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DAFTAR ISI (TABLE OF CONTENT)

A Content Analysis #pecatluhut on The Political Ethics of Government in Indonesia — Asriadi, Cici Sundari, Zuly Qodir —	1 – 20
Social Media Twitter @BGRM Indonesia as a Medium of Information Communication and Outreach — Herlan, Hermansyah, Irfandi Pratama, Eko Priyo Purnomo, Aqil Teguh Fathani —	21 – 38
Self-concept on @Nge.review Instagram Account as a Representation of User Character — Farrasepta Deandra Sanubari, Sigit Surahman, Yudhistira Ardi Poetra —	39 – 53
The Role of Local Mass Media in Anticipating Hoax Information (Case Study at Radar Tasikmalaya) — Doddy Iskandar Cakranegara, Dadi Ahmadi, Septiawan Santana Kurnia, Firmansyah, Satya Indra Karsa —	55 – 70
The Wisdom of Sundanese Intercultural Communication in Social Interaction with Javanese Ethnic Communities — Alex Abdu Chalik, Lely Arrianie, Riska Sarofah —	71 – 88
#PrayForKanjuruhan On Twitter: Public Response to the Kanjuruhan Stadium Disaster — Gusti Naufal Rizky Perdana, Bambang Irawan, Paisal Akbar —	89 – 107
Power Relations and Patriarchy Politics on Dating Violence — Umaimah Wahid, Rafeah Legino —	109 – 130

#PrayForKanjuruhan On Twitter: Public Response to the Kanjuruhan Stadium Disaster

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ABSTRACT

Social media is a forum for users to disseminate information. One of the social media used to provide information is social media Twitter. Twitter is a social media that can express opinions effectively on various issues. The focus of this research is to analyze the activity of the hashtag #PrayForKanjuruhan on Twitter social media. The presence of the #PrayForKanjuruhan hashtag was caused by the tragedy of the riot that occurred between supporters and the police at the Kanjuruhan Stadium, which resulted in many fatalities. This study aims to explore the intensity of the conversation on the hashtag #PrayForKanjuruhan and analyze issues with the topic of concern and criticism in the hashtag conversation #PrayForKanjuruhan on Twitter social media. This study uses a qualitative method with a Qualitative Data Analysis (QDA) Miner approach, which is helpful in network, content, and cloud analysis using the Nvivo 12 Plus software. The study results show that the conversation intensity on the #PrayForKanjuruhan hashtag is relatively high, with responses from various groups. The response to the kanjuruhan stadium tragedy found that concern for the victims was greater than criticism of the actors involved. Social media Twitter is an effective forum for users to express responses in response to the Kanjuruhan Stadium disaster.

Keywords: Public response, social media, Kanjuruhan Stadium disaster

ABSTRAK

Media sosial merupakan wadah bagi pengguna untuk menyebarkan informasi. Salah satu media sosial yang digunakan untuk memberikan informasi adalah media sosial Twitter. Twitter adalah media sosial yang dapat mengekspresikan pendapat secara efektif tentang berbagai masalah. Fokus penelitian ini adalah menganalisis aktivitas hashtag #PrayForKanjuruhan di media sosial Twitter. Kehadiran tagar #PrayForKanjuruhan diakibatkan oleh tragedi kerusuhan yang terjadi antara supporter dan polisi di Stadion Kanjuruhan sehingga banyak memakan korban jiwa. Tujuan penelitian kali ini melakukan eskplorasi terkait intensitas percakapan pada tagar #PrayForKanjuruhan dan menganalisis isu dengan topic kepedulian serta kritik pada percakapan tagar #PrayForKanjuruhan di media sosial Twitter. Penelitian ini menggunakan metode kualitatif dengan pendekatan Qualitative Data Analysis (QDA) Miner yang berguna dalam analisis jaringan, konten, dan cloud menggunakan software Nvivo 12 Plus. Hasil penelitian menunjukkan bahwa intensitas percakapan pada hashtag #PrayForKanjuruhan relatif tinggi, dengan tanggapan yang datang dari berbagai kalangan. Respon yang tercipta terkait tragedi stadion kanjuruhan ditemukan kepedulian pada korban lebih tinggi dibandingkan kritik terhadap aktor yang terlibat. Media sosial twitter menjadi wadah yang efektif untuk bagi pengguna untuk mengekspresikan tanggapan dalam merespon bencana stadion kanjuruhan.

