

# Organizational Communications in The Investigation of The Kanjuruhan Tragedy on Online News Framing

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## Abstract

*The Kanjuruhan tragedy that occurred at the Malang Football Stadium, in East Java is one of the tragedies events caused by the results of the match between Persebaya Surabaya and Arema Malang, which was held on October 1, 2022. As a result of the tragedy, 125 people died. The purpose of this study is to determine the responsibility of actors through organizational communication in the investigation of the Kanjuruhan Football Stadium tragedy, in framing online mass media news. The theories used in this study are organizational network theory with a descriptive qualitative research approach and a framing method with narrative analysis of online media news framing texts. The results showed that mitigation and investigation in news framing is a frame of social action for a network of organizational actors that micro-involves individuals, involves organizations, and macro-involves governments and external organizations. The text is meaningful and positive in the framing of President Joko Widodo's news with the President of FIFA in mitigating events by cooperating transformation through organizational networks. The role of organizational communication network systems in coordinating the activities of organizational actors in integrating community security for network business stakeholders.*

**Keywords:** Organizational Communication, Investigation, Framing, News

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## 1. Introduction

The Kanjuruhan tragedy that occurred at the Malang Football Stadium, in East Java is one of the tragedies events caused by the results of the match between Persebaya Surabaya and Arema Malang, which was held on October 1, 2022. As a result of the tragedy, 125 people died. According to (Merriam-Webster n.d.) (2022.11.2), tragedy is a catastrophic event, and disaster is a sad or disastrous misfortune that gives rise to pity or terror. (Mambrol 2018) explains that Aristotle says, Tragedy is an imitation of an act performed by an actor through pity and fear of purification of emotions (Aristotle, Poetics, p. 10). Whereas (Webster 1999) explains that tragedy is a sad, terrible, or fatal event. In (Indonesia, 2022), tragedy is a sad play, and the consequence suffers great birth and mental misery until death. During the Incident, the government assembled an investigation Team led by Mahfud MD to obtain clues about the actor responsible.

According to (Knoepfel et al., 2007), actors in (Parsons, 1951), to analyze social action, the basis must focus on the most precise units of significance referred to as unit actions. At least one actor performs this action with the future goal of knowing the direction of action of the actor in question (Boudon and Bourricaud 2002). (Rizkia 2022) explained that Mahfud MD said, the government formed an Independent Fact-Finding Joint Team (TGIPF) to uncover the Kanjuruhan tragedy that occurred on October 1st, 2022. According to (Indonesia, 2022), an investigation is an investigation by recording or recording facts in conducting a review and obtaining answers about the events. An investigation is a thorough fact-finding, especially one that is hidden and needs to be sorted out in complex situations (Webster, 1999). The purpose of the investigation is to determine something that has happened. Investigations are usually formal and official. Investigations are usually associated



with police investigations of criminal activity. However, they are used in many other contexts to refer to the investigative process and discover through a systematic examination of evidence. Meanwhile, according to (Style, 2022) in (Johnson, 2022) investigation is actions and thoughts where the unknown truth is discovered.

The investigation of the truth and the processes and forms of its communication. According to (Schoeneborn & Vásquez, 2017), communication is essential for organizations' emergence, preservation, and transformation. It is the basic assumption of the general scientific movement known under the label of the communicative constitution of the organization (CCO). Supporters claim that communication is how an organization is established, compiled, designed, and maintained. According to (Miller, 2005), communication means that information is passed from one place to another and according to Weaver (Miller, 2005), Communication is all the procedure in which one thought can influence another. According to Katz and Kahn (Ruslan, 2010), communication is the exchange of information and the delivery of meaning that is the main thing of a social system or organization. According to (Anderson, 2010), An organization is a collection of people who work collectively to achieve a common goal. Generally, organizations have some form of hierarchy and division of labor; that is, they have some form of structure. (Allen and Davis 2013) States that Organization is the process of identifying and grouping the work done, defining and delegating responsibility, authority and building relationships to enable people to work together effectively. (Allen & Davis, 2013) Explained that the organization is an instrument for achieving its goals of the organization. Each person's work is determined by the established authority and responsibility to achieve the same.

According to (Ahmady et al., 2016), the organizational structure is a framework of relations of work, systems, process operations, people, and groups making efforts to achieve goals. An organizational structure is a set of divided tasks for defining and coordinating tasks. (Hold & Antony, 1991), The structure is not a coordination mechanism and affects all organizational processes. Organizational structure refers to internal models of organizational relations, power and relations and reporting, formal communication channels, responsibility, and delegation of decision-making. (Arnold & Feldman, 1986) Information flow is one of the facilities organizational structures provide (Monavarian, Asgari, and Ashena 2007). The organizational structure should facilitate decision-making on the environment and resolve conflicts between units. The main principles of organization and coordination between its activities and the internal relations of the organization in reporting and obtaining reports are the tasks of the organizational structure (Parsayian & Arabi, 1998). Mahfud said that TGIPF was tasked with unearthing the presence or absence of criminal acts in the tragedy that occurred on October 1st, 2022, the night that killed hundreds of people. This team aims to dig up and convey the investigation results to the President, and if there is a violation of the law, it is recommended and submitted to law enforcement.

