

BUKTI KORESPONDENSI
ARTIKEL JURNAL INTERNASIONAL BEREPUTASI SCOPUS

Judul Artikel : Culture of Communication in The Space of Co-Working Newsroom of Online Media

Jurnal : Jurnal Solid State Technology Vol. 63 No.2s (2020) 3636-3649
<http://solidstatetechonology.us/index.php/JSST/article/view/2460>

Penulis : Ido Prijana Hadi, Tiffany Valentina, Felecia Sugianto

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**1. Bukti korespondensi menanyakan
perihal Konferensi dalam situasi
Pandemi Covid 19
(26 Agustus 2020)**



Ido Prijana Hadi <ido@petra.ac.id>

"FINAL30" - Book your slot to participate in International conference by availing 30 USD concession

Science Society <info@sciencesociety.co>
To: ido@petra.ac.id

Wed, Aug 26, 2020 at 7:35 PM

Dear IdoPrijana Hadi,

Thanks for your interest towards our **INTERNATIONAL CONFERENCE ON SOCIAL SCIENCE AND HUMANITIES -(ICSSH-20) on 24th September 2020 on Malang**

If you cannot attend the conference due to COVID-19 threat, you can present your research paper via Skype or pre recorded video in the conference.

The researchers who wants to avail flat 30 USD discount on the registration fee can use the Coupon Code "FINAL30" to register in this conference.

You can make the payment in the payment link given in the acceptance letter attached to this email.

Step 1: Click on the payment link given in the acceptance letter

Step 2: You will go through a payment gateway, there you have to enter your registration fee

Step 3: It will ask for coupon code there you can use this **coupon code "FINAL30"** to avail your flat discount of 30 USD in your registration fee. (It will directly reduce 30 USD from your registration fee)

This offer is valid only on 11th September 2020.

You are requested to release the payment and mail us the screen of successful payment release with your name and title of paper as a reply to this email to confirm your registration.

Please do not hesitate to drop us an email for further assistance. We will be happy to help you.

--

With Regards,

Ananya S

Coordinator

Science Society (SS)

E.mail: info@sciencesociety.co

web: www.sciencesociety.co



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 **SCIENCESOCIETY_61802.pdf**
400K

**2. Bukti korespondensi untuk
menanyakan alamat submit paper
(8 September 2020)**



Ido Prijana Hadi <ido@petra.ac.id>

"FINAL30" - Book your slot to participate in International conference by availing 30 USD concession

Ido Prijana Hadi <ido@petra.ac.id>

Tue, Sep 8, 2020 at 1:47 PM

To: Science Society <info@sciencesociety.co>

Dear Committee,

I need information for the address link submit paper? Do I submit a paper directly to one of the journals on the link on the ICSSH website "JOURNAL A-Z"?

<https://www.ardaconference.com/events/journal.php?id=1220349&&domain=sciencesociety.co>

Thank you very much for your help

Regards

Ido

[Quoted text hidden]

3. Bukti informasi untuk partisipasi konferensi (8 September 2020)



Ido Prijana Hadi <ido@petra.ac.id>

"FINAL30" - Book your slot to participate in International conference by availing 30 USD concession

Science Society <info@sciencesociety.co>
To: Ido Prijana Hadi <ido@petra.ac.id>

Tue, Sep 8, 2020 at 8:05 PM

Dear IdoPrijana Hadi,

Thanks for your mail!

First you have to complete the conference.

After the conference we will forward your paper for journal publication.

If you want to select a particular journal for your paper then your registration fee differs based on the journal you choose.

Feel free to contact us for any other clarification.

[Quoted text hidden]

[Quoted text hidden]



[Quoted text hidden]

4. Bukti pembayaran konferensi (10 September 2020)



Ido Prijana Hadi <ido@petra.ac.id>

Your order#5f59983934cd4 on <https://www.ardaconference.com> is successful.

3 messages

orders@ccavenue.com <orders@ccavenue.com>
To: ido@petra.ac.id

Thu, Sep 10, 2020 at 10:17 AM

ARDA Conference Pvt Ltd

Dear **Dr.Ido Prijana Hadi**,Thank you for your order from <https://www.ardaconference.com>For your convenience, we have included a copy of your order below. The charge will appear on your credit card / Account Statement as '**ccavenue.com/charge**'

| Order# | CCAvenue Reference # | Order Date |
|---------------|----------------------|---------------------|
| 5f59983934cd4 | 109956648124 | 10/09/2020 08:47:20 |

Billing Details

Customer: Dr.Ido Prijana Hadi | ido@petra.ac.id | 0818373794**Address:** [Jl.Citra Melati No.68](#), Citra Tropodo, Waru, Sidoarjo
61256 ,Indonesia ,Sidoarjo 0. Indonesia**Customer IP:** 203.189.123.33**Pay Mode:** Credit Card - MasterCard**Bank Ref #:** 294308**Instructions:** Conference&Journal

Order Amount: USD 380.00

Net Payable: USD 350.00

Ido Prijana Hadi <ido@petra.ac.id>
To: Science Society <info@sciencesociety.co>

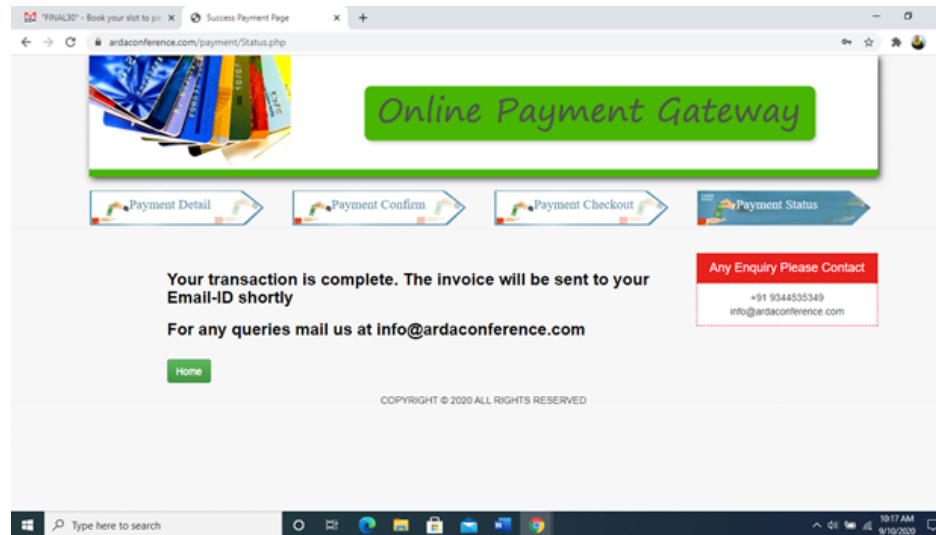
Thu, Sep 10, 2020 at 10:33 AM

Dear Ananya S, Coordinator of the Science Society (SS)

ICSSH 20 Committee in Malang,
I have registered and paid for conferences and journals. I forward the transaction information in this email.

My Paper ID: SCIENCESOCIETY_09782

Thank you very much.
Regards
Dr. Ido Prijana Hadi
[Quoted text hidden]



Science Society <info@sciencesociety.co>
To: Ido Prijana Hadi <ido@petra.ac.id>

Thu, Sep 10, 2020 at 1:27 PM

Dear IdoPrijana Hadi,

Thanks for your time and interest!

We have received your payment.

For virtual presentation kindly share your paper in ppt format or as a pre-recorded video along with the final word format to our mail.

Feel free to contact us for any other clarification.

[Quoted text hidden]

[Quoted text hidden]



--

With Regards,

Ananya S

Coordinator

Science Society (SS)

E.mail: info@sciencesociety.co

web: www.sciencesociety.co



Unsubscribe If you no longer wish to receive mail from us.

Online Payment Receipt

INTERNATIONAL CONFERENCE ON SOCIAL SCIENCE AND HUMANITIES -(ICSSH-20)

24th September 2020



Reference ID : 109956648124
Received : 10th September 2020
Amount Paid : USD 350

Name : **Dr. Ido Prijana Hadi**
Email : ido@petra.ac.id
Place : Jl.Citra Melati No.68, Citra Tropodo, Waru, Sidoarjo 61256 ,
Indonesia

| Invoice / Items | Unit Price | Quantity | Amount |
|-----------------------------------------------------------------------------------------------------------------------------------------|------------|----------|---------|
| Registration for SCIENCESOCIETY_09782  | 350 USD | 01 | 350 USD |
| | Sub Total | | 350 USD |
| | Net Amount | | 350 USD |

This is a computer generated online receipt, No Signature Required

5. Bukti penerimaan abstrak (9 September 2020)



Ido Prijana Hadi <ido@petra.ac.id>

Acceptance letter for your Research paper

2 messages

Science Society <info@sciencesociety.co>
To: ido@petra.ac.id

Wed, Sep 9, 2020 at 4:26 PM

Dear Sir/Madam,
Thanks for submitting your abstract for our conference. Your paper got accepted for this conference.

Note: If you cannot attend the conference due to COVID-19 threat, you can present your research paper virtually in the conference by virtual presentation. We will take care of the journal publication in a well reputed journal .

--

With Regards,

Ananya S

Coordinator

Science Society (SS)

E.mail: info@sciencesociety.co

web: www.sciencesociety.co



[Unsubscribe](#) If you no longer wish to receive mail from us.

 **SCIENCESOCIETY_09782.pdf**
400K

Ido Prijana Hadi <ido@petra.ac.id>
To: Science Society <info@sciencesociety.co>

Thu, Sep 10, 2020 at 1:48 PM

Dear, ICSSH 20 Committee in Malang,
Ananya S,

I have registered and paid for conferences and journals. I forward the transaction information in this email.

My Paper ID: SCIENCESOCIETY_09782

Thank you very much.
Regards
Dr. Ido Prijana Hadi

On Wed, Sep 9, 2020 at 4:26 PM Science Society <info@sciencesociety.co> wrote: Dear Sir/Madam,
[Quoted text hidden]



Ardaconference.com.jpg
84K

INTERNATIONAL CONFERENCE ON SOCIAL SCIENCE AND HUMANITIES (ICSSH-20)

24th September-2020 , Malang, Indonesia

Acceptance Letter

Paper Id: SCIENCESOCIETY_61802

Authors Name: Ido Prijana Hadi, Tiffany Valentina Yunita, Felecia Sugianto

Dear Authors,

On behalf of the planning committee of the **INTERNATIONAL CONFERENCE ON SOCIAL SCIENCE AND HUMANITIES (ICSSH-20)** we are very pleased to inform that your proposal **"Culture of Communication in The Space of Co-Working News room of Online Media"** has been accepted and that you are invited to attend our conference.

We would like to remind you that you have to register as a participant for the conference, which will be held on **24th September-2020 , Malang, Indonesia**

The conference website <https://sciencesociety.co/conf/index.php?id=1220349> includes all up-to-date information about the conference, registration, full length paper submission, venue and contact details.

For Registration @ <https://sciencesociety.co/conf/reg.php?id=1220349>

We hope to see you in **Indonesia**. If you have any questions, please contact the conference office at info@scienesociety.co

Sincerely,



Dr. Allena Whitfield
President
Science Society



+91-9344535394



info@sciencesociety.co



www.sciencesociety.co

**6. Bukti pendaftaran pembayaran
konferensi dan jurnal
(10 September 2020)**



Ido Prijana Hadi <ido@petra.ac.id>

Registration form and print screen of payment

10 messages

Ido Prijana Hadi <ido@petra.ac.id>
To: Science Society <info@sciencesociety.co>

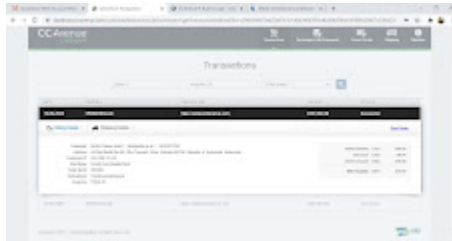
Thu, Sep 10, 2020 at 2:18 PM

Dear, ICSSH 20 Committee in Malang,
Ananya S,

I have registered and paid for conferences and journals. I forward the transaction information in this email.

My Paper ID: **SCIENCESOCIETY_09782**

Thank you very much.
Regards
Dr. Ido Prijana Hadi

2 attachments

Ardaconference.com.jpg
84K

 **registration-form.pdf**
113K

Science Society <info@sciencesociety.co>
To: Ido Prijana Hadi <ido@petra.ac.id>

Thu, Sep 10, 2020 at 8:04 PM

Dear IdoPrijana Hadi,

Thanks for your time and interest!

We have received your payment.

For virtual presentation kindly share your paper in ppt format or as a pre-recorded video along with the final word format to our mail.

Feel free to contact us for any other clarification.

[Quoted text hidden]

[Quoted text hidden]



--

With Regards,

Ananya S

Coordinator

Science Society (SS)

E.mail: info@sciencesociety.co

web: www.sciencesociety.co



[Unsubscribe](#) If you no longer wish to receive mail from us.

Ido Prijana Hadi <ido@petra.ac.id>
To: Science Society <info@sciencesociety.co>

Fri, Sep 11, 2020 at 3:24 PM

Hello Ananya S,

I have some questions to you.

1. Will the committee hold a face-to-face conference in Malang? where is the location?
2. What media channels will the committee provide for the virtual conference speaker presentation, so that I can prepare myself?
3. When can I get a valid payment invoice from the science society committee?

Thank you very much for the help and response,

Greetings.

Ido PH

[Quoted text hidden]

Science Society <info@sciencesociety.co>

To: Ido Prijana Hadi <ido@petra.ac.id>

Fri, Sep 11, 2020 at 8:06 PM

Dear Sir/Madam,

Thanks for writing to us!


This is to confirm you that the conference will happen through virtual medium.

Presentation time slot and presentation medium will be provided on or before 21st September 2020.

Please find the attached payment receipt for your registration.

Feel free to contact us for any other clarification.

[Quoted text hidden]

 **SCIENCESOCIETY_09782 Payment Receipt.pdf**
302K

Ido Prijana Hadi <ido@petra.ac.id>

To: Science Society <info@sciencesociety.co>

Wed, Sep 23, 2020 at 11:07 AM

Dear, ICSSH 20 Committee in Malang,
Ananya S,

Please let me be informed of the zoom address of ICSSH, 24 September. I will prepare my paper in ppt format for Thursday's presentation.

Greetings

Ido Prijana Hadi

On Thu, Sep 10, 2020 at 8:04 PM Science Society <info@sciencesociety.co> wrote:

[Quoted text hidden]

Science Society <info@sciencesociety.co>

Wed, Sep 23, 2020 at 12:19 PM

To: Ido Prijana Hadi <ido@petra.ac.id>

Dear Ido Prijana Hadi ,

Greetings for the day!

Regarding virtual presentation we would like to provide the following options,

1. You can present your paper through Google Meet/Google Hangout by 1:30 PM by Indonesia time which is 12:00 PM by our IST on 24th September 2020(you can present your paper through ppt presentation)

2. If you are unable to attend the virtual conference you can share your ppt presentation or pre-recorded video to our mail info@sciencesociety.co

For any above option you will receive the certificate and proceeding to your mail, also your paper will be forwarded for journal publication.

Kindly confirm us about your interest asap.

[Quoted text hidden]

Ido Prijana Hadi <ido@petra.ac.id>

Wed, Sep 23, 2020 at 2:12 PM

To: Science Society <info@sciencesociety.co>

Dear ICSSH Committee,

I can present my paper via google meet at 1:30 PM. Please give me the google meet address. Moreover, as a back-up, I will also send the presentation in ppt format to info@sciencesociety.co

Thank you very much for your attention,

Regards,

Ido

[Quoted text hidden]

Science Society <info@sciencesociety.co>
To: Ido Prijana Hadi <ido@petra.ac.id>

Wed, Sep 23, 2020 at 6:45 PM

Dear Ido Prijana Hadi ,

Thanks for the confirmation!

Due to connectivity issue we unable to conduct the virtual conference tomorrow.

Please confirm us if your are interested to present your paper on 26th September, Saturday.

If you confirm us we will provide you slot and further details.

[Quoted text hidden]

Ido Prijana Hadi <ido@petra.ac.id>
To: Science Society <info@sciencesociety.co>

Wed, Sep 23, 2020 at 8:33 PM

Good night,

Dear ICSSH 20 Committee,

Following up on the committee's email, when the virtual conference was postponed and held on Saturday 26 September, I apologize very much for not being able to present my paper. Because on that date it clashed with the university graduation ceremony, where I had to attend virtually to graduates in the field of communication sciences at Petra Christian University.

Nevertheless, I submit my presentation material in ppt format. Can the committee accept my reasons for this?

I look forward to receiving a certificate and proceedings. Including, the publication of my paper on the high impact factor journal.

Once again I thank you for the kindness of the committee. God bless ICSSH.

Greetings from Surabaya, Indonesia

Ido Prijana Hadi

[Quoted text hidden]



SCIENCESOCIETY_61802_IDO PRIJANA HADI.pptx
1820K

Science Society <info@sciencesociety.co>
To: Ido Prijana Hadi <ido@petra.ac.id>

Wed, Sep 23, 2020 at 8:55 PM

Dear Ido Prijana Hadi,

Thanks for the mail!

From Science Society we would like to congratulate for your Graduation.

We accepting your submitted presentation instead of your virtual participation.

You will receiving the conference certificate and proceeding to your mail within 24 to 48 hours.

After the conference date your paper will be published within 45 days in well reputed Scopus Indexed Journal.

Feel free to contact us for any other clarification.

[Quoted text hidden]

**7. Bukti pemberian sertifikat
presentasi kehadiran konferensi
(28 September 2020)**



Ido Prijana Hadi <ido@petra.ac.id>

Conference Certificate

1 message

Science Society <info@sciencesociety.co>
To: ido@petra.ac.id

Mon, Sep 28, 2020 at 6:08 PM

Dear IdoPrijana Hadi,

Greetings for the day!

Please find the attached conference certificate.

--

With Regards,

Ananya S

Coordinator

Science Society (SS)


E.mail: info@sciencesociety.co

web: www.sciencesociety.co



[Unsubscribe](#) If you no longer wish to receive mail from us.

3 attachments

 **Ido Prijana Hadi 2.pdf**
1290K

 **Ido Prijana Hadi.pdf**
1290K

 **Ido Prijana Hadi 1.pdf**
1290K



CERTIFICATE

— OF PRESENTATION —

INTERNATIONAL CONFERENCE ON SOCIAL SCIENCE AND HUMANITIES -(ICSSH-20)

24th September 2020, Malang, Indonesia

This is to certify that **Ido Prijana Hadi**

of..... Petra Christian Universityhas done his/her

excellence in presenting the research paper titled....."Culture of Communication in The Space of Co-Working

Newsrooom of Online Media "

on 24th September 2020 at Malang, Indonesia.

Dr.Allena Whitfield
President



Ananya S
Co-ordinator

2020

**8. Bukti penerimaan prosiding
konferensi dan *submit copyright
form* untuk proses publikasi
jurnal SCOPUS
(28 September 2020)**



Ido Prijana Hadi <ido@petra.ac.id>

Conference Proceeding

3 messages

Science Society <info@sciencesociety.co>
To: ido@petra.ac.id

Mon, Sep 28, 2020 at 6:09 PM

Dear IdoPrijana Hadi,

Greetings for the day!

Please find the attached conference proceeding.

We request you to fill and submit the attached copyright form for publication process.

Kindly submit your paper in word format along with copyright form as soon as possible.

Looking forward to hear from you soon.

--

With Regards,

Ananya S

Coordinator

Science Society (SS)

E.mail: info@sciencesociety.co


web: www.sciencesociety.co



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2 attachments

 **Conference COPY RIGHT FORM _ARDA.docx**
189K

 **September24-SS-ICSSH-20-(Malang,Indonesia).pdf**
4352K

Ido Prijana Hadi <ido@petra.ac.id>
To: Science Society <info@sciencesociety.co>

Mon, Sep 28, 2020 at 7:45 PM

Dear ICSSH-20 Committee,
Warm greetings from Surabaya, Indonesia.

I have received my e-certificate and proceedings. In accordance with the committee's email, I sent a completed copyright form for publication of a reputable journal with SCOPUS index, moreover, I submitted the paper in word format. Thank you very much for your attention, appreciation to the committee for their fast and friendly service.

With regards,

Ido Prijana Hadi
Author
Department of Communication Science,
Petra Christian University, Indonesia

[Quoted text hidden]

2 attachments

 **Conference COPY RIGHT FORM _ARDA.pdf**
219K

 **Article-ICSSH-SCIENCESOCIETY_61802.doc**
966K

Science Society <info@sciencesociety.co>
To: Ido Prijana Hadi <ido@petra.ac.id>

Tue, Sep 29, 2020 at 12:46 PM

Dear Ido Prijana Hadi,

Thanks for your mail!

We have received your copyright form and word format paper.

We will keep you in update about the publication process.

[Quoted text hidden]

[Quoted text hidden]



[Quoted text hidden]

Copyright Form- For Conference and Scopus Publication

Title of the Paper:

Culture of Communication in the Space of Co-Working Newsroom of Online Media

Corresponding Author:

Ido Prijana Hadi; Tiffany Valentina Yunita; Felecia Sugianto

Affiliation:

Department of Communication Science, Petra Christian University, Indonesia

Address:

Jl. Siwalankerto 142-144 Surabaya 60236, Indonesia

E-mail: ido@petra.ac.id

Tel: +62818373794

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5. The Author signs for and accepts responsibility for releasing this material on behalf of any and all co-authors.



+91 93445 35349



**info@ardaconference.com
www.arदाconference.com**

6. The right to use all or part of this article, including tables and figures in future works of their own, provided that the proper acknowledgment is made to the Publisher as copyright holder.
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8. This paper has not been published in the same form elsewhere for publication prior to acceptance/rejection by this Journal.
9. By submission of an article the corresponding author confirms that all co-authors have seen and approved the validity of the contents and approve the manuscript's submission. On behalf of all co-authors, the corresponding author shall take complete responsibility for the submission and its correspondence and the ARDA cannot be held responsible for any incomplete or incorrect manuscript submitted by the corresponding author(s).
10. No authors will be added or removed after the submission of the article.
11. The corresponding author also declares that on the acceptance of the manuscript she/he is responsible for the payment of the publication fee in those journals that carry a required fee on acceptance.
12. After signing the copyright form, withdrawn of Article from the respected Journal is not acceptable and Article Processing Fee is not refundable.
13. Journal have the right to reject the article and ARDA is not involved in the decision making process.
14. ARDA do not involve in any process of enlisting the articles into the indexed databases like SCOPUS, Web of Science, UGC, etc.
15. ARDA do not involve in any selection of the Journal while publishing the article. ARDA will not force any authors to publish their articles in any particular journal.
16. For any dispute or related violence, it will be discussed and considered only in front of 'Judiciary of Chennai' at Chennai, Tamil Nadu, India.

I have read and agreed to the above Terms and conditions

Date: September 28, 2020



Corresponding Author Signature



+91 93445 35349



info@ardaconference.com
www.arदाconference.com



International Conference on Social Science and
Humanities
(ICSSH-20)

Malang, Indonesia
24th September, 2020

Science Society

www.sciencesociety.co

Publisher: SS Explore

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SS-Explore

Editorial:

We cordially invite you to attend the International Conference on Social Science and Humanities (ICSSH-20), which will be held in Malang, Indonesia on September 24th, 2020. The main objective of ICSSH-20 is to provide a platform for researchers, students, academicians as well as industrial professionals from all over the world to present their research results and development activities in Social Science and Humanities. This conference provides opportunities for the delegates to exchange new ideas and experience face to face, to establish business or research relations and to find global partners for future collaboration.

These proceedings collect the up-to-date, comprehensive and worldwide state-of-art knowledge on software engineering, computational sciences and computational science application. All accepted papers were subjected to strict peer-reviewing by 2-4 expert referees. The papers have been selected for these proceedings because of their quality and the relevance to the conference. We hope these proceedings will not only provide the readers a broad overview of the latest research results on Electrical, Electronics and Computer Science Engineering but also provide the readers a valuable summary and reference in these fields.

The conference is supported by many universities and research institutes. Many professors played an important role in the successful holding of the conference, so we would like to take this opportunity to express our sincere gratitude and highest respects to them. They have worked very hard in reviewing papers and making valuable suggestions for the authors to improve their work. We also would like to express our gratitude to the external reviewers, for providing extra help in the review process, and to the authors for contributing their research result to the conference.


