techniques by using other cases as comparisons (Moleong, 2014). Then we interpret the data using a framework of thought or a framework of existing concepts and theories. The aim is to draw conclusions that support theoretical hypotheses and recommendations for improving future studies (Kriyantono, 2012, p. 87).

4. Result and Discussion

The discussion and research results begin with an explanation of the policing model in serving sexual violence crime cases in three countries, namely Indonesia, Japan, and New Zealand. We explain several relevant and important findings, before then carrying out comparisons for the purpose of hypothesizing to offer a more victim-oriented humanistic policing model.

4.1. Indonesia

What is generally known about the Indonesian Police or National Police in providing services to victims of crimes of sexual violence is that there is no Chief of the Indonesian National Police Regulation (in Bahasa Indonesia: *Peraturan Kapolri* or *Perkap*) that regulates procedures for handling victims. The existing *Perkap* only covers general mechanisms and standard operating procedures (SOP) and does not touch on technical matters in the field. Polda Metro Jaya already has an SOP regarding handling cases of women and children and plans to implement it nationally (Hanita and Nurherwati, 2022). The SOP contains guidelines for questions,

references and all matters related to the process of investigating women and children's cases. Every investigator serving in the Women and Children Services Unit (*Unit Pelayanan Perempuan dan Anak* or *PPA*) is required to follow the legal process guidelines that have been established and follow the SOP as an action procedure. However, practically, the SOP is still only a written guide because in the field, handling is carried out according to police discretion.

In line with the increase in digital activism through social media, police informants (04/04/2023) admitted that the police were starting to make improvements. Including visiting the victim to dig up the legal truth. However, high levels of public intervention sometimes make the police go awry because the opinions that develop on social media do not necessarily match the facts. For this reason, the police develop cases based on legal facts and evidence. In cases of sexual violence, the most important legal evidence is a post-mortem. If there is no evidence or witnesses, the victim will be directed to undergo a post-mortem examination. During the investigation process, the victim will usually be satisfied if the perpetrator is successfully caught. Sometimes, when the perpetrator is willing to pay for the victim's treatment, the report can be withdrawn. In other words, the case was resolved using restorative justice or outside the formal justice system.

During the handling process, the Women and Children Services Unit (*Unit Pelayanan Perempuan dan Anak* or *PPA*) will bridge coordination with the Technical Implementation Unit of the Integrated Service Center for the Empowerment of Women and Children (*Unit Pelaksana Teknis Pusat Pelayanan Terpadu Pemberdayaan Perempuan dan Anak* or *P2TP2A*) and the Witness and Victim Protection Agency (*Lembaga Perlindungan Saksi dan Korban* or *LPSK*). Regarding the protection of victims at the Witness and Victim Protection Agency, the informant said there were four main criteria as regulated by Law No. 31 of 2014 concerning Protection of Witnesses and Victims. The four criteria include the type of crime (light/medium/severe), status (victim/perpetrator/witness/other), level of threat and track record.

However, so far, the victims' rights have not been fully fulfilled. This is because of the complicated bureaucratic system and applicable legal logic. Many perpetrators are also unable to pay compensation, so they prefer punishment. This is because generally victims of violence in Indonesia want the losses they have experienced to be returned. Sometimes the compensation or restitution paid by the perpetrator to the victim does not have a definite value, so the victim tends to set a high price as the cost of compensation/restitution. This practice often occurs, and victims are like collectors. Under The Law on Sexual Violence Crimes (*Undang-Undang Tindak Pidana Kekerasan Seksual* or *UU TPKS*), perpetrators who are unable to pay compensation can use the Victim Assistance Fund which is managed by the state. However, until now, according to the informant (12/04/2023), there are no derivative regulations that regulate the technical implementation.

The availability of organizational resources for the National Police is still very limited. Be it human resources, budget, or infrastructure. If Polda Metro Jaya has adequate resources due to special arrangements, this is not the case with other jurisdictions. The availability of resources is important to support the process of handling violence cases so that it becomes easy, cheap, and fast. Limited resources cause many cases to be neglected, resulting in long-term losses for victims.

One of the human resources that is most needed is a special investigator to handle cases of sexual violence. Based on data obtained from Polda Metro Jaya, there are 140 PPA investigators recorded, of which 13 investigators are certified. Polda Metro Jaya also has 81 special investigators for women and children in the Sub-directorate of Youth, Children and Women of the Criminal Investigation Department (*Subdirektorat Remaja, Anak, dan Wanita* or *Renakta*), and 18 of them are certified. Even though there is a contribution of resources from Integrated Service Center for the Empowerment of Women and Children and the Witness and Victim Protection Agency, the human resources for special investigators at the National Police are still centralized and limited to Polda Metro Jaya. This limited human resource threatens the professionalism and quality of the National Police in handling cases. Even though it is supported by the Integrated Service Center for the Empowerment of Women and Children and the Witness and Victim Protection Agency, the availability of human resources is not yet fully adequate. This was acknowledged by three informants whom we interviewed separately on 4th, 10th, and 14th of April, 2023.

To improve special competencies, the National Police is actively holding several integrated education and training programs. During training, there is usually training and simulations on ways to conduct victim-friendly interviews. At Polda Metro Jaya there are seminars, workshops, focus group discussions and similar activities to improve the competency of investigators. Those who took technical guidance based on an order from Polda Metro Jaya had previously received training from the Women and Children Services Unit in stages. However, it must be acknowledged that finding special investigators for women and children is not easier than detective investigators. Because to become a special investigator requires special standards and criteria that can be known since recruitment. Meanwhile, interest in becoming an investigator specifically for women and children is very low. According to an informant from the police (10th of April, 2023), they took part in training to obtain a child investigator certificate.

Apart from the lack of special investigators, the Integrated Service Center for the Empowerment of Women and Children and the Witness and Victim Protection Agency in many areas are not functioning. There is still overlap between the Women and Children Services Unit and the Integrated Service Center for the Empowerment of Women and Children. While the latter institutions generally come from NGOs, the the Women and Children Services Unit all contain government employees in accordance with The Law on Sexual Violence Crimes. This difference in names tends to hamper institutional performance. On the other hand, the Witness and Victim Protection Agency also has limited human resources, especially for psychologists, so they must be brought in from outside. There are plans to develop human resources and organizational wings to around 18 representative regions. So far, the Witness and Victim Protection Agency already has two regional representatives, namely in Medan and Yogyakarta. Soon, the Witness and Victim Protection Agency will form representatives in NTT and the Riau Islands because they are areas with the highest rates of Trafficking in Persons (TIP) cases and sexual violence. This confession was conveyed by an informant from the Witness and Victim Protection Agency (12th of April, 2023).

Infrastructure and budget are far from expectations. Even though the National Police budget continues to increase from year to year, the impact on law enforcement performance is not yet significant. The availability of special care homes for women and children, safe houses, accommodation for victims' families, hospitals and other supporting services is still limited. Informants said that Polda Metro Jaya was one of the fastest to carry out transformation. For example, there are referral hospitals, free post-mortems, and medical service facilities. However, there is still overlapping authority and it is not evenly distributed throughout Indonesia, according to an informant from a member of the PPA police unit (10/04/2023). This reality then gave birth to technological innovation in the form of the Help RENAHTA application. The informant said this application was used in DKI Jakarta and would be implemented in all regions. This application was developed with the aim of increasing the sense of security for women and children; provide access to information, knowledge, education, and skills for victims to report, consult and ask for help, etc. Apart from that, there is the Integrated Criminal Investigation Department Administration System Application (*Sistem Administrasi Ditreskrimum Terpadu* or *SIMADU*) (Hanita and Hurherwati, 2022). Web-based application created at the Ditreskrimum Polda Metro Jaya as a solution to public complaints regarding incomplete handling of police reports, piling up of case file archives in storage space so that a digital storage system is needed.

4.2. Japan

The Japanese police began a democratization process after World War II, to be precise since 1948. At that time, the Public Security Commission system was born which marked a change in the structure of the national police to regional police to ensure decentralized management of power (Young, 2019). In the past, the laws, and regulations regarding the Japanese Police (Police Act) created a rigid structure, centralized authority, and an abundance of one-way and overlapping authority. Apart from that, inefficiencies arise in each operation due to wasted operational costs (Hopkins & Flemington, 2009).

Since 1980, four years after the bomb incident at the Mitsubishi factory, two special laws and regulations have emerged that regulate the urgency of dealing with victims of criminal acts. The first regulation is called the

Crime Victims Benefit Payment Law, which is an official Japanese government regulation that regulates compensation and compensation for relatives of victims who have suffered because of criminal acts. The second regulation is called the Benefit System for Crime Victims, namely the administrative details that must be implemented to supremacy the first regulation (Kawabata, Tseng, & Crick, 2014). Based on this initiative, support for meeting the economic needs of victims of criminal acts began to be implemented in Japan. After 10 years, the system has become increasingly consolidated. This is driven by awareness of the importance of paying attention to the welfare of victims (Japanese National Police Agency, 2023, p. 6).

For Japan, crime victims, including victims of sexual violence, certainly experience severe trauma (Kawabata, 2020). For this reason, the Japanese National Police Agency pays great attention to the four principles of crime victim services, namely (1) accompanying; (2) listening; (3) explain: and (4) protect. The principle of accompanying is carried out by visiting the victim as soon as possible after the incident occurs, so that there is a positive emotional exchange in the form of sympathy and empathy (Ismawansa, Ablisar, & Shahrin, 2022). Furthermore, the NPA schedules visits to hospitals, accompanies and is willing to provide explanations regarding crime incidents, provides a free pick-up and drop-off service for victims from the police post, the crime scene, to the victim's house.

The principle of listening is carried out by being a listener to the victim's complaints and always being willing to answer to become a problem-solving agent who is a solution to the victim's problems. The principle explains by providing a guidebook for the case at hand entitled *To the Victims of Crime*. It explains the progress of the investigation along with a collection of procedures that still need to be implemented, explains the issues that must be handled in court in the future, and provides additional explanatory assistance for those closest to the victim such as relatives, neighbours, friends at school, or colleagues. In principle, protection is carried out in the form of contact at least once a week via email.

In general, victims of criminal acts generally get three rights, namely insurance for victims targeted by murderers, medical insurance, and life insurance (Abbey & McAuslan, 2004). The amount of insurance that the Japanese National Police Agency can offer to each victim is a maximum of 1.2 million yen. The insurance policy offered covers within a year of the incident occurring. It's just that this requires evidence, such as a doctor's letter, examination fees, recovery fees, and other costs. According to police investigators and service informants to us (25/04/2022), there is also a system called compensation which is distributed to victims. If there is a victim who suffers major losses, for example death, serious injuries and so on, the victim should receive compensation from the perpetrator and the central government. However, those from the central government are not given when the perpetrator and victim are related by blood or are related to the Yakuza or are foreign nationals.

In terms of sexual violent crimes, the Japanese National Police Agency considers them to be criminal acts that result in "huge losses to the state" (Ohbuchi, Ishige, Yamanoha, & Inoue, 1985). This assessment is based on Japan's promise to provide happiness for every citizen, including sexual happiness. In dealing with this type of crime, what the Japanese National Police Agency carried out was scheduling supervisory investigators as instructors for sexual violent crime investigations (Polaschek & Ward, 2002). As in Indonesia, the investigation process is carried out by female National Police Agency agents (Ward, 2000). This female National Police Agency is tasked with interviewing victims, collecting evidence, accompanying victims to the hospital, providing the latest news regarding investigation developments, and carrying out other additional actions necessary to facilitate the success of the program.

The next effort was to establish a consultation center for sexual violent crimes (Katsuta & Hazama, 2016), where departments in each prefecture established counseling services via a contact number, namely 110. The service was carried out by female National Police agents. Another effort is to provide financial assistance (Nunes & Jung, 2013). Most of the financial assistance that occurs in Japan is intended to cover the costs of purchasing contraceptive equipment to prevent births for victims. Another thing that is unique about the Japanese National Police Agency in responding to sexual violent crimes is the formation of special officers to handle cases that occur on trains. The Japanese National Police Agency established a special division called the railway police. This division has a sub-division called female victim counselling officers. In an office with a special room, a

female National Police agent responds to reports from victims who call the contact number 110. The officer will accompany the victim to the train carriage where the incident occurred, and even accompany the victim to change trains if there is an emergency.

In general, the support system for crime victims is very intensive. The victim will be assisted during the recovery period for more than three months. They realized that the victim must have experienced mental changes because of the crimes they experienced. "For this reason, we will accompany them by providing moral or mental support, while explaining how the criminal process works and other things." (Interview with informant from NPA Japan, 04/25/2022).

Although Japan has made great progress in systems and policies for crime victims since 2004, what is not easy to overcome is rebuilding the lives and support of victims in the long term. Another issue that is of serious concern to the Japanese National Police Agency is public attention to restorative justice. This approach was initiated by *Chiba's Taiwa no Kai* (a kind of consulting association) which was founded in 2001 (Ito, 2016). This association bridges the dialogue between victims and perpetrators in juvenile cases.

In order to improve human resources and special competency in handling cases, the Japanese NPA has special training carried out at the National Police Academy Institute. This training is referred to as "recruitment training" and is trained directly by newly recruited officers to eradicate the problem of sexual violent crimes by being signed or formalized directly by each prefectural police chief. The time to carry out this training is 15 months for academy alumni. Meanwhile, the time to carry out this training is 21 months for high school graduates and equivalent. This program is designed to resource agents who are intimately aware of the victim's feelings to prevent secondary victimization (Yamagami, 2008).

4.3. New Zealand

The New Zealand Police has the main vision of making New Zealand the safest and most comfortable country for people wherever they are. the New Zealand Police main vision is Safe Home, Safe Road, and Safe Community. In achieving this goal, the New Zealand Police explained to its members throughout the country as well as several external partners about how to carry out prevention, crime and danger prevention forecasts, and capabilities and strengthening partnership organizations. In almost the last decade, KSB has also placed 'evidence-based policing' as one of the main drivers of change. "New Zealand has very high ambitions to be the safest country on the planet. So, it's really about results, about evidence." (Interview with informant from New Zealand Police, 09/09/2022).

The organizational transformation began when the New Zealand Police received its legislative mandate from the 2008 Policing Act, which states that "a police service with effective and efficient principles is the foundation of a free and democratic society under the rule of law." Even though there is a formal mandate in law, public trust and confidence is the most important support for New Zealand Police (police.govt.nz, 12/04/2023). New Zealand Police considers that approval from the community is the main thing to be able to carry out the functions regulated by law. New Zealand Police regularly measures public trust and confidence in police services and actively adapts to community demands. So, the its policing style is stated to be different from many other countries in the world. Its policing focus adheres to the teaching that every interaction and communication is an opportunity to prevent harm. New Zealand Police recognizes that by involving, educating, and encouraging communities to work together, they often achieve more positive results.

New Zealand Police attention to victims, including victims of sexual violence, is very comprehensive by placing and prioritizing victims' rights. Victims' rights include the rights to receive assistance, protection, and support. In the case of victims of serious crimes, the victim has the right to apply for a program called a victim notification system (VNS) to remain informed about what happened to the perpetrator while undergoing the justice process. Even for victims under 17 years old, their parents or legal guardians can act as representatives of the victim in this program (corrections.govt.nz, 14th of April, 2023).

Another victim's right that is considered important is the victim's right to be accompanied by someone during the legal process, such as a lawyer and legal advisor for legal support or a counsellor for mental support for victims whether they have experienced trauma or not (victimsinfo.govt.nz, 14 /04/2023). The next right is the victim's right to receive compensation and financial support. The purpose of this right is to restore losses suffered because of crime, including emotional losses or loss of property. Victims of serious crimes also have the right to apply for financial support called a victim assistance scheme (VAS). This program is managed by Victim Support on behalf of the Ministry of Justice and is limited to victims who have experienced sexual violent crimes and serious crimes.

The informant who is the national coordinator of adult sexual assault (ASA) at the New Zealand Police, told us (5th of September, 2022) that his party's goal is to ensure excellent service to victims of sexual harassment and child abuse, and placing them as a priority. In the last 10-12 years, the New Zealand Police has had staff dedicated to carrying out child protection work, and staff specifically dealing with adult sexual violence. According to Sharyn Tichener, manager of the International Child Protection Unit, Ministry for Vulnerable Children (Oranga, Tamariki), the New Zealand Police has so far implemented victim-centered policing. "I found that police policy was already very victim-centred. They are very good at understanding that first the needs and rights of the child must come before prosecution." (Interview with child protection manager informant, 6th of September, 2022).

In carrying out its main duties, the New Zealand Police partners with a multi-agency center (MAC) as a center for victims of child abuse or adult sexual violence. The child abuse category is victims under 18 years old. MAC talks not only about victims, but also regarding family losses, treatment, especially the traumatic conditions of victims. In a direct interview with the MAC team, it was stated that they were social workers who worked with the police to provide care for victims of crimes of sexual violence, as well as victims of robbery and murder. "We are here to support the family and the police in the reporting process, whether it is an initial statement or a full statement being made." (Interview with four informants from MAC, 9th of September, 2022).

New Zealand Police also provides community guidance so that they are responsive in calling the police on 111 if they experience a security situation. This method is part of a method that continues to be developed in schools and social workers who interact with many families. All of this involves Oranga Tamariki and other agencies providing support in keeping children safe and addressing their needs.

To support its services, New Zealand Police utilizes NEAR, a national intelligence application. The application records all reported incidents or crimes so that New Zealand Police can track the location and topic of the crime. The NEAR app is designed to help officers make health-based referrals, serve as evidence, and aid decision making. Even through the crime loss index, New Zealand Police can see who the most dangerous people are, who the victims are most harmed by, where the most dangerous places are. In this way, police officers have data, performance reporting, research continuous improvement, and evaluation and service design. There is also a mobility device where all offices have access to an application called Checkpoint, which functions as a checklist. Most of the New Zealand Police frontline officers also had access to two MP4 rifles and two Glocks in a lock box in the back of the car. They are available to be deployed for any critical incident or emergency. "So we've also developed the New Zealand Crime Danger Index. Now, we can use that information combined with crime volume and service causes so we can better allocate resources." (Interview with informant from the Evidence-Based Policing Center, 9th of September, 2022).

In increasing member competency, New Zealand Police has a kind of evidence-based police center intranet portal that can be clicked on by every member. On the website, there are videos of statements from crime victims in New Zealand. Every officer can access via cell phone, and learn from the many experiences of experts about criminal evidence, so that they do not risk failing to prosecute or doing things that are unsafe for themselves or the organization. Apart from that, New Zealand Police also creates databases, for example with the University of Queensland as one of its strategic partners. There is a kind of 'global police database house' containing half a million records.

On the other hand, there is regular training on child protection for those in child protection police units, and any social worker can even apply for a job at the Ministry of Children (Oranga Tamariki). That training they must go through, every few months, not only about child protection, also about privacy laws.

4.4. VOP Comparison: Indonesia, Japan, and New Zealand

The research results show that there are elements of similarities as well as differences in police models and services for victims of sexual violence crimes in the three countries: Indonesia, Japan, and New Zealand. Below we explain the similarities and differences.

4.4.1. Elements of Similarities

Historically, the police forces in the three countries were both European products. This is more because both Indonesia and New Zealand, except Japan, were colonized by Europeans. Even though it was not colonized by Europeans, Japan has had good relations with European countries to this day. The origins of the Japanese Police or NPA began when in 1872 the Japanese government sent General Toshiyoshi Kawaji to Europe to study the police system. Returning from Europe, Kawaji founded the Tokyo Metropolitan Police Department which worked under the Ministry of the Interior in 1874. This organization is known as Japan's first modern police organization and its system was built based on continental concepts under the juridical institutions of the Meiji Empire era. At that time, the formation of the Japanese Police was entirely the result of a merger between systems from Germany and France which then changed their function to regulate citizens since experiencing democratization after World War II in 1948 when the police law was issued.

Even though the Indonesian Police did not learn from Western countries, colonialism by the Dutch for 350 years helped form the seeds of the National Police organization. The form of policing began with the formation of a security force in Semarang in 1867 to guard the assets and wealth of the colonial nation. Over time, the organizational structure of the Indonesian National Police continues to adapt according to the political system until it reaches the form that was established in the era of independence and the most modern since the *Reformasi*. Because it is a European product, it indirectly creates similar organizational structures, responsibilities, and authorities in the three countries.

One of the police structures that is the same in all three countries is the level of organization from the center to the regions. These organizational levels have the same duties and functions with different authorities. In Japan, the regional police level is called Prefecture, while in Indonesia it is called Polda/Polres. This hierarchical structure shows the decentralization of police power. The duties and functions of the police in the three countries are the same, namely maintaining security and social order, preventing crime and taking action against criminals, as well as traffic and investigating crime cases.

Apart from that, the police in the three countries also have supporting institutions. Indonesia and Japan have institutions supporting police institutions such as academies and special units. In Indonesia, it is known as the Police Academy (Akpil) and Staff and Leadership School (Sespim) which provide human resources to ensure the availability of officers who can fill structural positions at the central to regional levels. Meanwhile, the Japanese National Police Agency also has three institutions under it, namely the National Police Academy, the National Police Scientific Institute, and the Emperor's Escort Command Center. The National Police Academy is tasked with providing training in leadership investigations, international crime research and Interpol cooperation, as well as skills in public relations and communication with citizens (Miyakoshi & Kasahara, 2003).

In carrying out their main duties and functions, the three countries are committed to increasing police competence in terms of mastery of technology, law enforcement, especially for female and child investigators. Police officers are also trained and nurtured to understand technology so they are able to adapt to changes. The police also have a database center that can be used as a source and information center that is easily accessible. In contrast to Indonesia, which is still in the development stage, both countries are more advanced in terms of

information and data transparency. Victims' access to police officers becomes easier and facilitated with the existence of a reporting and data center.

In terms of services for victims, the police in all three countries have special investigators. The special investigator referred to is a female police officer (*polisi wanita* or *polwan*). They were assigned to investigate cases of sexual violence that befell women and children. The involvement of policewomen is intended as an effort to make the victim comfortable and not pressured when talking about the case that happened to him. During investigations, the police always involve supervisory investigators. In Japan, there are supervisory investigators who serve as instructors in cases experienced by women, while in Indonesia there is supervision from police officers during the interview process with victims. Based on National Police Regulation Number 5 of 2019 concerning Amendments to Chief of the Indonesian National Police Regulation (in Bahasa Indonesia: *Peraturan Kapolri* or *Perkap*) Number 6 of 2017 concerning Organizational Structure and Work Administration (*Susunan Organisasi dan Tata Kerja* or *SOTK*) at Police Headquarters, the implementation of supervision, assistance and carrying out case titles for cases that are being investigated by investigators is carried out by the Investigator Supervision Bureau (*Biro Pengawasan Penyidik* or *Rowassidik*).

Apart from that, the police in all three countries have the same commitment to fulfill victims' rights from treatment to recovery. The rights of victims served can include legal assistance by a lawyer, psychological assistance by a counselor, medical assistance by a doctor, testimony before a trial to restitution and financial support (compensation) from the government. In handling cases of violence, the police always involve other institutions or parties. Strategic partnerships demonstrate a comprehensive service model that can help the police handle cases.

4.4.2. Elements of Differences

Institutionally, there are several differences in policing in the three countries. First, related to the vision and mission. In Indonesia, the National Police's vision and mission often change according to changes in leadership within the organization. Each National Police Chief has his own slogan as his leadership vision and mission. This is different from the New Zealand Police which has the main slogan: Safe Home, Safe Road, and Safe Community. This slogan has the main vision of making New Zealand the safest and most comfortable country for people wherever they are. Meanwhile, Japan has a standard and well-organized vision and mission so that this institution has helped the country get out of the vulnerability of criminal risks.

Second, community involvement. In contrast to Indonesia, New Zealand Police is very strongly supported by the community. For KSB, approval from the community is the main thing to be able to carry out the functions regulated by law. Likewise in Japan, the National Police Agency has become an agent that merges with everyday life in the eyes of citizens who obey regulations and indeed support the preservation of public order. In Indonesia, there has been decentralization of police power, but often law enforcement authority is transferred to the National Police Headquarters. Community involvement has not been a concern and instead tends to be seen as an obstacle.

Third, partnerships with local tribes. In New Zealand, New Zealand Police partners with Māori to address legal issues. The police recognize the role that organizations can play to seek better resolutions for Māori and actively change the current over-representation of Māori in the criminal justice system, through self-reflection, improving services and meeting the priorities set by Iwi and Māori. In Indonesia, the National Police has not yet accommodated certain cultures into the justice system.

Fourth, integrity. In New Zealand and Japan, the police strictly maintain their integrity, ethics, professionalism, and competence. Every police officer who violates the law is subject to criminal sanctions. This is different from Indonesia's case, when the National Police is under scrutiny because of the cases of its members, there are more and more violations by members. The National Police also tends to protect its members who violate the law on the pretext that the actions of one member do not represent the organization. In other cases, police officers who break the law are not immediately dismissed.

Fifth, victims are a priority. In Japan, the National Police Agency has the basic principles of providing services to crime victims, starting from mentoring, listening, explaining to providing protection. For the Japanese NPA, victims of sexual violent crimes are seen as a loss to the country. Likewise in New Zealand, New Zealand Police prioritizes victims in handling cases. During treatment, they strive to ensure that victims do not experience pressure and discrimination. In contrast to Indonesia, the police often determine the priority scale because they receive incentives from the victim or perpetrator. This results in handling legal cases without professionalism and integrity. Not to mention the finding that the Indonesian police tend to protect the perpetrators. This includes restorative justice policies.

Sixth, welfare guarantee for victims. Both Japanese and New Zealand police are very concerned about the rights of victims of sexual violent crimes. In New Zealand, these rights can take the form of assistance, giving information at trial, and even post-trial protection. In Japan, victims have three basic rights, namely victim insurance rights, medical insurance rights, and life insurance. This is also a direct action of the state's responsibility towards its citizens to cover victims' losses. In Indonesia, when there is compensation from the perpetrator, the police often dismiss the case.

Seventh, mapping crime-prone points. In Japan, there are special officers from the NPA to prevent sexual violent crimes on trains. This is because sexual violent crime cases are quite high on trains as government policy requires people to use public transportation. There is also a mailbox at the police post which can be accessed by victims of sexual violent crimes because of the vulnerability of women to violence. The reason is that many women choose not to marry. In New Zealand, higher level police officers carry two guns in their cars ready to be deployed for any critical incident or emergency. New Zealand Police also has a national intelligence application to record all crime incidents reported by the public. The police in Indonesia have not advanced in terms of mapping crime hotspots. For public consultation facilities, these are usually available through websites and social media, but so far they have not been effective, unless the case goes viral.

Eighth, restorative justice orientation. In New Zealand and Japan, there is a push to resolve sexual violent crime cases outside formal justice or restorative justice. However, in Indonesia, the implementation of restorative justice is only for child offenders with losses under IDR 2.5 million. Meanwhile, for adult offenders, recommendations for restorative justice are not recommended. The Sexual Violence Crime Law issued in 2022 opposes policies for sexual violence cases.

Lastly, a safe house for the victim's family. In New Zealand, there are shelter homes for families who assist in handling victims' cases. In Indonesia, there are no shelter facilities for families, but there are safe houses for victims to recover. The available safe houses are not evenly distributed and are still concentrated in DKI Jakarta. Not to mention, there is still overlapping authority in managing safe houses between the central government and regional governments so that victims are often placed in safe houses far from their families.

4.4.3. Indonesian Police Victim-Oriented Humanistic Policing (VOHP) Model

Many studies reveal the weak response of the police to the case reports on physical violence and especially sexual violence. The police often consider claims of sexual violence to be baseless, so victims often experience revictimization during investigations. This is in line with the lack of empirical knowledge of police officers who handle and investigate cases of sexual violence. Not to mention that there are laws and practices that indirectly place victims in a subordinate, helpless condition and have their voices silenced (Ricciardelli, Spencer & Dodge, 2021:217). This condition will of course have an impact on the low status of victims which will then greatly influence the response of police officers (Loftus, 2009).

We offer a new model of victim-oriented humanistic policing so that it can contribute to the development of police professionalism in providing services to victims of sexual violence in Indonesia. The new model includes five approaches, namely (1) continuous assistance; (2) practical interview skills; (3) advocacy support; (4)

mastery of technology; and (5) strategic partnerships. These five approaches are the result of comparative extraction of the VOP of three countries, Indonesia, Japan, and New Zealand.

4.4.4. Continuous Assistance

Assistance will be provided from the start of the report until after the trial. This approach is expected to improve services for those in need, create a sense of security, and grow victims' confidence and trust in the police. This assistance by the police also fulfils the obligations of crime victims' rights regarding medical services, providing timely and honest information, and implementing procedures and practices to prevent secondary victimization. If the victim experiences physical suffering, the police shall provide treatment for a certain period according to the required cooperation contract. During this process, the police must listen, explain, and protect the victim to support faster recovery.

In cases of sexual violence, the police response must prioritize facilitation and remedy the victim's suffering. The police must first ensure two important things, namely the victim's involvement in the investigation process and the victim's safety. This service by the police can be called hidden work which includes victim care, multi-agency collaboration, providing practical assistance, compensation, compensation, as well as efforts to protect victims from physical and psychological suffering, including post-formal trials. When the victim does not want to be involved in the investigation, the police need to collaborate with the authorities as a third party that the victim wants, to find the perpetrator. This allows victims to remain active in the decision-making process and shape the police response that the victim desires.

Studies show that interactions between victims-and-police and recovery services show a strong relationship with reduced likelihood of future violence (Xie & Lynch, 2017). In other words, victims who report to the police have a lower risk of revictimization than victims who do not report. Additionally, the risk of revictimization was significantly lower for victims who received help from recovery agencies. This victim assistance service needs to be included in formal assessments of police performance, apart from the main performance around prevention success and arrest rates.

4.4.5. Practical Interview Skills

Interview skills are one of the special competencies that sexual violence case investigators must have. Interviewing skills refer to the investigator's ability to gather information and draw conclusions from the victim. These skills help police officers and professionals examine topics closely and discover important things that may not be apparent to those without these skills. Investigators with adequate interviewing skills know what questions are appropriate to ask and how to obtain useful information. However, it is not uncommon for investigators to conduct interviews in inhumane ways. In fact, the purpose of interviews is to obtain accurate, reliable, and true information to reveal crimes so that they are worthy of being submitted to court (CTI, 2017).

One of the recommended interview methods is the cognitive interview technique which can improve the retrieval process (recall) which increases the quantity and quality of information by making the victim feel relaxed and cooperative (Fisher and Geiselman, 1992). This technique attempts to reduce the effect of suggestion on the basis that human memory is arranged in an overlapping, distorted, and fragmented manner with events that are stored (encoded). Fisher and Geiselman found that cognitive interview techniques produced 25-35% more results and were more accurate than standard police interview techniques or structured interviews. This interview technique is commonly used by police in the UK and US although it is not routinely carried out.

Fisher and Geiselman (1992) outlined seven stages of cognitive interview techniques. First, rapport (approach). At this stage, investigators approach the witness/victim so that they are not anxious, feel comfortable, and make them more concentrated. During the interview, pay attention to verbal and non-verbal communication, such as the use of polite and friendly words, voice intonation, speed of speech, and even facial expressions if you hear wrong information. Investigators also give witnesses/victims time to remember the incident and do not interrupt.

Also pay attention to eye contact, distance and sitting position, mention of the victim's name, and personality or mental factors.

Second, explain the purpose of the interview. Investigators should explain the purpose of the interview so that the witness/victim has time to remember the incident and prepare better. During the interview, the subject should be interviewed by one investigator. Based on research, subjects will not focus when interviewed by more than one person. Investigators must also motivate witnesses/victims to tell anything, even if they are unsure whether it is important or not. Or the subject only remembers part of it.

Third, report everything. Investigators can encourage witnesses/victims to tell any details of the incident even if they are considered unimportant. Fourth, probing. Investigators carry out probing (digging for more detailed information) on the descriptions and things conveyed by witnesses/victims. The goal is to gain confidence in relevant matters related to the events experienced. Fifth, recall the incident in a variety of ways, and recall the events in different orders. This means remembering events in various ways and in various time sequences. Usually witnesses/victims remember the sequence from beginning to end of the incident. After doing this, ask them to recall it in reverse. To test the veracity of the information, the investigator can tell that other people who were present at the time could see and hear from a different perspective. The victim can be asked to remember the incident from another person's perspective, for example from the perspective of another witness.

Sixth, summarizing. Investigators should summarize the information obtained from witnesses/victims and convey the summary results back to them. This is important so that miscommunication does not occur. Lastly, closing. The interview should be closed well so that it creates a positive impression of the victim. Slowly the investigator entered neutral conversation topics as in the initial stage. Give thanks as appreciation for the victim's efforts to concentrate and remember what happened. Provide a contact number that can be contacted if there is important information the victim wants to convey or if the victim needs information from investigators. At the end, investigators can provide information to the victim about the next stages.

4.4.6. Advocacy Support

During investigations and interviews, advocacy support is clearly valuable for those reporting sexual violence (Brooks and Burman, 2017). Fulfilment of victims' rights can be facilitated and initiated by the police unit which has the authority to handle the case from the time it is first reported. The presence of advocates is important in carrying out their work in order to advocate for victims' rights. Advocates often find intersectional factors complicate victims and cause them to feel unsafe when dealing with the courts. In carrying out their duties, advocates need to build partnerships with the community and other related institutions. It is important for them to better understand the duties of a victim advocate, which can lead to collaboration and better outcomes for victims (Rue, Rodriguez, dan Ortega, 2023).

Advocate support is important considering that imprisonment is not always an effective prevention or solution to cases of sexual violence. Although imprisoning the perpetrator represents justice for the state, it often does not represent justice for the victim. In fact, on the contrary, the investigation and trial process has the potential to make victims worse off than if they had never reported it at all (Carroll, 2023). When victims of sexual violence have legal counsel who informs, supports, and validates their experiences, victims are more likely to feel a sense of justice in the process they have gone through. Victims generally need recognition, dignity, voice, prevention, and connectedness following violence, seeking justice that is not often found in the criminal justice system.

Advocates can prevent secondary victimization that can occur through interrogation by police investigators (Carroll, 2023) and help victims regain a sense of autonomy, which has been taken away by crime. To provide effective support, it is carried out by trained advocates, with adequate knowledge, as well as compassion and empathy (Wedlock dan Tapley, 2016).

4.4.7. Mastery of Technology

Humanist policing can be developed through mastery of technology that significantly supports victims' rights. Technology is used as a means or instrument that facilitates victim services and speeds up the case handling process. Technology can also be used for data integration, monitoring, mapping, and communication platforms that connect victims with the police in real-time. Police human resource development includes the use of communication and information technology in every implementation of police duties and functions.

Certification of investigators specifically for women and children also needs to include training in mastering technology that will make policing performance effective and efficient. Mastery of technology is an important asset to face competition and anticipate legal changes in society. Education, training, and research in the field of police science and technology must be an inseparable part in relation to increasing the professionalism of digital human resources within the National Police (Faniyah dan Maulana, 2023).

4.4.8. Strategic Partnerships

The success of victim-oriented humanistic policing does not only depend on the management and resources of the police institution when handling cases of sexual violence against women and children. The success of policing is also helped by the possible involvement of strategic partners in facilitating and integrating police work. Like a symbiotic mutualism, the presence of external resources really helps facilitate policing services from upstream to downstream. Partners can be the Witness and Victim Protection Agency, Ministry of Women Empowerment and Child Protection, Ministry of Social Affairs, the Women and Children Services Unit, hospitals, professional staff, and local government.

This collaboration of resources not only aims to provide access to health and social care services, but can also include combined budgets. So far, the budget for financing victims is still scattered among each institution. The development of strategic partnerships in the future could be encouraged for cost collaboration (Dickinson and Neal, 2011). This is important considering the budget limitations of each supporting institution and the risk of ongoing funding for victims of serious crimes. As in New Zealand, the police have succeeded in developing supporting sectors such as finance, providing training, and developing networks between staff, so that handling victims does not depend on police decisions. (Rowe & Macauley, 2019).

In line with the trend of community-based policing, partnerships can be established between the police and the community (Paterson & Williams, 2018, p. 87). Community policing has become the model of choice for democratic police agencies seeking to increase legitimacy and build public trust, although there remains significant criticism regarding the extent to which this model is successful. However, as community participation increases, community involvement is important considering they are objects of law and providers of information as well as places where crimes occur. It is hoped that community participation can help push the direction of policing that is more humane and pro-victim.

5. Conclusion

Based on the research results and discussion above, several conclusions can be drawn. First, the forms of service for victims of sexual violence crimes in the police in Indonesia are generally still not optimal even though progress has been made. There are still many victims' rights that are not adequately served and facilitated. During the investigation process, victims tend to experience intimidation, discrimination, and efforts to "save" the perpetrator through restorative justice (RJ) mechanisms. There are also cases where victims provide incentives to investigators so that their cases are handled quickly. The police also tend to work based on procedural logic so they do not necessarily believe the victim, and only rely on supporting evidence which can be difficult to obtain.

In line with the dynamics of law and digital activism, Indonesia National Police continues to transform by improving its organizational culture and special competencies. There are methods to improve human resources

and competencies through integrated education and training, seminars, workshops, FGDs, and similar activities. However, in general the availability of resources in the form of human resources for special investigators, infrastructure, and budget is inadequate and is still concentrated in certain areas, such as DKI Jakarta. In many regions, the availability of resources is still minimal so many cases are delegated to the center. Not to mention, there is not much interest in young police officers to become special investigators for women and children compared to detective investigators.

Changes in policing culture due to digital activism have made the police more responsive by providing online services. This service provides access for victims to report, consult and ask for help; as well as educating and empowering the public regarding knowledge about news, information, education, vocational skills, technology, etc. However, for legal facts, the police still rely on physical reports at the police station, including picking up victims if they do not report them.

Second, the forms of service for victims of sexual violence crimes in Japan are very democratic. The Japanese police adhere to four main principles, namely assisting, listening, explaining, and protecting. Assistance is provided from the time the victim experiences the incident until taking the victim home for free. Apart from assistance, the police will also always listen to victims' complaints and are willing to answer to find a solution to the case. The police will also explain the progress of the case until the trial as well as provide explanation assistance for the victim's relatives. Another principle is to protect victims through intense communication via electronic mail.

The Japanese police consider sexual violent crimes to be a "huge loss to the country". This assessment is based on Japan's promise to provide happiness for every citizen, including sexual happiness and long-term livelihood support. The police will try to position themselves as victims. Usually, the Japanese police involve supervisory investigators as instructors for sexual violent crime investigations. The investigation process was also carried out by National Police agents specifically for women as an effort to prevent the victim's mental burden. Victims of criminal acts receive three main rights, namely victim insurance, medical insurance, and life insurance. Fulfilling this right is the responsibility of the police to protect the security, safety, and happiness of citizens. Uniquely, the Japanese police have special officers to handle cases that occur on trains and have a *Chiba's Taiwa no Kai* approach, namely meetings between victims and perpetrators facilitated by independent associations.

Third, forms of service for victims of sexual violence crimes in New Zealand are carried out by placing victims as a priority and avoiding discrimination. The determination of victims' rights in New Zealand Police receives adequate attention, which includes the rights to receive assistance, protection, and support for recovery from prolonged trauma. New Zealand Police has the main vision of making New Zealand the safest and most comfortable country for the people. Since 2018, KSB has been committed to opening its eyes wide to victims. For this reason, KSB's policing style is very different from many other countries. New Zealand Police' policing focus emphasizes communication and adheres to the teaching that every interaction is an opportunity to prevent crime. This principle influences the way police officers respond and encourages the community to work together to achieve more positive results in the long term.

Apart from the community, New Zealand Police also forms partnerships with social workers and NGOs or what is called the Multi-Agency Center (MAC) which is basically a center for victims of child abuse or adult sexual violence. New Zealand Police also includes local Māori culture in solving crime cases. This partnership allows wider support for victims, where they talk not only about the victim, but also regarding family losses, care, especially the victim's traumatic condition.

As technology develops, New Zealand Police utilizes organizational resources through the use of national intelligence applications called NEAR and Checkpoint, which function as health references, evaluations, crime maps, and databases.

Fourth, there are similarities as well as significant differences between the service models for victims of sexual violence crimes in Indonesia and those in Japan and New Zealand. If Indonesia has not given priority to

fulfilling victims' basic rights, both countries are more progressive in providing services to fulfil victims' rights. The police in both countries operate based on democratic rules and legal principles.

Finally, the theoretical model of victims-oriented humanistic policing by the Indonesian police can be approached through five strategic approaches, namely continuous assisting, practical interview skills, advocacy, use of technology, and strategic partnerships. These five theoretical concepts emphasize a transformational focus for law enforcers to prevent secondary victimization when dealing with victims. Assistance is provided continuously from the time the case is reported until the victim returns home safely. During an investigation, interviewing skills are needed so that victims are not intimidated or discriminated against so that legal truth and justice can be achieved. Meanwhile, advocacy support is needed so that victims do not feel alone, and their rights can be fought for. The police must also have competence in mastering technology that will facilitate services for victims. In carrying out all this, the police should partner with external institutions and the community to ensure that services for victims are carried out adequately from start to finish.

Author Contributions: All authors contributed to this research.

Funding: Not applicable.

Conflict of Interest: The authors declare no conflict of interest.

Informed Consent Statement/Ethics Approval: Not applicable.

References

- Abbey, A., & McAuslan, P. (2004). A longitudinal examination of male college students' perpetration of sexual assault. *Journal of consulting and clinical psychology*, 72(5), 747.
- Ashila, Bestha Inatsan dan Barus, Naomi Rehulina. (28 September 2021). "Kekerasan Seksual pada Laki-Laki: Diabaikan dan Belum Ditangani Serius." [Sexual Violence Against Men: Ignored and Not Treated Seriously] Taken from <https://ijrs.or.id/kekerasan-seksual-pada-laki-laki-diabaikan-dan-belum-ditangani-serius/>, June 9th, 2023.
- BBC Indonesia. (10 Maret 2021). "Perempuan di Dunia Banyak Mengalami Kekerasan Fisik dan Seksual: Satu Dari Tiga Perempuan Jadi Korban, Ungkap Studi WHO." [Women in the world experience physical and sexual violence: one in three women is a victim, WHO study] Taken from <https://www.bbc.com/indonesia/dunia-56342562>, March 18th, 2023.
- Brooks, O., & Burman, M. (2017). "Reporting rape: Victim perspectives on advocacy support in the criminal justice process." *Criminology & Criminal Justice*, 17(2), 209–225. <https://doi.org/10.1177/1748895816667996>.
- Burgess RJ, et al. (2009). "Fuelling transcriptional silencing with Gas1." *Proc Natl Acad Sci USA* 106(27):10879-80.
- Carroll, C. P. (2023). "Reinvestigating the Sexual Violence 'Justice Gap' in the Swedish Criminal Justice System: Victim-Centered Alternatives to the Criminal Trial." *Feminist Criminology*, 18(1), 45–64. <https://doi.org/10.1177/15570851221077673>.
- Clark, M. (2016). "Victim-Centred Policing: The Shepherd's Solution to Policing in the 21st Century." *The Police Journal*, Volume 76 (2003).
- Clinard, M., Quinney, R., & Wildeman, J. (2014). *Criminal behaviour systems: A typology*.
- Creswell, J. W. (2014). *Research Design: Qualitative, Quantitative and Mixed Methods Approaches (4th ed.)*. Thousand Oaks, CA: Sage
- Denzin, Norman K. dan Lincoln, Yvonna S. (2017). *The SAGE Handbook of Qualitative Research*. SAGE Publications.
- Dickinson, H. and Neal, C. (2011) 'Single Point of Access to Third Sector Services: The Conwy Collaborative Approach'. *Journal of Integrated Care*, Vol. 19 Issue: 2 (37-48. <https://doi.org/10.5042/jic.2011.0160>.
- Dinata, Umar. (Juni 2020). "Implementasi Prinsip Restorative Justice Berdasarkan Victim Oriented dalam Diversi Guna Penyelesaian Tindak Pidana yang Dilakukan oleh Anak (Studi Pada Unit PPA Satreskrim Polres Pesisir Selatan)." [Implementation of the Principles of Victim-Oriented Restorative Justice in

- Diversion to Resolve Crimes Committed by Children (Study at the Women and Children Services Unit of Pesisir Selatan Police Force)] *Unes Law Review*, Volume 2, Issue 4.
- Doak, J. (2014). Victims' rights in the criminal justice system. 5497-5508
- Doerner, W. G. Lab, SP (2012). *Victimology. MA: Anderson Publishing.*
- Faniyah, Iyah Faniyah dan Maulana, Fajar. (2023). "Penerapan Teknologi Informasi Elektronik Police 4.0 untuk Merespon Secara Cepat Terjadinya Tindak Pidana pada Wilayah Hukum Polres Payakumbuh." [Application of The Electronic Information Technology "Police 4.0" to Respond Quickly to Criminal Acts in the Legal Area of Payakumbuh Police Force] *UNES Journal of Swara Justisia*, Volume 7, Issue 1 (30-41). <https://doi.org/10.31933/ujsj.v7i1>.
- Farrell, G. (2001). "How victim-oriented is policing?" In: A. Gaudreault and I. Waller (Eds.). 2001. *Tenth International Symposium on Victimology: Selected Symposium Proceedings*. Montreal: Tenth International Symposium on Victimology.
- Fisher, B. S., & Reyns, B. W. (2009). "Victimization." In J. M. Miller, *21st Century Criminology: A Reference Handbook*. Sage Publication
- Fisher, R. P., & Geiselman, R. E. (1992). *Memory-enhancing techniques for investigative interviewing: The cognitive interview*. Charles C Thomas, Publisher.
- Gavey, Nicola dan Farley, Jade. (2020). *Reframing sexual violence as "sexual harm" in New Zealand policy*. Routledge: Sexual Violence in Intimacy
- Hanita, Margaretha dan Nurherwati, Sir (Eds.). (2022). *Panduan dan SOP Penanganan Kasus Kekerasan terhadap Perempuan dan Anak di Polda Metro Jaya*. [Guidelines and SOPs on Handling Cases of Violence against Women and Children at Polda Metro Jaya] Jakarta: Polda Metro Jaya.
- Hoefnagels, G. Peter. (1969). *The Other Slide of Criminology (An Inversion of the Concept of Crime)*. Holand: Kluwer Deventer.
- Hopkins, T., & Flemington, P. S. (2009). An effective system for investigating complaints against police. *Victoria Law Foundation. Australia: Grants Publication*.
- Indonesia Judicial Research Society. (16 Maret 2021). "Mayoritas Perkara Kekerasan Seksual tidak Memperoleh Penyelesaian". [The majority of sexual violence cases do not receive a resolution] Taken from <https://ijrs.or.id/mayoritas-perkara-kekerasan-seksual-tidak-memperoleh-penyelesaian/>, March 24th, 2023.
- Ito, F. (2016). *Building the Comprehensive Support System for Crime Victims in Cooperation with Public and Private Sector*. Tokyo: KAKENJI.
- Jann, W., & Wegrich, K. (2007). Theories of the Policy Cycle, [in:] Fischer, F., Miller, GJ, Sidney, MS (Ed.), *Handbook of Public Policy Analysis, Theory, Politics, and Methods*.
- Karmen, A. (2010). *Victims of rapes and other sexual assaults. Crime Victims: An Introduction to Victimology (7th ed.)*. Belmont, California: Cengage Learning, 255.
- Karnavian, T., & Sulisty, H. (2017). *Democratic Policing*. Jakarta: Pensil 324.
- Katsuta, S., & Hazama, K. (2016). Cognitive distortions of child molesters on probation or parole in Japan. *Japanese Psychological Research*, 58, 163-174.
- Kawabata, Y., Tseng, W.-L., & Crick, N. R. (2014). Adaptive, maladaptive, mediational, and bidirectional processes of relational and physical aggression, relational and physical victimization, and peer liking. *Aggressive Behavior*, 40(3), 273-287.
- Kriyantono, Rachmat. (2012). *Public Relation & Crisis Management: Pendekatan Critical Public Relations, Etnografi Kritis & Kualitatif*. [Public Relations & Crisis Management: Critical Public Relations, Critical Ethnography, and Qualitative Approaches] Jakarta: Kencana Prenada Group.
- Loftus, Bethan. (2009). "Police Culture in a Changing World, Clarendon Studies in Criminology." *online edn Oxford Academic*. <https://doi.org/10.1093/acprof:oso/9780199560905.001.0001>.
- Mirzana, Hijrah Adhyanti. (2012). "Kebijakan Kriminalisasi Delik Penodaan Agama." [Policy on Criminalizing Religious Blasphemy Offenses] *Pandecta: Jurnal Penelitian Ilmu Hukum*, 7(2).
- Miyakoshi, K., & Kasahara, T. (2003). The present situation and issues of internal cooperation in Japanese Police. *Keisatsugaku Ronshu*, 56(10), 102-136.
- Moleong, Lexy. (2014). *Metode Penelitian Kualitatif Edisi Revisi*. [Qualitative Research Methods Revised Edition] Jakarta: Remaja Rosda Karya.
- National Police Agency. (2023). *Police Support for Crime Victims*. Tokyo: NGA.
- Neuman, William Lawrence. (2013). *Social Research Methods: Qualitative and Quantitative Approaches*. Pearson Education.
- Nunes, K. L., & Jung, S. (2013). Are cognitive distortions associated with denial and minimization among sex offenders? *Sexual Abuse*, 25, 166-188.
- Ohbuchi, K., Ishige, H., Yamanoha, T., & Inoue, K. (1985). Rape myths and sex crimes. *Japanese Journal of Criminal Psychology*, 23(2), 1-12.
- Paterson, C. (2022). "Victim-Oriented Police Reform: A Comparative Perspective." In Jeglic, & Calkins, *Handbook of Issues in Criminal Justice Reform in the United States*. Springer.

- Paterson, Craig and Williams, Andrew. (2018). "Towards victim-oriented police? Some reflections on the concept and purpose of policing and their implications for victim-oriented police reform." *Journal Of Victimology and Victim Justice*, 1(1), 85-101.
- Peraturan Polri Nomor 5 Tahun 2019 tentang Perubahan Perkap Nomor 6 Tahun 2017 tentang SOTK Mabes Polri [National Police Regulation Number 5 of 2019 concerning Amendments to Chief of the Indonesian National Police Regulation Number 6 of 2017 concerning Organizational Structure and Working Procedures of the National Police Headquarters of the Republic of Indonesia]
- Polaschek, D. L., & Ward, T. (2002). The implicit theories of potential rapists: What our questionnaires tell us. *Aggression and Violent Behavior*, 7, 385-406.
- Ricciardelli, R., Spencer, D. C., & Dodge, A. (2021). "Society Wants to See a True Victim: Police Interpretations of Victims of Sexual Violence." *Feminist Criminology*, 16(2), 216-235. <https://doi.org/10.1177/1557085120970270>.
- Roberson, C., & Mire, S. (2009). *Ethics for Criminal Justice Professionals*. CRC Press.
- Rowe, Michael dan Macauley, Michael. (2019). "Giving voice to the victims of sexual assault: the role of police leadership in organisational change." *Policing: An International Journal of Police Strategies & Management* 42(14). <https://doi.org/10.1108/PIJPSM-03-2018-0037>.
- Rue, Lisa De La, Ortega, Lilyana and Rodriguez, Gena Castro. (2023). "System-based victim advocates identify resources and barriers to supporting crime victims." *Int Rev Vict.*, 29(1): 16-26. <https://doi.org/10.1177/02697580221088340>.
- Sellin, T., & Wolfgang, M. E. (1964). *The measurement of delinquency*.
- Skolnick, Jerome H. (1999). *On Democratic Policing*. Washington, DC: Police Foundation.
- Strobl, R. (2010). "Theoretical and Historical Frameworks." In Shoham, Knepper, & Kett. *International Handbook of Victimology*. CRC Press.
- Sugiyono. (2016). *Metode Penelitian Kuantitatif, Kualitatif, R&D*. [Quantitative, Qualitative, R&D Research Methods] Bandung: IKAPI.
- Tvzn.co.nz. (13 Mei 2019). "Victim blaming in sexual assault cases 'appalling', Crown Prosecutor says amid damning statistics." Taken from <https://www.tvnz.co.nz/one-news/new-zealand/victim-blaming-in-sexual-assault-cases-appalling-crown-prosecutor-says-amid-damning-statistics>.
- Undang-Undang Nomor 12 Tahun 2022 tentang Tindak Pidana Kekerasan Seksual. [Law Number 12 of 2022 on Sexual Violence Crimes]
- Undang-undang Nomor 23 Tahun 2004 tentang Penghapusan Kekerasan Dalam Rumah Tangga (UU PKDRT). [Law Number 23 of 2004 on Elimination of Domestic Violence]
- Undang-Undang Nomor 31 Tahun 2014 tentang Perubahan atas Undang-Undang Nomor 13 Tahun 2006 tentang Perlindungan Saksi dan Korban. [Law Number 31 of 2014 concerning Amendments to Law Number 13 of 2006 concerning Protection of Witnesses and Victims]
- United Nations. (1985). Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power. Taken from [ohchr.org: https://www.ohchr.org/en/instruments-mechanisms/instruments/declaration-basic-principles-justice-victims-crime-and-abuse](https://www.ohchr.org/en/instruments-mechanisms/instruments/declaration-basic-principles-justice-victims-crime-and-abuse).
- Walidin, Warul, Idris, Saifullah, dan Tabrani. (2015). *Metodologi Penelitian Kualitatif & Grounded Theory*. [Qualitative Research Methodology & Grounded Theory] Banda Aceh: FTK Ar-Raniry Press.
- Walklate, S. (2012). "Who is the victim of crime? Paying homage to the work of Richard Quinney." *Crime Media Culture* 8(2).
- Wedlock, Elaine dan Tapley, Jacqueline Denise. (2016). "What works in supporting victims of crime: a rapid evidence assessment." University Portsmouth: Victim's Commissioner.
- Welsh, B. C., & Farrington, D. P. (2012). "Science, politics, and crime prevention: Toward a new crime policy." *Journal of Criminal Justice*, 40(2), 128-133. <https://doi.org/10.1016/j.jcrimjus.2012.01.008>.
- Wemmers, J. &. (2014). "Defining victims: A proposed typology for victims of war crimes and their need for reparation." I., Bantekas, E. Mylonaki, (Eds.). *Wemmers, J., & Manirabona, A. (2014). Defining victims: A proposed typology for victims of Criminological approaches to international criminal law*.
- Xie, M., & Lynch, J. P. (2017). "The Effects of Arrest, Reporting to the Police, and Victim Services on Intimate Partner Violence." *Journal of Research in Crime and Delinquency*, 54(3), 338-378. <https://doi.org/10.1177/0022427816678035>.
- Yamagami, A. (2008). The Development of Crime Victim Support, National Network for Victim Support. In A. Yamagami, *Indispensable Guidebook on Crime Victim Support* (pp. 9-15). Tokyo: Horei Shuppan.
- Young, A. (2019). Japanese Atmospheres of Criminal Justice. *The British Journal of Criminology*, 59(4), 765-779.

Sexual Harassment in Higher Educational Institutions in Bangladesh: Contemporary Trends and Challenges

Md. Hasan Shahriar¹, Jannatul Ferdous²

¹ Lecturer, Department of Public Administration, Comilla University, Cumilla-3506, Bangladesh.
Email: shahriar012@gmail.com

²Associate Professor, Department of Public Administration, Comilla University, Kotbari, Cumilla – 3506, Bangladesh. Email: jannat.lata@yahoo.com Phone: +8801743-902996

Abstract

Sexual harassment is deep-seated in historical and organizational inequality concerning males and females in power relations. In the education sector, sexual harassment is a fiery matter in Bangladesh and extraterritorial areas. Diverse historical, social, cultural and political issues are fundamental to these trends and practices. The study's main objectives are to understand the patterns and contemporary trends of sexual harassment in higher educational institutions in Bangladesh. To identify the influencing factors in higher educational institutions in conducting sexual harassment offenses. The findings reveal that individuals experience online social harassment, including unsolicited calls discussing sexual harassment and messages implying romantic involvement. Personal space violations by acquaintances and public incidents of inappropriate behavior also occur. In educational settings, inappropriate touching and discussions about physical appearances are prevalent. Committees addressing sexual harassment often prove ineffective. Power dynamics allow manipulation of crime reports, while gender-based violence's financial impact varies. The multifaceted origins of sexual harassment involve social factors and differing adherence to ethics. Mental pressure impacts academic performance, and gender-based violence relates to limited female representation in specific university organizations. Extracurricular activities contribute to the issue. The recommendations center around establishing institutional accountability, taking proactive actions to address sexual harassment, recognizing the importance of sexual complaint committees, providing mental support for survivors, increasing awareness through educational initiatives, involving extracurricular activities to combat harassment, and offering financial support to students facing economic challenges. These recommendations collectively aim to create a safer and more inclusive environment within public universities, ensuring that incidents of sexual harassment are addressed effectively while fostering a supportive community for all members.

Keywords: Sexual Harassment, Awareness, Violence, Complaint Committee

1. Introduction

Sexual harassment is deep-seated in historical and organizational inequality concerning males and females in power relations. In the education sector, sexual harassment is a fiery matter in Bangladesh and extraterritorial areas (Hossain, 2020). Yet, because of the deficiency of consistent statistics, this matter has had to be governed

in obscurity in Bangladesh. Sexual harassment prevents gender equality and empowerment. SDG Goal Five is highly focused on Gender equality and women's empowerment. Bangladesh's Government is highly focused on gender equality now a days. It might be driven by sexual request; however, more frequently, it is exploited to obtain surrender and obedience and proclaim control and influence. It creates an embarrassing situation and might cause health and security difficulties at offices or educational institutes; it is inequitable while the females have rational bases to trust that her concern would inconvenience her in linking with her schooling or service in diverse methods or when it produces an unfriendly atmosphere at offices or educational institutes. An in-house complaint committee should be founded to obtain grievances of sexual pestering and sexual ferocity, direct inquiry, and make endorsements in keeping with the High Court Division Instruction.

Higher educational institutes are no longer in a good situation as in the past. The institutions become a generating field for inequitable discernment on sexual reasons. Gender labeling is one of the fundamental causes for the many sexual harassment instances stated in the education segment in Bangladesh and other fields. Therefore, the study covered the patterns and contemporary trends of sexual harassment in Higher Educational Institutions in Bangladesh, the influencing factors in higher educational institutions in committing sexual harassment offenses, and the impacts of sexual harassment on female students' academic performance and mental health. Diverse historical, social, cultural, and political issues are fundamental to these trends and practices. Bangladesh has various influencing factors as an arena of the enlarging universal village. The education segment needs to build awareness to eliminate all kinds of sexual persecution in educational institutions.

2. Objectives of the Study

1. To understand the patterns and contemporary trends of sexual harassment in Higher Educational Institutions in Bangladesh.
2. To identify the influencing factors in higher educational institutions in conducting sexual harassment offenses.
3. To assess the impacts of sexual harassment on female students' academic performance and mental health.

3. Scope of the Study

Sexual ferocity against females at educational institutes is a usual fact in contemporary years around Bangladesh (Hasan, 2019). Both quantitative data and qualitative insights have been amassed on the sources of independence, existing harassment and governance patterns, influencing factors, as well as their impact on academic performance and mental health. The investigation is attempting to explore "Sexual Harassment in Higher Educational Institutions in Bangladesh." No noteworthy study was undertaken in Bangladesh to discover sexual harassment in public universities in Bangladesh.

4. Research Methodology

The study is based on a mixed method. For the research, a convenient sample size of respondents have been taken in the public university; Comilla University & Dhaka University was chosen for Key Informant Interview (KII), Focused Group Discussion (FGD), and questionnaire survey. Based on gender, age, study duration, and faculty diversity, 50 students from each institution were taken to undertake a questionnaire survey. In the second segment of the study, Key Informant Interviews (KII) were received to generate balance in the quantitative data. In this segment, five individuals in the each institution were selected to conduct a Key Informant Interview (KII) to find the sexual harassment in the public university of Bangladesh based on gender, duration spent in the institution, and institutional affiliation and responsibility of faculty. In the third segment, Focused Group Discussion (FGD) was taken as it serves as a significant tool for accumulating qualitative data. From each studied educational institution, one FGD has been directed to assemble sufficient evidence to rationalize the survey findings. A total of 7-12 respondents has been taken for FGD. Finally, collected data is tabulated and analysed to accomplish the study and draw conclusions.

Table 1: Criteria and Number of Respondents

Method of Data Collection	Criteria	Study Area	Number of Respondents
Questionnaire Survey	Covering gender, age, duration of study, and diversity of faculty	Comilla University & Dhaka University	100
Key Informant Interview (KII)	Members of Complaint Committee, Head of the Departments and Teachers		10
Grand Total			110

The findings developed from both quantitative and qualitative research are encouraging to assume the determination of the study and disclose the present scenario existing in the “Sexual Harassment in Higher Educational Institutions in Bangladesh.”

5. Analysis and Discussion

Table 2: Harassment types encountered by the students

Criteria	Number of Respondent	Percentage %
Unwelcome physical contact, touching, leaning or deliberate pinching.	33	33%
Repeated attempts to make a date which is unwanted.	4	4%
Pressure for sex	2	2%
Sending emails, messages from online social networks, phone calls.	45	45%
Teasing, jokes or remarks about sex.	9	9%
Unwelcome sexually suggestive looks and gestures	3	3%
Unwelcome display of visual materials of a sexual nature	4	4%
Total	100	100%

Source: Field Survey, 2021.

Table 2 shows the level of harassment of encountered types in the students. In this regard, most respondents (forty-five) mention the face of sending emails, messages from online social networks, and phone calls. They said that they face social harassment online. Sometimes, unknown people call them and talk about different sexual harassment. Even some of my friends give messages online to involved relationships. One respondent expressed that,

"Most of the time, my seniors send me messages and engage in conversations on various topics. They express a desire to establish a relationship with me. I am not interested in such relationships, but I find it difficult to take action against them because I fear potential consequences, such as ragging and public shaming."

Then, thirty-three percent of students face unwelcome physical contact, touching, leaning, or deliberate pinching. They thought that some of the time they met feelings of their relative. They face sexual harassment on the road by the public. In the classroom, some of their friends touch their bodies and hands. One student said, *"I feel afraid and uncomfortable when my friends touch my body or hands without my consent. There was one distressing incident where I experienced sexual harassment through unwanted touching on a bus. During my journey back to campus from town, a boy stood near me and, at times, inappropriately touched my body as the bus moved."*

Then, 9% of students face sexual harassment in teasing, jokes, or remarks about sex. They said that they face harassment by joking and teasing in their village life. Besides, students thought that some people discuss their physical structure. People discuss body structure and physical size when walking on the road and in the market. Some respondents said, *"Some people want to touch and discuss the body structure when female students went to*

market or tuition. In these situations, we often refrain from showing negative reactions, out of fear for our safety and to avoid potential harassment or harm."

The students and teachers thought that Bangladesh's country should implement rules and regulations properly. One teacher said, "Our students are facing sexual harassment frequently. but they often remain silent to avoid public shaming. However, they do wish to speak out and seek justice against those responsible for such misconduct." Besides, exhaustive students face gender-based violence through online chat.

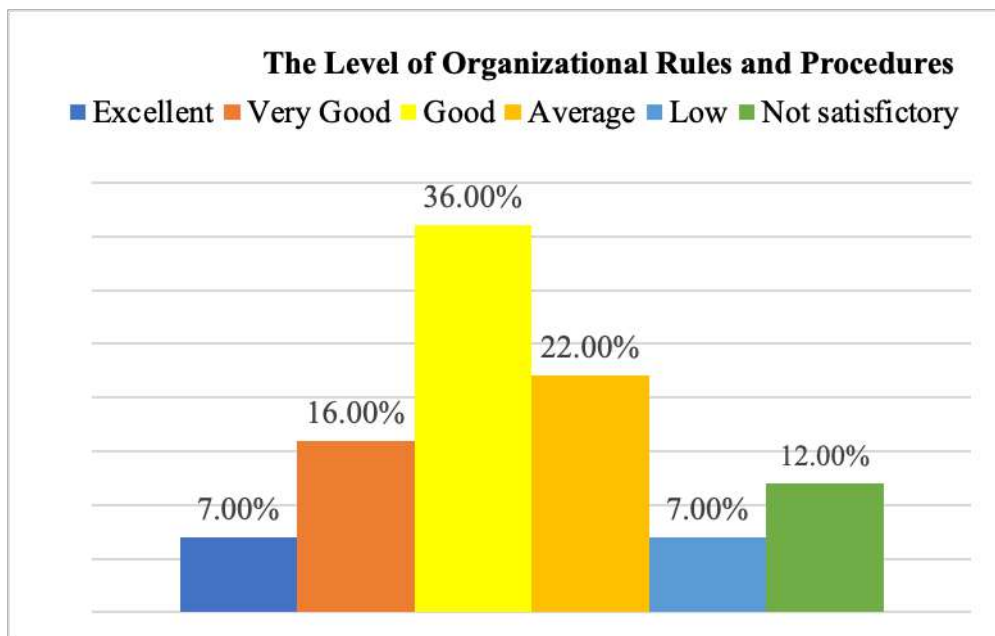


Figure 1: The Organizational Rules and Procedures in Gender-Based Violence

Source: Field Survey, 2021

Figure 1 shows the level of organizational rules and procedures against gender-based violence. In this regard, most of the student's (thirty-six percent) mentioned 'Good' level organization rules and policies against gender-based violence. They said Comilla University and Dhaka University are conscious of students' sexual harassment. Even one Dhaka University student expressed that,

"Sometimes, different organizations organize programs aimed at addressing and preventing sexual harassment for female students. These programs offer valuable guidance and awareness campaigns on how to respond and cope with challenging situations."

