

Comparison of Misleading Information on Sriwijaya Air SJ-182 Accident between @detikcom and @kompascom

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Abstract

Misleading information often appears in political events. But the impact is different if it happens in the event of an accident. This study describes the form of misleading information that occurred in the Sriwijaya Air SJ-182 plane crash in the Kepulauan Seribu, by comparing the information content on Instagram account of @detikcom and @kompascom. This study uses a qualitative research method with a netnography approach, to explore the comparison of misleading information on the two accounts that have high credibility as news media in Indonesia. Netnography provides the ability to reveal and track various interactions of netizens with news on Instagram about the Sriwijaya Air SJ-182 accident. The number of informants in this study amounted to six people with the following criteria: (1) commenting on the @detikcom and @kompascom about the news of the Sriwijaya Air SJ-182 crash, (2) having knowledge about the rules and ethics of journalism. This study compares misleading information in the data on the number of victims, technical diction, credibility of news sources, and illustration support. The results of the study concluded that @detikcom caused more misleading information than @kompascom. The @detikcom account is less detail in conveying data, uses technical diction without adequate explanation, careless in displaying quotes from news sources, and lacks accuracy.

Keywords: *Misleading Information, Media Credibility, Netnography, News Objectivity*

1. INTRODUCTION

The development of digital technology not only facilitates access to information but also makes information distorted or misguided. One cause of error is the different perspectives of journalists on an event. The journalists' perspective is influenced by the journalists' frame of reference and editors' policies. Perspective does not result in distorted information, but rather has an impact on the style of conveying information. For online news media, this is an editorial feature with the aim of attracting attention and to keep the readers' loyalty (Fadilah et al., 2021; Handariastuti et al., 2020). The editorial policy is part of the

agenda-setting process, namely the ability of the media to form a description of events and issues that are important in the minds of the audience (Littlejohn & A.Foss, 2011). The different objectives of each editor in determining the agenda-setting, make a same event can be reported from different perspectives on different news media. This is the origin of the misinformation conveyed to the public.

Events that often experience misleading information are in the political field (Bessi & Ferrara, 2016; Febrianita, 2020). Misleading information in the political field can have a different impact if the information is related to accident or disaster events. Information about disaster and accident is important and becomes top of mind. Those events become the center of attention, sought by the community, and are in the minds of the people within a certain time (Neuman et al., 2014; Santoso et al., 2021). Information about disaster and accident is important for the public because it can determine attitudes and behavior towards these events. Therefore, the news media should convey information quickly and accurately.

Due to the development of information and communication technology today, the speed of news delivery is not an obstacle since the presence of social media, one of which is Instagram. Based on a survey conducted by the Association of Indonesian Internet Service Providers (APJII) 51.5% of internet users access social media and 42.3% of them access Instagram. In the same source, APJII stated that 7.2% of Instagram users access news and information (APJII, 2020). This condition has made many media industries start reproducing and amplifying their journalistic work on social media, especially Instagram (Achmad, 2020; Fahrimal et al., 2020). The ease and speed of access are the factors that make Instagram the main source of getting information for a wider audience, including disaster information.

The advantage of Instagram is a social media that provides facilities for uploading photos, sounds, text, and videos at once. Instagram's best feature for information dissemination is the "mention" feature, which is useful for linking Instagram information to other social media platforms such as YouTube, Twitter, Facebook, or the Website. it will have an impact on misleading information when the feature used in an inappropriate way. The truth of the information can be a credible news reference, not misleading facts. The term "indiscriminate mention" makes disaster information misguided. For example, sharing or forwarding disaster information on Instagram through "mentions", without complete information results in confusion for the community to respond to a disaster. The worst impact is that the public responds inappropriately, such as distributing aid incorrectly, or even designing disaster mitigation actions. This attitude error is called information disorder or misleading information (Fahrimal et al., 2020). This form of misinformation can cause anxiety and panic in the community (Setiyaka, 2020).