Since July 2020, the Organizing Committees have received more than 40 manuscript papers, and the papers cover all the aspects in Social Science and Humanities. Finally, after review, about 11 papers were included to the proceedings of ICSSH-2020.

We would like to extend our appreciation to all participants in the conference for their great contribution to the success of International Conference 2020. We would like to thank the keynote and individual speakers and all participating authors for their hard work and time. We also sincerely appreciate the work by the technical program committee and all reviewers, whose contributions make this conference possible. We would like to extend our thanks to all the referees for their constructive comments on all papers; especially, we would like to thank to organizing committee for their hard work.

Acknowledgement

SS is hosting International Conference on Social Science and Humanities this year in month of September. International Conference on Social Science and Humanities will provide a forum for students, professional engineers, academician, and scientist engaged in research and development to convene and present their latest scholarly work and application in the industry. The primary goal of the conference is to promote research and developmental activities in Social Science and Humanities and to promote scientific information interchange between researchers, developers, engineers, students, and practitioners working in and around the world. The aim of the Conference is to provide a platform to the researchers and practitioners from both academia as well as industry to meet the share cutting-edge development in the field.

I express my hearty gratitude to all my Colleagues, Staffs, Professors, Reviewers and Members of organizing committee for their hearty and dedicated support to make this conference successful. I am also thankful to all our delegates for their pain staking effort to travel such a long distance to attain this conference.

A handwritten signature in green ink, appearing to read 'A. Whitfield', with a long horizontal stroke extending to the right.

Dr. Allena Whitfield
President
Science Society (SS)

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From Anorexia Nervosa to Ana & Mia

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Abstract:-- Anorexia nervosa has been a matter of concern in the Western society for decades. Sometimes people talk about anorexia as a deeply perplexing illness and health experts acknowledge that it is a disorder of a very difficult treatment. Although, in addition to the biological and psychological dimension, people also speak about social factors as possible explanations of the disorder, the fact is that social explanations are generally treated in a very superficial manner. The main thesis of this article is that we can hardly achieve a good understanding of anorexia nervosa without soundly taking into consideration its social and cultural foundations. They are precisely the ones that make many of those who suffer from it understand the eating disorder not as a disease but also as a lifestyle. Thus, it can be of interest to put into contrast that conventional perspective, which conceptualizes anorexia as a disease, as an irrational behavior understood within the old mind/body dichotomy and centered on the individual patient with a view more focused on the social and cultural dimensions. According to this alternative view, we can understand anorexia as a lifestyle (Ana&mia), as a rational (although harmful) behavior that involves a constant and dialectic interplay between Körper/Leib and that grants agency to an anorectic person within a complex framework of social relations and its own semiotic community. Not denying the psychological traits, which often accompany many anorectics and reinforce their life choice such as obsessive (perhaps we could even say passionate!?) behavior or difficulties in emotional expression, this alternative view of anorexia can contribute to better understanding of this kind of eating disorder.

INTRODUCTION

Anorexia nervosa has been a matter of concern in the Western society for decades. Since the body is of great interest for anthropology, we cannot ignore the contributions that this discipline can make towards better understanding this issue. In this respect, the theoretical approach of the social presentation of the body [1] may be helpful to us. From the actor's point of view, speaking of social presentation of the body implies the existence of a conceptualization about (external) aspects of the body, recognition of the big role that the body plays within social relations as well as different strategically premeditated actions concerning this body appearance in the view of personal purposes. If, according to Susan Bordo, we can understand anorexia nervosa as a characteristic expression of our society, or the crystallization of everything that fails in it, rather than an anomaly or aberration [2] it is perfectly suitable to resort to social theory to better understand all that anorexia nervosa implies. A report about anorexia nervosa of the National Institutes of Health in the USA published in 2004 stresses the fact that it is difficult to treat it: "Despite progress in understanding the biologic and genetic underpinnings of these disorders as well as preliminary data suggesting that if treated early the majority of patients do recover, the perception remains that these are untreatable, self-imposed disorders" [3]. In the conclusions of the report it is added that there is still very little research done to come up with an effective treatment, and in fact, this idea that concerning anorexia

nervosa we are facing a very difficult challenge is a constant issue in the specialized literature [4]. The conceptualization of anorexia nervosa is closely related to the idea that we have of "body", and obviously, its treatment will depend on our conceptualization of anorexia. The question is that, if the treatment produces poor results, may it be a consequence of our conceptualization of the body and therefore of anorexia? Without any doubt, in the case of anorexia nervosa, people recognize its social aspects. In fact, there are explanatory attempts of this problem from three different viewpoints: biological, psychological and socio-cultural factors [5]. Nevertheless, when people speak of the social factors, people have in mind what is called the "social environment". Therefore, for example, in the latest edition of the Diagnostic and Statistical Manual of Mental Disorders published by the influential American Psychiatric Association all that is said in this respect is the following: "Historical and cross-cultural variability in the prevalence of anorexia nervosa [6] supports its association with cultures and settings in which thinness is valued. Occupations and avocations that encourage thinness, such as, modeling and elite athletics, are also associated with increased risk" [7]. The ideology of a consumer society, as well as the influence of the powerful mass media, which spreads skinny body images are important reasons that explain the current magnitude of the epidemic among teens. As Abigail Bray wrote, "the idea that women 'catch' psychiatric diseases from the media constitutes a form of (scientifically sanctioned) common sense" [8]. But this is not enough. I would even say that it is a very superficial

manner of understanding the problem. No doubt that these are powerful reasons but there may be other much more important social and cultural reasons, especially those which concern our own structure of thought. And in this respect, the contribution of the anthropological approach can be very relevant. According to Richard O'Connor and Penny Van Esterik, if modern medicine has so many problems to understand and to treat anorexia, it is precisely for not moving from Cartesian dualism [9] namely: The idea that we have of an "individual" within the individual/society duality. The concept that we have of body, strongly attached to Platonic roots and clearly Cartesian mind/body dichotomy.

INDIVIDUAL - SOCIETY DUALITY

We know that an individual isolated from the rest of the society is a mere abstraction and the very idea of society pre-supposes that it is made up by individuals. Dealing with the issue "society versus individual" it is often and rightly claimed that it is a false dichotomy since these two separate realities are, in fact, not imaginable. We are speaking then of a duality, a construct that anthropology tries to overcome. It is better to consider the individual and the society as two different aspects of the same reality, losing in this manner their status of independent entities. We can conceive society as spaces of connections in which individuals emerge. Therefore, our attention has to be focused "neither in the individual psyche nor in social structures, but in the interactive processes that take place routinely between people" [10]. Individual and society constitute two inseparable system components, and neither one is conceivable without the other. We can understand societies as interacting individuals in the same way as we can understand the individual as the concrete result of these interacting individuals. The traditional concept of individual - as a kind of closed box- is an ideal image just like that of the *homo clausus*, which Norbert Elias rightly criticizes (1978: 119). It would be a mistake to think that we really are individuals in all what this word implies. We are "fragments", parts of a whole; that what we are, we are in and with each other. If we believe in the idea of individuals, it is because of an ideology of any kind: social, political or religious. We produce ourselves and become persons through interactions with each other. Identity always means a defined self within a social reality. Are we aware of this fact when we try to understand anorexia nervosa? Are we aware when we try to treat it? Precisely one of the criticisms that has been made about the concept of "body image", which is so important for the conceptualization of anorexia, is that body image discourse rests on a fundamental split between the individual and society [10]. Society is seen as an external force that acts on the vulnerable minds of people with anorexia. This split between the individual and society results in individualistic

explanations for women's anxiety and distress about their bodies [10]. As George Herbert Mead stated, we can't see ourselves at all without also seeing ourselves as other people see us [11]. For all these reasons, we must be aware that if we speak about the phenomenon of anorexia nervosa as a problem, it is not just the problem of the person who suffers; it is a social problem. That is why it has been said that anorexia nervosa and bulimia are individual solutions to social problems [12].

DUAL CONCEPTUALIZATION OF THE BODY

Today we know that the body is not a purely objective data, but the result of a social and cultural production [13]. As Susan Bordo said, our bodies, just like everything that is human, are constituted by culture [2]. And in the conceptualization of the body, the dualistic idea of body/mind is the one that prevails in our society. Thus, for example, in a book on anorexia we can read: "The conscience is to the body what a radio program is to the receiver. Given that the conscience represents an immaterial and own quality, it is naturally not product of the body or depends on the existence of this. Therefore, it is a mistake to say that the body is ill; what is ill is the mind of the carrier of the disease, even though the state of disease manifests in the body as a symptom" [14]. Thus, the most normal is that, in the case of mental illnesses, people recognize these two different entities mind and body: two entities connected between themselves with what we call "perception". The body is what the individual mind can see [15]. The mind is researched while the body is relegated to the status of a physical object (Ibid.). In this sense the body is something that people have, rather than what people are. Michael Lambek says that in the duality body/mind it is not the case of an opposition between logical opposites (as good/evil) or empirical opposites (as life/death) but also of incommensurables: "I claim, refer not to contraries or opposites, but to fundamental incommensurables in human experience. Incommensurables by definition are not susceptible to measurement by a common yardstick. In this way they are radically different from binary oppositions who are by definition, in the phonological prototype, are relational and constituted by their commensurability. There is no place half-way between mind and body, people cannot be all body or all mind. The mistake of Cartesianism lies not in its dualism, not in distinguishing mind from body, but in assuming that the relationship between them is one that can be definitively and unilaterally established [16]. The ideas of Husserl, differentiating between *Körper* and *Leib* [17] the phenomenology of Merleau-Ponty differentiating between body as object and live body [18] and especially the idea of embodiment, as it has been defined by Thomas J Csordas help us overcome the alleged mind/body dichotomy. Through the idea of embodiment, the body is

understood not as an object, as it is for biomedicine, but as a real subject of sensations and experiences, as source - therefore- of subjectivity.

SOCIAL PRESENTATION OF THE BODY AND ANOREXIA. ANOREXIA AS A CULTURAL BEHAVIOR

Bearing in mind the need to overcome this individual/society and body/mind Cartesian dualities, the case of anorexia nervosa can be perfectly analyzed within the context of the theoretical frame of the social presentation of the body. By definition, the social presentation of the body refers directly to the expressive dimension of our behavior. That is to say, by the way in which we present the bodies to the others we do not only "do" things to but also "say" things to. In this way we can approach to anorexia nervosa not as a result of an organic or psychological dysfunction, but as a behavior which has to do with the social presentation of the body and which involves a creation of sense; as something that aims to act and to express. From the theoretical perspective of the presentation of the body, I prefer to denominate Ana&mia as what is known as "anorexia nervosa". This serves us for de-pathologizing the concept in order to fully understand it in the social and cultural dimension. Ana&mia should not be primarily understood as a disease but as a cultural behavior focused on the desire to achieve and maintain an extremely skinny body. The essential characteristics of this behavior include the fact of carrying out certain procedures in order to have a thin body – more than what is considered healthy - making sure the existence of iron will not increase the weight and to have very demanding evaluation criteria about the one's own body complexion, always aimed at extreme thinness as an ideal. The case of Ana&mia is characterized by giving a great importance to the social presentation of the body. People place great attention on everything that refers to the general body care or clothing and Ana&mia has obviously to do with body modification. This cultural behavior includes thus certain values as well as specific techniques in order to get a slimmer body, among them those that involve malnutrition, either through deprivation of food or purgative measures. This is a behavior that, like so many other cultural manifestations, may be extremely insane and self-destructive. In this theoretical approach we will leave aside the fact of considering anorexia nervosa as a disease. Whether or not it has to be considered as a disease, is something that falls on health professionals and not to anthropology. But I think it may be of interest to put this possibility into brackets, in order to address anorexia from a different aspect. In this way we can see anorexia through the perspective of determined aspects which are not taken into account enough and which perhaps can allow us to better understand the issue and facilitate its treatment. In

addition, I think that the reasons to conceptually take into account this methodological bracket are well justified: First of all, and by now, there is not any solid basis that allows us to think that anorexia nervosa is a disease from a biological perspective [19,20] Even the so called "body distortion", which is often ascribed to anorectics and that is presented as a clear pathognomonic sign, has been refuted [21,22]. From the emic point of view, anorexia nervosa is not usually considered a disease. The difficulties of its treatment. As I said at the beginning, there is a perception that anorexia is something intractable [3] and this may be precisely due to a problematic conceptualization of anorexia. We also have to remember that diseases are not entities, they are explanatory models [23] and therefore, according to the context, the same phenomenon may or may not be considered an illness. For our purposes, thus, we can discard here the explanatory model that understands anorexia as a disease. The fact that we can understand Ana&mia not as a disease does not mean that many of the people who are following this way of life can not suffer psychological disorders of different nature. Furthermore, although we conceptualize anorexia as cultural behavior, it is clear that this behavior involves an abuse of the body, with serious consequences that may even lead to death, and therefore, we have to talk here of a deeply insane behavior. We cannot be so misguided as to consider anorexia nervosa as cultural behavior when in the medical field it is understood as a culture-bound syndrome, that is, within those kinds of disorders that only appear within a specific society and have a lot to do with culture. We know that culture is ideas, products and actions. In the case of anorexia we find ideas about the high value given to bodily slimness and that through determined actions (controlled eating) an extremely skinny body (product) is achieved. If identity, social order and the need of exchange are three important parameters of the social logics [1] the basic idea that we find in Ana&mia is that "I have to be thin and I follow (strict) rules and norms in order to get my desired body and to attain in this way an advantageous position in the exchange relations with the individuals that make up my social context." Just as a girl said in a pro-anorexia blog: "I want to be beautiful and loved by all, that guys pay attention to me, that they love me, I want to be attractive and want to have them all." We are speaking of generally fragile people from the point of view of identity – something obvious in teenagers (with marked body changes). Undergoing rigorous self-imposed norms (regarding food), they seek safety and intend to ensure a privileged position among peers being admired for their body and self-discipline. Understanding anorexia as cultural behavior means taking very seriously all that this implies. Concretely, it means a specific way to do things, according to determined cultural patterns; a specific way of thinking according to determined social constructs; and also, not to be forgotten, a specific manner to be

understood within the social environment which pathologizes this behavior. Understanding anorexia nervosa as cultural behavior also allows us to better understand it as a "way of life", which is how most often the concerned people see this behavior. The characteristics of this lifestyle are clearly manifested in the explanations which anorexics give about their behavior and that likewise are thoroughly reflected in the different web sites that support this type of practices. Very often we find the assertion that these people do not consider themselves sick: "Anorexia/Bulimia are lifestyle choices and we feel are not diseases" [23]. We are talking of a life style which from the anthropological point of view can be understood as a specific case within the broad area of body modification practices and which implies a frame of very specific values such as the ideal of thinness as beauty, the ideal of perfection, self-discipline, sacrifice and effort and social distinction. All these aspects are very clear in a blog where, among 50 different argued reasons in favor of anorexics, it is written: "[anorectic girls] are nice, there are few, they are seeking perfection, dress well, they are different, people envy them...As anorexics know that their social context values their behavior very negatively, in this lifestyle, resistance and cryptic attitudes are adopted that contribute to empower them: "where there is power, there is resistance" [24]. Despite being fundamentally self-destructive practices, they are not nihilistic: "I don't seek death or any of that, if I wanted to kill myself, I could take a gun and my hand would not tremble, but I don't want death, I love life, the perfection, and when I will attain my perfection, I will live and enjoy it." A lifestyle as drastic as of anorexics often presupposes a break up with family and friends. However, all lifestyles are also related to an idea of community and this idea of community, in the case of Ana&mia, is facilitated by the cyberspace. We can be sure that the current possibilities of creating virtual communities' constitute an important factor for the growth that this kind of behavior has undergone in the recent years. In these websites, among other things, a sense of community is created, and as it happens in all lifestyles a specific vocabulary is used: Princess, Ana (for "anorexia"), mia (for "bulimia"), a thinspo body, thinspiration, collar bones, thigh gap, binge, throw up, Ana Wannabe (a person who does not have anorexia but wishes to have it). We even find symbolic resources, as is the use of red bracelets for anorexia and violet ones for bulimia, as well as the ritual value given to certain actions which are typical for Ana&mia's the fact of calorie counting or the vomit in the toilet. In these internet virtual communities messages are exchanged; people give each other tips related to food practices and slimming techniques, tips for hiding Ana&mia practices from family or friends, and also for seeking or offering support. One can speak, therefore, of a true semiotic community where not only determined meanings associated with the body are shared, but also in

relation to a very important aspect for the Ana&mia world, as food is. In this cognitive orientation, food acquires a special significance according to the number of calories (people speak about "reverse calories", protein qualities, the fat content, etc.). In the same way, the circumstances accompanying food intake also receive special meanings related to the where, when or with whom the food is taken. The idea of "community" is considerably strengthened when there is a figure of the external enemy. These external enemies are those who do not understand but fight this style of life – family, people close to them, therapists, etc. At the same time, within the social sphere of the anorexia, people often sound critical to society in general, especially to the hypocrisy that involves the fact that while, on the one hand, preference is given to slender and thin bodies, on the other, anorexia practices are demonized: "I give you encouragement to be the queens of this cruel world." "People say that neither the weight nor the complexion matter, but they never put it into practice." In order to understand what is really anorexia and, at the same time, to facilitate its treatment, it is essential to give the due weight to the semiotic community of the concerned persons. In psychoanalysis, for example, a lot of importance is given to the family in order to understand the reasons that drive a person to anorexia. But on the other hand it is too often forgotten that, especially in teenagers, it is not the family that constitutes their main experiential world but their "community". It is for this community that people want to show a skinny body according to social ideals of thinness. The Ana&mia lifestyle also involves the notion of a deliberately chosen risk. People know the risks they run but they submit them to their ideals. Once I asked a girl who suffered from anorexia if she and the girls like her did not see the dangers of their behavior. She said "Of course they see it, but it doesn't matter for them". Ana&mia has to be necessarily understood, thus, within that broad range of risky activities that are particular characteristics of the young [13] and which often also imply the idea of "transgression": "Yes, I know that anorexia and bulimia are dangerous diseases, but I also know that Ana and Mia are two lifestyles, that like any other must be respected. All depends on the personal point of view. Take for example homosexuality. How many people believed years ago or even still believe that being gay is being sick? A lot of people think so, but homosexuality it is simply another way of life that deserves dignity and respect; we want to be accepted as well. "I know that it is dangerous, but it is my body, it is my mind, it is my heart: It is me who wants to be on this path without looking back, fighting for my perfection. I can lose everything, but the desire to walk this path is stronger than to be within that entire rainbow surrounding me filled with food and people. I prefer my white and black world that Ana and Mia very kindly have offered to me for life." The fact that anorexia nervosa focuses on the

expressive dimension of culture can explain two of its features: the fact that it is more typical of women and also of middle or upper social classes. In the West, there has traditionally been a tendency to value men's bodies for their performance and those of women according to their ability to express, something that is also very well reflected in the Western art [25]. This would be consistent with the fact that our society gives more importance to the physical appearance of women than of men [26] "men act and women appear" [26]. On the other hand, if food is not a problem from the point of view of the economic possibilities, i.e., it is basically assured, it becomes part of those cultural elements that can be easily taken into account in order to use them in their expressive dimension. In this manner, "things are said" through the food people take or - in the case of Ana&mia - through the not ingested food. Ana&mia is a body-centered behavior. The strength of Ana&mia is, precisely, that it is inscribed in the body, unlike many other lifestyles. We are talking about a body behavior, and in this sense it is extremely relevant to take into consideration the important Körper/Leib distinction. While people around anorectics - family and health specialists - see an emaciated Körper, with underweight problems or bradycardia among others, for an anorectic person, from the perspective of the Leib, there are many more things that come into play. It is not only important that objectification of the body is manifested in a concrete weight or a specific figure. It is also important, for example, to have the feeling of success which people experience corporally when the so-called "collar bones" are achieved, when the outstanding clavicle or other bones can be clearly felt; or when the so highly desired "thigh gap" is attained and people see how the progressive slimming of the body meets their expectations. All this is also spurred by how people feel the body when they are still far away from their objectives: "An hour ago, more or less, I sat down and felt how my abdomen stood out: it is the worst thing in the world... If I bend to pick up something I feel how my stomach, instead of remaining hidden in my ribs, stands out." It is a feeling that the same people often qualify as of disgust towards their own body and that it is experienced in a form of a deep bodily concern: "Sometimes I look in the mirror and I feel disgusted towards myself, a true disgust, really." "Since the day I had my first fasting, I have been overconfident and began to eat again... to eat junk again... And here I am again at 72 kilos... almost the same weight from which I started... Just one month before I begin my holidays on the beach...and I'm still obese, fat, deformed, disgusting and revolting." And always the same SHIT. I am so tired that by waking up, you get up and only think about all this. You go to the bathroom, the first thing you do is to take off your clothes or to lift up the shirt, to lift up the pants in order to see what you look like. Then you feel impotence, an absolute rage...! All the effort served for nothing, the love handles

of the belly are still there, the cow legs are still there, the dewlap is growing and remains there, in its place, arms with overhanging flesh which when you move are like gelatin are also still there in its fucking place, all, ALL continues being the same or worse. Precisely, this body as Leib, as a body which is lived from the phenomenological perspective is what another person can hardly capture. It remains in the Körper, the semiotic body as it has also been called. And we cannot forget that from the phenomenological point of view, things make sense especially by how people feel them. It is interesting to compare the current anorexia nervosa with those cases of starvation caused by religious reasons and that we know from the past. What are different in this case are the motivations and values associated with these practices. But in both cases, what is common is the achievement of an exaggerated weight loss that causes significant health problems as a result of a self-discipline related to these values either as a denigration of the material body in order to live up to a certain spirituality or to worship determined bodily beauty canons. What is clear is that as Abigail Bray said; to depreciate women's abilities to resist the interpellations of the media means to understand the female audience as a weak-minded, docile body. Anorectics are treated or regarded as "silly" or irrational, something that is not true but makes them feel deeply misunderstood and, therefore, they close themselves up and adopt cryptic and resistance attitudes in practice of their lifestyle. In medical publications about anorexia nervosa there is much talk of the symptoms but very little of the personal reasons that can lead to this cultural behavior. More traditional treatments are applied with more focus on controlling than on understanding the "patients": "I know no 'problem' as lethal as anorexia/bulimia, given what I have seen with my own eyes and heard tell that is so misrepresented. And those who suffer equally misrepresented" [27]. It is not at all strange then that, as I myself have seen, parents may observe a certain infantilization in their daughters when they undergo a long anorexia treatment. Another interesting aspect to be discussed is to what extent anorexia nervosa has an iatrogenic component. Through what has been called "the cultural construction of authorized clinical reality" [28] Ana&mia, as a cultural behavior, is pathologized. In fact, it has already been stated, that through traditional treatments which pay great attention to body image the unhealthy aspects of this behavior are reinforced. As Gremillion wrote: "Clearly, one of the reasons anorexia is so difficult to cure is because treatment practices re-create forms of bodily control that are already defining features of anorexia" [20].

CONCLUSIONS

Among the difficulties to treat anorexia that specialists mention are first denial of illness by the “patients”, second the difficulty in establishing a nexus of trust between therapists and “patients” and, finally, lack of motivation to change their attitudes. Does it mean that we might be wrong in the therapeutic approach? As it has been written, official discourses about anorexia do not pay due attention to the experiential aspects and values of anorectics, hence the little success of treatments. While anorexia nervosa continues to be managed by medical and psychiatric specialists, social explanations and practices remain on the periphery. On the other hand, concerning treatment of anorexia, the interest in conceptualizing it not as a disease but as cultural behavior is clear:

- a. We get closer to the reality.
- b. People do not treat the anorectics as sick. This can ensure a greater trust between patients and health specialists.
- c. Given that anorectics are not considered "sick" or "crazy", specialists can ask them for more responsibility in the treatment. Agency is better acknowledged.
- d. The Ana&mia behavior is rationalized, while being understood as illness; this behavior is rather seen as irrational. And this is especially valued by anorectics.
- e. Possible iatrogenic effects are avoided.