Then, twenty-two percent of students mentioned the 'Average' of their institution's maintenance of rules and procedures. Some Comilla and Dhaka University students said that the authority doesn't maintain proper rules and regulations. We saw that some criminals took punishment when this happened and knew everyone. But, every criminal is not adequately punished for lacking authority, irresponsibility, and impersonality. One of the students said,

"I experienced sexual harassment from my classmates, but our university's sexual harassment cell did not take effective action against the perpetrator. This was due to some teachers providing shelter or protection, making it difficult to achieve impartiality in addressing the issue."

To maintain University authority, it must be responsible and effective for women, besides protection from gender-based-violence is not equal for all students. At least seven percent of students mentioned 'Excellent' and 'Low' level of regulations. On the other hand, twelve percent of students select the unsatisfactory level of law and justice against gender-based violence. Comilla and Dhaka University should have specific laws, and every event will take proper action. In case of Comilla University, one teacher said,

"We are conscious always to give punishment those who commit crimes. However, some students are fearful that their cases will be made public, causing shame and embarrassment. We arrange sexual harassment campaigns for female students providing guidance against sexual harassment."

Table 3: The Level of Activity of the Complaint Committee

Criteria	Number of Respondent	Percentage %
Excellent	6	6%
Very Good	13	13%
Good	36	36%
Average	22	22%
Low	8	8%
Not Satisfactory	15	15%
Total	100	100%

Source: Field Survey, 2021

Table 3 shows the level of activity of the complaint committee. In this regard, thirty-six percent of students thought that the ‘Good’ exercise of the complaint committee. Both university students said that, at present, the complaint committee works well. Because of this, some victims take action against harassment. Again, they said that the complaint committee makes an effort when they find legal documents. The Dhaka University student said,

"The complaint committee takes effective action when we encounter instances of online or offline sexual harassment, whether it is from known or unknown individuals. Furthermore, the committee has organized campaigns and awareness programs among the female students to address and prevent such issues."

Then, twenty-two percent of students mentioned the ‘Average’ activity of the complaint committee about gender-based violence. The committee doesn’t work correctly when we face sexual harassment by touching or sexual images online. We are facing much sexual harassment on campus, but the sexual harassment committee doesn’t take action against this criminals properly.

Even most students don’t know the sexual harassment cell on our campus. In Comilla University, one respondent expressed her opinion, *"It's unfortunate that our sexual harassment committee has not been proactive in taking action against the offenders. If we see that last year a few students facing sexual harassment, but no action taken on it by committee or cell. We don't know about the functions of the cell, and even this committee hasn't arrange any awareness building program for the female students."* Then, fifteen percent of students were not satisfied with the complaint committee for gender discrimination. Because the committee usually invoved in partiality or grouping. They said, *"Our committee didn't taked action last two or three harassment cases. So why do we put a complaint? Although our campus has complaint boxes, they are not regularly checked. When someone does file a complaint against another person, the authorities are often very slow in taking action."* To solve this problem, every institution must have an effective complaint box to ensure proper rules and regulations.

On the other hand, 13% of Comilla University and Dhaka University students are happy about the gender-based violence complaint box. They thought that our teacher took proper action against gender-based violence. But every entity has limitation in their activities. The Comilla University Sexual harassment cell member said, *"We are highly committed to addressing gender-based violence and have provided complaint boxes for both female and male students. However, when we open these boxes after 15 or 20 days, we often find that the complaints*

lack valid or specific reasons, making it challenging to take appropriate action. I believe that in the future, our efforts will continue to grow and improve day by day."

Table 4: The level of Social Factors in Gender Based Violence
(Response of General Students)

Criteria	Number of Respondent	Percentage %
Excellent	17	17%
Very Good	28	28%
Good	30	30%
Average	23	23%
Low	2	2%
Not Satisfactory	0	0%
Total	100	100%

Source: Field Survey, 2021

Table 4 shows the level of social factors in gender-based violence. In this regard, thirty percent of students mentioned 'Good' according to the level of social factors in gender-based violence. They said that social factor was the reason for sexual harassment. Every religion has some rules and regulations, but we don't maintain our ethics and values. Some of society follows family education, norms, and religion. This society has experienced sexual harassment in other organizations. One Muslim student expressed her opinion. ***"As a Muslim, we adhere to a set of rules and regulations that include wearing modest clothing like long dresses, burkas, and curtains. This is done to reduce the chances of facing sexual harassment. This clothing choice can deter individuals who may otherwise inappropriately focus on one's body or physical appearance."*** Then, twenty-eight percent of students mentioned 'Very Good' in the level of social factors in gender-based violence. They thought society and family education were interrelated.

Not only society but also family following the rules and respect, then this society hasn't any harass. One of the Comilla University teacher said, ***"Social factor is a major reason for the gender-based violence in our society. I think not only religion but also ethics and positive thinking are important in controlling sexual harassment. Everyone should think positively. If we think every female is like our sister, then harassment will reduce."*** To solve this problem, we learn religious norms and moral education. Then, seventeen percent of students mentioned 'Excellent' social factors of gender-based violence. The respondents thought that social factors were one of the reasons for sexual harassment. They saw that every day, females were facing sexual harassment in the newspaper. Finally, we see that most of the respondents focus on social factors and the problem of gender-based violence.

On the other hand, twenty-three percent of students select the 'Average' about gender-based violence. They said that social factors and social norms and values are related. If you wear a short dress, if anyone looks at your body and physical structure, then they will think of sexual imagination. Dhaka University students said, ***"This is our choice of dress. We must uphold a standard for our society, defining what is considered acceptable and what is not. But in the town area, most females dress up in Western culture, which isn't good for us."***

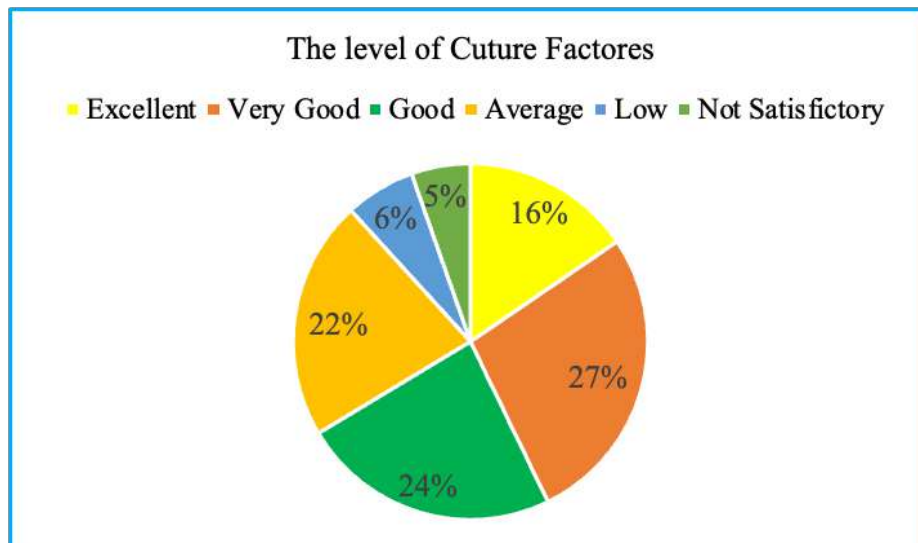


Figure 2: The cultural factors responsible for gender-based violence

Source: Field Survey, 2021

Figure 2 shows the level of cultural factors responsible for gender-based violence. In this regard, twenty-seven percent of respondents mentioned 'Very Good' as the cultural factor for increasing gender-based violence. Some of society follows family education, norms, and religion. In the university campuses in Bangladesh, the students usually ignore their own tradition and culture. Even their campus students don't follow the 'Bangali' culture. In the future, 'Bangali' culture will be destroyed if we follow Western culture. In Dhaka University, one student said, *"At present, our campus culture is concerning, with instances of both males and females engaging in unwanted physical contact. This behavior constitutes a form of sexual harassment that we may not fully recognize. It seems that we are drifting away from our own cultural values and easily embracing elements of Western culture."* Then, twenty-four percent of respondents thought the cultural factor was related to sexual harassment. For this, they select the "Good," and sixteen percent of students select the 'Excellent' gender-based violence. They thought that both Comilla and Dhaka University students wanted to create a good culture for the overall students. They said that our students follow a few cultures society doesn't accept, such as smoking, drinking, and physical relations.

Comilla University teacher said, "Our campus has been established recently, and as a result, our campus culture is not yet as well-defined as in older universities. It's evident that we are slowly losing touch with our own cultural values. In the future, our university culture may evolve. However, it's important to note that not only cultural changes are responsible for sexual harassment; factors such as the mental addiction to sexual content also contribute to the increasing prevalence of gender-based violence." To solve this problem, we should follow religious norms and values properly. Furthermore, it's crucial that we work to eliminate negative and harmful stereotypes and misconceptions surrounding women's sexuality from our collective thinking. Then, twenty-two percent of students were selected as 'Average' about gender-based violence. They expressed that cultural and social values, norms, and ethics are related to sexual harassment. Both campus and society cultures should change to reduce sexual harassment. Then we should remove Western dress up and culture. Then, five percent of students mentioned 'Not satisfaction,' and six percent of respondents selected 'Low' about gender-based violence in cultural factors.

Table 5: Political Power in Gender-Based Violence
(Respondents of General Students)

Criteria	Number of Respondent	Percentage %
Excellent	15	15%
Very Good	26	26%
Good	24	24%
Average	22	22%
Low	5	5%
Not Satisfactory	8	8%
Total	100	100%

Source: Field Survey, 2021

Table 5 shows the level of political power in gender-based violence. In this regard, most students agreed on gender-based violence on university campuses by political power. We offer that 15% of respondents were mentioned as 'Excellent,' and 26% of students selected 'Very Good' against using political power in sexual violence. They said that both two university campuses have political power and illegal power. You will manage all crime reports if you have political power or link up. Even politically powerful people want to relate and force the relation of the female with them. But general students are afraid of using illegal power and ragging. The political power leader intends to use control everywhere. Dhaka University, one respondent said, *"We come from villages, and since there's no opportunity to stay in the campus halls, we often find ourselves coerced by political leaders and senior students to engage in relationships or accept proposals. We do this out of a desire for shelter and security. Unfortunately, some of these political leaders have been implicated in various crimes related to females."* So, To solve this problem, any political figure who misuses their power for such purposes must be held accountable and face appropriate consequences for their actions.

The role of law must be ensured for every person, and illegal political power must be reduced in educational institutions. Then, twenty-four percent of respondents expressed that 'Good'. They thought political power was the reason for sexual harassment. Not only do students use political power, but also teachers use this power. We can see that teachers' harassment in classrooms, exam halls, or viva broad among the women and ask questions about their personal lives. Comilla University, one respondent said, *"It's not just students who engage in politics on our campus; even some teachers are involved. There was a case where a female student reported an incident involving a teacher, but the university authority did not take action. This lack of action raises doubts about the effectiveness of filing complaints if they are not addressed and resolved."* Twenty-two percent of respondents expressed 'Average' about the level of political power against gender-based violence. They said the political leader often misuse their power for personal gain and to satisfy their sexual desires. Leaders used to provide services and assistance to students in the past. However, in the present, we no longer witness this positive scenario. Only five percent of students don't agree about the political power to use gender violence. One teacher said, *"Some leaders abuse their political power by sending messages and indecent images through female students' messengers. Furthermore, there are reports of certain teachers making offers to students in exchange for favorable marks."*

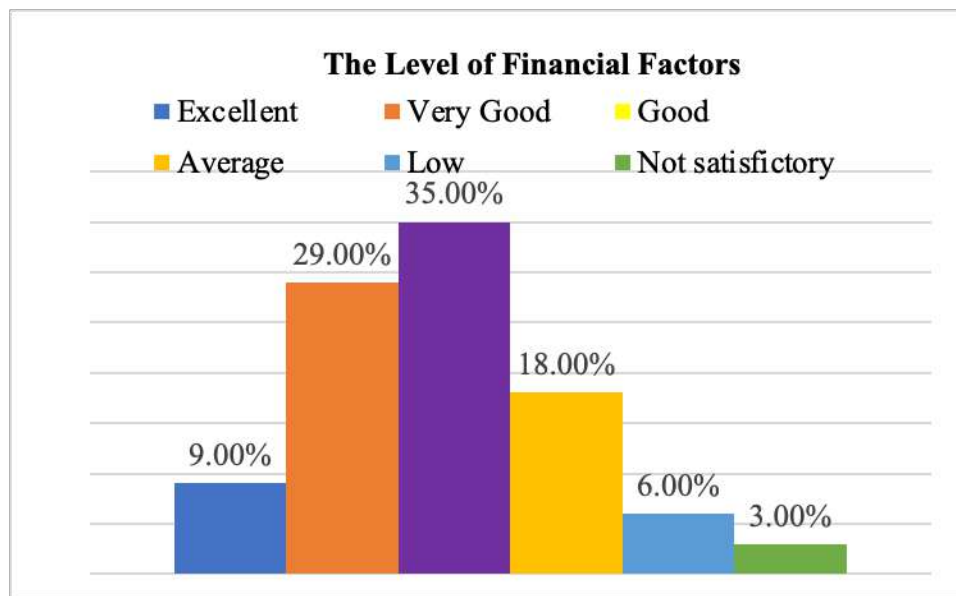


Figure 3: The financial factors effect on gender-violence harassment

Source: Field Survey, 2021

Figure 3 shows the level of financial factors affecting gender-based violence. In this regard, thirty-five percent of respondents mentioned 'Good' regarding using financial support on gender-based violence. Some students have reported experiencing sexual harassment due to their limited financial ability. Sometimes, political leaders make inappropriate advances towards female students, offering them favors in exchange for sexual favors. If we observe some newspaper reports of the political leader's viral sex-related videos. Dhaka University, one respondent said that,

"We are currently grappling with a financial crisis within campus life, and unfortunately, we also encounter instances of sexual harassment, including unwelcome online sexual messages. Some senior individuals have been sending me messages against my will."

Even twenty-nine percent of respondents mentioned it as 'Very Good.' They thought that they were facing a financial crisis in students' lives. Even some of the female students don't take money from their families. One female respondent said, "We haven't any tuition or income source for surviving our life. Even sometimes we don't eat properly for lack of money". Even nine percent of respondents selected 'Excellent.' To solve different cases, their influential financial support is above good against gender-based violence. For this, every person must adequately maintain the rules and regulations. Another eighteen percent expressed 'Average' in response. They said that student's life must have a financial crisis. But they aren't connected to illegal work or function. Only six percent of respondents don't support the economic effect of gender-based violence. Maximum respondents think the primary issue is to use financial support in every sector easily. To achieve this, it's essential to recognize that upholding the law and ensuring justice does not equate to mismanagement.

Table 6: The Level of Power-Relation Factors
(Respondents of General Students)

Criteria	Number of Respondent	Percentage %
Excellent	4	4%
Very Good	19	19%
Good	31	31%
Average	25	25%
Low	17	17%

Not Satisfactory	4	4%
Total	100	100%

Source: Field Survey, 2021

Table 6 shows the level of the power-relation factors on gender-based violence. In this regard, thirty-one percent of respondents mentioned 'Good.' According to them, gender-based violence influences the power relation factors. They said some victims faced sexual harassment by influential leaders or powerful students. In Public University life, most females face sexual harassment online or offline by classmates or friends. Comilla University, one respondent expressed her speech,

"We are facing with instances of sexual harassment, both online and offline, yet it appears that powerful leaders or teachers often evade punishment. In some cases, no action is taken against the perpetrators. As a result, many victims lose their interest to report or speak out against these injustices."

Besides, the university authority must become vital to punish misused power. Then, twenty-five percent of respondents mentioned the 'Average' misuse of the power relation for gender-based violence. Political leaders and political teachers were convicted, free from punishment for political power. At Dhaka University, one student said, "Some leaders misuse their authority when it comes to addressing sexual harassment. In Dhaka University, a significant number of female students encounter sexual harassment within the Teacher-Student Center (TSC)." One of the Comilla University teacher expressed her speech, "Power-relation is one kind of problem for sexual harassment. Some of the convicted misuse their power, even the sexual harassment didn't have any proof or document." Only seventeen percent of respondents selected the 'Low' About gender-based violence. Most respondents thought the power relation wasn't a significant problem for gender-based violence. They felt that power relations were a problem and had many problems with sexual harassment. You don't do anything without the support of a leader or illegal power.

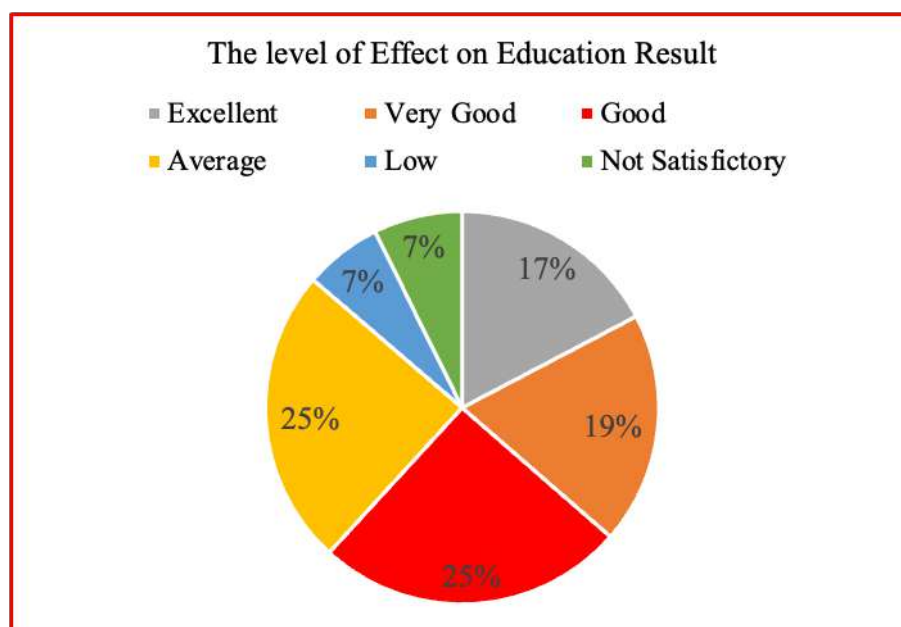


Figure 4: Effect on Education Result of Students

Source: Field Survey, 2021

Figure 4 shows the level of effect on education results for gender-based violence. In this regard, most students thought that gender violence affected their results. For this, twenty-five percent of respondents mentioned the 'Good' impact of sexual harassment and gender-based violence. They said that our result was the default when we were facing harassment which sexual or mental harassment. The mental pressure destroys everything, and

you don't work correctly. You can't move freely here and there if you face online or offline sexual harassment. One student said, *"During the last semester, my academic performance suffered due to the mental stress I experienced. When we are subjected to online sexual harassment from classmates or senior students, it creates a very uncomfortable environment for us. Furthermore, some of our friends have even faced sexual harassment from our class teachers, which is an incredibly distressing situation for female students."* The other twenty-five percent of students selected the 'Average'; they thought sexual harassment affected their academic results. They thought you would not study and give proper examinations if you faced mental pressure online or offline. Even class activities stress doesn't take properly, let alone sexual harassment. Comilla University teacher expressed her speech, *"If anyone is facing sexual or mental harassment, it undoubtedly has a negative impact on their academic performance and overall participation in activities. Some females may also hesitate to continue study because of fear, and this fear can prevent them from engaging in social and cultural activities."*

To solve this problem according to their recommendation, increase women's empowerment and ensure justice besides the anti-violence organization activities developed on the university campus. Then, nineteen percent respondents mentioned 'Very Good,' and seventeen percent selected the 'Excellent' effect on education results of gender-based violence. They said that gender-based violence affects academic activities. Comilla University, one student said, *"We are facing sexual harassment by known and unknown persons on the campus. Sometimes, sensitive information and conversations are made public through social media, leading to significant mental stress for female students."* Only seven percent of respondents selected 'Low,' and seven percent thought they were unsatisfied. Finally, we see that most of the students thought that gender violence affects academic results.

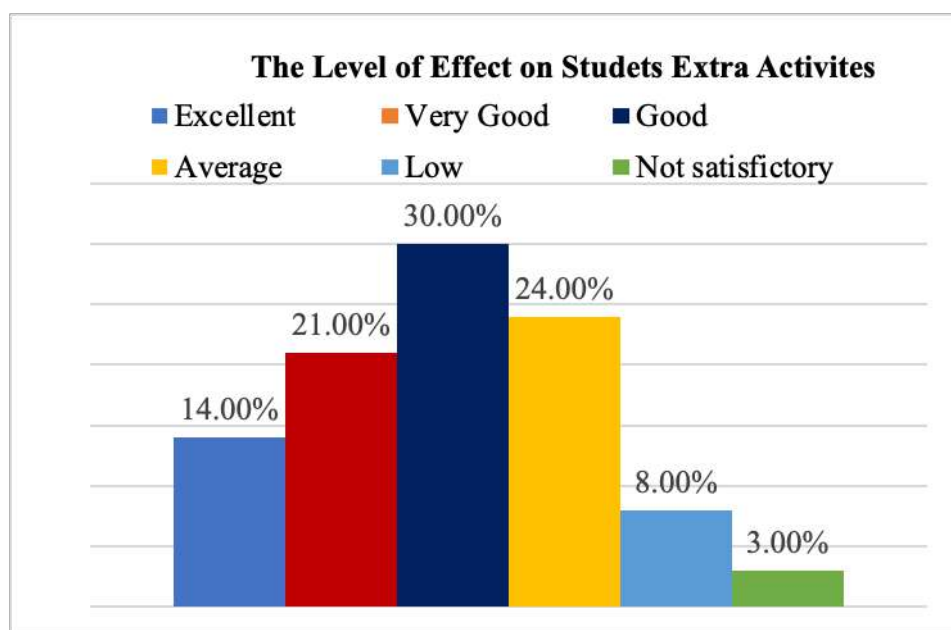


Figure 5: Effect on students' extra activities for gender-based violence.

Source: Field Survey, 2021

Figure 5 shows the level of effect on other activities for gender-based violence. In this regard, most students thought gender violence affected the extra activities in students' lives. For this, thirty percent of respondents mentioned 'Good' because they believed that the student's life faces problems of gender violence. They felt that students would not be involved in extra activities if they were facing sexual harassment or mental harassment. Because when they face sexual harassment online or offline, they don't connect with social activities for hesitation and shame. Dhaka University, one respondent said, *"Female students usually avoid social and volunteer activities when they are confronted with sexual harassment. Such incidents become a significant obstacle for them, causing them to withdraw from social circles, affecting their class participation and attentiveness."*

For this, the problem wants to be solved by ensuring the justice and rule of the law for everyone. The law must control influential people. Other respondents mentioned ‘Very Good.’ Twenty-one percent and fourteen percent of students selected ‘Excellent.’ They said most students want to connect with social organizations and volunteer activities. However, there are female members of the organization who do not feel secure and choose not to engage with it. We can see that some of the organizations at the university level have female students. Again, the students thought about the problem of general extra activities for gender-based violence. Then, twenty-four percent of respondents selected the ‘Average,’ and only eight percent of students mentioned the ‘Low’ problem. They thought that not only sexual harassment reason but also culture and politics were related to them. Comilla University teacher expressed his speech, *"Our university doesn't have a high prevalence of sexual harassment, which is positive. However, there are still instances where female students experience harassment from classmates or unknown individuals. I believe that the university authorities should take proper action in response to any reports of online or offline harassment."*

Table 7: The Level of Effect on Mental Pressure

Criteria	Number of Respondent	Percentage %
Excellent	21	21%
Very Good	22	22%
Good	28	28%
Average	19	19%
Low	5	5%
Not Satisfactory	5	5%
Total	100	100%

Source: Field Survey, 2021

Table 7 shows the level of effect on mental pressures of both Comilla and Dhaka University students. In this regard, twenty-eight percent of students from both universities select the ‘Good’ result of mental pressure for sexual harassment. They said that sexual harassment pressures the mind. We see that some students commit suicide because of mental stress. Every year, public university students commit suicide for different reasons, but sexual and mental harassment is one of them. Female students are always afraid of gender-based violence. Even twenty-two percent of students mentioned ‘Very Good’; they thought that sexual harassment was a significant problem and that it was suicide. They didn’t take mental pressure or ragging system on public university campuses. One respondent said,

"I was facing ragging by our senior brother and sister. At that time, I was thought to commit suicide because of mental pressure. However, with time, I've grown accustomed to this ragging system. I believe that ragging can be considered a form of sexual harassment, given the mental strain it imposes."

Then, twenty-one percent of students selected the ‘Excellent’; they thought every female or male was facing mental pressure by sexual harassment. Comilla University, one faculty member expressed his speech,

"Every victim of harassment undoubtedly experiences mental distress. When someone faces sexual harassment or any other harassment, it places significant mental pressure on them. If we look at recent news reports, we can see that a considerable number of university students committed suicide due to the immense mental pressure they endured."

6. Recommendations

1. *Institutional Accountability:* Public universities are responsible for providing a safe and inclusive environment for their students, faculty, and staff. The absence or inadequate functioning of a sexual complaint committee can indicate a lack of institutional commitment to addressing sexual misconduct and safeguarding the rights of community members. It may also need to reflect the university's reputation better, resulting in legal, financial, and public relations repercussions.
2. *Need for Action:* You may consider raising the issue with relevant university officials, such as the administration, human resources department, or student affairs office etc. You can also seek support from advocacy groups or legal entities specializing in sexual harassment or assault. Additionally, engaging with fellow students, faculty, and staff to raise awareness and advocate for the establishment or improvement of a sexual complaint committee can be effective in bringing about change.
3. *Importance of Sexual Complaint Committees:* Sexual complaint committees play a crucial role in addressing issues related to sexual harassment, assault, discrimination, and misconduct on university campuses. They provide a mechanism for students, faculty, and staff to report such incidents and seek recourse. These committees are responsible for investigating complaints, supporting survivors, and ensuring appropriate actions are taken to prevent further occurrences and hold perpetrators accountable.
4. *Mental Support:* Providing a safe and non-judgmental space for victims to share their experiences and emotions can be immensely helpful. Practicing empathetic listening, where you actively listen without interrupting or judging, can help victims feel heard and validated and provide an essential outlet for their emotions.
5. *Increase Awareness:* The sexual organization committee and people should be aware of the students, teachers, and upcoming new students. With awareness among the people, the campus will correctly maintain its culture and rules. So, sometimes, the sexual committee members take the initiative to campaign for camping and awareness about sexual harassment.
6. *Involve extra curricular activities:* Public university students should connect with social and other activities to reduce sexual harassment. They can take the initiative to reduce sexual activities through social activities. They can involve different types of organizations which increase sexual harassment awareness among students.
7. *Support Financial Crisis:* At Public Universities, most students are from mid-class or lower-class family backgrounds. They want to start online businesses or tuition to support financial crises. Every family should take care when they are continuing students' lives.

7. Conclusion

This study delved into the complex issue of sexual harassment within Higher Educational Institutions in Bangladesh, shedding light on its patterns, influencing factors, and consequential impacts. Three primary objectives drove the research: understanding the contemporary trends of sexual harassment, identifying the factors contributing to its prevalence within Higher Educational Institutions, and assessing the repercussions of harassment on female students' academic performance and mental well-being.

The findings underscored the pervasiveness of sexual harassment in online and offline spaces, revealing instances where unsolicited calls and messages discussing sexual misconduct were prevalent. Personal space violations by acquaintances and public incidents of inappropriate behavior were also prominent, highlighting the urgency of addressing this multifaceted issue. Moreover, inappropriate touching and discussions centered around physical appearances remained concerning within educational environments. The study highlighted the role of organizational rules, governance patterns, and the activity of the complaint committee in shaping the climate

surrounding sexual harassment. Influencing factors spanned social, cultural, political, and financial dimensions, illustrating the intricate web of interconnected issues contributing to such misconduct's perpetuation.

Additionally, power dynamics played a significant role in allowing the manipulation of crime reports, and the financial implications of gender-based violence varied across contexts. The impact on academic performance and mental health was profound, as instances of sexual harassment had detrimental effects on both areas for female students. Theoretical results were compromised, and mental well-being was negatively impacted, necessitating holistic support mechanisms to mitigate these consequences. In light of the findings, it is evident that addressing sexual harassment in Higher Educational Institutions demands a multi-pronged approach. Establishing strong institutional accountability, enhancing the effectiveness of sexual complaint committees, increasing awareness through education, and involving students in extracurricular activities are among the recommended strategies. Furthermore, the study underscores the need to address the complex interplay of social, cultural, and power-related factors contributing to the prevalence of sexual harassment. Ultimately, this study contributes valuable insights into the pressing issue of sexual harassment in Higher Educational Institutions in Bangladesh, emphasizing the necessity of comprehensive measures to create safer and more inclusive academic environments for all students.

Author Contributions: All authors contributed to this research.

Funding: Not applicable.

Conflict of Interest: The authors declare no conflict of interest.

Informed Consent Statement/Ethics Approval: Not applicable.

References

- Aminuzzaman, S. M. (2011). *Essentials of Social Research*. Dhaka: Osder Publications.
- Creswell, J. W. (2014). *Research design: Qualitative, quantitative, and mixed methods approaches*. Sage publications.
- Hasan, K. (2019, April 13). Sexual abuse in educational institutions: A dangerous trend on the rise. *Dhaka Tribune*, Retrieved from: <https://www.dhakatribune.com/opinion/special/2019/04/13/sexual-abuse-in-educational-institutions-a-dangerous-trend-on-the-rise> [accessed on 23.5.2022]
- Hossain, S. (2020, October 20). Sexual harassment: A class or mindset problem? *The Financial Express*, Retrieved from: <https://thefinancialexpress.com.bd/education/sexual-harassment-a-class-or-mindset-problem-1602693493>
- Sexual harassment at educational institutions (2014, September 29). *The Daily Prothom Alo*. Retrieved from: <https://en.prothomalo.com/opinion/Sexual-harassment-at-educational-institutions>
- Yin, R. K. (2003). *Case study research: Design and methods* (3rd ed.). Thousand Oaks, CA: Sage.

Exploring the Sociocultural Extensions of Changing Musical Taste: A Sociomusicological Study of Morocco's Social Dynamics

Montassir Hmala¹, Houda Nemar²

¹ CRMEF of Meknes, Morocco. Email: montassirpianiste@hotmail.fr / montassirhmala@gmail.com

² Faculty of sciences, Moulay Ismail university, Morocco. Email: houdanemar@gmail.com / h.nemar@umi.ac.ma

Abstract

This article proposes a sociomusicological exploration of Moroccan music, specifically highlighting how musical taste can be a strong tool for analysing social change. Using a qualitative design, the study focuses on two main variables: identity and social values. Moreover, it examines two key sociomusicological dimensions: music diffusion and consumption. Eighteen artists, including music composers, lyricists, and singers participated in the study through semi structured interviews. The content analysis of transcriptions revealed seven main themes: music's function as entertainment, the hybrid / ambiguous musical taste, the hidden agenda, music broadcast reconsideration, (social) media and musical socialization, Moroccan values and the need for censorship, and the "danger" to the Moroccan musical identity. The findings demonstrate a noticeable shift in consumers' general musical taste, attributed to significant changes in music diffusion and consumption patterns. Consequently, this shift has a profound impact on consumers' identity and social values. Therefore, the study suggests that Moroccan society is currently experiencing significant social changes.

Keywords: Sociomusicology, Musical Taste, Identity, Social Values, Social Change

1. Introduction

In the 21st century, societies are confronted with multidimensional challenges that necessitate an understanding of societal transformations. Scholars from various fields have directed their attention towards societal changes, examining them through different lenses such as economy, politics, educations, and culture. Music, being a cultural and social event (Clarke & Cook, 2004), has garnered significant interest due to its ability to reflect the present and evoke memories (Laughey, 2006), as well as shape social reality (Clayton et al., 2011). Sociomusicologists, including Born (2000), De Nora (2000, 2003), Martin (2002, 2006), Hennion (2003), Hesmondalgh (2008), Ellis (2009), and Frith (2011) have conducted research on the interplay between music and society. These investigations have explored themes such as identity, taste, gender roles, power relations, and the impact of technology on music production, diffusion, and consumption. Through these studies, a deeper

understanding has been gained regarding how music influences the attitudes, behaviors, and identities of individuals and groups, as well as how consumers shape the music industry.

The present article aims, therefore, to utilize music, specifically musical taste, as a lens to explore and comprehend the social changes occurring in the specific context of Morocco. This choice is justified by the fact that musical taste serves as a key concept upon which many interpretations of the social in music are founded. It is a significant marker of various categorizations, such as social class and identity, whether social or musical. Bourdieu (1984) argues that musical taste not only indicates one's position within the hierarchical social structure but also reinforces that position. Ellis (2009) further emphasizes that "even in a globalized culture and a supposedly classless society, then, musical preference still indicates a lot about social identity and status" (p.53). Musical taste can reflect one's life style, age, sense of belonging to a specific community, and even their value system. Ellis (2009) highlights additional aspects such as dress style, behaviors, attitudes, and even the values of those who adhere to specific musical genres. Furthermore, Van Eijck (2001) suggests that cultural and musical preferences, viewpoints, and consumption patterns are part of a broader framework that encompasses moral, social, and cultural values.

Based on this perspective, studying and analyzing musical taste can provide valuable insights into social dynamics. Specifically, it can reveal how patterns of music diffusion and consumption not only reflect and indicate changes within a society but also have the potential to produce those changes. This applies to both personal and musical identity and, more importantly, to the value system.

1.1 Context of the study

The present study focuses on the specific context of Morocco, where the current music scene has been undergoing continuous development and change. More recently, there has been a growing sentiment that has quickly solidified into a strong conviction: a musical turn is underway. The signs of this turn can be observed on various levels. Firstly, there has been a noticeable change in patterns of musical consumption. Listeners now tend to prefer newer styles, such as pop, rap and rai music, while traditional musical styles and "classy-cal" music, which were previously favored, have taken a backseat. Secondly, the process of musical diffusion has further reinforced this shift. The majority of media outlets have actively encouraged this change by progressively downplaying previously preferred styles and prioritizing the broadcast of new music. All this has resulted in a social debate, particularly regarding the sociocultural extensions of this musical turn. Many social actors and institutions, in addition to artists themselves, have started to raise questions on the eventual impact of this shift in musical taste, particularly on the local musical identity and also the value system.

1.2 Statement of the problem

This study, therefore, aims to investigate the social dynamics produced by this change in Moroccan musical taste. More precisely, it seeks to explore and understand the sociocultural implications, including the impact on consumers' personal and musical identities, as well as their social values. It is worth pointing out that the latter variables are significant sociocultural markers through which societies' change can be approached and evaluated. Following this perspective, the present study focuses on understanding the changes that Moroccan society is currently experiencing through the lens of music. By tracking current trends and preferences in musical taste and examining their eventual impact on social values and identity, this study aims to provide valuable insights into the development and evolution of Moroccan society.

1.3 The rationale

The purpose of this article is to address the gap in sociomusicological research within the Moroccan context. This study is unique as it aims to analyze the change in musical taste and its impact on consumers' identities and social values, which has rarely been explored in previous studies. Consequently, this study offers a new perspective to explore and understand the dynamics of Moroccan society. By investigating the relationship between music and social change, this research contributes to the general knowledge in the field of

sociomusicology, particularly in the context of North Africa. Overall, this article provides valuable insights into the sociomusicological aspects of Moroccan music and its implications for broader societal transformations.

1.4 Research questions

This study was guided by the following research questions:

1. How do Moroccan (new) artists perceive the role of music in contemporary Moroccan society, considering the influence of different social actors and society as a whole?
2. How do they assess the local current musical taste? And how it is currently established?
3. What is their perception regarding the mechanisms and contexts that condition the dissemination and consumption of music?
4. How does the new “imposed taste” impact Moroccan society, particularly consumers’ social values and identity?

2. Theoretical and conceptual framework

The conceptual and theoretical framework of this study is framed by central constructs namely sociomusicology, globalization, and standardization.

2.1 Sociomusicology: fundamentals

As a distinct and relatively new field of music studies, sociomusicology reflects “the turn to the social” in music. It offers wide and specific empirical possibilities through which the musical product, event, practice, and performance can be approached. In this perspective, it proposes a developed vision that considers music as a lens to capture, analyze, and understand individual and collective behaviors, and thus, social dynamics. It also proposes new insights into the musical act, capable of meeting the vital need “to cope with the enigma of this art which is both very immediate, subjective, emotive, and also highly symbolic, so powerfully able to mobilize groups and carry social identities” (Clayton et al., 2011, p.253).

At the heart of sociomusicology, the triangle of production, diffusion, and reception emerges as a fundamental methodological foundation through which a complex network of meanings, themes, relationships, interactions, and tensions is explored and analyzed. In this regard, DeNora (2003) explains that the sociological approach to music seeks “to capture the actual mechanisms through which doing music is simultaneously doing other things – thinking and remembering, feeling, moving/being, and co-operating, coordinating, and sometimes colluding with others” (p.155). Within this vision, sociomusicologists primarily focus on key themes and perspectives to deconstruct “how the social comes to be inscribed in the musical?” (Denora, 2004, p.3). The most important themes include identity construction / change, musical tastes and social classes, music and sociocultural/political discourses, musical identity, music and sociopolitical activism, the impact of new technologies on music production, diffusion, and consumption, power relations, patronage and sponsorship, the economic basis, legalities and commodities of musical creation and diffusion, and finally, processes of musical renewal.

The main focus of the present study was on musical taste and its dialectical relationship with patterns of music diffusion and consumption. In other words, the aim was to explore and understand how individuals’ and groups’ preferences and choices in music are influenced by the ways in which music is disseminated and consumed within the specific context of Morocco. Equally important, the objective was also to shed light on the reciprocal influence between music diffusion and consumption patterns, as both factors play a significant role in shaping individuals’ musical preferences and the overall trends within the music industry.

2.2 Globalization in music

Within the dynamics of globalization, the field of music has witnessed deep shifts that have touched upon different levels: epistemology, production, dissemination, consumption, institutions, and system of values (Stoke, 2004; Baltzis, 2005)). First, musical practices have started to abide by a postmodern vision that

transcends the restrictions and conventional rules of “old” modern music. Lyotard (2009) describes the latter condition by stating that “composers today have the feeling that everything is possible and that they must invent for each work not only its musical form, but the rules of the music” (p.38). Second, music production, with the new technological facilities, has been able to bypass “old” institutional and organizational structures. Artists have started to benefit from real margins of freedom to create, produce and communicate directly with their audiences. Third, the dissemination of music has witnessed an unprecedented evolution with advantages brought by digitalization, virtualization, and thus, time and space compression (Baltzis, 2005). Fourth, these conditions have engendered global traditions of music consumption for “more and more people gain access to a wider range of musical styles, genres and cultures” (Baltzis, 2005, p 142-143).

All these changes have resulted in real transformations in societies’ system of values and musical tastes. Varriale and Varriale (2016) argue that globalization has established a “cosmopolitan taste” supported by processes of “aesthetic socialization”. However, the two scholars note that “existing research has rarely reflected on the mechanisms which generate a taste for non-national cultural forms” (p.44-45). Therefore, attention should be drawn to the ways contemporary societies have engaged in these processes of familiarization. It would be interesting to investigate the role played by what Varriale and Varriale (2016) call the “new institutions” brought by aesthetic socialization in instituting “different legitimation strategies” (p.48).

2.3 Standardization of music

Standardization in music refers to the replication of the same “formulaic” and thematic patterns in songs for purely commercial aims. Adorno (1941) argues that “imitation” or what he refers to as the “competitive process” plays a dominant role in this regard. He explains that when a specific song achieves success, numerous others quickly emerge imitating that successful song. The most successful types of hits and the proportions between elements are replicated, resulting in the establishment of standardized norms. Therefore, failure to adhere to these new norms leads to exclusion. Alongside the same lines, Frith (1995) cites “formula song” as the model followed by artists to reach the “imposed” line of sameness. Songs need to “to have a particular sort of use value-it had to be *adaptable*” (p.161). The latter phrase refers fundamentally to the markets’ pressure and needs; it refers to how the music business dictates the norms and standards that a song should abide by. Additionally, Wicke (1990) evokes structural similarity as the principal aspect of standardization. The same sounds, rhythms, breaks, and sound effects are systematically used. Wicke’s (1990) further details how artists profit from the facilities offered by new technology and digitalization, specifically their reliance on sampling and sequencing techniques to reach sameness.

3. Methodology

3.1 Method

This study utilized a qualitative method due to its ability to provide specific and detailed information (Collingridge & Gantt, 2019). The primary objective was “to produce in-depth and illustrative information in order to understand the various dimensions of the problem under analysis” (Queirós et al.,2017, p.370), and therefore, “to increase our understanding of what is going on” (Black, 1994, p.426). It is important to note that, in social research, qualitative method “has a longstanding history of contributing to an understanding of social structures, behaviors and culture” (Ritchie & Lewis, 2003, p.27). This is attributed to its ability to vividly depict and present phenomena as lived by the participants under study, capturing their intricate details and unique perspectives (Ritchie & Lewis, 2003). Therefore, the ultimate aim of the study was to comprehend and elucidate the intricacies of social relations (Queirós et al.,2017).

3.2 Sampling and participants

The present study employed purposive sampling, specifically targeting “information-rich respondents” (Kumar, 2018, p.805). A total of 18 participants, primarily music makers (singers, composers, and lyricists), were involved in the research. This included 5 participants representing pop music, 5 participants representing rap, 4

representing rai, and 4 music creators who work outside of these genres. The main objective was to contextualize the perspectives of all participants regarding the general musical landscape in Morocco and to compare their different views. The age of participants ranged from 24 to 62 years old, with 14 males and 10 female participants.

3.3 Data collection procedures

The main instrument used for data collection was semi-structured interviews, which were conducted both face-to-face and online using applications such as Zoom and Skype. Each interview lasted between 45 minutes to one hour and was recorded after obtaining the consent of the participants. It is important to note that this approach allowed for flexibility in commenting on interviewees' answers and asking follow-up questions, which is highly recommended in this type of research (Kothari, 2004). The core questions of the interviews were organized in a protocol that followed a gradual progression from general to specific, meticulously formulated to address the various aspects of the research's qualitative questions.

It is worth highlighting the significance of these direct interactions as they provided a close understanding of artists' viewpoints. The discussions evoked important ideas and themes, offering deep insights into how Moroccan artists, particularly those working within the "nouvelle scene", perceive and comprehend the uses and functions of music within Moroccan society.

In this context, it is important to acknowledge that the researcher's professional background as a musician, as well as his personal relationship with these artists, greatly facilitated the process of interaction. This rapport allowed for fluid handling of questions that may have been considered "daring" or potentially embarrassing, specifically those related to the artists' personal opinions and attitudes towards the role of music in Moroccan society, as well as the agendas and forces that influence patterns of music diffusion and consumption. As a result, the study was able to generate highly revealing findings (Serp).

3.4 Data analysis methods

The core data of the study was primarily obtained through interviews. The first step involved organizing and filtering information before proceeding with coding and content analysis. Creswell (2007) explains that:

Data analysis in qualitative research consists of preparing and organizing the data (i.e., text data as in transcripts, or image data as in photographs) for analysis, then reducing the data into themes through a process of coding and condensing the codes, and finally representing the data in figures, tables, or a discussion. (p.148)

In this optic, the first step was to transcribe all records into transcripts. The second step involved repeated in-depth readings to identify key words, expressions, statements, and passages directly related to the research questions. This was followed by open coding, organizing the different answers, notes, remarks, and comments into coded fragments. These reflections were then reduced into labeled units. Creswell (2007) describes this phase as "reducing the data into meaningful segments and assigning names for the segments" (p.148). Hesse – Biber (2010) explains that coding is meant "to find larger themes or significant patterns of meaning in the data by grouping, comparing, and contrasting various codes" (p.94). Gradually, a pattern of general categories and classifications emerged.

Subsequently, a thematic content analysis was conducted to identify salient themes and concepts that answered the research questions. Kumar (2018) defines this approach as the process of "analyzing the contents of interviews or observational field notes in order to identify the main themes that emerge from the responses" (p.880). "It requires ... to 'translate' all those meanings in your material that are of interest ... into the categories of a coding frame" (Schreier, 2012, p.5). This allows the analyst to work within "hermeneutic circles" that permit the inference of valuable interpretations to be inferred (Krippendorff, 2018, p. 35).

4. Results

The transcription, coding, and categorization of the different interviews conducted with Moroccan singers, music composers and lyricists have resulted in the emergence of seven main themes: music's function as entertainment, the hybrid / ambiguous musical taste, the hidden agenda, music broadcast reconsideration, (social) media and musical socialization, Moroccan values and the need for censorship, and the "danger" to the Moroccan musical identity.

4.1. *Music 's function as entertainment*

The perception of the interviewees regarding music's role in society generally included cultural, educational, psychological, and moral functions and purposes. They also believed that musical creativities should be primarily aesthetic expressions and highly artistic platforms for conveying ideas and messages that reflect the opinions, stories, desires, aspirations, sufferings, etc. of both artists and listeners/ consumers. Many artists stressed the undeniable fact that music is a powerful cultural and educational tool that contributes to the development of psychologically and aesthetically balanced generations. However, this perception also revealed an underlying skepticism that the interviewees could not hide concerning the current role of prevalent musical forms in Moroccan society. Numerous artists expressed their dissatisfaction with how society, as a whole, and decision-makers, official institutions (such as the Ministry of Culture, radio channels, TVs), and festival organizers, in particular, understand the significance of music in Moroccan society. Their understanding mainly revolves around entertainment, amusement, and superficiality. The other essential functions of music, involving spiritual, educational, and moral dimensions, are given less priority and are relegated to secondary or tertiary positions:

Participant 2: I consider, drawing on my humble experience in this domain, specifically with regard to music production in Morocco, that Moroccans do not deal with music as a cultural tool to enhance the general taste, or as an educational tool that help establish citizenship and humanistic values...music remains occasional for Moroccans, they use it in their parties, weddings and festivals that sometimes have electoral and political aims.

Participant 4: I really do not understand what is going on...I cannot see where the problem is.... you know, there is creativity but there is dazzle, we, in Morocco, we do have dazzle, but nor art... We are not aware of the necessity for art, we still tend to say "this is just music".

Participant 5: music is first of all entertainment... we use it in all our daily life activities as a form of distraction.

Participant 6: I think that music relates to both education and entertainment...but I think that in Morocco it is more related to entertainment... I do not think that the role of music in Morocco has to do with culture, education and morals.

Some artists sounded an alarm bell against these new "supposed" roles of music. According to them, the Moroccan youth is currently being educated by buzz songs and at times, by "irresponsible" artists:

Participant 9: the current songs include vulgar words, and some artists do that on purpose to attract more followers and to get more views on YouTube.... and I do not want to get into that vicious circle.

Participant 10: today, it is the buzz songs that educate the current generation.

Additionally, other artists expressed genuine feelings of disappointment and bitterness towards the way the Moroccan state perceives art, particularly music:

Participant 9: art is not taken seriously by those in charge of culture, and the proof is evident in what happened during the corona crisis.... they do not care about how the daily life problems of artists.... how they manage their daily needs.... Consequently, they do not care about art.

4.2. *The hybrid / ambiguous musical taste*

Most of the interviewees, regardless of their generational belonging and musical specialty, used interrelated

terms to describe the current Moroccan musical taste: perturbed, dispersed, weak, monotone, mainstream, distorted, disordered, contradictory, and hybrid. These descriptions were intended to severely criticize the current taste, which is dominated either by “foreign” musical influences, whether oriental or occidental, or by a strong popular hallmark that positions popular songs at the forefront of preference. The role of the media was aggressively denounced in this context. Many artists expressed their dissatisfaction and opposition to the local broadcast policies, which are often deemed “unfair”. As a result, the prevailing taste is considered “non – Moroccan”, hybrid, and perturbed. According to the interviewed artists, this significantly impacts the Moroccan musical identity:

Participant 1: the current taste is hybrid...it is a multi- identity taste and it is seldom close to Moroccan original identity.

Participant 3: the taste is being distorted.... and we have started to lose many things that we grew up with... that we inherited from our fathers and grandfathers: The *Andalusian music*, *Gharnati*, *Malhoune*, *Al Aita* music with all its varieties, *Taktouka Jabalia* in the North.... at that time the taste was classy.

Participant 5: unfortunately, our current taste is deteriorating, our taste is being destroyed quality is really scarce we only have very poor music.... there is no depth in our songs.^[1]_[SEP]

Participant 7: The Moroccan taste is really “disordered”, there is no longer that classy taste I respect the current youth, and I respect all tastes, but I think that the occidental styles are dominating out taste.

Participant 18: The Moroccan musical taste has significantly evolved in recent years (laughing)... and believe me, I ask myself this question all the time... and I think that taste has changed and has shifted towards a negative perspective... I can say that it is actually a contradictory taste.

Participant 16: our taste follows the mainstream music, which is the case in the whole globe.... the problem is that all the other styles are not doing well.... the mainstream music that is dominating is pop rap and rai.

Participant 17: the current taste? I would say it is monotone.... each two or three days, there is a singer that appears on the scene, singing lyrics that are bizarre.... lyrics that, you know ...I do not even want to say a word to describe them.

At a different level, one of the revealing points raised by the interviewees was the current cultivation of musical taste from bottom-up, passing from younger to older generations. According to them, in the past, music and songs were passed on from parents to children, within an upward dimension. In other words, younger generations were musically educated through their parents’ taste. The domestic music consumption, which mainly relied on local musical standards, had a tangible impact on kids and teenagers’ musical taste. The situation nowadays is completely different. Some interviewees noted that the musical taste now goes in a bottom-up direction. Music and songs (and therefore taste) are introduced to and “imposed” on homes through kids and adolescents. Parents then become passive receivers who, in turn, intentionally develop a new “updated” musical taste:

Participant 7: the factor of age also impacts the taste. The current generation is totally different from previous generations.... what is revealing again is that, for our generation, we consumed music through our parents, but now it is kids and teenagers who introduce music to homes.... so it is the opposite.... now songs pass from young to adult while previously they passed from adults to kids and adolescents that is why our success measurement today is kids and teenagers.

4.3. The hidden agenda

Many interviewees insisted that the prevalence of a particular musical taste is “imposed”. However, this opinion was never explicitly explained. Instead, interviewees often tended to use terms, pronouns, or phrases like “they”, “them”, and “those who” to refer to individuals, institutions, or organizations whom they accuse of imposing a “hidden agenda”. Additionally, it is worth noting that this accusation was directed towards both local and global powers:

Participant 10: it is the opposite, here, we do our best to normalize trivialized populism in the name of art, even in TV channels...art for them is those shows broadcast on Saturdays.... sometimes, I thought that this was arbitrary. Actually, it is not, I am sure that it is done on purpose, it is intentional.

Participant 14: it is imposed by the media, possibly for a specific political agenda.... the media that encourage these musics may be working towards an agenda that is connected to foreign influences...a cultural trend originating from a global power that remains unknown to us.

Participant 16: in our case, the objective is to destroy the society, they are working with an external agenda.... this is operationalized from outside the Arab world...they want us to go in this direction because this helps in obliterating the Arabic identity, Arab nationalism and Islam.

Participant 17 we have parties that encourage low-quality music for hidden agendas, and this is the truth...unstructured music has prevailed, and we do not know the hidden reasons.

Participant 18: in our radios channels, we notice the absence of Moroccan songs....at least, there should be an equity, 50% for Moroccan songs and 50% for others.... there is intentional exclusion of Moroccan musical works.... me, for example, I have produced many works and was solicited by many theaters abroad, but I am absent here this is an example.... there is an absence of many Moroccan musical genres.... so there is willingness to sabotage the taste...this willingness to not endear Moroccan music, especially in national radio channels, which massively broadcast foreign songs where is our identity?

Other interviewees argued that the hidden agenda aims to undermine local social values by promoting specific musical tastes and artists:

Participant 11: I personally think that it is not spontaneous or arbitrary, it is planned.... the destruction of values through what they call art, or fashion, or showbiz.... now we can notice that certain female singers are fashion models, more concerned with their image and appearance... and people appreciate them, listen to their works, 50 or 60 millions of followers.... I do not limit this to the local, but I think that this is related to global polices that wants to destroy the local taste, thought, and values.

Participant 9: there are key persons who are responsible for the current musical decadence, they do everything to prevent classy music from reaching the whole society.... importance is given to trivial figures to the detriment of real creators.

4.4. Music broadcast reconsideration

The conducted interviews revealed a shared viewpoint among the interviewees, expressing dissatisfaction with the broadcasting schedule of many of Moroccan TV and radio channels. Numerous open protestations were made regarding the strong bias towards the broadcasting of newer genres like pop, rap, rai, and other foreign styles at the expense of Moroccan traditional music styles, such as Andalusian music, *Malhoun*, and *Al Aïta* music. Respondents expressed frustration with the “imposed” broadcasting of specific styles that gain legitimacy and popularity based on inflated views on digital platforms like YouTube. This practice forces many media outlets to prioritize these new styles, resulting in a significant reduction in the presence of other music genres. Consequently, this systematic broadcasting has led to the imposition of a specific musical taste, which, according to the interviewees, implies an implicit intention to construct a new Moroccan taste.

To address this situation, many respondents emphasized the necessity for an equitable broadcasting schedule that considers all Moroccan musical styles. They believe that implementing such a fair strategy would contribute to the consolidation of Moroccan musical identity in our media programs:

Participant 4: what is important, here, is to reconsider the programming of TV and radio channels.....to cherish our heritageto endear our Moroccan musics to the youth through solid communication strategies that include the teaching of these musics.

Participant 8: I cannot talk about the taste of the Moroccan public, but I am talking about what is imposed on this public...unfortunately, you may have noticed that all persons in charge of music broadcasting, sponsors, and even those working in artistic events are more concerned with numbers and percentages...they pay attention to the number of views on YouTube, which is unreal, to decide on the

musical style that should be promoted.

Participant 13: there is a problem... how many radio stations do we have? And abroad, if you notice, there are hundreds of these stations. There is a special station for jazz music, another one for blues, another for French music... here, no. all stations have the same musical content, and this is a real problem, which means “everyone follows the herd”.

Participant 9: I think that each era has its music and its mode... times have changed... but besides all these new musics, there should be classy music, traditional music, classical music...these musics are eternal.... now that we have all the possibilities to promote these classy styles, very little efforts have been done.

Participant 14: if you want to listen to Moroccan original musics, with their Moroccan roots, we should wait for Ramadan... it is when we begin listening to the *Andalusian music, Malhoune...* (Laughing) and similar things...so there is a problem of identity.

Participant 16: here in Morocco, we do not have specialized radiosin the occident, there are channels for jazz , Flamenco or classical music.

Considering the same bias in broadcasting, interviewees observed that certain musical components, which are integral to the Moroccan musical identity, are being neglected. In this regard, some of them, being Moroccan Jewish artists, highlighted the Jewish component, including all its musical variations, as the forgotten aspect. Even when it is included in programming, it often appears as “guest” music, as if it were detached from the broader Moroccan repertoire:

Participant 11: I do think that there is a little bit of tokenism in the way Jewish music is put on the radio, for example....so they want to show that they are diverse... they bring Jews, put a bit of Jewish music and say: look, we have Jewish music.... like if they did not feel that they had to put the Jewish thing.

Participant 15: there is not just one Moroccan Jewish music, right? The synagogue music is also a Moroccan Jewish music, and songs in Julio Spanish and *Hakatia* are also Moroccan Jewish music, as are the songs in Judeo Amazigh... the women’s songs from Tafilalet are Moroccan Jewish music, but, you know, those do not get airtime in television, and they are not on the radio.

Participant 17: so you know that they have moments like “ a special” , and they schedule the *Shgouri*. What I think would be good for it is to be just a part of the Moroccan repertoire instead of being put separately into a different program. I think that it is important for it to exist just like the other repertoires.

4.5. (Social) Media and musical socialization

The previous debate on the hybridization and deterioration of Moroccan musical taste was intricately linked to the powerful role and impact of media outlets. Many interviewees emphasized the decisive power of the media in terms of imposing and promoting specific musical styles, such as the new musical forms of pop, rai, and rap, along with the latest popular hits. This influential function is carried out through the systematic broadcasting of standardized hits, which familiarizes and indoctrinates listeners, including children, adolescents, and sometimes even adults, with these new styles. Some interlocutors drew a clear comparison between how the media, in the past, “educated” and familiarized audiences with the rich repertoire of Moroccan music, and how this role is currently shifting towards intentionally imposing a singular musical tendency:

Participant 1: it is with the help of the media which play a major role.... sometimes you do not like a song, but by dint of listening to it several times in a single day, you start singing it even though you do not like it...can you imagine that?^[1]_[SEP]

Participant 8: styles broadcast on radios have familiarized the public with specific types of modes and musics.

Participant 10: yes, the Moroccan taste has deteriorated, but who contributed to that? It is the media that have accustomed the listener to listen to these styles...the current generation believes that the Moroccan music is limited to specific artists...before, our media, TV and radio educated us on many musical styles, we listened to *Al Hamdaouia, Hussein Slaoui*, so we had variety, a very rich musical

heritage.

Participant 11: social media and even TV have followed the same tendency: inviting buzz people and artists to show programs...and these people do not represent Moroccans.... before TV programs included shows that contribute to music education, things that benefited us and our children.... no a single vulgar word was used.

Parallel to the systematic broadcasting of the same styles, interviewees reported that “serious” songs are intentionally excluded from radio and TV schedules. Some participants revealingly denounced the “peculiar” practices of certain officials who blatantly show their rejection of these works, using the pretext that the public prefers other styles. Even more astonishing was the fact that some individuals in charge of music dissemination in radio and TV openly asked for money to schedule artists’ songs:

Participant 10: there are very good musical productions that are not known to the public...works on which lyricists and composers have invested intense efforts.... the question, then, remains why radios channels do not diffuse such works? In fact, radios, today, are paid to diffuse songs.... me, for example, I worked on a religious song for the sacred month of Ramadan, and I offered it to a radio channel so that it can be broadcast.... and, then, I was amazed at the fact that one of the officials told me that I need to pay a considerable amount of money so that my song could be broadcast many times.

Participant 9: there are some journalists who simply asks artists to pay them so that their newspapers, radio station or website promote the artists’ musical works.

From a different perspective, one of the remarkable points raised by interviewees regarding the power of social media in favoring certain musical styles over others was the role that digital platforms, specifically influencers working through them, have on the success or failure of a hit. One of the respondents argued that a reliable strategy to promote a song is to ask an influencer to talk about it on their digital channel. This paid service heavily impacts the spread of the song due to the influencer’s’ large number of followers:

Participant 9: now there are pages on Instagram (dealing mainly with scandals and Buzz), with millions of followers, where you ask and pay the page owner to talk about your song to promote it in the same way another artist would pay to criticize it!

4.6. *Moroccans’ values and the need for censorship*^[17]_{SEP}

The Majority of artists interviewed agreed that currents songs incorporate and disseminate very “dangerous” ideas and values. They also agreed on the need for “rational” censorship that would help limit the deterioration of Moroccan youth’s morals and, consequently, their current deviant behavior. Severe accusations were made against new genres such as pop, rap, and rai, and their lyrics’ negative impact on Moroccan youth. Some artists were accused of intentionally using “deviant” texts. Interviewees explained that a considerable number of their colleagues (artists), in an attempt to quickly gain popularity, simply opt for topics that include a great deal of audacity, severely impacting consumers’ morals and culture. Respondents consistently used adjectives and phrases like “daring” and “vulgar” to describe the quality of words and ideas propagated by current pop, rap, and rai songs:

Participant 2: we cannot say anything to people because we are responsible for the education of generations, and consequently, we need to be aware of what we are transmitting to the public.... we have to show interest to our elegance.

Participant 5: the majority of our youth are consuming music that deal with disastrous content, specifically rap songs.... these songs deal with topics that ruin the minds of Moroccan youth.... their lyrics are vulgar, and they have become a taken- for- granted content.

Participant 6: there are works of pop, rap ,and rai that negatively impact values.

Participant 1: yes, definitely. I in favor of censorship. These artists working via digital platforms will persist, and no one can censor them...but when we talk about television and the subvention provided by the Ministry of Culture in the name of the state to encourage particular arts, there should be a commission.... not just anyone can pretend to be an artist.

Participant 8: Unfortunately, nowadays we notice a considerable number of artists who prefer to choose audacious topics that affect our culture as Arabs and Muslims so that they can rapidly reach popularity.

Participant 14: when we afford a certain education to our children, and then they listen to our radios with lyrics, sorry to say, that are daring, it undermines the work of parents.

Participant 9: I think that there should be a union for art and artists.... not everyone can become a singer, not everyone can be given the authorization to be a singer, like it is the case in Egypt.

Although interviewees expressed support for censorship, they strongly emphasized that it should not result in any form of oppression or infringement upon artists' creative rights. Creators must always be allowed to thrive in an environment of artistic freedom. The challenge lies then in striking a delicate balance between the right to create and the responsibility to censor:

Participant 15: yes, I have called for censorship in many media platforms...of course, it is not about repression or the confiscation of the right to create, but what I mean is the filtration of what is diffused to the listener and the public.

4.7. The “danger” to the Moroccan musical identity ^[1]_{SEP}

A manifest skepticism was expressed by respondents towards the present and the future of the Moroccan musical identity. Many of them showed their fear for the local musical identity, affirming that that the future might witness the dissolving of the Moroccan music in the world mainstream music, and thus, the vanishing of the Moroccan musical specificity. Their doubts related to the quality, whether at the level of form or content, of the musical styles currently being produced and disseminated. A set of words was systematically used to connote this feeling: buzz, vulgar, triviality, and degradation:

Participant 5: these musics produce degradation, and they also produce a society that will be impacted by this degradation.... unfortunately, all these songs describe our life in a bad way, and they are now a part of our musical identity.... our youth do not know about our traditional music, but they know the current vulgar songs.

Participant 10: to be frank with you, everybody tends towards “musical shorthand” henceforth, we will not have a musical repertoire that will include the current musical works.... we will not hear in the future, for example, that this song was composed by that artist and performed by the other one.... these works will vanish...and unfortunately, this is a kind of art that cannot be inherited.

Participant 13: I am for the youth's diligence, they need to keep pace with their generation, and this is the natural aspect of continuity.... but what is coming really scares because there is a word that has taken ascendancy: the buzz.... one can use a vulgar word and it creates buzz, and then, it is considered as a Moroccan song.

Within the same perspective and through the different interactions, there was a clear rejection of any claim made by Moroccan “new” artists that their music represents Morocco or the Moroccan musical identity:

Participant 13: for me, every musical style that is distant from Moroccan musical identity is foreign, hybrid, and it will add nothing to Moroccan music. On the contrary, it will enrich the original style.

Participant 10: these musics are not ours...they are not Moroccan why are they here in our society?

Participant 18: no, they do not represent the Moroccan song. This latter is totally different...I cannot include jazz and pop effects and pretend that it is Moroccan music.

Drawing on previous skepticism and rejection, many respondents expressed, therefore, the necessity to preserve the Moroccan musical identity. They insisted, in this respect, on the importance of setting up mechanisms and contexts that would help protect the local authenticity:

Participant 13: for me, every novel work is beneficial, but the most important thing is to preserve our roots.

Participant 16: if we do not preserve it...we will trivialize it, because if we trivialize, we will end up

trivializing everything.... if we lose old artists...all people who have struggled to construct music and create something ...we see what is happening today... so we have so many things that are important, and we have to preserve them.

Participant 17: new artists are trying to do something up to date, that is good... I am for this and I like novelties but we should always keep a “*beldi*” touch, we must not move ahead and erase the past... all the ancient things have become fashionable...so we must keep our music, this is our identity.

Participant 7: what we are trying to do is to include these new musical styles into the Moroccan repertoire...when working on pop, for example, we try to do a certain fusion that is to say, to fuse pop with *Gnawa* music or *Chaabi* music.... with purely Moroccan instruments like “*taariga*” so if we do not add this Moroccan feeling, everything is lost.

The different responses reported through interviews confirm the existence of a general trend that characterizes Moroccan current music and, consequently, the prevailing musical taste. They directly or indirectly support the remarkable dominance of Moroccan new styles, namely pop, rap, and rap, which has evidently resulted in a significant preference for these genres. According to the interviewees, the reasons behind this primarily relate to an unbalanced radio and TV broadcast that favors the new genres at the expense of other styles. This bias is justified by the number of views that new hits achieve on YouTube and other digital platforms. It is also justified by a “hidden” general willingness to operationalize a “turn” in the whole local musical landscape. All these factors lead, according to the interviewees, to the construction and “imposition” of a musical taste that they describe as a hybrid, ambiguous, and distorted.

The viewpoints expressed by the interviewees also confirm the negative impact of this new taste on consumers. According to them, the content of these musics/ songs poses a real “threat” to the entire local value system. The interviewed artists, therefore, invoked the term censorship, calling for rapid and strict measures to minimize the current normalization of vulgarity and nonsensical audacity. While they acknowledge that artistic censorship might limit creativity, they consider it a necessary measure.

Equally important, the different reactions of the interviewees embody a strong belief that the newly “imposed” taste negatively affects the identities of the listeners and viewers, both personally and musically. According to them, this can be explained by the gap that exists between the music being produced, diffused, and consumed, and the Moroccan musical identity. This gap encompasses both content and form, which are perceived to lack any real aesthetic and artistic value. The content is deemed vulgar and empty, consisting of an odd language (often a mixture of words from different languages), while the form is heavily shaped by “foreign”, mostly western, rhythms and music arrangements, as well as by an “anarchic” use of technological tools. The interviewed artists expressed a remarkable unanimity regarding the inability of these musics/ songs to represent the Moroccan musical specificity. Working on new styles borrowed from the West and sometimes from East will only contribute to the success of the original styles, not to Moroccan music as a whole. Therefore, Moroccan contemporary artists are seen as incapable of preserving the Moroccan musical roots and identity.

