

# The Effect of Publication Experience on Kompas.com for Writer's Codes Ethics Analysis Ability and Reader's Psychology

Kya Dewi Davina<sup>1</sup>, Wahyunengsih<sup>2</sup>

<sup>1</sup>Department of Journalistic, Faculty of Ilmu Dakwah and Ilmu Komunikasi, the State Islamic University Syarif Hidayatullah Jakarta, South Tangerang, Indonesia

kya.davina22@mhs.uinjkt.ac.id

<sup>2</sup>Islamic Community Department, the State Islamic University Syarif Hidayatullah Jakarta  
wahyu.nengsih@uinjkt.ac.id

---

## Keywords:

*Codes of Ethics  
Journalistic  
Effect  
Publication  
Analysis  
Ability*

---

## ABSTRACT

The ease of access offered by the internet makes many people choose to turn to online media as a source of information and news. One of the notable news media portals in Indonesia is Kompas.com. In conveying online news, Kompas.com journalists must, of course, pay attention to the journalistic ethical codes that have been regulated in the Press Law Number 40 of 1999. This research uses a qualitative approach with document analysis and note-taking methods. This study aims to answer whether the publication experience on Kompas.com affects the ability to analyze the author's code of ethics, what forms of violation of the journalistic code of ethics are found in Kompas.com's reporting and whether violations of the journalistic code of ethics can affect readers psychologically. The results of this study found that publication experience on Kompas.com did not affect the ability to understand the journalistic code of ethics. There are five forms of violations of the journalistic code of ethics that researchers found in Kompas.com news, and violations of the journalistic code of ethics can affect readers psychologically.

*This is an open-access article under the [CC BY-SA](#) license.*

---

## Corresponding Author:

Kya Dewi Davina

Faculty of Da'wah and Communication Studies, Syarif Hidayatullah State Islamic University Jakarta, Indonesia, Jl. Ir H. Juanda No.95, Kota Tangerang Selatan, Banten 15412.

Email: [kya.davina22@mhs.uinjkt.ac.id](mailto:kya.davina22@mhs.uinjkt.ac.id)

---

## 1. INTRODUCTION

It is undeniable that the development of the internet today is growing rapidly. There are so many things that can be done with the internet, such as email, browsing, streaming, and even the telephone. It does not stop there, the development of the internet also influences the world of news and journalism. The ease of access offered by the internet makes many people choose to turn to online media as a source of information and news. One of the notable news media portals in Indonesia is Kompas.com. In conveying online news, Kompas.com journalists must, of course, pay attention to the journalistic ethical codes that have been regulated in the Press Law Number 40 of 1999.

Studies related to this title are as follows. First, studies that focus on the definition of a journalistic code of ethics. The journalistic code of ethics regulates the importance of protecting privacy, the media must not mix facts and opinions, and be independent [1]. The journalistic code of ethics is the professional ethics of journalists. As a party that disseminates information to the public, journalists need to practice the provisions of the Journalistic Code of Ethics, which consists of 11 subsections [2].

Furthermore, studies focus on the application of a journalistic code of ethics in online media. Kompas.com did not violate any code of ethics in publishing news about the arrest of Setya Novanto's E-KTP corruption case [3]. Kompas.com, as an online journalist still adheres to the accuracy of its reporting. Kompas.com carries the values of journalistic ethics, namely fast and accurate, creative and innovative, integrity, cooperation, and independence [4]. The news published on the news portal Tribunnews.com is actual and follows the applicable journalistic code of ethics established by the Indonesian Press Council, on the theory put forward by Romli that published news must be by what is true, actually happened, and has followed the journalistic principles put forward by Bill Kovach and Tom Rosenstiel [5].