Perhaps someone may think that it is not so important to understand anorexia as a disease, a disorder or simply as cultural behavior, given that the problem is there and, in the end, all that we have is the harsh reality of an emaciated body. But we would be wrong thinking this way. The fact that anorexia is or is not understood as a disease involves an important differentiation at the level of social perception and, therefore, affects both the way an anorectic person feels and the way it treated. Emily Martin tells us that certain behaviors that from a medical point of view could be perfectly conceptualized as “manic” are highly appreciated by our society and they are not understood as pathological. In certain work domains, much importance is given to aggressiveness, hyper-productivity or high creativity. In these cases people speak of “passion” in regard to those who exaggeratedly devote themselves to produce; but in the case of an anorectic person, people speak of “obsession”. As Benjamin Paul wrote, “If you wish to help a community improve its health, you must learn to think like the people of that community”[29], something that by the way corresponds to the intrinsic empathy that anthropologist’s work must have. And I firmly believe that this is a fundamental key in order to tackle the problem of anorexia nervosa.

FINAL NOTES

1. The contents of this article are based on the work carried out during the years 2013-2015. I have made participant observation in two public hospitals and one private institution centered on eating disorders, all these in the area of Barcelona. During this time I had the possibility of having interviews with people diagnosed with anorexia nervosa, with their relatives and also with health specialists (mainly psychiatrists and psychologists). Besides this, I also explored internet forums and blogs directly related to the anorexia nervosa. From the theoretical point of view, this article draws from the work made within the research project about the Social Presentation of the Body CSO2011-23718 (Spanish National R+D plan). The first version of this text was presented and discussed in the 5th International Conference: Social Pathologies of Contemporary Civilisation held in the Erasmus University of Rotterdam, the 30-31 october of 2014. I’m very grateful to Caitlin Trathen for the linguistic revision of the text.
2. See for instance Gremillion, 2003; Warin, 2010.
3. Anthropologists by studying other societies have reached the conclusion that the universal validity of the notion of “individual”, just as we understand it in the West, has to be questioned. Sometimes it is necessary to use the notion of “dividual” or “fractal” (Niehaus, 2002: 190). This person is always incomplete and must be defined by a whole set of relationships.
4. My translation. Actually he takes this idea from Dethlefsen and Dahlke, 1989: 13.
5. Ana and mia are nicknames that stand for anorexia and bulimia. The ana&mia label is often used in underground websites dedicated to anorexia and bulimia and in which this behaviour related to restrictive eating practices is predominantly understood as a lifestyle.
6. Mytranslation.
<http://www.mismejoresamigasanaymia1.blogspot.com.es/> (Accessed on March 22, 2014).
7. My translation.
<http://justbreatheanamia.blogspot.com.es/2011/03/50-razones-para-ser-ana.html> (Accessed on March 17, 2014).
8. About the importance of secretism in this issue, see: Warin 2010: 83.

9. My translation, emphasis in original. <http://www.sigoconana.blogspot.com.es> (Accessed on April 11, 2014).
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18. My translation, emphasis in original. <http://www.mismejoresamigasanaaymia1.blogspot.com.es/> (Accessed on April 19, 2014).
19. See for instance: Bell (1985), Bynum (1988), Lester (1995), Lelwica (1999); and also in present days it is possible to find a relation between anorexia and religious behavior (Banks, 1992, 1996).
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Psychosocial Development on the Genesis of a Serial Killer “Mercy-Hero” Type

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Abstract:-- On June 2013, Joan Vilà Dilmé was condemned to one hundred and twenty-seven and a half years by the murder of eleven old people at a geriatric residence. His case provoked a strong media effect and he became the most prolific serial killer in Spain on the current century, and the fourth for sixty years before. The goal of this article is to analyze in depth the living process as an important factor in the genesis of these criminal acts. To do so, we study the mental processes associated with motivations, feelings and fantasies. The methodology used is based on the analysis of the forensic reports made by psychological experts and psychiatrists, forensic interviews in prison and the documentary material taken from the crime scene. The results show the presence of disorders in the individual's psychosexual development, like identification with female role and a personality structure marked by his handicap to create stable and secure emotional bonds from his childhood. Both factors affect the individual's emotional development throughout his life, promoting the appearance of anxiety/depression symptoms, frustrations and insecurities. The conclusions show a serial killer, mercy -hero type, whose main motive is determined by the moral need to finish their victims' agony, in order to reduce his own suffering. That's why the lack of sadistic components. The psychosexual disorders, the absence of emotional bonds and the shortage of a stable and autonomous psychological structure, are compensated after beginning his professional activity at the geriatric. His first significant and firm emotional bond in his life appeared then, even though it involved a change in his morality. The analysis of his lifelong process reflects inconsistency and personal ambivalence in his criminal behavior, and allows understanding why the victims were the most important persons in his emotional life.

Keywords: Psychosocial development; Sexuality; Anxiety; Obsession; Affective bonds.

INTRODUCTION

Childhood

Joan Vilà Dilmé (JVD) was born in 1965, in a small countryside village (pop. 1000). He was raised by a middle class family, had a conventional relationship with his parents but poor affective contact. Besides, they both didn't know about their son's psychological worries and psychosexual dysfunctions either. It meant the development of a fearful attachment based on anxiety and social avoidance, with a negative vision of himself and his patterns [1]. Contrary to his parent's statements, JVD's childhood was marked by a great isolation and social refusal from his equals [2] due to a behavior too related with feminine vocabulary and gesticulation [3]. This psychosexual ambivalence led him to a traumatic development of self-identity and he even felt, from his early childhood, like being a woman caught inside a man's body. He developed a strong trend to play games associated with femininity (dolls, cooking, mummy's roles, etc.). The progressive development of that symbolic game and the need of social acceptance improve the increase of a mighty compensatory fantasy [4] where he could be like a woman, with her own family and able to play the social role that he wanted. He progressively adopted in his mind a

second life pattern, hidden from the other people, where all works perfect. However, his acute feelings of insecurity, lack of emotional contact and the absence of social support [5] made him to structure the parental home as a shelter or safe place against social conflicts from the outside and the psychosexual inadequacy that he was living. In order to get more psychological fitness, he developed an obsessive concern about his parent's physical well-being, transforming his personal suffering into a social behavior of assistance and sacrifice, surrendering his own well-being to other people's one and blocking the evolution of a stable psychological structure. He felt integrated as he ignored his own motivations and satisfied alien ones. During his early childhood, it's significant the death of a younger sister, when JVD was 13 months. Although at that moment he wasn't totally conscious due to his age, it became a traumatic experience throughout his life and very important in his psychosocial development [6] because it strengthened his will for taking care of his parents, as his sister would have done but never reaching her level due to sexual inadequacy as he wasn't a real woman. Furthermore, this somehow considered loss provoked the beginning of his high fear/attraction feeling about death and suffering which gradually increased throughout his life.

Adolescence – adulthood

JVD's adolescence was marked by the reinforcement of the mismatches already lived throughout his childhood. His fantasies are structured with high pain when he's 12–13, due to his incapacity to develop his sexual femininity according to his mind, unable to face the social rejection involved, as well [7]. His feelings of rejection and poor acceptance from his equals produce a deficit in strategies and interpersonal skills [8] and promote affective blocking. Constants insults and contempt to him increase his feelings of sadness and loneliness, but they're hidden behind a mask. Thus, in presence of his group of friends, he pretended or hid his experiences, and in family life he adopted the role of caretaker. In this context of instability and uncertainty there's one episode, which touched him deeply: the death of an aunt after a long and painful illness, experienced by him with big concern. This mutual relationship was the best, and only, emotional bond in his life because it offered affinity, understanding and a feeling of psychological security. An experience like that was relieved when he joined the geriatric residence as a caretaker, but then considered necessary. At 15 he began to study, without many hopes, hairdressing. In this period he constantly looked for social approval avoiding to face threatening or potentially painful situations [9]. He was easily influenced and totally led by other people's opinions ignoring his own ones. When he was 18-19, his first homosexual love affair took place. This one was based on a mighty fantasy to get away from an undesired reality. But at the same time, as in his further relationships, he also felt delocalized and misunderstood, because he didn't understand them without emotional or physical contact either fondness. Thus, he developed a big personal and professional instability, with a wide sort of jobs along a short period of time (hairdresser, plastic company employee, working for clothing industry, hostelry), until he was hired by the geriatric residence. As he was at the military service in Madrid, he didn't feel outcast either rejected. There weren't important problems and he spent that year quite unnoticed. At 21, he decided to leave his birthplace and went to the capital city for working and living there. At first, he felt more relaxed and free but he couldn't keep any stable relationship and in the mid-term his emotional isolation increased. When he was 24, he moved to Barcelona where he began to live his sexuality in an open and active way. He even felt somehow used and humiliated. Every sentimental failure meant personal disappointment. The search for a deep relation, based on love for couple, with fantasies and idealized from a feminine perspective, became some occasional episodes of sexual contact. Hence, he had to create new fantasies in order to compensate his frustration, insecurity and loneliness [10]. After his working, personal and sentimental failures in Barcelona, he decides to run his own business: a hairdressing salon. However, his efforts to get a change, to be a more independent self-made man

didn't success, due to economic problems with his partner. In that period JVD became very unstable, changing jobs and his residence quite a lot until he returned to his parent's home. He looked for professional aid. At 24 he suffered from a panic attack and it was the beginning of a long pharmacological and psychological treatment. It lasted for more than twenty years, until his detention for criminal conduct. This situation, issued by disorientation, depression and unrest, made him compulsive. So, he enrolled in an ample sort of courses: quiromassage, cooking, couturier, foot reflexology, etc. At the same time he had his first contact with medicine environment attending clinical assistant classes. Nevertheless, he enrolled at the catering school and he worked for some restaurants and hotels in the province. During this period he kept on visiting the psychiatrist and the psychologist, not quite monitored by the patient though. He had symptoms such as anxiety, loss of control, insomnia, difficulties with concentration, lack of vital energy, which he tried to mitigate through compulsive behaviors [11], like: excessive consumption of energy drinks, caffeine, food, and shopping. Thus, according to his therapists, he showed very worried about a hand tremor that he thought was due to his innumerable dismissals. When JVD was forty, he made contact with old people for the first time. He was hired by a geriatric center, 30 km. from his village. That made increase his good feelings because he always liked being with old people. He considered them able to give him affection and respect, by contrast with children and adults. He worked there for five months and could see the first cases of natural death in his life. They weren't unpleasant for him, because he thought that medication helped terminally ill patients to die without suffering. He did his work fine, but decided to go to another center, nearer his home. At last he felt fine and valued in a job he liked, so his self-esteem improved and he created emotional bonds with older residents. However, there were changes in the organization and the staff of the geriatric center. Hence, we can see two periods. For the first five months the center was run by nuns, who, according to JVD's perception, showed concern for their residents' physic and psychological welfare. Afterwards, it became a public center; the number of patients increased and JVD noticed a change in old people's care. The work rhythm was faster, demanding and strict; doctors and medical staff seldom looked interested in their duty.

Criminal actions

JVD was convicted and sentenced to 127 years and a half prison year (STS 651/2014 October 7th) by the murder of eleven persons at the geriatric where he had been working. The trigger of these facts took place on October 17 2010, after the death of an elderly resident woman. She presented burns in the respiratory tract, esophagus and mouth. Doctors concluded that it hadn't been a natural death. At this moment the police investigation started. After some

interrogations of the geriatric staff, JVD confessed that he had forced the old woman to ingest a cleanser through a syringe. When this crime was revealed another patient's relative called the police to know the actual causes of her death, five days before. Being asked by the police, JVD confessed that he was the author of this death. Some hours later, in front of the trial judge, he admitted to be guilty of another old woman's death. As a result of the above, the Court of Instruction ordered to check all the passing's that happened at the geriatric since December 2005, when JVD began to work there. From the 59 deaths in that period, almost a half, 27, passed away at JVD's shifts (week-ends and feast days). On 2010, twelve deaths from fifteen occurred while Mr. Vilà was working; and on 2009, five from twelve cases during his watches. Forensic findings revealed intentional death in eight corpses. After their exhumation, on November 30 JVD confessed the murder of six from eight old people and, spontaneously, of two women in their eighties in 2009.

Victims

On balance, JVD killed, since August 29 2009 to October 17 2010, eleven elderly people, between 80 and 96 years old, nine women and two men, all residents at the geriatric center. All the victims were known by the aggressor due to his work. Besides, one of them was already known by him as a neighbor from his childhood days. The presence of a previous relationship between the aggressor and his victims explains the emotional and expressive components in the crimes; and also, the lack of a rational or structured plan [12]. The great majority of victims, although their age, weren't in terminal condition. Therefore, his selection method of the victims didn't come from an organized conduct, but from his perception of their suffering. He followed some criteria based on cognitive and emotional inner processes, connected to his relation with the victims [13]. His decision drew on self-perception of suffering and pain in the victims, which influenced on the genesis of the crime, the selection of them, their availability and accessibility. This self-perception also worked for prospects and wishes of victims' relatives. In a period of one year and two months the murders took place. The last three ones were committed with a temporal distance of few days. We can observe that on the remaining nine the “inter-criminals” lapse was decreasing.

Modus operandi

JVD had a stable, consistent Modus Operandi (MO), based on an opportunistic method, especially with respect to the contextual situation [13]. In such a way, the planning of the criminal act didn't come from an organized behavior pattern. Nevertheless, the facts were developed through JVD's self-perception of the environment. Hence the compulsivity in his actions and the lack of progressive sophistication in the MO, as well. The self-perception of other persons' suffering resulted from the contact with

them and also from the talk with their relatives. According to that suffering he chose the victim in order to prevent her/him from that pain without considering elder one's real will. The way to select the mechanisms to precipitate death didn't come from medical knowledge, either from a previous analysis of the effects to achieve. It was a vicar or social learning [14] that is to say based on the observation of the pharmacological treatment patients received in similar situations and how it was applied at the first residence where he worked. Medication and doses used weren't the same in all cases. The most common: insulin overdose and a mixture of psychotropic drugs. The last three victims died by the ingestion of caustics. It wasn't a change in his MO, but due to a pronounced compulsivity and chaotic development from the first death. He wanted to avoid suffering and had the self-imposed obligation to make it shorter. Finally, he provoked their death not thinking about the immediate pain caused by the chemical product. The approaching method is based on a trust relationship between victim and aggressor. JVD used deceit and manipulation, not deliberately yet, to reach his goal [4]. The emotional relation between victim and aggressor is structured from a difference in status. JVD is in a position of superiority, through the link patient-career. As a result, victim trusts JVD's conducts which are related with her care. Besides, it's the point of the accessibility to the victims through his professional activity. The attack method starts from his perception of victim's suffering. JVD doesn't use physic or verbal force; no signs of violence are reported. Probably, the language employed was affective and friendly, in conjunction with strategies and manipulative skills to reinforce the established confidence [13].

Criminal motivation

What made JVD commit these acts? Was he a sadistic and calculating individual, or was his compassion for suffering on others true? The analysis of JVD's psychosocial development shows the existence of a bunch of situations that were experienced traumatically. These ones interacted with a less integrated personality, which didn't allow him to build skills and strategies for facing stressful events. Thus, we observe that after a childhood and adolescence characterized by frustration, refusal and lack of emotional bonds, his adulthood is structured on a high instability in the set of psychological areas (work, sentimental partner), compulsions grow and social isolation is exacerbated. In 2006, when he began to work in geriatrics, the bad feelings vanished. His world radically changed, and also did his social behavior. Being with old people, vulnerable and physically needy, improved his self-esteem. He felt socially valued, with mutual affection and respect. Therefore, he considered his relations with the residents as his only emotional bond, which compensated his emotional deficiencies and relational problems. For the first time in his life, he felt loved and fulfilled. His work wasn't a mere

job and became the basic axis for his world. When he saw the suffering of the residents, he developed anxious behaviors, which resulted in compulsive actions: buying books compulsively, storage of objects, excessive food intake, consumption of energizers, etc. That's why he transferred his own suffering to his patients', being unable to distinguish between his own perceptions, feelings, moods and the residents' ones [15]. Apparently, JVD's main motive was to finish the agony and suffering of elderly people. Their lack of autonomy, physical integrity and welfare made him morally stressed. His personal agony was reflected in the social one, perceived through feelings of unnecessary suffering in the residents throughout their stay and “close” death. Thereupon, an extremely powerful vicious circle between social and personal agony emerged. When the repeated complaints to his superiors were fruitless, there was a change in attributions: he felt responsible for old people's agony and so he developed a personal moral duty to act. More than a gesture of compassion, it was a release of his own suffering, transferring the personal misery and apathy to elderly people. So, when he relieved their suffer-death he got a relief for himself. But secondly, when we read his documents, written then, we can observe how his bond with old people changed him. Instead of feeling submissive and complacent, became strong, useful, necessary and able to satisfy his motivation for power. Consequently, criminal compulsivity increased or he reduced the time gap between victims, due to a fall of the inhibiting threshold after his first crime. The absence of sadism and paraphilia's in his criminal behavior, the lack of psychopathic or narcissistic features, of power and social omnipotence as well [16] reinforce the argument of finishing agony as the main purpose.

MENTAL STATE AND FORENSIC PSYCHOLOGICAL EVALUATION

Psychological and psychiatric background

JVD showed anxiety disorders from his childhood (enuresis, onychophagy, psychotropic drugs consumption). When he was 23-24 received psychological treatment for anxiety-depressive disorders and obsessive personality. In all his therapeutic relations he exhibited poor adherence and low monitoring of the pharmacological treatment. JVD attended these treatments hiding important information about his unfitted self-assessment. His psychopathologic diagnosis before the crimes showed little changes. The consistent data were anxiety-depressive disorder, personality with obsessive features and poor assimilated homosexuality. Any personality disorder of psychopathic, antisocial or narcissistic type wasn't detected, either the presence of sadistic traces.

Period of the events

During his stay at the geriatric center, his perception of others' suffering and his own one became the heart of his personal and professional life. His anxious-obsessive behavior extended to the rest period. In the absence of the residents he constantly thought about them, in a compulsive way. Even during his holidays he visited the residents and brought gifts for them. Some days before first victim's death, JVD was with an emotional overload, due to stress feelings of impotence when he noticed doctors' indifference to that woman's pain. It provoked an anger sensation. He declared his complaints to his superiors but they avoided the questions. Thus, he developed thoughts related to self-attribution of responsibility and the consequent need for action. After his first victim, the inhibiting threshold lowered. He adopted a compulsive behavior [15], which grew for the days of the last three victims. Then we notice a loss of self-control in his behavior, increase in his impulsivity, a strong feeling of euphoria, a raise in compulsive consumption of alcohol, stimulant drinks and self-medication. His obsession for work was progressive, he compulsively wrote about schedules, activities to be performed, planning of the dining-room, old people care etc., with a ritualistic structure. Consequently, in his weekly behavior pattern, along the three last deaths, constant exhaustion and apathy were combined. In his free days he Stressed his euphoria and vital activity, helped by alcohol and stimulant drinks. He acted the same way specially moments before and after the deaths. Concerning his mental state after victims' death, there was a deep feeling of tranquility. He considered his acts as morally correct, although they weren't according to social establishment. It was rationalized through self-help readings where he found rational justification for his criminal acts. In order to fell himself psychologically fine, he did his will apart from others' opinion. He had been doing just the opposite until then and never reached happiness.

Psychological forensic evaluation

Since his arrest and for consecutive years, JVD submitted psychological testing and many interviews with mental health professionals. But, as with his former professionals, he felt uncomfortable, misunderstood and socially judged. Only with the psychological expert named by the defense he was open and co-operative. During the tests, JVD looks collaborative and predisposed to their achievement. However, he showed a high self-critical attitude and strangeness in relation to the motivation of his criminal acts. The results show a person with stable cognitive functions and middle intellectual level, reasoning and solving-problem capacity. Nevertheless, concerning to his personality, there were some aspects that interfere with his psychological function, such as depressive and anxious disorder with deep uncertainties and low emotional stability. He had a pessimistic and defeatist point of view about future, few personal interests. He preferred familiar

stuff instead novelty. He constantly looked for a quiet way of life close to his parents; he saw them as a guarantee of his psychological and emotional safety. His poor self-esteem provoked a lack of self-reliance, resorting to fantasy to detach from surrounding reality. It implied an increasing loss of self-control.

In social relations he feels uncomfortable, denies his own feelings and emotions and keeps the interpersonal distance to protect himself, somehow a changing mask [17]. His fears, insecurities and feelings of uselessness made him unable to face stressing and conflictive circumstances. The frustration after his search of a sexual partner based on a more feminized role through affective physic contact is balanced by his relation with the residents of the geriatric. Referring to clinical psychopathology, he suffered a disorder on sexual identity, hidden and repressed, which led him to a major chronic depression in conjunction with anxiety, somatizations and obsessions related to excessive heath concerns [18]. He showed a compulsive consumption of food, alcohol and medication. He had a great vulnerability to the suffering of others and to his own one, specific of people diagnosed as major depressed. However, he didn't have a sadistic profile. Finally, his lack of self-reliance, difficulties with concentration and attention, problems with decision-making, negatively interfered with his social and working functions and spread throughout most domains of his life.

CONCLUSIONS

At first sight, a large part of serial killers are psychopaths and/or sexual sadists, or have an antisocial personality disorder. According to the circumstances of homicides and the state of victims, the diagnostic may change [19]. However, most of the forensic experts state that they are seldom individuals with psychotic disorders [20]. In JVD's case there is an interaction of personality features, psychobiography, vital development, psychological resources to manage his experiences, social and work environment. All these elements influenced dramatically on the development of a criminal act as a dysfunctional escape mechanism. From JVD's confession and data obtained along the police investigation, we know that the murders are numerous and frequent with lack of material benefits. His behavior pattern was relatively simple: he chose the victim by his individual perception of suffering. Then, he tried to make it shorter, as soon as possible. JVD identified elderly people's agony with his own one, and considered the geriatric as a home to protect and take care of. However, organizational changes in the center made him to perceive an unnecessary pain in the residents. His feelings of impotence and personal agony grew and he looked for compensatory mechanisms because his opinions weren't valued. Overall, JVD experienced, before the criminal acts, a failure of conventional morality, followed

until then. He replaced the “social good” by a “personal good” and changed his personal suffering into a psychological well-being. “When other people will stop suffering, I will”. Historically, some violent offenders have experienced dysfunctional and/or abusive childhoods, with poor relations and emotional bonds, social isolation and depressive symptoms [21]. We can't say whether these ones or others are the specific reasons for JVD's criminal behavior. But they influence on the imperfect matching of his personality, with continued frustrations, social rejections, and emotional isolation as well. Previous clinical assessments show that the most significant JVD's disorders referred to his psychological functioning and clinical symptoms in absence of severe psychological disorders. They are: obsessive concern about his physical well-being, social behavior poorly adjusted, emotional overload and compulsive consumption of alcohol and drugs. However, along the psychological forensic evaluation, some pathology was diagnosed in JVD, like sexual identity disorder, major depression and risk of suicidal behavior. Regarding to the conscience in his acts and his level of responsibility, there wasn't any perception of “helping to die” like something evil or incorrect. JVD knew the morals effects ok killing, discerned between good and evil, but his moral values were perverted. An attribution or consistent relation between these values and the developed criminal act didn't exist. Hence, he didn't exhibit senses of guilt or regret for precipitating the death of the victims, although he regretted to cause unnecessary suffering to the three last victims about their way of dying. At the present time JVD is serving the sentence and he follows psychiatric treatment.

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Jobs and Job Satisfaction

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Abstract:-- In this article, following an emphasis of the significance of work in person's life allusion is done to the global problem of unemployment. Then the topic of satisfaction with the job is taken up, whereby related theories are considered and examples are supplied along with related clarifying grounds.

Keywords: Job; Work; Employment; Unemploy-ment; Satisfaction

INTRODUCTION

The individual's job comprises a large portion of his time and shapes his all life style and mentality. One's job is thus tremendously important for him. Nevertheless many young people with opportunities of some choice, actually choose their path of career without sufficient previous knowledge. Mostly, it appears that a nearby role model (1) represents the path to be taken. In Turkish society being a humble government official (functionaries) winning his life with his pen is usually more praised than a higher-paid blue-collar position. Even the work-psychology of the two distinct positions develops differently, along the course of time. The white-collar man feels an inner responsibility while the blue-collar, by nature of his location, is motivated essentially by money and other tangible fringe benefits. When ordered to prevent a danger; a laborer may object and say "it is not part of my duty" or negotiate for an extra pay; while the official would feel himself as a heroic figure when compelled to do something extra painful for the sake of the mother-land. It is interesting to note that [1] mentions about the abuse of occupational incompatibility especially (but not exclusively) under dictatorial rule. It is a meticulously calculated moral torment to ensure (with various lies, slanders and aggressions) that a talented individual (a great artist, scientist, author, bureaucrat) will work at a job at a very low level for him. Thus, he is treated as if he was nobody and prevented from proving his capabilities. Then the person the person falls into the assigned level of nothingness. When he wants to prove his true value he is labeled as "insane" (a megalomaniac or a paranoid). Ideally-speaking; choice of a job is an issue of human rights. Item number 23 specifies that every human being has a right to work and choose his profession freely. The same item refers to protection from unemployment as well as equal pay for equal labor and dignified wages. The actual situation; however; is far from ideal conceptions, almost universally. One extreme example would be abuse of child labor (2) in distressing conditions for absurdly

small wages. Other examples are underpaid ethnical immigrants in low-status tasks.