That being said, all these conclusions drawn by the interviewees can largely be interpreted in light of musical globalization, and its sociocultural extensions, primarily standardization. The current change in Moroccan musical taste is, in fact, a result of the powerful cultural globalization that has imposed a standardized taste. It is worth mentioning, within this context, that Morocco, like other countries, has “suffered” the cultural /musical consequences of globalization. This has, in turn, resulted in the standardization of processes of music production, diffusion, and consumption. It is in this context that Moroccan new artists have engaged in producing “formulaic” songs to meet the newly “imposed” standards, and, at the same time, guarantee a presence within the local musical scene. The same holds true for local media outlets, which have had no choice but to engage in the same globalized stream. The result has been the dissemination of the same musical genres, socializing Moroccan listeners with a standardized taste that significantly deviates from the local musical specificity and identity.

The emergence of a new standardized musical taste has had a significant impact on the local value system and the identity of listeners, as highlighted by the interviewees. This phenomenon serves as a clear indicator of a real change occurring within Moroccan society. Consumers have now begun to embrace the new music, which

incorporates elements from both Western and Eastern traditions, and regard it as an integral part of the Moroccan musical repertoire and culture. This shift in perception represents a transformation in the collective consciousness of Moroccans regarding their local musical identity. Consequently, ideas and values that were previously considered “foreign” and potentially dangerous, as expressed by the interviewees, are now being embraced and accepted within a social context that has always exhibited its own unique sociocultural characteristics. This suggests that Moroccan society is currently undergoing profound transformations in terms of sociocultural specificity, all through the lens of musical taste. However, it remains uncertain, particularly in the near future, how far –reaching these transformations will be in terms of impacting the entire value system and the identity of Moroccan consumers. The potential extensions of these changes are yet to be fully explored and understood.

5. Policy implications

The findings of this study highlight the need for the implementation of various measures and decisions to address the current situation in Moroccan music. Firstly, official institutions responsible for cultural and musical affairs should intervene, particularly through the subventions they provide, by imposing a quota on music producers, requiring them to incorporate Moroccan authentic music in their future works. This would help preserve the cultural identity and diversity of Moroccan music.

Secondly, measures should be taken to reshape the role of music in Moroccan society, allowing it to fulfill its conventional roles as a credible and powerful sociocultural marker, as well as a positive force for social change. This requires a reconsideration of the weak role of the syndicate, including its position, functions, and framework of operation, in order to strengthen its impact and influence. Additionally, there should be a reassessment of the role of music critics, who should intervene when necessary to contribute to this reshaping process.

Thirdly, official and private media institutions, such as television and radio channels, should exercise a minimum level of censorship over musical productions. However, it is important to ensure that this measure does not infringe upon artistic freedom, but rather maintains a balance between creative expression and cultural preservation.

Additionally, the Ministry of Culture and intellectuals interested in the arts should take responsibility for guiding and redirecting the general musical tendency when necessary. While this may not always be effective in the face of global dynamics, it can at least contribute to maintaining a minimum level of balance and authenticity in Moroccan music.

Acknowledgment: The authors wish to acknowledge and recognize their equal contribution to the completion of this article.

Author Contributions: All authors contributed to this research.

Funding: Not applicable.

Conflict of Interest: The authors declare no conflict of interest.

Informed Consent Statement/Ethics Approval: Not applicable.

References

Adorno, T. W. (1941). On popular music. *Studies in Philosophy and Social Science*, 9, 17-48.
https://www.pdcnet.org/zfs/content/zfs_1941_0009_0001_0017_0048

- Baltzis, A. G. (2005). Globalization and musical culture. *Acta Musicologica*, 77(1), 137–150. <https://www.jstor.org/stable/25071251>
- Black, N. (1994). Why we need qualitative research. *Journal of Epidemiology and Community Health*, 48(5), 425
- Bourdieu, P. (1984). *A social critique of the judgement of taste*. Routledge.
- Clarke, E., & Cook, N. (2004). *Empirical musicology: Aims, methods, prospects*. Oxford University Press.
- Clayton, M., Herbert, T., & Middleton, R. (2011). *The cultural study of music: A critical introduction*. Taylor & Francis.
- Collingridge, D. S., & Gantt, E. E. (2019). The quality of qualitative research. *American Journal of Medical Quality*, 34(5), 439-445. doi :/10.1177/1062860619873187
- Creswell, J. W. (2007). *Qualitative inquiry and research design: Choosing among five approaches* (2nd ed.). Sage Publications, Inc.
- DeNora, T., & Adorno, T. W. (2003). *After Adorno: Rethinking music sociology*. Cambridge university press.
- Ellis, K. (2009). The Sociology of music. In J.P.E. Harper –Scott & J. Samson (Eds.). *An introduction to music studies* (pp. 43- 58). Cambridge university Press. <http://doi.org/10.1017/CBO9780511801167.006>
- Frith, S. (1995). *Performing rites: On the value of popular music*. Harvard University Press.
- Hesse-Biber, S. (2010). *Mixed methods research: Merging theory with practice*. Guilford Press.
- Kothari, C. R. (2004). *Research methodology: Methods and techniques*. New Age International.
- Krippendorff, K. (2018). *Content analysis: An introduction to its methodology*. Sage publications. ^[1]_[SEP]
- Kumar, R. (2018). *Research methodology: A step-by-step guide for beginners*. Sage.
- Laughy, D. (2006). *Music and youth culture*. Edinburgh University Press.
- Liotard, J. F. (2009). Music and postmodernity. *New Formations*, 66(66), 37-45. doi:10.3898/newf.66.02.2009^[1]_[SEP]
- Queirós, A., Faria, D., & Almeida, F. (2017). Strengths and limitations of qualitative and quantitative research methods. *European journal of Education Studies*, 3(9), 369-387. <http://dx.doi.org/10.46827/ejes.v0i0.1017>
- Ritchie, J., & Lewis, J. (2003). *The applications of qualitative methods to social research* (pp. 24-46). London
- Schreier, M. (2012). *Qualitative content analysis in practice*. Sage Publications.
- Stokes, M. (2004). Music and the global order. *Annual Review of Anthropology*, 33, 47-72. <http://www.jstor.org/stable/25064845>
- Van Eijck, K. (2001). Social differentiation in musical taste patterns. *Social forces*, 79(3), 1163-1185. <https://doi.org/10.1353/sof.2001.0017>
- Varriale, S., & Varriale, S. (2016). *Globalization, music and cultures of distinction*. Palgrave Macmillan.
- Wicke, P. (1990). Rock music: Dimensions of a mass medium -meaning production through popular music. *Canadian University Music Review*, 10 (2), 137-156. <https://id.erudit.org/iderudit/1014889ar>

Career Counseling in Cultural Minorities: How Competent, Efficient and Engaged do Practitioners Feel in Greece?

Georgia Georgaki¹, Ioanna Papavassiliou-Alexiou²

^{1,2} University of Macedonia

Abstract

Career counselors are more than ever being called to assist new comers in their country migrating there in search of a better quality of life due to either financial reasons or an ongoing war in their homeland. The aim of this study is to shed light on the ability of career counselors to cope with cultural minorities in Greece since currently it is vital they provide guidance especially to those from less privileged backgrounds, whereas more and more practitioners have been employed in relevant institutions during the last decade. The focus is on examining the practitioners' ability to communicate effectively with people from various cultural backgrounds, as well as their self-efficacy, job engagement and their self-perceived stress when working with clients with different cultural identity. Randomly selected participants working as career practitioners, both in the private and public sector, were invited to submit a questionnaire online which contained measures of these factors (n=146). Results indicated that the overall intercultural effectiveness is affected by socio-demographic characteristics and correlates more significantly with participants who have working experience with multicultural clients and practice in group settings rather than individually, presenting better results in the private sector, as opposed to public institutions. Furthermore, self-efficacy proved to be a predictor for intercultural effectiveness, correlating though less significantly with job engagement and perceived stress. Conclusions are discussed with the international research literature and implications for career practitioners are formulated.

Keywords: Multicultural Career Counseling, Intercultural Effectiveness, Self-Efficacy, Work Engagement, Counselors' Competence, Cultural Minorities

1. Introduction

Career counseling is widely considered an assisting tool to ensure global justice (Sultana, 2017) and it is interrelated with important events in society. Career counselors promote social values and alongside the current policies, they are responsible for encouraging their clients' personal and career development in order to achieve mobility in social status and thus a better quality of life. Social justice is essential for human development and should be the main goal for counselors (Arthur & Collins, 2014), since societies have all rendered multicultural, therefore awareness and sensitivity towards other cultures is crucial nowadays. Migrants and refugees carrying their cultural diversity in a new society, usually hold different viewpoints regarding education and career pursuit and younger populations are the ones who face most problems in search of a job due to limited chances offered to them in the work field (Beadle, 2014). According to research, the consequences of a forced migration might

last longer than a decade (Ivlevs & Veliziotis, 2018) while the longer one remains in the state of refugee, the more they draw apart from a smooth transition into a safe working environment (Codell et al., 2011, Hainmuller et al., 2016); at the same time, the bigger the cultural differences, the longer the time spent being unemployed (Lundborg, 2013). The most effective strategy to combat this unfortunate situation leading to unemployment is career counseling (Behrendt et al. 2019), in order for moving populations to learn how to adapt to sudden, unexpected and violent changes (Juntunen et al., 2019). According to Arulmani (2011, p. 92):

“Career guidance would serve a larger cause if it moves beyond helping a person find a ‘good’ job to helping a person discover how he or she could contribute to the broader human situation.”

Public policy and regulations according to the current legislation regarding career guidance and counseling define who delivers such services, the kind of interventions and the training those practitioners should have, to whom those services are offered and the purpose of them (Herr, 2003). Career guidance is included in strategies aimed at solving national, political, financial and working issues. It is crucial for the prevention and reduction of unemployment rates, the creation and development of an effective and productive workforce, the update and adaptation of employees in the constant changes of the job market due to technological advancements and finally the support of socially vulnerable groups of people due to lack of skills, disability or social problems. Legislation is supposed to ensure justice and equality in education and work opportunities, no matter what the gender, the race or the nationality of the potential employee is. Inclusion of career guidance in the school curriculum proves the existence of policies towards the above direction. What should be emphasized, though, is that career guidance is not a one-off procedure, but instead, it should be considered lifelong. It is a spectrum from traditional approaches, including questionnaires to discover the clients’ skills and interests, to interventions to reduce stress, to retrace crucial life experiences and to discover more profound obstacles in the clients’ career path including family impact. All of them should be issues to concern practitioners focusing on assisting the unemployed or under-employed.

Meanwhile, the demands of the global job market increase and so do the demands for the task of the career practitioners’ themselves. There is an abundance of new information and new skills to be acquired and one of the most prominent is the intercultural competence in communication. About two decades ago, researchers could foresee the need to include in career guidance issues like learning how to manage stress caused by the adaptation to a new place, cultural shock and confusion related to working and organizational regulations in a new environment where thousands of people have been forced to relocate due to globalization (Herr, 2003). Today, this need is undoubtedly an emergency on account of the increased migration flows due to political, social, financial or even environmental reasons.

The vast majority of researchers focus far more on the part of the cultural minorities and the difficulties they come across in their effort to find their place in the job market and less on the research of counselors’ abilities and intercultural approaches. There is little evidence examining mainly the effect of professional training on intercultural competence and self-efficacy while no studies could be located examining the practitioners’ levels of work engagement and stress.

Considering practitioners’ intercultural effectiveness, there is scientific evidence only for specific abilities. For example, practitioners in Greece were reported to feel unable to use the appropriate tools for intercultural counseling whereas they were reported as more competent in intercultural sensitivity, proper attitude, empathy and respect towards clients from various cultural backgrounds (Sidiropoulou-Dimakakou & Pavlakos, 2007; Sidiropoulou-Dimakakou, 2009). Regarding their self-efficacy, research showed that the more prepared counselors feel, the more efficient they feel when facing unexpected situations (Paton, 2003; Sawyer, Peters, & Willis, 2013) while low levels of self-efficacy are related to high levels of stress (Larson & Daniels, 1998).

Other research studies -not focusing on career counselors in particular- indicate that work engagement correlates negatively with work-related stress, while people with high levels of self-efficacy tend to consider job demands to be a challenge to achieve a goal rendering them more devoted to their task (Akkermans et al., 2013; Ngo & Hui, 2018; Schaufeli & Bakker, 2004; Ventura et al., 2015).

However, the gap observed in literature as for the effective communication of counselors with clients from multicultural backgrounds, how competent they feel, how absorbed and dedicated they are and all this related to the stress they suffer from has been the stimulus for the current study.

2. The present study

2.1. Purpose

The main purpose of this study was to investigate the practitioners' intercultural effectiveness (further IE) when interacting with clients coming from a different cultural background, as well as its relation to their perceived self-efficacy, work engagement and the stress they suffer from. More specifically, it was examined a) whether and how the demographics affect IE, b) how IE is related to the levels of self-efficacy, work engagement and stress and c) whether there can be any predictors among those four factors.

2.2. Method

2.2.1. Participants

Career counselors working for both private and public guidance institutions were asked to fill in an online questionnaire. They were directly approached by email using contact details obtained from publicly available databases while the purpose and request for consent to the research were sent to them together with the questionnaire link. Data were collected through the use of Google documents and no identifying information was solicited.

A hundred and forty-six counselors (146) were recruited and had a mean age of 43,3 years. The majority of the respondents were female (72,6%), well-educated (70,6%) and, most of them holding a bachelor's degree or above (75,3%), working in urban settings (71%), having working experience with cultural minorities (65,1%) though not being themselves a member of a cultural minority (99,3%). Demographics are further outlined in Table 1. The precise response rate cannot be estimated due to the nature of snowball sampling and our procedure allowing for initial contacts to share the information with others of their selection.

Table 1: Demographics

Sample characteristics	N	%
Gender		
Male	38	26,0
Female	106	72,6
Unstated	2	1,4
Age		
25-34	19	13,0
35-44	65	44,5
45-54	47	32,2
55-64	15	10,3
Marital State		
Married	88	60,3
Single	37	25,3
In a relationship	15	10,3
Divorced	5	3,4
Widowed	1	,7
Educational level		
BA degree	36	24,7

MA degree	100	68,5
Phd degree	10	6,8
Training on Career Counseling/Guidance		
MA on career counseling	27	18,5
Phd on career counseling	6	4,1
Seminars	58	39,7
None	23	15,8
Other	32	21,9
Experience in years		
Up to 5 years	58	39,7
Up to 10 years	34	23,3
More than 10 years	54	37,0
Regions		
Urban	105	71,9
Suburban	30	20,5
Islands	11	7,5
Currently active counselors		
Yes	122	83,6
No	24	16,4
Working Environment		
Private sector	37	25,3
Public sector	85	58,2
Both	21	14,4
Other	3	2,1
Individual/group counseling		
Individual sessions	65	44,5
Group sessions	12	8,2
Both	69	47,3
Working experience with cultural minorities		
Yes	95	65,1
No	51	34,9
Being part of a cultural minority		
Yes	1	,7
No	145	99,3

Source: the authors

2.2.2. Research instruments

A demographic questionnaire (12 questions) sought for information about the counselors in terms of demographic characteristics as well as their work and counseling experience (Table 1).

2.2.3. The Intercultural Effectiveness Scale (IES)

The Intercultural Effectiveness Scale (IES, Portalla & Chen, 2010) is a 20-item self-report scale which measures the ability to interact and communicate effectively with people from different cultures. It is made up of six factors, including Behavioral Flexibility (4 items) with statements like “I often act like a very different person when interacting with people from different cultures”, Interaction Relaxation (5 items) as for example “I find it easy to talk with people from different cultures”, Interactant Respect (3 items) including statements like “I always show respect for my culturally different counterparts during our interaction”, Message Skills (3 items) “I often miss parts of what is going on when interacting with people from different cultures”, Identity Maintenance

(3 items) with statements like “I find it is difficult to feel my culturally different counterparts are similar to me”, and Interaction Management (2 items) including statements as “I am able to express my ideas clearly when interacting with people from different cultures”. Respondents were asked to indicate the degree to which they agree or disagree on 5-point Likert-type scale that ranges from 1 (strongly disagree) to 5 (strongly agree). The coefficient alpha for the reliability of the original scale was $\alpha=.85$. In the current study the reliability coefficient after the factor analysis was $\alpha=.86$.

2.2.4. Counselor Self-Efficacy Scale (CSES)

The Counselor Self-Efficacy Scale (CSES) (Melchert, Hays, Wiljanen, & Kolocek, 1996) consists of 18 self-referencing statements (e.g. I can effectively facilitate client self-exploration.); participants are asked to rate the extent they (dis)agree with each of the statements on a five-point scale, ranging from 1 = strongly disagree to 5 = strongly agree. An overall score is derived by summing up all the item responses. The coefficient alpha for the reliability of the original scale was $\alpha=.91$.

2.2.5. Work Engagement Scale (WES)

The short form of the Utrecht Work Engagement Scale (UWES-9) (Schaufeli et al., 2006) was used to measure the levels of practitioners' work engagement. Though the initial scale is supposed to comprise of 3 dimensions (vigor, dedication and absorption), researchers conducting factor analysis conclude in using it as uni-dimensional (Mills et al., 2012; Schaufeli et al., 2006). After having conducted factor analysis for the purpose of this study, no dimensions were found in agreement with previous researchers. There are 9 statements on a 7-point Likert scale, where 0=never and 6=always (e.g. My job inspires me.). The coefficient alpha for the reliability in previous studies ranges from $\alpha=.80$ to $\alpha=.90$ (Montgomery et al., 2010; Schaufeli & Bakker, 2004).

2.2.6. Perceived Stress Scale (PSS)

The short version of Perceived Stress Scale (PSS) designed by Cohen (Cohen et al., 1983) was used to measure how stressful some conditions can be on daily routine and is one of the most popular tools for this purpose (Chan & La Greca, 2013). It consists of 4 questions about thoughts and emotions felt during the past month on a 5-point Likert scale, where 0=never and 4=very often (e.g. In the last month, how often have you felt that you were unable to control the important things in your life?). Internal consistency of the short version is quite satisfactory with Cronbach $\alpha=.60$.

3. Results

3.1. Exploratory Factor Analysis for the IES

Exploratory factor analysis, (EFA), via varimax rotation, was conducted to explore the confirmation of the six scale factors in IES. Kaiser-Meyer-Olkin measure of sampling adequacy was $.832$ and the Bartlett's test of sphericity was also significant ($p < .05$). Subsequent analyses to interpret the component matrix resulted in eliminating 6 items and forming 4 final factors. This four factor structure which explained 63,2% of the variance was the best defined factor structure to be preferred depending on the communalities and reliability of the scale. The four factors extracted were: Interaction Relaxation including 5 items, which refers to the lack of stress or feelings of tension in intercultural interaction; Identity Maintenance with 4 items, which refers to the ability to separate and support cultural identity through the verbal and non-verbal interaction; Interaction skills with 3 items, which refers to basic verbal communication skills, and Interactant Respect including 2 items, which refers to both verbal and non-verbal messages exchanged by the interactants showing respect to their different cultural background (Table 2).

Table 2: Factor Analysis results

	1	2	3	4
I find it easy to get along with people from different cultures.	,86			
I find it easy to talk with people from different cultures.	,744			
I am afraid to express myself when interacting with people from different cultures.	,615			
I feel relaxed when interacting with people from different cultures.	,607			
I am able to express my ideas clearly when interacting with people from different cultures.	,561			
I always feel a sense of distance with my culturally different counterparts during our interaction.		,756		
I find it is difficult to feel my culturally different counterparts are similar to me.		,74		
I often act like a very different person when interacting with people from different cultures.		,719		
I find I have a lot in common with my culturally different counterparts during our interaction.		,657		
I often miss parts of what is going on when interacting with people from different cultures.			,778	
I am able to answer questions effectively when interacting with people from different cultures.			,634	
I always know how to initiate a conversation when interacting with people from different cultures.			,608	
I always show respect for my culturally different counterparts during our interaction.				,823
I use appropriate eye contact when interacting with people from different cultures.				,613

Source: the authors

3.2. IES, CSES, WES & PSS records

In interpreting and presenting the results of each scale, the current study adopted the constructors' recommendations indicating that higher scores imply higher levels of intercultural effectiveness, self-efficacy and work engagement and lower scores in the PSS indicate lower stress levels accordingly. The mean IE score in the current study is 55,23 (SD=7,28) ranging from 30 to 70. According to their self-reports, Greek practitioners reported fairly high scores in all IE factors: interaction relaxation (M=4,04, SD=0,67), identity maintenance (M=3,69, SD=0,73), interaction skills (M=3,71, SD=0,63) and interactant respect (M=4,55, SD=0,52). For the first two scales the scores ranged from 1 to 5 and the mean scores were 3,9 and 4 for the IES and CSES respectively while for the WES, the range was from 0 to 6 and the mean score was 4,5. Finally, the stress scores ranged from 0 to 4 and the mean score was 1,4. Generally speaking, the participants seemed to have high levels of intercultural effectiveness, self-efficacy and work engagement and relatively low levels of stress (table 3).

Table 3: Scales records

	Lowest score	Highest score	M.S.	S.D.
Intercultural Effectiveness	2,14	5,00	3,9457	,52013
Self-efficacy	1,92	5,00	4,0427	,53455
Work Engagement	,89	6,00	4,5860	,93597
Stress	,25	3,00	1,4880	,61190

To compare the effect of demographic characteristics with more than two values on the participants' IE, a series of one-way analyses of variance (ANOVA) was conducted. A significant effect of the marital/partnership condition was found on factor 4 indicating that married participants tended to show higher levels of respect during the interaction with culturally different people [$F(4,141)=3,269$, $p=.013$]. There was also a significant effect of the working institution on factor 1, ease and a sense of relaxation during interaction [$F(3, 142)=4,19$, $p=.007$], factor 3, ability to transfer message to the client [$F(3, 142)=3,45$, $p=.018$] and factor 4, respect towards the client [$F(3, 142)=4,93$, $p=.003$]. Counselors working at the private sector scored more highly on these factors than counselors working on the public sector. Finally, a significant effect of the way counselors perform guidance – with individuals only, with groups only or both – was found on the first [$F(2, 143)=7,05$, $p=.001$] and fourth factor [$F(2,143)=7,49$, $p=.001$] about relaxation and respect during interaction accordingly. In both cases, counselors working with groups seemed to be more relaxed during their interactions with culturally different clients than those who have performed counseling only individually and seemed to show more respect during this interaction. The mean scores and standard deviations can be seen in Table 4.

Table 4: ANOVA results

			N	Mean	StD
Marital State	Respect during interaction	Married	88	4,63	,42
		Single	37	4,31	,70
Working Institution	Relaxation during interaction	Private sector	37	4,30	,57
		Public sector	85	3,88	,71
	Interaction skills	Private sector	37	3,97	,52
		Public sector	85	3,60	,65

Individual/Group counseling	Respect during interaction	Private sector	37	4,79	,27
		Public sector	85	4,42	,60
	Relaxation during interaction	Individually	65	3,91	,65
		Groups	12	3,61	,70
		Both the above	69	4,24	,62
	Respect during interaction	Individually	65	4,53	,56
Groups		12	4,04	,78	
Both the above		69	4,65	,37	

Source: the authors

Results from t-test revealed a significant difference in the scores for practitioners with experience with people from cultural minorities ($M=4,02$, $SD=0,52$) and those without ($M=3,79$, $SD=0,48$); $t(144)=2,53$, $p=0,12$. When counselors have already worked with clients coming from different cultural backgrounds, they tend to be more efficient in their interaction with culturally different counterparts compared with those who have not had such an opportunity.

Comparing IE performance between active and inactive practitioners showed once again a significant difference ($M=4,00$, $SD=0,46$ vs. $M=3,65$, $SD=0,67$); $t(144)=3,11$, $p=,021$, indicating that being actively involved in performing career counseling tasks increases the ability to be more intercultural efficient than being inactive. Further details for the results of the t-tests can be seen in table 5.

Table 5: T-tests results

	N	Mean	SD	T	P
Working experience with cultural minorities					
Yes	95	4,02	,52	2,53	,012
No	51	3,79	,48		
Currently working					
Yes	122	4,00	,46	3,11	,021
No	24	3,65	,67		

Finally, Pearson results among factors of IES showed that high levels of interaction relaxation are related to better interaction skills ($r=.546$ $p=.000 <.05$) and identity maintenance ($r=.517$ $p=.000 <.05$). Practitioners who were more relaxed during a conversation with cultural minorities could receive and send messages more effectively without losing part of their identity. A weaker correlation appeared between the fourth dimension of respect during interaction and the rest of the dimensions, relaxation during interaction ($r=.352$ $p=.000 <.05$), identity maintenance ($r=.333$ $p=.000 <.05$) and interaction skills ($r=.380$ $p=.000 <.05$). Pearson correlations can be seen in table 6.

Table 6: Pearson correlations among the IES factors

	Interaction Relaxation	Identity Maintenance	Interaction skills
Interaction Relaxation			
Identity Maintenance	,517**		
Interaction skills	,546**	,426**	
Interactant Respect	,352**	,333**	,380**

Note: The correlations mentioned as ** are significant in level $p < .01$

3.3. Intercultural Effectiveness, Self-efficacy, Work Engagement and Perceived Stress

To pursue the second aim of the study, correlations among all variables were computed as reported in table 7. A significant correlation between IE and SE ($r=.581$ $p=.000 <.05$) suggests that practitioners who felt confident about their performance at work would be more effective when interacting with people from different cultural backgrounds. Furthermore, a moderate significance between IE and WE ($r=.336$ $p=.000 <.05$) and as expected a negative but moderate significance with stress ($r=-.319$ $p=.000 <.05$) were identified.

Table 7: Pearson correlations between overall IE and SE, WE and PS

	Intercultural Effectiveness	Self-efficacy	Work Engagement
Intercultural Effectiveness			
Self-efficacy	,581**		
Work Engagement	,336**	,460**	
Perceived Stress	-,319**	-,350**	-,411**

Note: ** $p < .01$

3.4. Predicting levels of intercultural effectiveness

A series of hierarchical regression analyses was conducted using the Enter method to investigate whether self-efficacy, work engagement or stress can significantly predict the levels of intercultural effectiveness. Table 8 depicts results from the hierarchical regression analyses. Due to the results, work engagement ($\beta=.087$, $t=1.14$) and stress ($\beta=-.131$, $t=-1.825$) could not predict levels of IE, while self-efficacy could be a significant predictor for that reason ($\beta=.581$, $t=8.56$).

Table 8: Regression Analysis

Variables	B	Beta	t	P
Self-efficacy	,503	,581	8,56	,000
Work Engagement	-,099	,087 ^a	1,14	,25
Perceived Stress	,028	-,131 ^a	-1,82	,07

Note: Independent variables: Self-efficacy, Work Engagement, Perceived Stress
Dependent variable: Intercultural Effectiveness

4. Discussion

The purpose of this study was to investigate: (i) the career practitioners' intercultural effectiveness in Greece, (ii) the possible effect of demographic characteristics on IE, (iii) the relation of IE with the participants' self-efficacy, work engagement and the stress they suffer from, as well as (iv) whether the levels of SE, WE and S may predict the career practitioners' IE.

4.1. Intercultural Effectiveness

High scores of IE were reported in all four factors of the scale derived after the conducted EFA. More specifically, participants appeared to have high levels of intercultural effectiveness with the factor of respect during interaction being the one with the highest score and the identity maintenance being the one with the lowest score. Marital state seemed to play a role in respect during interaction since married participants had higher scores in this factor.

Another trait that seemed to play an important role is being an active counselor since those participants scored higher in their total IE level. This could be a further implication for the need of constant practice in the field in order to maintain certain abilities together with the fact that the working environment also seems to be a crucial factor. More specifically, participants working in the private sector tend to be more effective in their intercultural interactions scoring higher both in relaxation and respect during interaction and their skills exchanging messages. This finding may correlate with the current increase of private institutions offering career guidance services in Greece, while practitioners in the public sector tend to stick to traditional methods without updating their knowledge and approaches (Kassotakis, 2017). In the research of Ulceluse et al. (2018) career services addressed to refugees followed a standardized procedure using conventional techniques and tools, thus neglecting the specific cultural needs of every human (Byars-Winston, 2010). Here comes again in the foreground, the need for training programs on intercultural issues for a more carefully designed guidance responding to the urgent needs of the clients (Behrendt et al., 2019 ; Niles et al., 2009).

A further interesting and rather surprising finding of our study showed that education level did not seem to play an important role in the overall participants' IE which stimulates interest for further investigation in the field using combined research methods. Comparing IE levels with the intervention setting, participants showed higher IE levels when working with groups rather than with one individual, with those working in both settings

scoring higher in relaxation and respect during interaction, showing that a supportive social network in group counseling can be beneficial for both sides- practitioners and clients- to achieve common goals (Collins and Arthur, 2010). Consequently, providing counseling in groups may be more appropriate when the target group is a cultural minority.

4.2. Intercultural effectiveness, self-efficacy, work engagement and perceived stress

As shown in the study, there is a strong interdependence between the intercultural effectiveness and self-efficacy, and moderate to weak interdependence between intercultural effectiveness, work engagement and stress respectively. The strong correlation between IE and SE is in agreement with the definition of the term 'self-efficacy' ,– the belief of how competent a person is to deal with a given situation– a fact confirmed by previous research as well (Massengale et al., 2020). The more effective practitioners feel in handling sudden situations, the stronger their ability to interact effectively with people from various cultural backgrounds. Regarding work engagement and stress, there can be no confirmation of the present findings due to lack of similar research data, however, in this particular study PS seems to negatively affect levels of IE, SE and WE also.

4.3. Self-efficacy, Work Engagement and Perceived Stress as Predictors of Intercultural Effectiveness

In predicting the levels of intercultural effectiveness, the multiple regression analysis showed what was actually expected: The level of intercultural effectiveness was significantly predicted by the level of self-efficacy, because of the strong correlation found in the previous step. Levels of work engagement and stress did not prove to be able to predict levels of IE in Greek practitioners, though.

5. Implications for career policy makers

The huge movement of refugees and immigrants gathering in European countries like Greece, forced by war, health and/or financial conditions demand more than ever career services adequately differentiated to adjust and respond to the specific needs of culturally specific clients. Those people need to be supported in their effort to enter the labor market in a new/unknown country and/or be equipped with life career skills, eventually other than the ones they had. Provision of career guidance services through cultural competent practitioners, is here the key.

According to the results of the present study career practitioners need to become more effective and confident in their interaction with clients from other cultures. Focused education and training in intercultural competence has not only to be added in initial education and training of guidance practitioners but also to be a discrete component within their lifelong training. Modules, workshops and seminars in intercultural communication, job self-efficacy and work engagement may ameliorate the practitioners' competence leading to more effective career interventions, that will serve both sides, not only the clients' social integration but also the host country to efficiently use the incoming human resources.

6. Limitations and further research

The present study was conducted during the pandemic of SARS-Covid 19, a fact that maybe limited the number of the participants, as during lock-down periods access in organizations and institutions was denied. Furthermore, the scales used are self-referencing, which includes a more or less subjectivity of responses. The fact that there was only one peer-practitioner belonging in a minority group does not allow conclusions for peer-practitioners which also need to be further studied.

To capture a more accurate picture of the effectiveness among practitioners serving clients from multicultural backgrounds, more diverse populations such as ethnic/racial minorities need to be included. In addition to the quantitative measure of IE, in-depth qualitative interviews with practitioners could be useful in understanding their experiences and the challenges they face from their perspectives. Future research could also explore effective strategies that career practitioners could use to cope with diversity promising important educational and consultative opportunities for professionals willing to strengthen their expertise.

7. Conclusions

Modern society has been defined as digital and the changes due to new technologies and globalization affect economies as well. More and more people are moving, contributing to the increase of social and cultural diversity in most countries of the western world. All those changes, together with the absence of a stable working environment due to digitalization making people be in constant search of a job, lead to the need of career guidance and development of new skills, thus, career practitioners are more than ever necessary (Amundson, 2006; Neault, 2005). On the same wavelength, Savickas has pointed out “the global economy has produced the insecure worker, including employees who are called temporary, contingent, casual, contract, freelance, part time, external, atypical, adjunct, consultant, and self-employed” (2012, p. 13). Practitioners focus more on the identity and the adaptability and less in the personality or the maturity and on the narrations instead of the results of questionnaires. Holistic approaches are suggested, taking into consideration all aspects in the clients’ life offering motivation to engage actively in the interventions for their life and career (Chen, 2001; Zunker, 2016). The changes are so many and so rapid that practitioners are frequently asked to adapt their job without having any theoretical background. For this reason, the field of career counseling and guidance is considered to be in need of research in order to foster modern approaches and be more effective. Most researches, referring to moving populations, have in the epicenter the populations themselves, the “visible racial ethnic minority groups” (Sue et al., 1992, p.66) and focus more on the younger demographic rather than adults (Lee et al., 2017), leaving a significant gap in strategies of career planning, work related stress and working patterns for these populations. There is a gap regarding the application and the validity of theories concerning migrant populations and their career development. The biggest gap, though, is found in the part of the career practitioners, their skills and their needs, and it is this gap that the present research tried to cover. Most governments consider career guidance the key to the economic development of their country. However, the field is undermined whereas it should be seen as a public good accessible to all, just like education and health services (Kassotakis, 2017).

Author Contributions: All authors contributed to this research.

Funding: Not applicable.

Conflict of Interest: The authors declare no conflict of interest.

Informed Consent Statement/Ethics Approval: Not applicable.

References

- Amundson, N. (2006). Challenges for Career Interventions in Changing Contexts. *International Journal for Educational and Vocational Guidance*, 6, 3–14. DOI 10.1007/s10775-006-0002-4
- Akkermans, J., Brenninkmeijer, V., Huibers, M., & Blonk, R. W. B. (2013). Competencies for the Contemporary Career: Development and Preliminary Validation of the Career Competencies Questionnaire. *Journal of Career Development*, 40(3), 245–267. <https://doi.org/10.1177/0894845312467501>
- Arthur, N., & Collins, S. (2014). Counsellors, Counselling, and Social Justice: The Professional is Political. *Canadian Journal of Counselling and Psychotherapy*, 48(3), 171.
- Arulmani, G. (2011). Saisir le bon thème: L’approche de la préparation culturelle au développement de programmes d’orientation spécifiques. *International Journal for Educational and Vocational Guidance*, 11(2), 79–93. <https://doi.org/10.1007/s10775-011-9199-y>
- Beadle, S. (2014). Facilitating the Transition to Employment for Refugee Young People. Centre for Multicultural Youth. Retrieved from <https://minerva-access.unimelb.edu.au/bitstream/handle/11343/45124/Transitions%20to%20Employment%20Report.pdf?sequence=1>
- Behrendt, P., Heuer, K., & Go, A. S. (2019). *The Effect of Career Counselor Behavior on Reemployment*. 1–15. <https://doi.org/10.1177/0894845319880616>
- Byars-Winston, A. (2010). The vocational significance of black identity: Cultural formulation approach to career

- assessment and career counseling. *Journal of Career Development*, 37(1), 441–464. <https://doi.org/10.1177/0894845309345847>
- Chan, S. F., & La Greca, A. M. (2013). Perceived Stress Scale (PSS). *Encyclopedia of Behavioral Medicine*, 1454–1455. https://doi.org/10.1007/978-1-4419-1005-9_773
- Chen, C.P. (2001). Career counselling as life career integration. *Journal of Vocational Education and Training*, 53(4), 523–542. <https://doi.org/10.1080/13636820100200175>
- Codell, J. D., Hill, R. D., Woltz, D. J., & Gore, P. A. (2011). Predicting meaningful employment for refugees: The influence of personal characteristics and developmental factors on employment status and hourly wages. *International Journal for the Advancement of Counselling*, 33, 216–224. <https://doi.org/10.1007/s10447-011-9125-5>
- Cohen, S., Kamarck, T., & Mermelstein, R. (1983). A global measure of perceived stress. *Journal of Health and Social Behavior*, 24(4), 385–396. <https://doi.org/10.2307/2136404>
- Collins, S., & Arthur, N. (2010). Culture-infused counselling: A fresh look at a classic framework of multicultural counselling competencies. *Counselling Psychology Quarterly*, 23(2), 203–216. <https://doi.org/10.1080/09515071003798204>
- Herr, E. L. (2003). The Future of Career Counseling as an Instrument of Public Policy. *Career Development Quarterly*, 52(1), 8–17. <https://doi.org/10.1002/j.2161-0045.2003.tb00622.x>
- Ivlevs, A., & Veliziotis, M. (2018). Beyond conflict: Long-term labour market integration of internally displaced persons in post-socialist countries. *Journal of Vocational Behavior*, 105(February 2017), 131–146. <https://doi.org/10.1016/j.jvb.2017.12.003>
- Juntunen, C. L., Motl, T. C. & Rozzi M. (2019). Major Career Theories: International and Developmental Perspectives in J. Athanasou & H. N. Perera, *International Handbook Of Career Guidance*, pp.45-72. Springer
- Kassotakis, M. (2017). Career counseling and guidance in Greece. Past, Present and Future. In R.G. Sultana *Career Guidance and Livelihood Planning across the Mediterranean. Challenging Transitions in South Europe and the MENA region*, SensePublishers, pp. 303-322
- Larson, L., & Daniels, J. A. (1998). Review of the Counseling Self-Efficacy Literature. *The Counseling Psychologist*, 26(2), 179–218.
- Lee, B. H., Zhu, J., Diaz, D., Fischer, J., Flores, L. Y., Lin, C. L., Atilano, R. (2017). Racial/Ethnic Minority Vocational Research Trends: An 11-Year Update. *Career Development Quarterly*, 65(4), 288–301. <https://doi.org/10.1002/cdq.12108>
- Lundborg, P. (2013). Refugees' employment integration in Sweden: Cultural distance and labor market performance. *Review of International Economics*, 21, 219–232. <https://doi.org/10.1111/roie.12032>
- Massengale, M., Shebuski, K. M., Karaga, S., Choe, E., Hong, J., Hunter, T. L., & Dispenza, F. (2020). Psychology of Working Theory With Refugee Persons: Applications for Career Counseling. *Journal of Career Development*, 47(5), 592–605. <https://doi.org/10.1177/0894845319832670>
- Melchert, T. P., Hays, V. L., Wiljanen, L. M., & Kolocek, A. K. (1996). Testing models of counselor development with a measure of counseling self-efficacy. *Journal of Counseling and Development*, 74(6), 640–644. <https://doi.org/10.1002/j.1556-6676.1996.tb02304.x>
- Mills, M. J., Culbertson, S. S., & Fullagar, C. J. (2012). Conceptualizing and Measuring Engagement: An Analysis of the Utrecht Work Engagement Scale. *Journal of Happiness Studies*, 13(3), 519–545. <https://doi.org/10.1007/s10902-011-9277-3>
- Montgomery, A. J., Peeters, M. C. W., Schaufeli, W. B., Ouden, M. Den, Peeters, M. C. W., Schaufeli, W. B., & Ouden, M. Den. (2010). *Work - home interference among newspaper managers : Its relationship with burnout and engagement work-home interference among newspaper managers: its relationship with burnout and engagement*. 5806 <https://doi.org/10.1080/1061580021000030535>
- Neault, R.A. (2005). Managing Global Careers: Challenges for the 21st Century. *International Journal for Educational and Vocational Guidance* 5, 149–161. DOI 10.1007/s10775-005-8796-z
- Ngo, H. Y., & Hui, L. (2018). Individual Orientations and Career Satisfaction: The Mediating Roles of Work Engagement and Self-Efficacy. *Journal of Career Development*, 45(5), 425–439. <https://doi.org/10.1177/0894845317706759>
- Niles, S. G., Lenz, J., & Engels, D. W. (2009). Training Career Practitioners The Need for Public Policies Addressing. *The Career Development Quarterly*, 57(June), 358–365.
- Paton, D. (2003). Disaster preparedness: A social-cognitive perspective. *Disaster Prevention and Management: An International Journal*, 12(3), 210–216. <https://doi.org/10.1108/09653560310480686>
- Portalla, T., & Chen, G. (2010). *The Development and Validation of the Intercultural Effectiveness Scale*. 19(3), 21–37.
- Savickas, M. (2012). Life design: A paradigm for career intervention in the 21st century. *Journal of Counseling and Development*, 90(1), 13–19. <https://doi.org/10.1111/j.1556-6676.2012.00002.x>
- Sawyer, C., Peters, M. L., & Willis, J. (2013). Self-Efficacy of Beginning Counselors to Counsel Clients in Crisis. *The Journal for Counselor Preparation and Supervision*, 5(2). <https://doi.org/10.7729/52.1015>

- Schaufeli, W. B., & Bakker, A. B. (2004). *Job demands , job resources , and their relationship with burnout and engagement : a multi-sample study*. 315(October 2002), 293–315.
- Schaufeli, W. B., Bakker, A. B., & Salanova, M. (2006). The measurement of work engagement with a short questionnaire: A cross-national study. *Educational and Psychological Measurement*, 66(4), 701–716. <https://doi.org/10.1177/0013164405282471>
- Sidiropoulou-Dimakakou, D. (2009). Evaluation of Greek guidance practitioners: Specific skills when working with culturally different populations. *Review of Guidance and Counseling*, 86-87, 133-152 (in Greek).
- Sidiropoulou-Dimakakou, D. & Pavlakos, N. (2007). Specific skills of career counselors in Greece. *Review of Guidance and Counseling*, 80-81, 231-255.
- Sue, D. W., Arredondo, P., & McDavis, R. J. (1992). Multicultural Counseling Competencies and Standards: A Call to the Profession. *Journal of Counseling & Development*, 70(4), 477–486. <https://doi.org/10.1002/j.1556-6676.1992.tb01642.x>
- Sultana, R. G. (2017). Career guidance in multicultural societies: identity, alterity, epiphanies and pitfalls. *British Journal of Guidance and Counselling*, 45(5), 451–462. <https://doi.org/10.1080/03069885.2017.1348486>
- Ulceluse, M., Kismihók, G., Mol, S. T., & Hartog, D. N. Den. (2018). *Antecedents of job search self-efficacy of Syrian refugees in Greece and the Netherlands*. 105(November 2017), 159–172. <https://doi.org/10.1016/j.jvb.2017.11.001>
- Ventura, M., Salanova, M., & Llorens, S. (2015). *Professional Self-Efficacy as a Predictor of Burnout and Engagement : The Role of Challenge and Hindrance Demands Professional Self-Efficacy as a Predictor of Burnout and Engagement : The Role of Challenge and Hindrance Demands*. 3980. <https://doi.org/10.1080/00223980.2013.876380>
- Zunker, V. (2016). *Career counseling: a holistic approach* (9th edition.). Cengage Learning.

Entrepreneurial Competence in Agrotourism-Based MSME Actors Affects Business Performance: Literature Review

Ayutyas Sayekti¹, Rachmat Pambudy², Burhanuddin³, Harmini⁴

¹ Student of Doctoral, Department of Agribusiness. Faculty of Economics and Management. and Management of Agribusiness. College of Vocational Studies. IPB University, Bogor. West Java. Indonesia.

^{2,3,4} Department of Agribusiness. Faculty of Economics and Management. IPB University, Bogor. West Java. Indonesia.

Abstract

This paper explores the skills and competencies crucial for entrepreneurs engaged in agrotourism. Agrotourism is an agriculture-based service business, diverging from conventional agricultural businesses that solely produce products. Competence is required to run the business effectively and efficiently. From various literature, the competencies needed by entrepreneurs consist of managerial competence and technical competence. Managerial competence emerges as a key factor. Successful agrotourism entrepreneurs must possess the ability to strategically plan, organize resources, and make informed decisions to navigate the complexities of the industry. Effective management is crucial in addressing challenges such as seasonality, fluctuating consumer preferences, and marketing dynamics inherent in agrotourism. In addition to managerial competence, technical competence is also a critical dimension for entrepreneurs in this field. Technical skills are necessary to understand and leverage the agricultural components of the business, ranging from crop cultivation techniques to animal husbandry practices. Proficiency in these technical aspects ensures not only the quality of agricultural products but also enhances the overall visitor experience by providing authentic and engaging agrotourism activities. To excel in the multifaceted agrotourism sector, entrepreneurs need to synergize both managerial and technical competencies. Striking a balance between these dimensions enables entrepreneurs to establish sustainable agrotourism businesses that contribute not only to their economic success but also to the enrichment of the agricultural and tourism sectors as a whole. As agrotourism continues to evolve, entrepreneurs must continually hone their competencies to adapt to changing market dynamics and emerging consumer trends, ensuring the enduring success of their ventures in this unique intersection of agriculture and tourism.

Keywords: Agrotourism, Competence, Entrepreneurs, MSME

1. Introduction

Agrotourism or agriculture-based recreation is currently seen as an effort to help villages develop their economies more diverse and sustainable, while maintaining income stability from agriculture amid market fluctuations. Therefore, farmers today are seen as innovative entrepreneurs and need to constantly develop new skills and abilities to remain competitive. In line with the opinion (Phillipson et al., 2004) that a productive agricultural model moves towards agriculture that is more entrepreneurial. Strategies to encourage a diverse and

sustainable rural economy by diversifying agricultural activities and developing competitive skills and capabilities (McElwee, 2006). Competence and entrepreneurial spirit play a crucial role in the success of agrotourism-based MSME businesses. Successful entrepreneurs in this industry must have in-depth knowledge of agrotourism, including current trends, market demands, and customer needs. They must understand agricultural practices, sustainability, and risk management associated with agrotourism. Entrepreneurship and economic development are closely interrelated, where the growth in the number of business actors contributes to an increase in the economic growth of a country. Entrepreneurship also plays an important role as a pioneer of innovation and is one of the main drivers in the process of economic development. (Casson et al, 2006; Smallbone et al, 2009).

An entrepreneur is defined as an individual who has entrepreneurial characteristics. The term entrepreneur refers to an individual who is able to see opportunities and turn opportunities into reality and provide economic value for himself and others. Dana (2011) describes the characteristics of an entrepreneur is an actor who creates innovation by seeing opportunities, making risky decisions and finally realized by considering the efficient use of resources and added value. Agricultural and rural studies rarely apply entrepreneurial theory. In particular, studies rarely test in practice the influence between the orientation of entrepreneurial attitudes towards innovation and absorption capacity. (Gellynck, 2015). supported by the statement (Muharastri et al., 2015) states that entrepreneurial characteristics have a relationship with entrepreneurial competence to improve entrepreneurial competence, entrepreneurial characteristics also need to be improved. However, in the entrepreneurial and organizational literature, companies adopt a culture of openness to new information or new ways of doing things that leads to a special effort in the learning process in the relationship. Hurley and Hult (1998) revealed that organizational orientation towards innovation (innovativeness) increases the capacity of organizations to adapt and implement innovation (innovative capacity). Literatur has begun to discuss a lot about this problem. However, research on competence and intellectual capital encourages entrepreneurs to have an entrepreneurial spirit in the field of village-based agrotourism SMEs. Busby and Rendle (2000) highlight the absence of studies that discuss the role of entrepreneurship in the modern dynamics of agricultural tourism business. In addition to knowledge, creativity and innovation are also important factors. Entrepreneurs need to be able to think creatively and present innovative ideas in developing products, services, and unique experiences for visitors. They must constantly look for new opportunities and be ready to adapt to changing trends and market needs. Strong management skills are an important foundation in managing an agrotourism business. Entrepreneurs must be able to manage finances well, manage human resources, plan strategies, control quality, and manage time and resources efficiently. In a competitive agrotourism industry, entrepreneurs with strong competence and entrepreneurial spirit will have an advantage in managing agrotourism-based MSME businesses. Through knowledge, creativity, management skills, marketing capabilities, adaptability, leadership, and resilience, they can face this VUCA era. The research aims to determine the entrepreneurial competencies that must be possessed by agrotourism entrepreneurs that have an impact on business performance.

2. Method

This research employs a literature review methodology, which entails systematically gathering and documenting all prior academic studies concerning a particular issue. This method is designed to comprehensively capture and record all existing academic endeavors that address problems similar to, or closely aligned with, the issues explored in the research. (Harris, 2017). Data collection was obtained from internet browsing via Science Direct, Emerald and Google Scholar, which is a free social networking website and collaboration tool for scientists from all types of scientific disciplines. The selection of this particular website was based on the desire to have the flexibility to explore articles beyond those exclusively offered by Indonesian journal publishing institutions. The research's target data comprises journal articles or research findings centered on challenges and matters concerning Indonesian MSMEs. The relevant keywords for this research include Competence, SME, Entrepreneurial, Agrotourism, intellectual capital, entrepreneurial characteristics, human capital.

3. Results

In times of increasingly *Brittle and Incomprehensible* entrepreneurs are challenged to be more dexterous, and adaptive in managing change for business progress. Schumpeter (1911) stated that creative destruction is a driver of innovation to move the wheels of the economy. Entrepreneurship has a significant role in the agrotourism sector. First, entrepreneurship drives innovation in agrotourism products and services. The main assumption of Schumpeter's theory of economic development is the relationship between economic growth and entrepreneurship. Jhon J. Kao in Saiman (2009) Entrepreneurship is an effort to create value through the introduction of business opportunities, proper risk management, and the mobilization of labor, capital, raw materials, or other resources necessary for manufacturing through communication and management skills. The project is going well. Second, entrepreneurship in agrotourism can provide economic opportunities to farmers and local communities. By opening an agrotourism business, farmers can expand their income by selling agricultural products directly to visitors. Alvarez and Busenitz (2001) state that entrepreneurial success can be measured through several indicators; business growth, profitability, innovation, models, influence on society. Currently, agricultural tourism is increasingly being developed as a form of environmental protection and agricultural land resources. In the context of agrotourism MSMEs, competencies such as industry knowledge, creativity, and management skills become valuable resources in creating competitive advantage. (Barney, 1991; Wernerfelt, 1984) the importance of social and environmental impact-oriented entrepreneurship. Third, agrotourism entrepreneurship can contribute to education and environmental awareness. The theory of human capital was first put forward by an economist named. Investment in education and training, work experience. Agricultural and rural studies rarely apply entrepreneurial theory. In particular, studies rarely test in practice the influence between the orientation of entrepreneurial attitudes towards innovation and absorption capacity. One of the main obstacles for entrepreneurs in villages is access to capital and technology. Limited financial resources and technological infrastructure in rural areas make it difficult for some entrepreneurs to develop their businesses. The level of education in rural West Java is still relatively low, so not all entrepreneurs have enough knowledge and skills to manage their businesses effectively. To achieve success in the world of entrepreneurship, an entrepreneur needs to have positive entrepreneurial traits (Wickham, 2004). The individual characteristics of an entrepreneur are attributes that are inherent in him and include traits that he carries throughout his life, including cognitive factors and other traits that influence the learning process. Supported by the statement (Nadhira and Kurnia, 2020) that agrotourism-based entrepreneurs have the characteristics of creativity and innovative entrepreneurship, proactivity, self-efficacy, need for achievement, locus of control, and leadership and managerial that are formed and influenced by the environment. The importance of innovation in developing unique products, services and experiences in the agrotourism industry. Entrepreneurs with innovative abilities can create differentiation and lead change in the marketplace. (Etzkowitz & Leydesdorff, 2000; Rogers, 2003). Inyang (2009) said that effective time management, communication, human resource management, business ethics and social responsibility, develop effective leadership qualities, decision-making skills, marketing, and financial management. While according to Brinckmann, 2007 managerial competencies are divided into 3 namely general competencies (conceptual competencies, innovation, enforcement / policy), social competencies (leadership, cooperation, network) and functional competencies (technology management, marketing and finance) Phelan (2011) said that managerial competencies such as customer service, management and marketing have high value but the most important thing is to hone managerial skills and specific entrepreneurship deemed necessary to diversify agriculture into the tourism sector diversification into tourism remains a prominent strategy, often driven by top-down policy initiatives and public funding; With policies that often identify entrepreneurship as the engine of rural development, the need to understand and evaluate the entrepreneurial capital of rural enterprises, households, and individuals is becoming increasingly important.

Based on the search results of a number of existing literature regarding the competencies needed to improve business performance, it can be seen in Table 1

Table 1: Literature Review

No	Article Title	Writer	Publisher	Year & Vol
1	The relationship between entrepreneurial	Muharastrri, Y.,	Journal of	2015

No	Article Title	Writer	Publisher	Year & Vol
	characteristics and entrepreneurial competence of dairy farmers in Bogor Regency	Pambudy, R., & Priatna, W. B. (2015)	Agricultural Socioeconomics (JSEP)	
2	Karakteristik Wirausaha Petani Sukses (Studi Biografi Pada Pemilik Agrowisata Kebun Edukasi Eptilu) Characteristics of Successful Farmers' Entrepreneurs (Biographical Study in Educational Agrotourism Eptilu).	Nadhira, D.A., & Kurnia, G. (2020)	Journal of Agricultural and Agribusiness Economics (JEPA)	2020
3	Agritourism and the Farmer as Rural Entrepreneur: A UK Analysis. <i>NeXT Tourism Entrepreneurship Conference</i>	Phelan, C., & Sharpley, R. (2010)	Sage Journals	2010
4	The Success Factors of wine tourism entrepreneurship for rural area: A thematic biographical narrative analysis in Turkey	Özlem Güzel, Rüya Ehtiyar, Chris Ryan	Journal of Rural Studies	2021
5	Entrepreneurs in rural tourism: Do lifestyle motivations contribute to management practices that enhance sustainable entrepreneurial ecosystems?	Cunha, C., Kastenholz, E., & Carneiro, M. J.	<i>Journal of Hospitality and Tourism Management</i>	2020
6	Entrepreneurial Competencies: The Missing Links to Successful Entrepreneurship in Nigeria	Benjamin James Inyang	Canadian Centre of Science and Education	2009
7	A conceptual model of entrepreneurial competencies and their impacts on rural youth's intention to launch SMEs	Pouria Ataei, Hamid Karimi, Hamed Ghadermarzi, Arash Norouzi	Journal of Rural Studies	2020
8	Exploring Entrepreneurial Skills and Competencies in Farm Tourism	Chris Phelan	<i>NeXT Tourism Entrepreneurship Conference</i>	2012
9	The Improvement of Women's Entrepreneurial Competence in Rural Tourism: An Action Learning Perspective	Rao, Y., Xie, J., & Lin, X.	<i>Journal of Hospitality and Tourism Research</i>	2022
10	Agritourism microbusinesses within a developing country economy: A resource-based view	Jeffrey M. Campbell, Marketa Kubickova	<i>Journal of Destination Marketing and Management</i>	2020

4. Discussion

Based on the table above using the literature review method, it can be produced that:

Article (1) Competencies possessed by entrepreneurs in animal husbandry include technical competence (knowledge, safety against disease, recording, processing results) and managerial competence (competence in managing labor, marketing, financial management, communication, negotiation and partnering, leadership)

Article (2) Agrotourism-based entrepreneurship has the characteristics of creativity and innovative entrepreneurship, proactive, self efficacy, need for achievement, locus of control, and leadership and managerial that are formed and influenced by the environment. The importance of innovation in developing unique products, services and experiences in the agrotourism industry.

Article (3) The right strategy against subsidy dependence on the government, especially in agriculture, can be done by diversifying into agrotourism and also as an economic support. Competency skills needed customer service, marketing and finance but on the other hand it turns out that there is still a lack of expertise in business planning and seizing opportunities and managing emotions considering that the business offered is services.

Article (4) From the results of the analysis, the authors found that success factors in wine tourism entrepreneurship in rural Turkey include:

1. Skills and know-how in wine production and tourism: Entrepreneurs must have sufficient knowledge

- and skills in wine production and tourism to build a successful business.
2. Ability to build relationships with customers and business partners: Entrepreneurs must have the ability to build good relationships with customers and business partners to build a stable customer base and expand their business network.
 3. Innovation and creativity: Entrepreneurs must be able to innovate and be creative in their products and services to meet customer needs and differentiate themselves from competitors.
 4. Environmental awareness: Entrepreneurs must understand and have high environmental awareness in their wine production and tourism to obtain environmental certification and maintain good relations with local communities.

Courage and motivation: Entrepreneurs must have high courage and motivation to take risks in starting and growing their business in less developed rural areas.

Article (5) This research has shown that lifestyle entrepreneurs in the rural tourism sector, despite facing many constraints related to the rural context and small-scale enterprises, have relatively successful businesses and contribute to improving the sustainability of the regions in which they are located. In accordance with other studies (Bosworth & Farrell, 2011; Cunha et al., 2016; Keen, 2004; Lewis, 2005), their unique way of conducting business, their "sense of mission," willingness to cooperate with others and understand common interests, produce overall positive outcomes as well as a seemingly more sustainable entrepreneurial environment, are worth mentioning (Komppula, 2014; Lane, 2016; Mottiar, 2016; Mottiar et al., 2018). In addition, the paper highlights that these characteristics of lifestyle entrepreneurs are critical to creating a sustainable entrepreneurial ecosystem, not only through the creation of successful accommodation businesses in rural areas, but also by promoting networks that contribute to the well-being of local communities in a variety of ways, such as promoting the use and marketing of local products and activities, and enhancing the company's business with complementary supplies. Correspondingly, Pilving et al. (2019) emphasize in their research with Estonian entrepreneurs that networks exist in both formal and informal forms, providing benefits for both engaged partners and communities. They highlight the influence of tourism that goes beyond the sector itself through its contribution to the social cohesion and resilience of rural communities, for example by bringing community members and families together, giving residents a sense of place, and making rural residents feel useful and needed.

Article (6) The key success factors are that entrepreneurial competence has been neglected all along, it should be considered as a very important and necessary variable in entrepreneurial development. Employers need to acquire competencies in areas such as effective time management, communication, human resource management, business ethics and social responsibility, developing effective leadership qualities, decision-making skills, marketing, and financial management. These entrepreneurial competencies, rooted in effective training and development, can be a key factor necessary for its success in business.

Article (7) Strategic competencies are examples of competencies that have the highest priority and importance. Therefore, it can be concluded that youth in rural areas need to have the ability to assess and apply business perspectives and approaches before everything, so that they can assess their goals and try different ways to achieve them. Communicative competence: Youth in rural areas can improve their interpersonal skills and encourage cooperation and trust between others. Based on psychological competence, it can be claimed that these competencies have different cognitive abilities that are evident in the behavior of youth in rural areas. competencies related to the search, assessment, introduction, and development of market opportunities in various ways. Youth in rural areas must be able to organize human, physical, and financial resources. The competence of knowledge in order to be able to see opportunities, the expansion of SMEs and entrepreneurial intentions in rural areas of Iran led to rural development in various dimensions (social, cultural, economic, etc.).

Article (8) managerial competencies such as customer service, management and marketing are of high value but most importantly honing specific managerial and entrepreneurial skills deemed necessary to diversify agriculture into the tourism sector diversification into tourism remains a prominent strategy, often driven by top-down policy initiatives and public funding; With policies that often identify entrepreneurship as the engine of rural

development, the need to understand and evaluate the entrepreneurial capital of rural enterprises, households, and individuals is becoming increasingly important.

Article (9) This study shows that intellectual support such as innovative learning, problem solving, seeing opportunities, being collaborative learners, active innovators and supported by social skills such as social interaction, social relationships will increase competence in women entrepreneurs and self-improvement and empowerment

Article (10) It is found that small business orientation, social capital, and social network ties are representations of business resources and that these business resources are significantly and positively associated with micro-business success for agrotourism businesses in Honduras. Similarly, structural resources are expressed through government promotion, brand identification, and access to financial resources, and are also significantly associated with the micro-success of agrotourism businesses. Tourism activities that require government funding or support are also subject to a more top-down approach to planning and decision-making, and may not fully address all key stakeholders, such as residents and their donations/resources, to help make the process more successful. The results also show the important role of the strategy-structure paradigm for micro-enterprises, especially those operating in agrotourism. In various considerations, strategy has proven to be a precursor in developing structures capable of executing such strategies into better performance, especially when supply chain activities are involved (Defee & Stank, 2005). In agrotourism activities, especially those involving micro-enterprises, structures are often developed along with the growth of products such as coffee or cocoa on individual farms. From this point of view, structure precedes decisions because farms own raw materials and therefore create new strategic business ideas "in terms of processing and direct marketing of livestock products themselves."

In facing challenges and maximizing opportunities, the performance of agrotourism-based MSMEs needs to be continuously improved. Entrepreneurship as the main mover must continue to innovate and develop strategies that are relevant to market trends. Support from the government and related institutions is also important to create a conducive environment for MSME growth. In addition, increasing capital and resources as well as increasing market access are important steps in improving the performance of MSMEs. There is a conceptual entrepreneurial competency model in SMEs made by Pouria Ataei, et al., (2020)

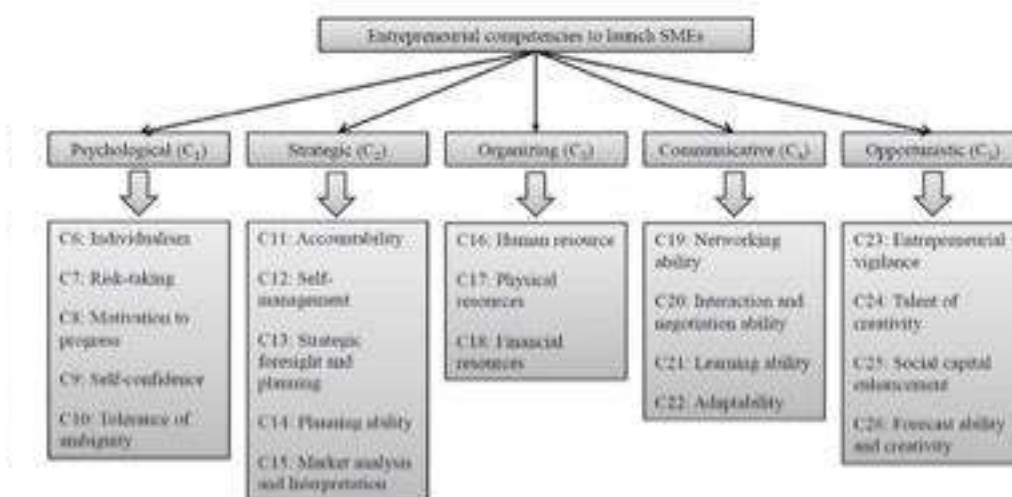


Figure 1: Examples of Entrepreneurial Competency Models in SMEs

Source: Pouria Ataei, et al., (2020)

It can be seen from some existing literature that entrepreneurial competence is inseparable from the characteristics possessed by each individual. In much of the literature that has been studied, there is strong evidence that supports the idea that entrepreneurial competence is closely related to the characteristics possessed by individuals. Entrepreneurship is more than just business knowledge and skills; It is the result of a unique

combination of personal traits, such as courage, perseverance, creativity, and initiative. A successful entrepreneur often has a strong drive to deal with risk, as well as the ability to adapt to change and plan strategies wisely. Therefore, entrepreneurial competence is the result of developing unique individual characteristics, which include not only technical aspects, but also personal traits that make up a worldview and the ability to cope with complex business challenges. In the ever-changing business world, understanding the interrelationships between individual characteristics and entrepreneurial competencies is becoming increasingly important in helping individuals achieve success in entrepreneurship.

The Conclusion is Entrepreneurship plays a very important role in economic development, especially in the context of agrotourism. This is due to a number of factors that make entrepreneurship a driving force of significant economic change. First, entrepreneurship allows increased efficiency in the utilization of economic resources. Entrepreneurs in the agrotourism sector must have strong technical competence, understand efficient governance, and ability in production and human resource management. Entrepreneurship brings innovation into the labor market and production, which is particularly relevant in the ever-changing agrotourism industry. Managerial competence is also required in managing change and adapting to new trends in the industry. Third, entrepreneurship creates new job opportunities, enables inclusive economic growth, and increases employment rates in various sectors.

Author Contributions: All authors contributed to this research.

Funding: Not applicable.

Conflict of Interest: The authors declare no conflict of interest.

Informed Consent Statement/Ethics Approval: Not applicable.

References

- Ataei, P., Karimi, H., Ghadermarzi, H., & Norouzi, A. (2020). A conceptual model of entrepreneurial competencies and their impacts on rural youth's intention to launch SMEs. *Journal of Rural Studies*, 75, 185–195. <https://doi.org/10.1016/j.jrurstud.2020.01.023>
- Barney, J. B. (1991). Firm Resources and Sustained Competitive Advantage. *Journal of Management*, 17(1), 99–120.
- Busby, G. and Rendle, S. (2000) The Transition from Tourism on Farms to Agricultural Tourism, *Tourism Management*, 21 (6), pp.635-642.
- Casson M, Yeung B, Basu A, Wadeson N. 2006. *The Oxford Handbook of Entrepreneurship*. New York (US): Oxford University Press.
- Dana, Léo Paul. 2011. *World Encyclopedia of Entrepreneurship*
- Etzkowitz, H., & Leydesdorff, L. (2000). The Dynamics of Innovation: From National Systems and "Mode 2" to a Triple Helix of University-Industry-Government Relations. *Research Policy*, 29(2), 109-123
- Gellynck, X., Cárdenas, J., Pieniak, Z., & Verbeke, W. (2015). Association between Innovative Entrepreneurial Orientation, Absorptive Capacity, and Farm Business Performance. *Agribusiness*, 31(1), 91–106. <https://doi.org/10.1002/agr.21394>
- Güzel, Ö., Ehtiyar, R., & Ryan, C. (2021). The Success Factors of wine tourism entrepreneurship for rural area: A thematic biographical narrative analysis in Turkey. *Journal of Rural Studies*, 84, 230–239. <https://doi.org/10.1016/j.jrurstud.2021.04.021>
- Hurley, R.F., & Hult, G.T. (1998). Innovation, market orientation, and organizational learning: Integration and empirical examination. *Journal of Marketing*, 62, 42–54
- McElwee, G. (2006) Farmers as Entrepreneurs: Developing Competitive Skills, *Journal of Developmental Entrepreneurship*, 11 (3), pp. 187-206.
- Muharastri, Y., Pambudy, R., & Priatna, W. B. (2015). *The relationship between entrepreneurial characteristics and entrepreneurial competence of dairy farmers in Bogor Regency I*. 8(1), 25–36. <https://jurnal.unej.ac.id/index.php/JSEP/article/view/1792>
- Nadhira, D.A., & Kurnia, G. (2020). Karakteristik Wirausaha Petani Sukses (Studi Biografi

- Pada Pemilik Agrowisata Kebun Edukasi Eptilu) Characteristics of Successful Farmers' Entrepreneurs (Biographical Study in Educational Agrotourism Eptilu). *Numbers*, 4, 561–575. <https://doi.org/10.21776/ub.jepa.2020.004.03.11>
- Phelan, C., & Sharpley, R. (2010). Agritourism and the Farmer as Rural Entrepreneur: A UK Analysis. *NeXT Tourism Entrepreneurship Conference 26th -27th April, April*, 1–25.
- Phillipson, J., Gorton, M., Raley, M. and Moxey, A. (2004) Treating Farms as Firms? The Evolution of Farm Business Support from Productionist to Entrepren.
- Rao, Y., Xie, J., & Lin, X. (2022). The Improvement of Women's Entrepreneurial Competence in Rural Tourism: An Action Learning Perspective. *Journal of Hospitality and Tourism Research*, 46(8), 1622–1651. <https://doi.org/10.1177/10963480211031032>
- Schumpeter, J. (1934) *Capitalism, Socialism, and Democracy* (New York Harper and Row).
- Smallbone D, Landstorm H, Dylan JE. 2009. Entrepreneurship and Growth in Local, Regional and National Economics, *Frontiers in European Entrepreneurship Research*. Cheltenham (GB): Edward Elgar Publishing Limited
- Wernerfelt, B. (1984). A Resource-Based View of the Firm. *Strategic Management Journal*, 5(2), 171-180.