The characteristics of Instagram which are easy and fast are the main factors in the loss of the gate keeping mechanism. Ease of access makes it easy for anyone to share information about daily events with the public and be accepted according to the scope of their social media. This condition obscures the credibility of the informant, so that the truth will be covered up by fake news content, including on Instagram. There are at least three factors for the development of misleading information and fake news, namely the ease of access for netizens to edit informational texts, the increase in the number of internet users in Indonesia, and the increase in internet user interaction (Febrianita, 2020).

One example of public panic and unrest due to misinformation is information about the level of danger of COVID-19 in March 2020 (Bimantara, 2020). The dissimilarity of the arguments of many parties about the dangers of COVID-19 has an impact on people's doubts about the dangers of the virus. Many parties seem capable and authorized to explain COVID-19. So that there is a difference of argument between the Minister of Health, the Indonesian

Doctors Association, the COVID-19 Task Force, the Coordinating Minister for Maritime Affairs and Investment, the Coordinating Minister for the Economy, the Minister of Transportation, and the Coordinating Minister for Politics, Law and Security (Hakim, 2021). The impact is the loss of community conduciveness in responding to the COVID-19 pandemic. There is no unity of understanding in society, so many ignore and do not comply with health protocols to prevent the spread of the COVID-19 virus. The worst consequence is the spread of COVID-19 infection in Indonesia and disrupts the stability of various sectors of life such as the economy, education, industry, and tourism (Indonesia, 2020).

Misleading information also often occurs in catastrophic accidents, especially in airplane accidents. The form of misinformation in the accident occurred more often due to errors in data submission. Errors in data regarding airplane accidents can lead to confusion and public concern (Tranggono, 2016). The main reason is the media's desire to be able to provide the fastest and most current information. Even though the most important journalistic rule is not speed, but accuracy or accuracy (Abidin et al., 2021; Achmad et al., 2020). The social media that transmits information the fastest is Instagram, so the potential for inaccurate is also attached to Instagram. This is because the information submitted on Instagram has not undergone the information filter process as in conventional media. Generally, the dissemination of information through print and electronic media has passed the supervision by the gatekeeper. Information undergoes sorting and screening prior to dissemination by gatekeepers, the aim of which is to reduce the risk of misreceiving information by the public (Achmad, 2009; Aprianto, 2018; Boyd, 2000).

As with previous studies on the Air Asia QZ-8501 plane crash (Tranggono, 2016), the Sriwijaya Air SJ-182 plane crash on January 9, 2021 also experienced misleading information. The difference is that in the case of Sriwijaya Air SJ-182, a lot of misleading information occurs on Instagram. The Boeing aircraft with flight number SJ-182 to Jakarta-Pontianak lost contact after 30 minutes in the air since take-off from Soekarno Hatta Airport in Jakarta at 14.36, late from the initial schedule at 14.30. The flight delay was due to bad weather so the plane was unable to take off. After 4 minutes in the air, the plane lost contact from the flight radar. At 17:24 FlighRadar24 informed about the alleged crash of Sriwijaya Air SJ-182. Data shows the plane had stopped at a point 11 nautical miles from Soekarno-Hatta airport, precisely above the Kepulauan Seribu. From the observations of FlightRadar24 the plane had passed an altitude of 11,000 feet but suddenly lost altitude and decreased speed very drastically. At 18.00 the regent of the Kepulauan Seribu confirmed the truth of the crash of the plane with flight number SJ-182, to be precise around Laki Island. The plane carried 62 passengers with 12 cabin crew, 40 adult passengers, 7 child passengers, and 3 babies (Priasmoro, 2021).