UNEMPLOYMENT, A SOCIAL WOUND

The tragedies encountered by Turks in the shrinking economic arena (3) of West Germany in 1980s are vividly depicted by Günther Wallraf, in his superb work based on participant observation. An excerpt from the English translation under the title *The Lowest of the Low*, is provided below

I've been putting off playing this part for almost ten years. Probably because I knew what it would be like. I was quite simply afraid. "From what friends told me, and from the many publications I had read, I could visualize the life of immigrants in West Germany. I knew that almost half of the young immigrants suffer from mental illness they can no longer digest the countless impositions. They have little chance on the labor market. Having grown up here, there is no real possibility of a return home for them. They are homeless. The limitations on the right to political asylum, the racism, the increasing ghettoization. I knew about it but I had never experienced it. "In March 1983, I placed the following advert in several newspapers: "Foreigner, strong, seeks work of any kind, including heavy and dirty jobs, even for little money. Offers to 358 458" Years ago Dr. Kyle Smith, a visiting instructor at the Faculty of Economics and Business Administration of a Turkish university, was once assigned with a mission of recruiting American instructors from a conference. Before the departure, he expressed his hopeful attitude since the great majority of social scientists were jobless in America. (Later red-tape complications rendered the attempt fruitless). Many university senior students get frustrated with the vision of a dismal future ahead of them. Opportunities before the technical personnel, even though a bit better, are also shrinking. In Istanbul, up to 1960s government technical cadres were far from being saturated. Elderly engineers relate with delight their golden days. Public enterprises like Water Works or Highways used to

arrange cocktail parties at Hotel Hilton one of the few luxury hotels available at the times in honor of engineering students on the verge of graduation. Contacts were established candidates were determined promises were issued. A specific anecdote goes as follows. In Kütahya the construction of artificial fertilizer plant was (in cooperation with German industrialists) nearing completion. The management gave announcements for experienced chemical engineers who had completed their military service. It turned out that the prerequisites were too unrealistic. Concessions came one by one. The field was a pioneering one. Let alone experience and military service completion, there were no jobless chemical engineers around. Finally incentive approaches were affected to students close to graduation. Golden days were those times.

SATISFACTION WITH ONE'S JOB

Once a job is somehow acquired, the concept of satisfaction invariably comes into the equation. "Satisfaction is not the same as motivation. Satisfaction is an attitude, an internal cognitive state. Motivation is a process. The content models, especially Herzberg's (4) have more to do with satisfactions than the complex process of motivation" [2]. "Motives are related to attitudes in that the latter, with their directionality and feeling-tone may constitute an important aspect of motives" [3]. As for the attitude itself, "attitude is a predisposition to react to an object- such as another person or a given situation" [4]. "Insofar as his needs are met, a person may be satisfied with his work. But his satisfaction indicates little about his motivation to work particularly when his satisfaction does not depend on the amount of effort he puts into his work" [5] what is then job satisfaction? Job satisfaction refers to a collection of attitudes- which workers have about their jobs. Facet satisfaction is the tendency for an employee to be more or less satisfied- with various facets of the job. The notion is obvious when someone says "I love- my work but hate my boss" or "this place pays little but I like my co-workers." We can also conceive of an overall satisfaction which cuts across the various facets. The statement "I like my job on the whole despite such and such problems"- would reflect this overall satisfaction (Figure 1) [6]. The way [7] "An employee can be assumed- to have a component attitude toward each aspect of the job as well as a composite- attitude" [8]. Classify the causes of job satisfaction corresponding- to the above-mentioned facets into three categories. These are organizational-factors (pay, promotion, work's nature, working conditions, organization's- policies and procedures) group factors (relations with co-workers, supervisors) and personal factors (an individual's needs and aspirations). Of course, personal factors do change from person to person. For instance some people prefer monotonous and unchanging types of work rather than the kind of work where changes

and load increases occur [9] . Work traits like responsibility, challenge and complexity do not satisfy everybody-. Those who want such traits in a job and are unhappy when such traits are nonexistent are usually well-educated, intelligent, able and independent-natured people [10]. The research evidence suggests that the best way to explain how job attitudes are determined is by means of an 'interaction-model'. That is, job satisfaction depends jointly on the characteristics- of the job situation and the characteristics of the person" [7]. "Krech, Crutchfield and Bellyache indicate that wants and goals change continuously for most individuals because of changes in physiology, experience or learning. Satisfaction also operates to change needs and wants. Generally a want which has been satisfied will not operate to activate an individual's behavior" [11]. A lot of people end up hating their jobs, feeling like work is drudgery or torment, bored silly, not knowing how they fell into what they are doing, and unable to escape from it because they need the money. But some people find themselves with a "life work", a "calling" that gives them endless satisfaction. They may discover it in childhood or fall into it in school or in adulthood in the course of working. When work is satisfying, it may take up so much of a person's "life space" that interrupting it for long becomes unsettling. The permanent termination of work, moreover, as in retirement, can be devastating [12].



Figure 1: A scholar wondering about job satisfaction of prison guards.

Adverse effects come if the employee is not satisfied

The responsibility of feeding one's family is so important an issue in many cultures and unemployment is such a big national threat that normally nobody (especially no male bread-winner) would ever consider quitting the job due to dissatisfaction alone (unless having found another job, which is very difficult). A job-holder would also avoid unexcused absenteeism or tardiness, through fear of getting fired. The ordinary discontented job-holder would simply persevere even at the cost of jeopardizing his physical and / or mental health in the long run.

It is known that discontentment with the job produces the horrible mental situation first defined as alienation by Karl Marx. The person feels as though he were an insignificant tiny being with no power, no self-expression, no purpose or meaningful mentality. He becomes a stranger towards himself surrounded in social isolation. "The term 'isolation' (5) describes the psychological condition of the individual who has lost the ability to interact meaningfully with others. He feels he cannot understand the attitudes of other individuals, cannot predict their behavior, and cannot explain himself and his feelings to them" [13]. The most horrifying version of alienation or self-estrangement is bound to occur on the moving assembly-line, where one has to keep up with moving parts and has to concentrate on a small portion of the production. Using a metaphor; one can not see the entire elephant but is confronted with an infinitesimal part of the elephant Taylorized or piecewise responsibility, named after Frederick thereby grasping or comprehending no meaning. A complete work is obviously more rewarding. Let us consider a shoe-maker who produces the entire shoe as in former times. Maybe he will daydream about its future use and discuss it with his apprentices like a game. Who will wear those shoes? A young handsome man? Or an old ugly man? Where will he go first in those shoes/ to a mosque for praying? Or to a tavern or gambling-house or a brothel to commit sins? Story-writer Aras Oren's fictive character Bekir Uçal is a guest-worker (Gastarbeiter) in Germany. The man is very similar to the unforgettable Walter Mitty character of James Thurber. He has a fantastic imagination which is always working. Reality is mingled with fantasy in all the steps he takes. He thinks he will be another Eroll Flynn on one hand, he is confronted with the harsh reality of work life the German way, on the other hand. In a cabaret he once watches an improvised game put on scene by German and Turkish players. One of the characters is the typical German foreman (Meister). Meister "Are you two the new-comers [from Turkey]? Come and take position before those machines! Right away and start with work (Albeit) It is forbidden to talk. It is forbidden to look around. It is forbidden to scratch one's skin. It is forbidden to insert your finger into your asshole. It is forbidden to urinate. Otherwise you are fired! Yes, run to work! I do not like talk. I do not like lack of respect. Faster Quicker Ever

faster and quicker" [14]. In his unforgettable novel [15] depicts an incident which occurs merely due to the assembly-line's circumstances. On the assembly-line a worker's assignment lingers and he gradually intrudes on the other man's area. The foreman sees this, signals for a helper orders: "Help get this boy's job back in position!" (But the slow man is a black; the word is pejorative) Another black reacts and gives a bruised eye to the "racist pig". The foreman screams "You are fired!" The next day a grievance report lands on the plant manager's table brought by a union committee-man. Confrontation of the sides, negotiations, disciplinary actions follows one after the other. The incident irritates other employees and so forth. Of course any loopholes for avoiding work safely will be made much of by a discontented job-holder, especially in stable government jobs like "goldbricking", influencing doctors and / or "malingering" (feigning sickness) for obtaining- a leave of sickness etc.

These things do happen when it is possible to do them. For instance, a scandal broke out in Italy in mid 1980s. "Government official work the Italian way" were the headlines in a Turkish magazine-. Big numbers of job-holders on official payrolls were discovered to be working only on paper. Many were doing other jobs or just even loafing around and catering outside of their buildings during work-hours.

CONCLUSION

People work to make a living. Sometimes even if they do not need the wages they still work due to other obligations like prestige in society from leisure itself. At times jobs were available. In recent times jobs or at least core-tier jobs are getting scarce universally. Once a job is acquired, then the concept of satisfaction comes into question. Many factors internal or external are involved. But the mere nature of the work appears to be the Dominant issue.

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On the Reliability of the Findings of PISA Tests

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Abstract:-- Knowledge is a hidden variable, and we therefore require a test in order to rank subjects according to their level of knowledge. A test is a battery of questions of varying levels of difficulty. The test results constitute an ordinal variable, since one cannot measure knowledge quantitatively, as one would height or weight. A test can merely rank subjects according to their level of knowledge. It is common practice to rank the success of education systems in various countries according to the average score achieved by students who take a certain international test. An example of such is the PISA test, on which Israel is ranked 29th out of the 33 OECD countries. Averaging is a valid procedure for a quantitative variable, but not for an ordinal variable, the items of which can only be ranked. Since an ordinal variable can be ranked but not averaged, some of the rankings based on averages are unreliable, because one could have devised an alternative test with questions of a different degree of difficulty that would have altered the ranking of the mean scores. This article formulates the theoretical conditions for constituting an alternative test that would alter the ranking of the mean scores, and proceeds to an empirical examination of these cases regarding all possible comparisons between Israel and other OECD countries. The findings show that alternative tests exist that would alter the ranking of Israel's mean scores in relation to half of the OECD member states. This means that in exactly half the comparisons between the OECD countries and Israel, an alternative test exists that would alter the ranking. A further finding indicates that the greater the gap between the mean scores, the less likely one is to find an alternative test that would alter the ranking of the mean scores.

Keywords: Ranking, Mean, Development, OECD, Theoretical condition

INTRODUCTION

The PISA (Programme for International Student Assessment) runs a series of tests that constitute an index of the success of Israel's educational system in comparison to those of other countries. The tests are administered by the Organization of Industrialized Nations (OECD) to millions of schoolchildren throughout the developed world at a cost of millions of dollars. Publication of the results are widely reported and has a considerable impact on policy makers and public opinion among the countries that participate in the testing.

In this article I seek to examine the degree of influence that should be attributed to the data pertaining to the ranking of the mean scores achieved by students from various countries that emerge from the PISA test, and to ensure that the degree of influence of the resulting ranking corresponds to the test's degree of reliability. We shall seek to ascertain whether an alternative test exists that relates to the same field of knowledge, the results of which alter the ranking of the mean scores of the various countries. Should such a test indeed exist, this means that we should attach less importance to the results of the PISA test, since the ranking results depend on how the test is formulated. Through the distribution of the difficulty of the test questions, the composer of the questions deliberately or unwittingly determines the ranking of the mean scores.

On the other hand, should we discover that no alternative test exists that alters the ranking of the means, then we may

affirm the considerable importance and reliability currently attached to the resulting ranking of mean scores on the PISA tests. We should stress that this is not a matter of statistical significance, which addresses the effect of random error on test results. In this article, we assume that were we to repeat the same test we would obtain the same results, and thus the same ranking of mean scores. One should not treat the "test score" variable as if it reflected a measure such as a centimetre in measuring an individual's height. This is because while altering the distribution of difficulty of the questions in a test does not alter the ranking of the examinees, it does alter the scores themselves and the distance between the examinees' scores, and thus the mean score of the individuals in the group may also change. In the first section of the article we shall explain that since knowledge is a hidden variable, in order to quantify it we must run a test. We then proceed to list the theoretical conditions necessary to compose an alternative test that would alter the ranking of the mean scores. The second section of the article will examine whether one can apply these conditions in the PISA test to Israel's position on the ranking among OECD countries. This procedure is necessary since there may be theoretical conditions that do not exist in empirical reality.

1. The need for a test and effect of the difficulty of test questions on the ranking of mean scores

Knowledge is a hidden variable because it is stored in the subject's mind. The way to expose the extent of a student's knowledge is through testing. The basic assumption is that the higher the examinees' level of knowledge, the better chance they have of answering the question correctly. A second assumption is that the more difficult the question, fewer examinees will answer it correctly. A third assumption is that there is a random component to answering a question, depending on a number of additional factors such as how fatigued or alert the examinee is, his familiarity with the type of question, and so forth. Thus, if we were to repeat the same examination, we should not expect to find that the questions which the examinee answers correctly are identical in both cases. Yet if we assume that the examinees have different levels of knowledge, we should expect to find that if we repeatedly examine the subjects on the same field of knowledge, the random element will decrease and the ranking of the examinees will become more stable. Contrary to height or weight, knowledge is not a quantitative variable that can be measured according to a given unit of measurement such as centimetres or kilograms. The number of questions an examinee answers correctly depends on the level of difficulty of the questions posed. The difficulty of a question is measured by the proportion of those who answer it correctly. The variable of knowledge is therefore an ordinal variable, namely a variable that enables us to rank examinees according to the level of knowledge they demonstrate in the test. We are, however, unable to measure the distance between scores / examinees in given units of measurement. The score that an examinee achieves is an ordinal variable, since the number of correct answers depends on the distribution of the difficulty of the questions. As long as we rank examinees while taking into account that the variable is ordinal, no problem regarding the ranking arises. The problem arises when we employ ranking as if it were a quantitative variable. The rule that applies to ordinal variables may be articulated thus: If the distributions of the scores of two groups of examinees on a test within a certain field intersect, then we can always find an alternative test in the same field that would yield a ranking of mean scores in inverse relation to the ranking that emerged on the present test, provided that the two tests differ solely in the distribution of the difficulty of the questions. But if the cumulative distributions do not intersect, then we are unable to find an alternative test that would alter the ranking of the mean scores. We can prove this theorem mathematically, as demonstrated in several articles on economics, such as Schröder and Yitzhaki 2015 which replicate the propositions developed in financial literature and income distribution and apply them in the area of measurement in education¹. Here we shall suffice with a simpler demonstration based on inversion of the

axes of a cumulative distribution, as in the case of a "guard of honor." While the concept of cumulative distribution is a statistical one, the guard of honor is shown on television whenever a respected figure visits or leaves the country [1]. A guard of honor is formed by placing those who stand in it in a row at an equal distance from one another, with the participants ordered according to height. The first position is occupied by the shortest individual, the second by the second shortest in the group, and at the end of the row (or the beginning at the other end) stands the tallest participant in the group. To ensure that the guard of honor does not depend on its number of participants, it is determined that its length be so that the distance between the participants is $1/(N-1)$, with N representing the number of participants². The practical consequence of this is that instead of employing a ranking that depends on the number of participants who comprise the guard of honor, we convert the ranking into percentiles of the "guard of honor." The guard of honor described above is the cumulative distribution when the axes are interchanged. In other words, if, instead of the regular guard of honor, we interchange the captions of the axes, so that the horizontal axis portrays the height of the participants and the vertical axis represents the cumulative percentage of the population. The following two graphs illustrate the interchanging of the axes between the graph of cumulative distribution and the guard of honor end of the row (or the beginning at the other end) stands the tallest participant in the group. (Figures 1 and 2). To demonstrate the problem that arises in using the ranking of groups according to the mean score, let us suppose that we wish to compare two guards of honor, one comprising boys and the other comprising girls. Both guards of honor are standing behind a screen, in order to simulate a hidden variable. Each guard of honor comprises two individuals. The heights of the boys are 160 and 190 centimeters, while the heights of the girls are 170 and 180 centimeters. The test contains only one question. A positive answer is credited with one point, while a negative answer is credited with zero points. Let us suppose that the test question is: who is taller than 185 centimeters? The mean score of the boys is $(1 + 0) / 2 = 0.5$, while the mean score of the girls is 0 since all are shorter than 185 centimeters. We would thus conclude that the boys were taller than the girls. If, however, the test question is, who is taller than 165 centimeters, then the mean height of the girls would be 1, whereas the boys' mean would be 0.5. We would thus conclude that the girls were taller than the boys. Therefore, if the guards of the boys and the girls intersect, we would conclude that an alternative test exists that would alter the ranking of the means. If we were to add questions to the test, then the result regarding the relative rankings of the means of the boys and the girls would be dependent on the frequency of "easy" test questions relative to the "difficult" questions. The possibility that the mean scores may be inverted by altering the difficulty distribution of the test questions lies

in the ability to divide the guards of the girls and the boys into two parts—up to the point of intersection and above it. In the case of our example, up to the point of intersection, which is the point at which fifty per cent of both the boys and the girls are located, the shortest of the girls is taller than the shortest of the boys, whereas the tallest boy is taller than the tallest girl. And by altering the difficulty of the questions, the examiner can determine on which group the test questions will focus: is the test designed to find geniuses or does it focus on the weaker children? To justify focusing on the weak students, we may argue that the policy of the education system is “no child is left behind.” To justify a test that contains mainly difficult questions, we may argue that the test is designed to locate gifted children. If, on the other hand, the cumulative distributions (or the guards of honor) do not intersect, namely if the cumulative percentage of short girls is always greater than the cumulative percentage of short boys, then the mean height of the boys will always be greater than the mean height of the girls, and therefore no alternative test could alter the ranking of the mean scores. If there is only one point of intersection between the groups, the level of difficulty of the test determines which group will have the higher mean score [2,3]. Whenever the groups intersect at least once, we can find two different tests that will rank the mean scores of the boys and girls in a reverse manner. Let us illustrate what happens when there are two points of intersection. To this end, let us add another boy to the guard of honor, so that the heights of the boys (from shortest to tallest) will be 160, 175, and 190 centimetres, and let us assume that the heights of the girls are 170 and 180 centimetres. The test contains only one question. The following Table 1 shows the possible answers to the question – which is the better group, according to the difficulty of the test. If the number of intersections is greater than one, it becomes more difficult to alter the mean score of a specific group we have chosen by determining the level of the questions. This is because there exist both a more difficult and an easier test that could improve the mean score of the group whose average we seek to improve. In this case, the ranking of groups according to the average score they achieve is random, and is thus meaningless [4]. We assert that comparison of mean scores to the ranking of the groups’ success depends on the extent to which the cumulative distributions of the groups’ scores intersect. In cases in which there is an intersection, the ranking of the means depends on the distribution of the difficulty of the test questions. The ranking thus depends on the formulator of the test, who may act deliberately (if he or she is sophisticated) or randomly (if he or she is unaware of the significance of their actions).

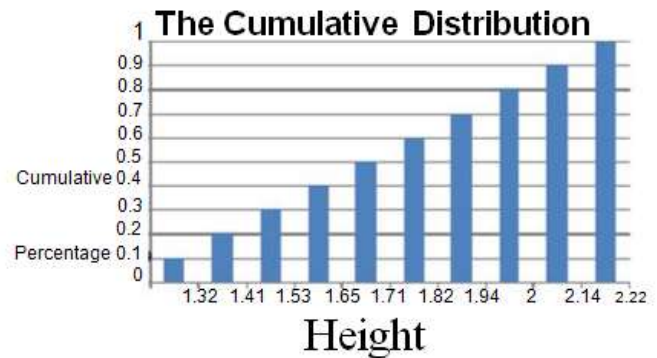


Figure 1. Cumulative Distribution with Height



Figure 2. The Cumulative Percentage with Honor Guard.

Table 1. Who has the higher mean score – the boys or the girls?

| The test question: Who is taller than | Boys’ mean score | Girls’ mean score | The higher mean score |
|---------------------------------------|---------------------|-------------------|-----------------------|
| 165 cm | $(1+1+0) / 3 = 2/3$ | $(1+1) / 2 = 1$ | Girls |
| 172 cm | $2/3$ | $1/2$ | Boys |
| 176 cm | $1/3$ | $1/2$ | Girls |
| 181 cm | $1/3$ | 0 | Boys |
| 185 cm | $1/3$ | 0 | Boys |

NORMAL DISTRIBUTION

To conclude this section, we shall make a further theoretical assertion. Variance represents the spread of scores among the subjects. Assuming that the distribution of the abilities of the groups of subjects (the boys and the girls) is normal, if the variances of the groups are different from each other, then the cumulative distributions will always intersect. If, on the other hand, the variances of the groups are identical, then the cumulative distributions will not intersect.

Proof: The normal distribution is bell shaped. Greater variance means that the bell's amplitude is broader. A broader amplitude indicates a relatively high number of weak and strong examinees. Thus, assuming that the distribution of knowledge is normal, then the cumulative distributions intersects exactly once. This theorem allows us to assert that anyone who assumes that we have a normal distribution of abilities in fact maintains that as long as the variances between the two groups are different, then there will always be an alternative test that alters the ranking of the mean scores.