Public Service Innovation in the Best Practice Perspective at the Investment and One-Stop Services Office of Riau Province

Raja Yena Verawati¹, Moris Adidi Yogia², Rendi Prayuda³, Annisa Mardatillah⁴, Rosmayani⁵

¹ Department of Administration Science, Universitas Islam Riau and Kaharuddin Nasution, Riau 113 Pekanbaru, Indonesia. Email: raja_yena@student.uir.ac.id

² Department of Administration Science, Universitas Islam Riau and Kaharuddin Nasution, Riau 113 Pekanbaru, Indonesia. Email: morisadidiy@soc.uir.ac.id

³ Department of International Relation, Universitas Islam Riau and Kaharuddin Nasution, Riau 113 Pekanbaru, Indonesia. Email: rendiprayuda@soc.uir.ac.id

⁴ Department of Administration Science, Universitas Islam Riau and Kaharuddin Nasution, Riau 113 Pekanbaru, Indonesia. Email: annisa.fisipol@soc.uir.ac.id

⁵ Department of Administration Science, Universitas Islam Riau and Kaharuddin Nasution, Riau 113 Pekanbaru, Indonesia. Email: rosmayani@soc.uir.ac.id

Abstract

This paper is a research study on the science of public administration that analyzes public service innovation from the perspective of best practices at the Riau Province Investment and One-Stop Services Service and analyzes the factors that hinder the implementation of public services based on best practices innovation at the Investment and Investment Service. One-Stop Service for Riau Province. The problems that occurred became the driving force for the authors to conduct research that aims to analyze the process of implementing public service innovations from the perspective of Best Practices at the Investment Service and One-Stop Integrated Services of Riau Province in 2020-2021 and look at the factors that hinder the implementation of public service innovations at the aforementioned agencies. The type of research used in this research is qualitative with data sources derived from two types of data sources, namely primary data in the form of interviews with informants and secondary data obtained through the process of observing and searching for documents that occurred during the research process. The results of the research will be found in how the mechanism of public services at the Capital Services and One-Stop Integrated Services and various obstacles that cause problems with the provision of public services so that they are by public services in the perspective of Best Practice. namely primary data in the form of interviews with informants and secondary data obtained through the process of observing and searching for documents that occurred during the research process. The results of the research will be found in how the mechanism of public services at the Capital Services and One-Stop Integrated Services and various obstacles that cause problems with the provision of public services so that they are by public services in the perspective of Best Practice. namely primary data in the form of interviews with informants and secondary data obtained through the process of observing and searching for documents that occurred during the research process. The results of the research will be found in how the mechanism of public services at the Capital Services and One-Stop Integrated Services and various obstacles that cause problems with the provision of public services so that they are by public services in the perspective of Best Practice.

Keywords: Innovation, Public Service, Best Practice, Riau Province

1. Introduction

Riau Province has 12 administrative areas, Cities, and Regencies which have regional autonomy functions. The rapid development that is taking place in Riau Province is of course supported by various parties such as the investment climate in Riau Province which is growing. The development of the level of domestic and foreign investment in Riau Province has also become one of the problems that the Riau Provincial government has so far faced, namely regarding licensing and non-licensing issues. Licensing is a document and proof of legality that permits legal action by a person or group of people within the realm of state administrative law for an act that is prohibited under statutory regulations. While the Integrated Licensing Service is the implementation of licensing services whose management starts from the application stage to the document issuance stage carried out by the Riau Province Integrated Licensing Service Agency. For licensing and non-licensing problems in Riau Province, the Riau Provincial Government made several breakthroughs aimed at facilitating the process of managing the licensing and non-licensing bureaucracy for the community and investors. It is hoped that the ease of licensing and non-licensing arrangements will further encourage the development of investment activities in Riau Province.

The policy trajectory of privileging innovation as a means to improve the efficiency and effectiveness of public services in the UK has moved at a rapid pace. This commitment has increased as the extent of the economic recession and its impact on public spending has been revealed (Patterson et al., 2009, p. 12). However, the same research also identified that the current economic climate may lead to a focus on less risky types of innovation, regardless of the level of comparative need. *Until now, the problem of public services has become a common concern, a formula is needed in the form of innovation so that public services become even better. Public service innovation has now become a demand that must be carried out by service providers, be it at the central or local government level. Every government agency is required to improve public services to the community in the form of existing innovations. The culture of innovation must be attached to the government that organizes services must be dynamic and always evolving because nowadays with a high level of literature the public has understood and understood their rights and obligations in public services. High quality services are the main concern of public organizations. Information disclosure, when associated with service activities, has helped to make people more aware of their rights and obligations. Therefore, the expectation to be able to get the best service is now also starting to depend on government organizations.*

Service Investment and One-Stop Integrated Service Riau Province as a government institution that provides licensing services to the public must of course lead to efficient, effective, and open work completion as a form of public accountability in realizing a climate of good governance. Public services based on Law No. 25 of 2009 is an activity or series of activities in the context of fulfilling service needs by statutory regulations for every citizen and resident for goods, services, or administrative services provided by public service providers. This understanding indicates that public service is a series of activities carried out by the government to fulfill the basic needs of every citizen.

The current implementation of public services is by the developing public service paradigm, namely the New Public Service (NPS). The New Public Service (NPS) paradigm views the public as citizens or citizens who have the same rights and public obligations. Not only as a customer who is seen by his ability to buy or pay for products or services. Citizens are recipients and users of public services provided by the government and are also subject to various public obligations such as complying with laws and regulations, paying taxes, defending the country, and so on. Diversity in public services encourages the creation of innovative services. Innovative service can be associated with public service innovation. According to Damanpour in Yogi Suwarno, innovation can be in the form of new products or services, new technology, new production process technology, new structural and administrative systems, or new plans for organizational members.

Public service innovation has developed a lot in Indonesia along with regional autonomy. As stated by Supriyono in Abdullah, broad autonomy has given enormous authority to local governments (districts/cities) to regulate and manage the provision of public services by the local choice and local voice of the people (Afrizal, Munaf, Y., Yogia, M.A., Suri, D.M., Prayuda, R., Amri, P. (2023). This mechanism has been widely used by

government agencies. The use of public service innovation has provided best practice public service innovation, such as in Gorontalo with the application of entrepreneurial values in the bureaucracy, and the Jembrana district of Bali, which is famous for its budget efficiency policies through innovative programs in the education and health sectors. *Best Practices* application of public service innovations, in addition to the Jembrana and Gorontalo areas, has also been developed in other areas. Development of public service innovation best practices, among others, such as the implementation of Electronic Government in Sragen Regency. The success of implementing Electronic Government in Sragen Regency is supported by several factors including Leadership with a clear vision, Involvement of all parties, preparation of human resources, gradual implementation, partnership building, and regular evaluation.

Public services based on Law No. 25 of 2009 are activities or a series of activities in order to fulfill service needs in accordance with laws and regulations for every citizen and resident for goods, services, or administrative services provided by public service providers. This definition indicates that public service is a series of activities carried out by the government in order to fulfill the basic needs of every citizen. The implementation of public services is currently in accordance with the developing public service paradigm, namely the New Public Service (NPS). The New Public Service (NPS) paradigm views the public as citizens or citizens who have the same public rights and obligations. Not only as a customer who is seen from his ability to buy or pay for products or services. Citizens are recipients and users of public services provided by the government and at the same time are also subjects of various public obligations such as complying with laws and regulations, paying taxes, defending the State, and so on.

Diversity in public services encourages the creation of innovative services. Innovative services can be associated with public service innovation. According to Damanpour in Yogi Suwarno, innovation can be in the form of new products or services, new technology, new production process technology, new structural and administrative systems or new plans for organizational members. Authority is the right granted by the Riau Provincial Government to do or not to do something to the Head of the Integrated Licensing Services Agency to achieve certain goals. Delegation of authority to sign licensing and non-licensing from the Riau Provincial government to the Head of the Riau Province Integrated Licensing Service Agency based on Governor Regulation Number 26 of 2010 in its implementation there are still several administrative obstacles. Until now, there have been several authorities to sign licensing and non-licensing delegated to the Head of the Riau Province Integrated Licensing Services Agency from the Riau Province Regional Apparatus Work Unit, which can be seen in the following table:

Table. 1.1 Types of Delegation of Licensing and Non-Licensing Authority from the Provincial Government of Riau to the Investment Service and One-Stop Integrated Services

NO	Type of Delegation Authority to Sign Licensing and Non-Licensing to the Investment and One-Stop Services Office of Riau Province
1	Permit for Fisheries and Maritime Affairs
2	Livestock Sector Permit
3	Plantation Sector Permit
4	Mining and Energy Sector Permit
5	Industry and Trade Sector Permit
6	Permit for Agriculture and Food Crops and Horticulture
7	Permit for Land Transportation and Telecommunication Post
8	Public Works Sector Permit
9	Manpower, Transmigration, and Population Permits
10	Permit for Tourism and Culture
11	Forestry Sector Permit
12	Permit for Politics and Community Protection
13	Investment Sector Permit
14	Environmental Permit

Source: Governor Regulation Number 26 of 2010 concerning the Delegation of authority to sign licensing and non-licensing from the Riau Provincial Government to the Head of the Riau Province Integrated Licensing Service Agency (BP2T).

The delegation of authority to sign licensing and non-licensing to the Head of the Riau Province Integrated Licensing Services Agency has been going on since 2010. However, the implementation of these regulations has not been implemented optimally. In carrying out the delegation of authority to sign permits, there are still several technical constraints, such as the lack of socialization of regulations to the public so that the public does not know about the bureaucratic mechanisms for licensing and non-licensing arrangements. Good and quality service has implications for community satisfaction which is a benchmark for the success of government administration. Every government agency is certainly closely related to aspects of public service, both services in the form of goods or services that are directly related to the community, always trying to provide satisfying services.

The issuance of the Regulation of the Minister of State for Administrative Reform and Bureaucratic Reform (PAN-RB) No. 15 of 2008 concerning General Guidelines for Bureaucratic Reform shows the government's seriousness in taking the first steps towards implementing a clean government. All state institutions, from the central to the regional levels, must improve and improve the quality of services provided to the community to achieve the desires and aspirations of bureaucratic reform itself. The government is getting serious about reforming current governance with the issuance of Presidential Regulation (PP) Number 81 of 2010 concerning the Grand Design of Bureaucratic Reform 2010-2025 which forms the basis for Ministries/Institutions/Regional Governments to carry out bureaucratic reform to realize good governance. good governance.

Achievements in bureaucratic reform are the administration of government that is free from KKN, capacity building, and accountability as well as strengthening the orientation towards improving public services. This goal makes bureaucratic reform a step at the upstream level, namely a preventive step which in practice in developing countries and new industries is far more effective and has a long-lasting impact compared to curative corruption eradication (Arif cahyadi. 2016. Improving public services (public services) must receive the main attention of the government because public services are basic social rights from society's social rights or fundamental rights (DHAP Eldo, D Mutiarin. 2018). The government should not neglect the rights of the people to get the best service, because the duty and function of the state is to protect the people and fulfill all their needs to achieve social welfare. The government's rejection or deviation in the administration of public services is contrary to the 1945 Constitution.

Innovation in the public sector is more emphasized on the aspect of "improvement" resulting from these innovation activities, namely the government can provide public services more effectively, efficiently, and with quality, cheap, and affordable according to community needs. Innovation in the public sector is one way or even a "breakthrough" to overcome bottlenecks and organizational needs in the public sector. In addition to carrying out maximum services, both the central government and local governments are also required to innovate in the public sector in the areas described in Presidential Regulation (PP) Number 81 of 2010 concerning the Grand Design of Bureaucratic Reform 2010-2025. Currently, innovation in the delivery of public services is not only carried out at the central level but at the sub-district level, a service innovation is also needed to be able to meet the needs of the community in the field of public services.

Service performance concerns work results, work speed, work carried out by customer expectations, and timeliness in completing work. If this error is the reason for the occurrence of complaints that are often heard from the public related to government apparatus, apart from being convoluted due to a rigid bureaucracy, the behavior of the apparatus which is sometimes unfriendly, timeliness, quantity and quality of service are still very low.

Until now, public service issues have become a common concern, a formula is needed in the form of innovation so that public services can be even better. Public Service Innovation is now a demand that must be carried out by service providers, both at the Central Government and Regional Government levels. Every government agency is required to improve public services to the community in the form of existing innovations. The culture of innovation must be attached to the government that provides services that must be dynamic and always evolving because at present, with a high level of literature, the public understands and understands their rights and obligations in public services. Implementing DPMPSTSP Riau Province has the intent and purpose of providing

easy licensing and non-licensing services to the community by the principles of good governance. There are many types of services available including the investment service and one-stop integrated services, namely as many as 18 types of services, both licensing and non-licensing.

Every customer (community) has the same right to good public service. Poor service will result in them being dissatisfied, this can be caused by a lack/weak awareness of the tasks and work that is the responsibility of the leadership, staff, systems, procedures, and work methods that are inadequate so that the working mechanism does not work as expected, the organization of service tasks is not appropriate, the employee's income is not sufficient for their minimum living needs, the employee's ability is inadequate for the tasks assigned to him, and adequate service facilities are not available. Several public views on services at the Investment and One-Stop Services Office of Riau Province show the impression that customer (community) complaints occur due to slow officer service, convoluted procedures, non-transparency, collusion, discrimination, uncertainty, long waits, and protracted -late, while what they want is convenience in managing their interests, getting reasonable service, getting equal treatment without favoritism, getting honest and forthright treatment.

Low service performance will create a bad image for government agencies, where dissatisfied customers (the public) will tell others (negative word of mouth). Conversely, the higher the service performance, the added value will spread positively (positive word of mouth) which is difficult for organizations to control because they are satisfied with their services. Seeing this requires innovation in the public sector, especially DPMPTSP, to put more emphasis on the "improvement" aspect resulting from these innovation activities, namely the government can provide public services more effectively, efficiently, and with quality, cheap, and affordable according to community needs. Innovation in the public sector is one way or even a "breakthrough" to overcome bottlenecks and organizational needs in the public sector. One of the Public Service Innovation Concepts that can be applied is the Best Practice concept.

2. Research Method

The type of research used in this research is qualitative, which describes the actual situation of what was there at the time of the research based on the author's observations in the field by collecting data, clarifying, and analyzing it so that an analysis formulation of the problems encountered is obtained. Then with the qualitative research method, this method seeks to provide an overview of the situation in the field so that this method aims to accumulate data and draw conclusions from the research (Rauf, R., Prayuda, R., Munaf, Y. (2023). According to Sugiyono, the qualitative research method is often called the naturalistic research method because the research is carried out in natural conditions (natural setting), also known as the ethnographic method because initially this method was more widely used for research in the field of cultural anthropology, referred to as a qualitative method because the data collected is more qualitative analysis (Sugiyono, D. (2010).

A research location is a place where researchers conduct research, especially in capturing phenomena or events that occur from the object under study to obtain accurate research data. As for the author's research location, namely: Investment Service and One-Stop Integrated Services of Riau Province. The research data sources include: Primary data, namely data obtained directly from informants (respondents). In this research, data were obtained directly from the research location using face-to-face meetings. Secondary data is data obtained from various sources in Investment and One-Stop Service Office of Riau Province in the form of regulatory documents related to public services, this is adjusted to research needs

3. Results and Discussion

Good and quality service has implications for community satisfaction which is a benchmark for the success of government administration. Every government agency is certainly closely related to aspects of public service, both services in the form of goods or services that are directly related to the community, always trying to provide satisfying services (Pertiwi, R. (2012). Commitments related to Bureaucratic Reform are not only at the level of the central government but even at the lowest levels of government, they must begin to organize their

governance systems that can prioritize the interests and satisfaction of the people with services, including the District Government of Sekalipun. Even though the sub-district government is not the last line of defense in the delivery of public services, the role of the sub-district government is very important as an extension of the district government (Prasojo, Eko, Teguh kurniawan dan Azwar Hasan (2007).

Some public views on services at the Riau Province One-Stop Investment and Integrated Services Office show the impression that customer (community) complaints occur because officer services are slow, convoluted procedures, non-transparent, collusion, discrimination, uncertainty, long waits, and protracted, while what they want is convenience in managing interests, getting reasonable service, getting the same treatment without favoritism, getting honest and straightforward treatment. The Riau Province One-Stop Investment and Integrated Service Office as a government institution that provides licensing services to the public must certainly lead to the completion of efficient, effective and open work as a form of public accountability in realizing a good governance climate.

A best practice can be defined as an efficient and effective method of accomplishing a task, based on repeatable rules that have proven effective for many people over a long period of time. The term best practice is often used to describe the process of developing a standard method of doing something that can be used by various organizations such as in the fields of management, policy, or software systems. A good public service process is directly related to the results of good policy implementation. However, policies are considered good if they are able to be understood thoroughly or clearly by all parties in the tripartite concept. The clarity of the policy itself can be characterized by its transparency in planning until the end of evaluation. The implementation and development of best practice public service innovations, among others, the successful implementation of Electronic Government is supported by several factors including:

1. Strong political leadership with a clear vision.

Change management, to overcome organizational and cultural problems can only be done well with the support of strong leadership. Organizational and cultural challenges are generally more difficult to resolve than technological challenges. Change management is necessary to ensure the success of e-government implementation.

2. Involvement of all parties.

Strong leadership has provided a good climate to raise mutual awareness of the importance of all parties' support for e-government. The early stages of implementation were not without obstacles. The initial opening of the Integrated Service Office (KPT) has led to cynicism from many parties. The adoption of innovation, in this case KPT, if it has not been proven to be useful is often met with resistance. However, when the innovation has been proven, it will be easy to get the support of many parties. Involving all parties will reduce this resistance.

3. Human resource preparation.

In e-government implementation, one of the most obvious obstacles in the early stages is the capability of human resources. In addition, another major problem is changing the mindset. Training, consultation, and comparative studies to several private companies were conducted. Even the uniforms of staff at the KPT are not far from the uniforms of employees in private companies such as banks. To deal with the problem of individual capability, information technology training is conducted regularly. Each Head of Department must even be accompanied by a trained operator.

4. Phased implementation.

Phased implementation is another lesson learned. KPT is a good choice to start e-government implementation. Apart from involving many parties, the impact on public services can be felt immediately. Besides being able to deal with limited resources, this gradual implementation will also facilitate the diffusion process by reducing risks and lowering resistance.

5. Partnership building.

Partnerships with various parties were developed. For example, the application for ID card printing is the result of a profit-sharing collaboration with a private company. Thus, the investment that must be spent is not too large without sacrificing service quality.

6. Conduct regular evaluations.

To measure the success of e-government, the Sragen Regency Government conducts regular evaluations although they are still limited to the quality of public services provided by KPT. Every year, KPT conducts a survey to service users, to measure quality, and at the same time get feedback for improvement. Based on the supporting factors for the successful implementation of Electronic Governance above, several supporting factors for success are used as benchmarks for determining the factors that are the strengths and weaknesses of implementing innovation, namely: leadership with a strong vision, involvement of all parties, preparation of human resources, regular evaluation. Best Practice in public services, in fact, cannot be concluded in one institution or one research study alone. The assessment of whether or not the implementation of public policy is good or not is not only focused on how the government and the bureaucratic institutions under it carry out the service process, but is broadly related to participation and change in society. So it cannot be concluded that a service process is good or bad only by looking at its implementation, but also by assessing active participation by the community.

The DPMPTSP Office has conducted online licensing regarding the issuance of permit recommendation letters, but the facts in the field are that there are still complaints and complaints from the public both directly and through the mass media, such as: complicated procedures, complaints about the length of permit issuance and data verification related to permit recommendations, and this is exacerbated by the absence of confirmation from the agency regarding the length of issuance so that students become confused and wonder about the cause of the length of time the permit is issued, whether there is an error in entering data or other causes.

Through the use of the online system there is also a problem that there are several sites listed in the requirements that must be downloaded through the DPMPTSP website that are difficult to access, the telephone address that cannot be contacted makes a bad image for licensing services. Seeing this, innovation is needed in the public sector, especially DPMPTSP, so that it emphasizes the "improvement" aspect resulting from these innovation activities, namely the government is able to provide public services more effectively, efficiently and with quality, cheap and affordable according to community needs. Innovation in the public sector is one way or even a "breakthrough" to overcome congestion and organizational needs in the public sector. One of the Public Service Innovation Concepts that can be applied is the concept of Best Practice.

Based on the data obtained from the results of the interviews conducted, the implementation of public service innovation in the Best Practice Perspective at the Investment Service and One-Stop Integrated Services of Riau Province in 2020-2021. There is a flow or service procedure that must be passed to get service at the Investment and One-Stop Services Office (DPMPTSP) of Riau Province. The requirements needed for services are available on the table and have also been framed and attached to the wall in the room so that the public can see or also take photos of the administrative requirements that you want to make. The procedure to go through to get service at DPMPTSP is starting with visiting the reception desk to convey the intention of obtaining the desired permit, then the applicant is required to fill out the guest book and take a queue number, the next step is to fill out the form that is addressed after that the applicant is instructed to wait until called to the administration desk. The community as an applicant can also ask for an explanation from the officer from the initial stage to the final stage of making permits.

On the aspect of facilities and infrastructure, the information provided by the informant was that the condition of the room in the Riau Province DPMPTSP service environment was very neat and clean. We provide the number one service. This can be seen we provide space and seats waiting for the community. Then the place for community consultation. We comply with service standards. As well as availability at our service point, of course, we provide a large waiting room. This is adjusted if there is a long queue. Then, there is also available wifi that can be used by the community for free (Holle, E. S. (2011). There is a special room for breastfeeding

mothers. Comfort is our priority. The conditions for Information and Communication Technology (ICT) in the DPMPTSP environment in providing services are up to standard and up to date. The connection can now be connected to the central service. Also, people don't need to come to the office to take care of administration, they can go online. So we can provide services offline or at the office or online.

The service time at DPMPTSP for completion is by the Standard Operating Procedure (SOP), namely the work is carried out on weekdays. And payment fees also follow the Standard Operating Procedure (SOP), if there are additions, the applicant can make a report to the head of the Riau Province DPMPTSP. The speed and accuracy of completing documents received by the public adjusts the SOP and if it does not match the time according to the SOP, then it is the responsibility of the DPMPTSP of Riau Province. Information obtained regarding the spirit of cooperation and loyalty shows that employee discipline has been good. This can be seen in the fingerprint attendance used by DPMPTSP. Discipline employees in coming to the office and providing services can be on time. The attitude of employees and officers in providing services is good (Noor Khalifah. 2016). Over the past few years, there have been no complaints about the services we provide. However, if there are public complaints about our services, we can provide input to the office or the DPMPTSP Riau Province email. The concern of officers in the Riau Province DPMPTSP environment is good. Officers serve the community from the initial stages of service to the end of service. Then if there are further questions the officers provide a number that can be contacted so that people do not have to come to the office.

The ability and skills of officers in providing services can be seen when officers explain the programs requested by the community. If the community asks the officer immediately explains according to the community's request. To be fair providing this service depends on the community. If there is an injustice in providing services, you can contact the head of DPMPTSP Riau Province. Because all officers work according to the official SOP. Not all officers responded to requests from the community. Because officers work according to SOP. If it's not in the SOP, of course, the officer asks the superior first. The factors that become inhibiting the implementation through the use of the online system there is also the problem that there are several sites listed in the requirements that must be downloaded through the DPMPTSP website, which are difficult to access, telephone addresses that cannot be contacted create a bad image for licensing services. In addition to the problems above, there is also uncertainty regarding the completion of permits sent because based on statements in interviews stating that there is a possibility of delays in the completion of permits depending on the density of services or not, so this has caused dissatisfaction from the public who think that the DPMPTSP service is unable to accommodate a large number of permit applications. Lots. So it is very necessary to have improvements and innovations made to make it easier for the community to manage permits.

4. Conclusion

Commitments related to Bureaucratic Reform are not only at the level of the central government but even at the lowest levels of government, they must begin to organize their governance systems that can prioritize the interests and satisfaction of the people with services, including the District Government of Sekalipun. Even though the sub-district government is not the last line of defense in the delivery of public services, the role of the sub-district government is very important as an extension of the district government. Quality and high-quality services are the main concern of public organizations. Disclosure of information, when linked to service activities, helps encourage people to become more aware of their rights and obligations. Therefore, Facing licensing and non-licensing problems in Riau Province, the Riau Provincial Government made several breakthroughs aimed at facilitating the process of managing the licensing and non-licensing bureaucracy for the public and investors. It is hoped that the ease of licensing and non-licensing arrangements will further encourage the development of investment activities in Riau Province. However, the breakthroughs made will also bring up several obstacles that occur in this research, one form of the obstacle is the lack of public awareness of the importance of providing input and criticism of the DPMPTSP Service through the platform that has been provided.

Author Contributions: All authors contributed to this research.

Funding: Not applicable.

Conflict of Interest: The authors declare no conflict of interest.

Informed Consent Statement/Ethics Approval: Not applicable.

References

- Afrizal, Munaf, Y., Yogia, M.A., Suri, D.M., Prayuda, R., Amri, P. (2023). Government-owned digital services to overcome the spread of COVID-19, case in Indonesia. *International Journal of Sustainable Development and Planning*, Vol. 18, No. 5, pp. 1553-1563. <https://doi.org/10.18280/ijstdp.180526>
- Arif cahyadi. 2016. *Penerapan Good Governance dalam Pelayanan Publik (Studi Tentang Kualitas Pelayanan Elektronik Kartu Tanda Penduduk Berbasis good Governance Dikecamatan Sukolilo Surabaya)* [Implementation of Good Governance in Public Services (Study of the Quality of Electronic Identity Card Services Based on Good Governance in Sukolilo District, Surabaya)]. *Jurnal penelitian Administrasi Publik*. Volume 2 No.2 Hal 479-494
- DHAP Eldo, D Mutiarin. 2018. *Analisis Best Practice Inovasi Pelayanan Publik (Studi pada Inovasi Pelayanan "Kumis MbahTejo" di Kecamatan Tegalrejo Kota Yogyakarta)* [Analysis of Best Practice Public Service Innovation (Study of "Mumis MbahTejo" Service Innovation in Tegalrejo District, Yogyakarta City)]. *Jurnal Manajemen Pelayanan Publik*. Volume 2 No.2 Hal 158
- Dwi Andayani Budisetyowati. 2012. *Prinsip-Prinsip Good Governance dalam Pelayanan publik* [Principles of Good Governance in Public Services]. Fakultas Hukum Tarumanegara.
- E Pransiska. 2018. *Inovasi Pelayanan Publik dalam Perspektif Best Practice (Praktik Terbaik) Pada Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kota Pekanbaru* [Public Service Innovation from a Best Practice Perspective at the Pekanbaru City Investment and One-Stop Integrated Services Service (DPMPTSP)]. *Jurnal penelitian Fakultas Ilmu Sosial dan Politik*. Volume 2 No.2 Hal 2-4
- Hadjon, P. M., & dkk. (2011). *Hukum Administrasi dan Tindak Pidana Korupsi* [Administrative Law and Corruption Crimes]. Yogyakarta: UGM Press.
- Holle, E. S. (2011). Pelayanan Publik Melalui E- Government : Upaya Meminimalisir Praktek Maladministrasi dalam Pening- katan Publik Service [Public Services Through E-Government: Efforts to Minimize Maladministrative Practices in Improving Public Services]. *Jurnal Sasi*, 21-30.
- Juliantara, D. (2005). *Peningkatan Kualitas Pemerintah Daerah dalam Pelayanan Publik* [Improving the Quality of Regional Government in Public Services]. Yogyakarta: Pembaruan.
- Klitgaard, R. (1998). *Membasmi Korupsi*. Jakarta: Yayasan Obor Indonesia.
- Moleong, L. (2011). *Metodelogi Penelitian Kualitatif Edisi Revisi* [Qualitative Research Methodology Revised Edition]. Bandung: Remaja Rosdakarya.
- Nanang Martono. 2015. *Metode Penelitian Sosial* [Social Research Methods]. Rajagrafindo Persada: Jakarta
- Noor Khalifah. 2016. *Penerapan Prinsip-Prinsip Good Governance Di kantor Kecamatan Sungai Pinang Kota Samarinda* [Implementation of Good Governance Principles in the Sungai Pinang District office, Samarinda City]. *E-Jurnal Administrasi Negara*. Vol.4 No.2 2016:4119-4131
- Pertiwi, R. (2012). *Analisis Best Practice pengelolaan pedagang kaki lima (studi pada relokasi pedagang kaki lima monumen '45 Banjarsari ke Pasar Klitithikan Notoharjo Kota Surakarta)* [Analysis of Best Practices for managing street vendors (study on the relocation of '45 Banjarsari monument street vendors to Klitithikan Notoharjo Market, Surakarta City)]. Universitas Indonesia.
- Prasojo, Eko, Teguh kurniawan dan Azwar Hasan (2007). *Reformasi birokrasi dan inovasi Birokrasi: Studi di Kabupaten Sragen* [Bureaucratic reform and bureaucratic innovation: Study in Sragen Regency]. Jakarta : Yappika.
- Prayuda, R., Syafrinaldi, Akbar, D, Nurman, Sary, D.V. (2022). Development of Penyengat Island area as an international tourism area based on heritage tourism. *International Journal of Sustainable Development and Planning*, Vol. 17, No. 4, pp. 1367-1371. <https://doi.org/10.18280/ijstdp.170434>
- Rauf, R., Prayuda, R., Munaf, Y. (2023). Model of government development for MSMEs through One Village One Product (OVOP) concept by the cooperatives and MSMEs office in Rokan Hilir Regency. *International Journal of Sustainable Development and Planning*, Vol. 18, No. 2, pp. 635-640. <https://doi.org/10.18280/ijstdp.180234>.

Sugiyono, D. (2010). Memahami penelitian kualitatif [Understanding Qualitative Research]. Jakarta. Rineka Cipta.

Dynamics of the Generation Planning Program (Planning Program) in Anticipating Juvenile Delinquency in Riau Province

Ria Noviana¹, Moris Adidi Yogia², Rendi Prayuda³, Annisa Mardatillah⁴, Septian Wahyudi⁵

¹ Department of Administration Science, Universitas Islam Riau and Kaharuddin Nasution, Riau 113 Pekanbaru, Indonesia. Email: ria_noviana@student.uir.ac.id

² Department of Administration Science, Universitas Islam Riau and Kaharuddin Nasution, Riau 113 Pekanbaru, Indonesia. Email: morisadidiy@soc.uir.ac.id

³ Department of International Relation, Universitas Islam Riau and Kaharuddin Nasution, Riau 113 Pekanbaru, Indonesia. Email: rendiprayuda@soc.uir.ac.id

⁴ Department of Administration Science, Universitas Islam Riau and Kaharuddin Nasution, Riau 113 Pekanbaru, Indonesia. Email: annisa.fisipol@soc.uir.ac.id

⁵ Department of Administration Science, Universitas Islam Riau and Kaharuddin Nasution, Riau 113 Pekanbaru, Indonesia. Email: Septianwahyudi21@soc.uir.ac.id

Abstract

This research is a study of social problems that occur in the community, especially at the youth level that occurs in various regions in Riau Province. The large number of teenagers who fall into negative behavior such as drug abuse, free sex which eventually becomes the reason for early marriage, to contracting infectious diseases such as HIV/AIDS. The problems that threaten young people will have an impact on the quality of youth as development actors and readiness to build a family. So that as an effort to respond to various problems related to youth, the government carried out various programs and activities which were distributed to related agencies according to the main tasks and functions that have been regulated in legislation. To support law number 52 of 2009, it is very necessary attention from government agencies to realize the achievement of improving the quality of youth through the Generation Planning Program. This research is qualitative in nature with data sources from literature studies and other supporting documents. This research will produce findings in the form of the role provided by the Generation Planning program in anticipating and preventing juvenile delinquency in Riau Province. In the research results, it will also be found factors that hinder the success of the Generation Planning Program, one of which is the low understanding and attitude of the community towards this program.

Keywords: Generation Planning, Youth Generation, Riau Province

1. Introduction

Riau Province has 12 administrative areas, Cities, and Regencies which have regional autonomy functions. Adolescence is a transitional period from childhood to adulthood. Adolescent life is a life that is very decisive for their future life. In 2021, the population of Riau Province according to the age group of 10-19 years is very large, around 1,162,863 people, the number of adolescents aged 15-19 reaches around 1,130,837 people, and the

number of adolescents aged 20-24 is around 1,139,586 people. (Projection Data, 2021). Seeing the very large number, adolescents as the next generation of the nation need to be prepared to become physically, mentally, mentally and spiritually healthy humans. We must utilize the demographic bonus as much as possible so that the momentum of the demographic bonus, which is only once in the life span of a nation or region, can really contribute positively to creating the welfare of a region. This can be achieved with one of the prerequisites that all people of productive age do not become a burden of development but become development capital, which is proven by the fact that they are all productive, creative, innovative and also not unemployed.

The ideals of an advanced Indonesia must of course be filled with generations that are smart, resilient, productive and also have character. Therefore, in order for the demographic bonus to be optimally utilized and the ideals towards a golden Indonesia in 2045 towards an advanced Indonesia can be achieved, one of the efforts that we must always increase is to build the younger generation, especially teenagers, so that they do not get caught up in things that are detrimental to themselves such as drug / drug abuse, free sex, HIV / AIDS to early marriage. We cannot deny that today many of our teenagers are involved in drug use, free sex, early marriage and HIV/AIDS. The long-term use of drugs will certainly lead to dependence on these illegal drugs and even the danger of death is ready to lurk in our teenagers who have over-dosed the abuse of these drugs. There are many examples of how many teenagers who are trapped in drug cases are then unable to continue their education to a higher level or even their lives end up behind bars, aka prison. Even for adolescents who are already addicted to these drugs, healing takes time and requires a lot of money, which is certainly a burden on development.

Based on the results of the 2020 population census, the total population in Pekanbaru City is 983,356 people consisting of 495,117 men and 488,239 women. A large population is of course a major capital for development if the population is of good quality, but if the population is not qualified a large population is a burden that can hinder the pace of development to create prosperity. Based on the projected population of Pekanbaru City, in 2021 it will enter a demographic bonus where the productive age population is more than the non-productive age population or in other words the population dependency rate in Pekanbaru City is below 50, which means 2 (two) productive age residents bear 1 (one) non-productive age population. In the yellow background pocketbook, the Education Office of Riau Province Basic Data on the Education Number of schools according to status for 2021, a total of 29 public schools at the SMA, SMK, and SLB levels. And a total of 113 private schools at the SMK, SMK, and SLB levels. Adolescence can be said to be a productive age where youth can later contribute more to the development of a country, bearing in mind that youth is the nation's next generation and agents of change, so they have a very important role in helping the process of achieving a nation's goals (Afrizal, Munaf, Y., Yogia, M.A., Suri, D.M., Prayuda, R., Amri, P. (2023)).

Adolescence is a period of transition from childhood to adulthood. Adolescent life is a very decisive life for their future life. In 2021 the population of Riau Province according to the age group of 10-19 years is very large, around 1,162,863 people, the number of teenagers aged 15-19 reaches around 1,130,837 people, and the number of teenagers aged 20-24 is around 1,139,586 people. (Projection Data, 2021). Seeing the very large number, youth as the next generation of the nation need to be prepared to become healthy human beings physically, spiritually, mentally, and spiritually (Akbar D., Setiawan A., Prayuda R., Putra A., Aznor A. and Yudiantmaja W. E. 2020). Of course, we must make maximum use of the presence of this demographic bonus so that the momentum of the presence of a demographic bonus that only occurs once in the life span of a nation or region can truly contribute positively to creating the prosperity of a region. This can be achieved with one of the preconditions that all people of productive age are not a burden for development but instead become capital for development as evidenced by the fact that they are all residents who are productive, creative, innovative, and also not unemployed.

The ideals of an advanced Indonesia must of course be filled by generations who are intelligent, tenacious, productive, and also with character. For this reason, so that the demographic bonus can be used optimally and we can achieve the goal of achieving a golden Indonesia in 2045 towards an advanced Indonesia, one of the efforts that we must always improve is to build the younger generation, especially teenagers, so they don't get stuck in things that harm themselves such as drug abuse, free sex, HIV/AIDS to early marriage. We cannot deny that these days many of our youth fall into drug use, free sex, and early marriage and are exposed to HIV/AIDS.

Long-term use of drugs/drugs will certainly lead to dependence on these illegal drugs and even the danger of death is ready to lurk in our youth who have overdosed on the abuse of these illegal drugs. There have been many examples of how many teenagers who are trapped in drug cases are unable to continue their studies to a higher level or even end their lives behind bars, aka prison. Even so, for teenagers who are already addicted to drugs/drugs, healing takes time and requires a lot of money, this is of course a burden for development.

In addition to drug use, free sex also hurts the demographic bonus and efforts toward a golden Indonesia in the future. Apart from causing unwanted pregnancies or pregnancies outside of marriage, free sex among adolescents who often change partners can also lead to HIV/IDS. To this day, no cure has been found. Free sex that results in unwanted pregnancies in adolescents can also result in unsafe abortion decisions being carried out by adolescents, and of course, this will also increase the risk of maternal mortality and infant mortality due to unsafe abortions.

The incidence of early marriage among adolescents, especially girls under the age of 19 (nineteen) due to various causal factors, can also hurt the women themselves. Women who are married under the age of 19 (nineteen) years mean that their reproductive organs are not ready so when the woman has sex this can trigger what is called cervical cancer. Even so, if the woman is pregnant or pregnant, her child can have an impact on the incidence of stunting (Bentham, Jeremy. (2000)). This is because nutrition should only be intended for the fetus, but because the growth of the expectant mother is also not optimal, the nutrition consumed by the mother must be shared between the prospective child and the mother herself.

Table 1: Juvenile Delinquency in Riau Province by Regency/City in 2019-2021

No	Total Juvenile Delinquency Prov. Riau in 2019		Total Juvenile Delinquency Prov. Riau Year 2020		Total Juvenile Delinquency Prov. Riau in 2021	
1	Rohil	637,161	Rohil	647,791	Rohil	709,561
2	Rohul	561,385	Rohul	570,952	Rohul	692,237
3	Dumai	835,336	Dumai	923,452	Dumai	467,891
4	Kep. Meranti	206,116	Kep. Meranti	290,460	Kep. Meranti	490,501
5	Bengkalis	565,569	Bengkalis	573,504	Bengkalis	698,365
6	Siak	457,940	Siak	466,683	Siak	573,091
7	Pelelawan	390,046	Pelelawan	399,264	Pelelawan	495,167
8	Kampar	841,332	Kampar	857,752	Kampar	967,296
9	Pekanbaru	983,356	Pekanbaru	995,585	Pekanbaru	998,988
10	Kuansing	334,943	Kuansing	339,894	Kuansing	466,329
11	Inhil	654,909	Inhil	658,025	Inhil	792,561
12	Inhu	444,548	Inhu	453,241	Inhu	458,459
	Amount	6,498,661	Amount	6,889,603	Amount	7,309,885

Source: Central Bureau of Statistics Riau Province

As seen in the table above there is an increase in juvenile delinquency every year and the city of Pekanbaru is the area with the highest rate of juvenile delinquency. Several youth problems that are counter-productive to optimal utilization of the demographic bonus and also our efforts towards Golden Indonesia to create a developed Indonesia must be overcome together (Canning, D., Finlay, JE, & Ozaltin, E. (2009). Efforts to prevent Indonesian youth in general and Pekanbaru City in particular from being trapped in early marriage behavior, risky behavior such as free sex, and also avoiding HIV/AIDS must be carried out together at home, at school, and in the community.

However, the condition of teenagers today is not without challenges. There are still problems that threaten youth, especially those related to reproductive health and nutrition which will impact their quality as development actors and their readiness to build a family (Davina, F. (2017). Puberty or earlier sexual maturity (internal aspect) and accessibility to various media and negative peer influences (external aspect) make adolescents vulnerable to risky sexual behavior. Thus, adolescents are vulnerable to experiencing pregnancies at an early age, pregnancies outside of marriage, unwanted pregnancies, and infection with sexually transmitted diseases to unsafe abortions. Currently, there are still 36 out of 1000 women aged 15-19 who have been pregnant and given birth. Compare with Australia 15 (2010), Algeria 9 (2008), and Andorra 4 (2010). In Indonesia, one in nine girls is married before the age of 18 (SUSENAS, 2016). Of the 62,558,408 families in Indonesia (the results of the June 2018 BDKI update), 2.66 percent of them are headed by males under the age of 19 (BKKBN, Profil Keluarga Indonesia, 2018).

Various studies have shown that adolescent girls aged 10-14 years have a five times higher risk of dying during pregnancy and childbirth than women aged 20-25 years. In addition, there is a risk of experiencing reproductive health problems such as cervical cancer and physical trauma to intimate organs. They are also 11 times more likely to be out of school (dropouts) compared to girls who are still in school. In terms of family resilience, have the potential to experience failure in building a family. BPS data (2010) shows that the highest number of divorce cases occurs in the age group of 20-24 years with less than five years of marriage. The high divorce rate in this group is a result of marriages being carried out at a young age so that they are not ready to live a family life. Women who are pregnant and give birth at an early age also have a high tendency to give birth to stunted children. The results of a study in 55 middle- and low-income countries show that there is a relationship between the age of the mother at childbirth and the incidence of stunting: the younger the mother at the time of delivery, the more likely she is to give birth to a child who is stunted (Herdiana, E. (2022). BPS data (2010) shows that the highest number of divorce cases occurs in the age group of 20-24 years with less than five years of marriage.

The high divorce rate in this group is a result of marriages being carried out at a young age so that they are not ready to live a family life. Women who are pregnant and give birth at an early age also have a high tendency to give birth to stunted children. The results of a study in 55 middle- and low-income countries show that there is a relationship between the age of the mother at childbirth and the incidence of stunting: the younger the mother at the time of delivery, the more likely she is to give birth to a child who is stunted (Irlansyah, I., Rusmiati, R., Rhamadana, I., & Ilossa, A. (2022). BPS data (2010) shows that the highest number of divorce cases occurs in the age group of 20-24 years with less than five years of marriage. The high divorce rate in this group is a result of marriages being carried out at a young age so that they are not ready to live a family life. Women who are pregnant and give birth at an early age also have a high tendency to give birth to stunted children. The results of a study in 55 middle- and low-income countries show that there is a relationship between the age of the mother at childbirth and the incidence of stunting: the younger the mother at the time of delivery, the more likely she is to give birth to a child who is stunted (Irlansyah, I., Rusmiati, R., Rhamadana, I., & Ilossa, A. (2022).

The high divorce rate in this group is a result of marriages being carried out at a young age so that they are not ready to live a family life. Women who are pregnant and give birth at an early age also have a high tendency to give birth to stunted children. The results of a study in 55 middle- and low-income countries show that there is a relationship between the age of the mother at childbirth and the incidence of stunting: the younger the mother at the time of delivery, the more likely she is to give birth to a child who is stunted. The high divorce rate in this group is a result of marriages being carried out at a young age so that they are not ready to live a family life. Women who are pregnant and give birth at an early age also have a high tendency to give birth to stunted children. The results of a study in 55 middle- and low-income countries show that there is a relationship between the age of the mother at childbirth and the incidence of stunting: the younger the mother at the time of delivery, the more likely she is to give birth to a child who is stunted (Las Priyanti, I. (2021). The results of a study in 55 middle- and low-income countries show that there is a relationship between the age of the mother at childbirth and the incidence of stunting: the younger the mother at the time of delivery, the more likely she is to give birth to a child who is stunted. [6] The results of a study in 55 middle- and low-income countries show that there is a relationship between the age of the mother at childbirth and the incidence of stunting: the younger the mother at the time of delivery, the more likely she is to give birth to a child who is stunted (Las Priyanti, I. (2021).

The Planning Program program is a government strategy to address human development issues, especially adolescents. This program focuses on fostering Indonesian adolescents to become visionary adolescents who avoid the risk of the KRR Triad (Sexuality, HIV / AIDS, Drugs). The conclusion of this research is that this program has two approaches, namely Bina Keluarga Remaja (BKR) and Information Counseling Center (PIK). The program is implemented with several strategies including: approach, youth friendly, learning, institutionalization, and achievement. The suggestion given for this research is that BKKBN Bandar Lampung City should make a clearer SOP for implementing the program when making program planning, increase socialization with related institutions to develop this program because not all teenagers know its existence, and hold a periodic evaluation activity to measure the success of achieving its targets. One of the efforts made to address these youth problems is through the Generation Planning Program (Planning Program) through the Youth Information and Counseling Center (PIKR), Youth Family Development (BKR), Riau Indonesian Planning Program (GIR), and Planning Program Forums in every District/District. City (Maulana, JF (2020).

The Planning Program program is a program that promotes the formation of national character among the younger generation. The Planning Program program is a forum for developing national character because it teaches youth to stay away from Early Marriage, Premarital Sex, and Drugs to become resilient youth and be able to contribute to development. PLANNING PROGRAM (GENeration planning) is a program developed by the National Population and Family Planning Agency (BKKBN) with program target groups, namely: Teenagers aged 10-24 years but not married, Unmarried students/students, Families, Communities who care about the lives of teenagers The purpose of developing the Planning Program program by BKKBN is to prepare family life for adolescents in terms of Planned educational levels, Careers in planned jobs, and Marriage with full planning by the reproductive health cycle.

Since the beginning of 2013, the promotion of the Generation Planning Program has been encouraged through advocacy programs aimed at forming youth family development forums and youth or student information and counseling centers. According to data from the Women's Empowerment Service, Child Protection and Population Control in Riau Province. In Pekanbaru City in 2021 there will be 34 Youth Family Development groups and 13 Youth Information and Counseling Center groups and 1 Student Information and Counseling Center group that has been formed. The establishment of Information and Counseling Centers for Youth or Students was achieved at almost all levels of the region starting from sub-districts to village areas, both education pathways (SLTP basis, SLTA base, AND SLTA base and PT base) as well as social pathways based on religion, youth, and others. In overcoming the youth problem, the Indonesian government, through the BKKBN, has a Generation Planning Program, one of the targets of which is youth. For this reason, this research will focus on "Dynamics of Planning Program Programs in Efforts to Prevent Juvenile Delinquency in Pekanbaru City, especially those related to early marriage, free sex, drug/drug abuse, and also HIV/AIDS".

2. Research Method

The method chosen in conducting research is descriptive qualitative. Where the author emphasizes the analysis of literature. Qualitative methods are more adaptable to many shared influences and the pattern of values encountered. By using a qualitative research approach, researchers can recognize subjects and feel what they experience in everyday life. Qualitative research emphasizes the ongoing process that occurs rather than focusing on results. This study uses data collection techniques in the form of literature studies. The data from this study were selected and processed from various literature such as scientific journals, books, magazines, newspapers, and visits to internet websites and other sources that support research.

Qualitative research methods are often called naturalistic research methods. The research is carried out in natural conditions (natural setting), also known as the ethnographic method because initially this method was used more for research in the field of cultural anthropology, referred to as a qualitative method. After all, the data collected is analyzed. more qualitative (Sugiyono, D. 2001).

3. Results and Discussion

Good and quality service has implications for community satisfaction which is a benchmark for the success of government administration. The Planning Generation program was socialized to various schools and universities as a response to Law No. 52 of 2009 on Population Development and Family Development. Article 48 paragraph 1 (b) of the Act states "Improving the quality of adolescents by providing access to information, education, counseling and services on family life". The Generasi Berencana (Planning Program) program is seen as suitable for the current conditions, namely problems surrounding adolescent issues such as sexuality, HIV AIDS, low knowledge of reproductive health, and the relatively low average age of first marriage for women. The Planning Program program is a program to facilitate the realization of Tegar Remaja, namely adolescents who behave healthily, avoid the risk of the KRR Triad, delay the age of marriage, have family life planning to create a Small Happy Prosperous Family and become examples, models, idols and sources of information for their peers. Planning Program are teenagers/students who have the knowledge, attitude and behavior as teenagers/students, to prepare and plan carefully for family life. Planning Program teenagers or students who are able to go through the levels of education in a planned manner, have a career in a planned job, and get married with full planning according to the Reproductive Health cycle.

Efforts made to overcome the problems of adolescents, including through the Youth Reproductive Health Information and Counseling Center (PIK KRR) will be very meaningful to answer the problems of adolescent reproductive health. In addition, it is also a means for adolescents to consult to develop their positive willingness and ability. Youth Counseling Information Center (PIK Remaja) is a forum for activities of the Family Life Preparation program for adolescents managed from, by and for adolescents to provide information and counseling services on reproductive health and family life planning.

Future planning for teenagers is an important thing that needs to be prepared as much as possible. Generally, teenagers have not considered that there is no need to think about it when they are still in education. Although everyone has different talents and interests, still, there are many teenagers who carelessly follow their peers and make the wrong decision in taking their field of study. The Indonesian government through the generation plan (Planning Program) program seeks to direct adolescents regarding their future. The purpose of this study is to describe adolescents' preferences in the generation plan (Planning Program) program in terms of adolescents' characteristics and their access to information in Padang city. Therefore, this paper hopes that the generation plan (Planning Program) socialization program needs to be improved and further socialized through social media for further development.

The implementation of the Generation Planning Program in preparing family life for adolescents by the Sumenep District Office of Women's Empowerment, Child Protection and Family Planning has not been successfully implemented to the maximum where it can be seen from the increasing number of early marriages in Sumenep District. Communication in the aspect of socialization has been done well but in the aspect of communication intensity has not been done optimally. Resources which include Human Resources (HR) implementing the Generasi Berencana Program are disproportionate to the coverage of the program's target area, while facilities and financial resources are sufficient to support the implementation process of the Generasi Berencana Program. The disposition of employees of the Sumenep District Women's Empowerment, Child Protection and Family Planning Office is quite good and the operational procedures used by implementers are very easy to understand.

The goal of the Generation Planning Program related to reproductive health is to change behavior (behavior change). Health behavior change as the goal of health promotion or education has at least 3 dimensions, namely changing negative (unhealthy) behavior into positive behavior (in accordance with health values), developing positive behavior (formation or development of healthy behavior), maintaining positive behavior or behavior that is in accordance with health norms/values (healthy behavior by maintaining existing healthy behavior). The Generation Planning Program has been directed to be carried out throughout Indonesia, with the National Population and Family Planning Agency is the driving force and cooperates with the SKPD-BN in each region

which is the main actor in implementing this program. Based on data obtained from the Ministry of Religion of the Republic of Indonesia at the Regional Office of Riau Province regarding "Recapitulation of Underage Marriage Data for Riau Province in 2019-2021":

Table 2: Data Summary of Underage Marriages throughout Riau Province in 2019-2021

No	Kab./Kota	Nikah Di Bawah Umur <19 Th								
		Tahun 2019			Tahun 2020			Tahun 2021		
		Pria	Wanita	Total	Pria	Wanita	Total	Pria	Wanita	Total
1	2	3	4	5	6	7	8	9	10	11
1	Indragiri Hulu	31	213	244	6	95	101	35	99	134
2	Indragiri Hilir	0	0	0	15	21	36	15	173	188
3	Bengkalis	10	10	20	8	28	36	16	49	65
4	Siak	63	98	161	14	44	58	19	26	45
5	Kampar	64	318	382	22	45	67	7	23	30
6	Pekanbaru	21	113	134	4	35	39	13	27	40
7	Rokan Hulu	8	235	243	46	131	177	40	183	223
8	Rokan Hilir	46	211	257	62	167	229	23	74	97
9	Pelalawan	30	137	167	5	24	29	11	34	45
10	Kuantan Singingi	24	129	153	6	41	47	13	53	66
11	Dumai	36	17	53	2	16	18	1	8	9
12	Kepulauan Meranti	13	52	65	12	51	63	29	59	88
JUMLAH		346	1.533	1.879	202	698	900	222	808	1.030

It can be seen from the table above that the number of underage marriages in the province of Riau is very large. Several factors influence the occurrence of this, namely because these teenagers come from Broken Home families, lack of communication between children and parents, children receive less supervision, and children are trapped into promiscuity. Based on the Generation Planning program manual, eight functions of the family greatly influence the mindset of children (adolescents) that can keep them away from activities that lead to juvenile delinquency. The eight family functions are environmental function, economic function, socialization and education function, reproductive function, protection function, love function, socio-cultural function, and religious function. One of the efforts made by the Planning Program program to combat the rate of early marriage is to describe one of the programs, namely by providing information or conducting outreach to prevent early marriage and improve counseling services.

The Planning Program program is implemented using two approaches, namely the approach to the youth themselves and the approach to families who have adolescents. Where the approach to adolescents is carried out through the development of a Youth Counseling Information Center/Student Center (PIK R/M) which is carried out through approaches from adolescents, by adolescents, and for adolescents. Through this program, adolescents will be provided with information about the importance of reproductive health, life skills, and skills, and counseling services to realize the youth tag in achieving a happy, prosperous small family (Prayuda, R., Syafrinaldi, Akbar, D, Nurman, Sary, D.V. (2022). There are as many as 58 PIK R/M in Pekanbaru for Information and Counseling Centers for Youth/Students where each village has one PIK R/M and the BKKBN also distributes them to every school and tertiary institution.

Based on the data in the table above, it can be seen that the effectiveness of the Planning Program Program in preventing juvenile delinquency in Riau Province is still minimal or has not been implemented properly, this is because the growth in the number of delinquents that occur among adolescents continues to increase every year in Riau Province. The Planning Program program is also still experiencing problems with its program target, namely youth, this is due to the lack of outreach to youth followed by a low level of youth participation in this

program. This low participation was due to the youth who were invited to attend activities carried out by the Planning Program program choosing not to come.

The Planning Program program is able to become a good forum for adolescent character building, especially in strengthening civic responsibility. This success can certainly be achieved on various factors. One of the influencing factors is related to strategy. Some of the strategies needed are (1) Maximizing human resources by managing Planning Program program services; (2) Forming and developing PIK R in several regions; (3) Developing the Planning Program program; (4) Increasing Planning Program program partnerships; (5) Developing regular coaching and evaluation. Thus, the Planning Program Program is able to produce adolescents who can be educated consistently and in accordance with their capacity through increasing their potential while forming civic responsibility.

The substance of the Generation Planning Program contains various things aimed at solving and anticipating the problem of juvenile delinquency. However, the policy direction embodied in the implementation of activities is not appropriate and includes things to prevent and overcome problems that occur, this policy direction is not very effective because the policy direction is more focused on prevention but not yet on policy directions that deal with problems (Pyas, DW, & Satlita, L. (2017).

Based on the target that the Generation Planning program focused on, namely youth aged 10 to 24 years and not married, although this target was what had been planned, this target was not optimal because the target (youth) was not ready for intervention where there were still many young people who consider that some of the points carried out in the Generation Planning program are inappropriate or taboo to discuss with others, for example, such as discussing their Reproductive Health. So the readiness of the public to participate in the activities carried out by the Generation Planning Program is not fully ready.

In the aspect of accuracy in the process of carrying out the Generation Planning program in Riau Province, its implementation has also not been effective, this can be seen from the fact that most of the general public does not understand correctly or even do not know all about the substance of the Generation Planning (Planning Program) program that is being attempted so that they also do not know what the benefits of this program. Several inhibiting factors hinder the success of the Generation Planning (Planning Program) program, namely the existence of moral deviations that occur among adolescents, this occurs due to a moral crisis which is an accumulation of lack of attention from parents, bad associations, and the surrounding environment. Therefore all adolescent problems cannot be separated from the role of parents to be able to control their children in carrying out their daily activities. Then the obstacles that occur are in the form of norms in society that become disguised so that culture and norms are increasingly eroded. Such as the style of dress of European or Western society which is contrary to the norms of decency and customs in an area. The next obstacle was the lack of time given by the management of the Youth/Student Information and Counseling Center (PIK R/M) for the continuity of the Planning Program program. The administrators of PIK R/M are teenagers whose age limit is 24 years where they are part of school students or students who of course have agendas and schedules and activities that occur are of course different from one another. (HR) in terms of time and skills in the R/M PIK program. Finally, it has an impact on the lack of success of the planned generation program in the Riau Province area.

4. Conclusion

Based on the results and discussion above regarding the implementation of the Generation Planning program in Riau Province, it can be concluded that the implementation of the Generation Planning Program (GenRe) carried out in Riau Province is still not effective. And this does not happen solely because the administrators and the program are not being implemented as they should, but some obstacles come from the program's targets, namely young people who have minimal participation and are not interested in the program being launched. The success of the Generation Planning program certainly requires both parties to contribute and be active in the continuity of the GenRe program activities.

Author Contributions: All authors contributed to this research.

Funding: Not applicable.

Conflict of Interest: The authors declare no conflict of interest.

Informed Consent Statement/Ethics Approval: Not applicable.

References

- Afrizal, Munaf, Y., Yogia, M.A., Suri, D.M., Prayuda, R., Amri, P. (2023). Government-owned digital services to overcome the spread of COVID-19, case in Indonesia. *International Journal of Sustainable Development and Planning*, Vol. 18, No. 5, pp. 1553-1563. <https://doi.org/10.18280/ijstdp.180526>
- Akbar D., Setiawan A., Prayuda R., Putra A., Aznor A. and Yudiantmaja W. E. 2020 Community Preparedness on Transboundary Oil Spill Governance in Bintan Island *J. Phys. Conf. Ser.* 1655
- Bentham, Jeremy. (2000) *An Introduction to the Principles of Morals and Legislation*. Ktichener: Batoche Book.
- Canning, D., Finlay, JE, & Ozaltin, E. (2009). *Adolescent Girls Health Agenda: Study on Intergenerational Health Impacts*. Harvard School of Public Health.
- Davina, F. (2017). *Implementation of the Generation Planning Program (Genre) in the Context of Preparing and Planning Family Life for Adolescents (Study on BKKBN Representatives of North Sumatra Province)*.
- Herdiana, E. (2022). The Effectiveness of the Genre Forum in Improving Adolescent Reproductive Health in Sumedang Regency. *JRPA-Journal of Regional Public Administration*, 7(1), 97-104.
- Irlansyah, I., Rusmiati, R., Rhamadona, I., & Ilossa, A. (2022). The Role of Gen-Z in the Implementation of the Generation Planning Program (GENRE) Towards Qualified Young Generation. *Scientific Journal of Ecotrans & Erudition*, 2(2), 33-39.
- Las Priyanti, I. (2021). THE EFFECTIVENESS OF THE "GENRE PROGRAM" IN PREVENTING EARLY MARRIAGE IN GEDANGSARI VOCATIONAL SCHOOL STUDENTS. *G-Couns: Journal of Guidance and Counseling*, 5(2), 265-269.
- Maulana, JF (2020). *Analysis of the Implementation of the Family Planning Village Program in Improving Family Welfare in Air Cold Village, Bukit Raya District, Pekanbaru City (Study in Toddler Family Development Activity Groups)* (Doctoral dissertation, Islamic University of Riau).
- Mustofa, Muhammad. (2013). *Research Methods in Criminology*. Jakarta: Kencana.
- Prayuda, R., Syafrinaldi, Akbar, D, Nurman, Sary, D.V. (2022). Development of Penyengat Island area as an international tourism area based on heritage tourism. *International Journal of Sustainable Development and Planning*, Vol. 17, No. 4, pp. 1367-1371. <https://doi.org/10.18280/ijstdp.170434>
- Pyas, DW, & Satlita, L. (2017). The Effectiveness of the Implementation of the Generation Planning Program in Improving Adolescent Reproductive Health in the City of Yogyakarta. *NATAPRAJA*, 5(1).
- Rauf, R., Prayuda, R., Munaf, Y. (2023). Model of government development for MSMEs through One Village One Product (OVOP) concept by the cooperatives and MSMEs office in Rokan Hilir Regency. *International Journal of Sustainable Development and Planning*, Vol. 18, No. 2, pp. 635-640. <https://doi.org/10.18280/ijstdp.180234>
- Sugiyono, D. (2010). *Understanding qualitative research*. Jakarta.
- Yulianti, D. (2017). The Planned Generation Program (GenRe) is in the framework of human development towards quality national development. *Socio-political analysis*,

Strengthening Internal Human Resources Management in Vehicle Registration and Identification Services at the Traffic Directorate of Polda Metro Jaya

Ibnu Widiyantoro¹, Basir S², Chairul Muriman Setyabudi³

¹ Magister Program, Police Science Studies, School of Strategic and Global Studies, Universitas Indonesia

^{2,3} Lecturer, Police Science Studies, School of Strategic and Global Studies, Universitas Indonesia

Correspondence: Ibnu Widiyantoro, Police Science Studies, School of Strategic and Global Studies, Universitas Indonesia. E-mail: ibnuwidiyantoro125@gmail.com

Abstract

This research aims to examine strategies for increasing public trust through strengthening internal HR management in vehicle registration and identification services at the Traffic Directorate of Polda Metro Jaya. The research uses a descriptive-qualitative approach. The method used is a qualitative approach. Based on literature studies and interpretation of research data, this research found that human resources management at the Vehicle Registration and Identification Subdirectorate of the Traffic Directorate of Polda Metro Jaya is still problematic. Apart from the problem of limited police personnel, there are lacks competence and slow digital transition in registration and identification services of the vehicle, which has an impact on the workload and professionalism of the police in serving the needs of the community. Therefore, there are eight human resources management models as a strategy to increase public trust in the quality of the registration and identification services of the vehicle at the Polda Metro Jaya, including: legality, integrity, efficiency, effectiveness, involvement, firmness, transparency, and justice.

Keywords: Public Trust, HR Management, Vehicle Registration and Identification, Public Service, Digital Transition

1. Introduction

A survey result released by the Indonesian Survey Institute (LSI) in March 2023, showed that the level of public trust in the Indonesian National Police was the lowest compared to four other law enforcement agencies. The National Police got 64%, an increase of 10% from the survey in August 2022, but still far below the Prosecutor's Office, Corruption Eradication Commission and the courts which were above 70% (Katadata.co.id, March 2nd, 2023). Public trust in the Bhayangkara Corps began to recover in mid-2023. The results of the Indonesian Political Indicators (IPI) survey show that the level of public trust in the National Police reached 76.4% (Tribatanews.com, July 2nd, 2023). This shows the dynamics of public assessment and perception of the

reputation and performance of the National Police which relies on various forms of service in all sectors, as well as being a source of legitimacy for the police.

Police legitimacy is an important issue in the democratic era when the police are increasingly integrated with society. In this era, policing has become so open and involving the public, inclusive of various groups and layers of society, as a source of legitimacy for the police itself (Paterson & Williams, 2018: 87). Furthermore, Skolnick (1999) emphasized that policing practices in this era can be realized by emphasizing two important aspects, namely openness and accountability. The key to democratic policing lies in the legitimacy of the public who are the object of police security (Karnavian & Sulisty, 2017).

One sector that is also a barometer of public legitimacy is services related to requesting or providing vehicle documents in the form of Vehicle Registration Certificates (Surat Tanda Nomor Kendaraan or STNK) and Vehicle Ownership Book (Buku Pemilik Kendaraan Bermotor or BPKB) to the public. Ownership of a vehicle certificate is important because it is proof of vehicle administration. As the owners of the vehicle is increasing from time to time, it is inevitable that ownership of a STNK and BPKB will become a prerequisite for vehicle ownership. According to dataindonesia.id, vehicles in Indonesia have increased by 5.7% since 2020 (Mahdi, 2022). Based on National Police data, the Regional Police (Polda) with the largest number of vehicles is the East Java Police, followed by the Metro Jaya Police (Mahdi, 2022). The number of vehicles in 14 areas of Polda Metro Jaya territory reached 22.09 million units with motorbikes being the largest unit at 17,621,463 units.

In accordance with the regulations of Law no. 22 of 2009 on Road Traffic and Transportation there are various requirements that must be fulfilled so that a person can be said to be legally eligible to drive a vehicle. First, drivers are required to have a driving license to be able to drive a vehicle on the road. Second, the STNK is used to register new vehicles. Third, registration of new vehicles must also have a BPKB and a Vehicle Number (Tanda Nomor Kendaraan Bermotor or TNKB).

A driver must carry a Driver's license, STNK, BPKB, and TNKB when using their vehicle on traffic lanes. This requirement is issued by the Indonesian National Police through the vehicle registration and identification management system. For the Jakarta area and its surroundings, this authority lies with Polda Metro Jaya, especially in the Sub-directorate of Registration and Identification. Based on Police Regulation no. 14 of 2018 on the Organizational Structure and Work Procedures of Regional Police, the Sub-directorate of registration and identification has the task of organizing and fostering the implementation of registration and identification of vehicles, Driver's license, STNK, BPKB, as well as facilitating those documents. The implementation of these tasks is carried out through a one-stop administration system as regulated under Presidential Regulation No. 5 of 2015 on the Implementation of a One-Stop Administration System (Sistem Administrasi Manunggal Satu Atap or Samsat). Samsat is used to register and extend STNK, BPKB and TNKB.