Tribunnews does not comply with the applicable journalistic code of ethics, Tribunnews does not re-confirm the people concerned and uses tendentious sentences. One of the cases was

found on the news #JusticeForAudrey reported by Tribunnews [6]. Liputan6.com has implemented a code of ethics for the journalistic profession and has presented news, especially news on sexual violence, correctly under the press council's professional code of ethics [7]. Even though Tribunnews.com is consistent in its efforts to implement article 5 of the journalistic code of ethics. However, of the 16 news stories that became the research object, four still violated the journalistic code of ethics [8].

Next, the studies discuss the types of infractions of the journalistic code of ethics. A common violation of the code of ethics is the practice of bribery. This practice occurs due to low individual commitment and wrong perceptions of individual journalists regarding bribery. The background of individual journalists also influences their understanding of the journalistic profession and the code of ethics that must be followed [9]. The most frequent violations of the code of ethics are violations of Article 2 and Article 12 of 2008 related to photos that do not include photo credit or honest sources of news photos in one published report. The form of violation in question is plagiarism [10].

The Journalistic Code of Ethics can be said to be an internal law (Self Imposed) 37 made by Indonesian journalists themselves through their organizations, to be obeyed by every journalist. The Journalistic Code of Ethics is a basic reference that must be considered by every journalist [11]. In the following, several basic references regarding journalistic ethics are used themselves and apply only to journalists [12]. The definition of analytical ability is "Thinking analysis is the ability to examine with full accuracy, detail the facts, and think about the strengths and weaknesses of each." [13]. The meaning "Publication is information designed to show, introduce, defend the name and honor of a person, group, or an organization to the public in a certain context through the media to create appeal to audiences." [14].

Reporting from the official website of the Indonesian Press Council, it explains 11 articles of the journalistic code of ethics, namely:

1. Indonesian journalists are independent, produce news that is accurate, balanced and has no bad intentions;
2. Indonesian journalists adopt professional methods in carrying out their journalistic duties;

3. Indonesian journalists always test information, report in a balanced manner, do not mix judgmental facts and opinions, and apply the presumption of innocence;
4. Indonesian journalists do not produce hoax, slanderous, sadistic and obscene news;
5. The Indonesian journalist does not mention and broadcast the identity of the victim of a sexual crime and does not mention the identity of the child who is the perpetrator of the crime;
6. Indonesian journalists do not abuse their profession and do not accept bribes;
7. Indonesian journalists have the right to refuse to protect sources who do not wish their identity or whereabouts to be known, respecting the terms of the embargo, background information, and off the record in accordance with the agreement;
8. Indonesian journalists do not write or broadcast news based on prejudice or discrimination against someone on the basis of differences in ethnicity, race, skin color, religion, gender, and language and do not degrade the dignity of the weak, poor, sick, mentally or physically disabled;
9. Indonesian journalists respect the rights of sources regarding their private lives, except for the public interest;
10. Indonesian journalists immediately retract, correct and correct wrong and inaccurate news accompanied by an apology to readers, listeners or viewers;
11. Indonesian journalists serve the right of reply and the right of correction proportionally.

The difference between this study and previous studies lies in the subject and focus of the research. In previous studies, the subjects were news articles in online media, applications, and infractions of the journalistic code of ethics. Meanwhile, the subject and focus of this study is the effect of publication on Kompas.com online for codes of ethics analysis ability.

The researcher chose writers who have published on Kompas.com because Kompas.com is one of the largest online

media in Indonesia and is one of the pioneers of news portals most consumed by Indonesians. Another reason is that Kompas.com has been officially certified by the International Fact-Checking Network (IFCN). However, there are still many infractions of the journalistic code of ethics in the form of spreading false information. The last reason is that researcher found that writers must go through various stages such as double cross-checking and complicated editing to register as a Kompas.com columnist and publish news there. Therefore, researcher wants to examine whether all the complicated stages and deception affect the ability to analyze the journalistic code of ethics for Kompas.com news writers.

Based on the explanation above, the researcher determines that the research problem are:

1. Does the publication experience at Kompas.com have an effect on the ability to analyze the code of ethics of writers?
2. What forms of infraction of the journalistic code of ethics are found in Kompas.com news?
3. Does the violations of the journalistic code of ethics can affect the reader psychologically?