(Sulistia and Zurnetti 2011) State that Criminal Law is in the form of rules that bind certain qualified acts in a criminal form. The actions of people are threatened with criminal punishment if criminal conditions are met. Law enforcement can investigate the requirements for criminal acts to be carried out by law. Criminal or punitive, according to (Garner 2019) A punishment that is considered far beyond what should be considered fair given the crime, thus shocking the common sense of ordinary people. According to (Holth 2005) in (Skinner, 1953), punishment is a response procedure followed by eliminating positive reinforcement or granting negative reinforcement over an aversive stimulus. Requires the presence of positive and negative reinforcement to be identified through the procedure of positive and negative reinforcement, respectively. According to (Holth, 2005), the functional pattern of reinforcement presupposes the results of certain behaviors. According to (Catania, 1998), reinforcement and punishment are symmetrical: the first improves the response while the second reduces it. Although most analytical texts on current behavior seem to have adopted (Azrin and Holz 1966) in punishment without even mentioning the existence of a different one, the exception is the modification of behavioral texts.

News on Kanjuruhan mitigation explained that TGIPF is led by Coordinating Minister POLHUKAM, his deputy Minister of Youth and Sports Zainuddin Amali and Secretary Nur Rochmad. Mahfud explained that TGIPF members consist of officials or representatives of relevant ministries, professional organizations of football sports, observers, academics, and the mass media. At the same time, the Membership consists of a joint independent fact-finding team (TGIPF) including Rhenald Kasali, Sumaryanto; Akmal Marhali: Anton Sanjoyo; Nugroho Setiawan; Doni Monardo; Suwarno; Sri Handayani; Laode M Sharif; and Kurniawan Dwi Yulianto. Kanjuruhan news framing explains that the TGIPF investigation of Kanjuruhan has a role in mitigating events and submitting reports of findings of fact in the field or recommendations for further investigation by law enforcement officials. The results of investigations from law enforcement officials become the organization's policy in carrying out organizational management and conducting organizational communication for organizational stakeholder actors who are tied to the business organization network. (Nashrudin 2017) states that Framing is one way to know and simultaneously prove that reality results from the construction of individuals, society, and the media. Framing analysis is also understood as an analysis used to find out how the reality of actors, groups, or anything is constructed by the media (Eriyanto 2002). In some experts' understanding, framing is a way to see how the media shapes and constructs that reality.

The focus of this study is to identify the communication of the TGIPF organization through mitigation and investigation in the framing of online mass media news about the Kanjuruhan tragedy that occurred at the Malang football stadium against the organization's stakeholder actors. The question of this study is how the communication actors of stakeholder organizations are responsible for the results of mitigation and investigation of the Kanjuruhan tragedy in the framing of online Mass Media news. This study aims to determine the responsibility of actors' communication with stakeholder organizations regarding the results of mitigation and investigation of the Kanjuruhan tragedy in the framing of online Mass Media news.

(Linstrom and Marais 2012) News is a window to the world; through its frame, people learn about themselves and others, their institutions, leaders, lifestyles, and people from other countries and others. News aims to tell us what we want, need to know, and must know. Any frame depicting the world, the news frame, may be problematic. The view through the window depends on whether the window is large or small, has many or few panels, whether the glass is frosted or clear, and whether the window faces the street or the backyard. Furthermore, (Linstrom & Marais, 2012) explain that the frame organizational principles that govern events, at least social, and our subjective involvement in them. These interpretation schemes help people to discover, understand, identify, and label everyday events (Goffman, 1974). (Linstrom & Marais, 2012) Also, Journalists use frames to arrange strips from the everyday world, strips into arbitrary wedges or pieces of the ongoing flow of activity (Goffman, 1974). Similarly, (Tuchman, 1978) explains that an event is transformed into an event, and an event is transformed into a news story. News frames govern everyday reality, and news frames are an indispensable part of everyday reality because the public character of the news is essential to the features of the news. (Linstrom & Marais, 2012) Assert that frames are a central organizing idea for understanding relevant events, suggesting what is in question, while (Gitlin, 1980) framing helps journalists process large amounts of information quickly and routinely package information to convey efficiently to their audiences. (S. D. Reese, Gandy Jr, and Grant 2001) explains that Frames govern socially and constantly shared principles over time, which work symbolically to structure the social world meaningfully: Organizing: Framing varies in how successfully, comprehensively, or thoroughly it organizes information. Principle: The frame is based on an abstract principle and is not the same as the text that manifests itself. Shared: Frames must be shared to a certain degree to be significant and communicable.

According to (Nurhajati, Putri, and Wijayanto 2021), communication activities in disaster situations, also called disaster communication, are very important. The stakeholders should know all disaster-related situations, conditions, and data. According to (HH 2012), the system approach is essential in disaster management. Disaster communication is also important,

especially for education, information communication during disasters, and disaster recovery. (Putri 2022) explained that communication is a critical component in disaster management. A crucial challenge in responding to natural or artificial disasters is communication. Aspects of disaster management range from prevention and mitigation to disaster response, rehabilitation, and post-disaster reconstruction (Fauzi 2020). Furthermore (Fauzi, 2020) said that communication is a process of conveying messages that always involve communicators, and communicants are carried out continuously on an ongoing basis. Communication also speaks in a situational context, where the communicator must pay attention to the factors of the situation in which the communication takes place. In addition, communication conveys information and persuasiveness, aimed at changing the communicant's understanding to follow what communication desires.