Kata Kunci: Respon public, media social, bencana Stadion Kanjuruhan

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INTRODUCTION

Social media has become a space for public opinion to respond to the conditions. The public expresses their opinions and reactions in various media. One of the most widely used media is social media (Rachman et al., 2021). Through social media, individuals can access news and stories instantly and openly, network to interact and share opinions (Gorodnichenko et al., 2021). The role of social media is seen as showing its ability to provide information, receive information, and convey information to others (Azmi et al., 2021; Sukarno & Nur, 2022). Social media can also be seen as an emerging force in shaping public space (Rahmawati, 2014). Especially in civil society, social media has become a place to build channels for civil society advocacy, empowerment tools, and social criticism (Makmun & Rohim, 2021). Digital platforms combined with technology are believed to create citizen participation in informal conversations about political issues (Vaccari & Valeriani, 2018). With an increasing user base and increased opportunities for two-way communication, social media can become a central place for organizations and individuals to interact and share content (Jamil, 2018).

One social media often used is Twitter, a popular platform for sharing perspectives and opinions and using hashtags to make various discourses accessible (Orminski et al., 2021). Big data from Twitter users' conversations aims to provide information that answers questions in new ways or from new perspectives (Scarborough, 2018). Therefore, the number of Twitter users determines the characteristics of public opinion (Suratnoaji & Arianto, 2020). In Indonesia, Twitter is often used as a forum for sharing interpersonal, socio-cultural, economic and political information that is used to initiate debates and movements to address critical issues in the socio-political life of society (Aisyah & Hasfi, 2022).

An issue that is widely discussed on social media is the Kanjuruhan Stadium disaster. The incident occurred on 1 October 2022, when Arema FC lost to Persebaya Surabaya, and many supporters entered the field until security forces fired tear gas with details of seven shots in the south stand, one in the north stand and three in the field (Tribun News, 2022). As of 11 October 2022, 132 people died in this tragedy (Detik News, 2022). Until the hashtag #PrayForKanjuruhan dominated the conversation on Twitter social media as a response to the Kanjuruhan stadium rebellion tragedy (CNN Indonesia, 2022)

With the presence of the hashtag #PrayForKanjuruhan, it created a pattern of social movements that occurred in response to the Kanjuruhan Stadium incident. The existence of social media can be a place to build social movements in a disaster. Social media functions as a communication tool for mitigation and risk reduction in crises, meaning that social media is a widely used information filtering tool (Irawan, 2022). Social media has also become

a means of protesting against policies and events that cannot be explained openly (Buntoro et al., 2021). Therefore, social media is a unique platform with more variety of opinions. More importantly, in the context of specific social movements, expressive behaviour, such as posting information related to protests, arguing with others, and mobilizing others to participate on social media, must be considered a form of participation and social movement (Shen et al., 2020).

Another contribution of social media is that it makes it easier for social movements to reach out to other existing movements. For example, on Twitter, individuals can also use two different hashtags together in a post and make connections between the two separate issues represented by the two hashtags (Wang et al., 2016). In the context of social movements, Twitter serves as a tool that people use to communicate their demands (Buntoro et al., 2021). The existence of Hashtags is a popular feature when using Twitter social media. This is because the hashtag feature allows everyone to connect with specific topics without knowing each other (Diba et al., 2019).

Additionally, several studies have shown that hashtags help generate awareness and discussion, spread ideas, better connect individuals and communities, and integrate resources on the internet (Xiong et al., 2019). Twitter, through hashtags, can provide public reactions about disappointment and express political views regarding tragedies or disasters that have occurred (García-Ramírez et al., 2021). Hashtags on social media Twitter also appear in the form of protests and as a forum for generating new social movements to implement (Buntoro et al., 2021). Hashtags on Twitter are also considered powerful and effective for conveying information and integrating movements (Nofrima et al., 2020).