## **2. METHOD**

This study uses a qualitative approach with document analysis and note-taking methods. The qualitative research approach is called the artistic method because the research process is an interpretation of the data found in the field, it is a literature study as the object being studied [15]. The qualitative research approach is also called the naturalistic research approach because the research is carried out in natural conditions (natural settings). Or it can also be called an ethnographic approach, because initially this approach was more widely used for research in the field of cultural anthropology; referred to as a qualitative approach, because the data collected and the analysis is more qualitative in nature [16].

Characteristics in qualitative research are as follows: 1) Qualitative research has the natural setting as the direct source of data and researcher is the key instrument; 2) Qualitative research is descriptive. The data collected is in the form of word of pictures rather than number; 3) Qualitative research are concerned with process rather than simply with outcomes or products; 4)

Qualitative research tend to analyze their data inductively; 5) "Meaning" is of essential to the qualitative approach [17]. The procedures for analyzing qualitative data are: 1) Collecting data sourced from books and research journals focused on the topic of research methods; 2) Grouping the data into types of research (quantitative, qualitative, R & D); 3) Discussion of the types of research methods, and suitability with the ideas/titles of the research to be discussed accompanied by examples of methods; 4) Seeing the possibility of the methods being combined (mixed method), or existing in research methods with the same research topic.

This study uses document analysis techniques as data collection techniques. The document analysis technique is the search for data using written sources that reflect the use of synchronous language [18]. Document analysis techniques are complementary to the use of observation and interview methods in qualitative research. In fact, the credibility of the results of qualitative research will be even higher if it involves or uses document analysis in its qualitative research methods [19].

Data collection through document analysis techniques is carried out by reading, recording, and collecting data from written data sources [20]. Document analysis is not just collecting and writing or reporting in the form of quotations about a number of documents. The research results reported are the results of the analysis of these documents [21]. Before reaching the results of the analysis, the written sources collected will go through a careful reading process and then select the relevant utterances as the data to be analyzed. The data that has been collected is then matched according to the formulation of the problem to be analyzed [22].

In qualitative research, conceptualization, categorization, and descriptions are developed on the basis of "events" that are obtained when the activity takes place. Therefore, it is impossible to separate data collection and data analysis activities from one another. Both take place simultaneously, the process is cyclical and interactive, not linear. The process of analyzing qualitative research data is as follows: 1) Understanding the meaning of data analysis; 2) Analysis when collecting data; 3) Data reduction; 4) Data presentation; 5) Drawing conclusions and verification [23].

Qualitative data analysis is inductive, an analysis based on data obtained in data collection. Data analysis is an attempt to find and replace systematic data from interviews, observations, and others, so that researchers can understand the case being studied and can be presented for future findings. So that in an effort to increase the understanding of analysis, it must be continued by looking for meaning [24].

Qualitative data analysis can also be in the form of examining the validity of data based on certain criteria, namely on the basis of trustworthiness (credibility), transferability, dependability, and certainty (findings really come from data, not highlighting the researcher's knowledge in conceptualization) [25]. It mentions several techniques for checking the validity of the data as follows: 1) Extension of participation in the research field; 2) Persistence of observation; 3) Triangulation (with sources: comparing and double-checking the degree of trust in information obtained through different times and tools, with methods: checking the degree of reliability of findings and confidence in data collection techniques; with investigators: comparing the results of one analysis with another analyst; with theory) 4) Peer examination through discussion; 5) Negative case analysis; 6) Referential adequacy; 7) Member checking (both formal and informal) regarding checking categories of analysis, interpretation, and conclusions; (8) Detailed descriptions (especially in building transferability; namely, detailed and accurate descriptions that describe the context in which the research is focused); (9) Auditing (conducted based on the criteria for certainty of raw data, data reduction, synthesis results, process notes, material for personal notes or reflections, motivations, hopes, and predictions).

