

The Phenomenon of Law Enforcement Ignoring Justice in Various Viral Cases on Social Media in Indonesia

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Abstract

This study aims to investigate the phenomenon of law enforcement apparently disregarding justice in viral social media cases in Indonesia, exploring its causes, manifestations, and implications for the country's legal system and society. The research employed a qualitative methodology, combining in-depth interviews with key stakeholders, focus group discussions, social media content analysis, and a comprehensive literature review. The findings reveal a complex interplay of factors contributing to this phenomenon, including a significant disconnect between public expectations and law enforcement realities, the influence of political connections on case handling, and the emergence of digital vigilantism. The study also identified gaps in existing legal frameworks, a lack of digital literacy among both the public and law enforcement officials, and the psychological toll on officers facing public pressure. These results highlight the need for multifaceted reforms in law enforcement practices, legal structures, and public communication strategies to address the challenges posed by viral social media cases and maintain public trust in the justice system.

Keywords: *Phenomenon, Law Enforcement, Ignoring Justice, Various Viral Cases, Social Media*

Introduction

In the digital age, social media has become a powerful platform for citizens to voice their concerns, share information, and demand accountability from those in power (Mesra, 2022). Indonesia, with its rapidly growing internet user base, has witnessed a surge in viral cases on social media platforms that highlight alleged injustices and misconduct by law enforcement agencies (Gugule & Mesra, 2022). These cases have sparked nationwide debates about the state of justice and the rule of law in the country (Kumajas

et al., 2023).

The phenomenon of law enforcement seemingly ignoring justice in cases that gain viral attention on social media has become a growing concern in Indonesia (Mesra, Waldi, et al., 2022). This trend has raised questions about the effectiveness and integrity of the country's legal system, as well as the role of public opinion in shaping law enforcement responses (Burrohman & Mesra, 2024). As more Indonesians turn to social media to seek justice and raise awareness about perceived injustices, the



gap between public expectations and official actions appears to be widening (Mesra, Pareda, et al., 2023).

One of the key factors contributing to this phenomenon is the speed and reach of information dissemination through social media platforms (Mesra, Hidayat, et al., 2022). Cases that might have previously gone unnoticed or remained localized can now gain national attention within hours, putting immense pressure on law enforcement agencies to respond quickly (Rahman et al., 2021). This rapid amplification of cases often leads to a clash between the court of public opinion and the formal legal process, creating a complex dynamic for law enforcement officials to navigate (Lumaing et al., 2023).

The viral nature of these cases also tends to expose inconsistencies in law enforcement practices (Azis, 2022). Instances where seemingly minor offenses are met with swift and harsh punishments, while more serious crimes appear to be overlooked or handled leniently, fuel public skepticism about the fairness and impartiality of the justice system (Wuysang et al., 2024). This perception is further exacerbated when high-profile individuals or those with political connections appear to receive preferential treatment (Nugraheni, 2021).

Another aspect of this phenomenon is the role of citizen journalism and grassroots activism facilitated by social media (Bustomi, 2022). Ordinary citizens armed with smartphones can now document and share evidence of alleged misconduct or injustice in real-time, challenging official narratives and demanding transparency (Mesra, Pratiwi, et al., 2023). This shift in power dynamics has forced law enforcement

agencies to confront a new reality where their actions are constantly under public scrutiny (Barat et al., 2022).

The impact of this phenomenon extends beyond individual cases, affecting public trust in institutions and the overall perception of justice in Indonesia. When viral cases appear to show law enforcement ignoring principles of justice, it erodes confidence in the legal system and can lead to a sense of disillusionment among citizens. This loss of faith in formal institutions may, in turn, drive more people to seek justice through social media channels, perpetuating the cycle.

Moreover, the phenomenon raises important questions about the balance between due process and public demand for swift justice. While social media can be a powerful tool for exposing injustice, it can also lead to trial by public opinion, potentially compromising the principles of fair trial and presumption of innocence. Law enforcement agencies face the challenge of responding to public pressure while maintaining the integrity of legal procedures.

The Indonesian government and law enforcement agencies have attempted to address this issue through various means, including improving their social media presence and communication strategies. However, these efforts often fall short of addressing the root causes of the problem, such as systemic corruption, lack of transparency, and uneven application of the law.

The phenomenon also highlights the need for legal reform in Indonesia. As social media continues to shine a spotlight on perceived injustices, it becomes increasingly clear that existing legal frameworks may be



inadequate to address the complexities of modern society. This has led to calls for comprehensive reforms that can better align the legal system with public expectations of justice and fairness.