Kanjuruan disaster is a social disaster. (Putri, 2022) explaining that disaster is defined as a sudden and catastrophic event that seriously disrupts the functioning of a community or society (Moorthy, Benny, and Gill 2018). These incidents can result in massive loss of life, property, and the environment, which goes beyond the ability of communities to manage and use their resources. Disasters can be natural or non-natural. Disaster management must be formulated and implemented to reduce the adverse effects of disasters. Disaster management is an activity or series of activities that are comprehensive, integrated, and sustainable through prevention, mitigation, preparedness, and vigilance measures; at the time of the incident, evacuation, rescue, and search for victims were carried out; post-disaster requires rehabilitation, healing, sponsorship, and reconstruction (Fauzi, 2020). Mitigations and investigations must be coordinated between the organization's stakeholder actors. According to (Luoma-aho & Paloviita, 2010), Stakeholder relationships are at the core of organizational communication (Coombs and Holladay 2007), and public relations are equivalent to stakeholders. Analyzing public relations and monitoring the company's environment should consist of the interrelationships of various bets of its holders. Stakeholders mainly concentrate on social networks between the company and its stakeholders (Coombs & Holladay, 2007). Social networks between people are only one part of the more extensive network that sustains society and companies. Strategic communication for companies means looking further than visible stakeholders into potential uncharted areas (Fox, 2008). A broader understanding of stakeholders on organizational strengths, where corporate functions are required. Without this understanding, many necessary gambles from stakeholders may remain hidden, and exposing corporations to potential losses requires an actor's network theory. According to (Luoma-aho & Paloviita, 2010), the Actor-network theory (ANT) (Latour 1996) is intended to explain the complexity of networks in challenging settings and offer new approaches to studying the enterprise environment. ANT helps map stakeholders and non-human entities that influence a company's success. ANT argues that what matters is not the identity of actors or the corresponding categories but rather the interconnectedness of the actors and their continuing stakes. ANT's main contribution can be seen in its offerings on networks and formations, emphasizing the importance of constant negotiations and inscriptions and recognizing non-human entities as an essential part of the corporate environment (Cooren, Taylor, and van Every 2006). This is a step towards identifying problems and stakes rather than individual stakeholders or stakeholder groups (Luoma-aho & Paloviita, 2010). ANT is particularly useful for the further development of stakeholder theory because it does not aim to predict outcomes but allows variation simply by mapping the entire network and highlighting the translation process, in which actors convince others to join their organization's network struggles. (Luoma-aho & Paloviita, 2010) Explain that the premise of stakeholder theory is straightforward: corporate networks limit and facilitate their functioning, assuming that a favourable operating environment is beneficial and an unfavourable one is harmful. Stakeholder theory recognizes that companies create or activate some public only by their existence (Grunig 1992). On the other hand, stakeholders are entities and individuals that also exist without a company (Rowley 1997). Corporations only provoke some pre-existing aspects, named entities, and social relations formed (Hallahan 2000). A company's success can be measured through stakeholder and public opinion and how well the company responds (Grunig, 1992).

Previously, the focus was on financial gain (Neville, Bell, and Mengüç 2005) and different ways of categorizing stakeholders (Rawlins 2006), which has applied to different contexts across disciplines, from information systems (Pouloudi 1999) to environmental reporting (Steurer 2006). The term stakeholder refers to any group or individual that can influence or be influenced by the achievement of organizational goals (Freeman and Phillips 2002). Anyone's stakeholder can be a stakeholder (Illia and Lurati 2006). Stakeholders, according to (Illia & Lurati, 2006) as an a priori narrow approach where the focus is on mapping stakeholder impacts. In contrast, the narrow meaning is the focus of the situational approach on contextual consequences (Lamberg et al. 2008).

According to (Frone, 1992), the organizing mode associated with ANT (Cooper & Law, 2015) further explains studies of the organization as entities and processes. (Somerville 1999) presents ANT as having something to offer in PR theory and practice by describing the struggle between social and other actors. Correspondingly, (Cooren & Fairhurst, 2008) aim to bridge the micro-macro gap in organizing by suggesting that things, machines, and texts also communicate. Moreover, ANT has concentrated on artifacts, such: as an actor-network automatic door opener (Latour 1996), the engineering and construction of communication bridges (Suchman, 2000), and the role of telecommunications in strategy formulation (Gao 2005). According to (Wachter and Yorio 2014) explaining that accidents occur due to one or more causes, failing to identify unsafe conditions that existed before the activity began or that developed after the activity began, deciding to resume work activity after the worker identifies the existing unsafe conditions, decide to act unsafely regardless of the initial conditions of the working environment. The constraint-response model proposed by (Suraji, Duff, and Peckitt 2001) suggests that environmental constraints and management actions can result in conditions or work unsuitable for operation on-site that increase the risk of accidents. According to the model of the system of causes of construction accidents (Mitropoulos, Abdelhamid, and Howell 2005), the characteristics of tasks and uncertainties create dangerous situations in the workplace, and exposure to these hazards creates the potential for accidents. Accidents occur under exposure when hazards are released because of fault or loss of control at work. (Haslam et al. 2005) explain accidents that occur because of poor interaction between workers or work teams, worker behavior, workplaces, poor governance, and deficit materials or equipment in construction and process design, project management, risk management, client and economic influence, or safety education and training. (Wachter & Yorio, 2014) Explain that Potential hazards are identified based on operating knowledge and experience with similar job duties. Fault analysis is a logical arrangement that describes a series of errors that lead to undesirable events (Brooke & Paige, 2003); failure analysis helps managers identify hazards associated with potential model failures (Stamatis 2003). Although formalized hazard recognition methods are commonly used in other industries (Abdelgawad & Faye, 2012), they are generally unsuitable for social constructions due to the lack of standardization of tasks and the dynamic nature inherent in construction projects.

Rigorous hazard management usually involves reviewing project scope documents, schedules, and other relevant documentation to determine construction tasks. Then, potential hazards associated with individual tasks and related behaviors are identified, and a risk assessment is carried out (MacCollum, 2006). Based on the analysis results, risk control in the form of procedural or physical control is implemented to eliminate or minimize risks. (Wachter & Yorio, 2014). (Albert, Hallowell, and Kleiner 2014) Evaluate the hazards associated with proposing a risk-based contingency liability model for identifying prospective injury prevention methods; (Mitropoulos & Guillama, 2010) identified high-risk tasks by framing and providing security measures to reduce task demands. (Wachter & Yorio, 2014). Unfortunately, the risk assessment process depends entirely on the hazards included in the evaluation process (Mitropoulos & Guillama, 2010). The industry has consistently failed to identify and control hazards before social construction. Unknown dangers will lead to underestimating the risks associated with any industrial project. As a result, control measures to prevent exposure to specific hazards necessary to prevent injury may not be in place. In addition, workers may feel the wrong level of security when there are no adequate controls to prevent injuries (Fleming et al. 2008). Thus, a general understanding of the causes of

accidents and the ability to identify hazards and safe behaviour is essential for the safety of social construction in various industries of the organization. (Wachter & Yorio, 2014).