Since the first information circulated, news of the plane crash began to spread on Instagram. Various major media such as Kompas and Detik also shared this information through their respective Instagram accounts. This is because the incident occurred in the midst of the new year's atmosphere and the ongoing COVID-19 pandemic. Thus making the information into a series of disaster events that are quite disturbing the attention of the Indonesian people. This condition makes people seek information about the crash of the Sriwijaya Air plane. The public's need for speed of information received an answer from Kompas and Detik through their Instagram account. Since the beginning of this news, there have been discrepancies in information about the type of aircraft and flight number. At Kompas.com the type of aircraft is Boeing 737-500 PK-CLC with flight number SJY-182 (Auliani, 2021). But on CNN Indonesia, the type of aircraft is Boeing 737-524 with flight code SJ-182 (CNN Indonesia, 2021).

This study focuses about two major Indonesian media, namely Kompas Gramedia Group through the @kompascom account and Trans Corporation through the @detikcom account, which share information on the Sriwijaya Air SJ-182 crash with a different perspective. The difference in perspective has emerged since the first posting of a plane crash. In the initial post, different perspectives are represented by differences in the selection of news sources, which has an impact on differences in information content. The @kompascom account chose the Spokesperson for the Minister of Transportation, Adita Irawati as a resource person who gave a statement that the Sriwijaya Air plane had lost contact and was last seen on the radar at 14:40 WIB. Meanwhile, the @detikcom account chose Haerul Anwar, Branch Communication and Legal Manager of Soekarno-Hatta Airport, who gave a statement showing the whereabouts of the plane that had lost contact around Tanjung Pasir, Lancang Island.

The next difference is in the post regarding the amount of compensation that will be given by Jasa Raharja to victims of the Sriwijaya Air plane crash. The @detikcom account quoted the Head of the Jasa Raharja Insurance Division, Bambang Panular, who said that compensation funds worth 50 million would be given to 59 families of the victims if they were found. Meanwhile, the @kompascom account, Bambang panular only mentions the nominal insurance that will be provided by Jasa Raharja worth 50 million in accordance with statutory provisions (without mentioning when the funds will be given to the victim). Based on the different findings in the initial posts of the two Instagram accounts, the researchers considered it necessary to explore further about the occurrence of misinformation regarding the Sriwijaya Air SJ-182 plane crash on Instagram accounts @ detikcom and @kompascom.

2. RESEARCH METHOD

This study uses a qualitative research method with a netnographic approach. Netnography is a specialized form of ethnographic research that has been adapted to reveal various types of internet-mediated online social interactions (Kozinets, 2010). Netnography is used to examine interactions and cultures that occur in cyber society. In its development, netnography is useful for the focus of social media research (Kozinets, 2020).

The subject of this research is Instagram account @ detikcom and @kompascom, as a form of media convergence belonging to PT. Agranet Multicitra Siberkom and PT. Cyber Media Compass. Collecting research data using interviews with informants who have Instagram accounts, and virtual observations. Interviews in netnographic research take place online, because they are useful for describing community habits in virtual space ties as objects of netnographic study (Daniel, 2011; Harlina et al., 2018; Samatan et al., 2017).

Determination of informants by proposing several criteria, namely: (1) following the news of the Sriwijaya Air SJ-182 plane crash at @detikcom and @kompascom, (2) having knowledge of journalistic rules and providing correct information. There are 6 (six) informants in this study, including: (1) FIF or https://www.instagram.com/apipa_iya/, (2) LIC or https://www.instagram.com/alicya_cya/, (3) LAM <https://www.instagram.com/daffa.allam/> (4) https://www.instagram.com/danisha_ki/ or YUL (5) RWJ or https://www.instagram.com/ramaa_wijaya1/, and (6) RSP or https://www.instagram.com/ramdhan_sp/. Data collection took place by participant observation using the researcher's account <https://www.instagram.com/bintiqum/>.

Research data in the form of posts @ detikcom and @kompascom about accident events, in the form of screen shots and links. The unit of analysis in this study is in addition to the text of the results of the interview with informants about the news of the Air Asia SJ-182 plane crash. All the results of informant interviews are then sorted and arranged

systematically according to the study problems. The final stage is providing an interpretation of all data and analysis unit funds by sticking to research and representation (Bakry, 2017; Kozinets, 2020).