AN EMPIRICAL COMPARISON: ISRAEL VERSUS THE OTHER OECD COUNTRIES

In this section I present the empirical significance of the theoretical assertions made in the previous section. To this end we shall compare the intersection of the cumulative distributions of Israel on the 2012 PISA tests. Since many countries take part in the PISA tests, so as to spare the reader an overload of details and seeking to make a comparison with the leading nations, the comparison will be made vis-à-vis the other 32 member countries of the OECD, which include Western European countries, the USA, Australia, New Zealand, South Korea and Japan. Table 2 presents a summary of the instances of an intersection of cumulative distributions of Israel. The furthest left-hand column, titled "Number" denotes the ranking of the 33 OECD members states according to the mean scores achieved on the mathematics test in 2012. The second column from the left, titled "Rank," denotes the location of the country among all the countries that participated in the PISA tests for that year. The third column from the left displays the name of the country. The fourth column denotes the mean score achieved by the students who took the mathematics test. The fifth column

indicates the variance of the scores of the subjects in each country. The sixth column displays whether there is an intersection of the cumulative distributions of the country vis-à-vis Israel, and if so, what kind of intersection this is: from above, from below, or multiple intersections. Israel is ranked 29th out of the 33 OECD member states (and 41st out of all the 62 countries that participated in the test). Upon inspecting the "variance" column, we find that the variance of the Israeli students' scores is the highest among the OECD countries³ Ostensibly, according to the theorem presented in the previous section (regarding normal distribution), if the distributions of skills in mathematics were distributed normally, we should expect the cumulative distribution of the grades of Israeli students to intersect the cumulative distributions of all the OECD countries. Inspection of the intersections of the cumulative distributions reveals that vis-à-vis 16 countries there is no intersection of cumulative distributions, and thus no alternative test exists that would result in a different ranking of mean scores. All the countries with which there is no intersection of distributions have a higher ranking of mean scores than Israel. On the other hand, with regard to the four countries ranked lower than Israel there does exist an alternative test that would lower Israel's ranking on mean scores. It should be noted that with regard to the 12 countries located above Israel on the ranking of mean scores with which the cumulative distributions intersect, this does not mean that there exists an alternative test that would rank Israel at 17, since the comparison is made separately with each country. For some countries the alternative test would be easier, while for other countries the alternative test would be more difficult. We did not determine the maximum number of ranks that Israel could climb, since an algorithm that could perform this calculation has yet to be developed.

| Number | Rank | Country | Mean score in mathematics | Variance | Intersection |
|--------|------|-------------|---------------------------|----------|--------------|
| 1 | 5 | South Korea | 554 | 9291 | None |
| 2 | 7 | Japan | 536 | 8273 | None |
| 3 | 9 | Switzerland | 531 | 8344 | None |
| 4 | 10 | Holland | 523 | 8006 | None |
| 5 | 11 | Estonia | 521 | 6105 | None |
| 6 | 12 | Finland | 519 | 6783 | None |
| 7 | 13 | Canada | 518 | 7412 | None |
| 8 | 14 | Poland | 518 | 7680 | None |
| 9 | 15 | Belgium | 515 | 9934 | None |
| 10 | 16 | Germany | 514 | 8821 | None |
| 11 | 18 | Austria | 506 | 8065 | Multiple |
| 12 | 19 | Australia | 504 | 8809 | None |
| 13 | 20 | Ireland | 501 | 6724 | Multiple |
| 14 | 21 | Slovenia | 501 | 7949 | Multiple |
| 15 | 22 | Denmark | 500 | 6299 | Above |
| 16 | 23 | New Zealand | 500 | 9379 | None |

| | | | | | |
|----|----|----------------|-----|-------|----------|
| 17 | 24 | Czech Republic | 499 | 8547 | None |
| 18 | 25 | France | 495 | 9029 | None |
| 19 | 26 | Great Britain | 494 | 8429 | Multiple |
| 20 | 27 | Iceland | 493 | 7861 | Above |
| 21 | 29 | Luxembourg | 490 | 8502 | None |
| 22 | 30 | Norway | 489 | 7677 | Multiple |
| 23 | 31 | Portugal | 487 | 8361 | Multiple |
| 24 | 32 | Italy | 485 | 8123 | Multiple |
| 25 | 33 | Spain | 484 | 7228 | Multiple |
| 26 | 35 | Slovakia | 482 | 9685 | None |
| 27 | 36 | USA | 481 | 7622 | Multiple |
| 28 | 38 | Sweden | 478 | 7896 | Multiple |
| 29 | 41 | Israel | 466 | 10411 | ----- |
| 30 | 42 | Greece | 453 | 7081 | Above |
| 31 | 44 | Turkey | 448 | 7769 | Multiple |
| 32 | 50 | Chile | 423 | 6037 | Above |
| 33 | 52 | Mexico | 413 | 4970 | Above |

SUMMARY OF FINDINGS

As mentioned above, the variable “knowledge” or “ability” is a hidden variable to which no natural unit of measurement applies. To ascertain level of knowledge we require a test. The test comprises a number of questions intended to reveal the examinee’s level of knowledge. Yet since the score achieved on the test depends on the distribution of the questions’ level of difficulty, the easier the questions, the higher will be the score. All we can expect of statistical methods is to rank examinees according to level of knowledge. Despite this limitation, experts and economists tend to calculate mean success of examinees in various groupings, and some apply regressions designed to find correlations between success in studies and success in other fields. In this paper we have formulated rules that enable us to ensure that no alternative test, with a different distribution of difficulty of questions exists, which would alter the ranking of the mean scores. Upon conducting an empirical examination of the comparison of findings indicating the success of examinees in the 2012 PISA tests in mathematics, we found that in 50 percent of the cases checked a valid alternative test exists that would enable us to alter Israel’s ranking vis-à-vis other countries. Choosing an OECD country at random and flipping a fair coin would give a similar degree of accuracy. The advantage of flipping a coin over testing is that flipping a coin is cheaper than examining millions of students. We further found that the smaller the differences in mean achievement, the higher the likelihood of finding an alternative test that would alter Israel’s ranking. This conclusion can only be determined by an exam. Finally, it should be noted that if we are dealing with an ordinal variable, the use of the regression method of identifying a correlation between examinees’ knowledge and economic variables, as is common practice among economists, is similarly flawed. That is, it is possible that an alternative

test exists that would alter the sign of the regression coefficient. For a demonstration, Schröder and Yitzhaki (2015).

ACKNOWLEDGEMENT

I am grateful to Dvir Miller of the Hadassah Academic College who assisted in analyzing the data. My thanks to Nili Gefen, Ruth Klinov, Ashik Movshovitz, Ruth Ottolenghi and Guy Yitzhaki, who read a previous draft of this article and whose comments helped me to improve the presentation of the findings.

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“Combating Gender Based Violence”: Achieving Gender Equality in Post – 2015

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Abstract:-- “The most pervasive human rights abuse in the world today, violence against women and girls is a manifestation of gender-based discrimination and a universal phenomenon which has tremendous costs for societies.” The causes behind Gender Based Violence (GBV) are very vast. Gender discrimination, gender equality, incompetent justice system, poor level of education, parents abusing their children, or abuse of children in the name of religion or culture, incorporates many other causes in the Gender based violence. As most of the abuses are done during conflict or post conflict situations exciting the level of heinous crimes against women and explains the vulnerability and incompetency of legal and law enforcement authorities to act during that period.

Keywords: Violence, Attacks, Women target, Abuse, Incompetent justice, Legal and law, Gen-der discrimination.

INTRODUCTION

Ending the vicious cycle of attacks on women, not only limits the capabilities of women in the society, but also limits the movements of women in the society. Thus, the primary target of UN Women in the Post–2015 development is the Elimination of Violence against Women (VAW). With the expiration of Millennium Development Goals (MDGs) at the end of 2015 has created new debate on the issues for post-2015 development agenda which thus exists (at present) in the form of 17 pointer draft which makes together the Sustainable Development Goals (SDGs); the Goal 5 aims to “Achieve gender equality and empower all women and girls.” From the goals of SDG’s, UN Women is dedicated to achieve the Goal 5 in the Post Development Agenda by [1]. The Goal 5 is a priority for the UN Women and the latter is dedicated to achieve it by the fall of 2015. Violence against women is the first hindrance in creating gender equality and international agencies such as UN-Women stands to eliminate this hindrance through realistic solutions and learning from many initiatives taken in the past [2]. One of the most effective and essential ways to eliminate the issue of VAW is to address specific issues such as creating public places safe for the general population, engaging the younger generation in reducing domestic violence, supporting women through various self-help groups, and valuing women with disabilities while providing them with numerous economic opportunities, while reintegrating the older women into the society [3]. We also have to understand that most important point here is to eliminate not prevent, we cannot prevent the violence against women in the society, rather we can eliminate it from the community.

ROLE OF THE INTERNATIONAL SYSTEM

Past actions by various international agencies depicts that the topic VAW is closely associated with many areas of concern, including development, human rights, and population. UN–Women, a sole dedicated on women arm of the UN deals with governments, government agencies, UN agencies, civil society organizations (CSOs), and other non-government organizations (NGO’s) and advocate to end violence against women, increase awareness, and build capacity. In 2013, UN Women ran anti-violence against women campaign in over 85 countries, the highest number of across all of the entity’s programmatic areas. The UN Trust Fund “End Violence against Women” provides grants to 77 programs in 70 countries, costing around \$56.8 million. Established by UN General Assembly resolution 50/166, the Trust Fund engages the stakeholders through three step process: it conducts programs in high risk sectors and engages the population in its programs while and conducts counseling sessions for would be perpetrators, providing extensive resources to the victims, while focusing on capacity building and advocacy, awareness within the law enforcement agencies and legal practitioners of the government. The Trust Fund takes many approaches to resolve this multifaceted problem. For example, the Samoa Victim Support Group has trained community leaders on how to stop violence and contact the authorities when VAW is present, and has helped pass legislation stiffening penalties for crimes against women. In September 2014, The UN-Women Goodwill Ambassador Emma Watson started a new initiative [4], called He or She, with a sole prospective to teach the younger generation about gender equality. In a time span of 12 months, the campaign received a global response with more than one million boys and men supporting the campaign; the campaign was designed to eliminate the

issue of gender equality by 2030. The campaign is described as a solidarity movement for gender equality that brings together one half of humanity in support of the other half of humanity, for the benefit of all.” The agenda of the initiative was to involve government agencies, international aid organizations, non-government groups in a collective effort to achieve gender equality and eliminate violence against women.

“GENDER BASED VIOLENCE”: CAUSES AND CONSEQUENCES

Violence against women is irrespective of culture, geographic location, ethnicity, socioeconomic status, age, religion, and other societal or independent factors. The historical dominance over women is the root cause of Gender Based Violence (GBV). Cultural norms that devalue women in the society, such as the ones that are related to the female sexuality and family roles, often leads to GBV especially when the women is going “outside cultural lines”, clearly shows existing male dominance in the society as well as oppression of women in the name of cultural norms. Cultural norms are the biggest role players in GBV, e.g. “honor killings,” female genital mutilation, child marriage, son preference, and rape which are often carried out in the name of custom (“marital” and “post marital” rape). Discrimination of women leads to harsh socioeconomic impacts in the society and prevents women from doing work (either from livable pay or underpaid wage, overtime work). Financial abuse of women by their partners often leads to instability in domestic (or their household’s) finances and limits their ability to leave the abusive situation because of their socioeconomic problems and limitation of their literacy skills. During post conflict and conflict situation, sexual abuse and rape is common weapon of war. The complex and varied issues evolving around violence against women exhibit the sole reason as to why international community must devote significant resources to end GBV in the post-2015. A number of these cases in conflict and post conflict situations are recorded and documented, which brings the attention of regional and international aid organizations to this issue. According to the [5] study from the Secretary-General, these include: “Femicide; sexual violence against women in armed conflict and post-conflict situations; trafficking in women for sexual and other exploitation; traditional harmful practices (other than female genital mutilation/cutting); prenatal sex selection and neglect of infant girls; forced marriage; early marriage; acid throwing, dowry or “honor” related violence; stalking; sexual harassment and violence in custody, workplaces and educational settings; and economic violence. “The Secretary General report further illuminate the issue of violence against women and reminds the international agencies that VAW is not just something which is happening behind closed doors, or is only used as an act of war, or occurs between partners, but is a villain with many faces and continues to create

hindrance in achieving gender equality. Proper documentation of these atrocities is a must. Failure to end violence against women creates more incompetence’s in the system to prevent discrimination against women. Improper actions against the perpetrators along with poor support to the victims, violates the human rights and becomes a barriers in economic independence such as access to safe housing, an education, and employment. Government agencies have to ensure that the services provided to victims are protected, as failures to provide such services and protection of such services further deteriorates an already worsens the situation.

GROWING ABUSE OF OLDER WOMEN AND GIRLS AND WOMEN WITH DISABILITIES

“Multiple Discriminations” is defined as “more than one factor that disadvantages someone or a group of people, becomes apparent when discussing violence against women and the different sub-populations it affects, particularly women and girls with disabilities and elderly women”. Not long ago a report of the UN Department of Economic and Social Affairs (DESA) revealed that violence against older women in fact had numerous forms, including performing witchcraft, especially against widows, and were used to justify violence. Incidents with respect to witchcraft were reported in most of the nations in Africa and Middle Asia. According to the report, other forms of abuse against older women includes neglect, physical, and financial abuse. CEDAW reports that 80% of the crimes committed against elder women are underreported. A review of the Madrid Plan of Action on Ageing illustrated that most of the abuse and violence against elder women occurs because of policy issues and incompetency in the law enforcement agencies in various member nations, with no relation to the state policy for social development. Similar to other abuses, violence against the older are perpetrated by someone known to the victim, and victims are mostly women. However UN-Women is still understanding the statistics of this issue as to how cases against older women go unreported, while the WHO estimates that 6% of the elderly people experiences abuse. Not long ago UN Assistant Secretary -General and Deputy Executive Director of UN-Women, Lakshmi Puri [6], began the discussion on discrimination on elderly women and girls and women with disabilities by reporting that the rate of ignorance and misbehave towards female stands 19.2% as compared to male which stands at 12.3%. Seven out of 10 women are sexually exploited once in their lifetime and out of these sexual attacks 50% are carried by perpetrators because of hatred towards women.

The root cause of this issue is dependency upon the caretaker; either the caretaker is in a position to exploit at some point of time or the person whom the care is given is hesitant to respond due to the years of dependency upon the caretaker. Most of the times, girls and women with disabilities fail to present their case because of lack of

information, e.g. a deaf girl who has been exploited for years may not be able to present her case in front of an interpreter as she fear an intrusion of her privacy. Also girls are far more vulnerable to disabilities as compared to boys because girls are prone to become victims of so-called “mercy killings” at a young age. Addressing human trafficking is also a key factor in eliminating VAW. The four major factors in trafficking are poverty, ignorance, minority status, and being female. After understanding the concept of discriminations, women and girls with disabilities are more susceptible for trafficking because their disabilities means poor education and wealth, addition to extra discrimination that people with disabilities face. It is also important to address and find practical solutions for eliminating trafficking rather understanding how vulnerable they are.

PREVENTION: “EDUCATION FIRST”

In order to increase the level of interaction of female victims with the society, there have been successes in the past, the UN women firmly believes that the best way to deal with Violence against Women (VAW) is to prevent it from happening. Primary means of prevention includes working with men and boys, creating safe grounds, and educating the general public about gender equality. Women living cities and in urban developments are more susceptible as compared to men. Women do not feel comfortable walking home at night and look at the safest options in a way different than men. This diminishes women’s ability to feel equal in the society, becoming a full participant in the society and contributes to gender inequality. To counter this issue, the UN Safe Cities initiative was designed with the sole perspective of keeping women safe, even at night. Design focusses on the improving the quality of life, and aims in creating sustainable communities. The UN women has provided numerous technical assistance to organizations combatting trafficking and gender inequality, including two programs in Ethiopia and in Mexico. The program in Ethiopia involves networks of safe houses which offers survivors easy health care, legal aid, and employment opportunities and help women report crimes. The National Commission for the Development of Indigenous Peoples in Mexico advocates for anti-VAW along with extensive services to survivors and serves as a benchmark organization for assisting women in all the ages, across the continents.

CONCLUSION

Violence against women is one of the major hindrances in achieving gender equality. Over the decades, international agencies such as the United Nations and other agencies have shown tremendous efforts in eliminating VAW, yet still today VAW remains a challenge to us. It is a complex issue, arising from the violence women faced within the communities, which continues to provide strength to the

workers and policy makers fighting against VAW in the society. The issue of growing violence against women is rather multifaceted, hence it is absolutely necessary that every stakeholder contribute to eliminate it from our communities and thus from our societies, and to eliminate the stakeholders should bring innovative and practical solution such as new ways in education policies, or gender equality in education, so that the younger generation can understand gender equality right from the childhood.

Moving ahead, there is without a doubt, the need to strengthen the channel between the UN agencies and government’s within the member nations, as social issues continues to exists as parasites and thus it is our responsibility to eliminate it. Many governments should prioritize development, gender inequality, and VAW, and should determine innovative ways to collect information; feedback on the progress followed by any suggestion from the communities would help. International organization such as UN Women must reach out to the differently abled communities and interact more in an effort to reintegrate them into the society.

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The Aesthetic Value of Trees, Boulevards, Man-made Lake and Urban Parks/Gardens in the Planned City of Chandigarh, India

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Abstract:-- Ever increasing urban population, city congestions and busy life schedules, especially in developing countries, are gradually pushing city residents towards urban parks, gardens and lake shores during their leisure hours and morning/evening strolls. Studies involving quantification and valuation of the recreational benefits provided by urban green amenities are lacking in most of the developing countries. This article presents a brief account of two research studies conducted in the planned city of Chandigarh, India during 2002-04 and 2012-13 respectively for assessing recreational benefits of city's green assets and a clean water body in the form of a lake. The results of the study can be used by urban policy makers, planners, bureaucrats, civil society and others in planning and establishing parks/gardens/water bodies/tree patches or combination of these resources in newer cities which would be coming up in near future.

Keywords: Intangible benefits, Non market ben-efits, Domestic tourists, City residents, CVM, TCM, HPM, Consumer surplus, Willingness to pay.

INTRODUCTION

Urban greens and lakes with good water quality provide significant amenity and recreational use value contributing towards quality of urban life. It is observed that politicians/bureaucrats/industrial houses, especially in developing countries, try to grab these green open spaces for creation of concrete jungle. Scientific understanding of how urban trees, parks, gardens benefit people is generally found lacking in majority of developing countries. This happens because non-market benefits of such areas are not correctly valued and incorporated in to cost-benefit analysis of so called development projects. Chandigarh is one of the planned cities of India, which is known in the world for its magnificent parks/gardens/urban greenery and was selected for quantification of recreational use value of urban forestry and Sukhna lake. The non-market value of recreational benefits provided by these resources of the city, from the point of view of residents as well as tourists was estimated. Chandigarh city is the first city of India to have its city emblem (an open hand) established in Sector-1 of the city Figure 1. The focus of two studies, in the form of Ph.D thesis and M.Tech dissertation, was on city's parks, gardens Figure 2, tree-avenues, reserved forests, Sukhna lake and the Sukhna wild life sanctuary of Chandigarh city. The main objectives were to estimate the recreational use value of above areas from the point of view of residents as well as tourists coming to the city and

to assess the predictive abilities of various functional forms for developing suitable models to estimate willingness to

pay (WTP) on the part of residents & tourists for the cause of greenery and better environment. Three economic valuation methods i.e., Contingent valuation method (CVM), Travel cost method (TCM) and Hedonic Pricing Method (HPM) were applied.

APPLICATION OF CVM AND TCM

The mean willingness to pay (WTP) for the betterment of existing green landscape features and for creating new parks/ gardens on the part of each reasonably earning family residing in the city was found at Rs. 153/-per year for a period of five years, which converts to an annual recreational use value of city's urban forestry assets to Rs. 2.75 crores (Rs. 27.50 millions) at 2002-03 prices. Contingent valuation method (open ended) was used for this purpose and primary data was collected from 2358 residents of the city [1,2]. Contingent valuation method, open-ended version (CVM) and Zonal travel cost method (TCM) were used to estimate the annual recreational use value of city's urban greenery on the part of tourists coming to the city. The reasons for variation in the results of two methods have been discussed. Inherent tendency of most of the Indian middle and upper middle class, which has the capacity to move as tourists, to reveal actual income on record (except Govt. servants) due to huge black economy of the country, has been found as one of the

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major reasons for poor results in CVM (OE). Estimate of recreational use value provided by the TCM has been considered more reliable in Indian context, which was estimated as Rs. 92.40 millions [3]. Therefore, total annual recreational (use) value of city's parks/ gardens, boulevards, green avenues, reserve forests, wild life sanctuary and other landscape features on 2002-03 prices, comes out approximately Rs. 120.00 millions. This amount is the recreational use value on the part of people using or having liking for this particular environmental asset and should not be misunderstood as environmental or ecological value. As revealed through the study, the urban forestry in Chandigarh city contributes to the extent of 87.67% in making the city attractive from tourism point of view. City's unique architecture, openness, comparative cleanliness and other features account for the rest of 12.33%. This exhibits the immense power of urban forestry in attracting tourists. Chandigarh city's residents consider the urban greenery responsible to the extent of 55.65% in attracting people to reside/work permanently in the city. This shows that people of the city give more than 50% weightage to city's planned green landscape and urban forestry in comparison to other factors like employment, infrastructure etc. available in the city for settling down for residence purpose in the city Figure 3. Statistical tools like ordinary least square (OLS) and weighted least square (WLS) methods were used to establish functional relationship of willingness to pay (WTP) towards "Environment Fund" supposed to be maintained by Chandigarh administration, with other variables. Various socio-economic and environmental factors influencing willingness to pay function on the part of tourists and people of city have also been discussed. It has been found that education and household income have positive correlation with WTP function i.e., willingness to pay increases with increasing income and education status. Educated society has more environmental concerns and social awareness. In general, younger generation was found more inclined to contribute towards urban greenery. People of the city having interest in environmental activities were more interested for contribution towards "Environment Fund". Figure 1. The Open Hand: City's Emblem.



Figure 1. The Open Hand: City's Emblem.



Figure 2. Leisure valley garden of the city.



Figure 3. Zakir Rose Garden, Chandigarh.

WTP VS WTA MEASURE

Environmental Economics literature provides for two measures under contingent valuation method i.e., willingness to pay (WTP) on the part of an individual to obtain a particular good or service, which is clean and green urban parks/gardens of the Chandigarh city in the present study or willingness to accept (WTA) compensation i.e., amount of money that must be given to an individual by not allowing him/her to utilize a particular environmental asset i.e., parks or gardens of the city. The people of the city seem to have rejected the idea of receiving compensation (WTA) in lieu of not visiting green areas of the city for different purposes. Only 14% of the respondents chose to quote WTA value in monetary figures. This low response to WTA question is not a reliable result. Therefore, WTP questions are the best option, instead of WTA measure, to assign a monetary value to the recreational aspect of an environmental amenity like urban parks or landscapes [4]. It was suggested in the study that an entrance fee of Rs. 25/- could be charged at Rock Garden of the city in place of Rs. 10/- being realized now. It was also found in the analysis that there won't be any reduction in tourist population due to fee enhancement and additional revenue thus generated could be used for better upkeep of urban parks/gardens

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along with Rock Garden [5]. Rock Garden was found number one choice of the tourists during survey Figure 4. It is pertinent to mention here that surveys for assessing non-market benefits of forests and gardens are more common and familiar to the western countries. Generally respondents who are familiar with some sort of economics and who have had at least some experience with marketing surveys, feel more comfortable in answering contingent valuation surveys. In the present study, the respondents (mainly tourists) who were not familiar with these ideas were more suspicious of the questions and they tended to be hesitant in providing personal information such as income, mode of travel, make of cars etc. It was also observed during the survey that a sizeable number of tourists mentioned low monthly income and at the same time they were enjoying the luxuries of staying in good hotels and traveling in big cars of recent models as found using "Participant observation method" and Unstructured interview schedule" in addition to "Structured interview schedule". A general model depicting the relation of TCM and CVM ratio with "Corruption perception index" was developed in case of tourists of various countries with different ranking in the world as far as parallel economy and levels of corruption were concerned. A clear cut conclusion can be drawn from the present study that CVM (open-ended) has to be applied with great care and precaution in case of even educated and well-off respondents belonging to developing countries like India where a huge black economy, from which majority of middle and higher income group belong to, can influence the final outcome.



Figure 4. Rock Garden, Chandigarh.

APPLICATION OF HPM

Results of linear function Hedonic Pricing Model (HPM) indicated that the rates of residential plots decreases @ Rs. 9.20 per sq yard for each metre of distance from the

Sukhna lake of the city [6]. According to double log with weighted least square and ordinary least square functional HPM, proximity to Sukhna lake and Leisure valley chain of green spaces raised housing prices by 10% and 2% respectively [7]. Similar kind of trend was observed in a study conducted in eight towns of Netherlands using HPM where more than three thousand housing transactions were analyzed [8]. It was found that an attractive landscape having combined effect of water bodies, trees and open space resulted in about ten percent more premiums on house prices over less attractive environmental settings. Similarly, Gupta and Mythili [9] found that a house near water body in Navi Mumbai fetched Rs. 558 more value per sq feet and proximity to greenery/parks/gardens fetched more price of apartments in Central Mumbai [2].

CONCLUSION

Science based evidence in above studies has established that the residents of the city were willing to pay for better environmental amenities through higher housing prices. Therefore, Chandigarh administration should fix higher collector rate for residential property located near resources like better maintained parks/gardens and good water quality lake. At the same time, proposal for Rock Garden gate fee enhancement should be considered for generating more revenue and subsequent better maintenance of city's ecological resources.

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Human Reliability Analysis method-SPAR-H – A Review

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Abstract- Human performance makes a considerable contribution to incidents and accidents in many industries. This human performance is estimated in terms of ‘Human Reliability’ which highly affects the maintenance activity performance, safety and cost efficiency of any production process. Improvement of Human Reliability relies on identification of human error causes and quantification of human error probability. The central thrust of this paper is to review the common Human Reliability Analysis technique – Standardized Plant Analysis Risk-Human reliability (SPAR-H). The paper also discusses the effectiveness of performance shaping factors (PSFs) influencing on the human performance with the consideration of its strength and limitations

Key words- Human error, Human reliability analysis, SPAR-H

I. INTRODUCTION

Human Reliability is the key component of measurement of human performance which deepens the human error identification. HRA concerned with the identifying, modelling and quantifying human error probability. The HRA study was started in 1950 and it actually grew up from 1960. From 1965 the HRA methods have been started to develop generation wise with their timeline accordingly. Most of the method was found as the quantitative approach towards the estimation of HEP i.e. Human Error Probability except SPAR-H method.