This study analyzed news framing of news on the Kanjuruhan tragedy involving several individual network actors and networks of organizations involved in the accident at the Soccer Stadium. Thus, an essential element of understanding organizational network theory by integrating it into stakeholder theory is the key to successfully building a football industry based on security, convenience, and profit of network business. Investigation as a measure to mitigate the accountability of stakeholder actors through the organization's actor network is a step to improve organizational communication through organizational networks, including mass media news framing, in uncovering the reality of the accountability of actors involved in the tragedy. Investigations can provide organizational management recommendations to improve understanding of the safety performance of football match locations. (Wachter & Yorio, 2014) She explained that occupational safety must have a competent workforce that can recognize the factors causing hazards in the work environment and a good understanding of the relationship between work tasks, tools, and workplace conditions.

According to (Wachter & Yorio, 2014), citing (Wilson's, 1989), workers are usually exposed to risks either because of their lack of knowledge of the dangerous work due to limited experience and knowledge or failure to behave safely, which may be related to the worker's attitude towards safety (Abdelhamid and Everett 2000) or underestimate the perceived risk (Choudhry and Fang 2008). Inexperienced workers who are unable to recognize hazardous conditions will not be able to behave safely due to a lack of ability to recognize situations that have the potential to cause injury. On the other hand, experienced workers, by performing similar tasks repeatedly, can be conditioned to work in an insecure way due to dependence on previous successes (Denning, 2006).

Mass communication in the framing of online news about the investigation of tragedies in the football industry needs to take active steps to improve the skills of workers through the introduction of hazards and the consequences of tragedies and, at the same time, transform the communication system of organizations in communication networks through coordination about safety, security, and comfort to the community. According to (Nashrudin, 2017), who cites Wright in (Severin and Tankard, 2007), mass communication has three characteristics: mass communication is aimed at a heterogeneous, anonymous audience and the wider community, the content of the message is general, scheduled to reach the audience members in unison and wide and is temporary, the tendency of communicators to operate in complex organizations and require high costs. According to (Nashrudin, 2017), William S. Maulsby, quoted by Djuroto, states that news is partly an accurate and impartial narrative of facts, which has a significant meaning, is new and attracts the attention of news readers who contain the news (Djuroto, 2004). In the news, it must contain elements of 5W+1H (what happened, where it happened, when the event happened, who was involved in the incident, why it happened, and how the event happened) or use an inverted pyramid model (Kusumaningrat and Kusumaningrat 2005).

Mark Fishman in (Eriyanto 2002), there are two tendencies in the study of how the news production process is viewed. First, the selection of news. In essence, the news production process is a selection process. Second, the formation of news. In this view, events are not selected but, conversely, formed. Journalists shape events, which are called news, and which are not. A piece of news must meet the elements: Speed, actuality, or punctuality. This element contains the literal meaning of news, something new. Honest, is information about a fact, not fiction or an essay. Facts in journalism consist of actual events, opinions, and statements from news sources. A news story must be informed about something that corresponds to the actual situation or a report of the fact of existence. Important. It means that it concerns the interests of the crowd. Pull. It means inviting people to read the written news. (Djuroto, 2004).

According to (Wibowo, 2019), The framing analysis of Robert N. Entman's model focuses on depicting the selection process and highlighting certain aspects of reality constructed by the mass media. The Selection Process refers to aspects related to the selection of facts. It is then selected based on diverse, complex realities according to the

aspects shown. This process contains elements of news entered and news issued. This means that not all aspects of the issue are displayed because individual journalists choose a designated issue (Eriyanto, 2002). In addition to the selection process, the protrusion of certain aspects that are the focus of the Entman model is related to the writing of facts in which certain aspects of the event/issue are selected and how the process is written is closely related to the use of certain words, sentences, images and images to be displayed to the audience (Eriyanto, 2002). Meanwhile, in Entman's view, framing offers a way to uncover the power of a communication text, which essentially refers to the definition of reporting, explanation, evaluation, and recommendation in discourse to emphasize the frame of mind for a particular event being proclaimed.

## 2. Method

This research uses the method of analyzing the frame of online mass media news from the news of the Kanjuruhan tragedy to the results of the recommendations of the FIFA Investigation Team and Transformation Method through a mentoring model in the social construction of the development of the football industry. The Stadium transformation model consists of two phases to achieve several related objectives. In the first phase, the goal is to identify the introduction of high-potential hazards through a program based on the literature and data provided by the online mass media news framing as a clue. In the second phase, the goal is to identify and improve a strategy that experts believe has the most significant potential to improve the safety and comfort of spectators and football safety.