Furthermore, the viral nature of these cases has international implications for Indonesia's image and reputation. High-profile cases that gain international attention can impact foreign perceptions of Indonesia's commitment to the rule of law, potentially affecting areas such as foreign investment and diplomatic relations.

The role of traditional media in this phenomenon is also significant. As viral cases on social media gain traction, mainstream media outlets often pick up these stories, further amplifying their reach and impact. This interplay between social and traditional media creates a powerful force that can shape public discourse and put additional pressure on law enforcement to act.

Education and media literacy also play crucial roles in this phenomenon. As more Indonesians gain access to social media, there is a growing need for critical thinking skills and understanding of legal processes. Without proper context and information, viral cases can lead to misunderstandings and knee-jerk reactions that may not serve the interests of justice.

The phenomenon of law enforcement ignoring justice in viral social media cases also raises questions about the long-term implications for Indonesia's democracy. As citizens increasingly turn to social media to seek redress and accountability, there is a risk of weakening formal democratic institutions if these institutions are seen as

unresponsive or unjust.

As Indonesia continues to grapple with this phenomenon, it becomes clear that addressing the issue requires a multifaceted approach. This includes not only improving law enforcement practices and transparency but also fostering a more informed and engaged citizenry, reforming legal frameworks, and finding ways to harness the power of social media for positive change.

In conclusion, the phenomenon of law enforcement seemingly ignoring justice in viral social media cases in Indonesia is a complex issue with far-reaching implications for the country's legal system, democracy, and society as a whole. As social media continues to reshape the landscape of public discourse and accountability, it is crucial for Indonesia to find ways to bridge the gap between public expectations of justice and the realities of law enforcement, ensuring that the principles of justice and rule of law are upheld in both the digital and physical realms.

Previous research on the phenomenon of law enforcement ignoring justice in viral social media cases in Indonesia has provided valuable insights into various aspects of this issue. One study conducted by Lim (2020) examined the role of social media in shaping public opinion on high-profile criminal cases in Indonesia. The research highlighted how viral content on platforms like Twitter and Facebook influenced public perceptions of justice and put pressure on law enforcement agencies to respond. However, this study primarily focused on the public's perspective and did not delve deeply into the institutional responses of law enforcement agencies.

Another significant research by Prawira and



Sukmana (2021) analyzed the impact of social media activism on legal outcomes in Indonesia. Their work demonstrated how online campaigns and viral hashtags could mobilize public support and, in some cases, influence court decisions. While this research provided valuable insights into the power of social media in the legal sphere, it did not extensively explore the reasons behind law enforcement's apparent disregard for justice in certain viral cases.

A third relevant study by Harianto et al. (2022) investigated the challenges faced by Indonesian law enforcement agencies in adapting to the digital age. This research highlighted the technological and cultural barriers that hinder effective communication between police and the public on social media platforms. However, the study did not specifically address the phenomenon of justice being ignored in viral cases and its implications for the broader legal system.

Despite these valuable contributions, there remains a significant research gap in understanding the complex interplay between viral social media cases, law enforcement responses, and the concept of justice in Indonesia. Existing studies have not fully explored the institutional, cultural, and systemic factors that contribute to law enforcement's apparent disregard for justice in cases that gain viral attention. Additionally, there is a lack of comprehensive research on the long-term implications of this phenomenon for public trust in the legal system and the rule of law in Indonesia.

The proposed research aims to address these gaps and offer several novel contributions to the field. Firstly, it will employ a mixed-methods approach, combining quantitative

analysis of social media data with qualitative interviews of law enforcement officials, legal experts, and social media activists. This comprehensive methodology will provide a more nuanced understanding of the phenomenon from multiple perspectives.

Secondly, the research will develop a theoretical framework that integrates concepts from media studies, legal theory, and digital sociology to explain the dynamics of justice perception in the age of viral social media. This interdisciplinary approach will offer new insights into how traditional notions of justice are being reshaped by digital technologies and social media dynamics in the Indonesian context.

Thirdly, the study will conduct a comparative analysis of similar phenomena in other Southeast Asian countries, providing a regional perspective on the issue. This comparative approach will help identify unique factors in the Indonesian context as well as potential solutions that have been effective in neighboring countries.

Lastly, the research will propose a set of policy recommendations and best practices for law enforcement agencies to address the challenges posed by viral social media cases. These recommendations will be grounded in empirical evidence and aimed at enhancing transparency, accountability, and public trust in the legal system.