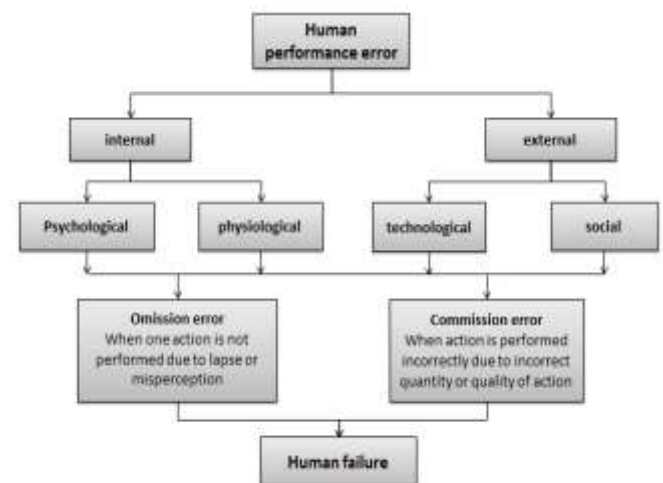
SPAR-H method estimates the HEP in both the ways qualitative and quantitative. The method uses 8 PSFs which impacts the human performance. The PSF are environmental factors, personal, or directed to activities that have the potential to affect performance positively or negatively; therefore, identifying and quantifying the effects of a PSF are key steps in the process of HRA..

II.HUMAN RELIABILITY ANALYSIS

A.Human error identification

First step of HRA is the human error identification or to find out the consequences. Human Error can be defined as the unwanted actions or inactions that result in deviations from expected standards or norms and that potentially place people, equipment, and systems at risk.

The human error can be of any type i.e. physiological, psychological, technical and social which leads to technical failure. Mainly Human performance error can be divided in two main types. This will be more cleared from the figure given below.



While performing any action by human, there can be the possibility of some physiological or psychological conditions affects his performance and which leads to some omission or commission error. These error can be rectified or improved by estimating human error probability

B.Human Error Probability

Human Error Probability is the component which shows the fashion of the human reliability for the specific activity. But first of all it is important to understand human context in system performance.

So the Human reliability is the probability of humans conducting specific tasks with satisfactory performance. That task can be a repairing, system operation, safety actions and analysis or any other kinds of human actions that influence system performance. Basically human error probability is described as:

$$P(HE) = \text{No. of errors} / \text{No. of error opportunities}$$

As high is the HEP low is the Human Reliability and as low is the HEP high will be the human reliability.

Mainly questions HRA tries answer are:

1. What's go wrong?
2. Which are human failure consequences?
3. Which performance shaping factor influence Human reliability the most?
4. What is necessary to improve HR to avoid or prevent human error?

To answer these questions some appropriate method must be applied, which depends on some issues given below:

- HRA objectives, which are applied to investigate incidents, to improve maintenance procedure, and to improve operational steps.
- Availability of human error data for performance analysis. To perform HRA specialist opinion should be taken in consideration. It's necessary to verify the reliability of data from literature.
- Most critical issue in HRA is time to perform analysis. Time is always critical issue because human reliability analysis can last for hours or a few days.

C.Method Selection for HRA quantification

After identification and modelling, the step comes is that quantification. Many methods have been developed for HRA but talking about the qualitative and quantitative approach the SPAR-H method is considered as good method. As this method mainly focuses on performing shaping factors which influences the human performance that what we required in HRA. The SPAR-H method is described in brief further.

III.SPAR-H – STANDARDIZED PLANT ANALYSIS RISK HUMAN PROBABILITY

The SPAR-H method addresses the failures and its HRA based upon their type of failure. The failure is about a) Diagnostic Failure b) Action Failure.

The basic SPAR-H framework is:

- Decomposition of task into Diagnostic and Action
- Assigning base case HEP according to failure
- Use of pre-defined PSFs with its appropriate value.

Mainly this method derives the explicit information processing model of human performance. It also has been researched that eight PSFs capable of influencing human performance. These factors include:

1. Available Time
2. Stress and stressor
3. Experience and training
4. Complexity

5. Ergonomics
6. Procedures
7. Fitness for duty
8. Work processes

IV.SPAR-H FLOWCHART

The flowchart given describes the method and steps followed in estimation of HRA.

The Nominal HEP or base case HEP rates are mentioned in the flowchart according to type of failures occurred during the operation.

For diagnostic failure HEP rates at 1.0E-2 and that for action failure it rates at 1.0E-3.

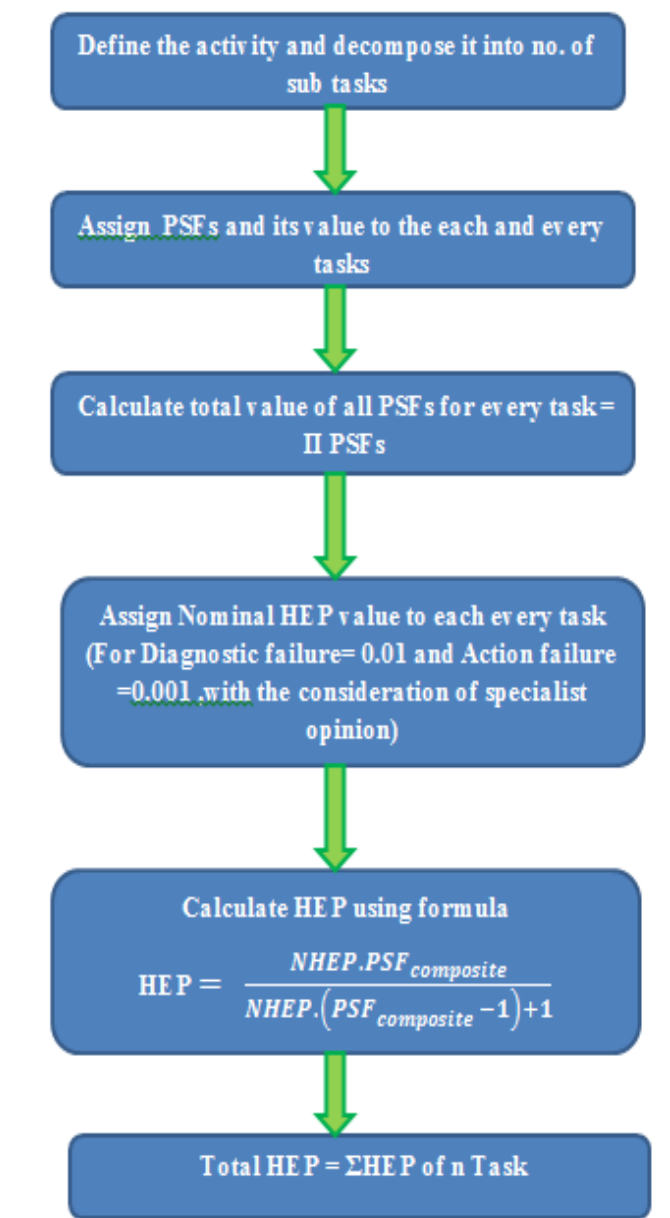


Figure 1**A. PSFs table with its values**

| PSFs | PSF Levels | HEP for Diagnosis ¹ | HEP for Action ¹ |
|---------------------|-----------------------------|--------------------------------|-----------------------------|
| Available Time | Inadequate time | 1.0 (no multiplier) | 1.0 (no multiplier) |
| | Barely adequate time | 0.1 (10) | 0.01 (10) |
| | Nominal time | 0.01 (1) | 0.001 (1) |
| | Extra time | 0.001 (0.1) | 0.0001 (0.1) |
| | Expansive time | 0.0001 (0.1-0.01) | 0.00001 (0.01) |
| Stress/Stressors | Extreme | 0.05 (5) | 0.005 (5) |
| | High | 0.02 (2) | 0.002 (2) |
| | Nominal | 0.01 (1) | 0.001 (1) |
| Complexity | Highly complex | 0.05 (5) | 0.005 (5) |
| | Moderately complex | 0.02 (2) | 0.002 (2) |
| | Nominal | 0.01 (1) | 0.001 (1) |
| | Obvious diagnosis | 0.001 (0.1) | N/A |
| Experience/Training | Low | 0.1 (10) | 0.003 (3) |
| | Nominal | 0.01 (1) | 0.001 (1) |
| | High | 0.05 (0.5) | 0.0005 (0.5) |
| Procedures | Not available | 0.5 (50) | 0.05 (50) |
| | Incomplete | 0.2 (20) | 0.02 (20) |
| | Available, but poor | 0.05 (5) | 0.005 (5) |
| | Nominal | 0.01 (1) | 0.001 (1) |
| | Diagnostic/symptom oriented | 0.005 (0.5) | N/A |
| Ergonomics/HMI | Missing/Misleading | 0.5 (50) | 0.05 (50) |
| | Poor | 0.1 (10) | 0.01 (10) |
| | Nominal | 0.01 (1) | 0.001 (1) |
| | Good | 0.005 (0.5) | 0.0005 (0.5) |
| Fitness for Duty | Unfit | 1.0 (no multiplier) | 1.0 (no multiplier) |
| | Degraded Fitness | 0.05 (5) | 0.005 (5) |
| | Nominal | 0.01 (1) | 0.001 (1) |
| Work Processes | Poor | 0.02 (2) | 0.005 (5) |
| | Nominal | 0.01 (1) | 0.001 (1) |
| | Good | 0.008 (0.8) | 0.0005 (0.5) |

Figure 2

The above tables explain how much HEP is assigned for the particular PSF and which multiplier is used according to level of the PSF.

B. Ideal mean HEP as a function of influence of performance shaping factor

Figure shows the relationship between the human performance and the human error probability which is influenced by PSFs. The positive influence of PSFs can operate to reduce failure rates.

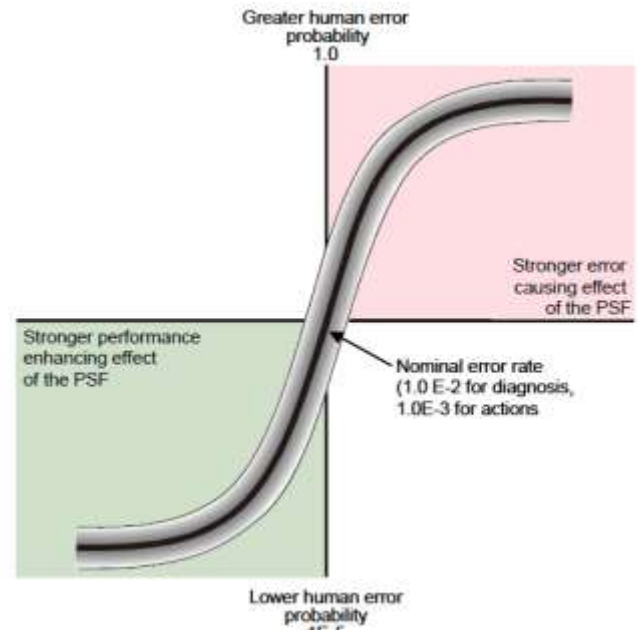


Figure 3 The figure also explains that lower bound cut of is 1.0E-5

V.DISCUSSION

The SPAR-H method is straightforward, orthogonal and easy to apply, and is based on a human information-processing model of human performance and results from studies available in the behavioural sciences literature (Newell and Simon, 1972).

It is thought that the same PSFs and base failure rates are applicable to either type of error. The base error rates contained in the consideration of actions and diagnosis by including omission and commission types of errors; the explicit representation of omission versus commission is an issue left to the analyst and is part of the error identification and modelling process constituting HRA. In instances where the work process PSF is thought to influence performance, it is often difficult to determine its effects.

Traditionally, taking into account for the influence of multiple shaping factors with multiple levels of influence without imposing a high degree of expert consensus judgment on the HRA process has proven difficult for HRA. SPAR-H attempts to help make the assignment of human error probability a more repeatable and transparent function and less a function of the individual analyst who is performing the HRA. We believe that the analyst's expertise comes into play in discovery of the appropriate error and in assigning the correct level of influence (i.e., multiplier for the HEP). The HRA search process for determining unsafe acts given a particular context still remains a challenging task for the HRA analyst, but this is the information that is brought to SPAR-H for quantification. The need to provide sound qualitative assessments of factors is amplified as

SPAR-H applications expand beyond basic plant PRA model development to include HRA for event analysis and the evaluation of specific plant performance issues.

VI. SUGGESTION

After discussing about the SPAR-H method the one thing is cleared that this method is easy to apply and transparent towards the qualitative approach. The one thing that is being suggested that while calculation of the HEP, if three of PSFs having value greater than 1 or nominal level then only the formula should be used shown in the flowchart.

Otherwise just multiplication of all PSFs along with its Nominal HEP is most preferred rather than always using the formula.

VII. CONCLUSION

Reaching to the conclusion it is concluded that SPAR-H method is best HRA methods with appreciating the quantitative as well as qualitative approach of HRA.

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Domestic Labour Rights Belongs to Her if Domestic Labour Belongs to Her-Kind: a Situational Analysis of the Domestic Workers in West Bengal

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Abstract:--- Domestic Labour in India has not been recognised as a form of work and has neither been considered under Labour laws. The work involving care in the private sphere of home has been feminized . Thus female domestic workers face an array of problems due to non-recognition as labour. The Paper expounds on the situation of domestic workers and their condition of work in West Bengal and thus suggests why we need National and not state wise legislations for the welfare of domestic workers and that India needs to urgently ratify the 189th Convention of ILO.

Keywords— Domestic Labour , Unrecognised , Decent Work Conditions , National Legislation

I. INTRODUCTION

The history of domestic labour in India relegates the position of domestic work to that of subjugation . The traditional domestic worker has his or her rights resting on the feet of the master and his hierarchy was lower than his employer either on the basis of caste ,class or gender. The contemporary market driven economy shifting from its' earlier agrarian base has redefined domestic work as an industry which caters the need of maintenance of the household order. ... It is also associated with the growth of urban middle class , especially the increase in the number of women working outside their home and the availability of cheap domestic labour (Mehrotra Surabhi , 2010).However the conventional hierarchical suppression remains.

Domestic work includes mental, manual and emotional aspects, including care work that is necessary to maintain people and communities (Anderson 2000) Domestic work thus involving social reproduction or nurture and is centred in the private sphere of the house .Having these characteristic features the occupation is highly feminized. According to NSSO data 2009-2010 out of 2.52 million domestic workers in India approximately 57 percent are women .Also two-thirds of these domestic workers belong to urban India. Both the above statistics combined we can infer that the female labour force specifically in urban India mans the domestic labour profession. The fact that domestic work does not demand much skills or specialisation is a major reason for women

getting involved in this profession. However care receives no recognition so does domestic work, it is undervalued and thus remains unrecognised.

The lack of labour laws for domestic workers not only makes this work invisible and the attitude of the employers highly paternalistic but also poses an array of difficulties for the female domestic worker including physical assault, lack of maternity benefits and also sexual harassment at workplace. However in most of the cases the victims are bereft of rights over their rights because of no comprehensive labour laws in their favour. In many cases workplace violations go unreported.

In the wake of the 189th Convention of ILO vocalising the rights of domestic workers and their recognition we need to analyse the status of domestic labour in India and the scope of legislations in favour of due recognition of domestic work under the fold of labour. The following paper, expounds on field based analysis on working conditions of domestic workers in the State Of West Bengal and analyses the need for immediate legislation for the domestic workers at the Centre

II. FINDINGS

The following tables are based on field based interviews undertaken with 46 female domestic workers in the selected slums of Calcutta namely Dhakuria (South 24 Paraganas) and Hridaypur (North 24 Paraganas) .The domestic workers of these areas are headed by Srishty an NGO working for women in the informal sector.

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Table 1.1:

1.1.1

| Number of Houses Worked In : | |
|------------------------------|---------------------|
| One House | More than one House |
| 13 | 33 |

1.1.2

| Number of Hours Worked Per Day : | | |
|----------------------------------|-------------------|-------------|
| Less than 9 Hours | More than 9 Hours | >= 12 hours |
| 38 | 2 | 6 |

Analysis :

According to Domestic Workers Welfare and Social Security Draft Act of 2010

4. " Working hours :no employee shall be required or allowed to work in any household for more than nine hours in a day or for more than 48 hours in a week .working hours are defined as per the nature of work and taking 8 hours as maximum ,with sufficient periods of rest and food for full time workers,provided that the work span should not be more than 12hrs for live in (with 3-4hrs) rest in-between ...provided further that any adult employee may be allowed to work in such household premises for any period in excess of the limit fixed under this section subject to payment of overtime wages if period of work , exceeds 48 hrs a week and including overtime work ,does not extend to 10 hrs in any day and in aggregate 50 hrs in any week ."

6. Interval For Rest – The Periods Of Work For Employees In A Household Shall Be So Fixed That No Period Shall Exceed Five Hours Before She Has An Interval Of Rest Of Not Less Than Half Hour ."

Considering this propositions we analyse table 1.1 we would see that a majority of workers work in more than one houses ,(33 out of 46 or 71.7 %),thus exactly how many hours a domestic worker can be made to work in a day would be a better yardstick of deciding working hours I feel , since their work falls under the unorganised sector , there are no fixed wages per hour as implemented on a uniform basis by the State Government yet , thus they try to work for the maximum hours possible in maximum number of households to earn their living , the highest recorded within the sample is 9 houses per day by a particular respondent 13 out of 46 respondents works in one house only as shown in table 1.1 , 4 out of them work for greater than 12 hours , the kind of work done by three of these four are that of an "AYA"(nursemaid) , they are not permanent residing members in the employers' house .

In general as table 1.2 showcases out of 46,6 work for more than 12 or equal to 12 hours , 2 work more than or equal to 9 hrs. and 38 or about 82 % work for less than 9 hours. Two interesting analysis can be drawn from

this , firstly the respondents working for less than 9 hours are the majority or 82 % so knowingly or unknowingly the working hours requirement is not getting violated in 82 % of the cases . This working hours is significant because for domestic workers have double burden of domestic work,and for most of my respondents spare time meant doing household work, the concept of leisure is so obscure for them that it became impossible for me to tabulate what they did as leisure activities in the course of the day. Thus limiting their working hours to 9 hours would give them more space and time at their homes and perhaps spare time would getchannelized to some useful activities like learning sewing,or being aware of the world through daily news etc.

It was seen that workers employed as "AYAS"(nurse-maid) did not receive any timely breaks during their course of work, they said even during their lunchtime they were called to do some work or the other. They said that originally it is the rule of several service centres to employ them for 11 hours but that got extended to 12 hours in practice. This shows that the maids who were employed as through agencies and stayed at the house for longer periods faced more harassment.

Table 2:

| ONE WEEKEND HOLIDAY | |
|--------------------------------------|-----------------------------|
| Does Not Receive one weekend holiday | Receive one weekend holiday |
| 45 | 1 |

Analysis:

The above table basically indicates that there is no concept of one holiday in a week (i.e. a weekend) or four holidays in a month , of the 46 respondents only one formally received one holiday every Sunday of the month , the rest did not get a weekend holiday as their right . There were various responses on how they managed to get holidays in spite of no formal holidays, some made excuses, some lied about ill health,some honestly took a leave and there was a cut from their salary as per the number of days missed multiplied by the wage for each day,this mainly happened for all AYAS (nurse-maids) who receive wage on a daily basis .The fact is that none of these 45 respondents knew that they deserved one holiday in a week.

On a slightly different note , taking a leave without prior notice for genuine reasons too can lead to serious consequences , an example was the case of Kalpana Halder , who lost her job for not being able to come to her employers' place for one evening due to heavy rainfall , the employers were also not ready to give her the due wages for the number of days she had worked in the month , a group of domestic workers went to the house of this employer to demand re-recruitment or compensation by

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giving wages of two months at least .In this light I would like to say that maternity leave and sickness leave along with a 15 -20 days leave in the year as being circulated as their demands in various government sectors and NGOs is not just a demand , it is their dire necessity . Many lose their job on becoming pregnant whereas it is their right to get a maternity leave, this can be secured by organising them through service centre, the pregnant mother can be substituted with another worker, and post- giving birth the mother can be given work in some other household from the service centre itself.

Another point that I want to drive home is that giving the domestic workers a leave on Sundays the day when employers to get a leave and want to relax can be an issue but I feel, this would rise only when domestic work is not recognised at par other professions and secondly domestic chores are gender stereotyped and in absence of domestic help the male members of the family should be given some domestic work responsibility during the weekends.

Table 3:

| WAGES RECEIVED PER MONTH | | | | |
|--------------------------|----------|-----------|-----------|--------|
| <500 | 500-1000 | 1000-5000 | 5000-8000 | =>9000 |
| Nil | 5 | 25 | 16 | nil |
| | | | | |

Analysis:

The Central Government has proposed a 9000 salary for domestic workers per month .Taking this into consideration I have tabulated the above table. This proposal has not been implemented yet .But if we take this as the yardstick , we see that none of by respondents receive this wage per month , the majority of my respondents (54.34 %) receive wages between the range of 1000-5000 , followed by 1000-5000 (34.7 %) , 5 out of 46 even gets salary ranging between 500-1000 .

Now evaluating the necessary salary that domestic workers should receive becomes very difficult because wages are not fixed on a per hour basis and moreover most workers (33 out of 46 for my sample as table 3.1 indicates) works in more than one houses . The wages for a particular kind of work has also not been fixed .For example I took the work of a cook to compare the wages of three workers from the same slum area of Dhakuria. A respondent named Lakshmi Mandal who does the job of cook in three houses gets rupees 3000 per month as her total wage whereas Ruma Mohanty who works in two house as a cook gets rupees 3000 too .Another respondent named Mathura Mandal who works for an NGO as a cook and cooks for 38 people per day gets only 6500 rupees per month , thus it is obvious that different work should be classified and per hour wages determined accordingly.

While working with Sristy I came to know that a demand has been fixed at 54 rupees per hour .This demand was reached at by considering various factors like yearly expenditure on food , house rent , education , health related expenditure , expenditure on clothes etc. This is a progressive measure departing from the traditional approach of considering only calorie intake and extending requirement of money for a holistic set of activities. .

Recently Rajasthan government has come up with a comprehensive policy regarding wages of domestic workers (Times Of India February 2016 .) , according to this notification the labour for an entire day (8 hours) is Rs.5642 per month , this came into effect from January 1 ,2016 . For overtime employers will have to pay workers double the minimum fixed per hour for every hour exceeding 8 hours. Furthermore domestic helps hired for just washing dishes will have to pay a minimum of rupees 705 per month for a household of four, and for every additional member 10 percent more .I think this is a well-planned policy and can be implied in West Bengal as well. Such an approach of paying specific money for specific jobs is essential to prevent casualization of labour. The market the proponents of free market would say, should be the deciding factor for determining the wages of the workers however the market can also systematically exclude some people such as these female domestic workers whose skills have yet not been quantified by the government. Thus besides fixing rate for special work a minimum wage support is necessary.

Table 4:

| EXPLOITATION AT WORKPLACE | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| Has Faced Any Kind of Exploitation At Workplace | Has not faced any kind of exploitation at workplace |
| 10 | 36 |
| The Kinds of Exploitations talked about : | |
| <ul style="list-style-type: none"> Does not let to use washroom Fires worker without prior notice and valid reason and does not pay the deserved wages before firing Uses explosives | |
| <ul style="list-style-type: none"> Beating Delay in giving fees Not allowed drinking water No rest or interval in work Forced to do chores that they are not paid for | |

Analysis:

This above table gives a general over-view of the percentage facing exploitation at workplace, which was found to be approximately 21 % .The kind of exploitation faced at workplace also has also been delineated. The major limitation in tabulating exploitation are two firstly the respondents do not openly come out with the exploitations often , in fear of being fired by the employer , many cases of sexual harassment are not even recorded , secondly in some cases the respondents narrative of the exploitation faced on hearing becomes a biased one sided understanding of

the exploitation, the employers' account of the incident must also be duly considered.

Breaking The Silence a public meet held on 20th December 2016 had brought up 48 cases of violations of rights of domestic workers through various kinds of exploitations ranging from sexual exploitation to loss of income due to child-birth. Such public platforms to allow domestic workers to voice their opinion and to stand in solidarity against their oppressors are required.