In this research, we will focus on the distribution of hashtags on social media Twitter in response to the human tragedy that occurred at the Kanjuruhan Stadium by looking at the response of Twitter social media users to express criticism and concern. As for the function of social media to show criticism and concern, it can be seen from several previous studies that have been carried out. Gargiulo et al. (2020) stated that Twitter could be a medium for criticism by using various sources and a more coordinated set of hashtags. Social media Twitter produces evaluative tweets that are critical (Thelwall & Kousha, 2021). In addition, the interaction of Twitter users shows criticism of a problem (Himmelboim et al., 2013). Several studies have also stated that social media Twitter is showing concern. Research by Signorini et al., (2011) suggests that Twitter can be used as a measure of public concern. Twitter social media generates public reactions to concerns related to current problems (Shapiro et al., 2017). Empathy or concern for Twitter users positively contributes to prosocial behaviour on the Twitter social network (Puspita & Gumelar, 2014).

Based on the explanation above and the latest research on Twitter, social media is a forum for responding to tragedies or disasters. Given the increasingly widespread use of social media in Indonesia and the findings of previous research, there are many opportunities for future research on the role of social media (A. W. Irawan et al., 2020). So our research this time will examine the movement that occurred on social media Twitter in response to the Kanjuruhan Stadium tragedy. By exploring the intensity of the conversation on the hashtag #PrayForKanjuruhan and analyzing big issues in the #Prayforkanjuruhan conversation network on Twitter social media.

RESEARCH METHOD

This study uses qualitative research to examine social media users' reactions to the Kanjuruhan Stadium tragedy on the #PrayForKanjuruhan chat network. Understanding new patterns of social interaction on Twitter will enhance our understanding of selective exposure in many ways, including documenting the shape of the clusters and the role of key participants who act as nodes in the network (Himmelboim et al., 2013). Using a qualitative approach, the information on social media Twitter is analyzed using a structured method (Silver & Lewins, 2007).

In this study, we use Nvivo 12 Plus as our analysis tool. Nvivo 12 Plus is a Computer Assisted Qualitative Data Analysis (CAQDA) (Sotiriadou et al., 2014). For data analysis, Nvivo 12 Plus uses word frequency, group analysis, and text analysis of research data (Brandão, 2015; Woolf & Silver, 2017). NVivo brings researchers "closer" to the data, focusing on meaning and better data connectivity, showing how one concept affects another (Sotiriadou et al., 2014).

Data capture is accomplished using NCapture, an NVivo toolbar add-on built for Google Chrome that facilitates the collection of publicly accessible social media data (Bogen et al., 2022). The tweet with the hashtag #PrayForKanjuruhan was downloaded on 9 October 2022, a few days after the Kanjuruhan Stadium disaster. A total of 17.557 tweets were collected. This data collection schedule is consistent with existing research on social media analytics, as it allows researchers to collect data during "peaks" of online conversations about specific topics (Bogen et al., 2021). After that, this data is further processed in NVivo 12 Plus.

DISCUSSION

In this section, we present the findings that have been analyzed. These results are separated into two parts. In the first part, we analyze the intensity of information dissemination through the hashtag #PrayForKanjuruhan on Twitter social media. Then, in the second result, we analyze the big issue of the #PrayForKanjuruhan hashtag conversation on Twitter social media.

Hashtag Intensity #PrayForKanjuruhan on Twitter Social Media

After the Kanjuruhan Stadium disaster, many responses from the public on social media were identified by the hashtag #PrayForKanjuruhan. The dissemination of information and the formation of public opinion through Twitter related to the Kanjuruhan Stadium disaster shows the interaction between Twitter users in responding to this incident. Hashtags have become popular on social media because they provide users with new communication possibilities and an efficient way for researchers to participate in discourse about specific topics, people or events (Zappavigna & Martin, 2018). In spreading the #prayforkanjuruhan hashtag conversation network, we have taken data several days after the incident. More details can be seen in the following table.