3. RESULTS AND DISCUSSION

Misleading Information of Disaster

The Sriwijaya Air plane crash with flight number SJ-182 occurred in early 2021. The plane with the Jakarta-Potianak flight route reportedly lost contact on Saturday, January 9, 2021. The plane took off from Soekarno Hatta Airport Jakarta at 14:36 WIB, 6 minutes late from schedule again due to bad weather. After 4 minutes of takeoff, the plane lost contact from aviation radar. At 17.24 WIB the FlighRadar24 device informed the alleged location of the plane crash. The data shows that the plane had stopped at a point 11 nautical miles from Soekarno-Hatta Airport, precisely above the Seribu Islands. According to FlightRadar24's monitoring, the plane had crossed an altitude of 11,000 feet but suddenly lost altitude and experienced a drastic drop in speed. At 18.00 WIB, the Regent of the Seribu Islands confirmed the truth of the crash of the plane with flight number SJ-182 around Laki Island. The plane carried 62 passengers with 12 cabin crew, 40 adult passengers, 7 child passengers, and 3 babies (Priasmoro, 2021).

The information on the SJ-182 accident has a magnitude of attraction for the public. Especially for the families of the victims who urgently need updated information to anticipate the worst conditions, namely the death of a family member on the flight. For two reasons, the community needs to convey correct information in a disaster or accident event. (1) For the public, news about the SJ-182 plane crash can be the basis for determining their attitudes and decisions. Determination of attitude by neighbors, work colleagues, professional colleagues, or extended family of the victim in helping. Including the government's attitude to preparing an investigation into the accident. Decisions can be in the form of delays or cancellations of plans to travel by plane by some people. Including the decision of the authorities to prepare for the handling of the victims, and assistance for compensation. (2) Disaster and accident conditions always give rise to uncertainty, confusion, and misinformation which have an impact on errors in determining responses by the community (Masduki, 2007; Tarigant, 2016; Tranggono, 2016).

Misleading information also occurred in the accidental crash of the Sriwijaya Air SJ-182 plane, because there was a mismatch of the information displayed in the media with the facts of the actual event (Febrianita, 2020; Wardle, 2018). This study highlights misleading information that occurs on Instagram, on the @detikcom account, and the @kompascom account. In the world of journalism, truth is defined as presenting facts accurately and having gone through a process of information verification (Romli, 2018). To describe a factual truth in journalism, it uses six elements consisting of what, who, when, where, why, and how commonly known as the classic 5W+1H formula. Based on that classic formula, this research intends to unravel the misinformation about the Sriwijaya Air plane crash contained in the @detikcom account and the @kompascom account. Using a netnographic approach, the researchers traced every post on @detikcom and @kompascom about the plane crash.

Misleading Information about SJ-182 Accident on @detikcom

In the first post, January 9, 2021, the @detikcom account displays an image of a map containing aircraft routes. The post shows information about the chronology of the plane taking off which continued to descend until the plane was declared to have lost contact (<https://www.instagram.com/p/CJ0rGdPMKLI>). Not just showing the route and traces of the

plane's flight before it crashed, @detikcom also shows the presence of the plane at an altitude of fewer than 10 thousand feet in 1 minute. The illustrations and information are sourced from the FlightRadar24 website which provides information that the Sriwijaya Air plane had reached an altitude of 10,900 feet and suddenly changed to 8950 feet in a matter of minutes. Image display and narration, like graphic video information about the chronology of the plane crash. The public considered that the post was a repetition of the message, while the public needed new information with more detailed data (RSP Interview, January 15, 2022). It is an admit to fulfill the speed factor in conveying information, the media sometimes cannot wait for the completeness of the 5W+1H facts to be fulfilled. The media is only able to complete it little by little through the addition of information as a form of updating posts by looking at conditions in the field. The first post is considered to provide sufficient information and fulfills the element of news objectivity (FIF Interview, January 21, 2022).