Services through Samsat currently continue to develop along with progress, especially those related to technological developments. In 2019, the National Police launched National Online Samsat in seven provinces (Ravel, 2019), then it was upgraded and replaced with the National Digital Samsat application (Signal). At Polda Metro Jaya itself, service improvements are no less dynamic. Apart from using online applications to provide services to extend STNK, BPKB, and TNKB, the Samsat of the Traffic Directorate of Polda Metro Jaya also provides Samsat Drive Thru and Mobile Samsat services which are open in locations that are easy for the public to reach.

Police services in the registration and identification sector have proven to make things easier and more satisfying for the public. Based on the Community Satisfaction Index, the Samsat of the Traffic Directorate of Polda Metro Jaya managed to get an Community Satisfaction Index score of 84.14 for BPKB and 83.46 for STNK (Polda Metro Jaya, 2022a), or an average Community Satisfaction Index of 83.80. This achievement proves that the service innovation by the Registration and Identification Sub-directorate of Samsat Traffic Directorate of Polda Metro Jaya has received quite good recognition from the public. This means that public legitimacy towards the police is very high because in principle the public believes that the police can solve their problems and rights in the vehicle traffic sector.

Even though externally the services of the Vehicle Registration and Identification Subdirector of the Traffic Directorate of Polda Metro Jaya have received quite good reviews and trust from the public, internally the Polda Metro Jaya itself stated that improvements still need to be made. This can be seen through the Government Agency Performance Report (LKIP) where the realization of IKM results (83.80) is still below the target of 84 (Polda Metro Jaya, 2022a). This reality certainly demands an evaluation of the internal HR management of the Vehicle Registration and Identification Subdirector of the Traffic Directorate of Polda Metro Jaya so that service quality can be improved. Moreover, the number of vehicles in the DKI Jakarta area continues to grow, so the police must be able to provide services and coordinate between agencies more effectively and efficiently (Polda Metro Jaya, 2022a).

Data shows that internally, the Vehicle Registration and Identification Subdirector of the Traffic Directorate of Polda Metro Jaya is facing the problem of inequality between the availability of human resources (HR) and the number of STNK and BPKB handled every day. Data from Government Agency Performance Accountability Report (Laporan Akuntabilitas Kinerja Instansi Pemerintah or LKIP) shows that the total number of personnel from the Vehicle Registration and Identification Subdirector of the Traffic Directorate of Polda Metro Jaya is 1,414 people, while services for STNK and BPKB in 2021 will reach 4,808,287 services (Polda Metro Jaya, 2022b). The ratio of personnel to services is 1:3,400. This means that one personnel in the Subdirector of registration and identification of the Traffic Directorate of Polda Metro Jaya handles 3,400 STNK and BPKB.

The impact of this inequality is a high workload which can open up various deviant practices which ultimately affect the public's view of the national police professionalism, especially the Traffic Directorate of Polda Metro Jaya. This is made worse by the condition that in the SOP for STNK and BPKB services at Polda Metro Jaya, it is stated that it only takes 2-3 hours. The fact that the ratio of the number of human resources to the number of service requests is very unequal, means it is impossible to provide services according to the SOP. In reality, the implementation of services according to the SOP can only be partially fulfilled, around 300 files per day. The remaining files cannot meet the standards according to the Standard Operating Procedure.

This reality proves that the condition of human resources at the Traffic Directorate of Polda Metro Jaya is the opposite of the positive perception of the community regarding Samsat services. Suwanda (2020) in his research at the Detective Directorate of Polda Metro Jaya found that HR management variables and organizational culture had a significant relationship with service quality. It is urgent to add quality police personnel, facilities and infrastructure, incentives beyond basic salary, and position promotions to encourage professionalism and quality of service at Samsat.

Departing from the reality above, this research seeks to find a strategy to overcome the imbalance between the availability of human resources and public expectations through human resource management, coordination, and professionalism. On the other hand, it is necessary to consider the challenges and opportunities for change along with technological developments towards the digitalization of public services. It is important for service excellence in police services to create a professional system that upholds speed, accuracy, friendliness, and comfort. The ability of the Indonesian National Police to consistently meet and exceed community expectations is a benchmark for their success in resolving problems and increasing public trust.

2. Theoretical Basis

2.1. Democratic Policing

One of the main figures in the development of the concept of democratic policing, Jerome H Skolnick (1999:2) stated, "...democratic police forces are not supposed to be insular, self-contained, or cut off from the communities from which their power derives. Openness to the free and the poor should be a master ideal of democratic policing." This statement emphasizes that democratic policing requires openness and public participation, inclusiveness of various groups and levels of society as a source of police legitimacy. Furthermore,

Skolnick emphasized that democratic policing practices can be realized by emphasizing two important aspects, namely openness and accountability.

Democratic policing then provides guidance for the police to pay attention to community problems and further collaborate with the community to gain legitimacy. Experts accentuate that democratic policing is a concept that emphasizes that the police are the public and the public is the police, where there is inclusive cooperation between the community and the police. The key to democratic policing lies in public legitimacy, which means the community is the object of police security (Karnavian & Sulisty, 2017).

According to Jeremy Travis (Roberson & Mire, 2009), the characteristics of the democratic policing conception contain several important notes. First, the police must work in accordance with democratic principles, namely being professional, understanding human rights standards, and acting in accordance with legal provisions. Second, the police as the holder of the community's mandate, are professional, refer to the law, and uphold ethical values and norms that apply in society and institutions. Third, the police must have top priority in securing and protecting people's lives. Fourth, the police always serve the community selflessly and are responsible to the community. Fifth, that the protection provided by the police to life and property is the primary function of other police operations. Sixth, police actions must be in accordance with human dignity and human rights. Lastly, in carrying out their duties the police should act neutrally and not discriminate.

Basically, the essence of understanding democratic policing is the consent from the community. A prerequisite for building community support is providing transparency in police operations, and cultivating communication and mutual understanding with the public that the police serve. Within this framework, matters relating to police organization and issue management are regulated by the state. Managerial includes command direction; regulations in supervision; the composition of the police force; the rights of police personnel; and provision of adequate resources and training. Good management will influence the public's legitimacy towards the police.

2.2. *Police Legitimacy*

Mazerolle et al. (2013) in their work entitled "Legitimacy in Policing: A Systematic Review" conducted a meta-analysis of various studies related to the legitimacy of police institutions and identified various processes that influence and shape police legitimacy. Based on this analysis, Mazerolle et al. identified five pathways to police legitimacy, namely:

1. *Procedural Justice*

A person's perception of the treatment received during the decision-making process. In this case, how does the police implement their powers in a fair manner and in accordance with applicable regulations.

2. *Performance*

Public confidence in the police, both directly and in perceptions of police performance. Even though it is proven that there is a link between performance and legitimacy, the impact of the link between procedural justice and police legitimacy is more significant.

3. *Distributive Justice*

Distributive justice or social justice is defined as the perception of fairness of police services and the intensity of police activities among various groups, communities, and social classes. Ethnicity, age and economic status are proven to have an important role in building perceptions of police fairness and police legitimacy.

4. *Legality*

Legality is understood as the perception of applicable law and criminal justice. Public distrust will greatly influence the legitimacy of the police in the eyes of the public. Legal legitimacy is an important antecedent factor for community cooperation and compliance with the police.

5. *Tradition/Culture*

This aspect can be understood as the role of the police as a symbolic and traditional representative of public order and social cohesion.

2.3. Public Trust

Trust is one of the keys to building relationships with individuals, companies and society. Trust refers to a high assessment of the competence, honesty, or reliability of a trusted person, in accordance with expectations or norms (Kleinnijenhuis, van Hoof, and Oegema, 2006). As an inconstant quality, trust is subjective and even emotional depending on environmental conditions, institutions and the actors involved.

Public trust itself is citizens' trust in the state and government, including its institutions, policies and officials (Widaningrum, 201). The higher the public's trust in an institution, the stronger the legitimacy of the institution in carrying out its duties and the public is more willing to be involved in these activities (Castillo, et al., 2011). Public trust in the police is essentially related to the integrity of administration and performance of police services. The hypothesis put forward by several experts states that the higher the public's trust and satisfaction with the performance of state institutions, the better the governance system (Boukaert and de Walle, 2003).

The existence of public trust has implications for several aspects (Fukuyama, 1995; Bouckaert & de Walle, 2003). First, trust is an efficient way to lower transaction costs in social, economic and political relationships. If the public has high trust in the government, the process of making public policies will be simpler and faster. Second, encourage the public to respect the authority of public officials so that the process of formulating government policies and activities becomes easier. Third, improve relations between government and society. When the relationship between the government and society becomes closer, there will be a sense of mutual respect between each other, thereby reducing or eliminating feelings of suspicion between society and the government in implementing policies (Widaningrum, 2017).

2.4. Public Service

Public service is the process of fulfilling needs through the activities of other people directly (Moenir, 2002:16). Public services are all services by government agencies and state institutions in the form of goods or services to meet community needs in accordance with law, including three groups of services: (1) administrative; (2) goods; and (3) services (Minister of State Apparatus Utilization Decree No. 63/2003). Public service indicators cover several main things (Bittner et al., 2022):

1. *Tangibles*, namely physical facilities, equipment, employees, and communication facilities owned by the service provider.
2. *Reliability*, namely the ability to provide promised services accurately.
3. *Responsiveness*, namely the willingness to help service users and provide services sincerely.
4. *Assurance* is the knowledge, politeness, and ability of officers to give trust to service users.
5. *Empathy* is the ability to provide attention to individual service users.

In terms of public services, something that is quite important to develop is service excellence, namely the service provided exceeds the expectations of customers (Gouthier, Giese, & Bartl, 2012). This means that the police must ensure that human resources (HR) are available to provide satisfaction to the community because they get more benefits when served.

2.5. Human Resources Management

Human resources are the most important asset for an organization (Drucker, 2007). When an organization loses quality human resources, it can affect the investment made by the organization. To produce superior human resources is not easy; requires intensive education, training, and coaching. On this basis, HR management is needed to manage the HR of an organization. HR management includes aspects of planning, organizing, implementing, and controlling HR in the organization (Rivai and Sagala, 2013). Increasing HR capabilities is important to achieve competitive advantage which can be achieved through special tools, namely integrated HR management policies, programs, and practices. By managing human resources well, organizational goals can be achieved. Not only in terms of the availability of competent resources, but it can also increase customer satisfaction, a healthy organizational culture and guaranteed employee welfare (Hanoum & Noufal, 2009).

3. Research Method

This type of research is descriptive research using a qualitative approach (Walidin, Saifullah & Tabrani, 2015). The phenomenon observed in this study is the service provided by the Vehicle Registration and Identification Sub directorate of the Traffic Directorate of Polda Metro Jaya in increasing public trust. (*public trust*).

Researchers use data collection techniques through library studies to examine and explore literature, scientific notes, and documents relevant to the research topic, for example books, journals, scientific articles, theses, and other sources. Sugiyono (2007) states that there are three sources for literature studies based on their content. First, primary sources. This comes from original articles written by people who experienced, observed or did it themselves. For example, journal, theses/dissertations, research reports, reports, publications, catalogues, and interview results. Second, secondary sources, namely any publications written by the author that are not the result of direct observation of the events described. For example, encyclopaedias, textbooks, dictionaries, and handbooks. Finally, tertiary sources that can be used as initial information and for further research. For example, index, abstract and bibliography.

Data that has been collected through literature review will be analysed using inductive reasoning. Inductive analysis is a general conclusion drawn based on knowledge about specific matters or theories and concepts that are built (Kalof, Dan, & Dietz, 2008). To validate the data, the researcher used data triangulation techniques. This technique is carried out by verifying whether certain data is indeed true (Afrizal, 2014). Triangulation is a technique used to check the validity of existing data by using something else for comparative data (Moleong, 2014). According to Denzin & Lincoln (2000), triangulation is a step in integrating various data sources, researchers, theories, and methods. Based on the theoretical basis and research methodology above, the analytical framework for this research can be described as shown in the following figure:

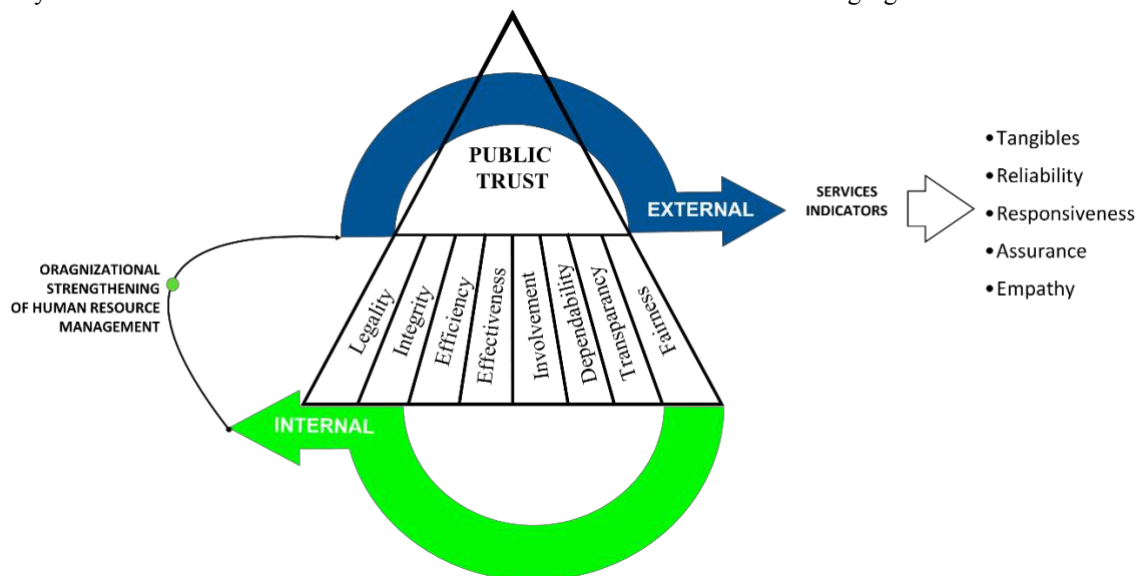


Figure 3.1: Analysis Framework

Source: Author's Processed Results (2023)

4. Research Results and Discussion

4.1. Optimizing Human Resources Limitation

The availability of human resources (HR) in the vehicle registration and identification sector at the registration and identification sub directorate of the Traffic Directorate of Polda Metro Jaya is very limited. Polda Metro Jaya data for 2022 records that the number of personnel at the Polda Metro Jaya Samsat Office is only 831 people. Of this number, the largest number of personnel has the rank of Brigadier, namely 688 personnel (82.8%), while the others consist of civil servants as many as 83 people (9.9%), Inspector One (19 people), Inspector Two (28 people), and Assistant Commissioner of Police (13 people). Of the 831 personnel, 4.20

million vehicle registrations must be processed. Meanwhile, the number of personnel that handle BPKB is 694 people out of a total of 1,198,627 BPKB issued within a period of seven months, from July 2022 to January 2023. In 2022, the number of personnel handlings STNK and BPKB was 1,525 people, and they handled and issued 5.4 million STNK and BPKB. This number of personnel had increased from the 2021 record. In 2021, there were 1,414 people serving 4,808,287 STNK and BPKB issuances (Polda Metro Jaya, 2022b). This data implicitly shows that there is a tendency to increase the number of vehicles so that new registration and identification are necessary. According to data from Polda Metro Jaya, the number of two-wheeled and four-wheeled vehicles was 22.62 million in 2022.

The types of services and number of personnel serving registration and identification in the 14 jurisdictions of the Traffic Directorate of Polda Metro Jaya are as shown below:

Table 4.1: Types of Service and Number of Personnel

STNK SERVICES	AMOUNT
PA	59
BBN 1	111
BBN 2	78
Perp/Sah	113
Tu	111
Mutasi	53
Arsdok	24
Cek Fisik	71
Tnkb	19
Putor	45
Ba Mat	40
Samling	25
Gerai	33
Drive Thru	19
Door to Door	-
Yanduan	10
Lain2	20
Total	831
BPKB SERVICES	
Total personnel	307
Dikbangspes	13
Sertifikasi BPKB	48
Data BKP	34
Yanpim	10
TU/Register	72
BBN 1 Pendaftaran	87
BBN 3 Perubahan	61
Mutasi ID	14
Selra	14
Ardok	34
Total	694
Grand total	1.525

Source: Polda Metro Jaya (2022)

The availability of adequate human resources is not the only factor that determines excellent service quality. However, it cannot be denied that the number of personnel serving the needs of the community will greatly influence the process of issuing STNK and BPKB. Referring to Law Number 25 of 2009 concerning Public

Services, it is stated that excellent service is service that is fast, easy, certain, cheap and accountable. This means that excellent service requires adequate personnel so that the flow and process of issuing STNK and BPKB takes place quickly. Too few human resources tend to put more workload on personnel, which can reduce the quality of service and affect the level of public satisfaction.

Data released by the Traffic Directorate of Polda Metro Jaya in 2022 shows that the personnel workload is quite large because they must provide up to 2,500 STNK registration and identification services every day and the lowest is 251 registration and identification services. Likewise, with BPKB services. Data from the Traffic Directorate of Polda Metro Jaya for 2023 recorded that there were 1,198,627 BPKB issued within a period of seven months, from July 2022 to January 2023. Registrations for changing owners counted 344,400, new vehicle registrations were 595,000, BPKB registrations for changes were 112,387, BPKB duplicates registrations were 2,054, BPKB registration for mutations outside the region were 144,786.

High workloads that are not balanced with strong mental preparedness not only result in less effective services but are also tiring for both the personnel themselves and the people who need the services. As illustrated in the following data, services that tend to increase will cause problems if they are not balanced with the availability of personnel.

Table 4.2: Number of Services and Personnel Availability

SAMSAT	SERVICE/DAY	AMOUNT OF PERSONNEL			
		POLRI	PEMDA	J.R.	DKI
Central Jakarta	1000-2500	55	12	15	
North Jakarta	1000-2500	58	20	6	
West Jakarta	1000-2500	74	59	7	41
South Jakarta	1000-2500	112	17	9	26
East Jakarta	1000-2500	112	42	18	
Tangerang City	751-1000	38	30	2	
Ciledug	751-1000	32	16	2	
Serpong	251-499	23	51	3	
Ciputat	751-1000	40	23	3	
Kelapa Dua	751-1000	30	22	3	
Bekasi City	1000-1500	82	27	9	
Bekasi Regency	1000-1500	52	20	4	
Depok City	1000-1500	78	22	2	
Cinere	251-500	47	17	1	
TOTAL		833	378	84	67

Source: Polda Metro Jaya (2022)

Polri means Indonesian National Police, Pemda means Regional Police, J.R means Jasa Raharja (insurance company that emphasizes service to victims of road traffic accidents and public passengers), DKI means Special Capital District of Jakarta

When personnel resources are limited, it is necessary to carry out professional HR management. In this case, the Sub registration and identification of the Polda Metro Jaya Traffic Directorate needs to have an HR development and management strategy to manage personnel well. HR management can include planning, organizing, implementing, and controlling human resources in an organization (Rivai and Sagala, 2013). Human resources (HR) are the most important assets for an organization. When an agency loses one of its good human resources, it will certainly affect the investment that the agency has spent. They must look for new candidates who are not necessarily equal to or much better than the first. Therefore, it is necessary to optimize the limited human resources in the scope of Vehicle Registration and Identification Sub directorate of the Traffic Directorate of Polda Metro Jaya to manage and maintain existing human resources through strengthening competence.

The competency aspect of police personnel is one of the normative standards for policing which has an impact on the performance of handling registration and identification administration. According to Law No. 13 of 2003 on Employment, competency is the work ability of each individual which includes aspects of knowledge, skills and work attitudes that are in accordance with established standards. As Gunarto said, differences in competency and human resources between fellow members of the National Police often become obstacles in implementation in the field. It is necessary to improve the paradigm and professionalism of police personnel so that they are able to serve the community well. Competence is of course closely related to the quality of human resources possessed by the police. Competency is directly related to experience, motivation, personality characteristics, emotional strength, intellectual ability and organizational culture (Noor, 2021).

According to the Decree of the Traffic Director of Polda Metro Jaya in 2018 on Service Standards for Issuing Vehicle Ownership Book (BPKB), the quality of service processes and service products needs to be supported by officers who are competent in their field of duty and whose service behaviour is skilled, fast, precise, polite, accompanied by clean facilities and infrastructure. There are 10 competencies that are expected to be possessed by the personnel of Vehicle Registration and Identification Sub directorate of Traffic Directorate of Polda Metro Jaya, including:

1. Holds the rank of Officer/Brigadier/PNS;
2. Friendly, polite, and able to communicate well;
3. Mastering the procedures and mechanisms for issuing BPKB and STNK;
4. Mastering traffic rules correctly;
5. Have a Vocational Education certificate for Vehicle Registration and Identification;
6. Able to master education and training in vehicle registration and identification;
7. Mastering quality in the field of vehicle registration and identification services
8. Mastering verbal communication;
9. Able to operate a computer;
10. Able to work in a team.

One of the competency indicators that is quite important is Vocational Education certification for vehicle registration and identification. In a Hearing Meeting with Commission III of the Indonesian House of Representatives on July 5th, 2023, the Head of the National Police Traffic Corps (Korlantas) Inspector General Pol Firman Shantyabudi said that there were still very few police officers who had certification in the traffic sector compared to other fields (Kompas.com, July 5th, 2023). If certification is a prerequisite for the competency of a police personnel, then it should be encouraged that the Traffic Directorate of Polda Metro Jaya prepares human resources to take part in special education and training regarding the vehicle registration system. In this way, the quality of vehicle registration services is getting better.

On the other hand, internal supervision is also needed to maintain standard operational procedures in accordance with statutory provisions. In accordance with the Decree of the Traffic Director of Polda Metro Jaya of 2018 on Service Standards for Issuing Vehicle Ownership Books (BPKB), supervision can be carried out by direct superiors in stages through orders and carried out continuously. As shown in the following data tabulation, the composition of structural positions is sufficient to determine and ensure the implementing and supervisory components. From the existing composition, it can be concluded that most personnel assigned to the vehicle registration and identification system are police with the rank of Brigadier. They are referred to as executors, while the rank of Assistant Commissioner of Police act as supervisors. As an officer, Assistant Commissioner of Police has a role in managing and leading their subordinates, including providing direction, guidance, and evaluating performance and leading operations.

Table 4.3: Rank and Number of Personnel of the Registration and Identification Sub directorate of Polda Metro Jaya

RANK	AMOUNT
Assistant Commissioner of Police (AKBP)	-
Police commissioner (KOMPOL)	-

Assistant Commissioner of Police (AKP)	13
First Police Inspector (IPTU)	19
Second Police Inspector (IPDA)	28
BRIGADIER (BRIGADIR)	688
civil servants	83
Casual Daily Employees	-
Total	831

Source: Polda Metro Jaya (2022)

4.2. Digital Transition in Registration and Identification Services

Public service quality indicators are determined by the service itself. When a service is not optimal and causes complaints and dissatisfaction from customers or the public, transformation and innovation are needed to solve the problem. Complaints that generally occur in vehicle registration and identification services include long queues, long registration processes and a hierarchical service room structure (Dwiyanto, 2011). Problems that arise in the registration and identification service model often force people to use the services of brokers. The structure of the service counter is made so that officers can sit comfortably, while the public must stand and even bend when communicating, so it gives the impression that comfort is provided for the officers, not for the public.

The parameter of excellent public service is the ability of police personnel to understand what the community needs. The indicators are being able to meet standards, speed, precision, accuracy, and transparency. The success of excellent service must be measured, assessing the level of its ability to achieve community satisfaction, right on target according to what the community needs and wants. In order to achieve public trust, not only the competence of police personnel must be improved, but operational processes and management also need to be improved. Finally, the idea of one stop service or what is known as one roof service emerged. The implementation of this service is basically to increase efficiency and effectiveness by minimizing geographical distance between related functions, thereby shortening the time required for the service process, it also becomes easier for service users to obtain services. (Hardiyansyah, 2011).

In the National Police organization, there is something known as the One-Stop Single Administration System (Samsat). Samsat is a collaborative system between the National Police and the Provincial Revenue Service and PT. Jasa Raharja (Persero). Formed in 1976 as an effort to improve regional services and income through vehicle taxes. According to the Presidential Regulation of the Republic of Indonesia Number 5 of 2015 concerning the Implementation of a Single One-Stop Administration System for Vehicles, which is the implementing regulation of Article 67 Paragraph (4) of Law Number 22 of 2009 on Road Traffic and Transportation, Samsat carries out the Registration and Identification of Vehicles, payment of Taxes, Transfer of Name Fees, and payment of Mandatory Contributions to Traffic Accident Funds and Road Transport in an integrated manner.

Responding to the needs of an increasingly modern society, an electronic service system has now emerged that makes it easier for vehicle owners to register and pay taxes. To be precise, in August 2021, the National Police released an application called National Digital Samsat or Signal (Pajak.com, 22 August 2021). Signal is an improvement on the National Online Samsat (Samolnas) application which was launched first but still has errors. Through this system, the process of validating annual STNK, paying vehicle tax, and mandatory contributions to road traffic accident funds (SWDKLLJ) becomes easy. Signal utilizes artificial intelligence technology for facial recognition of application users which is connected to the Population and Civil Registry (Dukcapil) database. The data will be compared with the National Police Traffic Corps' electronic registration and identification (ERI) database (*Kompas.com*, September 3rd, 2023).

Long before the existence of Signal, since 2016, Polda Metro Jaya has innovated vehicle registration and identification services through an electronic system. Especially at the South Jakarta Police, there is a South Jakarta Samsat system which was launched on June 22nd, 2016. Then a year later a vehicle data and tax information application were also launched at the Traffic Directorate of the Metro Jaya Police through an

application and web service. It doesn't stop there; the South Jakarta Police continue to innovate by launching a Digital Samsat and Non-Cash Payment system in 2028. Three years ago, on September 22nd, 2020 to be precise, Polda Metro Jaya released the SI ONDEL application as an electronic system for recording data and registration and identification information.

In 2017, the Traffic Directorate of Polda Metro Jaya also launched the Integrated BPKB System. Traffic Directorate of Polda Metro Jaya collaborates with Civil Registry Service Office, brand holder agents and financing institutions to create system-integrated digital services. This system allows applicants to get fast, safe, and transparent services. This system provides 12 stages that make it easier for people to register (*Prolegalnews*, November 20th, 2017).

The digital service support implemented by the Traffic Directorate of Polda Metro Jaya has had a huge impact on the quality of public services. According to a PosKota report dated November 10th, 2022, there have been extraordinary changes in the vehicle registration and identification service system at Polda Metro Jaya. In contrast to the previous eight years, Vehicle Registration and Identification services are getting faster and easier. People no longer need to queue or wait for a long time to apply for STNK and BPKB.

The existence of this digital system is an implementation of the National Police's transformation in the service sector by presenting modern and quality services in accordance with the vision of Presisi (predictive, responsible, transparent, fair) or a National Police that can predict future community needs, has a sense of social responsibility and is at the same time able to work in a transparent and fair manner. Excellent service in the digital era is supported by a technology system that is controlled, commanded, evaluated, monitored, communicated through the back office.

However, the public has not really utilized the available digital services to register and identify vehicles. Apart from problems in using the application, it is also because the transition process towards digitalization is slow (*Detikfinance.com*, June 6th, 2023). People are still worried about losing money when making payments via the online system. This is because the system in applications such as Signal is not yet stable and safe. The loss of public trust in online applications is also driven by the increasingly widespread phenomenon of fraud. On this basis, people ultimately tend to take care of it directly at the Samsat office rather than through the application. Even if they want to get results easily, they prefer to use the services of brokers even though they have to pay 2-3 times more.

This discourse that develops in society then influences the level of public trust in the National Police institution. On the one hand, the public is satisfied with the services provided, which can be seen in the Community Satisfaction Index (IKM) survey which is quite high (above 80%), but on the other hand, it is necessary to maintain public trust so that the National Police institution becomes more legitimate and trustworthy.

4.3. Strengthening Human Resources Management to Increase Public Trust

Every organization or state institution certainly has a noble goal, namely serving the community. In the democratic era, when the constitutional system is increasingly open, public participation and involvement in the functions and responsibilities of the state is increasingly high. Of course, society has now become oriented towards state service. On this basis, the National Police as a state institution should make the community the center of its services. In the democratic policing paradigm, the police must work in accordance with democratic principles, namely being professional, understanding human rights standards, ethical values and norms, respecting human dignity, and serving society without selflessness or discrimination (Roberson & Mire, 2009). When there is no longer a wall of separation between the police and the community, the police organization will become more legitimate and trusted.

Nashar (2020) emphasized that service quality will increase public trust. Services that are maximal, effective, efficient and answer community needs will receive feedback in the form of satisfaction and positive perceptions, thus building stronger legitimacy in society. This satisfaction is built on the basis of maximum performance and

positive perceptions are formed due to adequate service quality. When public trust and legitimacy are higher, the duties and responsibilities of the police will become easier because the public will be more obedient in carrying out the provisions set by the police. However, it must be noted that trust does not form by itself. Not only optimal performance or service quality, but it must be supported by integrity, transparency and accountability created in a service. Apart from that, it is also supported by facilities, certainty, accuracy, responsiveness, and empathy (Bittner et al., 2022).

Empathy is an important issue in measuring the quality or performance of a public service. This is closely related to the attitudes and ways of communication that take place between the police and the community (Oxburgh, 2012). The police must ensure reasonable and professional behaviour in serving the public. Physically, the completeness of services in the form of the availability of personnel, media and equipment as well as a comfortable place also determines the quality of a public service. Registration and identification officers at the Traffic Directorate Polda Metro Jaya must also be able to provide the best service through procedures that are easy and not complicated, fast and transparent. When there are complaints or difficulties, officers should take the initiative to ask questions and then provide practical solutions. In this way, the people served are assured that their needs will be met within a short time.

In order to increase public trust, the important thing to do is strengthen HR management in the internal police sphere (Arninsi, 2017). As the core organ of a public service, competent and professional human resource management in its field is very much needed. This is in line with the Decree of the Assistant Chief of Police for Human Resources Number KEP/620/VI/2020 dated May 27th, 2020 concerning the Strategic Plan for National Police Human Resources for 2020-2024. According to this Strategic Plan, developing and strengthening human resources is important because the root of the problem of bureaucratic reform lies in human resources, where the allocation in terms of quantity, quality, and distribution according to territory is unbalanced, and productivity levels are still low. It is necessary to strengthen the HR management system so that the National Police's human resources have integrity, competence, capability, professionalism, high performance, and prosperity. Therefore, if these qualities are met, excellent public services will be created. The way to do this is by adding quality police personnel, facilities and infrastructure, incentives other than basic salary and position promotions. In addition, to strengthen organizational culture, it is necessary to develop democratic leadership, minimize intervention, and increase coordination between levels of positions (Suwanda, 2020).

Human resource management development can also be carried out through education, training and certification, and experience in the field. There are eight HR management models that can be encouraged to increase public trust.

1. *Legality*

The police work based on legal logic and not based on beliefs and other assessments of a legal issue. In terms of public services, the police must ensure that all procedures, mechanisms and stages in processing registration and identification of vehicles comply with applicable SOPs and legal provisions. There is no room for interpretation for the police to act arbitrarily just because of personal assumptions or beliefs.

2. *Integrity*

Integrity in public services is a necessity. Without integrity, it is difficult for the public to have confidence in police services. There will always be concerns so that people tend to choose shortcuts in processing registration and identification. This concern could arise due to services that are not optimal or could be in the form of a belief that the police tend to be corrupt in their work.

3. *Efficiency*

Digital service breakthroughs should be a refinement of physical services in the office. Don't let digital services become inefficient because it makes it more difficult and complicated for people to access vehicle registration and identification services.

4. *Effectiveness*

Vehicle registration and identification services should be right on target and directly aimed at solving problems, not on the contrary creating new problems because people must wait too long without certainty regarding the registration and identification of their vehicles.

5. *Involvement*

The police must be involved in solving problems faced by the community. If there are problems, help find a solution as soon as possible. If necessary, the police go into the community to provide closer service.

6. *Dependability*

The police must serve the community from start to finish. There should be no impression of half-hearted service. Persistence in public service will have an impact on performance because they will work until completion.

7. *Transparency*

Strategic initiatives for providing digital services are one of the instruments for implementing the principle of transparency in public services. When public services become more transparent, the public will immediately trust them more.

8. *Fairness*

Public services must reach all and for all. There is no discrimination, ideological barriers, or gaps in social status. Everyone must be served according to their individual needs and interests.

5. Conclusion

Based on the description and discussion above, several important conclusions can be drawn in this research. First, it is necessary to optimize the limited police human resources to improve the quality of vehicle registration and identification services at the Traffic Directorate of Polda Metro Jaya. Optimizing human resources is not only by increasing the number of personnel, but also by strengthening competence. Second, it is necessary to accelerate the digital transition in vehicle registration and identification services at the Traffic Directorate Polda Metro Jaya so that it can reduce the workload of limited police personnel. Finally, there are eight HR management models that can be encouraged to increase public trust in the quality of vehicle registration and identification services at the Sub-registration and identification of the Traffic Directorate of Polda Metro Jaya, including: legality, integrity, efficiency, effectiveness, involvement, firmness, transparency, and fairness.

Author Contributions: All authors contributed to this research.

Funding: Not applicable.

Conflict of Interest: The authors declare no conflict of interest.

Informed Consent Statement/Ethics Approval: Not applicable.

References

- Afrizal. (2014). *Metode Penelitian Kualitatif*. [Qualitative Research Method]. Jakarta: Rajawali Pers.
- Arninsi. (2017). "Pengaruh Praktek Manajemen Sumber Daya Manusia, Iklim Organisasi, dan Kepemimpinan Pelayan Terhadap Kepuasan Kerja Personel Bidang Sumber Daya Manusia Polda Metro Jaya: Pendekatan Analisis Structural Equation Model SEM." [The Influence of Human Resource Management Practices, Organizational Environment, and Servant Leadership on Job Satisfaction of Human Resources Personnel in the Metro Jaya Regional Police: Structural Equation Analysis Approach SEM Model]. *Tesis*. Universitas Indonesia.
- Bittner, B., Tunde, K., Nagy, A. (2022). "Digital transformation possibilities in public transportation in Debrecen." *Issues in Information Systems*, 22(3), 305-319. https://doi.org/10.48009/3_iis_2022_125.
- Bouckaert, G. & Van de Walle, S. (2003). "Comparing Measures of Citizen Trust and User Satisfaction as Indicators of 'Good Governance': Difficulties in Linking Trust and Satisfaction Indicators." *International Review of Administrative Science*, 69(3), 329-343.
- Bustomi, M. I. (2022). "Petugas Samsat Polda Metro terlibat pungli, hasilnya untuk kebutuhan pribadi." [Metro Police One-Stop Administration System officers were involved in extortion, the proceeds of which were for personal needs] Taken from <https://megapolitan.kompas.com/read/2022/09/28/14564841/petugas-samsat-polda-metro-terlibat-pungli-hasilnya-untuk-kebutuhan?page=all>. November 20th, 2022

- Castillo, J.C., D Miranda, D & Pablo Torres, P. (2011). "Authoritarianism, Social Dominance and Trust in Public institution." Retrieved from <http://mideuc.cl/wp-content/uploads/2011/11/1107-castillo-miranda-torres-2011-trust-SDO-RWA-ISPP.pdf>.
- Creswell, John W & Vicki L. Plano Clark. (2007). *Designing and Conducting: Mixed Methods Research*. London: Sage Publications.
- Denzin, N. K., & Lincoln, Y.S. (2000). "Instruction: The Discipline and Practice of Qualitative Research", dalam Denzin, N.K & Lincoln, Y.S (eds.). *Handbook of Qualitative Research (2nd Edition)*. Thousand Oaks: Sage Publications.
- Detikfinance.com. (June 6th, 2023). "Bayar pajak Kendaraan Pakai Aplikasi Masih belum Mulus di Daerah." [Paying vehicle tax using the application is still not smooth in the regions] Taken from <https://finance.detik.com/berita-ekonomi-bisnis/d-6757874/bayar-pajak-kendaraan-pakai-aplikasi-masih-belum-mulus-di-daerah>, October 31st, 2023.
- Drucker, P., (2007). *Management Challenges for the 21st Century, 1st ed.* New York: Routledge.
- Dwiyanto, Agus. (2011). *Manajemen Pelayanan Publik: Peduli Inklusif dan Kolaboratif. Edisi Kedua*. [Public Service Management: Inclusive and Collaborative Care. Second Edition.] Yogyakarta: Gajah Mada University Press.
- Fukuyama, F. (1995). *Trust: The Social Virtues and the Creation of Prosperity*. New York: The Free Press.
- Gouthier, M., Giese, A., Bartl, C. (2012). "Service excellence models: A critical discussion and comparison." *Managing Service Quality*. 22. 10.1108/09604521211281378.
- Gatra, S. (2021). Pernah temukan pungli di Samsat Jaktim, Ombudsman: berulang lagi. [Extortion Discovered at the East Jakarta One-Stop Administration System, Ombudsman: repeated again] Taken from. <https://megapolitan.kompas.com/read/2021/09/07/21295921/pernah-temukan-pungli-di-samsat-jaktim-ombudsman-berulang-lagi?page=all>. November 20th, 2022.
- Hanoum, S., L. Moses, and Noufal F. (2009). "Prioritizing Healthcare Service Attributes: Comparing Importance Performance Analysis and KANO's Model," Asia Pacific Conference on Manufacturing System. Instiut Teknologi Sepuluh Nopember, Surabaya. DOI: 10.12962/j23373520.v9i1.50834.
- Hardiyansyah. (2011). *Kualitas Pelayanan Publik Konsep-Dimensi-Indikator dan Implementasinya*. [Quality of Public Services Concept-Dimensions-Indicators and Their Implementation] Yogyakarta: Gava Media.
- Kalof, L., Dan, A., & Dietz, T. (2008). *Essentials of Social Research*. Maidenhead: Open University Press.
- Karnavian, T., & Sulisty, H. (2017). *Democratic Policing*. Jakarta: Pensil 324.
- Katadata.co.id. (March 2nd, 2023). Proporsi Kepercayaan Masyarakat Indonesia Terhadap Lembaga Penegak Hukum (February 2023)." [Proportion of Indonesian People's Trust in Law Enforcement Institutions] Diambil dari <https://databoks.katadata.co.id/datapublish/2023/03/02/kepercayaan-terhadap-polri-paling-rendah-dibanding-lembaga-penegak-hukum-lainnya>, October 3rd, 2023.
- Kleinnijenhuis, J., Anita M.J.van Hoof, & Dirk Oegema. (2006) "Negative News and the Sleeper Effect of Distrust". *Press/Politics*11(2), 86-104, <http://dx.doi.org/10.1177/1081180X06286417>.
- Kompas.com. (July 5th, 2023). "Kakorlantas: Polisi yang Malas Ikut Pendidikan Tidak Kita Kasih Kewenangan Tilang." [Kakorlantas: Police who are lazy about participating in education will not be given ticketing authority] Taken from <https://nasional.kompas.com/read/2023/07/05/18194601/kakorlantas-polisi-yang-malas-ikut-pendidikan-tidak-kita-kasih-kewenangan>, October 30th, 2023.
- Kompas.com (September 3rd, 2023). "Tak Harus ke Samsat, Ini Cara Bayar Pajak Kendaraan via Aplikasi Signal." [You don't have to go to One-Stop Administration System, here's how to pay vehicle tax via the Signal application] Taken from <https://www.kompas.com/tren/read/2021/09/03/153000665/tak-harus-ke-samsat-ini-cara-bayar-pajak-kendaraan-via-aplikasi-signal?page=all> November 1st, 2023.
- Korlantas Polri. (October 29th, 2022). *rc.korlantas.polri.go.id*. Retrieved from Number of Vehicle Data Per Regional Police: <http://rc.korlantas.polri.go.id:8900/eri2017/laprekappolda.php>.
- Mazerolle, L., Bennett, S., Davis, J., Sargeant, E., & Manning, M. (2013). Procedural justice and police legitimacy: A systematic review of the research evidence." *Journal of experimental criminology*, 9, 245-274.
- Moenir, A.S. (2002). *Manajemen Pelayanan Umum di Indonesia*. [Public Service Management in Indonesia] Jakarta: PT Bumi Aksara
- Moleong, L.J. (2014). *Metode Penelitian Kualitatif. Edisi Revisi*. [Qualitative Research Methods. Revised Edition.] Bandung: PT Remaja Rosdakarya.
- Nashar. (2020). *Kualitas Pelayanan akan Meningkatkan Kepercayaan Masyarakat*. [Service Quality will Increase Public Trust]. Pamekasan: Duta Media Publishing.
- Noor, H.M Thamrin. (2021). *Monograf Motivasi dan Kompetensi Kinerja Karyawan Pada PT Penascop Maritim Indonesia*. [Monograph on Employee Performance Motivation and Competencies at PT Penascop Maritim Indonesia]. Pasaman Barat: CV Azka Pustaka.
- Oxburgh, G., et al. (2012). "Police interviews with suspected child sex offenders: Does use of empathy and question type influence the amount of investigation relevant information obtained?" *Psychology, Crime & Law*, 18(3), 259–273. <https://doi.org/10.1080/1068316X.2010.481624>.

- Pajak.com. (August 22nd, 2021). "Korlantas Polri Luncurkan Aplikasi "On-line" Signal." [Korlantas Polri Launches "On-line" Signal Application] Taken from <https://www.pajak.com/pajak/korlantas-polri-luncurkan-aplikasi-on-line-signal/> October 30th, 2023.
- Polda Metro Jaya. (2022). "Data Inovasi Pelayanan Regident Sampai dengan Tahun 2022." [Data on Vehicle Registration and Identification Service Innovations until 2022]. Jakarta: Polda Metro Jaya.
- Polda Metro Jaya. (2022). *Laporan Kegiatan dan Kondisi Seksi BPKB Subregident*. [Report on Activities and Conditions of the BPKB Section, Subdirectorate of Vehicle Registration and Identification]. Jakarta: Polda Metro Jaya.
- Polda Metro Jaya. (2022b). *Laporan Kesatuan Direktorat Lalu Lintas Polda Metro Jaya*. [Report from the Traffic Directorate Unit of Polda Metro Jaya]. Jakarta: Polda Metro Jaya.
- Polda Metro Jaya. (2022a). *Laporan Kinerja Instansi Pemerintah*. [Government Agency Performance Report] Jakarta: Polda Metro Jaya.
- Poskota.co. (November 10th, 2022). "Subdit Regident Polda Metro Jaya Terus Meningkatkan Pelayanan Prima." [Polda Metro Jaya Vehicle Registration and Identification Sub-Directorate Continues to Improve Excellent Service] Taken from <https://poskota.co/berita-utama/subdit-regident-polda-metro-jaya-terus-meningkatkan-pelayanan-prima/> October 31st, 2023.
- Paterson, C., & Williams. (2018). "Towards Victim-oriented Police? Some Reflections on the Concept and Purpose of Policing and Their Implications for Victim-oriented Police Reform." *Journal of Victimology and Victim Justice* 1(1) 85–101.
- Peraturan Presiden Republik Indonesia Nomor 5 Tahun 2015 Tentang Penyelenggaraan Sistem Administrasi Manunggal Satu Atap Kendaraan Bermotor. [Presidential Regulation No. 5 of 2015 on the Implementation of a One-Stop Administration System].
- Prolegalnews. (November 20th, 2017). "Wakapolri Resmikan Digitalisasi Sistem Pelayanan BPKB Pertama di Indonesia." [Deputy Chief of Police Inaugurates First Digitalization of BPKB Service System in Indonesia.] Taken from <https://www.prolegalnews.co.id/wakapolri-resmikan-digitalisasi-sistem-pelayanan-bpkb-pertama-di-indonesia/>, October 30th, 2023.
- Ravel, S. (April 5th, 2019). "Korlantas Resmikan Samsat Online Nasional." [Korlantas Inaugurates National Online One-Stop Administration System] Retrieved from <https://otomotif.kompas.com/read/2019/04/05/070200715/korlantas-resmikan-samsat-online-nasional>.
- Roberson, C., & Mire, S. (2009). *Ethics for Criminal Justice Professionals*. CRC Press.
- Rivai, V., and E. J. Sagala. (2013). *Manajemen Sumber Daya Manusia Untuk Perusahaan: dari Teori ke Praktik, 1st ed.* [Human Resource Management for Companies: from Theory to Practice, 1st ed.] Jakarta: PT RajaGrafindo Persada.
- Skolnick, J. H. (1999). *On Democratic Policing*. Washington DC: Police Foundation.
- Sugiyono. (2007). *Metode Penelitian Pendidikan: Pendekatan Kualitatif, Kuantitatif, dan R&D*. [Educational Research Methods: Qualitative, Quantitative, and R&D Approaches] Bandung: Alfabeta.
- Surat Keputusan Asisten Kapolri Bidang Sumber Daya Manusia Nomor KEP/620/VI/2020 tertanggal 27 Mei 2020 tentang Rencana Strategis Sumber Daya Manusia Polri Tahun 2020-2024. [Decree of the Assistant Chief of Police for Human Resources Number KEP/620/VI/2020 dated 27 May 2020 on the Strategic Plan for National Police Human Resources for 2020-2024]
- Suwanda. (2020). "Pengaruh manajemen sumber daya manusia dan budaya organisasi terhadap kualitas pelayanan di Ditserse Polda Metro Jaya." [The influence of human resource management and organizational culture on service quality at the Metro Jaya Police Department]. *Tesis*. Universitas Indonesia.
- Tribatanews Polri. (July 2nd, 2023). "Survei Indikator: Kepercayaan Publik Terhadap Polri Meningkat Jadi 76,4 Persen." [Indicator Survey: Public Trust in the Police Increases to 76.4 Percent] Taken from <https://tribatanews.malut.polri.go.id/2023/07/02/survei-indikator-kepercayaan-publik-terhadap-polri-meningkat-jadi-764-persen/#:~:text=Peneliti%20Utama%20Indikator%20Burhanuddin%20Muhtadi,sangat%20percaya%2010%2C8%20persen>, October 3rd, 2023.
- Widaningrum, Ambar. (2017). "Public Trust and Regulatory Compliance." *Jurnal Ilmu Sosial dan Ilmu Politik*, Volume 21, Issue 1.

Research on the Influencing Factors and Countermeasures for the Effectiveness of Talent Training in School-enterprise Cooperation in Vocational Education-Taking Haining City as an Example

Weilin Jin¹, Jiawei Zhuge², Huabin Wu³

^{1,2,3} Zhejiang University of Finance and Economics Dongfang College, Haining 314408, China

Abstract

Currently, the effectiveness of school-enterprise cooperation in vocational education is not significant, but effectiveness is an important indicator of the quality of technical personnel training. On the basis of survey and study, the factors affecting the effectiveness of school-enterprise cooperation in vocational education are elaborated and analyzed from four perspectives: institutional level, colleges themselves, enterprise level and stakeholders. Based on this, four development suggestions are proposed, such as giving play to the leading role of the government in school-enterprise cooperation in vocational education, establishing and improving the institutional framework for school-enterprise cooperation with the effective participation of industry associations, strengthening the legalization of school-enterprise cooperation in vocational education, and strengthening the degree of interest association between vocational education and cooperative enterprises. We hope to provide some reference for the high-quality development of school-enterprise cooperation in vocational education.

Keywords: Vocational Education, School-Enterprise Cooperation, Effectiveness, Influencing Factors, Countermeasures And Suggestions

1. Introduction

The 18th, 19th and 20th National Congress of the Communist Party of China (CPC) successively pointed out that China should increase the development of human resources, train increasingly high-quality workers, train a group of top talent in enterprises, and provide strong support for the development of enterprises. To effectively guarantee human resources, we must turn from a large education country to a strong education country, and the goal of talent training must change from quantity to quality.

After entering the new era, Haining's industrial structure and economic development mode are facing major adjustments, and development has changed from factor-driven to innovation-driven. To meet the requirements of

industrial structure, economic development mode, and innovation drive, it is necessary to change the methods of talent training and reform the paths of talent training to cultivate more types of talent that are compatible with Haining's economic and social development. These types of talent include different levels, including specialized workers engaged in front-line production and leading talent and scientists engaged in technology research and development. The layout of industries has a great impact on the major setting of vocational education, which in turn affects the quantity and specifications of technical skills personnel trained. The quality and skills of the labor force in traditional enterprises are not high enough to meet the needs of Haining's economic, social and technological development. For better development, Haining enterprises are in urgent need of relevant skilled personnel, and they need to continuously improve the technical skills of the labor force and the knowledge and skill level of the enterprise labor force. The accelerated development of vocational education is one of the best ways to improve the technical skills of the enterprise labor force. The cultivation of technical skills personnel is inseparable from vocational education. There are relatively few scholars studying the effectiveness of school-enterprise cooperation in vocational education, and the majority of studies are on school-enterprise cooperation mechanisms, models, and countermeasures. Some scholars have conducted empirical research on the effectiveness of school-enterprise cooperation from the perspective of satisfaction. The results show that there are six aspects that have a great impact on the satisfaction degree of school-enterprise cooperation, such as overall curriculum planning, internship performance assessment methods, and internship systems (Cui & Pan, 2020; Zhang J., 2020; Tang et al., 2014). At the same time, it is necessary to construct a performance model of vocational education school-enterprise cooperation and use the fuzzy comprehensive evaluation method to evaluate the three aspects of resources, process and effect (Ding, 2020). By referring to the research results of other countries, scholars have constructed a four-dimensional conceptual model of school-enterprise cooperation and studied the effectiveness of school-enterprise cooperation from the aspects of depth and breadth (Xu, 2017; Wu et al., 2015). Zhang et al. used the questionnaire method to study the satisfaction and enthusiasm of enterprises to participate in school-enterprise cooperation and showed that many enterprises are willing to accept vocational college students as internships and have high enthusiasm for participating in school-enterprise cooperation (Zhang P. & Nan, 2016).

From the overall situation, the school-enterprise cooperation for the integration of vocational education in Haining has increased in both scale and quality, but there is still some distance from the goal. Due to the complexity and variability of school-enterprise cooperation, there are still many unresolved issues in enterprise cooperation. Therefore, on the basis of investigation and research, this paper focused on the influencing factors and the development countermeasures and suggestions for the integration of school-enterprise cooperation in Haining's vocational education.

2. School-enterprise cooperation in vocational education Analysis of Factors Influencing Effectiveness

Currently School-enterprise cooperation in vocational education The final results of the effectiveness are not satisfactory, and the effect is not significant, but the effectiveness is an important indicator of the quality of technical personnel training. To improve the effectiveness of school-enterprise cooperation, it is necessary to analyze the factors that cause the insignificant effectiveness of the study. After interviewing, it was decided to elaborate and analyze from four perspectives: institutional level, institution itself, enterprise level, and stakeholders.

2.1 Analysis of influencing factors at the institutional level

The effectiveness of school-enterprise cooperation in vocational education is positively proportional to the role of the government because school-enterprise cooperation in vocational education needs to create a favorable external environment. However, at present, there are still some problems in the school-enterprise cooperation system in Haining that have a direct impact on the effectiveness of school-enterprise cooperation in vocational education. The purpose of the implementation mechanism is to strengthen the execution of the system, but at present, due to the imperfection of the institutional mechanisms, the implementation of the system is difficult and cannot be implemented well. In school-enterprise cooperation in vocational education, the school-enterprise generally has several cooperation partners. When communicating, they need to clearly understand the other

party's dynamics to conduct in-depth exchanges. However, in real life, there are basically no organizations that provide this kind of information service, and as a result, the quality of exchanges between the school and the enterprise is not high and is superficial. Each year in Haining, a large number of vocational education students enter the enterprise. They are different majors and work in different positions in the enterprise. To achieve high-quality practice in posts, careful planning and arrangement are needed, but this type of service organization and mechanism fail to provide such a solution. Create.

2.2 Analysis of influencing factors at the school level

Vocational colleges are an important factor in the promotion of school-enterprise cooperation, and the major development and talent training models of colleges and universities have a great impact on their effectiveness. The essence of the education and teaching innovation reform currently advocated is to change the mode of training talent, and the talent training mode will also have an impact on the effectiveness of school-enterprise cooperation in vocational education. Through investigation, research and interviews, relevant personnel found that the talent training models of many vocational colleges have problems and cannot keep up with the needs of socioeconomic development and enterprises. Some vocational colleges still use the traditional teaching mode, in which teachers "arrange" teaching and students hardly participate actively. In this respect, it is mainly the result of the poor quality of the teaching staff in vocational colleges. Many teachers have almost no practical experience and ability in enterprises and do not know how to cultivate students' practical ability. In addition, the teaching technology and equipment were backward. The technology and equipment resources from more than ten years ago were still used and have not been updated and replaced. The new technology use methods have not been systematically trained. farther away. In addition, vocational colleges are not well off economically or even lack funds, so they have not been able to build good practical training bases, and it is difficult for students to have the opportunity to actually operate. Currently, what enterprises need is compound talent, but currently, there are no textbooks of this type in schools. The textbooks are all outdated, the professional disciplines are highly differentiated, and there are basically no integrated cross-professional textbooks, which places a great burden on teaching. Due to pressure, unreasonable class schedules appeared frequently. If after school-enterprise cooperation in vocational education, there is still no high-quality talent output, which will affect the effectiveness of the enterprise, it will greatly dampen the enthusiasm of enterprises for cooperation, and the enterprises may even withdraw from the cooperation, which is unfavorable for the long-term development of school-enterprise cooperation in vocational education.

2.3 Analysis of influencing factors at the enterprise level

Enterprises are one of the most important subjects participating in school-enterprise cooperation in vocational education. Although the scale of school-enterprise cooperation in vocational education in Haining is gradually increasing and development is actively promoted, it may still be in the initial stage of development, and the effect of cooperation will not be affected. Not significant.

Domestic and international studies all believe that enterprise scale and strength will affect the selection and effectiveness of school-enterprise cooperation in vocational education. Small and medium-sized enterprises cannot match large enterprises in terms of talent reserves and technical strength. They very much hope that through school-enterprise cooperation, they can improve the ability of technical personnel and integrate and update their knowledge. Small and medium-sized enterprises pay attention to the issue of labor costs and pursue the goals of reducing costs and obtaining short-term profits. However, under the influence of technology preference, their original thinking of short-term goals is gradually changing, and they are setting more long-term goals and paying great attention to the accumulation of technology. and promotion. Although SMEs are limited in some areas and may not be able to provide that much help to vocational colleges, they hope very much to participate in the major setting of schools and to introduce enterprise standards into the talent training programs of vocational colleges. To create more internship opportunities for students. In this process, they are mutually beneficial and can obtain what they need and promote their own development.

Although large enterprises have abundant capital and technology, they have their own training institutions and have their own sets of programs for the training of enterprise talent. However, it is difficult for many enterprises to keep up with the speed of technological progress. They also realize that personal ability alone cannot keep up with the development of society. To update their information technology level, they are also willing to integrate into school-enterprise cooperation. In this process, they can rely on external forces, especially the scientific research capabilities of schoolteachers to carry out technology research and development, while integrating the processes and standards of enterprise training into the school's student training programs to achieve the docking of school-enterprise talent training programs.

When private enterprises participate in school-enterprise cooperation in vocational education, the first thing that comes to mind is the rewards they can obtain after participation, which is also in line with their essential attributes. Whether it can acquire new ideas and vitality and whether enterprises can obtain new technologies in the market, especially with the growing development of the concept of technology-biased technological progress, has placed more emphasis on seeking new technologies and new skills for enterprise development. This is a key factor for the development of an enterprise, which determines the survival of the enterprise. The cost of human resources training is also a critical factor. Most private enterprises are not very large and have limited funding capabilities and thus cannot afford the enormous amount of human training costs. However, school-enterprise cooperation can effectively reduce this cost. is one of the driving factors for their participation.

Social responsibility cannot affect the participation of private enterprises, while government responsibility is a key factor. Private enterprises themselves are not strong and can be said to be relatively weak. Therefore, when participating, they are more concerned with their own interests, and the pursuit of profit maximization is more important than the fulfillment of social responsibility. The appropriateness of the government's policies, the perfection of the institutional mechanisms, and the effective means of participation will directly affect the degree of participation of private enterprises. To obtain the maximum profit and high-quality skilled talent under the premise of saving costs, the content of cooperation will inevitably be limited. At this time, government support is urgently needed.

2.4 Analysis of Influencing Factors at the Level of Interest

For school-enterprise cooperation in vocational education, stakeholders have different classification methods. Here, the author believes that any group that has a direct or indirect relationship with vocational education school-enterprise cooperation is one of the scope of stakeholders. However, targeting those stakeholders can be based on the degree of influence. They are divided into different levels, and the specific distribution methods are shown in Table 1.

Table 1: Classification of stakeholders in vocational education school-enterprise cooperation

Belong to level	Specific groups of stakeholders
Edge layer	Media, alumni associations, parents of students, etc.
Middle layer	Cooperation committees, industry enterprises
Core layer	Teachers, students, enterprises, government

In the development of school-enterprise cooperation in vocational education, if all interest groups are to be taken into consideration, cooperation will become difficult. Therefore, we need to find a balance point to balance the distribution of interests, and this role falls to the core stakeholders. on the body. In the following text, the influencing factors are mainly analyzed from the perspective of core stakeholders.

2.4.1 Interest pursuits of enterprises—interest-based orientation

Acquire high-quality talent and advanced technologies to enhance the market competitiveness of enterprises. Haining's economy has entered a period of restructuring and development, the industrial structure is undergoing major adjustments, and the quality of talent demand is also constantly improving. Professional and technical personnel are particularly scarce in the "new normal" economic period. To solve this difficulty, many enterprises

will choose school-enterprise cooperation as a way to acquire high-quality talent. In this way, students will be exposed to the skills needed by the enterprise while they are in school, teachers will be more purposeful in the usual teaching process, striving to achieve the “zero distance” between the enterprise and the school, and they can enter the enterprise after graduation. Work more skillfully in the position. At the same time, the on-the-job employees of the enterprise can also enter school to acquire knowledge and improve their technical level to become even better workers in the new era. In-depth cooperation to achieve the integration of production, teaching and research is also the goal of school-enterprise cooperation in vocational education. The school has strong scientific research capabilities and can provide great help to enterprises in technological innovation and product research and development and can compensate for the deficiencies of enterprises in technology research and development. The creation of a good technology R&D cooperation platform is conducive to the effective accumulation of technical knowledge and is of great significance for the enhancement of the core competitiveness of enterprises.

Enjoy preferential policies and increase popularity. The Haining government attaches great importance to school-enterprise cooperation in vocational education. To encourage enterprises to actively participate, the government has introduced some preferential policies. If an enterprise provides technical equipment or other resources to a vocational school in the training of students, it can enjoy preferential tax policies within a certain range; if the enterprise participates in the technology research and development of the vocational school, it can deduct part of the technology development fee. After receiving these preferential policies, the enterprises have reduced a large amount of their own expenditures. At present, participation in school-enterprise cooperation in vocational education is mainly concentrated in small and medium-sized enterprises. Their social status and reputation may not be at the same level as those of large enterprises, and their popularity is generally low. With the advent of the information age, enterprises also realize the importance of publicity, and the corporate image will affect their social status. A good way to increase the popularity of an enterprise is school-enterprise cooperation, and schools are also willing to act as this propagandist, which is also what they can combine.

2.4.2 Interest appeal of vocational colleges—quality-oriented orientation

Improve the quality of training while reducing the cost of education. Only high-quality technical skills talent can meet the demands of modern enterprises, vocational colleges have a higher probability of cultivating this kind of application-oriented talent, and the training mode is school-enterprise cooperation. Many vocational colleges hope to set up the training and practice base in the school so that the technical equipment of the enterprise can be introduced, and the enterprise will send excellent staff to teach the students, thus saving a number of lecture fees. After vocational colleges and enterprises share resources and jointly develop new technologies, they can promote the generation of school-enterprise cooperation. In addition, in the process of this cooperation, there will definitely be cultural integration, which is very helpful for the development of “dual-qualified” teachers in vocational colleges, and the use of enterprise resources to improve the practical ability of teachers and the increase in the transformation rate of achievements. Changing the teaching mode in the later stage was of great benefit and laid a good foundation. As front-line workers train students, teachers’ economic income will increase correspondingly after their abilities rise. They can also reflect social value on the basis of gaining happiness, all of which are brought about by school-enterprise cooperation in vocational education. As the objects of training, students can better integrate theory with practice and apply what they have learned. At the same time, they can also receive part of the allowance during the on-the-job internship, which reduces their financial burden.

Of course, increasing the popularity of vocational colleges is also a priority for them. In reality, when many students choose schools, they base their choices on the school’s brand and social reputation. Higher popularity will be conducive to the development of later enrollment. At the same time, we can eventually gain more collaborators, the care of the government, and the support of society.

2.4.3 The government’s interest pursuits—society-centered orientation

Create a good cooperative environment and promote local economic development. As a nonprofit organization, the government is also a public organization whose purpose is to serve society, create a better life for the general

public, and promote economic development. As the input department and the competent department of vocational education school-enterprise cooperation, the main interest pursuit is to increase labor productivity and promote the prosperity and development of the local economy through the use of personnel with advanced technical levels. Schools are the biggest exporters of the high-quality labor force. However, due to limitations of their own abilities, schools cannot provide all-round services. In this case, they must rely on external forces to jointly train students. The first choice of schools is enterprises. Therefore, to a certain extent, the government promotes the organic integration of vocational colleges and enterprises by creating a good cultural, economic and policy environment for the two and can play a bridging role in the middle.

From the above analysis, it can be seen that in the school-enterprise cooperation of vocational education, the interests of stakeholders are different. These interests can also be said to be important factors affecting school-enterprise cooperation because if these interests are satisfied, school-enterprise cooperation can proceed smoothly. Otherwise, it terminates. In terms of core stakeholders, enterprises have an interest-oriented orientation, vocational colleges have a quality-oriented orientation, and the government has a society-oriented orientation. Therefore, in the development of school-enterprise cooperation in vocational education, ways must be found to satisfy their respective interests.

3. Countermeasures and suggestions for improving the effectiveness of school-enterprise cooperation in vocational education

3.1 Give play to the leading role of the government in school-enterprise cooperation in vocational education

Strengthen top-level design and comprehensively plan and design school-enterprise cooperation programs. From the perspective of systems theory, the resources of school-enterprise cooperation in vocational education are integrated from the overall perspective, and the participants and collaborators are coordinated. School-enterprise cooperation in vocational education is a strategic project that needs the support of a good organizational structure. It is recommended that government departments at all levels in Haining participate in the steering committee while clarifying the responsibility of each subject to implement each task. Through the top-level design of the government, the subsystems inside should be ensured to have the effect of $1+1>2$.

A decision-making system should be established to coordinate the relationship of interests. Vocational education school-enterprise cooperation involves the interests of multiple participants, and thus, they will face the problem of interest distribution. The interest relationship of all parties must be coordinated to achieve a balanced interest. First, it is necessary to ensure that all interested parties (such as enterprises, schools, regulatory departments, etc.) can participate in the negotiation of the distribution system so that the final decision-making reflects the common will of everyone. Second, the precondition for everyone to participate in the negotiation and discussion is to standardize the scope of the participants' rights and clarify their rights and obligations. Management functions should be redistributed to the education department, and vocational training rights should be redistributed to the industry management department.

3.2 Establish and improve the institutional framework for school-enterprise cooperation with the effective participation of industry associations

A collaboration mechanism for industry associations to establish vocational education school-enterprise cooperation has been established. Trade associations are very familiar with the development status of industries and enterprises. They are different from the market and the government. They are an independent subject as well as a collaborating subject of school-enterprise cooperation. They can make up for the deficiencies of the government in this regard and can also give full play to its resources. Allocate and establish a dialog and consultation mechanism with vocational colleges and enterprises. First, the educational function of trade associations must be played, and the organizational structures of trade associations should be improved. Second, the autonomy of trade associations should be enhanced. Because trade associations are independent organizations, to truly play their role and reflect the interest demands of industries and enterprises, the legal level

should be followed. The rights of trade associations shall be clearly stipulated so that they can play their roles under the protection of law.

An industry dialog and consultation mechanism shall be established. The effect of vocational education on economic growth is well known. The dialog and consultation mechanisms of industry associations should start at the national level, the management functions of the education department should be increased, and a steering committee should be established to be responsible for the cooperation and exchanges between the industry and vocational colleges. An online information platform is established to release the latest news of the industry. At the same time, a regular meeting system should be established to conduct more consultations, exchanges and matchmaking to help achieve school-enterprise integration.

3.3 Strengthen the legalization of school-enterprise cooperation in vocational education

Accelerate the improvement of the legal system for school-enterprise cooperation. From the perspective of the current overall development speed, school-enterprise cooperation in vocational education The speed of development is faster than the promulgation of relevant laws and regulations; that is, the speed of the construction of laws and regulations cannot keep up with the speed of school-enterprise cooperation in vocational education. Economic development and the development of vocational education have produced major changes, and the external environment is also quite different from the previous environment. Many new issues have arisen that cannot be solved by the original laws and regulations. Therefore, the revision of these laws and regulations is imminent, and the establishment of a supporting new legal system is necessary. The first is to establish a cooperation system framework. Without a complete institutional guarantee, it will only be difficult to promote school-enterprise cooperation in vocational education and can only linger in the distance. A legal framework must be established around the interests of relevant subjects in participation. Second, accelerate the improvement of relevant subjects Vocational education laws and regulations The revision speed of the vocational education laws and regulations is based on the new situation of recent developments and the new problems encountered, as well as the market research and the summary analysis to supplement and improve the content of the vocational education laws and regulations.