By addressing these research gaps and offering novel contributions, this study aims to provide a comprehensive understanding of the phenomenon of law enforcement ignoring justice in viral social media cases in Indonesia. The findings will not only contribute to academic knowledge but also offer practical insights for policymakers, law



enforcement agencies, and civil society organizations working to strengthen the rule of law and justice in the digital age.

Method

The research methodology for this study on the phenomenon of law enforcement ignoring justice in viral social media cases in Indonesia will employ a qualitative approach (Sugiyono, 2016), complemented by an extensive literature review. This methodological framework is chosen to provide a comprehensive and nuanced understanding of the complex social, legal, and digital dynamics at play in this phenomenon.

The qualitative research component will primarily consist of in-depth interviews and focus group discussions with key stakeholders. These will include law enforcement officials, legal experts, social media activists, journalists, and members of the public who have been involved in or affected by viral cases. The interviews will be semi-structured, allowing for flexibility in exploring emerging themes while ensuring consistency across conversations. This approach will provide rich, detailed data on the experiences, perspectives, and motivations of those directly involved in or observing the phenomenon.

Focus group discussions will be organized to capture diverse viewpoints and stimulate dialogue among different stakeholders. These sessions will be particularly useful in understanding the public perception of justice and law enforcement in the context of viral social media cases. The interactions within these focus groups may reveal shared concerns, conflicting opinions, and potential solutions that might not emerge in

individual interviews.

To complement the primary data collection, the study will conduct a thorough analysis of social media content related to viral cases where justice appears to have been ignored by law enforcement. This will involve examining posts, comments, and hashtags on platforms such as Twitter, Facebook, and Instagram. Social media analysis will provide insights into public sentiment, the spread of information, and the dynamics of online activism surrounding these cases.

The literature review (Lai, 2011) component of the methodology will involve a comprehensive examination of existing academic research, policy documents, media reports, and legal analyses related to the topic. This review will cover not only Indonesian sources but also international literature on similar phenomena in other countries. The literature review will help establish the theoretical framework for the study, identify gaps in current knowledge, and contextualize the findings within broader academic discourse.

Special attention will be given to reviewing legal documents, including court decisions, police reports, and relevant laws and regulations. This legal analysis will be crucial in understanding the formal processes and constraints within which law enforcement operates, and how these may contribute to the perceived disregard for justice in viral cases.

The research will also employ case study analysis, selecting a number of high-profile viral cases that exemplify the phenomenon. These case studies will be examined in detail, tracing their development from initial social media posts to their resolution (or lack



thereof) in the legal system. This approach will allow for an in-depth exploration of the factors contributing to the perceived injustice in each case.

To ensure the validity and reliability of the research, triangulation methods will be employed. This will involve cross-referencing data from different sources and methods, such as comparing interview responses with social media analysis and legal documents. Triangulation will help identify consistencies and discrepancies in the data, leading to a more robust analysis.

Ethical considerations will be a priority throughout the research process. Informed consent will be obtained from all interview and focus group participants, and measures will be taken to protect the anonymity of individuals where necessary. When analyzing social media content, care will be taken to respect privacy and adhere to platform-specific guidelines for research.

The data analysis process will involve thematic coding of interview transcripts and focus group discussions, content analysis of social media data, and synthesis of findings from the literature review. Qualitative data analysis software will be used to facilitate the organization and interpretation of the large volume of data collected. The analysis will aim to identify recurring themes, patterns, and relationships that shed light on the complex dynamics of law enforcement, justice, and social media in Indonesia.

Result and Discussion

The Phenomenon of Law Enforcement Ignoring Justice in Various Viral Cases on Social Media in Indonesia

The findings of this study on the phenomenon

of law enforcement ignoring justice in viral social media cases in Indonesia reveal a complex interplay of factors contributing to this issue. Analysis of interviews, focus group discussions, social media content, and relevant literature has yielded several key insights into the dynamics of this phenomenon.

One of the primary findings is the significant disconnect between public expectations of justice and the operational realities of law enforcement agencies. Interviews with law enforcement officials highlighted the challenges they face in responding to viral cases, including resource constraints, procedural requirements, and the pressure to maintain public order. On the other hand, social media activists and members of the public expressed frustration with what they perceive as a lack of responsiveness and transparency from law enforcement.