Table 1. Total #prayforkanjuruhan Tweets

Data Source	Pick Up Time	Amount
Twitter	9 October 2022	17.557

Source: The Authors

The kanjuruhan stadium disaster received many responses from Twitter users. This can be seen from the number of tweets on the #Prayforkanjuruhan conversation network, which resulted in 17,557 tweets after a few days of this tragedy. The use of hashtags in responding to issues is formed from digital opinion movements from Twitter users expressing opinions about their disappointment (Rakhman et al., 2021). After knowing the total tweets from #prayforkanjuruhan, which has 17,557 tweets. We present the intensity of the tweets from the #prayforkanjuruhan conversation in terms of their distribution per day.

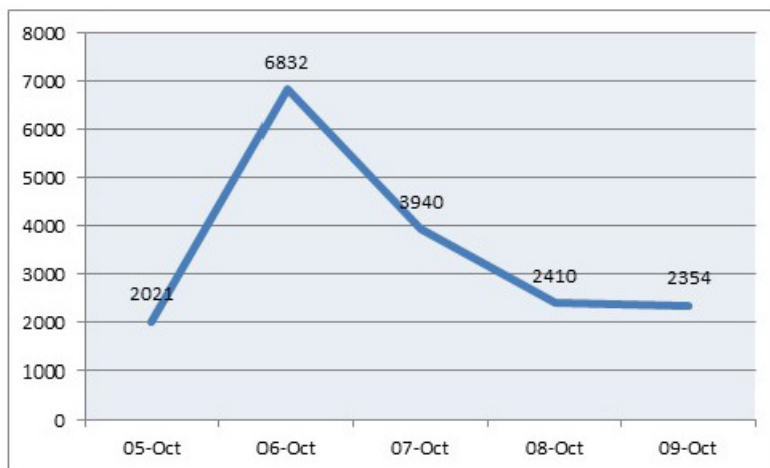


Image 1. Account Intensity per Day

Source: Processed Using Nvivo 12 Plus by the Author

The spread of the #PrayforKanjuruhan hashtag occurred on 6 October with a total of 6832 tweets, and after that the spread relatively decreased. The minor distribution occurred on 5 October with a total of 2021 tweets. This hashtag distribution has the power to localize topics, focus topics, and facilitate Internet-based search systems (Fiqri, 2020). Our findings show that several different issues are placed based on the presence of several hashtags in one tweet. The Kanjuruhan Stadium tragedy does not stand alone but is followed by other issues that Twitter users want to convey. Below are some of the top hashtags most frequently shared by Twitter users.