(Linstrom and Marais 2012) Approaches to quantitative content analysis or frame analysis, such as frame mapping and text-based interpretation. According to (Pan and Kosicki 1993), utilizing framing as a Strategy methodology requires "constructing and processing the discourse or characteristics of "the discourse itself". (S. D. Reese, Gandy Jr, and Grant 2001) adds: "The framing approach bridges the competing tendencies of social analysis towards closure and openness and can be considered one of its strengths." According to (S. Reese 2003), the value of framing, however, "does not depend on" potential as a provocative model that bridges the parts of the field that need to relate to each other". Frame analysis in the media context to define problems, diagnose, make value judgments, and suggest improvements (Entman 1993). (Wimmer and Dominick 2006) add that news frame analysis, as a form of qualitative content analysis, can be done to explain the content of communications, Comparing media content with the "real world". The use of narrative discourse analysis refers to the integration model of organizational communication with standards that FIFA has determined. The experts and stakeholders are the FIFA Organization, PSSI, and the owners of the participating football clubs on request carried out by the institution to guarantee the safety of spectators with safety management experience. In total, members of the organization have practical experience in the field of football safety. In addition, FIFA is based at PSSI for assistance and to carry out transformations through education and social construction of football stadium construction towards professional football industrialization.

There are three concepts covered in content analysis (news text). (Wibowo 2019). There are five objectives of text analysis, namely: (Eriyanto 2002) Describing the characteristics of the message, describing in detail the contents, Seeing the message in different audiences, viewing messages from different communicators, Drawing a conclusion on the causes of a message. Analysis text always displays three conditions: objectivity, a systematic approach, and generalizations of text analysis, usually in the news. Three analyses are used: discourse analysis, semiotic analysis, and framing analysis. Discourse analysis focuses on structures naturally found in spoken language, as is widely found in discourses such as conversations, interviews, comments, and speeches. In quantitative analysis, questions are emphasized more to answer what, from the message or communication text, the discourse analysis is more focused on looking at how, that is, how the content of the news text and how the message is conveyed.

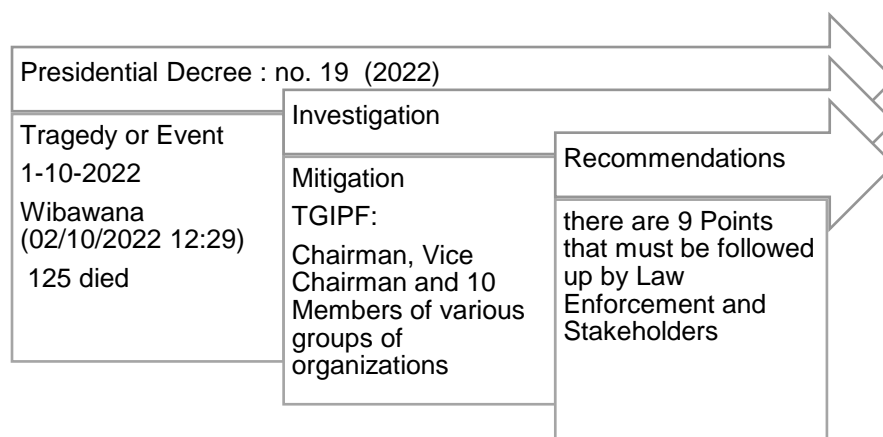
Poor safety performance management has pushed the model that causes accidents to identify management against proactive hazard measurements. The model descriptively deciphers the harmful attributes of the work environment and associates them with incidents. The initial model of the causes of accidents is focused mainly on the modelling behavior and personal characteristics of the worker as the leading causes. Accidents suggest that specific individuals are more likely to be involved in accidents because of their innate predisposition to accidents (Shaw & Sichel, 1971) and (Kerr, 1957) claims that accidents are caused by workers unable to adjust to a dynamic work environment. Model causes of accidents, according to (Manuele, 2003), show that occupational injury is caused when unsafe conditions are combined with unsafe actions derived from individual error. (Wachter and Yorio 2014) The accident causation model evolved to provide an understanding of the complexity of injury causes. According to (Reason, 1990), the process of developing accidents that begin latently due to managerial failures triggers events in the workplace. (Hinze and Parker 1978) Shows productivity demands and adversity reduce workers focus on hazards and possible accidents (Wachter and Yorio 2014). Contributing factors that cause accidents by an ultimatum by implementing timely and careful prevention strategies. (Haslam et al. 2005) 70% of accidents are estimated to have involved failures associated with human error by their behavior and abilities. These failures include the worker's disregard for the safety of work priorities and inadequate awareness and assessment of hazards, so there is a tendency of workers towards the slightest effort to achieve that determined through organizational goals.

According to (Ntinda, 2019), the narrative analysis focuses on the story and essence of people-oriented science. The narrative approach focuses on how a story is constructed, for whom and why, and the cultural discourse it uses (Trahar 2009). The narrative is based on the premise that people understand and give meaning to their lives through the stories told people to use narratives to compose and sort life experiences. People use story forms to explain and give meaning to life (Bleakley 2000).

### 3. Results and Discussion

The Chronological analysis of Kanjuruhan tragedy news, in online news framing, (Widhia Arum Wibawana 2022) (02/10/2022 12:29) explained that the victims of the tragedy 125 people died.

**Table 1: Chronology Analysis of Kanjuruhan News Framing in the TGIPF investigation process:**



Source : Research data in 2025



**Table 2. News Framing TGIPF Investigation Results and Recommendations**

Author, News Date	News Headline	Protrusion or emphasis	Reader Discussion or Comment
<p>detikcom - detikNews . Saturday, Oct 15, 2022, 11:49 WIB.</p>	<p>Complete TGIPF Conclusions and Recommendations on the Kanjuruhan Tragedy</p>	<p>PSSI and the stakeholders of the football league are unprofessional, do not understand their duties and roles, and ignore the regulations and standards created.</p>	<p><b>Sungguhan Suwer:</b> The committee is less professional ; the apparatus is less humanist, and the supporters are brazening</p>
		<p>The National Police conducted criminal proceedings and administrative actions by demoting several officials. Further investigations of The National Police official who signed a recommendation letter for a crowd permit No: Rek/000089/IX/YAN.2.1/2022/DITINTELKAM dated 29 September 2022</p>	<p><b>Jester:</b> Tragedy occurs because of a lack of oxygen crowded, not because of anything else.. That is a Police statement. Hahaha</p>
		<p>The National Police and TNI followed up investigations into police and TNI officials and those who committed outrageous acts in the riots.</p>	<p><b>ARKHAN:</b> What is clear is that it is the police's fault, left to the players and officials of both teams in the police period must be blamed, the period of being acted upon by the</p>