We will focus on improving the enterprise participation system. The relevant systems of enterprises' participation in school-enterprise cooperation are extremely irregular. The main reason is that in the laws and regulations, the participating enterprises have not yet become the main units and have not stipulated their responsibilities; that is, the enterprises have not thus far been needed to bear any responsibility related to vocational education. Responsibilities related to school-enterprise cooperation Therefore, the first step is to establish the position of the enterprise in school-enterprise cooperation. The enterprise has the relevant responsibility for organizing vocational education and is also the main body of school-enterprise cooperation, so the legal status of the enterprise must be clarified. Second, the rights and responsibilities of enterprises should be clarified, internship posts should be provided, practical training places for vocational college students should be provided, labor responsibility should be assumed, vocational education and teaching should be participated, and excellent enterprise employees should be sent to help improve teaching quality in vocational colleges. Of course, there will be corresponding rights, such as the right to give priority to the selection of outstanding students to work in enterprises and the right to assess students.

3.4 Strengthen the correlation between vocational education and the interests of cooperative enterprises

The cultivation of technical and skilled personnel is the purpose of higher vocational education, which provides a large number of skilled personnel for production management and service frontlines every year. The way to train talent is the integration of production and education into school-enterprise cooperation. This way can enable the participants to win-win each other. . Regrettably, there are still problems in the cooperation concept. The school and the enterprise cannot analyze it from the perspective of behavioral decision-making. As a result, the quality of school-enterprise cooperation for the integration of industry and education has not been very high. Of course, to carry out in-depth and quality school-enterprise cooperation on the integration of industry and education, one of the important factors is the establishment of a close interest relationship. In the context of a market economy, an important reason for enterprises to participate in school-enterprise cooperation is the drive

of interests because the nature of the enterprises determines their motivations for participation. It is impossible for enterprises to participate solely on the basis of their enthusiasm for education or the pressure of public opinion at the moral level. School-enterprise cooperation. Of course, it is not excluded that a small number of companies participate in school-enterprise cooperation for public welfare purposes, but this behavior will not last for too long. To this end, in the school-enterprise cooperation process of the integration of industry and education in higher vocational education, we must emphatically highlight the subject awareness of enterprises and increase their enthusiasm for participation. The government will give certain preferential policies to those enterprises that have played a leading and demonstration role to attract more enterprises. More enterprises have participated in school-enterprise cooperation on the integration of production and education in higher vocational colleges.

Data availability: The authors have included all the relevant data and the source of freely available data in the manuscript.

Declarations: Ethics approval No prior ethical approval was necessary for the study.

Consent to participate: No human subjects included in the study. Consent not required.

Consent to publication: Not applicable.

Competing interests: The authors declare no competing interests.

Funding: This paper was supported by the Zhejiang provincial education scientific planning project (2023SCG239).

References

- Cui W., & Pan Q. (2020). Quality Assurance System of Higher Vocational Colleges and Universities Embedded in Industry-Education Integration Enterprises:time Choice, Target Characteristics and Embedding Path. *China Vocational and Technical Education*, 36, 92–96.
- Ding C. (2020). Research and Practice of Professional Quality Evaluation Strategy of Higher Vocational Colleges in the New Era. *China Vocational and Technical Education*, 35, 70–74.
- Tang G., Zeng Y., & Luo J. (2014). Research on School-Enterprise Co-Operation in Higher Vocational Education Based on Resource Dependence Theory. *Research on Higher Engineering Education*, 4, 174–179.
- Wu J., Yi X., Ou Y., & Deng Z. (2015). Construction of Conceptual Model and Index System for Four-Dimensional Analysis of School-Enterprise Cooperation in Vocational Education. *Exploration of Higher Education*, 5, 87–93.
- Xu X. (2017). Analysis of the Effectiveness of the Construction of the Legal System System for School-Enterprise Cooperation in Vocational Education in China. *Vocational and Technical Education*, 38(16), 39–44.
- Zhang J. (2020). The Local Practice of Vocational Education “Industry-Teaching Integration and School-Enterprise Co-Operation” Policy. *China Vocational and Technical Education*, 16, 49–53.
- Zhang P., & Nan. (2016). Networked Governance of School-Enterprise Cooperation: connotation Characteristics, Power Logic and Tendency Path. *Vocational Education Forum*, 7, 26–30.

The Characteristics of the use of Eslimi and Rotating Motifs in the Tiling of the Mausoleum of Khwaja Abdullah Ansari Located in Herat Gazargah

Ahmad Shoaib Saljoqi¹, Mohammad Towfiq Rahmani²

¹ Department of miniature, Faculty of Fine Arts, Herat University

² Dean of Fine Arts Faculty, Herat University

Correspondence: Mohammad Towfiq Rahmani. Email: rahmanitowfiq@gmail.com

Abstract

Eslimi and rotating motifs have long been used in the historical monuments of Herat, the tiling industry and the use of Eslimi and rotating motifs in ancient times have always painted the historical and religious monuments of Herat, but its values and characteristics are not introduced for society, artist Students and artisans. The objectives of this research are to evaluate and introduce the latent characteristics Eslimi and Rotating motifs use of in the tiling of the mausoleum of Khajeh Abdullah Ansari in Herat, to develop public awareness of the values of these motifs and apply the results of the present study in the field of art as a lesson for students. This research has been done by library, field, observational and qualitative method. Visual research method is used in this article and the first hand data, which are the patterns on the tiles, have been analyzed and interpreted by the authors of the article in visual research. The results of the research show that: The Eslimi element has been used in most of the motifs of the mausoleum of Khajeh Abdullah Ansari, repetition (symmetry) as an action that ends in boredom is not mentioned in the motifs used in the mausoleum of Khajeh Ansari, Eslimi movement (Snail) is a symbolic movement of ascension that leads man to perfection, diversity, variety, types of structures, different compositions and multiplicity of elements are the prominent features of the motifs of the mausoleum of Khajeh Abdullah Ansari, the existence of simplicity in some of the motifs of the mausoleum mansion of Khajeh Abdullah Ansari shows the strong understanding of the artist of the pattern of aesthetics, the combination of objectivity and mentality in the engravings of the mansion of Khajeh Abdullah Ansari is clearly evident.

Keywords: Eslimi Motifs, Rotating Motifs, Islamic Art, Tiling, Pattern, Structure, Composition

1. Introduction

Eslimi and revolving motifs are actually the basis, foundation, configuration and manifestation of abstract concepts of Islamic art. In the Timurid period the design of motifs and the art of tiling reached its peak of perfection and its use of in schools, mosques, houses and shrines became popular and became increasingly prosperous. Among the many places that were built during the Timurid era of Herat, one is the mansion of

mausoleum Khwaja Abdullah Ansari in Gazargah of Herat, which is a very important and varied collection of architectural arts, gilding, pattern design, stone carving and tile industry. In this research, the values and characteristics of the tile motifs of the mausoleum of Khwaja Abdullah Ansari are stated. Strong composition, balanced proportions, symmetry, movement, combining objectivity with subjectivity, and dynamism are the characteristics and values of the tile patterns in mausoleum of Khwaja Abdullah Ansari's. Familiarity with these characteristics will make these values enter the artistic work of contemporary students and artists in Afghanistan, and in fact, it can be a bridge between the past era of Herat art and the contemporary era of Herat art, as well as preserving this value. and making it last for the next generations.

2. Gazargah of Herat and Mausoleum of Khawaja Abdullah Ansari

Since the Eslimi and revolving motifs discussed in this article are present in the artworks of tiles and tombstones in the mansion of mausoleum Khwaja Abdullah Ansari located in the village of Gazargah in Herat, it is necessary to write a summary about Gazargah and the mansion of mausoleum Khwaja Abdullah Ansari.

In the north of the city of Haret, there is a mountain its named Zanjergah and a Village which is called Gazargah, and the mountain that embraces this small village is also called as Gazargah Mountain (Saljuqi, 1976: 1). Mansion Garzergah: Apparently, the first mausoleum that became a shrine in Gazargah is called mausoleum of Khwajagan Haft Chaha. The second mausoleum of Gazargah is Torbat Sheikh Umoya, who lived there and after his death, it became a place of pilgrimage for devotees. The third mausoleum of Gazargah is Torbat Pir Herat (Khwaja Abdullah Ansari), which was the reason for the settlement and influence of Gazargah (Saljuqi, 1962: 8).

The first building that was planned for the mausoleum of Khwaja Abdullah Ansari is the school building that was founded and settled by Emir Izzuddin Omar Marghani during the era of Sultan Ghiyasaddin Muhammad bin Sam Ghorī (558-559). During the era of the kings of Saljuqi, change and built on this building, it was still inhabited until after the attack of Genghis, and the few defects that reached it were repaired in the era of Malok Kart. In 820 Shah Rokh Sultan built a mansion environs of mausoleum of Khwaja Abdullah Ansari which remains until now (saljuqi: 10-12), The mansion of mausoleum Khwaja Abdullah Ansari has a pleasant and lively atmosphere, a mansion built by the Timour princes. This mansion is built around a large rectangular courtyard. The dimensions of the building are 51.84 meters (Sawabi, 2008: 30). The shrine of Khwaja Abdullah Ansari is a mystic in 5th century, which is located on a hill in the north of Herat in a place called Gazargah. The main building was built by the order of Shah Rukh between 1429/1429 and 1429/837, either entirely due to religious motives was built (Brand, 2004: 131) (as seen in image number 1).



Image 1: The mausoleum of Khwaja Abdullah Ansari, photo by the author: 2022

3. Revolving motifs

Revolving motifs are of two types: Pichki and Eslimi:

Revolving motifs are taken from nature and can be called plant elements. But in drawing its different forms, it is not imitated from real plants. "These decorations have their roots in Egypt (an innovation that may have been established in Mycenae)" (Wilson, 2016: 23). These motifs, which in their simple form are the most common motifs in the world, made their way from Mediterranean art to Islamic art. "The common plant elements in Roman art are the basis of the decorations of Islamic art." (Khalili, 2002: 19)

Although some people believe that actually these motifs are not from the Mediterranean, but the oldest ones seen in Sassani art, and art of Egypt, Mesopotamia and Falat of Iran more ancient examples of Roman art. However, because Islam paid attention to non-pictorial arts such as plant patterns and decorations, Muslim artists based on principles of simple geometrical motifs of scroll after connecting China. After being influenced by different civilizations and changing some elements due to inconsistency with the Islamic vision, the art of gilding (Islamic art) took the refined movement. He moved to a certain extent to take everything from the art of other civilizations that entered it or change it so that it is something more beautiful and harmonious with its other elements. In general, Quranic gilding made the pictures of flowers and plants to be drawn in a special style, which was less noticed and used in other works.

This trend was active in most of the Islamic kingdoms, both in the western and eastern countries, but in the 8th and 9th century AD, "the art of gilding in the central parts of the Islamic country had changes that the religious people of Morocco did not know about." (Khalili, 2001: 19). The type of leaf flower motifs and even the type of cover was created, and the color and type of font were included. But in Morocco, mostly geometric motifs prevailed to plant motifs revolving motifs. This movement is an expression of a kind of evolution in seeing and influencing God's creation and combining the visible with the mental creations that are cultivated in the mind of the Muslim artist, they complete them, they sit on the load and they come to the stage for the show. It is better to express the mental education in Eslimi motifs (revolving), how a Muslim artist thinks and how he aligns himself with the law of nature, a law that is intangible and can be said to be cosmic music. This music, which was expressed through geometry in the past, the Muslim artist with intelligence and elegance mixed it with line, shape, form and color. as the conductor of the orchestra brought the expression of this invisible melody through the eyes to our ears. He does not see the need to repeat what is in nature, the creation is evident, but he builds and renders things according to their nature, which has potential beauty because beauty originates from God "the artist should only be content with shining the beauty in the sun and making it known. Art is the most general. The Islamic view of art is only a way to give spiritual honor to matter" (Burckhardt, 1989:134).

4. Eslimi

Eslimi, from the root of the word "Salam", means reconciliation, peace and health. In the dictionary of Dehkhoda, Salam is named after a tree that is very healthy and has healing fruits (Iskanderpour Khormi, 2013:). Eslimi or Islamic is a pattern, which has been used since the distant past to decorate dishes and textiles and in sculptures, and maybe it had a special name in those days. Apparently, this pattern has been known by this name since the Saljuqi and Timurid periods and has evolved over time in terms of shape (Hanrour, 2008: from the introduction of the book). Eslimi is the same word as Islami, and in old texts it is often used as Islamic. Slimi is a design consisting of beautiful circular that are completed with proper hooks, muscles, knots and branches (Nasser, 1982).

Historically, Eslimi in the form of a plant seems to have originated from the image of a vine, in which the complexity and indentation of leaves, stems, and branches can be easily stylized into complex and tangled forms (Burkhart, 2012: 68). Afif Al-Bhansi, when he discusses the elements of pattern, describes Eslimi as follows: "The first element is like a spiral strip from which all the connections and differences are made and it alone covers all the surfaces (Al-Bhansi, 2011: 336).

Eslimi, which is the manifestation of Islamic art, is made up of the interweaving of love which is the radius. They join together and create this endless pattern. The pattern of ingredients that are composed of vegetable elements, but refined to such an extent that it has lost any resemblance to nature. This cultivation and refinement inspired by nature is one of the basic principles of Islamic art and gilding (Iskander Pour Khorrami, 1380: 14).

Undoubtedly, Eslimi motifs and plant are the result of Islamic poetic thought, which have been derived from the same source of grace. These motifs are the manifestation of the family tree of Tayyaba, which are sprinkled in the Quran atmosphere. Here, the universes are treated in a symbolic and mysterious way, and are separated from nature, and gradually they become a form of spiritual geometry and become a manifestation of the harmony of the universe (Madd pour, 2014: 371).

According to the circle principle which is the foundation of Islamic art. Of course, it should be noted that it is not only paid attention to in Islamic art, it has also been given importance in other religions. But in Islamic art, it has a special place, and we can see how it is used in rotating motifs. In Islamic art, the circle represents the world, which has a centrality called Allah, and the whole existence is located around the axis of this centrality. Since in Islam Allah is the holy symbol of essence. "The circle presents an invisible and pure spiritual space" (Lawler, 1990: 152).

Professor Mohammad Alam Farhad mentions Eslimi by another name: this decorative element is mostly used in the decoration of Islamic buildings. Decorative screws are used in parts such as porch arches, altars and external parts of walls and internal arches of the hall. In artistic designs, screws are usually applied on top of the tiles, then the tiles are installed on the walls, entrances, arches, and gables in the area of the entrance doors (Farhad, 2018: 12).

The circle rounds for humans and expresses power. human feels himself in this small circle and realizes its greatness, even though this circle is bigger, it shows greatness more and the smaller it becomes, the more tangible its power becomes for man. One of the elements of the motifs, which is Eslimi, is based on a circle. Eslimi, which is also called (in Arabic), is a type of Islamic creation. " Eslimi is a type of dialectic in the category of decoration, in which cooperates logic with continuity. It inspires audience in its appearance and elevates them to perfection which has: "There are two basic elements: the complexity and interplay of plant motifs, the first element basically refers to games or geometric reflections, and the second element is the representation of weight drawing: That is a combination of snail shapes, and perhaps more derived from exclusively linear coding than plant patterns, in addition to the snail decorations of the shape, which is considered the first element is the basis and profile of the Islamic motif is an expression of transcendence and ascension, and the second element is the creation of balance, harmony, and weight, which is one of the divine verses, and it is the basis of the order of the universe, which is mostly concerned with its beauty aspect (Burkhart, 1990: 139).

Eslimi or Snail which is sometimes called a spiral, is the essence of Islamic motifs. if we should write more about it, from the geometric point of view, and or from the semantic point of view. The Eslimi element in Islamic art has a symbolic state, according to Sofia Sadiq: "Islamic art, like other knowledge is located in a place where the inner meanings are always connected with a code or symbol" (Sadiq, 2008: 206). The foundations of a culture are a set of symbolic rules in art, religion, science and economic relations. The symbol is never expressed in the same way, but must be decoded each time. Studying the history of symbols shows that any subject can gain symbolic value. Most of the symbols that are rooted in ancient beliefs and rituals have been transferred from one generation to another and have not been completely obsolete at any stage of human evolution (Solmaz, 2008: 109). Ee always look at Eslimi from top if we look at the side, its progressive movement becomes clear. It is better to take an example from a plant branch:

If Eslimi passes through the base of each leaf so that it reaches the base of the first leaf vertically above the starting point where the plant is located, we will notice its ascending state, and this itself can be a symbol of ascension in Islamic vision. "Eslimi not only provides an opportunity for Muslims to create art without images, but it is a perfect way to replace the image with the corresponding psychological issues, at the same time, it is a way to repeat some Quranic instructions in a rhythmic way to get rid of the carnal preoccupations of the mind

with requests and requests. In Eslimi, any renewal of personal memories is lost due to the continuation of an endless spiral (Burkhart, 1990: 139).

The Muslim artist has realized that this spiral movement of unity, and may it was inspired by the wisdom of the Kaaba or nature, because this movement is seen in many natural forms, which reminds a wise man."Jilles Pours has shown these forms beautifully in the mysterious spirals that are found everywhere in nature. The huge hollow trunk of Eucalyptus trees, horns of northern Ram and deer, skeleton bones, mollusk shells especially in Nautilus Popilius (snail) is the same spiral that It is learned from the golden ratio (Lawler, 1989: 136).

The usage of rotating and Eslimi motifs is also a part of traditional arts, which according to Bawar Mekinejad: in the world of traditional arts, the artist is in the privacy of his heart and solitude in search of discovery and intuition and in search of knowledge (Mekinejad, 2008: 7).

The Muslim artist goes through multiples to achieve unity. The selection of geometrical and Eslimi motifs is use of human motifs and unity of these motifs in one area is emphasized on this basis. Geometrical designs that clearly show unity in multiplicity and multiplicity in unity, together with Eslimi motifs that have the appearance of plants, are so far away from nature that they show stability in change and a spiritual atmosphere. They invent a special one that refers to the world of monotheism (Rostami, 2016: 3).

5. How to draw geometric Eslimi

Two points الف and ب are considered as the center with a desired distance, and then each one is placed as the center, and a semicircle is drawn tangent to each other with the radius of the distance from the other, and the work continues until the desired size. In this way, a spiral (Eslimi) is obtained (Abo lofai Bozjani, 2010: 143) (as seen in image number 2).

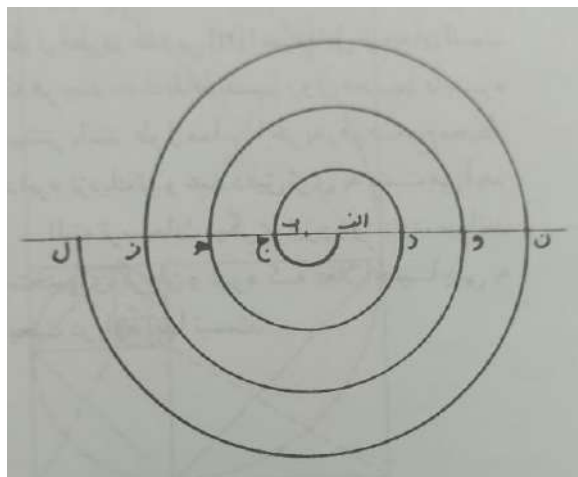


Image 2: How to draw a two-point Eslimi geometry (Abo lofai Bozjani, 2010: 143).

Mohammad Reza Hanrou mentioned Eslimi called snail movement, and he drew the combination of two movements and three movements as single tanb and double knot. (Hanrou, 2004: 46-50) (as seen in image number 3).

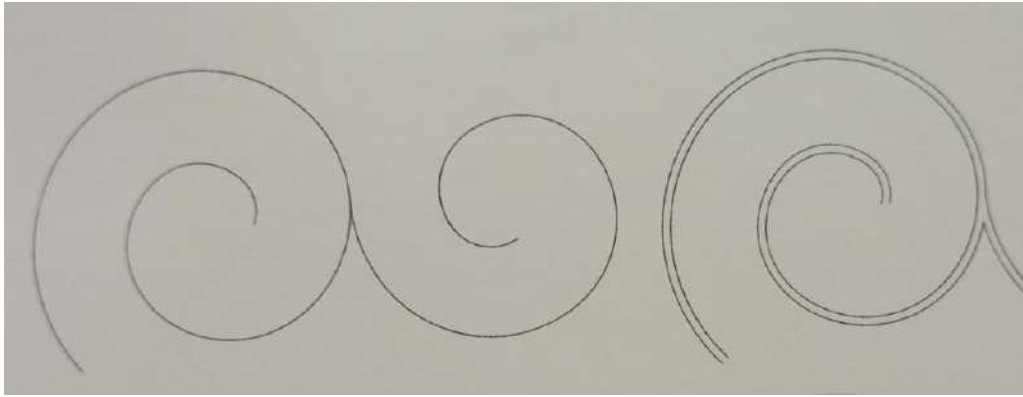


Image 3: The combination of two Eslimi (spiral movement) single tanb and double tanb (Henrou, 2004: 46).

6. The usage of Eslimi and rotating motifs in the mausoleum of Khwaja Abdullah Ansari

Dr. Seyyed NavidalHaq Fazli wrote the following about the number and types of motifs used in the mausoleum of Khwaja Abdullah Ansari: The total and approximate number of tiles decorated with plant motifs is 102 pieces that are available in the Gazergah. Most of the parts of plant motifs in this place have been worked in the porticos and verandas. the plant elements used in these parts include types of Eslimi, bergamots, types of peals, mouths of torpedoes and other plant elements (Fazli, 2018: 129).

In this part of the article, through field research, the characteristics of the tile patterns of the mausoleum of Khwaja Abdullah Ansari are discussed, and the characteristics and the way of using the patterns are explained from the pictures that were taken from the pictures up close by myself. Eslimi and rotating motifs have been used in the tiling of the mausoleum of Khwaja Abdullah Ansari with different types and different usages. In the upper part of one of the porticoes, there is a pattern that is in the form of a corner pattern. This pattern is worked symmetrically, which is repeated three times on the right side of the Eslimi and four times on the left side. On the right and left these Eslimi symmetry, the first Eslimi symmetry is almost in one size, but the second and third Eslimi symmetry are drawn differently in the terms of size. these changes are due to the difference in the size of the cornel pattern on the right and left sides of the Eslimis.

In addition to these Eslimis, in the second background of this pattern, white flowers and leaves can be seen, which are connected with a narrow turquoise rope in a circular shape, parallel to the main Eslimis of the pattern, and they have given other Eslimis in the background. Also, three bergamots with a green background color of three different sizes can be seen in this corner pattern. Also, the mouths of torpedoes and half-torpedoes are connected to the main orange colored Eslimis, which have been able to destroy the uniformity of the Eslimi's movement. Some of these elements used in this pattern have a natural feeling and others are abstracting, here a combination of objectivity and subjectivity has been made (as seen in image number 4).



Image 4: Corner pattern of porticoes decorated with Eslimi and plant elements, (Fazli, 2008: 131).

On one of the walls of the mansion, a pattern is work on a lapis background, this pattern is drawn symmetrically and the elements of the patterns on both sides are designed with the same shape. In this pattern two Eslimi at the lower part of the green bergamot and two Eslimi at the upper part of the green bergamot have been drawn. The rotating motifs of plants in Eslimi cover the second background in a moving state in and around the green bergamot in different directions and it became symbolically extract the growth of nature in the viewer's mind(as seen in image number 5)



Image 5: The symmetry of the Eslimis, photo by the author, year 2023

Another motifs that is placed on the wooden gate of the entrance to the mausoleum and attracts attention is the corner design, which is different from the other motifs in this collection in terms of its structure, composition and elements. one Orange flower, which is proposed as the basis and main point of view that spread around all the leaves and flowers that grow from it, the rotating and moving leaves around this orange flower express a sense of dynamism and tendency towards nature, The turquoise stems spread everywhere with its density evokes the sense of movement and dynamism as it is in nature(as seen in image number 6).



Image 6: Corner pattern, orientation to nature, photo by the author: year 2023

Another rotating motifs that appears on the wall of the mausoleum of Khwaja Abdullah Ansari, has a special effect is the margin that is placed on the top of the Moqrans stone pillar and extends to the top of the wall of mansion. One of the distinctive characteristics of this margin is its simplicity and no complicity. The composition of this margin consists of two fringes that are repeated up to the top, and on the sides of these fringes, rotating motifs with flowers and leaves are designed. the narrowness of this margin makes the viewer feel the height of the building more than its actual size. The elegance and narrowness of the turquoise ropes placed on the lapis background attracts the eye and tells about the meticulousness of the artist in the design(as seen in image number 7- 8).



Image 8: The simplicity of the margin Image 7: Margin with the wall of the mansion, photo by the author

Another pattern, which is on the right side of the entrance gate of Khawaja Abdullah Ansari's mausoleum, is on a stone column in the shape of a vertical rectangle. Eslimi is orange in color, this pattern is more delicate, denser, and more diverse in terms of elements than all the patterns in the Khawaja mansion. The leaves that sit on the central bergamot and are also present on the two main Eslimis have caused the structure of this pattern to look different. It is broken and spilled. In the lower part of this motif, there is a green vase, which actually originated from inside it(as seen in image number 9).



Image 9: The densest pattern of tiles in the mausoleum of Khwaja Abdullah Ansari, photo by the author

In the corner of one of the walls of the mausoleum of Khwaja Abdullah Ansari, there is a rectangular pattern filled with rotating motifs, has a black bergamot and a green vase, and at the bottom of the vase is a crown-shaped head to the ground. The petal that is in the middle of black bergamot is bigger than the other petals around it, the same size has given the center to the petal (as seen in image number 10).



Image 10: Eslimi and rotating motif.

The usage of the margin design is also one of the characteristics of the motifs of mansion of Khawaja Abdullah Ansari, the two margins side by side in one wall of this mansion represent the simplicity of the design, the margin is designed with the repetition of six-petaled flowers in a wavy and spiral shape It has been done. from these two sides side by side, the right side margin of the half of it worked with Muraq tile, which is from the Timurid period, and the lower half of it is made of seven color tiles, and it is known that it was restored after the Timurid period, as well as the left side of the tile. It has seven colors and its work is new. In the restored part, there is a difference in its flowers and leaves (as seen in image number 11).



Image 11: Two side margins, photo by the author.

In the entrance corridor of the mansion, there is a margin that is made with Muharq tiles and is considered very delicate in terms of tile work, this margin is mostly filled with Eslimi, which means that the dominant element in this pattern is Eslimi (as seen in image number 12).



Image 12: Margin combination with Eslimi repetition, photo by the author

Corner pattern like the other one on the high wall of the south side of the mansion attracts attention, the tile is intact, but it is not known that it belongs to the Timurid period and it was made in the contemporary era (Dr. Seyyed Navidalhaq Fazli,2009).The quality of this tile shows that there is still a boom in the work of Herat tiles, in terms of the design of the Eslimi of this pattern: it is fluid, flowing and has a balanced circulation, the Eslimi that is located on the second floor of the pattern and has a turquoise color. It is designed in the style of Timurid motifs, it is clear that it was designed in the same way as other motifs in the same mansion , as other revolving elements and petals are also reminiscent of Timurid motifs (as seen in image number 13).



Image 13: Corner design, Eslimi and rotating motifs, related to the contemporary era, imitating the style of the Herat art school, photo by the author.

7. Discuss

The subject of the audience's perception of the work of art is a debate that has always been raised in the field of arts by thinkers and art critics, the multiplicity of perceptions of the audience or audiences makes the semantic range of the work wider: "Just as Barthes in giving meaning to the text, the pattern of the reader considers it fundamental and believes that every reader can give a new meaning to the text in every age; That is, the theory of receiving in visual text is also relevant. Receiving visual text is also related to the past experiences and wishes of the viewer" (Kohnmoui pour, 2007: 131).

Since Eslimi and rotating motifs are abstract of arts, the discussion of the audience's perception and the audience's interpretation gains more strength from it. Eslimi (Spiral) is a representation of the movement of time and the expression of evolution due to having a centrality, this evolution can continue forever. Maybe it is the expression of this human thought in the bed of time.

Eslimi contains significant meanings that we should reflect on; A spiral can move in different degrees to explain the infinite expansion and contraction, and thus the universe reaches the absolute unity that it originated from, and it expresses the starting point or the origin and the beginning, and creates an image of the continuity between the fundamental poles of the infinite and the infinite, the big world and the small world. The vastness of Eslimi's structure draws us to infinity. Visual beauty is the parts of motifs that originate in the form of flowers and leaves and other decorations around Eslimi and from Eslimi itself.

The variety and difference of motifs in terms of structure, type of elements and composition in the mausoleum of Khwaja Abdullah Ansari is an obvious point and worthy of consideration. This variety is a debate if it is created by different artists. If created with a single artist, It is a separate discussion, but the understanding of the artist or artists that repetition should be avoided is the point that makes the art of portraying that time striking and prominent.

Observing symmetry and using it in the motifs of Khawaja Ansar's mausoleum may have been done in order to comply with one of the principles of Herat art school. If this is not a principal, how can we study the art of maktab Haret? The symmetry of an abstract principal and the jewel of Islamic art, (Jackson Barzon refers to abstract expressionism as an exclusion – oriented trend) (Locy Simth, 1381: 112)

The existence of simplicity in some of the motifs of Khaja Ansar's mausoleum creates the impression in the mind that the artist may not have been able to make the pattern complex and dense, but other motifs of this mansion along with their complexity and density show that the simplicity of some It has been made from patterns based on insight. The pattern that was made after the Timurid period and in the present era, which has a restoration aspect and is an imitation of the past, it could not compete with the Timurid motifs and it is a litter regular and far from nature.

8. Conclusion

These results are obtained from the above topics and discussions, which:

The Islamic element is used in most of the motifs of Khawaja Abdullah Ansari's mausoleum, and in fact, it is considered as a foundation in the motifs of this building, and the use of this element shows that Eslimi is one of the artistic and technical principles of the Herat school of art. It was the 10th century Hegira.

Repetition (symmetry) as an act that ends in boredom is not mentioned in the motifs used in the mausoleum of Khwaja Ansar, but it introduces an infinite world and by considering the principle of recitation, it created a work that was not possible in before. The wide application of this artistic principle causes the expansion of the mind and the audience enters a spiritual science. He can allow his imaginary bird to fly with his observation as far as he can and get out of the world of intuition and experience another world.

Eslimi (snail) movement is a symbolic movement of ascension that leads a person to perfection. A movement from the self to the outside or vice versa from the outside to the self, and this element is abundantly used in the motifs of Khwaja Abdallah Ansar's mansion. Variety, diversity, types of structures, different compositions and multiplicity of elements are among the prominent features of the motifs of the mausoleum of Khwaja Abdullah Ansari, and it shows the eloquence and artistic perfection in this historical mansion. The existence of simplicity in some motifs of mausoleum of Khwaja Abdallah Ansari shows the strong understanding of the artist's aesthetic values. The combination of objectivity and subjectivity is clearly evident in the carvings of the mausoleum of Khwaja Abdullah Ansari.

The delicacy of the motifs of this mansion is one of the prominent characteristics of the motif design in that period, and also the density and existence of many elements in the motifs show the artist's understanding of respecting the amount of the background in accordance with the principle of the motif. The motifs of the mausoleum of Khwaja Abdullah Ansari are made in two layers, the first layer or the main pattern is made with stronger ropes and the second layer or the secondary pattern is more delicate and narrow. The crown, which is inverted and pointed towards the ground in one of the carvings, has a thematic statement and refers to the rank and position of Khwaja Abdullah Ansari, which means that even if the king comes to the mausoleum of Khwaja Abdullah Ansari, the state of humility and has to bow. The narrowness of some of the vertical margins on this mansion has made the walls of the mansion seem taller than they actually are. The use of Eslimi and rotating motifs in the mausoleum of Khwaja Abdullah Ansari has both a decorative aspect and a thematic and abstract aspect.

Author Contributions: All authors contributed to this research.

Funding: Not applicable.

Conflict of Interest: The authors declare no conflict of interest.

Informed Consent Statement/Ethics Approval: Not applicable.

References

- Abolfuai Bozjani, Muhammad bin Muhammad (2010). Iranian Geometry, Seyyed Alireza Ezhevi, Tehran: Soroush, 4th edition.
- Iskanderpour Khorrani, Parviz (2001). Khataei Flowers, Tehran: Ministry of Culture and Islamic Guidance Printing and Publishing Organization, third edition.
- Eskanderpour Khorrani, Parviz (2004). Eslimi and Nishan-ha, Tehran: Printing and Publishing Organization of the Ministry of Culture and Islamic Guidance.
- Al-Bhansi, Afif (2012). Islamic Art, Mahmoud Pouraghasi, Tehran: Surah Mehr, third edition.
- Eva Wilson (1989). Islamic designs, Tehran, Mohammad Reza Rithi, 5th edition, Samt Publications.
- Brand, Barbara (2004). Islamic art, Dr. Mahnaz Shayeshita Far, Tehran: Islamic Studies Institute.
- Burkhardt, Titus (1990). Honer maghods, Jalal Sattari, Tehran: Soroush.
- Burkhardt, Titus (2012). Islamic Art, Masoud Rajab Niya, Tehran: Soroush, second edition.
- Seljuqi, Fekri (1962). Gazergah, Herat: AKTCHRT-Library-231.
- Seljuqi, Fekri (1976). Ariana, historical, literary and philosophical quarterly magazine, Kabul: Ministry of Information and Culture.
- Solmaz, Amir Rashed (2009). The forgotten treasures of Iranian art, symbols of ancient Iran in today's art, Tehran: Text
- Kohnmuyipour, Jhaleh (2007). Essays on the thoughts of Barthes and Derrida, Roland Barthes and visual signs, by the effort of Amir Ali Najoomian, Tehran: Farhangistan Honar.
- Khalili, Nasser and David James (2001). Elaborate works (Taghran 8 A.H. Qur'an writing), Payam Behtash, Tehran, Noor Vakar Rang Foundation, vol. 2.
- Rostami, Majid Reza (2016). Decorative patterns ,Tehran, Fakhrkia.
- Sadegh, Sofia Tazi (2009). Synthesis of artistic imagination, words and imaginary world in Islam, Tehran: Text.
- Swabi, Abdul Naser (2009). Analyzing Timurid period gravestone motifs in Herat Gasargah, Herat: unpublished master's thesis.
- Farhad, Alam (2018). Patterns and decorations in the historical monuments of Afghanistan, Kabul: Motabah Sehr.
- Fazli, Seyyed Naidal Haq (2009). Investigating the characteristics of design and color in the tiling of Khwaja Abdullah Ansari's tomb, Herat: unpublished master's thesis.
- Lucy Smith, Edward (2002). The last artistic movements of the 20th century, Dr. Alireza Sami Azar, Tehran: Nazar.
- Lawler, Robert (1989). Sacred geometry, translated by Haydeh Meiri, Tehran, cultural studies and research.
- Maddpour, Mohammad (2005). Hikmat Ansi, Tehran: Surah Mehr.
- Makinejad, Mehdi (2009). Forgotten treasures of Iran (hand woven), Tehran: Text.
- Naseri, Malih (1981). Eslimi School, Tehran: Art Academy.
- Hanrour, Mohammad Reza (2005). Taheeb (Eslimi), Tehran: Mirdashti.
- Hanrour, Mohammad Reza (2009). Step-by-step training in the art of gilding and carpet design, Tehran: Yesavali, 4th edition.

Human Capital Development for Cybersecurity: Examining BSSN's Contributions in the Indonesia-Australia Cyber Policy Dialogue (2018-2020)

Muhammad Rafi Shiddique¹, Mansur Juned²

^{1,2} Universitas Pembangunan Nasional Veteran Jakarta, Indonesia

Correspondence: Mansur Juned. Email: mansurjuned@upnvj.ac.id

Abstract

The rapid development of technology poses threats in cyberspace, including in Indonesia. This type of threat is relatively new to Indonesia, especially since 2020. One of the challenges faced by Indonesia in dealing with cyber threats is the need for more competent human resources. In 2018, Indonesia and Australia collaborated in the form of the Indonesia-Australia Cyber Policy Dialogue, one of which is Capacity Building and Strengthening Connection. This research aims to discover how the Indonesian government, through BSSN, improves human resources by cooperating with Australia. The author uses a qualitative approach and descriptive research type in this research. The author also uses the concepts of international cooperation and cybersecurity to analyze this problem. The results of this study show that through BSSN, Indonesia has great potential to improve national cyberspace because it gets direct knowledge and practice from Australia. The potential of BSSN is expected to answer the need for more competent human resources in Indonesia to secure national cyberspace.

Keywords: BSSN, Capacity Building and Strengthening Connection, Indonesia-Australia Cyber Policy Dialogue

1. Introduction

Indonesia is experiencing rapid development of information technology and internet advancement. This development has reached the easy access stage for the public to the internet. This ease of access has resulted in a change in the pattern of activities of Indonesian citizens who previously had no internet intervention. Only armed with devices in their hands and connected to the internet Indonesians can carry out their activities more quickly. Based on the survey results of the Indonesian Internet Service Providers Association (APJII) in the first quarter of 2019, it was recorded that the number of internet users in Indonesia touched 196.7 million people or equivalent to 73% of the total population of Indonesia, until the second quarter of 2020. This number has increased by 64.8% from 2018.

Along with the rapid penetration of the internet in Indonesia, security in the scope of cyberspace is increasingly vulnerable. This threat can attack individuals, companies, and government institutions. This phenomenon has made the conversation about cybersecurity rise to the surface. Globalization and the internet have greatly influenced individuals, organizations, and even countries in the form of extraordinary power (Geers, 2011). Due to the vastness of space and easy access to cyberspace, traditional actors can interact in cyberspace. Since cybersecurity is linked to traditional information, the ability of states to secure the cyber world will determine their national security in the real world (Juned et al., 2023).

The National Cyber and Crypto Agency (BSSN) found that the number of cyberattacks in 2020 reached 495.3 million cases. This figure has increased by 41% from 290.3 million cases in 2019. Similarly, the Criminal Investigation Agency of the Indonesian National Police (Bareskrim Polri) noted increased reports of cybercrime cases. In 2019, there were 4,586 police reports filed through the Cyber Patrol website, which is the Bareskrim Polri website for reporting cybercrime. This number has increased from 2018, which amounted to 4,360 reports. In May 2020, the Indonesian public was shocked by the news that 91 million Tokopedia accounts were successfully hacked and traded on dark websites. The leak of Tokopedia user data in the form of user ID, email, full name, date of birth, gender, telephone number, and user password. It is known that the number of active Tokopedia users is around 91 million. Almost all Tokopedia user data has been successfully hacked (Franedya, 2020).

Meanwhile, from January to July 2021, cyber attacks in Indonesia have touched 741.4 million cases, where the most common attack categories include malware, denial of service (DoS), and trojan activity. The cybercrime trend throughout the year was dominated by ransomware and index data leaks. During this period, the government sector experienced the highest data leakage due to information-stealing malware at 45%, followed by the financial sector (21.8%), telecommunications (10.4%), law enforcement (10.1%), transportation (10.1%), and state-owned enterprises (2.1%) (Badan Siber dan Sandi Negara, 2021).

The Indonesian government has tried to establish international cooperation with other countries that are stronger and more capable of handling cyber security. Indonesia cooperates with Australia in the Indonesia-Australia Cyber Policy Dialogue. Indonesia and Australia affirmed their commitment to openness, freedom, and security in cyberspace. The two countries also decided to strengthen cooperation in protecting cyberspace. The first Indonesia-Australia Cyber Policy Dialogue was held on Thursday, May 4, 2017. The dialogue was held based on cooperation, openness, and a common goal of improving the protection of cyberspace. Both sides discussed issues in cyberspace, including each country's vision of cyberspace, exchanging views on cyber threats, policies and strategies, and regional and international developments. Further discussion on potential bilateral cooperation to promote a safe and open internet for social and economic development.

Paragraph 2 of the Areas of Cooperation of the Indonesia-Australia Cyber Policy Dialogue MoU states that the two countries agreed to cooperate through Capacity Building and Strengthening Connections. The cooperation includes three concrete steps both countries will take to strengthen their cyber security. The four points include: participating countries will support skills and knowledge in cybersecurity and cyber policy through short-term programs and long-term awards (including scholarships for master's and Ph.D. programs), participating countries will explore research institutions and universities to strengthen teaching and research outcomes in cyber affairs, participating countries will explore opportunities to promote international law, norms, and responsible behavior in cyberspace.

2. Method

This research uses a non-reactive methodology. This research design will process data from reliable sources, both primary and secondary data, and analyze it using theories or concepts that have been determined to answer the problem formulation. This method will analyze primary and secondary data from literature studies to examine cooperation between Indonesia and Australia in implementing capacity building and strengthening connections in the Indonesia-Australia Cyber Policy Dialogue cooperation in 2018-2020. Primary and secondary data were collected and evaluated in this study. Data were collected using literature review, documentation, and interviews.

As a source of documentation, the researcher will collect relevant documents, including confidential records such as engagement letters and case reports to support data for study analysis and public materials such as newspapers, reports, and other public documents such as news articles. Thus, the researcher obtained comprehensive details on the issues in this study related to the two data collection procedures mentioned above. Data from the literature review and documentation were selected as guidelines and foundation in this research. All data collected will be selected or minimized using qualitative data analysis. The researcher also interviewed the Director of Cyber and Crypto Security Strategy, Sigit Kurniawan, as a form of data collection technique.

Data reduction is used to direct and classify data into information that can be used to conclude. Researchers will conduct a selection process for data from the field by collecting and sorting data based on the same or different questions and answers (Miles & Huberman, 1992).

2.1. Concept

K.J. Holsti states that international cooperation is an interaction and transaction between countries in the international system that is routine and tends to be free from conflict. Various problems that arise from the national, regional, and global scope require the attention of various countries. In some cases, governments between countries communicate with each other by proposing alternative solutions, negotiations, or dialogues related to the problems at hand, submitting various technical evidence to support the solution of specific problems, and ending negotiations by forming agreements that satisfy all parties (Holsti, 1992).

The term "security" is a controversial concept. Its traditional definition has been contested, and the concept has been the subject of various interpretations. The redefinition and expansion of the security concept in academic discussions have accompanied the development of new conceptual tools in the security research literature. The concept of "human security," which provides an alternative approach to rethinking security by emphasizing the threats and security of individuals and communities, has gained much credence in light of emerging threats and uncertainties (Emmers, 2016). Michael Smith, in his book entitled *Research Handbook on International Law and Cyberspace*, explains that cyber threats can come from governments, specific organizations, entrepreneurs, and individuals who have goals to gain benefits such as financial, military, political, etc. (Smith, 2015).

Cybersecurity terminology can be used in the context of national security. Even if necessary, it can use military force (Indrawan, 2019). Because it concerns national interests, cybersecurity urgently requires a series of strategies to ward off threats. Solange Ghernaouti, in her book entitled *"Cyber Power: Crime, Conflict, and Security in Cyberspace,"* says that the development of information technology has also had a significant impact on changes related to the concept of security, changes that now allow interaction space to not only be limited physically but also extend to the cyber world. This development makes the state adapt because it is time for the cyber security concept to be established as a country's 'territory' as the state must protect its territory (Gheraouti, 2013). With some explanations and definitions, researchers use cyber security to answer how to implement capacity building and strengthen connections in the Indonesia-Australia Cyber Policy Dialogue cooperation for 2018-2020. Therefore, this concept will find out what has been obtained by BSSN in improving the quality of Human Resources (HR) to improve national cyber security.

3. Result and Discussion

As a virtual sphere connecting various actors across national borders, cyberspace has changed the shape of contemporary international relations and posed a challenge to decision-makers and international relations academics (Juned et al., 2022). Until now, there has still been no binding international cybersecurity agreement, so Indonesia needs to take the initiative to seek such an agreement. Therefore, the absence of a binding international agreement requires Indonesia to strengthen national cyber security. Various forms of national cyber security cooperation can be reviewed through various sides, ranging from facilities and infrastructure to capacity building of human resources in maintaining national cyber security. This cooperation can be done with two countries or bilaterally. Indonesia needs to play an active role in encouraging the creation of a joint agreement in its membership in international forums (Adriyanti, 2014).

Regarding capacity, Indonesia is still a country with high cyber vulnerability. The Indonesian government needs to develop strong cyber resilience, including improving infrastructure, internet devices, and networks, as well as cyber diplomacy to boost the preparation of laws and advocacy of international norms that support the behavior of responsible states and institutions in cyberspace (Fitriani, 2019). Regulating cyberspace has become a matter of great urgency because the interconnected work mechanism makes cyberspace vulnerable. Indonesia needs to make the issue of cyber threats a top priority in the national security agenda to protect critical infrastructure and the public as internet users.

In the policy sector, concerns about cyber crime in Australia were initially set out in the Howard Government's 2000 Defense White Paper, *Defence 2000: Our Future Defence Force*. Some initiatives stemmed from this policy, including cooperation among national security Agencies to address emerging cyber threats. In the 2009 Defense White Paper, *Defending Australia in the Asia Pacific Century: Force 2030*, the Kevin Rudd Government placed cyber threats as one of its national security priorities and, in 2010, established the Cyber Security Operations Center (CSOC) under the Defence Signals Directorate. In 2013, under the Julia Gillard government, the CSOC evolved into the Australian Cyber Security Centre as the "hub of the government's cyber security efforts." The 2013 Defence White Paper recognized that dealing with cyber threats requires a whole-of-government approach and industry engagement.

Australia and Indonesia's cybersecurity issues have led both countries to view cybercrime as a transnational crime threatening national security. This common perception gives Australia and Indonesia a collective identity as countries that suffer from being targeted by cybercrime and have become countries that have begun to focus on strengthening cybersecurity. This identity, fueled by similar perceptions, has led both countries to work to address cybersecurity to create cybersecurity in both countries. This is the answer to understanding the two countries' behavior in the similarity issue. Even with the background of crisis-ridden and dynamic relations between the two countries, a new approach to understanding security cooperation between the two countries can be based on the possibility of creating common interests to deal with global problems faced by the people of both countries (Tanther, 2012).

3.1. Cyber Bootcamp

The cyber boot camp is a project under DFAT's Cyber Cooperation Program. The program is a form of collaboration between Australia and partner countries across the Indo-Pacific to improve cybersecurity. Established in 2016, the Cyber Partnership Program is crucial in supporting Australia's participation in cyberspace to promote a free, open, and secure Internet that protects national security and promotes international stability while driving global economic growth and sustainable development. (Australian National University, 2019).

BSSN, as DFAT's cybersecurity cooperation partner, also conducted this Cyber boot camp activity. A cyber boot camp is an activity that provides training and learning for BSSN delegates and other stakeholders who participate in this type of camp. This activity aims to build participants' knowledge and awareness of technology readiness, cyber threats, decision-making, and the nature of cyberspace.

The cyber boot camp is an intensive two-week program in Australia. Participants participate in workshops, training, industrial park tours, and dialog with Australian government agencies in this activity. With this activity, Australia hopes the participants will conduct training and learning to respond to relevant cyber threats in Indonesia and help strengthen cybersecurity in the Indo-Pacific.

Cybersecurity collaboration with Australia through the Cyber boot camp program launched by the National Cyber and Crypto Agency (BSSN) is an essential strategy that has significant potential to strengthen the ability of the Indonesian people to face global cyber threats in the field of cybersecurity. Cyber boot camp is an intensive training program that teaches delegates about cybersecurity, the latest technology, decision-making related to threats faced, and safe hacking of computer networks. Delegates can participate in workshops, courses, and ongoing discussions with Australian government agencies. For Indonesian human resources, including BSSN,

this strengthens their ability to navigate the national cyber defense system. The knowledge and skills developed from this program can be leveraged to strengthen Indonesia's cyber system.

The Cyber boot camp program, a form of cooperation between Indonesia and Australia Cyber Policy Dialogue, reflects a joint commitment to improve cybersecurity at the Indo-Pacific level, not only at the Indonesian national level. This cooperation is an excellent concrete example of regional cooperation in dealing with cyber threats with a variety of knowledge, experience, and practices provided. Indonesia has the opportunity to expand its cybersecurity network across the region and strengthen its position as an important player in global cybersecurity. Cyber boot camps can contribute to the strengthening of bilateral relations between Indonesia and Australia. Both countries are interdependent in dealing with cyber threats, and cooperation can strengthen ties in many other areas. This includes economic cooperation, trade, and diplomacy related to cybersecurity.

Sigit Kurniawan, Director of Cyber and Crypto Security Strategy at the National Cyber and Crypto Agency (BSSN), continued that the cyber boot camp has been held regularly every year since 2018. In this cyber boot camp activity, delegates from Indonesia, including BSSN, will get materials for improving cybersecurity. Sigit Kurniawan said the material is in the form of cybersecurity policymaking. During the cyber boot camp program, participants will learn how Australia implements its national cyber security.

In addition to providing material, Sigit Kurniawan also stated that one of the cyber boot camp series was a visit to the Australian Cyber Security Center (ACSC), Australia's cyber security agency. In addition to the visit to ACSC, the Indonesian delegates, including BSSN, also visited several other institutions involved in implementing Australian cyber security. The purpose of the visit, Sigit Kurniawan continued, was to find out how Australia implements its national cyber security and how collaboration between government institutions and the private sector in dealing with cyber threats.

The series of cyber boot camps conducted by Indonesian delegates, including BSSN, has the potential to positively impact the strengthening of human resources in Indonesia related to tackling cyber threats. Australia's measures, including the applicable cybersecurity policies, can provide Indonesia with additional insights into strengthening cybersecurity, according to Sigit Kurniawan.

Through this cyber boot camp, ANU Cyber Academy CEO Dr. Lesley Seebeck said the activity focused on developing the delegates' skills to understand better how to build, construct, and maintain security networks to prevent cyber attacks. Australia has also designed the camp to bring together the skills and expertise of the delegates, who will extend their expertise to government, academia, and the private sector. According to a KOMINFO report, Indonesia needs more human resources in cybersecurity and at least 1,000 experts in this field. Therefore, this cyber training program is expected to make up for Indonesia's need for more human resources in cybersecurity.

Director of Cyber and Crypto Security Strategy of the National Cyber and Crypto Agency (BSSN), Sigit Kurniawan, assessed that the performance of Indonesian Human Resources (HR) in tackling global cyber threats has been qualified. However, he said that the cooperation between Indonesia and Australia through the Indonesia-Australia Cyber Policy Dialogue, one of which is in the form of Cyber Bootcamp, is still essential because Indonesia needs to get more insight from other countries with more qualified human resources in securing cyberspace.

The cyber boot camp provides delegates, mainly from BSSN, with a better understanding of the latest technology and challenges to be faced in cybersecurity. This can significantly boost their efforts to protect national critical infrastructure, including the security of citizens' data. Delegates with knowledge and experience are expected to be an excellent opportunity to strengthen cybersecurity in Indonesia.

Sigit Kurniawan continued handling the country's cyber security; efforts must be made in capacity building supervision so that the cyber boot camp, according to Sigit Kurniawan, must be carried out. Although this cooperation has great potential, several things need to be considered. One of them is adequate supervision and

policy to ensure that the knowledge gained by the delegates, including BSSN obtained in the Cyber Bootcamp, is applied and provides tangible benefits in dealing with cyber threats in Indonesia.

The cyber boot camp program has excellent potential to strengthen Indonesia's cyber security. Cybersecurity involves using secure technology and a deep understanding of threats, responses, and effective policies. The cyber boot camp provides an essential foundation for understanding the concept of cybersecurity by focusing on several key aspects. One of these is the understanding of threats. Cybersecurity is concerned with the identification, evaluation, and mitigation of potential threats that may occur in cyberspace. The Cyber Bootcamp gave delegates a better understanding of the various cyber threats, ranging from state cyberattacks to the commercial sector. This knowledge allows BSSN to develop more effective strategies in dealing with cyber threats.

Cybersecurity is constantly evolving along with technology. The Cyber boot camp provides an opportunity to keep abreast of the latest technological developments in cybersecurity. Delegates can learn and implement the latest security solutions to protect the country's critical infrastructure and the personal data of Indonesian citizens. Success in cybersecurity depends on technology and infrastructure readiness. Through Cyber boot camp, delegates can understand the extent to which the technology used in Indonesia is adequate to deal with global cyber threats. They can improve infrastructure and enhance technology readiness to reduce cybersecurity risks.

Decision-making is critical in cybersecurity in making quick and appropriate decisions in the face of cyber threats. Cyber boot camp delegates received training in decision-making related to cybersecurity. This capability is critical in responding to attacks and maintaining national cybersecurity. The Cyber boot camp can also help Indonesia formulate and implement more effective cybersecurity policies. Delegates can gain insight into the best practices that Australia has implemented and apply them at the national level. Cooperation with Australia in the Cyber boot camp can also assist Indonesia in formulating and implementing a more effective cybersecurity policy. Delegates can gain insight into the best practices implemented in Australia.

With an increased understanding of cybersecurity concepts, improved technological capabilities, and improvements in decision-making and cybersecurity policy, Indonesia has an excellent opportunity to strengthen its cyber understanding. More vital cybersecurity will help protect Indonesia's critical infrastructure, citizens' data, and national interests from increasingly complex global cyber threats (Putra et al., 2018). The Cyber boot camp program with Australia creates a valuable opportunity to strengthen Indonesia's cybersecurity by improving technological understanding, decision-making, and cybersecurity policy. With a more solid cybersecurity concept, Indonesia is expected to protect itself from global cyber threats more effectively.

3.2. Australian Strategic Policy Institute (ASPI) Cyber Workshop

ASPI aims to organize workshops on responsible state behavior in cyberspace for Australia's cybersecurity partner countries. ASPI also works with BSSN to improve cyber threat analysis, engage on network policy issues, and coordinate across government agencies.

This activity took place on November 1, 2018 in Jakarta. The material was related to cyberspace and cybersecurity, risk management, risk strategy and control, cybersecurity and software security, and security architecture. In cyberspace risk management, threats can be divided into two: intentional and unintentional; for example, intentional threats are criminal acts and terrorist acts that will have social, economic, political, and government impacts. With the ASPI Network Policy Workshop activities, Indonesia, which still needs appropriate action in risk management in the field of cybersecurity, will be able to strengthen further the analysis of cyber threats that still occur frequently in Indonesia. Risk management is a fundamental element of strategy. From the risk management, the required budget can be calculated (Magrisa & Fuadi, 2020).

In the fight against cyberattacks, a lot of money is spent to ensure the security of a country's information and data. Thus, strategic risk management makes countermeasures against cyberattacks more affordable. In addition, through ASPI's Cyber Policy Workshop, it is hoped that stakeholders in the field of cyber security in Indonesia can coordinate and collaborate to address cyber threats and improve cyber security with strategic steps.

Through cooperation with ASPI, Indonesia can strengthen its national cybersecurity efforts. This will help the country deal with increasingly complex cyber threats, both intentional and unintentional. Indonesia is also expected to be able to identify various types of threats with a deeper understanding of cyber threats so that countermeasures can be formulated more effectively. The ASPI Cyber Workshop can assist Indonesia in formulating more robust cybersecurity policies and strategies. This involves the development of a comprehensive risk management framework, which enables the identification, evaluation, and mitigation of risks in cyberspace.

3.3 Cyber Security Webinar

As a form of implementing Capacity Building and Strengthening Connections in the Indonesia-Australia Cyber Policy Dialogue collaboration, webinars were held from 2020 to 2021. Sigit Kurniawan said that the webinar held in this collaboration invited experts in cybersecurity from various parties, from the government to the private sector from Australia.

The topics carried out in this webinar depart from the agreement obtained between Indonesia and Australia. Sigit Kurniawan said that technology management was one of the topics discussed in the Capacity Building and Strengthening Connection webinar. On this topic is the response of a country, especially Australia, in responding to the presence of 5G Internet, the Internet of Things (IoT), and the rise of the phenomenon of artificial intelligence (AI), which has recently often been discussed and widely used by the wider community. Sigit Kurniawan continued that the webinar discussed what policies related to cybersecurity Indonesia and Australia have in responding to the presence of technological advances.

Apart from discussing the theme of technology management, Sigit Kurniawan added that the webinar, which was held as a form of Capacity Building and Strengthening Connection Indonesia-Australia Cyber Policy Dialogue, also raised the issue of technical aspects, computer science, and network security.

In the webinar, there was a dialog session where Indonesia and Australia presented data related to the phenomenon that was the topic of discussion. Sigit Kurniawan said that in this session, the two countries provided each other's perspectives regarding data on a phenomenon that is the topic of discussion. In this session, one party can ask for a comprehensive explanation from the other party involved regarding their steps towards the cyber phenomenon being discussed. For example, in the webinar session, Sigit Kurniawan said Indonesia could ask Australia to explain its steps in protecting its citizens' data.

The webinar within the Indonesia-Australia Cyber Policy Dialogue cooperation framework has provided a strong foundation for strengthening cyber security in Indonesia. Through an in-depth approach to cybersecurity, Indonesia, through BSSN, can develop a more holistic strategy for protecting its digital infrastructure. However, Indonesia is also faced with some significant challenges that need to be overcome, including limited resources and low public awareness of cybersecurity.

In addressing these challenges, Indonesia can continue to leverage its cooperation with Australia but must also take internal initiatives to strengthen its cybersecurity capacity. This includes stronger policy-making, continuous education and training, and more effective law enforcement related to cybersecurity. By doing so, Indonesia can strengthen and maintain better cybersecurity in the future.

One of the aspects emphasized in the cybersecurity webinar was the concept of deep cybersecurity. Deep cybersecurity is a comprehensive approach to protecting data, networks, and digital infrastructure. It includes robust technology and software, sound risk management principles, user awareness, and cross-sector cooperation. In this case, through BSSN, Indonesia can cooperate with Australia to develop the concept of deep cybersecurity in line with the rapid development of technology.

BSSN is the state agency responsible for cybersecurity policy and implementation in Indonesia. BSSN plays a central role in ensuring cybersecurity in the country. Based on some webinars within the framework of the

Indonesia-Australia Cyber Policy Dialogue cooperation, BSSN has an excellent opportunity to strengthen Indonesia's cybersecurity and develop cybersecurity policies and practices in Indonesia.

BSSN can utilize the knowledge gained from these webinars to develop more substantial and more sustainable cybersecurity policies. Various regulations and guidelines will help Indonesia deal more effectively with cyber threats, regulate the use of the latest technologies such as 5G, the Internet of Things (IoT), and artificial intelligence, and safeguard the Privacy of every citizen. Some webinars that have been held can also be utilized by BSSN in developing security standards that align with the latest technological developments. In addition, cybersecurity certification can be introduced to incentivize organizations in Indonesia to improve cybersecurity.

Human Resources (HR) is a valuable asset in cybersecurity. Training and developing the workforce in cybersecurity is an essential step in dealing with increasingly complex threats (Rohmah, 2022). One of the challenges now felt in cybersecurity in Indonesia is the need for adequate human resources. The need for qualified human resources in cybersecurity is a severe problem in terms of cybersecurity (Yunita, 2016). Some webinars in the Indonesia-Australia Cyber Policy Dialogue cooperation have provided essential insights for Indonesia, especially BSSN, which can be applied to strengthen human resources in Indonesia in cybersecurity. Training and certification are effective ways to improve cybersecurity. BSSN can collaborate with educational and training institutions to organize training programs by international standards. Certification can also provide legitimacy to cybersecurity professionals in Indonesia.

Cybersecurity covers various disciplines, including technology management, computer science, networking, and policy. BSSN can identify areas for improvement and support education programs that focus on specific skills. This will help Indonesia produce experts capable of addressing the increasingly diverse cyber threats. Cybersecurity is a constantly evolving field, with new attacks emerging every day. BSSN can support research and innovation in cybersecurity by establishing partnerships with universities and research institutions. This will help Indonesia develop creative and adaptive solutions to global cyber threats.

4. Conclusion

Cooperation in the cyber field between Indonesia and Australia is related to the cyber policy dialogue program between the two countries called the Indonesia-Australia Cyber Policy Dialogue. Paragraph 2 of the Areas of Cooperation of the Indonesia-Australia Cyber Policy Dialogue MoU states that the two countries agreed to cooperate through Capacity Building and Strengthening Connections. The cooperation includes three concrete steps to be taken by both countries in strengthening their perspective regarding cyber security.

Australia and Indonesia reaffirm their approach to an open, accessible, and secure cyberspace for economic growth and innovation, and they commit to strengthening partnerships to combat cyber threats. They committed to working with other regional partners to reduce the risk of cyber threats. The two countries agreed that the cybersecurity policy dialog has formed a solid foundation for future partnerships. The two sides discussed various cyberspace topics, including different visions of the Internet and cyberspace, cyber threat perceptions, policies, strategies, and regional and international trends. Discussions also focused on possible bilateral cooperation to promote a safe, open, secure Internet for economic and social development. Indonesia – Australia Cyber Policy Dialogue presents some hefty possibilities for Indonesia's cyber growth, including the possible growth of Human Resources capacity. The enhanced understanding of cyber security players and the ability to recognize early threats are good elements that Indonesia obtained from Australia due to the established collaboration.

Implementing the Capacity Building and Strengthening Connection in the Indonesia - Australia Cyber Policy Dialogue provides essential insights into increasing the knowledge of human resources in Indonesia, especially BSSN, to strengthen national cyber security. BSSN can utilize the knowledge gained from Australia, both when visiting institutions in Australia that play a role as cybersecurity actors and in the form of boot camps or webinars held. A series of knowledge gained from implementing the Capacity Building and Strengthening Connection can be utilized by BSSN in preparing itself to face the challenges of cyber threats in Indonesia that will come and those that have often occurred.

One of the challenges now felt in cybersecurity in Indonesia is the need for adequate human resources. The need for qualified human resources in cyber security is a severe problem in terms of cyber security. HR advancement plays a vital role in securing Indonesia's cyberspace, including protecting critical infrastructure and the security of citizens' data. The Capacity Building and Strengthening Connection Indonesia-Australia Cyber Policy Dialogue is fresh air for developing cybersecurity human resources in Indonesia. Establishing this collaboration opens opportunities for Indonesia through BSSN to increase human resources capacity to strengthen cybersecurity.

Author Contributions: All authors contributed to this research.

Funding: Not applicable.

Conflict of Interest: The authors declare no conflict of interest.

Informed Consent Statement/Ethics Approval: Not applicable.

References

- Adriyanti, H. (2014). Cyber Security and its Development Challenges in Indonesia. *Jurnal Politika*, 5(1), 95–110. <http://dx.doi.org/10.22212/jp.v5i1.336>
- Australian National University. (2019). *Cyber Bootcamp Project kicks-off with Indonesian partners*. Australian National University. <https://nsc.crawford.anu.edu.au/department-news/15649/cyber-bootcamp-project-kicks-indonesian-partners>
- Badan Siber dan Sandi Negara. (2021). *Annual Report: Monitoring State Cybersecurity*.
- Emmers, R. (2016). *Non-Traditional Security In Asia: Dilemmas In Securitization*. Routledge.
- Fitriani. (2019). *Seeking a Common Understanding of Cyber Security in Indonesia dalam Towards Resilient Regional Cybersecurity: Perspective and Challenges in Southeast Asia*. Center for Strategic and International Studies in Indonesia.
- Franedy, R. (2020). *91 Million User Data Leaked, Tokopedia Sued for 100 M*. CNBC Indonesia. <https://www.cnbcindonesia.com/tech/20200507083340-37-156876/91-juta-data-pengguna-bocor-tokopedia-digugat-rp-100-m/2>
- Geers, K. (2011). *Strategic Cyber Security*. NATO Cyber Defence Centre of Excellence.
- Gheraouti, S. (2013). *Cyber Power: Crime, Conflict, and Security in Cyberspace*. EPFL Press.
- Holsti, K. J. (1992). *International Politics: An Analytical Framework*. Binacipta.
- Indrawan, J. (2019). *Introduction to Security Studies*. Intrans.
- Juned, M., Bainus, A., Saripudin, M. H., & Pratama, N. (2022). The Dynamics Of The USA And China Relations In The Cyberspace: Struggle For Power In A Global Virtual World In Building A Global Cyber Regime. *Inderscience Online*, 30(3–4), 396–414. <https://doi.org/10.1504/IJBG.2022.123617>
- Juned, M., Maryam, S., Salam, S., & Utami, R. A. A. (2023). TikTok's Conflict of Interest with the US Government: Between Big Data Security and Economics (2017-2023). *European Journal of Communication and Media Studies*, 2(4), 1–8. [10.24018/ejsocial.2023.2.4.23](https://doi.org/10.24018/ejsocial.2023.2.4.23)
- Magrisa, D., & Fuadi, A. (2020). COOPERATION BETWEEN INDONESIA'S STATE CYBER AND CIPHER AGENCY (BSSN) AND AUSTRALIA'S DEPARTMENT OF FOREIGN AFFAIRS AND TRADE (DFAT) IN DEVELOPING CYBER SECURITY. *JOM FISIP*, 7(2), 1–11. <https://jom.unri.ac.id/index.php/JOMFSIP/article/view/29009>
- Miles, M. B., & Huberman, A. M. (1992). *Qualitative Data Analysis*. UI Press.
- Putra, R. D., Supartono, & Deni. (2018). Cyber Threats in the Perspective of Universal Defense. *Jurnal Prodi Perang Asimetris*, 4(2), 99–120. <https://doi.org/10.33172/pa.v4i2>
- Rohmah, R. N. (2022). Efforts to Build Cybersecurity Awareness among E-commerce Consumers in Indonesia. *Jurnal Cendekia Niaga*, 6(1), 1–11. <https://doi.org/10.52391/jcn.v6i1.629>
- Smith, M. (2015). *Research Handbook On International Law And Cyberspace*. Edwar Elgar Publihsing Limited.
- Tanther, R. (2012). Shared problems, shared interests: reframing Australia-Indonesia security relations. In J. Purdey (Ed.), *Knowing Indonesia: Intersections of Self, Discipline and Nation* (Vol. 1, pp. 123–156). Monash University Press.