@detikcom's next post is to show the development of the Sriwijaya Air SJ-182 accident case, the search for victims by the Polda Metro Jaya and the SAR TEAM. In the post, the Head of Public Relations of the Polda Metro Jaya Kombes Yusri Yunus received a report from fishers around Laki Island who heard a booming sound like lightning or an explosion in the east of Laki Island. The post is a picture of the Sriwijaya Air SJ-182 aircraft with the headline on the image that reads "Police: Fishermen Hear the Bang in the East of Laki Island, Seribu Islands" (figure 1).



Figure 1. Posting of the booming sound heard by local residents (source: https://www.instagram.com/p/CJ0u_WBsUWr/)

Information about the booming sound received negative responses in the comments column from some readers. The booming sound seems to be information that is exaggerated by @detikcom. It should take into account the bad weather conditions that occurred at that time. Another possibility, the thumping sound is really the sound of thunder in the pouring rain.

"...the weather conditions were bad, of course there was rain and lightning, so the house shaking and the thumping sound could have come from the lightning and the rumbling of the sea breeze, and not from the plane that crashed..." (YUL Interview, January 16, 2022).

@detikcom should have done a confirmation and a careful calculation rather than just conveying the residents' confessions. The confession of residents who heard a loud bang that shook the house, came from the sound of the plane crashing, was absurd. Because it refers to the route and graphic map, the distance from the location of the plane crash to residential areas is very far. Especially by paying attention to the time when the plane lost contact, which was at 14.00 WIB. Meanwhile, the information in @detikcom's post stated that the boom occurred at 15.00 WIB. The fact that the location was far apart and the timing of the SJ-182's fall, should be able to conclude that the fishermen's testimony is not logical.

“...information from fishers about the estimated time of hearing the bang with the actual time of the plane crash, has a difference of one hour. The plane lost contact at 2 pm, while fishers heard a bang at 3 pm. The time span is quite far. So, this information did not make sense to me...” (RWJ interview, January 16, 22).

News posts about the booming sound, show misinformation that lies in the what and how elements. Information about the elements of what happened, is not clearly described, and does not make sense. Meanwhile, the how element, through the testimony of residents, does not provide clear information, and instead raises questions from the public regarding the veracity of the information. Thus, the delivery of news on the Instagram account @detikcom experienced misinformation.

In the next post, @detikcom provides information that on the SJ-182 aircraft there are 53 passengers with 12 crew members and there are 3 babies. The information on the number of passengers comes from a statement from the Minister of Transportation, Mr. Budi Karya Sumadi (figure 2).



Figure 2. Posts about the number of passengers on Sriwijaya Air SJ-182 (source: <https://www.instagram.com/p/CJ04QqHMJGd/>)

In the comment's column, a negative response appeared due to the difference in the number of passengers, a total of 62 or 65. The number of victims was 52 or 53 people. These comments indicate a misinformation regarding the number of victims of the Sriwijaya Air plane. The headline used in this case is about the number of victims, which contains 53 passengers and 12 crew members, with a total of 65 passengers. However, in the narration, the number of passengers is 50 people with a crew of 12 people. This data discrepancy confuses the reader. The difference in the amount should be explained. As with other media, that there are passengers who cancel the plane, using the manifest or the list of names of passengers on

board (FIF interview, 23 January 2022). There is also a narrative that adds to the misinformation. There is information as stated by various media that the number of crew members, is it true that there are 10 people or 6 people? So that the total number of victims is still uncertain (RWJ interview, January 16, 2022).

Posting news about the number of passengers, there is misinformation on the elements of what, who and how. The number of passengers who are not the same is the what element, the source of the Minister of Transportation is the who element, and how the difference in numbers occurs is the how element. Including additional information on the uncertainty of crew data, being a misinformation on the how element.