			<p>police, and there are police victims to blame already. Anyway, the wrong police officer should resign the Chief of Police</p>
		<p>The police followed up the investigation into the provocation of supporters, initially entering the field so that other supporters were followed, supporters throwing flares, vandalizing cars, and burning cars.</p>	<p><b>Hendrik Ken:</b> I am sure Aremania is also wrong because if you do not take the field, maybe tragedy will not happen.</p>
		<p>Normatively, the government cannot intervene in the PSSI; the state has a moral and ethical basis and a fair culture. The Chairman of PSSI and the entire Executive Committee resigned as a form of moral responsibility for the fall of 712 people, reaching 132 people died, 96 people were seriously injured, and 484 were moderately/lightly injured.</p>	<p><b>Hendrik Ken:</b> PSSI is also wrong because the FIFA statute is not applied because there is still the use of tear gas.</p>
		<p>PSSI to accelerate the Congress or hold an Extraordinary Congress (KLB) to produce management with integrity, professionalism, responsibility, and free from conflicts of interest.</p>	<p><b>Hendrik Ken:</b> Let us improve for all supporters, federations, police, and armed forces. Supporters follow the rules and do</p>

			<p>not do things that are prohibited. The federation improves public trust. The police and the armed forces carried out security according to FIFA rules.</p>
		<p>Implementation of the principles of good organizational governance of PSSI to revise statutes and regulations. Public information disclosure to various sources and uses of finance, as well as various business activity institutions under PSSI</p>	<p><b>Anton Deniar:</b> Chief of PSSI, negligent in violating FIFA rules regarding the ban on the use of tear gas which has been shown to make the death toll so large. It is a shame that PSSI does not have any shame.</p>
		<p>We are building a national football on the principle of saving the public interest/safety of the people (salus populi suprema lex esto).</p>	<p><b>Dwayne Dawson:</b> did the Chief of PSSI shoot the tear gas?</p>
		<p>For the welfare of players, PSSI immediately ensures the implementation of Law No. 11 of 2022 concerning sports related to employment security; players are</p>	<p><b>Zoey:</b>  <a href="#">@Dwayne Dawson.</a>  your life in a</p>

		entitled to BPJS as many as four social security programs, namely Work Accident Insurance, Death Insurance, Old Age Insurance, and Pension Insurance	tortoise shell.
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Source : Research data in 2025

detikcom (15/ 10/ 2022) explained that the Kanjuruhan tragedy, TGIPF had submitted an investigation report and recommendations to President Joko Widodo. TGIPF assessed that the Kanjuruhan tragedy occurred due to a lack of professionalism. The tragedy of the post-football match riots between Arema vs Persebaya occurred because PSSI and the stakeholders of the Indonesian football league were unprofessional and did not understand their respective duties and roles, Mahfud Md (10/14/2022). TGIPF asked PSSI to expedite the congress or extraordinary congress (KLB) to produce professional stewardship. TGIPF requested PSSI to revise the statute to implement the principles of good organizational governance. PSSI and the national police were also asked to compile regulations for securing football matches. TGIPF recommends asking PSSI Chairman M Iriawan to resign from his position. TGIPF thinks PSSI must take responsibility for the tragedy that killed 132 people and left hundreds of others injured. detikcom (15/ 10/ 2022).

According to Aryan (02/10/2022/14:01), PSSI opened its voice regarding the decision of PT Liga Indonesia Baru (LIB) to reject the police's recommendation regarding the change in Arema FC vs Persebaya Surabaya match hours at Kanjuruhan Stadium on security grounds. PSSI claimed there had previously been an agreement regarding the rejection. PSSI Secretary General (Secretary General) Yunus Nusi confirmed the recommendation letter from the police. He said PT LIB and PANPEL had discussed keeping the match on the schedule. Furthermore, Aryan (02/10/2022/14:01) stated that the police applied for it to be carried out in the afternoon. However, by PT LIB and PANPEL discussions, there was a mutual understanding that it should be carried out in the evening. Yunus Nusi explained that the result of the mutual understanding between PANPEL and PT LIB was to consider the opposing support team, namely Persebaya FC. The match can be played as scheduled if Persebaya FC supporters do not come to Kanjuruhan Stadium (Aryan: 02/10/2022/14:01). The absence of guest fans can prevent chaos for club fans. Moreover, that is the reference from the PANPEL and PT LIB to think that it is difficult for there to be riots.

**Table 3 News Regarding Schedule changes rejected by the Organizing Committee**

Author, Date Framing News	News Headline	Word Protrusion	Newsreader Discussion
Muhammad Hanafi Aryan in secondsNews. Sunday, 02/10/ 2022, 14:01 WIB.	PSSI Opens statement on Police Recommendations Rejected Before Kanjuruhan Tragedy	Police Evidence Asks to Speed Up Match Letter of Panpel Arema FC Number: 014 / PANPEL / ARM / IX / 2022 dated September 12, 2022, regarding match recommendations and security assistance for the Arema FC vs Persebaya Surabaya	<b>Zoro:</b> In essence, the recommendations from intel info were ignored by the organizing committee and Arema.  <b>Muhamad Ali:</b> It is time to change, you do not want to change your lives are lost anymore; similar events have happened in the West; they learned to change and successfully deliver safe and comfortable football for all ages.