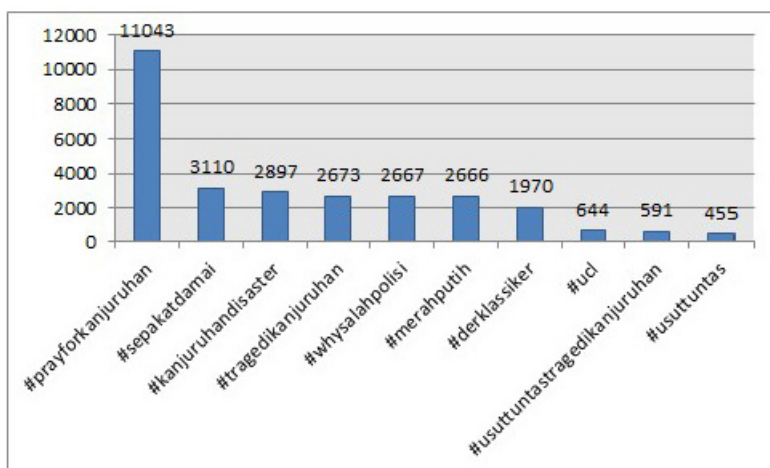


Image 2. The Popular Hashtag in Conversation Network is #PrayForKanjuruhan

Source: Processed Using Nvivo 12 Plus by the Author

Several hashtags have high intensity in the spread of the #prayforkanjuruhan hashtag, namely #dealtopeace with a total of 3,110 tweets, #kanjuruhandisaster with 2,897 tweets, #tragekanjuruhan with 2,673 tweets and the spread of the hashtag #whysalahpolisi with 2,667 tweets. The picture above shows that there are several hashtags in one issue. The appearance of several hashtags at the same time in the same tweet or “co-occurrence” (Wang et al., 2016). The hashtag used in the #PrayForKanjuruhan conversation network sometimes has a different focus than the issue raised. Several other hashtags explain the actors considered responsible by society and criticism related to this tragedy, with the emergence of #whysalahpolisi, #usuttunstragekanjuruhan, and #usuttuntas. In addition, several hashtags appeared that coincided with #PrayForKanjuruhan, although they were not related to each other with the Kanjuruhan stadium disaster, such as #merahputih, #ucl, #persijajakarta, and #derkklasiker. An interesting finding regarding #sepakatdamai is that the hashtag ranks second. This hashtag contains movements on social media made by supporters in Indonesia to declare peace so that there will be no incidents of rioting in Indonesian football in the future.

After examining the spread of hashtags on the #prayforkanjuruhan chat network, we also present the intensity of accounts that have contributed to spreading the #prayforkanjuruhan hashtag. From the #PrayForKanjuruhan conversation network, it can also be seen that several top accounts are involved in discussions regarding the issue of the Kanjuruhan Stadium tragedy. The following image displays the ranking of accounts discussing #PrayForKanjuruhan.

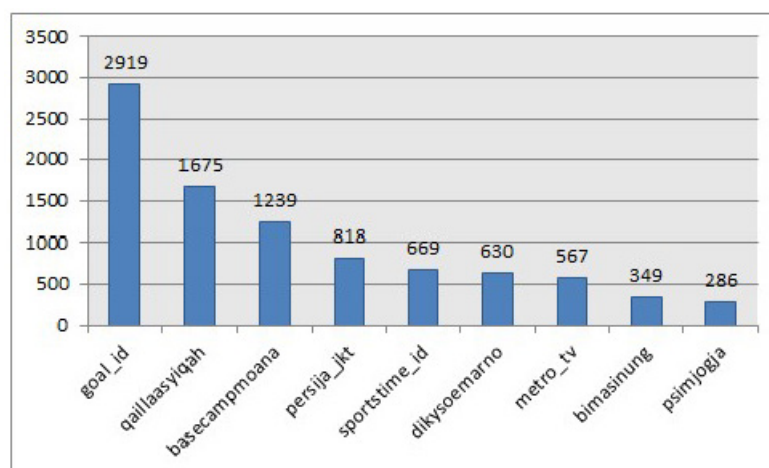


Image 3. Account Intensity Tweeted #PrayForKanjuruhan
Source: Processed Using Nvivo 12 Plus by the Author

The @goal_id account became the highest account in spreading the #prayforkanjuruhan conversation with 2919 tweets. Followed by the account @qailaasyiqah with a total of 1675 tweets. When viewed from the username, the accounts with high intensity in #prayforkanjuruhan conversations are not only contained in personal Twitter accounts. From the visualization above, not all accounts can be classified as human-managed accounts. Twitter accounts can be classified as human, bot or cyborg accounts (George Efthimion et al., 2018). To examine this account information more deeply, we present the status of accounts that have a high intensity in spreading the hashtag #prayforkanjuruhan. Here are the top five accounts spreading the #PrayForKanjuruhan conversation.

Table 2. Top Accounts Tweeted using #PrayForKanjuruhan

No	Account Name	Account Status
1	@goal_id	Sports media accounts
2	@qailaasyiqah	Based on our search results on 29 October 2022, the account has been banned by Twitter
3	@basecampmoana	The fanbase account from TXT, which is a male vocal group from South Korea
4	@persija_jkt	Persija Jakarta's official Twitter account
5	@sportstime_id	Sports media accounts

Source: The Authors

The five account owners above are the actors who generate the most Twitter tweets using #PrayForKanjuruhan. From the search results above, the second account cannot be found or is no longer operational. Chances are, Twitter has blocked the account for violating the rules. Furthermore, several social media accounts are still in touch with the football world, namely @goal_id, @persija_jkt and @sportstime_id. Another finding is that there is a fanbase account that has absolutely nothing to do with football but also spreads tweets related to the Kanjuruhan Stadium disaster, especially on the #PrayForKanjuruhan chat network. This states that the #prayforkanjuruhan conversation network in response to the kanjuruhan stadium disaster received responses not only from accounts related to sports media.