Yunita. (2016, December 27). *Indonesia lacks Cyber Security Talent*. Kementerian Informasi Dan Komunikasi. https://www.kominfo.go.id/content/detail/8574/indonesia-kekurangan-bakat-cyber-security/0/sorotan_media

ISIS Network and Women Terrorism in Indonesia: An Analysis from Actor-Network Theory

Meilisa Jibrani¹, Machya Astuti Dewi², Yuseptia Angretnowati³, Melaty Anggraini⁴, Tasya Iznada Syafira⁵

^{1,2,4,5} Department of International Relations, Faculty of Social and Political Sciences, UPN “Veteran” Yogyakarta, Yogyakarta, Indonesia

³ Department of International Relations, Faculty of Social and Political Sciences, UPN “Veteran” Yogyakarta, Yogyakarta, Indonesia

Correspondence: Meilisa Jibrani, Department of International Relations, Faculty of Social and Political Sciences, UPN “Veteran” Yogyakarta, Yogyakarta, Indonesia. Tel: 085878952269.

E-mail: 151200090@student.upnyk.ac.id

Abstract

This article examines how the ISIS network might encourage women's involvement in Indonesian terrorist activities starting in 2016. This study adopts a qualitative method through the Actor-Network Theory (ANT) analysis tool that Bruno Latour and Michael Callon developed. ANT is used to dissect networks composed of both human and non-human actors. Primary data collection was conducted through in-depth interviews from June to July 2023 with three female former ISIS sympathizers directly involved in the network from 2016 to 2021. Through this study, it was found that women who became ISIS sympathizers experienced translational stages in the network consisting of moments of problematization, intersement, enrollment, and mobilization. Nevertheless, the translational stages experienced by the three women varied. One of the three experienced a perfect translational moment up to mobilization and volunteered to blow herself up in 2016. The other two failed to reach the fourth translational moment due to the intervention of the authorities. On the other hand, it was also found that social media such as Facebook, Telegram, and WhatsApp is not only a tool but also has agency in binding women to the network and leading them to be involved in acts of terrorism. Social media can become a space for intermediaries to stabilize the network and keep each actor in it firmly bound.

Keywords: ISIS Network, Women Terrorism, Actor-Network Theory, Social Media, Technology

1. Introduction

ISIS, identified initially as the Islamic State of Iraq in 2006, garnered global attention following its declaration in 2014. In that year, the group underwent a name change to ISIS under the command of Abu Bakr Al-Baghdadi. The group also seized control of Raqqa, the capital of Syria, and allied with a local extremist group known as Nusa Front (Robin Wright et al., 2017). The emergence of ISIS generated fervor, evolving into a central hub or *Ghiroh* for militant movements united by a common aspiration to establish the Caliphate State (IPAC, 2014). In the meantime, ISIS does not build a direct group or sub-organization in Indonesia. The networking exists by

spreading propaganda, which then moves militant organizations in Indonesia established earlier to support ISIS. This local militant group, including Jamaah Ansharut Tauhid (JAT), Mujahidin Indonesia Timur (MIT), Jamaah Ansharut Khilafah (JAKI), and FAKSI (Forum of Islamic Law Activists) (Indra Martian Permana & Fadzli Adam, 2020). The declaration of Al-Baghdadi also led to the formation of new support groups, for example, Jamaah Ansharut Daulah (JAD). These pro-ISIS groups are then responsible for recruiting members in Indonesia. Even though ISIS figures had fallen from 2017 to 2019, when Imam Al-Baghdadi was killed at the hands of the US military, the networking and recruitment in Indonesia remain by those groups.

The emergence of ISIS is also linked to the increasing number and shifting role of women in Indonesian terrorism. The Institute for Policy Analysis of Conflict (IPAC) further supported this argument, revealing that only four women were indicted on terrorism charges before 2014. However, this number escalated to 30 individuals after the ISIS declaration in 2014 (IPAC, 2020). Another data stated that from 2001 to 2020, the number of female detainees linked to terrorist activities across Indonesia reached 39 individuals (Ahmad Naufal Dzulfaroh & Sari Hardiyanto, 2021). The Head of the National Counterterrorism Agency of Indonesia (BNPT) has affirmed that phenomenon and has witnessed a notable increase over the past decade (BNPT, 2022). The accompanying graph illustrates the upward trajectory in the involvement of women in terrorism in Indonesia.



Figure 1: The increase of Women Involved in Indonesian Terrorist Activities

Source: Calculated from (IPAC, 2020)

Based on Figure 1, between 2000 and 2015, the number of female terrorist suspects showed a gradual increase, with a significant surge observed from 2015 to 2020. During this period, Indonesia experienced several suicide bombings where women played the role of martyrs, such as the Pot Bombing (2016), the Women Suicide Bombing Bride in Purworejo (2016), and the Surabaya Three Church Bombing (2018). These women were later identified as affiliated with ISIS, reflecting not only a rise in the number of women involved in acts of terror but also a transformation in their roles within these movements. BNPT supported this argument with data from 2022 that stated 18 young Indonesian women were identified as intending to commit acts of terrorism. BNPT attributes this transformation to two main factors: the exploitation of the feminine nature of women as victims and the influence of radicalism and propaganda through social media (BNPT, 2022).

The evolving role of women in violence and extremism aligns with predictions made by Argentine sociologist Georges Abeiye in 1983. This shift has been substantiated by research conducted between 2000 and 2001, focusing on women's involvement in violent and radical movements through psychological aspects, analysis of women in suicide bombings, and the representation of female terrorists (Jacques & Taylor, 2009). Previous studies on women's involvement in terrorism have explored two perspectives: mythical stereotypes and gender stereotypes. Mythical stereotypes portray female terrorists as beautiful, intelligent, strong, and deadly fighters, while gender stereotypes analyze women in terrorism through motivations such as self-actualization, social background, and family (Steel, 1998). Additional studies, such as (Cunningham, 2007), delve into women's roles in conflict and terrorism in the United States, Russia, and Israel, addressing weaknesses in counterterrorism that make women's involvement challenging to prevent. Meanwhile, in Indonesia, previous studies about women and terrorism focused on the role of women mainly serving as intermediaries or wives, while the main perpetrators are always dominated by men (Qori'ah, 2019). The shift in women's roles became more evident with the arrest of Dian Yulia Novi, an ISIS sympathizer who was recognized as the first female suicide bomber in Indonesia's terrorism history. She was arrested in 2016. A previous study argues that the presence of ISIS has fundamentally transformed how extremist groups in Indonesia perceive the role of women. ISIS leaders leverage women as

combatants due to their lower suspicion levels and the increased media attention they attract. Successful acts of terror by women generate more shock value, focusing media attention on the affiliated group (Mujahid, 2023). Nevertheless, this shifting role has been discussed as well in (Musdah Mulia, 2019), highlighting that the shift towards women as terrorism executors represents a new strategy to attract sympathy and deceive authorities. This research also emphasizes the self-actualization of women engaging in acts of terrorism, framing them as Muslim women pursuing *jihad*. Notably, another research on Indonesian women in the ISIS network has been conducted by (Akbar Hassani et al., 2022), examining women as both perpetrators and victims in the terrorist network.

The nexus between the shifting role of women in terrorism and the rise of ISIS is noteworthy. The surge in women's involvement in terrorism, both quantitatively and qualitatively, following ISIS's declaration in 2014 raises questions about how their association with ISIS led to their engagement in activities of terror. However, previous studies have focused on women's roles and the reasons behind their beliefs. The analysis used also tends to be limited to gender studies and self-actualization. This research aims to fill the gap by investigating how the militant group widens the definition of women, not only as passive actors but also as executors in terrorism. Analyzing beyond self-actualization or gender stereotype perspectives becomes imperative, especially as ISIS has successfully built networks within militant groups that were established earlier in Indonesia. This research will delve into the components of the ISIS network, examining how the network transforms women into active actors in terrorism activities. Introducing the network as a new variable in analyzing women's involvement in terrorism aims to address existing gaps in understanding.

To further examine the network and its components, this research uses an analytical tool in the form of Actor-Network Theory developed by Bruno Latour and Michael Callon. Through ANT analysis, networks can be seen broadly where actors consist of humans and non-humans. Through the new variable of network and ANT analysis, this research will address the role of the ISIS network in encouraging female terrorism in Indonesia.

2. Method

2.1. Data Collection

To answer the role of the ISIS network in encouraging female terrorism in Indonesia, the primary data in this study were taken by in-depth interviews with three female informants who were former ISIS sympathizers from 2016 to 2021. The first informant is Sabrina (not the real name), who joined the ISIS group while still becoming a migrant worker in Hong Kong in 2016. Sabrina was chosen as a resource for this research because she was directly involved in the ISIS network from 2014 until she was arrested in 2016. She also had contact with ISIS pioneers in Indonesia, such as Bahrin Naim. The second informant is Aza, who was involved in the Mako Brimob attack planning case in 2018. Aza was chosen because she was also involved in the network from 2017 until she was arrested in 2018. The third informant is Lia, involved in Villa Mutiara Makassar's ISIS network. She was chosen as an informant because she has been involved in the network since she was a child and has direct contact with the network in Makassar.

2.2. Data Analysis

To analyze the role of networks and how their components can initiate action in the case of female terrorism in Indonesia, this research uses the Actor-Network Theory (ANT) analysis tool developed by Bruno Latour, Michael Callon, and John Law in the 1980s. This theory results from the development of literature studies in Science and Technology Studies (STS). However, ANT began to be used in other fields of study, such as management science, policy science, innovation economics, and development studies. ANT is a formulation of ideas about action, hybrid agents, translation, heterogeneous networks, and network effects. Through ANT analysis, this research tries to examine how a network and its components can impact the loyalty of female ISIS sympathizers to commit acts of terrorism eventually.

This research takes three main arguments of ANT in examining a network. First, ANT uses network search to view a phenomenon. The network seen in ANT consists of human and non-human actors. Networks can also be formed through the circulation of intermediaries represented in stories, skills, and technology, such as computers (Tummons, 2021). ANT also views these non-human actors as more than "tools created by humans"; they also have agency. Latour says they can make things happen by encouraging, allowing, suggesting, or influencing (MacLeod et al., 2019).

To analyze women's acts of terrorism in Indonesia, this research took ANT's second argument about action from another exponent, Michael Callon. Action, interpreted as "making things happen," is the result of the translational process of actors in heterogeneous networks. In addition, action in this context is interpreted not from the interaction of actors but from interrelations. Interrelationships themselves are formed from translations. The translational process will also be characterized by adjustment, exploration, delegation, and even rejection before ending up as action. Action defined as a translational process also does not interpret the idea of reciprocal action in the interaction concept. In addition to actors, translations are also made up of a collection of intermediaries. Intermediaries are anything passed to actors that defines their relationship (Sonny Yuliar, 2009).

Still adapting Callon's thinking, this research dissects the translational process to create action in four stages: problematization, interessement, enrolment, and mobilization. Problematization is the stage where one or more actors formulate a problem. The second stage, interessement, is when all the actors identified at the problematization stage are given their respective roles. Meanwhile, enrolment is the stage where actors are then successfully invited to engage in problem-solving in an activity. The last stage is Mobilization, where actors finally form a network with stronger alliances (Corsini, 2022). As in (Sonny Yuliar, 2009), each translational stage formulated by Michael Callon has the following indicators:

Table 1: Translational Moment Indicator

No.	Moment of Translation	Moment Indicator
1	Problematization	- There is one actor who throws an issue to the attention of other actors - Circulation of the issue may take the form of media texts, direct conversations, or the dispatch of a spokesperson.
2	Interessement	- Define a problem of common concern to the actors in moment 1.
3	Enrollment	- Actors explore each other's competencies and adjustments - This moment is characterized by dividing roles for actors influencing one another. Examples include trustee, messenger, representative, and spokesperson.
4	Mobilization	- Various roles and competencies have been implemented - If the analysis focused on only one actor, it already represents the entire network

Source: compiled from (Sonny Yuliar, 2009)

2.3. Conceptual Definitions

2.3.1. Sociotechnogram

Sociotechnogram is part of the actor-network visualization method in ANT theory. The sociotechnogram forms a network of actors in a translational process that helps map actors and relationships within it. In particular, the network in the sociotechnogram in ANT also involves technology as a network builder.

2.3.2. Intermediaries

Intermediaries are substances that are circulated to actors to form networks. Translations are made up of a collection of intermediaries. Intermediaries are anything that is passed to actors, or that defines the relations between them. Intermediaries can be texts, technical objects, or skills.

3. Result and Discussion

3.1. *ISIS Networking from Syria to Indonesia*

The establishment of ISIS cannot be separated from the figure of Abu Muzab al-Zarqawi, who is a former reporter of the Afghan region. He is also the originator of the ideological foundation of ISIS in the form of Islamic purity. In 1994, Zarqawi and his teacher, Abu Muhammad al-Maqdisi, were arrested for possession of weapons and explosives. During his detention, Zarqawi deepened his religious knowledge and became more committed to the Salafism he learned from al-Maqdisi. Unlike his teacher, Zarqawi's principle was to put theory into practice. Thus, during his detention, he was able to initiate the creation of a group that became the forerunner of ISIS (Shaffer, 2017). In 1999, Zarqawi was released through the general amnesty of King Jordan Abdullah. After his release, he reached out to Osama bin Laden to build an alliance. As a result, he was able to convince Al-Qaeda to contribute funds for the creation of a training camp in Herat, western Afghanistan. Zarqawi's network of militant groups grew rapidly until finally, in 2003, he managed to build a more substantial group in the western Iraqi province of Al Anbar, which was named Jama'at al-Tahwid wal-jihad. This group later became the forerunner of ISIS (Gerges, 2021). Unfortunately, Zarqawi was unable to continue his leadership after being killed at the hands of a US airstrike in 2006. He was replaced by Abu Ayyub al-Masri, who announced the formation of the Islamic State of Iraq (ISI). Al-Qaeda rejected the hasty decision of al-Masri, further worsening the relationship between the two. The establishment of ISI, followed by poor relations with Al-Qaeda, also confused militant groups around the world. Al-Masri's poor ability to organize groups further diminished the ISI's existence. ISI almost lost popularity during this period (Dyer, 2016).

Despite its near extinction, ISI was able to rise from the dead through the US detention facility in Iraq, Camp Bucca. The camp was closed in 2009, but the network built within its members remains active. The originators of ISIS came out of the camp, including the famous leader of ISIS, Abu Bakr al-Baghdadi. One of al-Baghdadi's earliest moves to restore ISI's power was to gather former members of Saddam Hussein's military to fill leadership positions in ISI. In 2012-2013, the ISI made further use of the skills and networks formed in prison. Al-Baghdadi was also able to capitalize on the Syrian Civil War that escalated in 2011. In 2012, Baghdadi sent several ISI representatives to establish a branch in Syria to join opposition groups fighting the then-ruling Bashar al-Assad's regime. These ISI fighters then saw Syria as a relatively safe and appropriate place for development (Shaffer, 2017). In April 2013, al-Baghdadi surprisingly announced the merger of ISI with al-Nusra Front under the name Islamic State of Iraq and the Levant (translated to Islamic State of Iraq and al-Sham, ISIS). A year later, ISIS conquered the Syrian city of al-Raqqqa. After a series of successes in Syria, IS aimed to re-establish its dominance in its home location - Iraq. On June 29, 2014, the first day of the holy month of Ramadan, ISIS declared itself a caliphate with Abu Bakr al-Baghdadi as caliph and called on all Muslims to pledge allegiance to him.

The declaration of al-Baghdadi then impacted militant movements that had previously existed in Indonesia. In this research, at least three types of pro-ISIS networks formed or can be found after al-Baghdadi's declaration in 2014. The three networks are then known to target recruitment to women divided into several roles, one of which is as an executor. The three networks are described as follows.

3.1.1. Aman Abdurrahman Network (JAD)

Before the emergence of ISIS, Aman Abdurrahman was known as a preacher who deeply understood tawhid's teachings. Listed in (The Supreme Court of Republic of Indonesia, 2018), after the ISIS declaration in November 2014, Aman Abdurrahman, who was still in Nusa Kambangan Penitentiary in Cilacap, Central Java, invited three of his students named Ari Budiman (Marwan/Abu Musa), Zainal Anshori (Abu Fahri/M. Fachry), and

Khaerul Anwar (Abu Hatin). Through the meeting, Aman invited his three students to pledge allegiance to al-Baghdadi and support the establishment of ISIS, which is considered a representation of the Islamic Caliphate. Aman then ordered the formation of a forum for ISIS supporters called Jamaah Anshar Daulah (JAD) with the primary purpose to provide support to ISIS by sending personnel directly to Syria. After the meeting, Aman's three disciples expanded the network to several regions in Indonesia.

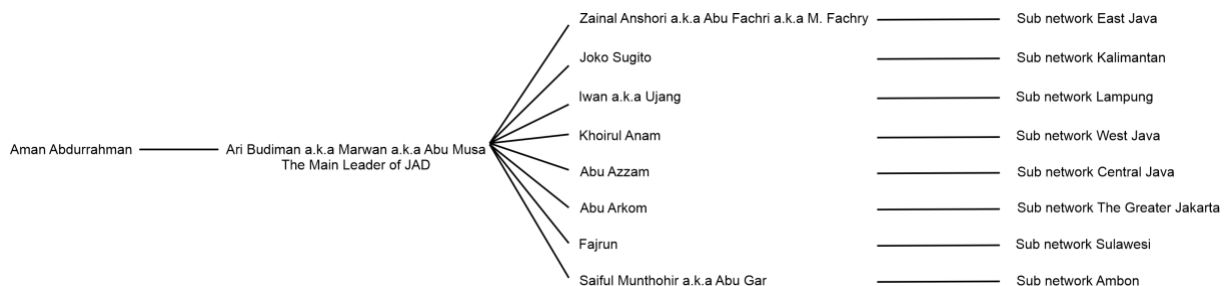


Figure 2: Network Formed by Aman Abdurrahman after al-Baghdadi Declaration

Source: compiled from (The Supreme Court of the Republic of Indonesia, 2018)

Figure 2 above explains the pro-ISIS network Aman Abdurrahman established after al-Baghdadi's declaration. Aman then appointed Ari Budiman as the leader, whose job was to consolidate all supporters in Indonesia. Meanwhile, Zaenal Anshori was trusted to lead supporters in the East Java region. By November 2014, the network had strengthened and began to form outside Java, including Sulawesi, Ambon, Kalimantan, and Lampung.

3.1.2. Villa Mutiara Network

In addition to the Aman Abdurrahman (JAD) network, al-Baghdadi's ISIS declaration also established a support network in the Makassar area of South Sulawesi through the Islamic Defenders Front (FPI) organization. Baghdadi's declaration and branding as a caliphate state caught the attention of the organization, which was disbanded in 2020. On August 17, 2014, FPI leader Habib Rizieq Shihab declared his support for ISIS through a YouTube video. The video then aroused the sympathy of the FPI supporters in Makassar until a public rally (*tabligh akbar*) was held on January 25, 2015. The *tabligh akbar*, which more than 200 people attended, became a mass allegiance to Imam al-Baghdadi. Ustad Basri, the leader of Pondok Pesantren Tahfidzul Al-Quran Makassar, led the pledge. One of Basri's students who attended the pledge was Muhammad Rizaldy.

After the mass allegiance, Rizaldy became fully committed to ISIS and planned to leave for Syria. In early 2016, he and his family finally planned to depart for Syria and transit to Turkey from Jakarta Airport. Unfortunately, they were stopped by Densus 88 Anti-Terror and eventually returned to Makassar after being interrogated. This failure led Rizaldy to start a pro-ISIS discussion group at the Jawahirulzarqa Mosque located in a villa called Villa Mutiara. This forum later developed into the Villa Mutiara pro-ISIS network. This network consists of at least 50 people and is dominated by Rizaldy's family (IPAC, 2023).

3.1.3. Bahrn Naim Network

In addition to the emergence of JAD and the Villa Mutiara Network, al-Baghdadi's declaration also has consequences for other Indonesian terrorism figures such as Bahrn Naim. Unlike the previous two networks formed through prominent figures and organizations, Bahrn Naim developed his network mainly through the Internet. He was known to be an internet cafe businessman for two years until Naim met Purnomo Putro, who was a convicted terrorist. Purnomo asked Naim for help storing his ammunition. In 2010, Naim was arrested due to the ammunition he stored and was imprisoned for 2.5 years (Ahmad Rafiq, 2016). His freedom, which was accompanied by the formation of ISIS, led him to commit to leaving for ISIS in Syria. In January 2015, Naim finally left for Syria but continued to coordinate with some of his friends in Solo, Central Java.

Once in Syria, Bahrn Naim created a blog containing ways to make explosives and ISIS propaganda. Naim also reviewed terrorist incidents that occurred in the world, for example, the 2015 Paris bombings. He also actively used other social media, such as Facebook and Telegram, to communicate and provide information about acts of

terrorism. Through this strategy, Naim managed to coordinate bombings even though he was in Syria. Here are the bombings carried out by Naim's network.

- Sarinah Bombing January 14, 2016
- Solo Police Bombing July 5, 2016
- The attack by the Kitabah Gigih Rahmat (GKR) group, which planned to launch a rocket from Batam to Singapore's Marina Bay Sand on August 8, 2016, failed.
- Dian Yulia Novi's pot bomb at the State Palace December 11, 2016
- Kampung Melayu Bombing East Jakarta May 24, 2017

In addition to the above actions, Bahrin Naim conducted online recruitment using an account describing himself as a freelance journalist in Syria specializing in issues concerning Islamic society. Through his blog, Bahrin Naim also wrote narratives celebrating the victory of ISIS (Weldi Rozika, 2017). After knowing what networks were formed after the declaration of ISIS by al-Baghdadi, this research will look at how the role of ISIS networks can encourage women's involvement in terrorism cases with ANT theory.

3.2. The Process of Female Sympathizers Getting Involved with the ISIS Network

This section explains how the women former ISIS sympathizers came into contact with the network. The explanation is illustrated through a map of human and non-human actors called a sociotechnogram. The following is a sociotechnogram of each female former ISIS sympathizer.

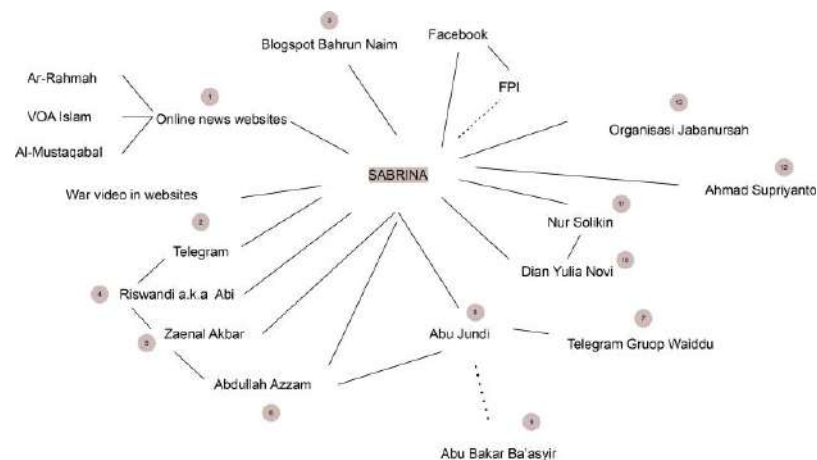


Figure 3: Sociotechnogram of Sabrina

Source: (Sabrina, personal communication, June 26, 2023) (Data has been presented at the 2nd ICARSE on 26 November 2023 in the process of publication in the proceedings with the title "Digital Radicalization: A Conceptual Framework with a Case Study on Three Indonesian Women in Pro-ISIS Circles")

Based on the actor map in Figure 3, Sabrina initially did not know anything about terrorism. She came into contact with ISIS through war news that she often accessed during her time as a migrant worker in Hong Kong around 2013. Sabrina used her time to watch news about the war in Palestine and Afghanistan. Meanwhile, the war videos that Sabrina watched were sourced from websites and YouTube links. Sabrina accessed more and more information about warfare until finally, in 2015, she intersected with Bahrin Naim through his blog. Through Bahrin's website, Sabrina learned about the spirit of war and how to make bombs. Sabrina also connected with the ISIS network through her interactions with FPI and HTI members she met on Facebook. She then decided to pledge to al-Baghdadi online while still in Hong Kong. During her time as an ISIS sympathizer, Sabrina was increasingly exposed to the importance of jihad and war. She was also shown visualizations of violence, such as the Qisas law. In the end, Sabrina often donated the money she earned as a migrant worker in Hong Kong to the network. She believes the donation is a form of jihad (Sabrina, personal communication, June 26, 2023). Still, in 2015, Sabrina established her network in Indonesia with online recruitment via Telegram. Riswandi was the first person she recruited. Riswandi then recruited Zaenal Akbar. Zaenal Akbar later became Sabrina's husband and her financial administrator in Indonesia. Zaenal's main task was to set up an account for

Sabrina's money from Hong Kong to be used to finance terrorist acts. In addition, Zaenal Akbar eventually recruited Abdullah Azzam. Abu Jundi2 also entered the network because he was considered capable of providing knowledge about acts of terror. Sabrina gathered all these parties in a Telegram group called "Waiddu."

Unfortunately, in 2016, Zaenal Akbar was arrested by the authorities. Her husband's arrest made Sabrina engage in "war" herself (Nisan Setiadi & Muhamad Syauqillah, 2023). She then contacted Bahrin Naim and decided to commit *Amaliyah* (deeds aimed at getting closer to God) by blowing herself up in 2016. Sabrina's plan was foiled because when she arrived in Indonesia, precisely in Purworejo, she was arrested by Densus 88 Anti-Terror. After her arrest, her allegiance to ISIS was strengthened because, in prison, she met Dian Yulia Novi, who was a defendant in the Pot Bombing case. He was eventually transferred to a detention cell in Medan and agreed to recognize Indonesia's sovereignty and legitimate government in 2022. After being declared "green" (a term from the authorities that refers to terrorism prisoners who have recognized the existence of legitimate law), she met Ahmad Supriyanto, who became her second husband after divorcing Zaenal Akbar (Sabrina, personal communication, June 26, 2023).

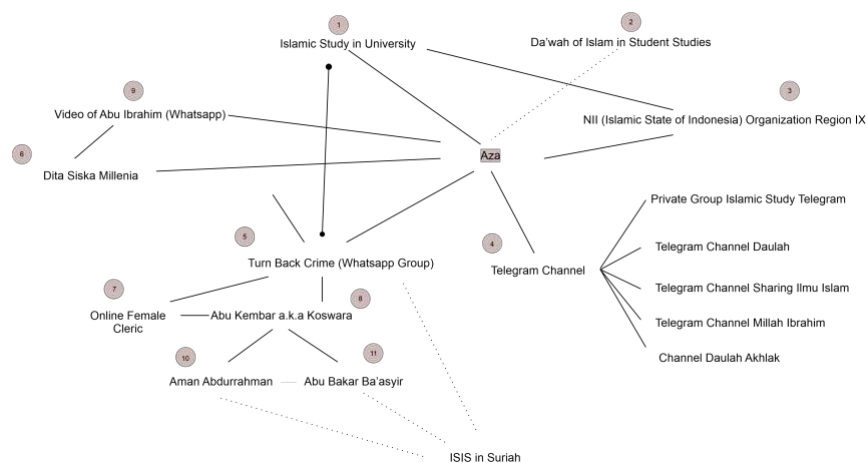


Figure 4: Sociotechnogram of Aza

Source: (Aza, personal communication, July 10, 2023) (Data has been presented at the 2nd ICARSE on 26 November 2023 in the process of publication in the proceedings with the title "Digital Radicalization: A Conceptual Framework with a Case Study on Three Indonesian Women in Pro-ISIS Circles")

Unlike Sabrina, Aza's involvement in the ISIS network is described in Figure 4. Aza, a university student, had previously participated in university studies and student study groups around 2015. In November of the same year, the study she participated in discussed Islamic State, which later became the beginning of her interest in ISIS. After the campus study, she joined the NII Region IX group to learn more about the Islamic State. Dissatisfied with the concept of Islamic State in NII, which she found lacking in implementation, Aza looked for new sources of information via Telegram and found several channels (see number 4). After entering the channels, she entered a more private group. Aza was then drawn to a WhatsApp group called "Turn Back Crime," which contained around 40 people. Through this group, Aza met Dita Siska, who she felt had the same vision as her, and they became close. This WhatsApp group was led by *ustadzah* online (an online female cleric), who, until her trial, Aza did not know the true identity of the *ustadzah* figure. Apart from Ustadzah online, the group was also driven by Abu Kembar or Koswara, a follower of Aman Abdurrahman. Koswara had visited Aman Abdurrahman and Abu Bakar Ba'asyir in prison (Aza, personal communication, July 10, 2023).

The Abu Ibrahim video triggered his departure to Mako Brimob in 2018. The video shows the death of Abu Ibrahim, who is narrated as a result of gunshot wounds and police violence during the riots at Mako Brimob on May 8, 2018. After seeing the video, Aza wanted to provide support, so she contacted her friend Dita. They departed from Bandung to Mako Brimob on May 11, 2018 (Supreme Court of the Republic of Indonesia, 2018). Her departure was to provide food to terrorist prisoners in Mako as a form of support in fighting the target. Unfortunately, she was arrested and named a suspect after her bag contained a pair of scissors suspected of being

part of the attack plan. However, according to Aza's statement to the research team, the scissors were used to wrap gifts, not as a weapon to attack police officers (Aza, personal communication, July 10, 2023).

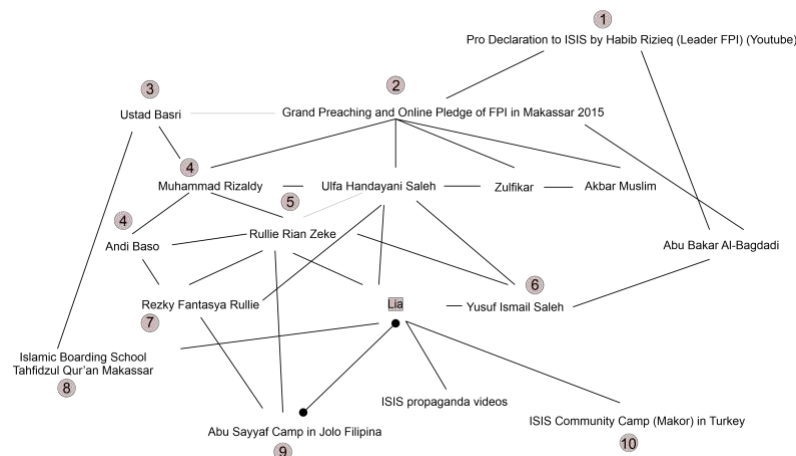


Figure 5: Sociotechnogram of Lia

Source: (Lia, personal communication, July 28, 2023) (Data has been presented at the 2nd ICARSE on 26 November 2023 in the process of publication in the proceedings with the title "Digital Radicalization: A Conceptual Framework with a Case Study on Three Indonesian Women in Pro-ISIS Circles")

Unlike Sabrina and Aza, who were introduced to ISIS through social media, Lia's sociotechnogram shows that she was first introduced to ISIS through her own family, who are direct members of the Villa Mutiara network in Makassar. Lia's introduction to ISIS began through her father, Rullie Rian Zeke, and mother, Ulfa Handayani Saleh. Lia's entire family (see numbers 5,6,7) is directly connected to Muhammad Rizaldy, leading the Villa Mutiara network. Ulfa is Muhammad Rizaldy's younger sister. Meanwhile, Lia admitted that her father was also very close to Rizaldy. According to her, her father even first learned about Islam through Rizaldy. It was also through Rizaldy that her father wanted to "hijrah" with his family to Syria. At 15, Lia attended the Islamic Boarding School Tahfidzul Qur'an Makassar. It was during this time that her parents intensified their meetings with Rizaldy. Ulfa also began to instill an understanding of the importance of establishing an Islamic state in Lia. Out of curiosity, Lia eventually accessed ISIS propaganda videos via YouTube.

In 2015, Lia's family finally left for Syria but first transited to Turkey. At that time, Lia did not join her parents because she was still a wife at 14. She admitted that she still had to take care of her two children. At the end of 2015, she divorced Ulfa and Rian and followed them to Turkey in 2016. She lived for a year in her father's apartment. It was during this period that Lia delved deeper into ISIS. He then participated in studies and associations at the ISIS Community Camp (Makor) in Turkey. Meanwhile, Yusuf Ismail Saleh, who is Lia's younger brother, finally managed to penetrate to join ISIS in Syria. Yusuf often called Lia to tell her how prosperous Syria was, making it an ideal Muslim home. In 2017, Lia and her family failed to continue their journey to Syria and were eventually deported and returned to Indonesia. However, the failure did not diminish her father's determination to defend ISIS. Lia noted that her father left her alone in the Philippines in March 2017. Two months later, his mother followed with his younger sister. In 2019, she received news from the police that her father and mother had blown themselves up at a cathedral in Jolo, Philippines. Meanwhile, the younger sister was found safely pregnant in Abu Sayyar Camp Jolo and secured by the Philippine authorities. Lia and several remaining Villa Mutiara Makassar network members were arrested in 2021 (Lia, personal communication, July 28, 2023).

3.3. Translation Process of ISIS Female Symphatizier Within the Network

After knowing the process of the three informants' involvement in the ISIS network, this section explains further how the translational stages occur in the network.

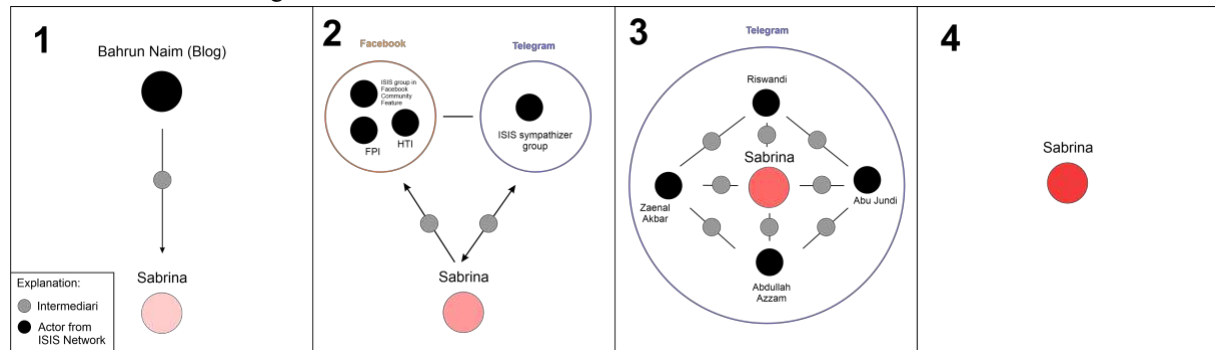


Figure 6: Sabrina Translation Moment

Source: (Sabrina, personal communication, June 26, 2023)

Based on Figure 6, the translational moment in the form of problematization in Sabrina is illustrated in Part 1. Problematization is characterized by an issue that one actor circulates to attract other actors. In Sabrina's case, one of the issues that caught her attention came from a blog by Bahrin Naim in 2014. Sabrina has been interested in war and Islam news since 2013 as a laborer in Hong Kong. However, she accessed the news not through technical objects affiliated with the ISIS network because the online news sites belonged to legal institutions such as Voice of Islam, Al-Mustaqbal, and Ar-Rahmah (Sabrina, personal communication, June 26, 2023). Through this stage, Bahrin Naim, in his blog, circulates issues such as the importance of war to fulfill jihad for Muslims and how to make bombs. At this stage, Sabrina is portrayed as a thin red dot representing the unformed level of loyalty to ISIS.



Figure 7: Example of Intermediary from Bahrin Naim

Source: [Jakartakita.com](http://jakartakita.com)

Figure 7 shows an example of an intermediary circulated by Bahrin Naim through his blog. When the blog was active, Bahrin was with ISIS directly in Syria and positioned himself as a journalist exposing ISIS activities. The intermediaries Bahrin circulated to his network took the form of texts with narratives about heroic bomb attacks, warfare, and bomb-making procedures (Risma, 2016).

As a result of receiving intermediary circulation from Bahrin Naim, Sabrina began to adjust her strategies, goals, and behavior. Sabrina's adjustment to the problem she received from Bahrin Naim can be seen when she then looked for other sources of intermediaries by entering the Facebook space. Sabrina met other ISIS network actors besides Bahrin, namely FPI and HTI members in this digital space. Her entry into the network deepened the understanding she had gained in Phase 1. At this stage, the intermediaries circulated to Sabrina also began to be heterogeneous, not only about the importance of warfare but also about al-Baghdadi's declaration of Islamic unity. Sabrina's introduction phase to the network is considered successful with its acceptance of what ISIS

considers to be something important: the war of Muslims. Sabrina's indicator of success at this stage is that she took an oath of allegiance to al-Baghdadi. She did this online via Facebook and Telegram (Sabrina, personal communication, June 26, 2023). At this stage, Sabrina is also described as a blushing dot as a sign of increasing faith in ISIS.

Table 2: Classification of Intermediaries in Sabrina's Moment of Translation

Type of Intermediary	Contents	Circulation Room
Text	<ul style="list-style-type: none"> • The spirit of jihad • Importance of martyrdom • Muslims are not okay, so they must be fully defended • The importance of upholding God's law 	Facebook and Telegram
Visual objects	<ul style="list-style-type: none"> • Images of ISIS violence in Syria • Beheading punishment video • Video of man's punishment being pushed off skyscraper floor 	

Source: (Sabrina, personal communication, June 26, 2023)

A further moment of the interestment stage is enrollment, depicted by number 3. This stage is characterized by actors starting to delegate roles to each other and explore competencies. More complex intermediaries begin to circulate within the network. In Sabrina's case, she is then assigned the role of financial backer for the network. At this stage, Sabrina also began to share roles with other actors, such as Riswandi, Zaenal Akbar, Abu Jundi, and Abdullah Azzam. Intermediaries at this stage have entered into other variations, not just ideas but also funds and skills. Sabrina began to circulate funds to Riswandi and Zaenal Akbar. Sabrina was recorded sending 11.5 million rupiah from her earnings in Hong Kong in 2015 for the operation led by Zaenal Akbar (Nisan Setiadi & Muhamad Syauqillah, 2023). Meanwhile, Riswandi and Zaenal were in charge of accommodating terror plans in Indonesia through Sabrina's funds, such as purchasing equipment and materials. In the network, Abu Jundi acts as the brain of planning because he has been listed as a follower of Abu Bakar Ba'asyir since 2008. The delegation and division of roles marked the success of the enrollment moment.

The continuous circulation of intermediaries then brings the network to the mobilization stage, where if the analysis is only focused on Sabrina, she has been able to represent the network as a whole. At this stage, Sabrina has become highly loyal to her network. Evidently, in 2016, after Zaenal Akbar was arrested, Sabrina finally decided to carry out an act of terror in the form of voluntary self-detonation. The action was assisted by Bahrn Naim, who, in this analysis, had thrown problems at Sabrina in phase 1. The emergence of Sabrina as the bomb executor due to Zaenal Akbar's failure marks the success of Sabrina's network mobilization.

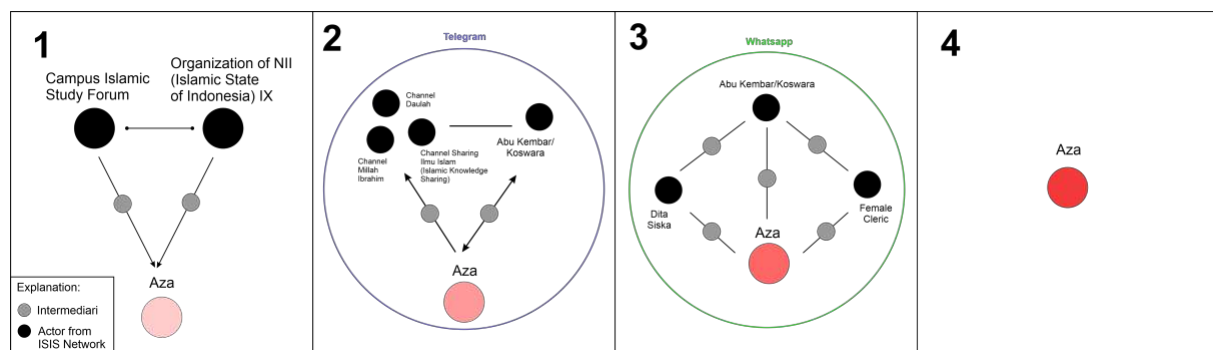


Figure 8: Translation Process of Aza

Source: (Aza, personal communication, July 10, 2023)

Meanwhile, in Aza's case, the initial stage of translation in the form of problematization occurred in 2015 when she participated in campus studies discussing the Islamic State concept. In the same period, she also joined the

Indonesian Islamic State organization, which aims to build an Islamic state in Indonesia (Aza, personal communication, July 10, 2023). In addition to focusing on the establishment of an Islamic state in general, the NII also aimed to overthrow the legitimate government in Indonesia and replace the basis of the state with Islamic law. NII members also proclaimed themselves as ISIS supporters during al-Baghdadi's declaration in 2014 (BBC Indonesia, 2022). So, unlike Sabrina with the initial problem of the importance of fighting for Muslims, the problematization stage experienced by Aza is the circulation of the problem in the form of the concept of Islamic State.

Entering the stage of interestment, Aza also began to adjust her strategies, goals, and behaviors, as illustrated by number 2. Aza began to look for other sources related to the Islamic State and all intermediaries circulated through the Telegram digital space. The actors she encountered at this stage were the Daulah Channel, Millah Ibrahim, and Sharing Islamic Knowledge. These channels are known to be affiliated with the Islamic State network built by Aman Abdurrahman (JAD). The Millah Ibrahim Telegram channel was initiated by M. Fachri, the critical leader of JAD in East Java (The Supreme Court of the Republic of Indonesia, 2018). Meanwhile, he also met with human actor Abu Kembar or Koswara. Koswara is the group admin who organizes all the circulation of intermediaries in the space. The intermediaries circulated at this stage to help Aza's adjustment can be broken down as follows.

Table 3: Classification of Intermediaries in Aza's Moment of Translation

Types of Intermediary	Content	Circulation Room
Text	<ul style="list-style-type: none"> • Regular articles • Broadcast message • Kitab Mukoro Tauhid • Our Aqidah • Book of Usul Fikih • Dawah bulletin • Stories of warfare by women in the Prophet's time 	Telegram and Whatsapp
	Muhammad SAW	
Audio	• Lecture on Tawhid from Aman Abdurrahman	
Visual objects	<ul style="list-style-type: none"> • Poster 10 Islamic cancelation • Poster on the virtues of martyrdom • Movies about war 	

Source: (Aza, personal communication, July 10, 2023)

After the above intermediaries were circulated, Aza entered the network's enrollment stage. She begins to be involved in network activities. This moment is marked by Aza and her network being mobilized in the digital space of WhatsApp to fight all those who change Allah's law, for example, legislators, police, and soldiers. Aza also forwarded the messages to several people close to her (Aza, personal communication, July 10, 2023). This moment marked the completion of the enrollment process. Another activity that marked Aza's involvement in the network was when she went to Jakarta on May 10, 2018, with her network comrade, Dita, to support other members in Mako Brimob. Her departure to Mako Brimob was also triggered by empathy from the intermediary in the form of a video of the death of terrorism prisoner Abu Ibrahim during the Mako Brimob riot (Supreme Court of the Republic of Indonesia, 2018). The moment of enrollment can be illustrated in stage number 3. In Aza's case, the researcher could not track the success indicator of the mobilization moment because Aza was arrested right after entering Mako Brimob. Thus, it can be concluded that Aza has not gone through the mobilization stage due to the interference of police officers at the moment of enrollment.

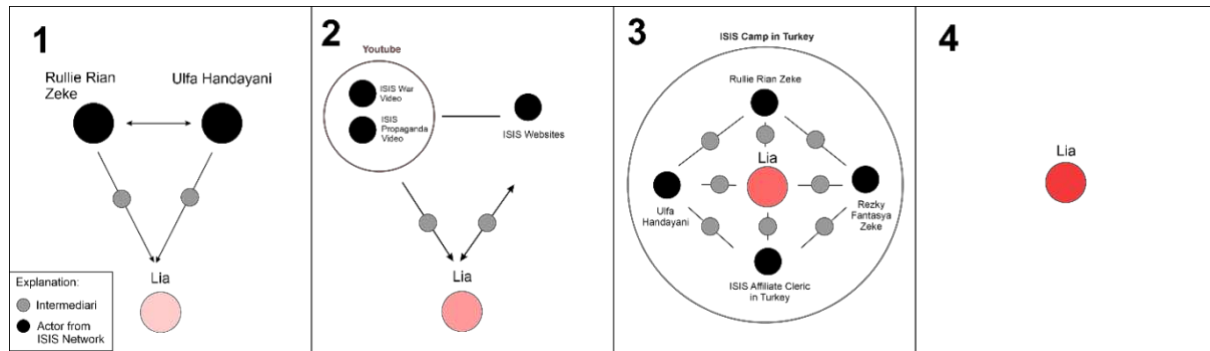


Figure 9: Translation Process of Lia

Source: (Lia, personal communication, July 28, 2023)

Lia's moment of problematization is experienced in her family environment, which is a member of the ISIS sympathizer network Villa Mutiara formed by Muhammad Rizaldy. The first actors who initiated the problem for Lia were her parents, Rullie Rian Zeke and Ulfa Handayani. Ulfa is Muhammad Rizaldy's younger sister. According to Lia, her father and uncle were close. It was also through his uncle that his father learned about ISIS. His father then invited him and his brother to leave for Syria and fight with ISIS because it is an ideal place for Muslims (Lia, personal communication, July 28, 2023). At the stage of interest, Lia then adjusts herself and her behavior by exploring other sources about ISIS, as illustrated in stage number 2. Throughout 2015, she began to dig deeper into ISIS through YouTube videos and websites. In response to her parents' persuasion to leave for Syria via Turkey, Lia finally followed her mother and father at the end of December 2015.

Lia lived in Tuki from 2015 to 2017. There, she often attended studies whose ultimate goal was the same as her father's: to go to Syria and defend ISIS. Her father often referred to this concept as "hijrah." An illustration of the circulation of intermediaries that Lia received while in Turkey can be illustrated in stage number 3. The intermediaries circulated at this stage are as follows:

Table 4: Classification of Intermediaries in Lia's Moment of Translation

Type of Intermediary	Contents	Circulation Room
Direct face-to-face messaging	<ul style="list-style-type: none"> • Definition of jihad • Definition of hijra • How to enter and pass immigration to Syria • The importance of jihad and martyrdom • Hadiths about the coming of the sign of the end times • Depiction Syria as the place the mostperfect place for Muslims 	ISIS Community Camp in Turkey (Makor)

Despite being involved in meetings and studies in Turkey, researchers did not find indicators of success from enrollment to mobilization in Lia. Lia has not been assigned a role and cannot represent the network as a whole. She also admitted that she believes in ISIS only as an ideology, not as an actor who implements actions.

"My understanding of ISIS matured when I was in Turkey. I was also interested in how beautiful Muslim life was in Syria. However, my acceptance was only limited to ideology, not action, especially acts of terror." - (Lia, personal communication, July 28, 2023)

After she returned to Indonesia, he was arrested along with other members of the Villa Mutiara network in 2021. Based on the results of the previous ANT analysis, the three women former ISIS sympathizers experienced varying translation stages in the networks they entered. Sabrina is a woman who experienced perfect translation from problematization to mobilization. Meanwhile, Aza experienced a moment of problematization with enrollment. On the other hand, Lia only experienced the translational stage of problematization to interesement. The translational stage then changes them from having no attachment or belief in ISIS to someone who believes

and is even loyal to ISIS. The translational stage can occur due to something that is circulated to actors in the network. The thing that is rolled out is then referred to as an intermediary.

Each network that the interviewees entered had a different circulation pattern of intermediaries. Sabrina initially interacted with Bahrin Naim's network as a Blogspot and received problematization in the importance of Muslims waging war against evil. Meanwhile, Aza received problematization through Aman Abdurrahman's network in the form of a Telegram channel in the form of the importance of the concept of Islamic State. Finally, Lia received problematization in the form of the importance of "hijrah" to Syria and the establishment of an Islamic state directly through her father, who entered the Villa Mutiara network. The initial intermediary (problem) then continues to circulate along with the three women who further explore the understanding given in the initial phase. Sabrina explored the spirit of war, Aza looked for other sources about Islamic State, and Lia tried to find other sources about ISIS and how important Syria is as a Muslim country. The adjustment of the three women increased the number of intermediaries circulated to them (described in phase 3). This circulation of intermediaries aims to stabilize the network and allow the actors within it to share roles.

According to (Sonny Yuliar, 2009), a mandate bearer, message forwarder, or other roles in the network indicates the enrollment moment's success. This can be seen in the case of Sabrina and Aza. After passing through phases 1-2, Sabrina played a role as a financial supporter in the network. She was also able to become a spokesperson for her network's mission, where she could declare herself on social media as someone who would defend Islam through fighting with ISIS (Sabrina, personal communication, June 26, 2023). Meanwhile, Aza was able to become a messenger for her Islamic State beliefs, even if only to those closest to her. Aza eventually became involved in the "fighting the target" support at Mako Brimob in 2018 (Aza, personal communication, July 10, 2023). However, researchers did not find a moment of mobilization in Aza because the authorities immediately detained her after being involved in her first role. Lia did not see the division of roles because she did not have an earnest desire to be involved in ISIS actions after returning to Indonesia. Not long after arriving, the development of the translation to enrollment and mobilization did not have time to occur in the Mutiara Villa network because she and other members were arrested first by Densus 88.

The results also show how technology is not just a communication tool that humans fully control but also has agency. The three women exposed to terrorism received intermediary circulation through social media. Sabrina received intermediaries from stages 1 to 4 through Facebook and Telegram. Meanwhile, Aza received intermediary circulation from Telegram and WhatsApp. Finally, although Lia received initial intermediaries from her family, she still sought other sources such as YouTube and websites. According to ANT's view, this phenomenon can also be explained as the nature of the network described in the sociotechnogram where the entities in the network cannot only be distinguished as humans or tools but are a unity that can ultimately lead to action (Sonny Yuliar, 2009). In the case of female terrorism in Indonesia, the network encourages women to commit acts of terrorism. However, the network that can push women to action comprises humans and non-humans who circulate intermediaries.

Starting from phase 1 in the form of problematization to phase 3, which produces women with beliefs in ISIS, actors in the network explore each other's competencies, adjust to ideas, and have different degrees of acceptance. Finally, women in terrorist networks reach the moment of mobilization, as exemplified by Sabrina. She finally became ready to blow herself up in 2016. Aza was ready to travel from Bandung, West Java, to Jakarta to engage in support against the *thogut* (something that is worshipped besides Allah) at Mako Brimob. These women passed all of this through a translational process within their respective networks.

4. Conclusion

Through the results and discussion above, it can be concluded that the ISIS network has a role in encouraging female terrorism in Indonesia. In the network formed by the existence of ISIS, there is a translational process consisting of 4 stages: problematization, interessement, enrollment, and mobilization, which ultimately transforms women who initially had no trust in ISIS into figures loyal to al-Baghdadi. However, the translational stages experienced by women former ISIS sympathizers tend to vary. In ANT analysis, the ISIS network

consists of human and non-human units. The non-human unit in the network is technology, specifically social media, which has the agency to translate human actors. The social media that dominate the intermediary circulation of the interviewees are Facebook and Telegram. Through these two media, the ISIS network and its intermediaries grow to bring women increasingly tied to the network.

Author Contributions: All authors contributed to this research.

Funding: This article is the result of research funded by LPPM UPN "Veteran" Yogyakarta in 2023

Conflict of Interest: The authors declare no conflict of interest.

Informed Consent Statement/Ethics Approval: Not applicable.

Acknowledgment: The results and mapping of the sociotechnogram network have been presented at the 2nd ICARSE on 26 November 2023 in the process of publication in the proceedings with the title "Digital Radicalization: A Conceptual Framework with a Case Study on Three Indonesian Women in Pro-ISIS Circles."

References

- Ahmad Naufal Dzulfaroh & Sari Hardiyanto. (2021). Examining Women's Involvement in the Cycle of Terrorism [Newspage]. *Kompas.Com*. <https://www.kompas.com/tren/read/2021/04/03/203100165/menilik-keterlibatan-perempuan-dalam-pusaran-terorisme?>
- Ahmad Rafiq. (2016). This is Bahrin Naim's History, the Alleged Brain of the Sarinah Terror [Newspage]. *Nasional Tempo*. <https://nasional.tempo.co/read/736491/ini-riwayat-bahrin-naim-terduga-otak-teror-sarinah>
- Akbar Hassani, Muhammad Nasir Badu, & Eni Susanti. (2022). Women's Involvement in International Terrorism Networks in Indonesia. *Mandar: Social Science Journal*, 1(2), 132–143.
- Aza. (2023, July 10). *Personal Interview with Former Perpetrator of Suspected Mako Brimob Attack* [Personal communication].
- BNPT. (2022). Head of BNPT: Women's Role in Terrorism Increased in the Last 10 Years [Government]. *Badan Nasional Penanggulangan Terorisme*. <https://www.bnpt.go.id/kepala-bnpt-peran-perempuan-dalam-terorisme-meningkat-10-tahun-terakhir>
- Corsini, L. (2022). The making of a makerspace in Ethiopia: A study of legitimacy using Actor-Network Theory. *Africa Journal of Management*, 8(3), 399–424. <https://doi.org/10.1080/23322373.2022.2071577>
- Cunningham, K. J. (2007). Countering Female Terrorism. *Studies in Conflict & Terrorism*, 30(2), 113–129. <https://doi.org/10.1080/10576100601101067>
- Dyer, R. (2016). The ISIS apocalypse: The history, strategy, and doomsday vision of the Islamic State. *Journal of Policing, Intelligence and Counter Terrorism*, 11(1), 115–116. <https://doi.org/10.1080/18335330.2016.1164412>
- Gerges, F. A. (2021). *ISIS: A History*. Princeton University Press. <https://doi.org/10.2307/j.ctv18b5d6w>
- Indra Martian Permana & Fadzli Adam. (2020). The Role of the Internet and Social Media in the Spread of ISIS in Indonesia. *Universitas Muhammadiyah Sidoarjo*, 5, 13.
- IPAC. (2014). *The Evolution of ISIS in Indonesia* (IPAC Report No.13; The Evolution of ISIS in Indonesia). Institute for Policy Analysis of Conflict.
- IPAC. (2020). *Extremist Woman Behind Bar in Indonesia* (IPAC Report No.68). Institute for Policy Analysis of Conflict. <https://understandingconflict.sgp1.digitaloceanspaces.com/dashboard/d59c46bb91d63760add85da1ccd85f76.pdf>
- IPAC. (2023). *Indonesia's Villa Mutiara Network: Challenged Posed By One Extremist Family* (IPAC Report No.84; pp. 1–9). Institute for Policy Analysis of Conflict. <https://understandingconflict.sgp1.digitaloceanspaces.com/dashboard/29f090fe19b89cbdf7d5038a1f50518a.pdf>
- Jacques, K., & Taylor, P. J. (2009). Female Terrorism: A Review. *Terrorism and Political Violence*, 21(3), 499–515. <https://doi.org/10.1080/09546550902984042>
- Lia. (2023, July 28). *Personal Interview with Former member of Villa Mutiara Network* [Personal communication].

- MacLeod, A., Cameron, P., Ajjawi, R., Kits, O., & Tummons, J. (2019). Actor-network theory and ethnography: Sociomaterial approaches to researching medical education. *Perspectives on Medical Education*, 8(3), 177–186. <https://doi.org/10.1007/S40037-019-0513-6>
- Mujahid, D. R. (2023). Pergeseran Peran Perempuan dalam Aksi Terorisme di Indonesia. *Jurnal Studi Gender Dan Anak*, 9(02), 127–148. <https://doi.org/10.32678/jsga.v9i02.6940>
- Musdah Mulia. (2019). Women in Terrorism Movements in Indonesia. *Al-Wardah: Jurnal Kajian Perempuan, Gender, dan Agama*, 12(1), 80–94.
- Nisan Setiadi & Muhamad Syauqillah. (2023). Perempuan Dalam Kelompok Terorisme: Pengalaman Ika Puspita Sari. *Journal Of Community Service*, 5(2), 198–213.
- Qori'ah, S. M. (2019). Keterlibatan Perempuan dalam Aksi Terorisme di Indonesia. *Sawwa: Jurnal Studi Gender*, 14(1), 31. <https://doi.org/10.21580/sa.v14i1.2967>
- Risma. (2016). Begini Isi Blog Bahrin Naim, Sang 'Dedengkot' ISIS Indonesia. *JakartaKita.Com*. <https://jakartakita.com/2016/01/16/begini-isi-blog-bahrin-naim-sang-dedengkot-isis-indonesia/>
- Robin Wright, J.M. Berger, Wiliam Braniff, Cole Bunzel, Daniel Byman, Jennifer Cafarella, Harleen Gambhir, Daveed Gartenstein-Ross, Hassan Hassan, Charles Lister, William McCants, Garret Nada, Jacob Olidort, Alexander Thurston, Clinton Watts, Frederic Wehrey, Craig Whiteside, Graeme Wood, Aaron Y. Zelin, & Katherine Zimmerman. (2017). *The Jihadi Threat: ISIS, Al-Qaeda, and Beyond*. United States Institute of Peace and Wilson Center. <https://www.usip.org/sites/default/files/The-Jihadi-Threat-ISIS-Al-Qaeda-and-Beyond.pdf>
- Sabrina. (2023, June 26). *Personal Interview with Former Suicide Bomber "Bride"* [Personal communication].
- Shaffer, R. (2017). Joby Warrick. *Black Flags: The Rise of ISIS*. New York: Doubleday, 2015. 368 pp., \$28.95 hardcover. ISBN: 978-0385538213. *Terrorism and Political Violence*, 29(2), 387–389. <https://doi.org/10.1080/09546553.2016.1277665>
- Sonny Yuliar. (2009). *Technology Management: An Actor-Network Theory Perspective* (1st ed.). Institut Teknologi Bandung.
- Steel, J. (1998). Vampire: Representations of the Irish female terrorist. *Irish Studies Review*, 6(3), 273–284. <https://doi.org/10.1080/09670889808455612>
- Supreme Court of the Republic of Indonesia. (2018). *Directory of Decisions of the Supreme Court of the Republic of Indonesia* (Decision Letter 1235/Pid.Sus/2018/PN. Jkt. Utr; p. 7). Supreme Court of the Republic of Indonesia.
- The Supreme Court of the Republic of Indonesia. (2018). *Decision Letter of the Supreme Court of the Republic of Indonesia* (Decision Letter 140/Pida.Sus/2018/PN.Jkt.Sel; p. 382). The Supreme Court of the Republic of Indonesia.
- Tummons, J. (2021). Ontological Pluralism, Modes of Existence, and Actor-Network Theory: Upgrading Latour with Latour. *Social Epistemology*, 35(1), 1–11. <https://doi.org/10.1080/02691728.2020.1774815>
- Weldi Rozika. (2017). Propaganda and Ideology Dissemination Terrorism Through Internet Media (Case Study of Cyber Terrorism Perpetrators by Bahrin Naim). *Jurnal Ilmu Kepolisian*, 11(2), 127.

Evaluation of M-Paspor Application in Indonesia: M-Government Concept Perspective

Intan Nurkumalawati¹, Nusyura Divana Salsha²

¹ Immigration Administration Study Program, Immigration Polytechnic, Indonesia

² Bekasi Immigration Office, West Java, Indonesia

Correspondence: Intan Nurkumalawati, Immigration Administration Study Program, Immigration Polytechnic, Indonesia. E-mail: intannurkumalawati@poltekim.ac.id

Abstract

The government utilizes technology to provide internet-based public services, making it easier for the community to access them. One such technology is M-Government, which offers smartphone applications. Immigration Offices in Indonesia have implemented M-Government with the APAPO application. However, there are still several obstacles in its implementation. Applicants experienced difficulties in obtaining a queue number due to the registration quota. Additionally, rescheduling is not possible for those who are unable to attend the office. The Immigration Office conducts biometric records and interviews. To address this issue, the Directorate General of Immigration has introduced a new innovation called Mobile Passport (M-Paspor). The purpose of this study is to evaluate the M-Paspor application based on the M-Government concepts. Qualitative methods were used, with data collected through interviews and observations. The study suggests that the M-Paspor application aligns with the M-Government concept, allowing the public to independently apply for a passport using their smartphone at any time and place. The aim of the M-Paspor application is to simplify the passport application process for the public.

Keywords: M-Government, Mobile Government, M-Paspor

1. Introduction

The use of online information system networks between government agencies is one of the solutions taken by the government in organizing good governance, especially in implementing technology-based services (Nugroho, 2016). One form of technology utilization carried out by the government is mobile government (M-government), which is implemented by using government services and applications that can only be used with mobile phones, laptops or notebooks, and wireless network infrastructure (Handayaningsih & Nugroho, 2013). The utilization of technology is carried out in order to provide internet-based public services to facilitate the community in obtaining public services.

Immigration Offices in Indonesia have implemented M-government in providing immigration services, especially passport processing services for Indonesian Citizens (WNI). Previously there was an application to get a passport queue number known as the Online Passport Application Queue Registration Application (APAPO) based on the Circular of the Director General of Immigration No. IMI-UM.01.01-4166 of 2017 concerning Implementation of the Online Passport Application Queue Registration Application (APAPO). In its implementation, several obstacles are still experienced by the community such as the difficulty of getting a queue number through the APAPO application due to the registration quota which is only opened once a week. In addition, prospective applicants who are unable to attend the Immigration Office to record biometrics and conduct interviews so that the queue number is missed cannot reschedule (Handrisal, Nazaki, & Hafiz, 2021). This condition certainly has an impact on hampering the process of providing immigration services, be it making a new passport or replacing a passport provided by the Immigration Office.

To overcome previous problems, the Directorate General of Immigration implemented a new innovation called Mobile Passport, hereinafter abbreviated as M-Paspor. Unlike the APAPO application, the M-Paspor application has advantages. Quoted from the official website of the Directorate General of Immigration, Ajeng Rahma Saftiri (2021) wrote that the advantages of the M-Paspor application are that passport applicants can apply for a passport and upload scanned requirement files so that they do not need to carry a copy of the file to make it more environmentally friendly because it is non-paper or paperless, there is a feature to reschedule arrival if the queue number is missed or if the prospective applicant is unable to attend on a predetermined day, and a feature to check the status of the passport application.

M-Paspor was first introduced to the public on December 30, 2021 and a trial phase was carried out first at three Immigration Offices, namely the South Jakarta Non-TPI Special Class I Immigration Office, the Central Jakarta Non-TPI Class I Immigration Office, and the Tangerang Non-TPI Class I Immigration Office (Safitri, 2021). The acceleration of the implementation of passport service innovations through the M-Paspor application continues to be improved by the Directorate General of Immigration, so that on February 18, 2022 a letter was issued by the Director of Immigration Traffic number IMI.2-UM.01.01-4.0700 concerning Follow-up Implementation and Policy for Implementing Mobile Passports (M-Paspors) at 107 Immigration Offices.

The Directorate General of Immigration has informed the procedures for using the M-Paspor application ("Procedures for Using M-Paspors," 2022). The step that must be taken by the applicant for the first operation of the M- Passport application is that the applicant is required to download the M-Paspor application on a certain platform according to the device used. Playstore for android users and App Store for IOS users. After successfully downloading the M- Passport application, the applicant registers to get an account by inputting personal data for account registration. After the applicant has an account on the M-Paspor application, the applicant will be directed to log in. If the login is successful, at the time of logging in the application for the first time a terms and conditions page will appear and confirm its approval. After approval, there will be a homepage display of the M- Passport application that displays the passport application menu.

In implementing the M-Paspor application, Immigration Offices is very concerned about the immigration security function. Sub Coordinator of Public Relations of the Directorate General of Immigration Achmad Nur Saleh through Ajeng Rahma Saftitri (2022) said that the applicant still has to bring the original document to check the authenticity and correctness of the data that matches the applicant's personal data. This step is carried out when the applicant comes to the Immigration Office for an interview and biometric recording. This will prevent data falsification, and avoid the practice of PMI-NP (Non-Procedural Indonesian Migrant Workers).

There are several previous studies that are used as references in writing this research. The first research was conducted by Handrisal, Nazaki, and Muhammad Hafiz with the title "Electronic Government-Based Service Innovation through the Online Passport Queue Registration Application (APAPO) at the Class I Immigration Office in Tanjung Pinang in 2019" (Handrisal et al., 2021). The results of the research obtained using the analysis of innovation theory by Rogers found that service innovation using the APAPO application implemented at the Tanjung Pinang Class I Immigration Office was quite successful, although of the four success factors used there were two factors that were still not maximally implemented. The four success factors

used include; innovation characteristics, communication channels, efforts from agents, and social systems. The two factors that have not been fulfilled are communication channels and efforts from agents. The difference in this study lies in the object of research, which previously discussed the APAPO application and this study discusses the M-Paspor application which is an update of the APAPO application.

Another research was conducted by Nurkumalawati and Rofii (2023). The study presents a netnographic review of the adoption of the M-Paspor application from the user's perspective. The review is based on a sample of 1032 comments collected from the Google app review section between February and August 2022. The data was analysed using N-Vivo to explore users' experiences, sentiments, and opinions by examining words, phrases, and sentences related to the use of the M-Paspor app. The difference is that previous research discusses how much influence the implementation of innovations at the Immigration Office has on the community. Based on these problems and phenomena, this study examines how the implementation of the M-Paspor application is based on M- government theory and its suitability for the 4 stages of E-government development. Therefore the objectives of this research are to evaluate the implementation of the M-Paspor Application based on the Mobile Government concept and to examine the concept and stages of development that have been implemented by the M-Paspor application.

2. Mobile Government

Mobile government or M-government is the application of E-government that uses communication media that can move (mobile), for example providing services in the form of government-owned applications on smartphones, laptops and notebooks that are used to provide services to the public (Handayaningsih & Nugroho, 2013). Andhika (2016) explains that the implementation of M-government is a strategy by the government to reduce fraud committed by service providers. This is because the implementation of M-government through smartphones can narrow the space for fraudulent acts committed by officials or officers for personal gain and harm the public including the state because all processes can be monitored directly in the M-government application. It can be concluded that M-government is one form of E-government implementation in the form of government-owned applications contained in smartphones that are used to facilitate the public in obtaining services. The M-Paspor application is a government-owned application that can be downloaded on smartphones created with the aim of providing convenience in the implementation of immigration services in terms of making Indonesian passports.