		<p>match.</p> <p>The reason in the letter was mentioned purely because of security.</p>	<p><b>Agis Purnomo:</b> There is no need to make mistakes, self-correction and find solutions. How to anticipate if there is a riot example in a Western country is not just nonsense.</p> <p><b>Muqiddi:</b> suggestion, next time, try the kick-off hour is changed to 3 am; we see, still on the noise, no!</p> <p><b>Tandatanya:</b> The PSSI chairman told him to come out to listen to his statement; condolences to the family or what?</p> <p><b>Syawal Jul:</b> This tragedy may have been planned, as in the movie alone. The reality on the ground after the tear gas bullet casings were discovered turned out to be tear gas to kill the BKN enemy to kill People. Should the National Police protect the People This is killing hundreds of people. What is intentional.? Red and green tear gas bullets are explicitly used to kill the enemy. The chief of police should investigate this.</p> <p><b>Hendrik Ken:</b> Start PSSI washing hands after the tragedy occurs. Condolences to my brother Aremania. This a warning for all parties to improve and better coordinate so that events like this do not happen again.</p> <p><b>Kucing Mewong:</b> FIFA's recommendation on private vehicle parking alone was rejected by PSSI and the police's recommendation.</p> <p><b>Lost Boy:</b> PT. Liga Must be responsible.</p>
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Source : Research data in 2025

The evidence of police asking to change the match time (Muhammad Hanafi Aryan 2022) (02/10/2022/14:01) explains that, based on documents received by detikcom from the Malang police regarding the Arema FC versus Persebaya match, there is a proposal change the match time to the afternoon. September 18, 2022, a letter was signed directly by the Malang police chief AKBP Ferli Hidayat. This letter is a reference to PANPEL Arema FC's letter Number: 014 / PANPEL / ARM / IX / 2022 dated September 12, 2022, regarding match recommendations and security assistance for football matches between Arema FC vs Persebaya Surabaya. In the reference is a brief intelligence estimate about the vulnerability of the Arema FC vs Persebaya match. The Malang police requested that this match be accelerated to the afternoon. The reason in the letter was mentioned purely because of security. The tragedy after Arema FC's match against Persebaya at Kanjuruhan Stadium caused 130 deaths. In addition to the 130 people killed, a hundred residents are still in treatment. The chaos started when the fans stormed the field after his team lost against Persebaya. Many supporters who stormed the field responded to the police by dispelling them by firing tear gas. Tear gas was also fired toward the stands. The tear gas fire made supporters panic, running around and trampling.

(Wibowo 2019) explained that the media carry out framing, Entman put forward a framing device that can explain an event interpreted and marked by journalists (Sobur 2002). The first device is the definition of a problem, a mainframe that emphasizes how a journalist interprets an event and an issue differently. Second, estimating the cause of a problem is the framing element used to frame who is considered the actor of the event. The definition of the source of this problem explains who is considered the perpetrator and who is the victim of the event. Third, making moral decisions, that is, elements used to justify or give arguments to the definition of the problem made. Fourth, it emphasizes completion an element used to assess what the journalist wants. The resolution depends mainly on how the event is viewed and who is the cause of the problem.

Identification of the incident, the tragic event that caused the death of 130 football spectators in the framing of online mass media news, according to Wibbiassiddi and Darmawan (2/10/2022), Arema FC attempted to ask the LIB to change the match schedule from night to afternoon, over, the recommendations and procedures of the police were rejected by the LIB so that the match schedule continued at 20.00 WIB. PANPEL Arema remained compliant and prepared everything for the success of the match. Moreover, Aremania made a joint commitment. Wibbiassiddi and Darmawan (2/10/2022) explained the commitment after the meeting with Aremania and then taken to the police. PANPEL provides socialization so that Aremania maintains conduciveness. PANPEL has prepared a resting place for Aremania outside the city so that after the game, rest first while waiting for conducive conditions. For Aremania that came out of town, they were well served, with logistical assistance. Secondly, accommodation was prepared at Kanjuruhan Stadium so they could stay after the game. Because the police guard everything, successful matches and security should not appear unwanted. The reason Arema chose to propose a change in the playing schedule was, of them, the potential for unwanted events.

(Widhia Arum Wibawana 2022) (02/10/2022/12:29) explained that the Chronology of the Tragedy of Kanjuruhan Malang Stadium occurred after the match Arema FC lost 2-3 against Persebaya. East Java Police Chief Irjen Nico Afinta explained the chronology of the Kanjuruhan Stadium tragedy (1/10/2022). Nico (2/10/2022) said that the match process was no problem, everything was over. The problem occurred at the time when it was over, there was disappointment from the spectators because his beloved team had never lost for 23 years at home. The fans were disappointed, then took to the middle of the field and tried to find the players and officials to vent their disappointment. Therefore, security measures to prevent and divert so that they do not enter the field. The number of victims of the Kanjuruhan tragedy, according to (Widhia Arum Wibawana 2022) (02/10/2022/12:29) that, National Police Chief General Listyo Sigit Prabowo explained the DVI team immediately carried out the identification process for all people who were victims in the Kanjuruhan

tragedy. Based on the coordination results with the District or City Health Office, the number of deaths due to the incident amounted to 125 people.