The next news post on @detikcom that caused misinformation was an excerpt from the statement by the Head of Doctor of Health of the Metro Jaya Police, Kombes Umar Shahab, regarding the use of body part diction (picture 3). The choice of body part diction by the informants has a bias in meaning, the first meaning is pieces or pieces of the fuselage. While the second meaning is the pieces of human bodies that are victims of accidents. Apart from quoting Umar Shahab's statement in full, @detikcom should have provided additional information about what is meant by a body part (FIF interview, 23 January 2022).



Figure 3. Post news of the discovery of the victim's body parts (source: <https://www.instagram.com/p/CJ2PzuqMUe/>)

The title of the post "Body Part-1 Property" shows misleading information, plus a statement of the body part by the resource person. The main error in the post in Figure 3 is the what element in the use of body part diction and the who element in the source person who does not understand the meaning bias in the body part diction. To support the correctness of information about body parts, @detikcom can specifically display the property owned by the victim or simply with a picture of the body bag (YUL Interview, January 16, 2022). @detikcom and the informants are considered to lack empathy for the victim's family, because the use of body part diction results in different perceptions in the minds of the readers. The speaker's expression in mentioning the body part does not show sadness but optimism. Various comments from netizens can be seen at the following link <https://www.instagram.com/p/CJ2PzuqMUe/>.

The choice of diction in disaster news has an impact on netizens' mistakes in responding to information. In a disaster situation, all news providers should show empathy for the victim's family. The victim's family is the party experiencing the highest emotional stress, with mixed anxiety, worry, sadness, confusion (RWJ Interview, January 16, 2022). So that the form of empathy for the victim's family is also the main and important thing that journalists

need to pay attention to in conveying information. In a state of anxiety, sadness, and hope for the safety of the family, it will affect the acceptance of information. Thus, it is important to provide information that can calm and not worsen the situation with various public perceptions and responses that can hurt people's hearts.

In addition, the choice of diction is very influential on the understanding and meaning of netizens when accessing information from social media. The advantage of social media in the form of any platform (Twitter, Instagram, Facebook, and YouTube) is that it provides a variety of information that can be accessed freely without being bound by space and time. This freedom of access is owned by all groups of people with diverse backgrounds and knowledge, with their respective goals (Achmad et al., 2018, 2016; Achmad & Setiyanti, 2015; Oktaviana et al., 2021; Yumna & Huda, 2021). Likewise, what happened to Instagram, the availability of information does not only serve a limited circle, but also for a wide and diverse range of netizens. For this reason, the use of diction used for general news, journalists should avoid dictions that are technical or affiliated in certain fields that are difficult to understand in general (Juwito, 2008).

Another post from @detikcom that caused misinformation was Bambang Panular's statement from Jasa Raharja who would provide compensation of 50 million rupiah to the families of the victims who died. The amount of this compensation is in accordance with the Regulation of the Minister of Finance Number 16 of 2017. The compensation will be given to 59 victims' families and if it is found it will be resolved immediately (figure 4).



Figure 4. Statement of compensation by Jasa Raharja
(source: <https://www.instagram.com/p/CJ3doC3M4Tt/>)

Misleading Information about SJ-182 Accident on @kompascom

From the results of a netnography search, @kompascom conveyed information as much as 16 posts from January 9, 2021 to January 13, 2021. The information contained a variety, including breaking news, development information, and some soft news related to the downing of Sriwijaya Air SJ-182. In a post related to the chronology of the plane crash, @kompascom presents a video illustration that shows the route taken by the plane from takeoff until it lost contact within 4 minutes after being in the air. The chronology of the crash in the video with a map of the flight direction of the Sriwijaya Air SJ-182 aircraft has provided information with valid data and is easy for netizens to understand (LIC interview, January 15, 2022). Based on the how element, the information contained in @kompascom has fulfilled the news objectivity element and is able to provide clear information for netizens.