III. CONCLUSION

India has yet not ratified the 189th ILO convention on rights of domestic workers. Till date there has been no finalized National legislation speaking about the rights of Domestic workers, a draft policy for Domestic Workers were reached at in the year 2015 but it has not reached the implementation stage. Seven states in India has passed minimum wages declaration and two of these states have constituted welfare boards for them. As of West Bengal is concerned so such measures has been taken. At present there are two trade unions constituting of Domestic Workers namely PaschimBengal Griha Paricharika Samiti and Sramik Sahayata Kendra. These unions has yet not received legal recognition from the State Government and are striving towards the same. In the absence of government law in favor of Domestic workers the state run NGOs, Sristy, ActionAid, Durbar Disha, Pratikar to name a few are collaborating for voicing the rights of the domestic workers. In 20th December 2016 Sramik Sahayata Kendra had arranged a public hearing of around 48 untold cases of harassment as faced by the domestic workers with the aid of several NGOs working in this field. The hearing was successful and was attended from people from different walks of life ranging from the Chairperson of the West Bengal Women's Commission to advocates and academicians and most importantly the domestic workers themselves. The purpose of this collaboration was to arise in the hearts of the suppressed domestic worker the collective awareness about their rights.

Of the decisions arrived at this hearing the following are the high-lights:

- ◆ Domestic workers should be first and foremost recognized as workers and given right over decent standards of work as propounded by the 189th ILO convention
- ◆ The panel opined that Inter-State migrants labor Act to be made applicable for domestic workers
- ◆ As per the panel the Unorganized workers social security act 2008, and Domestic Workers (Regulation of Employment, Conditions of Work, Social Security and Welfare Bill), 2008 Domestic Workers Welfare and Social Security Act, 2010 – these three bills must

be made into Acts immediately by the Central Government

- ◆ Domestic Workers' platform should demand from the Central Government the monetary allocation for the Food Security Act, which would enable all pregnant domestic workers to get Rs.6000 as entitlements and additionally 26 weeks maternity leave and provision for crèche
- ◆ The idea of unionization of domestic workers were welcomed.
- ◆ It would be ideal for the domestic workers to have a flag and an identity card, as first steps towards forming an union
- ◆ The organizations formed for the welfare of the domestic workers should take into consideration that domestic workers are not a homogeneous group the different socio-economic –religion backgrounds should be catered to
- ◆ The core demands were identified to be minimum wage and child care unit for maternity benefits
- ◆ The State should establish a welfare board for domestic workers
- ◆ The panel opined greater direct participation of domestic workers in elections at every level and that they being vote-banks their demands should be effectively put before the political parties
- ◆ The panel concluded in a strong demand for a National Legislation for domestic workers

While discussions and panels concerning the rights of domestic workers are being held it is important to consider what the outcome is. Are the voices of protest so raised heeded by the Centre? So far the welfare of the labourers has surfaced in acts like the Unorganised Workers' Social Security Act 2008. The rights of the marginalized labour as such has been secured through several department like health, education etc. However the rights of the labour as such is not declared in any particular act. Furthermore whenever we say labour the primacy is given to the male labour working in construction sites or transportation. The female labour force working as helpers to the male labour force or at home go unrecognized. Such delay in legislation is only leading to a perpetuation of the informal, unrecognised and ostracized from the law group. The female domestic labourers unable to secure the a healthy childhood or creche facilities for their children due to lack of wage and work security and creche are forced to send their children specially female children to perform the same chores. This is how the vicious unskilled labour force gets perpetuated. The workers themselves are losing faith on the glimmering ray of hope for their rights and subjugation is slowly being ingrained into their consciousness. Soon the market led oppression of the women belonging to this sector

of the informal economy would be no different from the slavery practiced in yesteryears.

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ACKNOWLEDGEMENT

- ◆ Mr. Subrata Kar , founder of Sristy For Human Society and Research Guide
- ◆ Sristy For Human Society , 271 , R.N. GUHA ROAD KOLKATA-700074 (provided guidance for collection of field data)

Environment—for The Survival of Human Paternity

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Abstract:- In this paper we are discussing about the environment completely. Here our aim is better than later to know mistakes and correcting it. As we are in critical state to survive on earth. Also we will come to know how men utilizing the environment. The evils created by the human paternity in earth: pollution, increasing temperature, deforestation, chemicalizing both soil and water. Polluting air as well sunrays. We will discuss here about the effects of all this problems created by the human, like dangerously facing health problems, unbalancing environment, disappearing of many species, both in case of animals as well in plants and finally how earth has becoming place which will become unfit to live. Here we are not just identifying the problems or mistakes of human. Our main aim is to solve the problem making the environment friendly to human. For that men how they have to change themselves are going to discuss like non-utilization of plastic, proper utilization of natural resources, a forestation, stoppage of chemicals in agriculture, minimization pollution.

I. INTRODUCTION

Environment a much known word to each and every human being but very complex. As environment is not same as it was in the initial days of human being born on earth. Because men added to it n-number of things in which many are not required for environment. Environment has given everything to live comfortably on earth. But men with over greediness and our ambition utilizing environment to a maximum extent. By this process we human being created different environment on earth completely different from our existence. The environment which men created is becoming unfit to live because of imbalance which has happened in the natural environment which is because of human activities on earth without boundary. Now our concern here is how to safeguard our self safely by bringing balance in the environment as men is in search of other planet to live by escaping from earth. That is the amount of fear human is getting because of his misdeeds. Before going to the problem we will know what is actually environment is all about and then we will go inside of it.

II. DEFINITION TO ENVIRONMENT

In general sense environment means very simple that the surrounding where we live, in which human is small part actually. But as time prolonged men called him different from other living hood on the earth and he has started so called development from the beginning of the earth's existence. As he was small part of environment now natural environment become very small part of men's so called developed environment by neglecting and rejecting what god has given to him. In comic sense we can tell now that environment on

earth is not created by god, it is human gods! Invention and creation, by destructing the natural environment, By knowing destroying himself and putting full stop to whole living on earth.

III. THE PATH OF DESTRUCTION

As god created this earth by creating a beautiful and safe environment and given us the place to live happily and comfortably. As time goes on men identified him that he is different from all other in the environment. As he is maturing he is started distancing from all the parts of the natural environment and started dominating by putting legs in every part of the environment and creating his own creatures.

As men go on changing his way of living from time to time he started exploiting environment slowly from generation to generation. When men started his life by making his own group and started using resources and creating things which he needs for his daily need.

Men first step is started with agriculture by starting clearing trees from forest and preparing soil suitable for agriculture for food for him.

As second step of agriculture he was started constructing dams for storing water for agriculture purpose through that disturbed environment by removing trees and started deforestation.

As men started improving his living style. He started constructing houses by using natural resources. After that he has improved further in living style. He has started inventing many things to improve his living condition like transport and infrastructure to transportation like roads, railways, water ways, airways etc. For all this men started using fertile and forest land, rocks, ore and fuel resources which further reduced forest and useful land.

Again men started expecting much comfortability in living so he has started many industries to invent and manufacture products and services which provide luxury to the human life. For all this man was in need of electricity for that he has depended on coal initially to produce electricity later further he depended on water and wind for power generation. In the recent days he further using solar and atomic resources for the generation of electricity as the demand increased. This has become very dangerous to the environment.

Along with that we human beings started constructing infrastructure for housing and his other activities like industrial production and servicing and business by destroying forest.

These are the many ways men started destroying forest and constructing his own concrete forest which is spoiling natural environment in many ways. As per current data around 160000 acres of forest is destroying by men every day for different reasons by loosing around 50,000 plants.

IN the past agriculture was doing by men in natural ways by using natural manures, but now as science improved it has its image in agriculture also. For getting more and quick yields we have started using chemical fertilizers which are dissolving in soil and water and pesticides polluting are by mixing with it. Because of the above reasons the soil has become barren and not becoming useful for agriculture also spoiling the environment.

Next is industrialization which is much dangerously effecting the environment. For starting industries men started cutting trees and utilized the same land for industrialization because of this forest area came down drastically. Also the different types of waste coming out of industries contaminated air, water and soil, polluted all the natural sources. Also this has created sound pollution and light pollution by omitting some dangerous light rays.

Next is turn of general public with their daily activities for their comfort and luxury started overutilization of natural resources and power started exploiting the nature. Also for his greedy he has started constructing more infrastructures and stated depending more on machinery for his work to do which leads in to serious ways of pollution which leads in to depletion of ozone also. Also wasting the natural resource like water ore etc. Usage of useless things for his comfort like plastic and equipments like refrigerators, coolers, and heating equipments release dangerous gases which lead in to depletion of ozone. About more than 8 million tones of plastic is dumping to the sea every year in the world.

Adding to this, man with his greed started using atomic fighting with others through which he is destroying himself as well also the living things on the earth one best example to this is Hiroshima and Nagasaki of Japan incident.

This is how men has walked in the way of destroying the natural environment and created his own artificial and dangerous environment like digging his own grave yard.

IV. EFFECT OF HUMAN DEVELOPED ENVIRONMENT:

As I was mentioned instead of becoming a part of natural environment men become dominant and created his own environment containing concrete forest with several other pollution agents connecting to it and finally made natural environment as small part of it. Because of this artificial environment men lost many things in going towards luxury and comfort, now feeling effects of this directly.

As men started destroying forest for several uses which is affecting in such a way that we are feeling shortage of oxygen now. Not getting proper rain. As forest land becomes dry land it become barren land and becomes no use. Soil erosion started as there is no strength in the soil. One more main cause created due to lessening of forest is increasing of pollution and temperature.

Because of farming methods which currently following by men to get more and quick yield leads to polluting soil and water source by chemical fertilizers, finally soil will become poisonous and there will be of no use of it and air pollution because of usage of chemical pesticides for crops leads into dangerously effecting the environment. This will together affect human directly that whatever food we have contains dangerous chemical contents.

Usage of artificial products in daily life which leads into mixing of chemicals to soil, water and also to air. This leads into pollution of the entire earth.

One such a material men is highly depending is plastic which is effecting environment in such a way that the air is polluted to a maximum extent is because of plastic, as manufacturing process of plastic releases dangerous gases as well plastic doesn't decompose on its own so to destroy if we burn it, it pollutes the air very dangerously.

Next effect which we can see is the major effect in all the constituents of environment such as air, water, soil, light are getting polluted along with that sound also increased beyond the normal limit.

As the industries releasing dangerous gases, chemicals in liquid and solid form during the process of production of different products so which leads into pollution of air to maximum extent. Water source is contaminated to maximum extent by industrial waste which leads into water pollution also industries polluting soil to maximum extent by solid waste of industries which leads into reduction of useful land & water for use.

Beyond all this sound produced by industries may be some times beyond audible limits which lead into sound pollution. Adding to all this some industries omit dangerous light rays which mixes with sun rays leads into light pollution too.

Because of all this pollution temperature of environment increasing and also we are not getting oxygen to breathe, proper water to drink which makes difficult to live.

Over consumption of electricity leads into going for producing electricity by dangerous way like atomic source. Which is dangerous than any other process which may destroy entire earth itself. In some daily routines men polluted environment in such way that we are making earth's safety jacket called ozone to deplete.

Like this because of human activities environment got polluted and spoiling environment which is making us difficult to live on earth.

& from previous news papers and my own research knowledge.

V. MEASURES TO SOLVE THE PROBLEM

Directly we can tell that planting more and more oxygen omitting trees is one of the solutions for reducing the pollution and improving the quality of the soil for growing more trees and to get rain by reducing temperature.

Next one more step is reduction of plastic and related items drastically.

Starting again environmental friendly methods of agriculture process without using chemical fertilizers.

Taking more initiatives by the industries to reduce the omission of pollution agents to the different constituent of earth like water, soil, air etc.

Men also should take initiative in reducing the utilization of natural resources and exploitation of natural resources.

Men also should reduce usage of machines and depending on them for the work to get it done. This leads into less utilization of fuel and electricity so nature will be saved as we are going to depend nature to maximum extent.

Also over utilization of natural resources should be reduced and should not disturb the nature for our greedy. These are some of the initiative which solves the problems for us.

VI. CONCLUSION

God has given everything to men on earth to live comfortably by using it to limited extent. But men utilized all the resources to maximum extent and exploited all the resources because of his greediness and for his luxury and comfort ability. Now dangerous alarm is ringing that we have to take initiative to bring back environment to normalcy. So that the men can survive on earth for some time if not going to do the same mistake of exploiting the environment and digging his own grave yard. Instead of that let us and take a oath of changing the way of living and taking initiative to improve the environment to become part of environment to live safely on earth.

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For getting certain data related to pollution we have referred some secondary sources of data like

www.who.int

www.wikipedia.org

www.earthtrust.org

Exploring the Factors That Affect the Choice of Destination for Medical Tourism

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Abstract:- Medical tourism has become one in all the newest trends within the tourism industry that has been and has the potential to continue growing exponentially every year. A lot of travelers than ever before are currently moving abroad to induce prime quality medical treatments for fewer price. The aim of my study is to explore the interest in Nigerian travelers in medical tourism. Based on the literatures reviewed, it is generally believed that competent doctor, high quality medical treatment facilities, and prompt medical treatment once needed where the highest three factors before deciding whether or not to take a visit abroad. The results are helpful to businesses that are either directly or indirectly involved with this industry, like insurance firms, MasterCard firms, travel agencies, hotels, food and drinkable firms, medical facilities and service and spas.

I. INTRODUCTION

Medical tourism happens once a person travels across international boundaries for his or her health care and health desires. Medical tourism is a trial to draw in travelers into a rustic by deliberately promoting its health care services and facilities additionally to the regular tourist amenities out there in this country.

Although, medical tourism could be a recent development, in a very variety of states. In the past, people travel from less-developed countries to hunt for health care in developed countries in Europe and America, however in recent years, a lot of people currently travel from developed countries to less developed countries for medical treatment as a results of lower price thought (Horowitz, Rosensweig & Jones, 2007; Medical tourism, 2012), less treatment amount, improved technology and commonplace tending (Paul, 2006; Laurie, 2008 & Tompkins, 2010).

Globally, medical tourism has contributed immensely to the growth and development of health care system and the countries that engage in it because it attracts people from various parts of the world thereby adding value to the countries involved. In the United States for example, over 60,000 medical tourists were attracted to the country in 2008 (Dusen, 2008), while in the year 2012, Jordan attracted 250,000 international patients accompanied by more than 500,000 relatives generating well above 1 Billion US dollars income from medical tourism that same year (International Medical Travel Awards, 2014).

Countries in Asia, the center East, and South America offer high-quality medical services at a far lower rate, as compared to the developed economies. There are firms that cater to any or all the medical and non-medical desires of the traveler throughout their travel. example of such Asian country is Malaysia which is top five medical tourism destinations

among medical tourists and foreign investors, based on quality of services and its affordability in medical treatments (Brokenshire, 2008).

Uchendu, Ilesanmi & Olumide, (2013) States that, It is calculable in Nigeria that Every month, almost 5,000 people leave the country for varied types of treatment abroad once such treatment ought to be administered in Nigeria. About 1.2 billion greenbacks is lost to medical tourism yearly in Nigeria that might be invested in the development of the country's health care system. This study will offer insights into factors that people might consider when addressing their medical needs in the future. The results could be useful to businesses that are either directly or indirectly involved with this industry, such as insurance companies, credit card companies, travel agencies, hotels, food and beverage companies, medical facilities and services, and spas. Moreover, in this era of globalized health care businesses can survive by understanding the needs of this market, and by incorporating the demands of potential patient.

1.1 RESEARCH OBJECTIVES

The principal objective of the study is focused on potential medical tourists and factors that they consider important before traveling out of Nigeria.

1.2 METHODOLOGY

Desk research method was used in reviewing and accomplishing this study.

1.3. LIMITATIONS

This study was limited by not having enough document to write about, and personalities that travel for medical tourism outside Nigeria are not willing to grant interview.

II. REVIEW OF RELATED LITERATURE

2.1 MEDICAL TOURISM

Medical tourism can be defined as the process of traveling outside the country of residence for the purpose of receiving medical care. Growth in the popularity of medical tourism has captured the attention of policy-makers, researchers and the media. Originally, the term referred to the travel of patients from less-developed countries to developed nations in pursuit of the treatments not available in their homeland. Medical Tourism can also be said to be a situation where people who live in one country travel to another country to receive medical, dental and surgical care while at the same time receiving equal to or greater care than they would have in their own country, and are traveling for medical care because of affordability, better access to care or a higher level of quality of care. "Domestic Medical Tourism" is where people who live in one country travel to another city, region or state to receive medical, dental and surgical care while at the same time receiving equal to or greater care than they would have in their own home city, and are traveling for medical care because of affordability, better access to care or a higher level of quality of care. Globally, medical tourism has contributed immensely to the growth and development of health care system and the countries that engage in it because it attracts people from various parts of the world thereby adding value to the countries involved. According to Dusen,(2008), In the United States for example, over 60,000 medical tourists were attracted to the country in 2008 ,while in the year 2012, Jordan attracted 250,000 international patients accompanied by more than 500,000 relatives generating well above 1 Billion US dollars income from medical tourism that same year (International Medical Travel Awards, 2014).

According to Akhtaw (1991), In Nigeria, the story is different, although the health care system in Nigeria is a blend of both public and private players, the recent mass exodus of Nigerians abroad for treatment is worrisome. In 2013, Nigerians spent \$1billion on foreign medical trips for the treatment of various forms of illness in different countries abroad (British Broadcasting Corporation, 2016) which could have been expended on the development of the country's health care system which in turn would have had a multiplier effect on the development of the country at large. While Nigeria is busy losing millions of dollars to medical tourism, other countries of the world are busy gaining from such cash fly.

According to price Waterhouse Coopers (2016) report, Nigerians pay \$1 billion annually on medical tourism with 60% of it on four key specialties namely: oncology, orthopedics, nephrology and cardiology. This can be nearly two hundredth (20%) of the entire government outlay on public health sector for the year together with salaries of all public sector doctors, nurses and different care employees moreover as different health

programmes like Malaria, TB, poliomyelitis and HIV/AIDS interference as total government expenditure on health sector for the year 2015 that stood at \$5.85 billion. A country like India, for example, has recently become a ready market for medically challenged Nigerians who can afford to or are compelled by fate of ill-health to seek medical attention outside the country. According to the Indian High Commission in Nigeria, 18,000 (47%) of Nigerians that visited India in the year 2012 alone did so for medical treatments with an estimated cost of N41.6 billion (US\$260 million) in foreign exchange in the process (Daily Independent Newspaper,

2014). Horowitz, Resensweig, & Jones, (2012) stated that, today we tend to be experiencing each qualitative and quantitative shifts in patient quality, as people travel from richer to less-developed countries so as to access health services. Such shift is usually driven by the relative inexpensive of treatments in less developed nations, the provision of cheap flights and accrued promoting and on-line client data concerning the provision of medical services. What really puts the word "tourism" in medical tourism concept is that people often stay in the foreign country after the medical procedure. Travelers can thus take advantage of their visit by sightseeing, taking day trips or participating in any other traditional tourism activities.

A study conducted in Swiss hotel groups revealed that guests visiting any particular country for medical reasons should be approached differently based on their expectations of visit, and their understanding of the terms "wellness" and "cure". So, if hotels around the world want to be ahead of competition, then they have to customize their marketing approach based which segment of tourists they are planning to capture: those who come for medical treatments or those who are travelling for pure relaxation . Also, it implies that health policy makers must value these two distinct groups and work with tourism service providers to address the expectations of customers. Moreover, hotelier should design rooms, facilities and service environment to assure customer satisfaction of the highest level because it will help promote business and customers will recommend the hotel to others which will promote reputation and spread good word of-mouth. Another revolution in the traditional hotels segments is brought by "focused factories". According to Devon M. Herrick , "these are specialty clinics and hospitals where tasks and procedures have been streamlined for the highest efficiency". In other words, developing countries have built and continuing on expanding hotels that can serve as medical clinics, so that patients feel that they are vacationing. The exceeding demand of varied merchandise and services which will or might not be made in a country has resulted in sturdy political and economic

collaborations of nations all round the world. these days additional countries are signing trade agreements to take advantage of lower labor and material prices, fewer tariffs and reduced barriers. As an example African countries signed a trade agreement of recent.

2.2 FACTORS OF MEDICAL TOURISM

There are many reasons for a patient to consider medical tourism. The patient might have never had or has lost insurance coverage. Many health care options might not be available in the patient's home country, and the quality of health care may be lacking. The patient may also desire an experience beyond the medical procedure. Financial concerns or incentives are key reasons for the majority of consumers choosing medical tourism. Below are the following factors;(Forgione,andSmith2007).

2.2.1 COST

Medical tourism represents a worldwide, multibillion-dollar development that's expected to grow significantly within the next decade. For the individual fascinated by health services, price is the key issue concerned within the call to receive treatment abroad. As healthcare prices in some developed countries and different elements of the planet are overly soaring, several employers and insurance corporations began to read medical tourism as the way to lower them. Additional countries round the globe begin to ascertain the money advantages from this rising market, in order that they provide premium medical services at notably lower costs. The primary reason that clinics and hospitals in the developing countries are able to lower their prices is directly related to the nation's economic status. The direct correlation with per capita gross domestic product of the country is observed, which is a proxy for income levels. As a consequence, surgery prices are from 30% to 70% lower in the countries that are promoting medical tourism when compared to some developed countries.

2.2.2QUALITY

There are two major components of the service quality in the health care sector namely; technical or mechanical quality and serviceable or functional quality. Technical equipment is at the core of the patients' diagnostic algorithm, while the functional quality is measured by the service offered in the healthcare centers (such as the services of staffs, nurses and, most importantly, the doctors towards the patient and their assistants). The service quality in medical tourism industry is a vital part in attracting customers. One of the fundamental barriers in accepting medical tourism is the perception of inadequate quality.

2.2.3 ACCREDITATION

A key to overcome inadequate quality perception is using adequate marketing strategies and quality assessment via

Accreditation from an internationally recognized institution. Such accreditation is pivotal for strengthening confidence in the quality of healthcare. This confidence can be even stronger if accreditation is followed by an affiliation with reputable hospitals or health care systems in industrialized countries. Once healthcare providers are accredited and become a part of international referral networks, they can be appropriately rated for risks.

2.2.4 TOURIST ATTITUDE

In tourism industry customer or tourist attitude towards any destination is very important for its success. It may vary from person to person. This can be different on certain aspects like, customer group, age, gender, income, family structure, race, culture, social class and ethnicity. Food, cloths, politics and religion are crucial factors for human attitudes. Attitude can be defined as individuals evaluation of feelings and tendencies toward an object or an idea. It is attitude which affects people to like or dislike something or to move towards or away from that . Thus it is very crucial for any business to develop positive customer beliefs or attitudes toward the product or service or medical tourist destination. According to psychologists, attitudes are developed by individuals through the encounters in their lifetime. Attitude is not transitory rather it lasts over time. Evaluations of various situations can be defined as attitudes. Information achievements produce attitudes. That is attitudes are learned beliefs, feelings, and reaction tendencies. Minor or major decisions of consumers are affected greatly by attitudes, such as consumers have attitudes to decide any medical tourism destination country or a specific healthcare centre within the country.

2.2.5 TREATMENT TYPES

Categories of different treatments and their availability also represent an important factor in decision to engage in medical tourism. The most common types of procedures that patients pursue during medical tourism trips are elective cosmetic surgery, dentistry, organ transplantation, cardiac surgery and orthopedic surgery. However, a good kind of services are often obtained through medical tourism, starting from varied essential treatments to totally different sorts of ancient and various treatments. Reproductive tourism and reproductive outsourcing are growing in popularity, which is the practice of traveling abroad to engage in surrogate pregnancy, *in vitro* fertilization and other assisted reproductive technology methods. In addition to cost, other major factor responsible for the increase of medical tourism is access. The lack of it, either because of the inconvenience of the technology or the prohibition within the home country, will later on result in medical tourism. The common examples are cytoplasm transfer or stem cell therapy.

2.3 BENEFITS OF MEDICAL TOURISM

As highlighted by Reier,(2004), Often, surgeries in developing countries will cost just a fraction of what one might pay in the USA or the UK . Along with cost savings, a patient can expect state-of-the-art technology that is same or even better than western standards. As an example, India is one of the developing countries that have “capitalizing on its low costs and highly trained doctors to appeal to these medical tourists”. There are various reasons due to which foreign hospitals charge less for treatments: lower labor costs, little to no third party involvement, transparency in package pricing, limited collaborations between health care facilities and physicians, and lower costs of malpractice litigations. Also, price differential wars have resulted in immense competition among developing countries. India has significantly succeeded in capturing this segment of tourist because it has developed the capability to offer “bypass operations for about a sixth of cost in Malaysia” . Along with the cost of treatments, medical tourists are seeking out for countries that have significantly less currency fluctuations. After Thailand’s currency collapse in 1997, the Thai government focused its resources to attract medical tourist, especially for plastic surgery, to yield higher revenues . When medical tourism was flourishing as an industry, dollar was relatively weak to other foreign currencies. However, the absolute differential in medical prices has been so large that adverse exchange rates have not been a major consideration for medical tourists from Nigeria . Although cost is the main determinant of decision making to travel aboard, but having to wait for longer periods to get a treatment in developed countries is making this transition happen quickly. Even for the countries where government health-care system is in place, like Britain and Canada, patients are reconsidering to get their treatments from their home countries. Also, it gives the opportunity for developed countries to “clear their backlog by sending patients to foreign countries for expedient care, at low cost, without expanding local capacity”.