The researcher also conducted in-depth interviews directly with five informants on July 15 and 16, 2023. The informants were determined through purposive sampling. By using a purposive sampling technique, researchers can deliberately select participants as informants because they have experienced key phenomena or concepts explored in research [26]. The criteria sought by the informants were Kompas.com loyal readers. Based on these criteria, the researcher managed to collect 5 informants aged 18-26 who were willing to be interviewed.

### 3. RESULTS AND DISCUSSION

The Indonesian Television Journalists Association or IJTI states that the journalistic code of ethics is often violated, namely, Articles 1 and 3 of the Journalistic Code of Ethics regarding inaccuracy, unbalance, and no confirmation. In addition, many journalists and the media also violate Article 5 of the Journalistic Code of Ethics regarding broadcasting the identity of victims of immoral crimes. Based on the results of an analysis of articles in Kompas.com online media, several violations of the journalistic code of ethics were found by Kompas.com journalists.

**Tabel 1. Effect of Publication Experience to Code Ethic Ability**

No	News Title and Date of Publishing	Writer and Editor	Writing Experience at Kompas.com	Code of Ethics Values Violated in Writing
1.	“Di Mata Ibu, Reynhard Sinaga adalah Anak yang Baik dan Rajin Beribadah” Published date: 7 January 2020	Writer: - Editor: Ardi Priyatno Utomo	6 Years	A. Produce inaccurate news. B. Produce unbalanced news.
2.	“Kasus Ratna Sarumpaet Masalah Kepentingan Politik” Published date: 5 October 2018	Writer: Yoga Sukmana	9 Years	A. Produce inaccurate news. B. Do not verify the source of the information. C. Spread Fake News.
3.	“Kelompok Bersenjata di Papua Tahan 1.300 Warga” Published date: 9 November 2017	Writer: John Roy Purba	2 Years	A. Produce unbalanced news. B. Do not verify the source of the information.



4.	<p>“Panglima TNI Sebut OPM Pelaku Penembakan Pos Brimob Tembaga-pura dan Kelompok Bersenjata di Papua Tahan 1.300 Warga” Published date: 31 Oktober 2017</p>	<p>Writer: Kristian Ardianto</p>	<p>7 Years</p>	<p>A. Do not apply the principle of presumption of innocence. B. Produce unbalanced news.</p>
5.	<p>“Viral Istri Kepala BPN Jaktim Bergaya Hidup Mewah, KPK Telusuri” Published date: 10 Maret 2023</p>	<p>Narrator: Ricky Arista Video Editor: Ricky Arista Produser: Nibras Nada Nailufar</p>	<p>3 Years 7 Years</p>	<p>A. Do not take professional methods in carrying out journalistic tasks. B. Does not carry out the obligation to serve the right of reply and the right of correction proportionally.</p>

---

In the news *“Di Mata Ibu, Reynhard Sinaga adalah Anak yang Baik dan Rajin Beribadah”* a Kompas.com journalist with 6 years of writing experience, does not apply the provisions of Article 1 of the Journalistic Code of Ethics, which is about producing accurate news. This article also does not apply the provisions of Article 4 of the Journalistic Code of Ethics regarding making balanced news. In response to this, Kompas.com has implemented Article 10 of the Journalistic Code of Ethics, namely immediately revoking, rectifying, and correcting false and inaccurate news.

In reporting on *“Kasus Ratna Sarumpaet Masalah Kepentingan Politik”* a Kompas.com journalist with 9 years of writing experience did not apply the provisions of Articles 1 and 3 of the Journalistic Code of Ethics, which are about producing accurate news. This article also violates Article 4 of the Journalistic Code of Ethics regarding not making fake news. In accordance with

Article 10 of the Journalistic Code of Ethics, Kompas.com has retracted, corrected, and corrected false and inaccurate news.