Completeness of illustrations, both visual and audio-visual, to support the storyline of an event, and to strengthen the objectivity of the news (Tempo Institute, 2017).

In a post about the first finding of aircraft debris on January 10, 2021, @kompascom provided the latest developments from the JICT 2 Main Command Post. To support the news text, @kompascom displayed an illustration in the form of images of debris and cables that had been found by the existing joint SAR Team. in the waters of Jakarta Bay. In the caption, @kompascom provided information that the joint SAR team had found aircraft debris that had been collected from the crash site of the Sriwijaya Air SJ-182 plane. The news refers to a written statement from Hendra Sudirman, Head of the Jakarta Search and Rescue Office.



Figure 5. SJ-182 wreckage found by the Joint SAR Team (source: <https://www.instagram.com/p/CJ2TcddBP24/>)

News at @kompascom has provided clear and credible information for its readers. Based on what element, it was represented by finding the wreckage of the aircraft which was brought to the main JICT 2 Command Post for a more detailed examination. This information was reinforced by the Who element, namely the Head of the Jakarta Search and Rescue Office. Hendra Sudirman from the Joint SAR Team said that the items found from the seabed would be exposed to the JICT 2 main post.

“..The choice of resource persons is very appropriate, because they have the authority to convey information. Given the location of the crash in the Seribu Islands, Jakarta, it is definitely the responsibility of the SAR team in that area to look for debris and victims of the plane crash...” (YUL Interview, January 16, 2022).

This news has the credibility of the source, so that it is able to provide information that meets the rules of news objectivity. Information regarding the debris found is accompanied by pictures of cables and parts of the fuselage. The image shown is in accordance with the information contained in the caption which states that the debris found were several cables and parts of the fuselage (LAM Interview, January 16, 2022). @kompascom's post on the findings of the plane wreckage did not cause any misinformation.

On January 11, 2021, @kompascom posted news regarding the amount of compensation to be given to the families of Sriwijaya Air victims. @kompascom conveyed information that PT Jasa Raharja would provide compensation of 50 million Rupiah to the families of the victims of the Sriwijaya Air SJ-182 crash. The information was sourced from the Head of the Jasa Raharja Insurance Division, Mr. Bambang Panular. The amount of this

compensation is in accordance with the Regulation of the Minister of Finance Number 16 of 2017 concerning Compensation and Compulsory Contribution to Road Traffic Accident Funds. In the regulation, it is stated that the victim who dies will be given compensation of Rp. 50 million. If all the victims have been found, PT Asuransi Jiwa Jasa Raharja will inform the entire payment settlement process to the public. At this time, Jasa Raharja is still collecting data on the number of victims based on the airplane passenger manifest and data from the Ministry of Transportation (figure 6).



Figure 6. Jasa Raharja's explanation of the amount of compensation to victims of SJ-182 (source: <https://www.instagram.com/p/CJ4-1xqHqUm/>)

Based on the what element, Jasa Raharja clearly conveys the nominal amount of compensation, which is 50 million Rupiah for each victim who dies, and the victim's family will be the recipient of the compensation. This statement does not cause multiple interpretations and biases in meaning (FIF interview, 23 January 2022). The complete mention of the legal basis for the Regulation of the Minister of Finance Number 16 of 2017 concerning Compensation Amounts and Compulsory Contributions to Road Traffic Accident Funds, provides direction for netizens to explore the contents of the regulation themselves to ensure that it is correct. @kompascom's post has fulfilled the element of media credibility to produce fast and accurate information. The news was objective and credible (Achmad, 2021; Anggadewi & Hasfi, 2019).