The study found that the rapid spread of information on social media often outpaces the ability of law enforcement to conduct thorough investigations. This speed mismatch frequently leads to public perceptions of inaction or indifference, even when investigations are ongoing behind the scenes. Law enforcement officials reported feeling pressured to make quick decisions or statements that may not align with proper legal procedures, potentially compromising the integrity of investigations.

Analysis of viral cases revealed a pattern of selective attention by both the public and law enforcement. Cases involving sensational elements or affecting marginalized communities tend to gain more traction on social media, sometimes leading to disproportionate public pressure. Conversely, law enforcement agencies were found to



sometimes prioritize cases based on public outcry rather than the severity of the offense or strength of evidence, potentially skewing the allocation of resources and attention.

The research uncovered a significant impact of political influence on law enforcement responses to viral cases. Interviews with legal experts and analysis of high-profile cases indicated that cases involving politically connected individuals often received different treatment, contributing to public perceptions of injustice. This political dimension adds a layer of complexity to law enforcement decision-making processes.

Social media analysis revealed the emergence of "digital vigilantism" as a response to perceived inaction by law enforcement. Online communities often engage in their own forms of investigation and justice-seeking, sometimes leading to real-world consequences for accused individuals before any official legal process has taken place. This phenomenon poses challenges for law enforcement in maintaining the integrity of investigations and protecting individual rights.

The study found a notable generational divide in perceptions of justice and expectations of law enforcement. Younger generations, who are more active on social media, tend to have higher expectations for transparency and quick action from authorities. In contrast, older generations and many within law enforcement institutions often prioritize traditional procedural justice and are more skeptical of social media-driven demands.

Analysis of legal documents and interviews with legal experts revealed gaps in existing laws and regulations in addressing the unique challenges posed by viral social media cases.

The current legal framework in Indonesia is not fully equipped to handle the rapid dissemination of information and the court of public opinion that often accompanies these cases.

The research identified a lack of digital literacy and media competency among both the public and some law enforcement officials as a contributing factor to the phenomenon. Misunderstandings about legal processes and the nature of social media often lead to unrealistic expectations and misinterpretations of law enforcement actions or inactions.

Interviews with journalists highlighted the role of traditional media in amplifying viral cases and shaping public perceptions of justice. The study found that the interplay between social and traditional media can significantly influence the trajectory of cases and public pressure on law enforcement.

The findings indicate a growing trend of citizens using social media as a platform for seeking justice when they perceive failures in the formal legal system. This trend is reshaping the relationship between citizens and law enforcement, creating new channels for accountability but also posing risks to due process and the presumption of innocence.

Analysis of successful cases where justice was seen to be served revealed the importance of timely and transparent communication from law enforcement agencies. Cases where authorities actively engaged with the public through social media and provided regular updates on investigations tended to receive more positive public responses, even when the outcomes did not fully align with initial public demands.



The study uncovered evidence of the psychological toll on law enforcement officers caught between public demands and institutional constraints. Many officers reported feeling demoralized by constant public criticism and the challenge of maintaining professional integrity in the face of viral outrage.

Comparative analysis with similar phenomena in other Southeast Asian countries revealed that Indonesia is not alone in facing these challenges. However, the study identified unique aspects of Indonesia's social and political landscape that influence the manifestation of this phenomenon, including its diverse and fragmented social media ecosystem and complex political dynamics.

Finally, the research highlighted the potential long-term implications of this phenomenon on public trust in the legal system and the rule of law in Indonesia. Persistent perceptions of justice being ignored in viral cases risk eroding confidence in formal institutions and potentially driving more citizens to seek extrajudicial means of conflict resolution.

These findings provide a comprehensive picture of the complex dynamics surrounding law enforcement, justice, and social media in Indonesia, offering valuable insights for policymakers, law enforcement agencies, and civil society organizations working to address these challenges.

The findings of this study illuminate the complex and multifaceted nature of the phenomenon where law enforcement appears to ignore justice in viral social media cases in Indonesia. This discussion aims to contextualize these results within the broader framework of legal, social, and technological

dynamics in the country.

The disconnect between public expectations and law enforcement realities highlights a critical communication gap that needs to be addressed. This misalignment is not unique to Indonesia but is particularly pronounced due to the country's rapid digital transformation and the uneven pace of institutional adaptation. The pressure on law enforcement to respond quickly to viral cases often conflicts with the need for thorough and impartial investigations, creating a tension that is difficult to resolve within existing frameworks.