**Table 4 News Framing Chronology of Kanjuruhan Events**

Date and News Media	News Headline	Word Emphasis	Emphasis on Reader Discussion
<p>Widhia Arum Wibawana on detikNews. Sunday: 02/10/ 2022/ 12:29 WIB</p>	<p>Kanjuruhan Tragedy: Chronology, Causes and Number of Victims</p>	<p>Chronology of the Tragedy of Kanjuruhan Stadium Malang.</p> <p>Number of Victims of the Kanjuruhan Malang Tragedy.</p> <p>Causes of the Tragedy of Kanjuruhan Stadium Malang;</p> <p>Jokowi's Statement Regarding the Kanjuruhan Tragedy;</p>	<p><b>Haryono:</b> Embarrassing even though it is just a taken ball game;</p> <p><b>Banu Aditiyo:</b> Horeeee...!;</p> <p><b>Kikie Tortuga:</b> Our wrong culture is excessive fanaticism and idealism regarding football. The good supporter will not commit anarchist acts no matter the conditions of his beloved team. His name is also Supporter. Always support his team in any condition. Also, note that everyone (including supporters) is responsible for their actions and deeds;</p> <p><b>Lucky Hanafie Setiadi:</b> Disband the Indonesian Football first. Invite all components of the nation, football journalists, former players, and legal people not to involve the state apparatus of Beres! So bothersome, Gusdur;</p>

			<p><b>Tedjo Kankeinai:</b> Maybe there should be a study. A. Tear water: victim 130, car 13, materil ?; B. Didiemin: victim ?, car ?, materil ?:</p> <p><b>Jhe Juve:</b> <a href="#">@Tedjo Kankeinai</a> Do you mean that in front of your eyes, there is a commotion in the eyes, just like someone dies? What is the point of being a human, bro? The police's mistake was that it was not appropriate to take action to detonate tear gas in the distribution. Clear. The fault of the supporters is still poor. The brain does not accept losing;</p> <p><b>Tedjo Kankeinai:</b> <a href="#">@Jhe Juve</a> It still needs a study: the number of casualties that arise when there is a buildup of supporters at the exit of the stadium when the condition is subject to Tear Gas (banned by FIFA), Water Canon (recommended by FIFA)</p>
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Source : Research data in 2025

Furthermore, (Widhia Arum Wibawana 2022) (02/10/2022/12:29) The Cause of the Kanjuruhan Stadium Tragedy in Malang, East Java Police Chief Irjen Nico revealed that the cause of the Kanjuruhan tragedy that resulted in the death of the victims was due to a mass heaping. There is a heaping in the stacking process, shortness of breath, and lack of oxygen. Jokowi's statement regarding the Kanjuruhan Tragedy, according to (Widhia Arum Wibawana 2022) (02/10/2022/), that President Jokowi expressed his sorrow and hoped that the event would not be repeated. Do not let there be any more human tragedies like this in the future. Jokowi gave directions to Minister of Health Gunadi Sadikin and East Java Governor Khofifah. Jokowi wants the victims to be treated with the best service and asked



the Minister of Health and the Governor of East Java to monitor medical services and get the best service.

(Kanavino Ahmad Rizqo 2022) (10/18/2022) explained that President Jokowi is scheduled to receive the arrival of FIFA President Gianni Infantino. Jokowi and Gianni's meeting was held at the Presidential Palace, Central Jakarta. It is planned that the President will receive the President of FIFA. Jokowi had conveyed Gianni's planned arrival to Indonesia. Jokowi and Gianni will discuss the transformation of football in Indonesia. Jokowi said that FIFA did not impose sanctions on Indonesian football after the Kanjuruhan Tragedy. It was also written in a FIFA letter received by Jokowi. The letter is a follow-up to Jokowi's communication with FIFA President Gianni Infantino (3/10). FIFA then sent a reply letter to Jokowi, one of which was a notification that Indonesian football had no sanctions. Another point in FIFA's letter is cooperation to form an Indonesian football transformation team. FIFA and the government will form an Indonesian football transformation team, and FIFA will be based in Indonesia during these processes.

(Marlinda Oktavia Erwanti 2022) (10/14/2022) explained that Mahfud MD said that Jokowi would not intervene in football arrangements because it was FIFA's authority. FIFA has agreed with the government to transform the Indonesian Football Association (PSSI). The president and FIFA carried out the transformation of PSSI without violating FIFA rules. Mahfud said that Jokowi would also improve the Ministry of Youth and Sports, stadiums in Indonesia, and internal rules. The revamping is still in line with the current rules. The President will study it all, and then the things that the President can do will be done. For example, improvements in the Ministry of Youth and Sports, stadiums, and internal rules, and the point is that we still follow the applicable norms. Where the norm is, there are two levels—norms in the sense of FIFA's written rules. The rules Mahfud refers to are FIFA rules and other legislation. The government will still follow FIFA rules to transform Indonesian football. And legislation in the country. Mahfud Md stated that PSSI should be held accountable for the Kanjuruhan Tragedy. Mahfud and TGIPF concluded that PSSI was responsible. Because those involved in this event are considered to make justifications for each other. Notes and documentation are called if they always base themselves on formal norms, then everything becomes nothing wrong. Because one said the rules had been implemented, the other said it was by my contract, it was by FIFA statutes, so in our note, it was conveyed that the PSSI management must be responsible and its sub-sub-organizations (Erwanti:14/10/2022).

#### 4. Conclusions

The conclusion drawn in this study is. First, news framing, which is interpreted as a network of organizational actors, is not professional in carrying out organizational communication and coordinating the implementation of football matches by not checking recommendation information in the form of a schedule submission letter from the Indonesian Police has a negative meaning. Framing News gives the meaning of tragedy due to the theory of organizational networks by stakeholders such as PSSI, the Organizing Committee, Liga Indonesia, and other actors who do not supervise and do not understand the duties and responsibilities regarding FIFA regulations. Framing News has a positive meaning in the form of a transformation of the football industry that FIFA will accompany. The recommendations that can be conveyed in the results of this study are the role of stakeholder management and organizational communication in the transformation of Football through the modern football industry based on the Business Industry.

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