Based on the who element, the post shows that the news source has credibility. Journalists @kompascom carefully provide a true and complete narrative. Providing compensation to victims of SJ-182 based on a list of the number of passengers from the airline. Including additional information that the public can know the whole process of giving compensation openly. However, there is still information that doubts that the compensation will be fully accepted by the victim's family. And is compensation only given to victims who are found? Journalists should be more careful in mastering written language (LAM interview, January 16, 2022). Because it gave rise to many comments, @kompascom clarified that the compensation was given after matching the actual number of victims with the manifest list of airplane passengers. When referring to the manifest list, there is the name of the passenger who canceled the flight. Due to the ambiguity of the quote from Jasa Raharja, @kompascom played a role in misleading information. The debate about giving compensation in the

@kompascom comment column shows an unethical attitude and lacks empathy for the victim's family (RWJ Interview, January 16, 2022).

Amid the media competition to deliver the fastest information about the process of searching for victims of SJ-182, the @kompascom account provided educational information to the public. The information is about the aircraft's important equipment, namely the black box. The discovery of the black box becomes the most important part if a plane crashes, because the black box stores electronic data that records the cause of the plane crash. Warganet gave appreciation to Kompas' post about black box education containing a black box image along with explanation texts of the parts and functions of the black box (figure 7).



Figure 7. Education about Black Box by @kompascom (source: <https://www.instagram.com/p/CJ54dSFngeB/>)

Netizens criticized the use of diction with technical terms. The use of technical diction without providing an explanation in language for the layperson can lead to misinformation. @kompascom's post about black boxes, uses a lot of technical diction and hinders public understanding (LAM interview, January 16, 2022). In the comments column, admin @kompascom serves netizens' questions regarding technical diction and provides answers in language that is easily understood by the public.



Figure 8. The causes of frequent accidents in Indonesian planes

(source: <https://www.instagram.com/p/CJ8CxVsHkxW/>)

The next post as a comparison with @detikcom is information about the hypothesis of the crash of the Sriwijaya Air SJ-182 aircraft. The @kompascom account displays news along with illustrations of the causes of the plane crash in Indonesia according to foreign media versions. There have been 104 cases of airplane accidents that have occurred in Indonesia since 1945, the data source is the Aviation Safety Network (figure 8).

To strengthen this education, @kompascom showed facts related to the downing of the Sriwijaya Air SJ-182 aircraft, including videos of the victim search process, compilation of photos, and videos of SJ-182. Including the interview with Novie Riyanto, Director General of Civil Aviation regarding corrosion checks on December 2, 2020. Another fact is that the SJ-182 aircraft had entered the hangar and was not operating for 9 months (<https://www.instagram.com/tv/CJ8KkwkWh-S/>).

4. CONCLUSIONS AND SUGGESTIONS

Various misinformation regarding the downing of the Sriwijaya Air SJ-182 plane took place in the @detikcom account. Of the total 41 posts regarding the Sriwijaya Air SJ-182 plane crash, there were 11 posts that gave rise to misinformation. The form of misinformation occurs in information related to the development of the process of searching for victims, finding parts of the plane, giving compensation to victims, and the cause of the plane crash. @detikcom has advantages in terms of speed of news delivery, but pays less attention to data accuracy. So that the narrative text is often biased in meaning and has multiple interpretations.

Meanwhile, from a total of 16 posts about the Sriwijaya Air SJ-182 accident on @kompascom, there are 3 posts that raise misleading information. The forms of misinformation occurred among others: information about the amount of compensation that Jasa Raharja gave to the victims, various technical dictions by flight observer Alvin Lie when explaining the age factor of the aircraft, and explaining about the black box. @kompascom's post shows caution in using source quotes. @kompascom paraphrases the statements of news sources, so that the meaning is easy to understand and avoids multiple interpretations.

In the context of journalism, the speed of news delivery should not ignore the accuracy of delivering facts. News Dissemination has at least gone through the verification process. The news media on the Instagram platform, should not ignore the basic elements of journalistic facts contained in the classic 5W+1H formula.

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