According to Hong Sheng and Silvana Trimi (2008) the main benefit of implementing M-government is an increase in the coverage of government information and services. M-government allows people to directly access government information and services anytime and anywhere. Meanwhile, Handayaningsih and Nugroho (2013) stated that there are five principles of the benefits of implementing M-government, namely increasing the productivity of employees of public service agencies. This is because M- government allows service officers to add data to the system, thus shortening the time in the data collection process. Second, M-government can increase the effectiveness of the performance of employees of public service agencies. Documents that were originally in physical form, with the use of M- government can be converted in digital form, so employees no longer need to carry documents in paper form. Third, the use of M- government in providing information by the government to the public can be done anytime and anywhere. Fourth, M-government can be used as a means to interact between the community and the government. Fifth, M-government can be used as a means of involving the community to participate in government administration. For example, the government conducts forms of communication with the public such as e-voting, and provides a forum for submitting complaints and testimonials on services provided by the government.

Omar Al-Hujran (2012) suggests factors that influence the successful implementation of M-government services. The first factor is public awareness. This is because the benefits of using electronic-based services such as effectiveness, efficiency, and cost savings cannot be maximally absorbed if people do not use them. The second factor is trust which is an important factor in the implementation of M-government, people are often worried about sharing personal information via the internet due to lack of security, privacy and fear of misuse of personal information. The next factor is the cost factor. The cost in question is the cost that must be incurred to have a

device that can access M- government must be affordable and the costs incurred to access the service must also be reasonable because the high cost of accessing the internet is considered a major obstacle to the implementation of M- government services. The fourth factor is infrastructure constraints, due to frequent problems regarding the non-integration of systems, inadequate bandwidth, and the lack of mobile device capabilities. Another factor is the legal framework, which aims to govern electronic transactions, as well as regulations governing electronic crimes, electronic signatures, and personal data protection.

3. Method

This study conducted with qualitative approach and centered interview to obtain an in-depth description and comprehensive understanding based on the actual situation of the phenomenon to be studied and the researcher acts as a key instrument to obtain the data needed in the research (Yusanto, 2020). This research method was chosen because it can be used to analyze the topic in this study, namely regarding the implementation of the M-Paspor application, then the data and information obtained will be analyzed using the M-government concept. The data sources in this study were obtained by taking field data and data obtained indirectly from pre-existing sources. The field data in question is a record of the results of interviews conducted with sources and the results of field observations. Meanwhile, data obtained indirectly by researchers in the form of books, journals of previous research (Hermawan, 2018).

The data collection techniques in this study are interview, observation, and document studies. The informants in this research are structural officials, employees at the South Jakarta Immigration Office and applicants using the M- Passport application. These informants include the Head of the Travel Document Service and Verification Division, the Head of the Travel Document Service Section, the Head of the Travel Document Verification and Adjudication Section, officers in the Travel Document Service and Verification Division, and 3 passport applicants of M-Paspor application. The data analyzed utilizing narrative data analysis or narrative analysis approach (Webster and Metrova in Zakiah Darmanita and M.Yusri, 2020). This research uses triangulation techniques to test the validity of the data by collecting data through different methods for comparison (Bachri, 2010). The triangulation technique used is triangulation theory. Nancy Carter (2014) argued that theory triangulation uses different theories to analyze and interpret data.

4. Results and Discussion

The existence of the M-Paspor Application is one of the ways carried out by the government through the Immigration Office to accelerate the implementation of digitization of passport services both new passport services and passport replacement for the people of Indonesia. With this M-Paspor Application, the government certainly has the aims and objectives, namely to prepare for changes in the passport service system with the M-Paspor Application in order to smooth the application implementation at Immigration Offices throughout Indonesia. During the M-Paspor trial period in December 2020 based on the Guidelines for the Implementation of Mobile Passport Number IMI.2.UM.01.01-4.0331 (Implementation of Mobile Passport, 2022), the Directorate General of Immigration involved three Immigration Offices, namely the South Jakarta Non TPI Special Class I Immigration Office, the Central Jakarta Non TPI Class I Immigration Office and the Tangerang Non TPI Class I Immigration Office. The informant of the Travel Document Service Section Head said that after holding several meetings by the Directorate General of Immigration which resulted in a guide to the implementation of the M-Paspor application which contains the M-Paspor work system and the SOP for implementing the M-Paspor application. Based on the Guidelines for the Implementation of Mobile Passport Number IMI.2.UM.01.01-4.0331 (Implementation of Mobile Passport, 2022) M-Paspor application has been implemented at one hundred and seven (107) Immigration Offices throughout Indonesia.

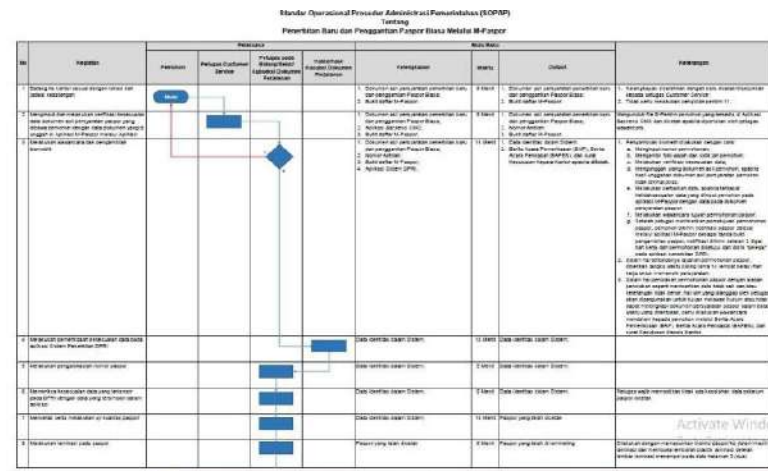


Figure 4.1: SOPAP No. IMI-003.GR.01.02 Regarding Passport Issuance through M-Paspor

Source: Directorate General of Indonesia

From the figure above, The SOPAP explains the flow of services starting with the applicant coming to the Immigration Office in accordance with the location that has been selected and schedule to come to immigration office and bringing the original passport requirements and proof of M-Paspor list, then the data is checked by the customer service officer and the applicant will get a queue number. Furthermore, the applicant will conduct an interview and take biometrics by officers in the Travel Document Field/Section/Subsection. After that, the Head of Division / Head of Section / Head of Travel Document Subsection checks the suitability of data in the Travel Document Issuance System of the Republic of Indonesia (DPRI). If it is appropriate, then the passport number allocation is carried out, checking the suitability of the data attached to the DPRI with the data stored in the application by the Travel Document Field/Section/Subsection officer and ensuring there are no data errors before the passport is printed. The final stage is to print the passport and conduct a passport quality test and laminate the passport.

Although the M-Paspor application can already be run at the Immigration Office, informants also said that the existence of the M-Paspor application is still not perfect because in addition to several advantages there are still some weaknesses. And these obstacles have not yet been resolved. When the applicant registers through the M-Paspor application and is successful, but when it will be served by officers at the Immigration Office, the registration number has not appeared on the officer's computer. In the application, the applicant has been registered, but in the officer's computer the required documents have not appeared. This is not a crucial problem because it can be solved only by re-scanning the files by officers at the Immigration Office. In addition, there were various problems that arose when this application was first launched, such as applicants who uploaded the wrong documents, applicants made two payments at the time of payment, then after making the payment the proof of payment did not appear.

With the M-Paspor application, application registration is carried out in a timely manner online and later factual verification (data and files) is still mandatory. Through M-Paspor, applicants can apply for a passport by uploading files to the application. So that when coming to the Immigration Office, the applicant only needs to show the original file during the interview stage, thus cutting down on face-to-face time. The superior features of M-Paspor include PNPB payment in advance, passport application status check, validation of Dukcapil NIK, reschedule arrival schedule and integration of Travel Documents of the Republic of Indonesia. Payment is made before the interview at the Immigration Office. Can be done through Banks, marketplaces such as Tokopedia and Bukalapak, Post Offices and Indomaret. The payment deadline is two hours after the document is uploaded, said the Head of Travel Document Services Section. This is certainly different from the Online Passport Queue Registration Application (APAPO), explained by the Head of the Travel Document Services Section that the Registration Application through the APAPO application is an application developed by the Directorate General of Immigration to facilitate the public in processing passports with time-based queues. By using APAPO,

applicants only need to come according to the specified hours and dates. So it cannot be like the M-Paspor application which can upload files to the application and also does not have superior features such as M-Paspor.

Based on the results of interviews conducted by the author to structural officials in the Field of Services and Verification of Travel Documents at the South Jakarta Immigration Office, there are differences that occur in conducting passport services after the implementation of the M-Paspor application. This was conveyed by the Head of the Travel Document Service and Verification Division. He said that there was a considerable difference after using the M-Paspor application in providing passport services to the public, where the applicant had made a payment in advance before coming to the Immigration Office. The applicant is given two hours to complete the payment and if it exceeds this time then the applicant must re-register. In addition, the public also uploads the required documents independently in the M-Paspor application where in the previous application, namely the APAPO application, it was the officer who scanned the required document files at the Immigration Office. With these changes, he said that the implementation of the M-Paspor application has a positive impact on providing services to the community because the services provided no longer require a longer time because the document upload process has been carried out so that when at the Immigration Office only continues the verification and interview process, provided that the uploaded documents are in accordance with the provisions.

Furthermore, according to the Section Head of Travel Document Verification and Adjudication, the M-Paspor Application is a new form of the Online Passport Queue Registration Application (APAPO) which is implemented to make passport services more transparent, accountable and fast. Where there are differences that occur, namely the applicant fills in personal data according to the passport application requirements independently where the data is integrated with the officer's computer at the Immigration Office. He also believes that this change is a very positive change because it shortens the process of stages when providing services at the Immigration Office so that the service process becomes faster. And further said that the target of this M-Paspor application is that it can be accessed by people throughout Indonesia.

According to the Head of the Travel Document Services Section, the main difference is seen when the process of uploading the required document files is carried out at the beginning and PNPB payment for passport services is also made before the applicant comes to the Immigration Office. Meanwhile, when still using the APAPO, the documents were uploaded at the Immigration Office, and payment was made after the verification and interview stages at the Immigration Office. Evidently, M-Paspors are more practical and easier, this will certainly make employee productivity increase in providing services to the community, especially in terms of passport services, this is because with M-Paspors uploading documents and payments have been made in advance, so that the productivity of employees can be further increased by working on other tasks related in passport issuance. This condition is also justified by officers in the Travel Document Service and Verification Division. The results of interviews with applicants also said that using M-Paspors was easier than the previous system with a record of the network being in smooth condition.

With document uploads carried out independently by the applicant and officers no longer scanning documents, the time required by officers in providing services is reduced, which of course makes the productivity of officers will increase. With the faster the service process provided; the more applicants can be served. This is reinforced by a statement from the Head of the Travel Document Service and Verification Division who said that ideally officer productivity increases with the process of uploading required documents independently from the applicant, but provided that the applicant in doing so the uploaded documents is in accordance with the requirements or are not wrong. This will make the time efficiency and work efficiency of Immigration officers.

However, the facts in the field show that there are still issues of applicants uploading documents incorrectly, for example, they should upload a photo of the applicant's family card instead of uploading a family photo, regardless of intentional or unintentional factors. Another fact is that when the applicant has come to the office and has also uploaded documents, but during the interview stage the officer finds suspicions or signs of misuse of the passport application, this makes the officers need more time for verification and the officer gives the applicant about 5 (five) working days to complete the additional documents that are suspended. In addition to these obstacles, there are other obstacles such as those experienced by applicants who carry out the passport

registration process through the M-Paspor application. The obstacle experienced by the applicant is that when making a payment there is a failure and then it has been tried repeatedly but still fails and it even takes up to 1 (one) week for the applicant to successfully make a payment. He said he had tried to come directly to the office to register manually, but the officer refused and still suggested registering through the M-Paspor application. Thus, the applicant continues to wait until it is successful, as previously said, it almost took 1 (one) week to make a successful payment.

Regarding the advantages of the M-Paspor application as said by the Head of the Travel Document Service and Verification Division who stated that with the existence of this M-Paspor, the positive side will cause the community not to take a long time to be served by officers because they have registered independently and have carried out the document upload process independently, so that the Immigration Office only conducts verification and interview stages. Of course, this will not require a long time with a note that the uploaded documents have been in accordance with the necessary requirements and there were no interview results that led to misuse of passport applications. Thus, it can be said that the existence of this M- Passport application has a positive impact. The use of M-Paspors makes work easier, more practical and faster. But behind it is also inseparable from the obstacles in its implementation. In the operation of the M-Paspor in its journey it also encounters certain technical obstacles. Regarding the obstacles in the operation of this system, the Section Head of Travel Document Services said that in overcoming these technical obstacles with the Help Desk counter facility in the implementation of services with the M-Paspor application. If there are obstacles, they will be directed to the M-Paspor Help Desk service, which will be followed up by officers from the Directorate General of Immigration Systems and Technology who will solve the problem, so that officers at the Immigration Office only need to report the help desk ticket to the M-Paspor WhatsApp group as written in Letter Number IMI.2-UM.01.01-4.1996 regarding Follow- up on Implementation and Policy of Mobile Passport (M-Paspor) at the Immigration Office (Implementation of Mobile Passport, 2022). This is done in order to serve responses to problems in M-Paspor services can be served quickly because the officers are always ready to respond during working hours, so they do not have to wait long or even protracted due to problems in the operation.

The use of this Help Desk is also suggested to a named applicant who will register his wife in making a passport, previously the applicant was worried as experienced who made the M-Paspor registration failed and only succeeded in approximately one week due to system problems. Regarding the use of this M-Paspor, the applicant said that getting information about the M-Paspor application is very easy because it is found in various sources, so there is no difficulty in obtaining such information. The applicant further said that he felt easier with the application before the M-Paspor, he said that only by registering once it was immediately processed and the passport making process went smoothly, but with this M- Passport he said he had to register repeatedly, so he felt easier with the previous application, namely APAPO compared to M-Paspor. According to the Head of the Travel Document Service and Verification Division, technical obstacles are still found, including some applicant data that is not included in the computer or the Republic of Indonesia Travel Document Issuance System Application. This is indicated by the applicant in the application on his smart phone to the officer that he has registered but apparently the application data from the applicant has not entered the officer's computer. In connection with this, the officer is forced to re-scan and the applicant is still served as long as he can show proof on the applicant's smartphone and proof of payment. Like the obstacles experienced by one of the applicants where when registering online through M- Passport and getting network constraints are not smooth or are maintenance or maintenance. With these conditions, some applicant decided to come directly to the Immigration Office to register again with the assistance of an officer, where at the time it was explained that there was an error in the optional selection of an electronic passport which made the applicant fail in registration. Then with the help of the officer finally succeeded in registering, but that was not the only obstacle experienced by the applicant, when going to make a payment it also had to take a very long time even though in the end the payment could be made.

Other impediments were also found in other applicants who said that registering through M-Paspor failed and it took two days before it was successful. Some applicant said that it was better to register manually by coming to the Immigration Office, where at that time registration was carried out using the website, after which an interview was conducted and biometric records were recorded then waited for the passport printing process and

passport collection. Another applicant said that registration before M-Paspor was easier, using M-Paspor made it difficult and took longer according to him. The obstacles experienced the applicant are in the form of requiring a long time until they can upload the required documents, then when making payments they also have to wait a long time for the payment billing code and the code can only be used within a span of two to three hours. Thus, in using this M-Paspor application according to the applicant, it takes up quite a lot of time.

In addition to the obstacles in the operation of M-Paspor, it turns out that this application also still has some shortcomings in passport making services for people who want to make arrangements. As said by the Section Head of Travel Document Services that although the M-Paspor Application has several advantages, it also has weaknesses. These weaknesses include not accommodating applicants with damaged or lost passports or in essence those who need BAP have not been accommodated. In this case M-Paspor is only limited to making new passports and replacements without any obstacles and without any suspicion from officers during interviews. In terms of transparency and control, the use of M-Paspor is not much different from the previous application, namely APAPO, because in both applications, both APAPO and M-Paspor in terms of PNBK payments have gone directly to the State treasury through the bank so that it is no longer through the PNBK. So that in terms of transparency and control it is the same or there has not been a significant increase in the use of the M-Paspor application. Furthermore, according to the informant of the Head of the Travel Document Service and Verification Division, through the M-Paspor application, there is an increase in transparency and supervision carried out to the officers. Because, the applicant has registered independently and the applicant can also choose the Immigration Office freely in making a passport and the applicant can also choose the time-of-service hours. In addition to increased productivity, the M-Paspor application is also more transparent in the implementation of passport services when compared to passport services when the M-Paspor application has not been implemented. This is shown in the M-Paspor application written what documents are needed and the requirements and under certain conditions have been explained in detail in the M-Paspor application, including rescheduling, canceling, and if it does not meet certain requirements and certain returns are all listed.

The application of the M-Paspor in providing services to the public, Immigration Offices is based on the principle of the benefits of implementing M-Government according to Handyaningsih and Nugroho (2013). The benefits are the integration of applicant data that has been uploaded to the M-Paspor application with the Republic of Indonesia Travel Document Issuance System at the Immigration Office so as to shorten the time in the data collection process. Second, there is an increase in the effectiveness of employee performance in providing services to the community because officers no longer need to scan applicant documents. Third, the M-Paspor application can be accessed at any time not tied to the working hours of the Immigration Office and can be accessed anywhere by the public. However, there are two principles of benefits that have not been fulfilled in the application of the M- Passport. Firstly, it has not provided interactive services that allow the community to interact with the Immigration Office. Secondly, there is no room or a forum for submitting complaints and testimonials on the services provided in the M-Paspor application in the context of implementing community participation in governance.

Based on the factors that influence the successful implementation of M- Government services proposed by Omar Al-Hujran (2012), the first is the use of M-Government services by the community. The public knows and uses the M-Paspor application. With the use of the M-Paspor application by the community, the benefits of using electronic-based services such as cutting the service time for passport applications can be felt. The second factor is trust, that people strongly believe in sharing personal data in this case uploading Identity Cards (KTP), Family Cards (KK), and other personal data in the M-Paspor application. The third factor is the cost factor, namely the costs incurred to access M- Government services. Today, many people are already using smartphones with internet facilities that make it possible to access the M-Paspor application. The fourth factor is infrastructure constraints, which have been mentioned that there are still frequent system problems such as the non-integration of applicant data in the M-Paspor application and data on the Republic of Indonesia Travel Document Issuance System.

5. Conclusion

Based on the results and discussion, it can be concluded that the implementation of the M-Paspor Application in Immigration Office made passport issuance process more effective than before. Problems that arise can also be overcome, such as if the applicant's data does not appear in the SPRI system even though they have uploaded documents in the M-Paspor application, the files will be rescanned at the interview and biometric counters. M-Paspor is in accordance with the concept of M-government that people can apply for passports independently using their smartphones which can be done anytime and anywhere, so that the purpose and objectives of the M-Paspor application make it easier for people to apply for passports. However, there are two principles that have not been fulfilled in the application of the M- Passport: it has not provided interactive services that allow the community to interact with the Immigration Office and there is no room for submitting complaints and testimonials.

There are several suggestions that can be conveyed based on the findings in this study: improving the infrastructure of the M-Paspor system considering that there are still frequent errors in the M-Paspor application. This must be followed up immediately considering that the repair is central and centralized through the Directorate General of Immigration. In addition, the Directorate General of Immigration can start providing interactive services on the M-Paspor application which aims to make it easier for the public to interact to submit questions, complaints, or suggestions for the services provided. In addition to make it easier for the public to obtain information, this can also help the Immigration Office in analyzing problems that are often encountered by the public in using the M-Paspor application so that it can be used as evaluation material and resolved immediately.

Author Contributions: All authors contributed to this research

Funding: NA

Conflicts of Interest: The authors declare no conflict of interest

Informed Consent Statement/Ethics approval: Not applicable.

References:

- Al-Hujran, O. (2012). Toward the Utilization of M-Government Services in Developing Countries: A Qualitative Investigation. *International Journal of Business and Social Science*, 3(5), 155-160. Retrieved from http://www.ijbssnet.com/journals/Vol_3_No_5_March_2012/17.pdf
- Andhika, L. R. (2016). Mobile Government as Early Prevention on Performance Deviations of State Civil Apparatus Mobile Government as Early Prevention on Performance. *Civil Service*, 10(2), 29-42.
- Bachri, B. S. (2010). Ensuring Data Validity Through Triangulation in Qualitative Research.
- Carter, N. (2014). The Use of Triangulation in Qualitative Research. 41(5). Retrieved from <https://www.proquest.com/docview/1559261620>
- Darmanita, Z., & Yusri, M. (2020). Operation of Narrative and Ethnographic Research; Definition, Principles, Procedures, Analysis, Interpretation and Reporting of findings. 1(1994).
- Handayaningsih, S., & Nugroho, H. (2013). M-Government System Model (Case Study: Yogyakarta City Government). *Ahmad Dahlan University Yogyakarta, Informatics Engineering Study Program*, 7(2), 814-815.
- Handrisal, H., Nazaki, N., & Hafiz, M. (2021). Electronic Government-Based Service Innovation Through the Online Passport Queue Registration Application (Apapo) at the Tanjungpinang Class I Immigration Office in 2019. *KEMUDI: Journal of Government Science*, 5(02), 179-198. <https://doi.org/10.31629/kemudi.v5i02.3104>
- Hermawan, H. (2018). Qualitative Methods for Tourism Research. *Journal of Communication*, p. 20.
- Implementation of Mobile Passport. (2022). Performance Report of the Directorate General of Immigration of the Ministry of Law and Human Rights of the Republic of Indonesia 2021.

- Indrajit, R. E. (2016). Electronic government. Concepts and Strategies of Electronic Government, 86. <https://doi.org/10.1007/BF03251472>
- Lusiani, C., & Nugroho, L. E. (2008). Evaluating the Effectiveness of Electronic Services in the Public Sector: Case Study of Mobile Government Services in Sleman Regency Government. 2008.
- M-Paspor Implementation Procedure. (2022). Retrieved from <https://kanibatam.kemenkumham.go.id/page/tata-cara-penggunaan-m- passport>
- Nugroho, T. (2016). Analysis of E-government to Public Services in the Ministry of Law and Human Rights. *Scientific Journal of Legal Policy*, 10(3), 279-296.
- Nurkumalawati, I., & Rofii, M. S. (2023). Public Review of M-Paspor Application in Indonesia: Mobile Government, Digital Resilience, Cyber Security. Proceedings of the Fifth Annual International Conference on Business and Public Administration (AICoBPA 2022). Atlantis Press. doi:10.2991/978-2-38476-090-9_32
- Safitri, A. R. (2021). Immigration Introduces M-Paspor Application. Retrieved from <https://www.imigrasi.go.id/en/2021/12/30/imigrasi-perkenalkan-aplikasi-m- passport/>
- Safitri, A. R. (2022). How to Use M-Paspor. (January 19). Retrieved from <https://www.imigrasi.go.id/en/2022/01/19/cara-menggunakan-m-paspor-dari- beginning-to-end-easy-and-fast/>
- Samsara, L. (2013). Passport Service Innovation at the Immigration Office (Study on Improving the Quality of Travel Document Services of the Republic of Indonesia at the Surabaya Special Class I Immigration Office). *Journal of Public Policy and Management*, 1(1), 6-15. Retrieved from <http://journal.unair.ac.id/download- fullpapers-Ladiatno Samsara.pdf>
- Sheng, H., & Trimi, S. (2008). M-government: Technologies, applications and challenges. *Electronic Government*, 5(1), 1-18. <https://doi.org/10.1504/EG.2008.016124>
- Widodo, N. (2016). Development of e-Government in Local Government in order to Realize Smart City (Study in Malang City Local Government). *Scientific Journal of Public Administration*, 2(4), 227-235. <https://doi.org/10.21776/ub.jiap.2016.002.04.15>
- Yusanto, Y. (2020). Variety of Qualitative Research Approaches. *Journal of Scientific Communication (Jsc)*, 1(1), 1-13. <https://doi.org/10.31506/jsc.v1i1.7764>

Rural Homelessness: The Hidden Crisis

Nelson Simanjuntak¹, Fernando Silalahi², Manotar Tampubolon³

¹ School of Government, Institute Pemerintahan Dalam Negeri, Jakarta, Indonesia

^{2,3} School of Law, Universitas Kristen Indonesia, Jakarta, Indonesia

Correspondence: Manotar Tampubolon, School of Law, Universitas Kristen Indonesia, Jakarta, Indonesia.
Tel: +6281210725234. E-mail: manotar.tampubolon@uki.ac.id

Abstract

Urban homelessness has been extensively studied, but rural homelessness, especially in one city, has not. This study compares rural homeless people to metropolitan ones to highlight their hardships. The book chapter titled "Rural Homelessness: The Hidden Crisis" provides insight into the phenomenon of homelessness in rural regions. The authors have utilized pre-existing research to underscore the distinct obstacles that homeless individuals encounter in rural areas. The challenges encompass restricted availability of resources and amenities, social seclusion, and the absence of reasonably priced housing. The chapter delves into an examination of the origins and outcomes of homelessness in rural areas, encompassing factors such as destitution, joblessness, psychological disorders, and drug addiction. The contention put forth by the authors is that the issue of homelessness in rural areas is frequently disregarded and inadequately financed, rendering it a concealed crisis. The chapter also offers prospective remedies and policy suggestions to tackle the issue, including augmenting the availability of housing, healthcare, and support services. In general, this particular chapter of the book offers significant perspectives regarding the intricacies of homelessness in rural areas and emphasizes the critical necessity of taking action to tackle this pressing concern.

Keywords: Rural, Urban, Homeless, Hilbilly

1. Introduction

Rural homelessness occurs when rural residents lack permanent residence (Gilbert, 1985). Policymakers and the media often neglect it since it is less visible than urban homelessness. Rural homelessness is caused by a lack of affordable housing, poverty, unemployment, mental health care, and domestic abuse. Due to resource and support shortages, rural homeless people may find it harder to receive help. Rural homelessness has been related to poor health, drug abuse, and fewer educational and professional options. Several rural homelessness initiatives include shelters, services, and advocacy groups (Shamblin, et al., 2012). Rural areas need long-term solutions to this calamity. The study's declared goal is to help the range realize their abilities and inform the central government about the homeless rate and employment shortage in this urban area. There was little historical literature on the range at this time. Academic studies rarely address rural homelessness, while many have examined urban homelessness. This study examines gaps in homelessness research. The rural environment distinguishes it from urban homelessness. Understanding the particular issues people in these two diverse

geographic regions experience will help us help homeless people and prevent others from becoming homeless. This study compares metropolitan locations on homelessness factors, services, and remedies. Discuss the book's homelessness description here. Rural homelessness, which affects everyone, is rarely reported. Rural homeless individuals struggle with limited services and affordable homes. Hence, recovering may be challenging. This study examines rural homelessness and its challenges. This study also explores new approaches to this issue. The first part discusses rural homelessness and its many causes (Aron & Barron, 2006). The second part will address the causes of rural homelessness, including economic and social concerns, insufficient alleviation, and inefficient methods. Finally, the third part examines rural homelessness (Frommeyer, 2020). This encompasses the implications on both physical and mental health, as well as the influence on educational possibilities and jobs, as well as the broader social and economic consequences for rural communities. The fourth and last parts will evaluate contemporary approaches to tackling rural homelessness, including policy initiatives, grassroots efforts, and community-based solutions (First et al., 1994). This part will showcase excellent practices and offer recommendations for successful solutions to solve rural homelessness. With the help of this study, a thorough comprehension of the unrecognized emergency that is homelessness in rural areas will be formed, and actionable solutions will be suggested to deal with this problem. The outcomes of this research will contribute to the creation of evidence-based policies and initiatives that can help to improve the lives of rural homeless individuals and families. In the end, the purpose of this study is to raise awareness about the need for social justice and build support for its implementation (Ford, 2014).

1.1 The Unique Challenges of Rural Homelessness

Individuals and families experiencing homelessness in rural areas face several obstacles that make it difficult for them to break the cycle of poverty and rebuild their lives. The shortage of reasonably priced homes in rural areas is a major obstacle. Housing in rural locations is sometimes scarce, and the cost of living might be higher than in cities due to variables such as transportation expenses. Another significant problem that people who are homeless in rural areas face is a lack of services. Homeless people sometimes have a harder time getting the medical care, mental health treatment, and job chances they need to start over in places with a smaller population density. For the homeless in remote areas, transportation is another major concern. It can be challenging for residents of many rural places to get to and from work and other necessary locations due to the scarcity of public transportation options. The inability to get around further cuts off homeless people from their social networks, increasing their feelings of isolation and melancholy. Being homeless in a somewhat small and remote community adds another layer of difficulty. Those who are homeless may face stigmatization and prejudice because of the way society views homelessness as an indicator of moral deficiency (Roth & Bean, 1986). Homeless people in rural areas often struggle to protect their privacy and dignity due to the absence of anonymity in these areas. The disparate causes of homelessness in rural areas stress the importance of locally relevant responses to these problems. It is impossible to effectively combat rural homelessness without addressing the related issues of a lack of cheap housing, poor access to services, and inadequate means of mobility.

1.2 The Causes of Rural Homelessness

Economic, social, and policy considerations all have a role in contributing to the problem of homelessness in rural areas. Causes of homelessness in rural areas include unemployment and poverty tend to be more severe in rural areas than in metropolitan ones. When people can't find work, they can't make enough money to provide for their fundamental needs like food, housing, and healthcare. Problems with affordability due to lower housing supply and other factors, rural areas may have a higher cost of living than cities. This can make it tough for people with low incomes or who are currently homeless to locate accommodation that fits their budget. Substance abuse and mental health problems: Homeless people commonly struggle with substance abuse and mental health problems, but these problems are rarely addressed well in remote locations. Women and children are disproportionately impacted by domestic violence and family instability, which can lead to them becoming homeless. There may not be enough services available to victims of domestic violence in rural locations. Policy failures: federal, state, and local policy failures can all contribute to homelessness in rural areas. Cuts in social service funding, for instance, can restrict people's ability to get help with things like housing, medical treatment,

and psychological care. In rural areas, homes and lives can be lost in the wake of natural disasters and economic upheavals. Natural disasters such as hurricanes, floods, wildfires, and economic shocks such as plant closures, can all cause extensive property damage, forced relocation of residents, and general economic unrest.

1.3 The Effects of Rural Homelessness

Individuals, families, and entire communities are all negatively impacted by homelessness in rural areas for a variety of reasons. The following is a list of some of the most significant repercussions of homelessness in rural areas, homelessness can have a detrimental effect on a person's physical health because it restricts their access to essential resources such as food, shelter, and medical care. It's possible that those who are homeless have a higher risk of developing chronic diseases, infections, and traumas. Another issue is how homelessness affects mental health. Homeless people may acquire anxiety, sadness, and post-traumatic stress disorder (PTSD). Homeless children and teens may struggle to attend school regularly. This may hurt their grades and future prospects. Homeless people may struggle to locate and hold well-paying jobs. Homeless people may lack career resources and assistance (Easterday et al., 2019). Communal isolation homelessness often causes social isolation. This makes it harder to form meaningful relationships and build support networks to make significant life choices. Law enforcement is more likely to harass, detain, and criminalize homeless people. Because law enforcement targets homeless people more easily, they are more likely to become criminals.

2. Literature Review

People experiencing homelessness is a serious problem in every country (Maser, 2017). Despite the common perception that homelessness is only a problem in big cities, studies have proven that it is a serious and growing issue in rural areas as well. Debra Sabia's "Rural Homelessness: The Hidden Problem" delves deep into the problem's origins, effects, and potential remedies.

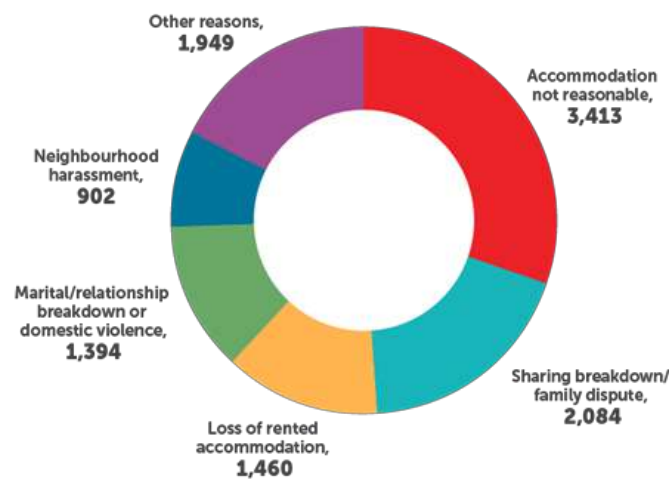


Figure 1: Crisis UK.(2020)

Source: Homelessness Monitor | Crisis UK | Together We Will End Homelessness. Crisis. <https://www.crisis.org.uk/ending-homelessness/homelessness-knowledge-hub/homelessness-monitor/>

In previous studies, people developed a tool to measure the homelessness crisis called homelessness monitor as shown in Fig. 1. The crisis-funded homelessness monitor is a longitudinal study that analyses the effects of recent economic and policy changes on UK homelessness. The post-2007 economic and housing market slump, recovery, and policy changes are examined. The homelessness monitor uses a broad definition of homelessness and examines how policy and economic changes affect the following homeless groups

- Rough sleepers

- Hostels, shelters, and subsidized housing for single homeless people.
- Statutorily homeless households—households that apply for municipal housing aid because they are homeless.
- "Hidden homeless" households are homeless but not "visible" on the streets or in official statistics.

Approximately 100,000,000 years ago, a meteorite slammed into the surface of the Earth near what is now Middlesboro. The shifting of tectonic plates and the precise placement of rocks enabled erosion to construct the Cumberland Gap. Seventy-five percent or more of all settlers who made it to Kentucky did so by way of the gap blazed by pioneers like Daniel Boone (Diggs, 2019). 100 million years ago, the hills were also the site of the formation of minerals, including coal, copper, and gold; these resources have been both a boon and a bane to the people who live in the mountain area. The arrival of the industrial revolution in Appalachia presented a golden chance for locals to increase their wealth. Unfortunately, it relied heavily on extractive industries, leading to a surge in absentee landholdings and environmental devastation. Many Americans saw the development of the industrial revolution as a golden chance to improve their financial situations (Diggs, 2019).

2.1 Prevalence and Characteristics of Rural Homelessness

As there is typically less street homelessness in rural locations, Debra Sabia points out, it is easy to overlook the problem (Sabia, 2010). The author, however, imply that the issue is far more pervasive than was previously believed. Limitations in cheap housing, transportation, and social assistance, as well as the shame and isolation that typically accompany rural homelessness, are discussed by the writers (Fitchen, 1992). 53 percent of the property is owned by just one percent of the population, which includes corporations and government institutions. Absentee owners may also own a portion of the property. 99% of people who are still living there actually own only 47% of the land. Because of this, communities are negatively impacted in a wide range of distinct ways. Most landowners place a high value on the minerals or lumber that may be found on their property, and for this reason, they do not like to see any residential development take place there. Because of this, absentee landholders have a greater tendency to inflict environmental harm, and it is difficult to locate housing that is inexpensive and meets one's needs at the same time. This not only contributes to the lack of cheap housing but also has a negative impact on the surrounding environment and inhibits individuals from feeling attached to the land they live on. The authors contend that economic factors including unemployment, low wages, high housing costs, and a lack of social services all contribute to the prevalence of homelessness in rural areas. The impact of larger social and economic trends, such as the contraction of rural industries and the widening gap in income between the city and the country, is also discussed. Businesses that own the mountains are equally to blame for the poverty that exists in the surrounding communities. Coal miners, particularly in years gone by, were known to toil in perilous conditions for little wages. The villages were dependent on the mines since coal was the only available source of income and employment. The demand for coal is declining as a direct result of the rising number of rules governing the environment (Eller, 2008). In Appalachia, it is not uncommon for individuals to live paycheck to paycheck; as a result, if a mine or a corporation goes out of business, residents have no other source of income to rely on. This is only one of the numerous factors that contribute to people in the area being without homes.

2.2 Rural Homelessness and Its Repercussions

The catastrophic effects of rural homelessness are discussed by the authors, who look at issues like the toll it has on one's physical and mental health, the likelihood of being a victim, and the impediments to employment and education. Promoting economic progress and social well-being in rural areas is, according to the authors, contingent on ending homelessness there. Homelessness and poverty are inextricably linked in Appalachia; thus, it is essential to have an awareness of the factors that have contributed to poverty. Before World War II, rich coal, copper, and other minerals were revealed in the hills. As a direct result of this discovery, mines began opening up, and villagers began selling their land to individuals who weren't living in the area at the time. As a result of this, labor was made available in an area that had previously been desolate and lacked chances for employment. As a result, individuals got a job in the mines with minimal pay; yet, this was still more cash than they had been earning before (Eller, 2008).

Work came to a halt once again during the great depression because the mines were unable to pay for new equipment. As a result, their coal prices were unable to compete with those of the mines located in other areas. During this time, the region struggled with high unemployment rates. The United States entered World War II, which raised the need for metals, timber, and coal to power industries in the northern United States. As a result, the region had a period of economic growth at this time. The mines were outfitted with superior machinery, and the populace enjoyed more stable employment and higher levels of income than in the past (Eller, 1982).

Those who are still residing in the mountains have struggled to recover from the devastating loss of most of their workforce as well as a sizeable portion of their population as a result of the recent wildfires. There is still a huge issue with the region's population living in abject poverty. The patient outcomes, availability of high-paying employment and education, and affordability of homes are still not even close to being equivalent to those in other parts of the United States, even though roads, vehicles, and large box shops like Walmart have made it easier for people to acquire what they need. Moreover, even large box shops like Walmart have made it easier for people to acquire what they need. It is widely regarded as the most significant component of that particular region as a whole (Anderson, 2003). London has 59% of England's temporary accommodation households, including 75,580 children as shown in Fig.2. As inflation and living costs grow, our analysis predicts that many Londoners will struggle financially this winter, increasing demand. Local authorities may struggle to offer high-quality housing for everyone. They sometimes place homes in small "bed & breakfast" lodgings or move them outside their own borough, isolating them from critical connections.

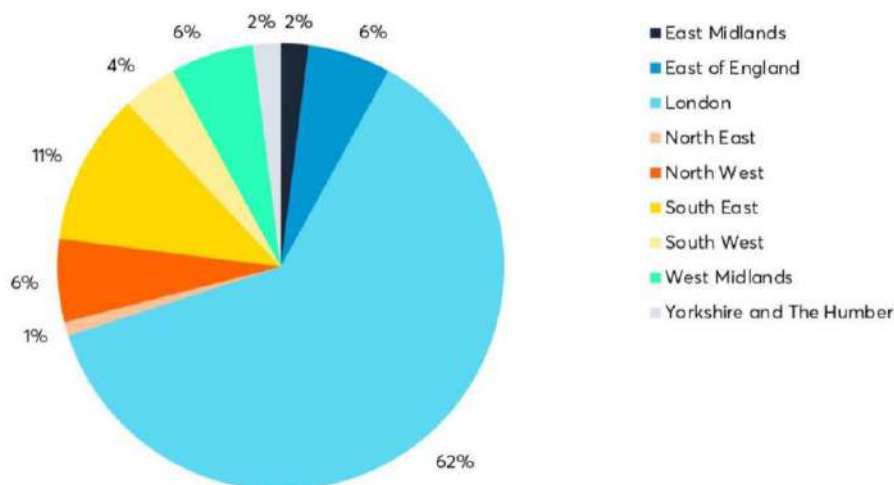


Figure 2: Temporary Accommodation

Source: London's hidden homelessness crisis. (n.d.). <https://centreforlondon.org/publication/temporary-accommodation/>

2.3 Possible Solution

Debra Sabia suggests a variety of approaches as potential answers to the problem of homelessness in rural areas (Sabia, 2010). Among these are boosting the rate of economic expansion in the local area, making it easier to gain access to social services, and expanding the number of affordable housing options that are available. The necessity of an atomistic plan that considers the contiguous interests of the homeless population as well as the underlying structural content that leads to homelessness in rural areas is something that is emphasized by a number of different scholars (Fowler, 1998).

3. Material and Methods

This research aims to provide a better understanding of the variables that contribute to homelessness in rural areas, as well as the gaps between those reasons and the available services and remedies. The methodology section of the book titled "Rural Homelessness: The Hidden Issue" includes a comprehensive literature review of previous studies, statistics, and policies pertaining to homelessness in rural areas. This literature search was performed as part of the chapter's approach (Schiff, 2020).

Several academic journals, government reports, and non-profit publications were used to compile the information in this section. To ensure the accuracy and credibility of the information presented in this chapter, a stringent screening process was used to track down and evaluate the sources used to compile it (Yousey & Samudra, 2018). The author did a systematic search utilizing keywords and subject headings linked with rural homelessness to find relevant articles and papers (Lawrence, 1995). The papers and documents that were considered for inclusion in the study were reviewed on several different criteria, including their level of relevance, quality, and dependability (Clove, 2002). The material was gathered from the literature study in order to identify important themes, trends, and problems associated with homelessness in rural areas. This analysis was used by the authors to give a thorough picture of the causes, effects, and potential solutions to homelessness in rural areas (Buck-McFadyen, 2022). The methodology that was employed in this book chapter consisted, in general, of a strategy that was rigorous and all-encompassing in its approach to acquiring and analyzing material pertaining to homelessness in rural areas (Parker et al., 2015). Because of this strategy, the material that is provided in the chapter is accurate, reliable, and informative.

4. Results and Analysis

Individuals who are homeless in cities differ from their rural counterparts in several ways. It is likely that up to half of the population is homeless. An equal number of respondents listed access to healthcare and social acceptance as a more significant barrier (Bruce, 2006). These findings show that while urban and rural homeless people share some traits, they also differ. Evidence does not support the research question. Homelessness in urban locations has distinct causes, effects, and solutions than homelessness in rural areas. In the last few pages of the book chapter "Rural Homelessness: The Hidden Issue," the nature, causes, and effects of rural homelessness are summarized. To provide a comprehensive overview of the topic, this chapter pulls from a variety of sources, such as academic research, reports produced by the government, and publications produced by groups that are not-for-profit. One of the most important things that were discovered in this chapter was that homelessness in rural areas is a complicated and multi-faceted problem that is frequently overlooked and underreported. Rural regions typically have fewer resources available to combat the issue of homelessness when compared to urban areas. Moreover, the public in rural places is frequently unaware of the problem's existence. Because of this, it can be difficult to adequately identify and measure the number of individuals and families in rural areas that are suffering from homelessness. Research indicates that homelessness in rural areas is a big issue that is also on the rise, despite the challenges that are there (Trella & Hilton, 2014).

The national coalition for the Homeless reports that the number of people living on the streets in rural areas is growing, and the severity and length of time spent on the streets in rural areas is typically far longer than in urban areas. This is in part because there is a shortage of cheap housing, restricted access to services, and the potential for social isolation and shame that comes with residing in a small town or rural community. It identifies several issues that lead to homelessness in rural areas, such as poverty, unemployment, a shortage of housing that is cheap, and limited access to healthcare, education, and transportation. It is common for rural areas to have lower earnings, higher rates of unemployment, and a higher frequency of poverty as compared to urban areas. Because of this, it may be difficult for individuals and families to purchase essentials such as food, shelter, and medical care. In addition, rural communities frequently lack the infrastructure and resources necessary to provide adequate support services, such as treatment for mental health and substance abuse, job training, and financial assistance (Waegemakers et al., 2016). This is a problem because these services are essential to the well-being of rural residents. The chapter also draws attention to the particular difficulties associated with managing homelessness in rural areas (Jackson, & Shannon, 2014).

Those who are suffering from homelessness may have a more difficult time gaining access to resources and support due, for instance, to the huge geographic distances between their locations and the absence of public transit in their areas. In addition, rural areas frequently lack the resources and the infrastructure necessary to provide emergency shelter as well as other forms of housing aid. In spite of these obstacles, the chapter identifies a number of viable techniques for combating homelessness in rural areas. They include expanding the availability of affordable housing, enhancing social safety net services, engaging the community in efforts to reduce homelessness, and tackling the core causes of poverty and unemployment. The conclusions of the book chapter "Rural Homelessness: The Hidden Problem" underline the urgent need for a comprehensive and coordinated response to rural homelessness. This chapter places a strong emphasis on the significance of collaboration between government agencies, non-profit groups, and the corporate sector in order to create and put into practice effective methods for solving this extremely important issue. It may be possible to reduce the prevalence of homelessness in rural communities and improve the lives of individuals and families who are experiencing homelessness by focusing on the underlying factors that contribute to rural homelessness and working to increase the availability of affordable housing and support services (Vilsack, et al., 2015). This can be accomplished by addressing the factors that contribute to rural homelessness and working to increase the availability of housing and support services.

A swath of homeless individuals resting with their things in plastic bags or shopping carts can be seen against a horizontal backdrop in the picture. The photograph depicts the harsh reality of homelessness, in which people or families lack stable homes and are forced to live on the streets while dealing with financial hardship, mental illness, or substance abuse. The figure below, however, may also be seen as a rallying cry and a potential answer to the issue of homelessness. The graphic depicts the need for social services, support programs, and affordable homes for the homeless. Providing access to food, clothes, and sanitary services would help alleviate the hardships shown in the images of individuals pushing bags and carts. In a nutshell, the number might serve as a reminder of the gravity of homelessness and the need of finding systemic solutions to the problems that have led to it. It has the potential to motivate people and groups to assist those in need by engaging in voluntary work or financially supporting the causes they believe in.



Figure 3: Homeless people horizontal background Free Vector. (2019, September 4).

Source: Freepik. https://www.freepik.com/free-vector/homeless-people-horizontal-background_5453457.htm

According to the data given above, many persons of a younger age opt to live on the streets of their own free will. They don't want to be held responsible in any manner. They do not want to be tied down to a 9 to 5 work (Kiffmeyer, 2008). But, in their opinion, they are enjoying their finest life. These individuals also stated that many people who chose homelessness do so on a temporary basis and do not spend the night outside. It is feasible to conclude from this that rural areas have a higher percentage of itinerant people who prefer to be homeless than urban areas. The discussion of the book chapter headed "Rural Homelessness: The Hidden Issue"

focuses on the implications of the findings as well as alternative solutions for dealing with the problem of rural homelessness (Lee, 2012). The discussion highlighted the significance of adopting a comprehensive and coordinated approach to addressing rural homelessness that considers the unique challenges and opportunities that rural communities confront. The discussion raised a number of critical issues, one of which was the need for a greater understanding and comprehension of rural homelessness (Brott, et al., 2019). This chapter, in order to discover that rural homelessness is usually neglected and under-reported and that there is a lack of understanding about this issue among both the general public and policymakers (Akers & Richard 2022).

As a result, obtaining funding and resources to address the issue may be difficult, perhaps contributing to the persistence of a cycle of poverty and marginalization for individuals and families who are homeless in rural areas. The discussion focuses on the significance of improving collaboration and community involvement to overcome this challenge. Working with local groups, church communities, and other stakeholders to increase access to support services, raise awareness of the issue of homelessness, and advocate for community-based solutions to the problem could be part of this. It is expected that by including the community in efforts to prevent rural homelessness, it will be possible to create more awareness and support for the problem, as well as devise more effective battle strategies (Karabanow, 2014).

5. Limitations

For effective solutions to rural homelessness to be developed, it is crucial to consider the particular difficulties that these people experience (Carey, 2017). Finally, despite offering a number of potential remedies for rural homelessness, the chapter lacks a detailed implementation plan. To address the underlying causes of rural homelessness and increase access to resources and services for people impacted, future research and advocacy initiatives may need to concentrate on creating concrete plans and regulations. One of the chapter's other shortcomings is that it mostly focuses on the United States (Caton et al., 2007). It is possible that the findings of this chapter, which offer a detailed investigation of homelessness in rural areas of the United States, are not generalizable to other nations or locations. This research on rural homelessness has one drawback in that it might not adequately convey the variety of experiences and difficulties that homeless people in various rural regions confront. Depending on the geography and the unique circumstances of the afflicted individuals, the causes and remedies for rural homelessness may differ. To better comprehend the complexities of rural homelessness, it may be necessary to further study and analyze the problem on a more granular level (MacDonald, 2020). Another drawback is the neglect of the cultural and historical elements that fuel rural homelessness. The cultural and historical facets of rural communities, such as the effects of previous and current policies on housing, land use, and economic development, are not covered in depth in this chapter. Future research needs to pay more attention to these variables since they could have a big impact on how common homelessness is in remote areas. Further exploration of the intersectionality of rural homelessness, including the experiences of those who are homeless and identify as LGBTQIA+ or have disabilities, would also be beneficial for this chapter (Zhang et al., 2008). The reasons for, reactions to, and possible responses to homelessness in rural areas can vary widely based on local economic, social, and cultural variables, and addressing the issue may entail adopting a variety of strategies depending on the specifics of the situation. Finally, the chapter is constrained by the lack of available data on rural homelessness as well as the poor quality of that data. As was said in the preceding chapter, homelessness in rural areas is frequently overlooked and underreported, and there is a dearth of detailed statistics regarding the problem. Because of this, it can be challenging to have a complete understanding of the magnitude and effects of homelessness in rural areas, as well as to devise effective ways for dealing with the problem. Because of this, the analysis presented in the chapter may contain some degree of uncertainty as well as bias. Despite these drawbacks, the chapter makes a significant contribution to the existing body of research on homelessness in rural areas by focusing on the one-of-a-kind obstacles and possibilities that arise when attempting to address this problem in rural towns. The observations and recommendations presented in this chapter can be used to influence future research and policy efforts that are targeted at lowering the prevalence and effect of rural homelessness and improving the lives of individuals and families who are experiencing homelessness in rural areas (Zufferey & Parkes 2019).

6. Recommendations

The following suggestions are provided for dealing with the problem of rural homelessness. These suggestions are based on the results and discussion that were presented in the chapter titled "Rural Homelessness: The Hidden Problem." Increase the amount of money spent on homeless prevention and services in rural areas. In rural locations, there is often a shortage of cheap housing, job prospects, and social services, all of which might play a role in contributing to the risk of homelessness. An increase in funding for programs that provide housing aid, employment support, and other services can help to avoid homelessness and provide support for individuals and families who are currently suffering from homelessness (Hilton & DeJong, 2010).

Promote the establishment of partnerships between the government, community members, and nonprofit groups. To effectively handle the issue of homelessness in rural locations, it is necessary to build strong ties between government agencies, nonprofit organizations, and residents of the community. This is because rural places have fewer resources and infrastructure. These collaborations can deliver total aid to individuals who are in need by relying on the capabilities and resources of each separate group (Kauppi et al., 2017). It is vital to create and implement focused policies that are suited to the requirements and resources of rural communities in order to effectively address the issue of homelessness in rural areas. Owing to the special problems involved in resolving homelessness in rural locations, it is vital that targeted methods be devised and executed. Constructing housing that is accessible to low-income residents, widening access to medical and social services, and encouraging more economic prospects in rural areas are all feasible ways (Milbourne & Cloke, 2006). In the chapter, it is claimed that the lack of comprehensive statistics on rural homelessness makes it impossible to adequately appreciate the extent and severity of the issue. Thus, it is vital to improve data collection and reporting on homelessness in rural areas (Galewitz, 2017). Improving the quality of data collection and reporting on homelessness in rural regions can help provide a clearer picture of the problem, which in turn can assist in shaping policy and programmatic responses. Take action to address the underlying causes of homelessness in rural areas. Poverty, a scarcity of cheap housing alternatives, and restricted access to medical care and social assistance are just some of the reasons that lead to homelessness in rural locations. The fundamental reasons for rural homelessness are diverse and multidimensional (Kearns, 2006). Addressing these underlying problems would necessitate considerable and coordinated efforts on the part of local, state, and federal governments. According to the poverty cycle, being born into poverty puts a person at a disadvantage relative to those who are not. Possible contributing factors include a lack of health insurance, inability to take vacations for prenatal care, and birth in a low-income area with higher rates of crime, violence, and subpar educational opportunities. Moreover, if there is a higher police presence in these areas, you have a higher chance of being arrested and receiving a criminal record. If you don't finish your degree, it might affect your salary. Childhood trauma increases the risk of many other things, including drug abuse, mental illness, and even death. Hence, many problems may be traced back to low income. Homelessness has flourished because of the perfect circumstances that have been created because of the pandemic, as well as the decrease in jobs and population. These initiatives should include policies that support economic growth, access to healthcare and education, and affordable housing. It is possible to minimize the occurrence and impact of rural homelessness by putting these ideas into action, which will also assist improve the lives of individuals and families who are already suffering homelessness in rural areas (Karabanow, 2014).

7. Conclusion

Understanding the differences between rural and urban homelessness is essential to preventing and addressing it. In this book, homelessness is more hidden, making it hard to count. This makes it tougher to calculate state funding for programs, which can be harmful. Rural homelessness requires a comprehensive and collaborative strategy. This chapter has highlighted some of the unique challenges of rural homelessness, including limited access to affordable housing, medical care, and social aid, social isolation, and guilt. More financing for prevention and services, partnerships between government, non-profits, and community members, focused initiatives, improved data collection and reporting, and tackling the root causes of rural homelessness are some possible answers. Although this chapter did not present a foolproof method for eliminating homelessness in rural areas, it did highlight a number of potentially fruitful lines of inquiry for future study and growth. It is abundantly obvious that homelessness in rural areas is a hidden problem that calls for prompt attention and

action. To make headway in lowering the occurrence and effect of rural homelessness, as well as enhance the quality of life for people who are currently suffering homelessness in rural regions to engage in preventive and assistance efforts and take on the core causes of rural homelessness.

Author Contributions: All authors contributed to this research, starting from identifying problems to writing articles.

Funding: This research receive no funding

Conflicts of Interest: The authors declare no conflict of interest

Informed Consent Statement/Ethics approval: Not applicable.

References

- Akers, B., & Richard, K. (2022). Hidden Homelessness: A Trauma-informed Narrative Approach to Treating Rural Families Facing Homelessness. Student studys. https://nwcommons.nwciowa.edu/socialwork_students/10/
- Anderson, I. (2003). Paul Cloke, Paul Milbourne and Rebekah Widdowfield (2002), Rural Homelessness: issues, experiences and policy responses. Bristol: The Policy Press, v + 245 pp., £45.00, £17.99 pbk. *Journal of Social Policy*, 32(1), 131–155. <https://doi.org/10.1017/s0047279402306937>
- Aron, P., & Barron, A. (2006). Digital photography as an aid to diagnosis in parasitic infestations. *Australian Journal of Rural Health*, 14(4), 169–170. <https://doi.org/10.1111/j.1440-1584.2006.00800.x>
- Brott, H., Kornbluh, M., Incaudo, G., Banks, L., & Reece, J. (2019). Placing a spotlight on rural homelessness: Identifying the barriers and facilitators to successfully supporting homeless families within rural communities. *Journal of Poverty*, 23(3), 179-201. <https://doi.org/10.1080/10875549.2018.1549184>
- Bruce, D. (2006). Homelessness in rural and small town Canada. In C. Cloke & J. Little (Eds.), *International perspectives on rural homelessness* (pp. 75-90). Routledge. <https://doi.org/10.4324/9780203639634-8>
- Buck-McFadyen, E. (2022). Rural homelessness: How the structural and social context of small-town living influences the experience of homelessness. *Canadian Journal of Public Health*, 113(3), 407-416. <https://doi.org/10.17269/s41997-022-00625-9>
- Carey, M. C. (2017). *The news untold: Community journalism and the failure to confront poverty in Appalachia*. West Virginia University Press. <https://muse.jhu.edu/book/56055/>
- Caton, C. L., Wilkins, C., & Anderson, J. (2007). People who experience long-term homelessness: Characteristics and interventions. *National Symposium on Homelessness Research*, 4, 2. https://www.aspe.hhs.gov/sites/default/files/migrated_legacy_files/139161/report.pdf
- Cloke, P., Milbourne, P., & Widdowfield, R. (2002). *Rural homelessness: Issues, experiences and policy responses*. Policy Press.
- Diggs, N. B. (2019). *In search of Appalachia*. Hamilton Books.
- Easterday, A., Driscoll, D., & Ramaswamy, S. (2019). Rural homelessness: Its effect on healthcare access, healthcare outcomes, mobility, and perspectives of novel technologies. *Journal of Social Distress and the Homeless*, 28(1), 56-64. <https://doi.org/10.1080/10530789.2019.1567978>
- Eller, R. D. (1982). *Miners, millhands, and mountaineers: Industrialization of the Appalachian South, 1880-1930*. University of Tennessee Press.
- Eller, R. D. (2008). *Uneven ground: Appalachia since 1945*. University Press of Kentucky.
- First, R. J., Rife, J. C., & Toomey, B. G. (1994). Homelessness in rural areas: Causes, patterns, and trends. *Social Work*, 39(1), 97-108. <https://doi.org/10.1093/sw/39.1.97>
- Fitchen, J. M. (1992). On the edge of homelessness: Rural poverty and housing insecurity. *Rural Sociology*, 57(2), 173-193. <https://doi.org/10.1111/j.1549-0831.1992.tb00489.x>
- Ford, T. R. (Ed.). (2014). *The southern Appalachian region: A survey*. University Press of Kentucky. https://uknowledge.uky.edu/upk_appalachian_studies/13/

- Fowler, J. D. (1998). Appalachia's agony: A historiographical essay on modernization and development in the Appalachian region. *Filson Club History Quarterly*, 72, 305. <https://wvrhc.lib.wvu.edu/files/d/35c65bfe-5457-4df3-a45f-2ced15355960/appalachian-studies-bibliography-cumulation-1994-2012.pdf>
- Frommeyer, C. (2020). Rethinking rural homelessness: A comparison of the causes, solutions, and services for persons experiencing homelessness in Appalachia versus urban areas in the United States. https://encompass.eku.edu/honors_theses/783/
- Free Vector | Homeless people horizontal background. (n.d.). Freepik. Retrieved April 25, 2023, from https://www.freepik.com/free-vector/homeless-people-horizontal-background_5453457.htm#query=homelessness&position=3&from_view=keyword&track=robertav1_2_si_dr
- Galewitz, P. (2017). The pharmacies thriving in Kentucky's opioid-stricken towns. *The Atlantic*. <https://www.theatlantic.com/health/archive/2017/02/kentucky-opioids/515775/>
- Gilbert, J. (1985). Appalachian Land Ownership Task Force. Who owns Appalachia? Landownership and its impact (book review). *Rural Sociology*, 50(4), 629. <https://doi.org/10.1111/j.1549-0831.1985.tb00039.x>
- Hilton, T., & DeJong, C. (2010). Homeless in God's country: Coping strategies and felt experiences of the rural homeless. *Journal of Ethnographic & Qualitative Research*, 5(1), 12-30. <https://doi.org/10.1177/155868981000500102>
- Homelessness Monitor | Crisis | Together we will end homelessness. (2011). Crisis. <https://www.crisis.org.uk/ending-homelessness/homelessness-knowledge-hub/homelessness-monitor/>
- Jackson, A., & Shannon, L. (2014). Examining social support in a rural homeless population. *Journal of Rural Social Sciences*, 29(1), 3. <https://egrove.olemiss.edu/jrssi/vol29/iss1/3/>
- Karabanow, J., Caila, A., & Naylor, T. D. (2014). From place to space: Exploring youth migration and homelessness in rural Nova Scotia. *Journal of Rural and Community Development*, 9(2). <https://journals.brandonu.ca/jrcd/article/view/905>
- Kauppi, C., O'Grady, B., Schiff, R., & Martin, F. (2017). Homelessness and hidden homelessness in rural and northern Ontario. *Rural and Remote Health*, 17(2), 3923. <https://www.ruralontarioinstitute.ca/file.aspx?id=ae34c456-6c9f-4c95-9888-1d9e1a81ae9a>
- Kearns, R. (2006). Places to stand but not necessarily to dwell: The paradox of rural homelessness in New Zealand. In J. Hopper, J. F. D. Toth, & J. O'Sullivan (Eds.), *International perspectives on rural homelessness* (pp. 259-272). Springer. <https://doi.org/10.4324/9780203639634-17>
- Kiffmeyer, T. (2008). Reformers to Radicals: The Appalachian Volunteers and the War on Poverty. University Press of Kentucky. https://uknowledge.uky.edu/upk_united_states_history/168/
- Lawrence, M. (1995). Rural homelessness: A geography without a geography. *Journal of Rural Studies*, 11(3), 297-307. [https://doi.org/10.1016/0743-0167\(95\)00025-1](https://doi.org/10.1016/0743-0167(95)00025-1)
- Lee, R. C. (2012). Family homelessness viewed through the lens of health and human rights. *Advances in Nursing Science*, 35(2), E47-E59. <https://doi.org/10.1097/ans.0b013e3182537432>
- MacDonald, S. A., & Gaulin, D. (2020). The invisibility of rural homelessness in a Canadian context. *Journal of Social Distress and Homelessness*, 29(2), 169-183. <https://doi.org/10.1080/10530789.2019.1688540>
- Maser, J. (2017). Perry County Has Highest Opioid Abuse Hospitalization Rate at Nearly 6%. *Dexur*. <https://doi.org/10.36081/dexur-mzns-mb7v>
- Milbourne, P., & Cloke, P. (2006). Rural homelessness in the UK: A national overview. In P. Cloke & M. Doel (Eds.), *International perspectives on rural homelessness* (pp. 91-108). Routledge. <https://www.taylorfrancis.com/chapters/edit/10.4324/9780203639634-9/international-perspectives-rural-homelessness-jos%C3%A9-antonio-l%C3%B3pez-ruiz-pedro-cabrera-cabrera>
- Minnery, J., & Greenhalgh, E. (2007). Approaches to homelessness policy in Europe, the United States, and Australia. *Journal of Social Issues*, 63(3), 641-655. <https://doi.org/10.1111/j.1540-4560.2007.00528.x>
- Parker, R. D., Regier, M., Brown, Z., & Davis, S. (2015). An inexpensive, interdisciplinary, methodology to conduct an impact study of homeless persons on hospital based services. *Journal of Community Health*, 40, 41-46. <https://doi.org/10.1007/s10900-014-9892-0>
- Roth, D., & Bean Jr, G. J. (1986). New perspectives on homelessness: Findings from a statewide epidemiological study. *Psychiatric Services*, 37(7), 712-719. <https://doi.org/10.1176/ps.37.7.712>
- Sabia, D. (2010). The Anti-Immigrant Fervor in Georgia: Return of the Nativist or Just Politics as Usual? *Politics & Policy*, 38(1), 53-80. <https://doi.org/10.1111/j.1747-1346.2009.00228.x>
- Salamon, S., & MacTavish, K. (2006). Quasi-homelessness among rural trailer-park households in the United States. In P. Cloke & M. Doel (Eds.), *International perspectives on rural homelessness* (pp. 57-74). Routledge. <https://www.taylorfrancis.com/chapters/edit/10.4324/9780203639634-7/hidden-neglected-experiences-homelessness-rural-england-david-robinson>
- Schiff, R., Buccieri, K., Schiff, J. W., Kauppi, C., & Riva, M. (2020). COVID-19 and pandemic planning in the context of rural and remote homelessness. *Canadian Journal of Public Health*, 111, 967-970. <https://doi.org/10.17269/s41997-020-00415-1>

- Shamblin, S. R., Williams, N. F., & Bellaw, J. R. (2012). Conceptualizing homelessness in rural Appalachia: Understanding contextual factors relevant to community mental health practice. *Journal of Rural Mental Health*, 36(2), 3. <https://doi.org/10.1037/h0095809>
- Temporary Accommodation: London's hidden homelessness crisis. (n.d.). [Centreforlondon.org](https://centreforlondon.org). Retrieved April 14, 2023, from <https://centreforlondon.org/publication/temporary-accommodation/>
- Trella, D. L., & Hilton, T. P. (2014). "They can only do so much:" Use of family while coping with rural homelessness. *Contemporary Rural Social Work Journal*, 6(1), 3. <https://digitalcommons.murraystate.edu/crsww/vol6/iss1/3/>
- Vilsack, S. T., Pritzker, S. P., Carter, S. A., Duncan, S. A., Moniz, S. E., Burwell, S. S. M., ... & Rogers, E. D. M. (2015). United States Interagency Council on Homelessness. <https://helphopehome.org/wp-content/uploads/2014/10/Southern-Nevada-Regional-Plan-to-End-Homelessness-Implementation-Plan-%E2%80%93-Opening-Doors-.pdf>
- Waagemakers Schiff, J., Schiff, R., & Turner, A. (2016). Rural homelessness in Western Canada: Lessons learned from diverse communities. *Social Inclusion*, 4(4), 73-85. <https://doi.org/10.17645/si.v4i4.633>
- Yousey, A., & Samudra, R. (2018). Defining homelessness in the rural United States. *Online Journal of Rural Research & Policy*, 13(4). <https://doi.org/10.4148/1936-0487.1094>
- Zhang, Z., Infante, A., Meit, M., English, N., Dunn, M., & Bowers, K. H. (2008). An analysis of mental health and substance abuse disparities & access to treatment services in the Appalachian region. Washington, DC: Appalachian Regional Commission. https://www.researchgate.net/profile/Michael-Meit/publication/228865550_An_Analysis_of_Mental_Health_and_Substance_Abuse_Disparities_Access_to_Treatment_Services_in_the_Appalachian_Region/links/02e7e5225e0b1c0ce4000000/An-Analysis-of-Mental-Health-and-Substance-Abuse-Disparities-Access-to-Treatment-Services-in-the-Appalachian-Region.pdf
- Zufferey, C., & Parkes, A. (2019). Family homelessness in regional and urban contexts: Service provider perspectives. *Journal of Rural Studies*, 70, 1-8. <https://doi.org/10.1016/j.jrurstud.2019.08.004>