In the news *"Kelompok Bersenjata di Papua Tahan 1.300 Warga"* a Kompas.com journalist with 2 years of writing experience did not apply Article 1, which states that news must be written in a balanced manner. This news also did not apply to Article 3 of the Journalistic Code of Ethics, which is the application of the presumption of innocence. The imbalance can be seen in the entire content of the news, which is one-sided, and the mention of sources who are dominated by security forces and ignore the OPM as a party that was also involved in the incident.

In the report *"Panglima TNI Sebut OPM Pelaku Penembakan Pos Brimob Tembagapura dan Kelompok Bersenjata di Papua Tahan 1.300 Warga"* a Kompas.com journalist with 7 years of writing experience did not apply the provisions of Article 3 of the Journalistic Code of Ethics, which states the necessity of applying the principle of presumption of innocence. As well as violating Article 4 of the Journalistic Code of Ethics regarding making balanced news. In accordance with Article 10 of the Journalistic Code of Ethics, Kompas.com has retracted, corrected, and corrected false and inaccurate news.

In the news *"Viral Istri Kepala BPN Jaktim Bergaya Hidup Mewah, KPK Telusuri"* Kompas.com journalists with 3 and 7 years of writing experience did not apply the provisions of Article 2 of the Journalistic Code of Ethics, which is about taking professional ways in carrying out journalistic tasks. Kompas.com does not include the source's account and removes and replaces the watermark of the source's Tiktok account @PartaiSocmed with the Kompas.com watermark. In addition, the news also violates Article 11 of the Journalistic Code of Ethics concerning the obligation to serve the right of reply and the right of correction proportionally. Kompas.com does not correct news and does not answer questions from the Twitter account @faridmohmdMF. The tweet uploaded on Monday (12/03/2023) reads *"This content was taken from @PartaiSocmed, right? How come the credits aren't listed? The problem is, I saw it from that account for the first time. But if Kompas.com didn't take it from there, where did Kompas get this*

*content from? Why is it directly attached to the Kompas logo? In journalism, is that okay?"*

**Tabel 2. Interview Result**

No.	Informant	Age	Intensity of reading news from Kompas.com
1.	Adit	26	Every Morning
2.	Windy	19	Every time I open a news page on google
3.	Hivy	33	Every Morning
4.	Enji	23	Every time I want to read the latest news
5.	Syifa	18	Every time I open a news page on google

Based on the results of interviews with 5 informants, all said the ethical code of analysis influenced them in receiving news psychologically. An informant named Adit admitted that he would be psychologically affected if a news writer violated the journalistic code of ethics. "If there is a persuasive writing error, it can influence the reader to believe in news whose truth is uncertain." (Adit, July 15th, 2023). An informant named Windy also admitted that she could be influenced to believe in hoax news if the authors did not double-check. "If the news writer doesn't do fact-checking and the news turns out to be a hoax, I, who have read it, may already believe it and have even spread the news to my friends. Now I don't really trust Kompas.com." [Windy, July 15th, 2023].

The next informant named Hivy also admitted that errors in the journalistic code of ethics could affect her as a reader psychologically. "Of course it affects psychologically. Because I, as a reader, have experienced believing in news whose data is incomplete." [Hivy, 16th, 2023]. An informant named Enji also

agreed that a mistake in the code of ethics could affect her psychologically. "Psychologically, of course, the error in the code of ethics has an effect on me as a reader. Because it comes from Kompas.com which is known to be factual, I almost always believe news from them." [Enji, 16th, 2023]. The last informant named syifa also had the same opinion that errors in the journalistic code of ethics affected her psychologically. "I have been a victim of hoax news from Kompas.com, so of course I agree that errors in the code of ethics affect the psychology of readers to believe in the news that has been published. When talking about the effect, now I do not directly believe in one news source. If there is time, I will definitely read the news from various sources." [Syifa, 16th, 2023].