Big Issue In The #Prayforkanjuruhan Conversation Network on Twitter Social Media

To dive deeper into the tweets related to #prayforkanjuruhan, we focused on tweets with a criticism and concern theme. Twitter social media has the potential to provide an ideal

public space (Klingeren et al., 2020), especially in expressing aspirations and expression of an issue that is currently happening (Baharuddin et al., 2021). For example, on social media Twitter, users can provide public concern regarding disasters through the resulting tweets (Zou et al., 2018). In addition, Takahashi et al. (2015) said that social media Twitter is useful as a forum for criticism directed at the government through discussion or information dissemination using tweets. Based on this explanation, we categorize tweets based on these two themes. We use keywords from each theme to simplify the filtering process for tweet themes. In detail can be seen in the table below.

Table 3. Keywords in Tweet Filtering

Tweets Theme	Keyword Tweets
Concern tweets	Mourn; mind; donate; concerned; prayer
Criticism tweets	Police; PSSI; calibration; complete; murderer

Source: The Authors

After determining the keywords, we filtered the #PrayforKanjuruhan tweets. With findings of concern tweets of 6,056 and criticism tweets of 3,285 tweets. This shows that issues of concern rather than criticism dominate the #PrayforKanjuruhan conversation network on Twitter. For more, see the image below.

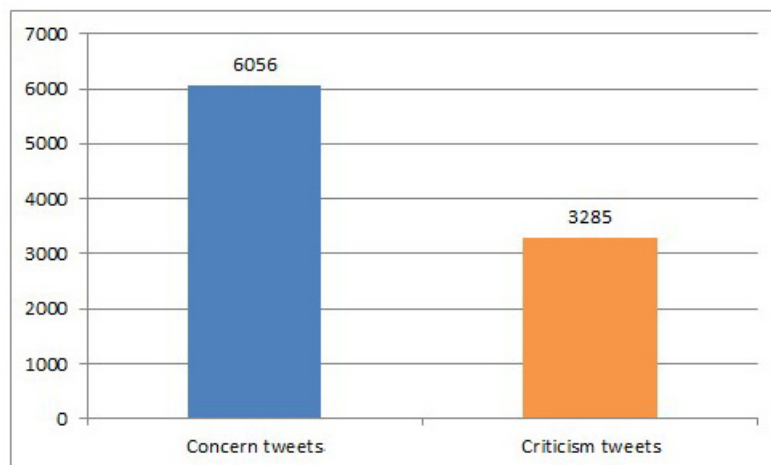


Image 4. The Intensity of the Conversation on Big Issues #prayforKanjuruhan

Source: Processed Using Nvivo 12 Plus by the Author

This finding can illustrate that hashtags can be a means of criticism and social support. Hashtags on Twitter can be used to exercise freedom of expression to criticize, protest, or oppose stakeholder decisions (Fitriani et al., 2022), and activism on social media through hashtags can generate massive online social support (Mueller et al., 2021). After knowing the number of tweets on the theme of concern and criticism. We continue a more careful analysis through word frequency. Word cloud is a content mining strategy that allows us to display the most frequently used keywords in content paragraphs (Saini et al., 2019). Here is the word cloud from the #PrayForKanjuruhan conversation network.