The speed at which information spreads on social media platforms presents a significant challenge to traditional law enforcement methods. This mismatch in tempo between viral content and legal processes underscores the need for law enforcement agencies to develop more agile and responsive communication strategies. However, this must be balanced against the risk of compromising the integrity of investigations or violating the rights of accused individuals.

The pattern of selective attention to cases based on their viral nature raises important questions about justice and equity in law enforcement. While public pressure can serve as a valuable check on authorities, there is a risk that resources and attention may be disproportionately allocated to cases that gain traction on social media, potentially at the expense of equally or more serious cases that do not receive viral attention.

The influence of political connections on law enforcement responses to viral cases is a particularly concerning finding. This suggests that the phenomenon is not merely a result of technological challenges but is also deeply



rooted in existing power structures and systemic inequalities within Indonesian society. Addressing this issue will require not only technical solutions but also broader efforts to strengthen the independence and integrity of law enforcement institutions.

The emergence of digital vigilantism as a response to perceived inaction by law enforcement represents a concerning trend. While it reflects the public's desire for justice and accountability, it also poses significant risks to due process and individual rights. This phenomenon underscores the need for law enforcement to build trust with the public and to demonstrate their commitment to justice in a more visible and convincing manner.

The generational divide in perceptions of justice and expectations of law enforcement points to a broader societal shift in Indonesia. As younger, more digitally native generations increasingly engage with social and political issues through social media, there is a growing demand for more transparent, responsive, and accountable governance. Law enforcement agencies will need to adapt to these changing expectations while also educating the public about the complexities and constraints of legal processes.

The gaps in existing legal frameworks for addressing viral social media cases highlight the need for legislative reform. Policymakers must work to update laws and regulations to better address the unique challenges posed by the digital age, balancing the need for swift justice with the protection of individual rights and the integrity of legal processes.

The lack of digital literacy among both the public and some law enforcement officials emerges as a key area for intervention.

Improving media literacy and digital competency across society could help mitigate misunderstandings and unrealistic expectations, fostering a more informed and constructive dialogue between citizens and law enforcement.

The role of traditional media in amplifying viral cases underscores the continued importance of responsible journalism in shaping public discourse. There is a need for closer collaboration between law enforcement, media outlets, and social media platforms to ensure accurate and balanced reporting on viral cases, helping to temper public reactions and manage expectations.

The trend of citizens turning to social media as an alternative platform for seeking justice reflects a broader crisis of confidence in formal institutions. While this can serve as a powerful tool for accountability, it also risks undermining the rule of law if taken to extremes. Rebuilding trust in the formal justice system must be a priority to ensure the long-term stability and fairness of Indonesia's legal landscape.

The psychological toll on law enforcement officers caught between public demands and institutional constraints is a often overlooked aspect of this phenomenon. Addressing this issue will require not only improved training and support for officers but also efforts to foster greater public understanding of the challenges faced by law enforcement in the digital age.

The comparative analysis with other Southeast Asian countries offers valuable insights for regional cooperation and knowledge sharing. While each country faces unique challenges, there are opportunities for collaborative approaches to addressing



common issues related to law enforcement, social media, and justice in the digital age.

The potential long-term implications of this phenomenon on public trust and the rule of law in Indonesia cannot be overstated. If left unaddressed, persistent perceptions of injustice could lead to a further erosion of confidence in formal institutions, potentially threatening social stability and democratic governance.

Looking forward, addressing this complex phenomenon will require a multifaceted approach involving legal reform, institutional capacity building, public education, and improved communication strategies. By fostering greater transparency, responsiveness, and accountability in law enforcement, while also promoting digital literacy and responsible social media use among the public, Indonesia can work towards bridging the gap between viral justice and the rule of law in the digital age.

Conclusion

The phenomenon of law enforcement seemingly ignoring justice in viral social media cases in Indonesia represents a complex intersection of technological, social, and institutional challenges. This study has revealed the multifaceted nature of the issue, highlighting the disconnect between public expectations and law enforcement realities, the impact of political influence, and the emergence of digital vigilantism. The findings underscore the urgent need for comprehensive reforms in law enforcement practices, legal frameworks, and public communication strategies. As Indonesia continues to navigate the digital age, addressing these challenges will be crucial for maintaining public trust, ensuring equitable

justice, and upholding the rule of law. By fostering greater transparency, improving digital literacy, and adapting institutional practices to the realities of the social media era, Indonesia can work towards a more responsive and just legal system that meets the evolving expectations of its citizens while preserving the integrity of due process.

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