#### **4. CONCLUSION**

Based on the result of the research described in the presentation above, it can be concluded that the publication experience on Kompas.com did not affect the ability to understand the journalistic code of ethics. Journalists with more writing experience do not guarantee a good code of ethical analysis ability. On the other hand, journalists with less writing experience do not necessarily have poor ethical code analysis ability either. Researchers can still find violations of the journalistic code of ethics in news written by journalists who have published their articles on Kompas.com.

There are five forms of violations of the journalistic code of ethics that researchers found in Kompas.com news. Forms of violations of the journalistic code of ethics found in Kompas.com news include: 1) Article 1 of the Journalistic Code of Ethics, about producing accurate news; 2) Article 3 of the Journalistic Code of Ethics, the application of the presumption of innocence; 3) Article 4 of the Journalistic Code of Ethics, regarding making balanced news; 4) Article 2 of the Journalistic Code of Ethics, about taking professional ways in carrying out journalistic tasks; 5) Article 11 of the Journalistic Code of Ethics, concerning the obligation to serve the right of reply and the right of correction proportionally. These five forms of violations are the most frequent violations.

According to these result, the researcher also found the conclusion that violations of the journalistic code of ethics can affect

readers psychologically. Readers can be influenced to believe in the well-known Kompas.com media. Some readers also no longer trust Kompas.com because they have been victims of hoax news.

## ACKNOWLEDGEMENTS

Thank you very much to the writer of this article. Thank you also to Ma'am Wahyunengsih, an English teacher who has given directions for creating this article. And thank you to my friends who have supported the author to finish this article.

## REFERENCES

- [1] R. F. N. Rohman and N. Hasfi, "Analisis Framing Pemberitaan Reynhard Sinaga Pada Media Online Tribunnews," *Interaksi Online*, vol. 9, no. 1, Art. no. 1, Dec. 2020.
- [2] W. Fitriyani and A. Junaidi, "Analisis Penerapan Kode Etik Jurnalistik Pada Pemberitaan Pemindahan Ibu Kota Indonesia di Liputan6.com," *Koneksi*, vol. 4, no. 2, p. 215, Oct. 2020, doi: 10.24912/kn.v4i2.8094.
- [3] R. Sovianti, "Analisis Framing: Pemberitaan Penangkapan Kasus Korupsi E-KTP Setya Novanto di Media Daring Detik.Com dan Kompas.Com," *J. Komun. Masyarakat, dan Keamanan*, vol. 1, no. 1, 2019, doi: 10.31599/komaskam.v1i1.450.
- [4] A. Hardian, "Etika Jurnalistik dalam Pemberitaan Kematian (Studi Komparatif Kompas.com dan Tempo.co atas Pemberitaan Wafatnya Sapardi Djoko Damono)," *J. PIKMA Publ. Ilmu Komun. Media Dan Cine.*, vol. 3, no. 1, 2020, doi: 10.24076/PIKMA.2020v3i1.355.
- [5] R. Y. Silalahi and E. H. Susanto, "Penerapan Kode Etik Jurnalistik Media Online Tribunnews dan Efek Pemberitaan pada Pembacanya," *Koneksi*, vol. 4, no. 2, p. 293, Oct. 2020, doi: 10.24912/kn.v4i2.8144.
- [6] D. Jasmine and M. S. Abdurrahman, "Analisis Kerja Jurnalistik di Media Massa Tribunnews.com Pada Pemberitaan Kasus #JusticeForAudrey," *EProceedings Manag.*, vol. 7, no. 2, 2020.
- [7] M. P. Cahyani and R. Sofya, "APPLICATION OF THE JOURNALISTIC CODE OF ETHICS ON THE PROTECTION OF SEXUAL VIOLENCE NEWS SOURCE AT