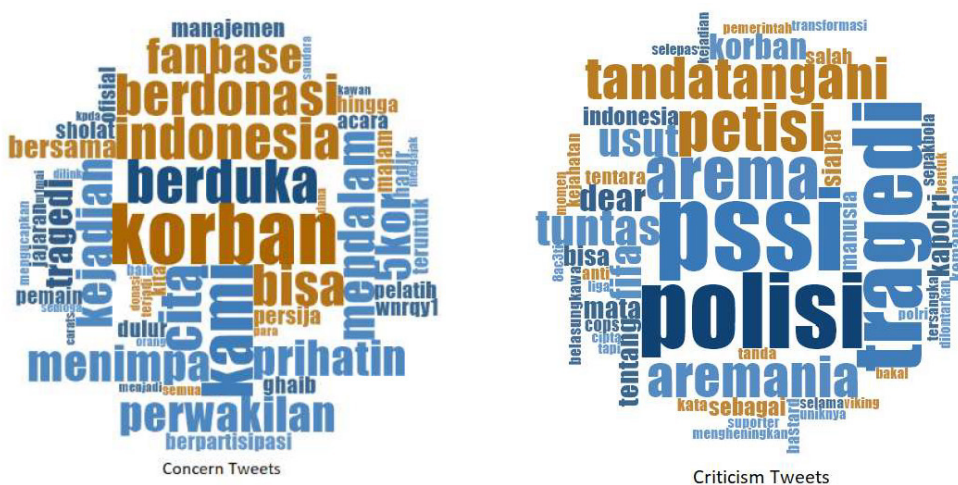


Image 5. Focus on Issues in the #PrayForKanjuruhan Conversation Network
Source: Processed Using Nvivo 12 Plus by the Author

From the frequency of the dominant words, social media Twitter has become a space to discuss issues related to the kanjuruhan stadium disaster. The emergence of dominant keywords in these two themes generates relevant topics in the #prayforkanjuruhan conversation network, especially in discussing the themes of concern and criticism. From the picture above, it can be seen the dominant word frequency. In concern conversations, produce dominant words that lead to sorrow or condolences. Meanwhile, in critical conversation, the dominant words refer to actors. Through these various categories, we can see how Twitter conversations can become a forum for user interaction. Social media Twitter creates online interactions to promote better public attitudes towards information disseminated on the network, enable individuals to navigate dynamic terrain, and communicate and engage with others in real-time (Alexandre Huang & Wang, 2019).

Next, an example of the distribution of tweets will be presented according to the theme that has been discussed, namely concern and criticism in response to the Kanjuruhan Stadium disaster. Since Twitter is a public platform, information spreads, which allows users to take action leading to rapid mobilization (Hermida et al., 2014). One of the essential information dissemination techniques is hashtags, which make an issue searchable and more accessible for others to see (Isa & Himelboim, 2018). An example of a tweet on the #prayforkanjuruhan conversation network can be seen in the following table.

Table 4. Example of a Tweet Category in the Conversation #prayforkanjuruhan

No	Concern Tweets	Criticism Tweets
1	Turut berduka cita atas apa yang terjadi di Stadion Kanjuruhan, Malang. Doa kami untuk mereka yang pergi dan mereka yang ditinggalkan #PrayForKanjuruhan	Tugasmu Mengayomi pak @DivHumas_Polri Stop Kekerasan Polisi #PrayForKanjuruhan https://t.co/KPuxc80IMa
2	Tundukan dengan doa dan renungkan sejenak untuk saudara kita korban tragedi Kanjuruhan, semoga diterima di sisiNya dan keluarga yang ditinggalkan selalu diberikan ketabahan. #PrayForKanjuruhan https://t.co/kbkRjZmPcy	Kini PSSI dituntut untuk melakukan evaluasi dan investigasi terkait kejadian tersebut. #inanews #inanewsofficial #malangberduka #prayforkanjuruhan #prayforkanjuruhanmalang #pssi #aremafficial #PSSI #SepakBolaIndonesia #SepakBola
3	Teruntuk Dulur Malang Jajaran manajemen, pelatih, ofisial, hingga pemain Persija Jakarta turut hadir dan berpartisipasi dalam acara "Doa Bersama Tujuh Harian dan Sholat Ghaib Korban Tragedi Stadion Kanjuruhan", Jumat (7/10) malam #PrayForKanjuruhan #PersijaJakarta https://t.co/WnRQy1mX8s	Menanti suara lantang 'SAYA MUNDUR' atas peristiwa Kanjuruhan dari ketum PSSI, pejabat polisi dan pejabat negara lainnya Jadilah para kesatria, akui kesalahan dan bertanggung jawablah, jangan jadi kumpulan para pecundang apalagi pengecut #PrayForKanjuruhan https://t.co/u6DV5mXW7O

4	<p>Terus bergandengan tangan mencari jalan keluar dan untuk anak-anak yang orang tuanya meninggal di Kanjuruhan, silahkan hubungi saya. Saya bersedia memberikan beasiswa untuk anak-anak mereka. Al fatihah #prayforkanjuruhan https://t.co/QIPbJ5uMKq</p>	<p>#IwanBuleMUNDUR Tragedi Kanjuruhan, Ketum PSSI Tak Bisa Lepas Tanggung Jawab https://t.co/8qYNuzdOoG #CopotKapoldaJatim #polisipembunuh #UsutSampaiTuntas #IndosiarRumahDukaSepakBolaIndonesia #RumahDukaSepakBolaIndonesia #UsutTuntasTragediKanjuruhan #PrayForKanjuruhan https://t.co/oD9yYzPaWQ</p>
5	<p>Turut Berduka Cita atas 182 korban jiwa dan korban luka lainnya dalam pertandingan liga 1 Arema FC VS Persebaya. Semoga keluarga yang ditinggalkan diberikan ketabahan. #AremaFC #persebaya #PrayForKanjuruhan #aremaberduka</p>	<p>Usut tuntas, kawal terus.. You'll Never Walk Alone @AremafcOfficial... @InfosuporterID @ullilkecil #UsutTuntas #UsutTuntasTragediKanjuruhan #PrayForKanjuruhan #RivalBukanMusuh https://t.co/VuUCYV3wb4</p>

Source: The Authors

Social media can provide various information from authorities or the general public (Anson et al., 2017). As shown in the table above, the Kanjuruhan Stadium disaster received mixed reactions from the public. Social media presence can expand the space for communicating a disaster or tragedy as a whole so that it can be accepted by all groups (Maulana et al., 2021). Dissemination of opinions regarding the kanjuruhan stadium disaster through the hashtag #prayforkanjuruhan on social media is one of the efforts to disseminate information. Loilatu et al. (2021) considered that social media has excellent properties for conveying information. In addition, to help users sort specific topics or activities, hashtags can be accessed and constantly updated to find related tweets posted by users (Weller et al., 2014).

Our finding is that public concern about the Kanjuruhan Stadium disaster on social media Twitter outweighs the discussion of criticism. Social media monitoring, combined with the nature of Twitter conversations, allows real-time detection of emerging public concerns, which can be helpful for affected organizations to prevent the spread of misinformation and fear (Glowacki et al., 2016). However, the spread of critical tweets by Twitter users should

not be underestimated. Twitter continues to grow, so users use it to convey information to stakeholders through criticism and suggestions (Darwis et al., 2021). The response from the Twitter user community regarding the Kanjuruhan Stadium disaster will help find out what the community expects, especially for the government to respond to the policies that will be taken from this tragedy. This follows the opinion of Fang et al. (2019) that social media can be a means for the government to immediately respond to information in the event of a disaster and provide up-to-date information about the tragedy. Interestingly, Twitter can also be used as a policy-making tool because it is considered an elite media platform during a crisis or emergency (Azmi et al., 2021).

CONCLUSION

Twitter has become a consistent medium for disseminating the issue of the Kanjuruhan stadium disaster, one of which is through the #prayforkanjuruhan conversation network with high conversation intensity. In addition, many Twitter accounts responded to this incident from various sectors, not only sports activists. Through the #PrayForKanjuruhan hashtag, it can be seen that most Twitter users provided responses containing criticism and concern for the perpetrators involved in the incident. In analyzing the theme, concern tweets have a higher intensity than critical tweets, with details of concern tweets totalling 6,056 and tweets of criticism totalling 3,285. This research can describe how social media Twitter is effective as an information dissemination tool and can channel user expressions in response to the Kanjuruhan Stadium disaster.

We realize this research still has weaknesses in this study, only focusing on the distribution of #Prayforkanjuruhan tweet intensity. Does not discuss further the network of conversational actors on social media Twitter and the impact of the distribution of tweets on the policies taken by the government in response to the Kanjuruhan Stadium disaster. This study recommends further research related to the analysis of actor relations in the #prayforkanjuruhan conversation and the impact of spreading information on the stadium Kanjuruhan disaster on social media Twitter on government policies in response to this incident. In the practical realm, this study recommends that the government or related organizations make the dissemination of the Kanjuruhan Stadium disaster issue on Twitter social media a material consideration in making decisions, considering that there are so many opinions that can be collected from Twitter social media users in responding to an issue.

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