- 'LIPUTAN6.COM,'" *J. Hurriah*, vol. 3, no. 4, 2022, doi: 10.5806/jh.v3i4.110.
- [8] K. Kiki Astria, A. K. Nuzuli, and F. Handayani, "Etika Jurnalistik, Perempuan dan Pemberitaan Pelecehan Seksual di Media Online," *Ishlah J. Ilmu Ushuluddin Adab Dan Dakwah*, vol. 3, no. 2, pp. 191–199, Dec. 2021, doi: 10.32939/ishlah.v3i2.104.
- [9] R. Winora, A. Besman, and D. R. Hidayat, "Penerapan Kode Etik Jurnalistik dalam Penulisan Berita Kriminal pada Media Online Infobekasi.co.id," *J. Kaji Jurnalisme*, vol. 4, no. 2, p. 165, Jan. 2021, doi: 10.24198/jkj.v4i2.29323.
- [10] N. Syah, "Pelanggaran Kode Etik Jurnalistik (Studi Kasus Foto Moeldoko Dalam Portal Berita Online Sindonews.com)," *J. Pendidik. Dan Konseling JPDK*, vol. 4, no. 6, p. 8, 2022, doi: 10.31004/jpdk.v4i6.9769.
- [11] Y. Yurnaldi, *Jurnalistik Siap Pakai*. Padang: Angkasa Raya, 1992.
- [12] S. Yunus, *Jurnalistik Terapan*. Bogor: Ghalia Indonesia, 2012.
- [13] A. Amer, *Analytical Thinking*. Cairo: Cairo University, 2005.
- [14] A. Liliweri, *Komunikasi Serba Ada Serba Makna*, 1st ed. Jakarta: Kencana, 2011.
- [15] W. R. Borg and M. D. Gall, *Educational Research*. New York: Longman, 1989.
- [16] A. Sonia, "Analisis Pemakaian Kata Sapaan Pada Cerpen ARBI Sebagai Alternatif Pembelajaran Dalam Menulis Naskah Pidato Pada Siswa Kelas VI Sekolah Dasar," PGSD UPI Kampus Serang, Universitas Pendidikan Indonesia, Serang, 2014.
- [17] R. C. Bogdan and S. K. Biklen, *Qualitative research for education: An introduction to theory and methods*. Boston: Allyn and Bacon, 1982.
- [18] E. Subroto, *Pengantar Metode Penelitian Linguistik*, 1st ed. Surakarta: Lembaga Pengembangan Pendidikan UNS, 1996.
- [19] S. Sugiyono, *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: Alfabeta, 2014.
- [20] Z. Zuldafrial, *Penelitian Kualitatif*, 2nd ed. Surakarta: Yuma Pustaka, 2012.

- [21] N. Nilamsari, "MEMAHAMI STUDI DOKUMEN DALAM PENELITIAN KUALITATIF," *WACANA : Jurnal Ilmiah Ilmu Komunikasi*, vol. 13, no. 2, 2014, doi: 10.32509/wacana.v13i2.143.
- [22] S. Faisal, *Pengumpulan dan Analisis Data dalam Penelitian Kualitatif*. Jakarta: PT. RajaGrafindo Persada, 2010.
- [23] M. B. Miles and A. M. Huberman, *Qualitative Data Analysis: A Sourcebook of New Method*. Terjemahan Tjetjep Rohendi Rohidi. *Analisis Data Kualitatif: Buku Sumber tentang Metode-metode Baru*. Jakarta: Penerbit Universitas Indonesia (UI-Press), 1992.
- [24] A. Ahmad and M. Muslimah, "MEMAHAMI TEKNIK PENGOLAHAN DAN ANALISIS DATA KUALITATIF," *PINCIS: Palangka Raya International and National Conference on Islamic Studies*, vol. 1, no. 1, p. 14, 2021.
- [25] L. J. Moloeng, *Metodologi Penelitian Kualitatif*, 38th ed. Bandung: PT Remaja Rosdakarya, 2018.
- [26] J. W. Creswell and V. L. P. Clack, *Designing and Conducting Mixed Methods Research*, 3rd ed. California: SAGE Publications, 2017.