Hancock (2006) noted that, People are realizing that they can save money by combining health needs along with vacation desires. Several companies are emerging that provide bundled packages which include air fare costs, accommodations from air-port to hotels, cost of surgery, room and board expenses in hotels, and local sight-seeing costs. Often times, the surgeries are not very intrusive and has fast recovery time. “The principal hospital group in Singapore, Raffles, arranges airport transfers, books relatives into hotels and helps to arrange local tours. This shows that tourism industry along with needs of patients from developing countries resulted in creation of medical tourism.

III. FINDINGS

The findings of this study clearly shows that people get recommendations from their primary physician in Nigeria to

decide which destination is better suited for their health needs. It also shows that Nigerians mostly chose countries like India, Singapore, Egypt, and Malaysia for medical tourism due to low cost, quality service, accreditation and advancement in technology.

IV. CONCLUSION

Medical tourism may be a growing development which will still unfold its charm on the health care trade. A number of the main reasons which will need patients to travel abroad, particularly from a developing country to a developed country would be medical treatment for fewer price, quality of service, competent doctors, top quality medical treatment facility and prompt medical treatment once required. To boot, there are numerous different factors which will contribute to the flow of medical touristy in developing countries: chance to vacation, privacy and namelessness, fewer waiting lines, and a few procedures that don't seem to be offered in their countries. . It will be fascinating to observe the trend set down by the next generation of medical tourist and the factors that they might consider more important than others. For example, online research was one of the major tools used for searching information on medical tourism, and it might continue to grow importance by the potential medical patients who will consider travelling in near future Despite the opportunities and growth of medical tourism industry, there are few limitations that have resulted in comprehension of medical travelers. Some of them are lack of primary knowledge, health insurance companies does not cover all costs, weak malpractice laws in developing countries, hindrances to obtain follow-up care, and outbreak of disease and rebellious attacks. Besides, if the medical procedure needs to be taken care of immediately, then some of these limitations might not apply in those cases. If the medical treatment is extremely intrusive, then price could be the most determinant of the visit; but, if less intrusive process has to be done then a number of the restrictions are delivered to surface. In other words, styles of procedures can confirm the tourists’ disposition of focusing a lot of in support of medical business enterprise or not. to boot, medical business enterprise must be explored additional to be told regarding its significance and importance, and any changes in future demand.it'd be useful if further analysis was conducted on this subject, because it would offer a chance to share and learn from other’s insights. Most conspicuously it'll be fascinating to explore perceptions of actual medical tourists. As an example, that factors they thought-about a lot as necessary than others, and additionally the reasoning behind their selections. Other important aspect would be their experiences with follow-up care. This study mainly focused on potential medical tourists and factors that they

considered important before travelling out of Nigeria. Many factors were explored to get a glimpse of what could potentially be the medical tourism market. The outcomes from the literatures reviewed will give a good understanding of the shift in demand among current and potential medical tourists. The findings could be beneficial for businesses that are operating in health-care and tourism related industries, by incorporating the needs of the market.

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Culture of Communication in the Space of Co-Working Newsroom of Online Media

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Abstract--- Technology has driven a change in the mainstream media editorial room towards the digital newsroom. Media that develops models of editorial space integrated with digital platforms has been widely practiced. Including, designing a newsroom work place to support the performance needed by media companies that are adaptive to change. The newsroom or editorial room no longer uses a cubical arrangement, but rather a shared work space. This research uses a constructionist paradigm according to a qualitative research approach with a phenomenological method. The results showed that the co-working space newsroom accelerated the coordination for the production of "breaking news". Communication in the newsroom becomes without bureaucracy, consequently it becomes free of structure and a cross levels. The implication is that the newsroom culture of the co-working space becomes more flexible and fast in collaboration with fellow journalists and writers to raise the latest news issues. Another implication is that the newsroom supports the creative ideas of media actors.

Keywords--- newsroom, breaking news, co-working space, phenomenology

I. INTRODUCTION

Essentially, communication is the exchange of information and meaning. Humans communicate in a variety of different contexts. Like each other communicating with various cultural groups or subgroups (intercultural communication), or communicating with a large audience (mass communication). However, in order to understand communication, we need to understand the place or context where communication occurs.

Culture as a term is widely used in academic fields as well as in daily speeches and discourse. Ordinarily referring to various concepts and understandings. In its development, the meaning of culture has various dimensions that are constructed of various needs and the use of each field of science, be it the study of anthropology, sociology or communication. For communication studies, culture is often associated with a set of behaviors that a group of people learn together through interactions.

Culture is something dynamic, in the sense of always changing in response to the pressures and influences that go into the entity. Consequently, it implicates the experiences of its members as a result of interacting with other cultures, including the implications of the development of communication technologies on organizational behavior and performance.

Mass Media with newsroom activities is an entity that has its own culture with all its habits. The culture context of newsroom is the norm, practises, habits and workplace routines that create conditions for excellent work or sub-standards (Moore, 2010 [1]; Ryfe, 2009 [2]; Steensen, 2009 [3]; Clark, 2014 [4]). Several other newsroom studies

focusing on the culture of newsroom, moreover how it can advance or impede the innovative use of internet journalists and their willingness to work with journalists from other media in convergent environments (Steensen, 2009 [5]; Sutu, 2016 [6]; Filak, 2009 [7]).

Online media in the digital era has developed media convergence (combining text content/print, video, audio and online) in the editorial room. The newsroom is no longer using a cubical design like in the previous era. The innovation of editorial room provides flexibility in the news production process, while the media has the problem of narrower space limitation. Nevertheless, this issue gives the opportunity to create a communication culture of editorial space that is conducive to the editing atmosphere to be more relaxed, as well as the dominance of young workers aged between 20-30 years.

IDN Times Indonesia Media (<https://www.idntimes.com/>) until the end of 2019, has 220 permanent employees, 100 contributors, moreover 60 thousand community members. Market share the age range is 7-35 years, with the motto "work hard, have fun, make a difference moreover change is the only constant. Embrace it". The news work space depicts and adopts the values of millennial, which changes are the only ones that remain or are constant. Because of this, online media needs to embrace for its generation.

Meanwhile, Pasangmata.detik.com media publishes news in the form of text, photographs and videos of its members as a direct contributor. Anyone can report an event that happened by writing an article containing an incident report, uploaded by a member who is already registered as a "spy". Mentions for members of Pasangmata.detik.com. Contributors are freelance writers who submit news in one

day between 300-400 news. Ordinarily, the average has been published around 150-200 news. The editorial policy in the Covid-19 virus outbreak situation for journalists is to work from home and implement a shift system in work.

In reviewing the literature, we did not find any previous research results similar to this paper topic. Consequently, we wrote this paper referring to the results of the relevant previous research. One of the research results from Diana (2017) under the title *De-Convergence Newsroom Media in Indonesia: A case study of Tempo Inti Media* [8]. This research was interesting because it analyzes how culture resistance, product quality news, as well as the journalist's workload affects the change of the media business model Tempo from converged newsroom to de-convergence. The paradigm of this research is constructive, a case study method with interview data collection. The results showed that the newsroom convergence model of 3.0 was not appropriate for the Tempo applied. Tempo does the separation of outlets that each have their own strategic business unit and work separately. This means that there is a division of tasks in each outlet. Tempo magazine journalists, Koran Tempo, and Tempo.co no longer have the responsibility to contribute to other outlets.

Other research results from Pratopo and Kusajibrata (2018) titled *Convergence in the Editorial room of the Tempo Media group* [9]. The study uses qualitative approaches and case study methods. The results showed that the application of editorial convergence did not go well since the establishment of Tempo Newsroom 2012. Even the testing of redaction convergence in some of Tempo Group's editorial department did not go smoothly, even judged failed. The process of news gathering and news processing is to supply news to several media outlets in the Tempo group, namely tempo.co, Koran Tempo, and Tempo magazine. Conversely, the convergence is actually a media necessity as an adaptation to the development of technology and the media industry.

This Paper shows the different aspects of previous research, which is focusing the communication culture of the editorial room co-working space in online media based on the experience of the authors and journalists in producing and spreading the news in the era of information speed. The Era where digital media is a necessity, where media content becomes multi platform in the form of multimedia technology (text, audio and video). In addition, online media owners have designed its editor space to support the performance of the news production process. Consequently, activities in the communication culture of editorial room together implicates the performance of their work. This is what is interesting and novelty in this research from the study of online media newsrooms.

Based on this background, this research focuses on how the communication culture in the newsroom co-working space in online media? The benefits of the research results are expected to contribute theoretically to the study of phenomenology, consequently to the culture of newsroom

communication by journalists including contributors in producing news.

II. CONCEPTUAL BACKGROUND

Contributions of The Social Phenomenology

Phenomenology seeks to "change" the reality of communication derived from individual or group consciousness or in a particular ethnic origin, because phenomenology is a study of the knowledge derived from consciousness, or the way in which people understand the objects moreover events of their conscious experience.

Phenomenology assumes that humans are creative, free-willed beings, moreover, they have several other subjective traits. The main idea of phenomenology is that people will actively interpret their experiences by giving meaning to what they see. Interpretation is an active process in giving meaning to an observation of something, such as interpreting a text, an action, or a situation. Everything will give someone experiences. Since a message or action can mean many things, meaning cannot simply be "found".

Alfred Schutz (1899–1959) in building social phenomenology attributed sociology to phenomenology, where he based his philosophy on Edmund Husserl (1859–1939). Husserl's main thinking is that Science is always based on 'the experiential' (experience). Moreover, the relationship between perception and its objects is not passive. He argued that human consciousness actively contains objects of experience.

Schutz (1972) emphasized that awareness and interaction are mutually shaping. Each individual interacts with the world with a "stock of knowledge" consisting of constructs and 'general' categories that are essentially social. These images, theories, ideas, values and attitudes are applied to various aspects of the experience to make them meaningful. "The stock of knowledge" is the only resource that allows each individual to interpret experiences, understand the intentions and motivations of other individuals, gain intersubjectual understanding, moreover ultimately seek action.[10] [11].

Schutz specifies more on how the human daily world is formed through intersubjectivity awareness. Therefore, Schutz puts forward the intersubjective. This phenomenological analysis deals with the understanding of how the everyday world of life, the intersubjective world (the world of life) is formed. Crossman (2020) asserts that the main task in social phenomenology is to explain the reciprocal interactions that occur during human action, situational structuring and, moreover the construction of reality[12].

Each interpretive focus is inductive because it requires verstehen [13], namely through the efforts of actors to create a meaningful, subjective world in their every day 'natural' context, and moreover make them 'understandable

from the point of view of a theory based on behavior, the language, definitions, attitudes and feelings of the people studied [14]. So, phenomenology tries to find out how we can interpret our social actions and others as meaningful, moreover to reconstruct the derivative meaning of meaningful actions in individual inter subjective communication in the world of social life.

Culture and Communication

The concept of culture is highly dependent on various contexts. Culture is defined as a learned pattern of group-related perceptions - including attitudes, values, belief systems, verbal, nonverbal, and language behavior [15]. Culture studies various patterns of behavior and attitudes that are shared by a group of people. In an interpretive perspective, culture is studied and shared, and contextual symbolic meaning becomes a study. Meanwhile, in the relationship between culture and communication, culture influences communication, which means communication strengthens culture [16]. In the context of intercultural communication, Hall (1959) stated that communication is one of the most important dimensions, "culture is communication and communication is culture" [17].

Therefore, in the context of this study, it tries to examine the patterns of individual behavior that have occurred so far in their work in the newsroom. Likewise, the meaning of communication activities expressed by newsroom actors as members of a media group.

The dynamics of the newsroom and the transformation of digital technology in the newsroom are demands for rapid change in anticipation of changes in the behavior of the media audience. Multi platform or digital single platform has offered audio and video stories on a website that they manage, moreover are user-friendly in access via mobile services. So that it becomes an attraction in interactive services, such as providing blog facilities or discussion forums. Departing from this phenomenon, the diversification of digital media products and services has implications for the culture of communication in workflows, roles, and structures in the editorial department or newsroom.

Co-Working Space

A co-working space is a work or office environment used by people who work alone or work for different companies. The word means space that is shared, used for work, to produce works collaboratively, both between individuals and companies with different business backgrounds. The philosophy of co-working space puts forward the concept of sharing. In one room, there are various individuals, communities, and start-up companies. In the context of this research, there is one room that can be used together. Moreover, small rooms that can be used per division, per individual, or per community in one company. The benefits of working in these situations are networking and collaboration. Fellow divisions or divisions can discuss with each other at

work, more quickly in deciding business policies or in determining editorial topics.

Co-working space as quoted by Stumpf (2013) is a work environment with an independent, collaborative, and flexible working style based on mutual trust, and sharing of the same goals, and core values among members [18]. So, co-working space can be drawn into five adjectives, namely flexible, fun, creative, friendly, and inspiring. Therefore, the types of behavior that lead to that atmosphere should be considered values. While co-working space also refers to a specific way of organizing people around work based on its own nature, facilitating collaboration, characterized by shared locations for economic action, which in some cases leads to the emergence of highly collaborative communities [19].

Online Media Newsroom

Over the past several decades, technology has driven change in media organizations and media audiences. Media organizations have experimented with business models, new integrated technologies, adopted digital platforms and established digital workflows. Today some newsroom leaders are redesigning their workplaces to better support the behaviors, workflows, and consequently, attitudes required in an adaptive media company.

The Internet brings logical consequences to editorial policies with efficient and effective business strategies. The newsroom for online media is like a multi-platform newsroom. The concept of a multi-platform newsroom allows the performance of journalists, reporters, writing editors, radio / television broadcasters, and moreover news portals to work in an integrated manner. Every journalist with news coverage expertise is increasingly directed to work in a more integrated manner. Journalists have also become increasingly specialized in their coverage, which requires them to be able to cover their coverage on various platforms.

Every media worker must understand the multi-platform newsroom work system with the characteristics of each medium. Consequently, each news section (regional, national, international) is still responsible for working on news in the text-based section which is sent to the online news section, so that the media convergence system can run properly.

III. RESEARCH METHOD

This research paradigm is interpretive using a qualitative approach and phenomenological method. Phenomenological research focuses on something that is experienced in individual consciousness, which is known as intentionally. Intentionally describes the relationship between the processes that occur in consciousness, and accordingly, the objects that are of concern to the process. Creswell (2007) states "*a phenomenological study*

describes the meaning for several individuals of their lived experiences of a concept or a phenomenon"[20]. Conversely, Littlejohn (1996) asserted, *"the phenomenology makes the actual lived experience the basic data of reality"*[21]. Meanwhile, Neuman (2000) stressed that interpretive researchers share the feelings and interpretations of the people he or she studies and sees things through their eyes.[22].

The steps for the application of empirical phenomenology research as described by Von Eckartsberg (1986) include: Step 1, the formulation of newsroom phenomena and research questions. Step 2, the data producer situation contains the life text of the protocol in the form of a descriptive narrative of the research subject. Step 3, data analysis contains an explanation, and moreover, interpretation of the data [23].

The subjects of this study were 10 people who told their experiences to researchers in in-depth discussions and interviews. Their professional experience is between 3-10 years as online media journalists/writers at IDN Times and Pasangmata.detik.com. Researchers conducted in-depth interviews accompanied by face-to-face discussions in different situations and time contexts on the subject. The profound meaning they gain from working as journalists is very useful in understanding the situation of online media newsrooms. The phenomenological sample does not have a large number of participants, consequently, the data collection process requires an in-depth study of the experiences of the offender.

This research data is a direct recognition of the words and actions of the research subjects they experienced. The stage of data analysis by studying, and moreover interpreting interview transcripts, field notes by associating the context of the daily experiences of perpetrators who were already a habit of their daily practice of working in online media. The results of the study were by looking at the degree of trustworthiness with the validity of the data, moreover, to triangulating the data by comparing the observed data with the interview data.

IV. RESEARCH FINDINGS

The co-working space newsroom accelerates the coordination of breaking news.

The work space atmosphere that is without dividers has implications for the speed of communication flow in the newsroom. Both editors and writers, as well as coordination with the social media team is faster, especially in urgent or urgent conditions. Arnia Karnia (2019) as Community Manager at IDN Times said that the co-working space supports the editorial team's performance to immediately 'raise' news if needed. Moreover, important events, such as the 2019 Presidential Election in Indonesia, really need the speed with which news is published. As she told to the researcher, *"yesterday, which had a lot of coverage, such as the presidential election events, needed speed."*

Despite having a hierarchy and work flow in the newsroom, Arnia admits that sometimes the reality can be a little different. *"If indeed the situation is urgent from the existing hierarchy, yes it's just by-pass to the social media team. Moreover, it is clear that it is for the common interest, not something outside of work,"* she said. So the editor and writer in the same room and they can be directly involved in the process of news production and coverage. Emphasizing Arnia's recognition means that the media design co-working space newsrooms to facilitate fast communication and collaboration during the latest news - and to get rid of anything that gets in the way of good journalism.

In one day, the writers who remain at IDN Times write 4-5 articles on average, while the editors publish an average of 12 articles. Each division has an objective key result or some sort of annual target to achieve. Based on the experiences of journalists in the newsroom, they stated that when the social media team's room is separated from the editorial team it will become more complicated, consequently, it cannot speed up the coordination of breaking news. The separation of the room between the social media team, and moreover, the editorial team actually creates a feeling of laziness to coordinate with each other. Arnia said that, *"we were once constrained by insufficient space, the social media team was moved to the third floor, the editorial staff on the second floor, it was even confused."*



Figure 1 : Work atmosphere in the newsroom of IDN Times Surabaya, August 8, 2019.



Figure 2 : Work atmosphere in the newsroom of IDN Times Surabaya, August 8, 2019.

In the digital era, media organizations have modified their work spaces into creative spaces. It can be a virtual or physical space, a place where media creative people meet to work. Moreover, these spaces support the environment in which creative ideas emerge, including realizing plans that were previously unthinkable. Such space can support the speed at which media crews work in determining news editorials.

The digital age for mobile-centric news media companies to develop a unique culture, as their employees in the organization grow. The work place with a new atmosphere was redesigned, reflecting a simple, dynamic, and moreover, innovative newsroom. Such newsroom designs encourage collaborative behavior and help boost employee morale.



Figure 3 : Work atmosphere in the newsroom of Pasangmata.detik.com, December 9, 2019 (Before the Covid-19 pandemic).



Figure 4 : Work atmosphere in the newsroom of Pasangmata.com, December 9, 2019 (Before the Covid-19 pandemic).

Since March 2020, when the Covid-19 pandemic affected Indonesia, the Pasangmata.detik.com newsroom has been given a dividing glass.



Figure 6 : Pasangmata.detik. com newsroom with dividing glass, July 28, 2020.



Figure 6 : Pasangmata.detik. com newsroom with dividing glass, July 28, 2020.

The implication of the co-working space newsroom is that the work flow in the news production process in the newsroom is more flexible. In certain cases it can involve third parties (news contributors/ freelance contributors), and moreover, can jump the hierarchy. This means that the editorial team is allowed to post news from third parties by notifying the lead team in the newsroom. The lead team consists of the general manager, the coverage coordinator (Jakarta), the newsroom coordinator, the editor in chief, the operations editor, the editorial secretary, the writers, and the social media team. Figure 7 shows the communication flow in the newsroom

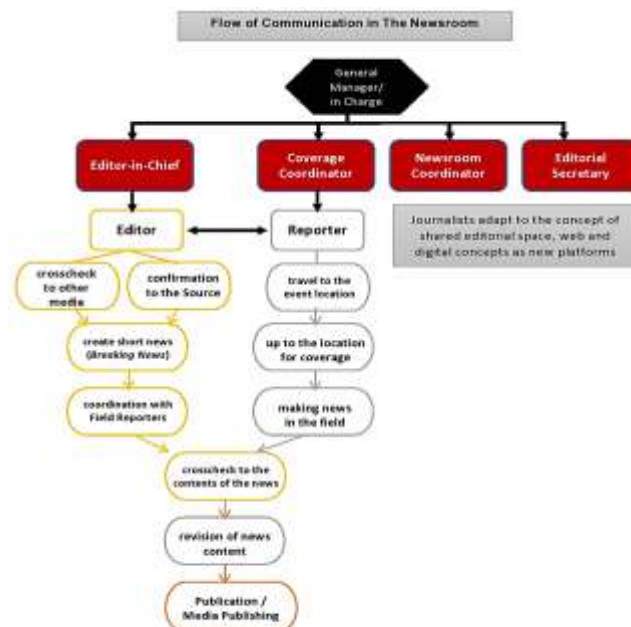


Figure 7: Communication Flow of The Newsroom Co-Working Space in Online Media (IDN Times dan Pasangmata.com)

Communication becomes structure-free / cross-level without bureaucracy.

Since the beginning of employee recruitment, IDN Times has always emphasized the difference in work atmosphere compared to the media industry in general. The interview period is also used as an opportunity to introduce the conditions of co-working space to prospective workers, moreover they are ready to adapt if needed. This adaptation process also does not require a long time, therefore it requires an open attitude from each journalist in their work. Arnia emphasized that, *"we already dealt in the beginning so we are sure that this can work."*

As for the obstacles experienced by journalists in the newsroom, they are not that significant. Each journalist is aware of each other's need for privacy, and moreover, tries to respect his partners by not using items that are not personally owned, except with the permission of the owner. In the end, the media culture in the newsroom of the co-working space leads to the need for awareness of each individual to respect colleagues in one room if at any time there are individuals who have certain needs in order to work productively.

The different character of each journalist in the newsroom co-working space sometimes requires a little privacy space for journalists with introverted personal characteristics. It is different with journalists who are indeed extroverted in character. Therefore, the open atmosphere and newsroom without dividers actually bring benefits to discuss more intensely, deeply, and moreover, closer to the situations needed. This statement is supported by the recognition of Athira Esa Sekarwati (2020), a Community Development Associate, who used to work in a company with partitioned rooms, *"Now, if the condition of the newsroom is as barrier-free as it is now, you need ideas, it's easy. So suddenly arrived like seeing what, then like there was an idea to quickly write"*.

A work space without a divider creates distinct impressions for its users. An open space makes each person who works in it moved to interact with one another, consequently, making communication more open. Athira feels the adaptation process is faster than when working in a company with a closed workspace. Communication in the newsroom of the co-working space is straight forward, media journalists may reprimand the manager, without hesitation.

The work atmosphere is also considered to be more relaxed, without pressure, and moreover, comfortable as if not working in the office. IDN Times Community Manager, Arnia even admitted, *"the most memorable thing is our closeness, right, the closeness to open spaces like this makes us get close more quickly, know more quickly who the new friends are, and moreover, we even welcome our interns together, farewell in that room"*. This means that communication in the newsroom becomes free from structures or levels without bureaucracy.

An open co-working space also makes communication between superiors and subordinates smoother. The three IDN Times sources admitted that the communication culture adopted by the founder was replicated from well-known international organizations, moreover, of the founder's experience of working in Google Asia Pacific. This situation has implications for how journalists at IDN Times communicate and interact with each other. The workers in the newsroom stated that the relationship between superiors and subordinates could lead to an equality of positions that went beyond the organizational structure, consequently, making workers feel as if they were on the same level between superiors and subordinates. *"Like our chief executive, he is 51 years old, he also realizes that if our culture is like this, we usually call his name directly, no problem,"* said Athira.

The results showed that there was a shift in the communication culture in the newsroom of online media which led to a low-context communication style. Communication does not use greetings to address someone. Conversely, directly mentions the individual's name. Hall (1959) emphasized that meaning is expressed through explicit verbal messages, both written and spoken [17] [24]. This kind of communication respects the differences of each person involved in a group, such as those in the team involved in the co-working space in the IDN Times newsroom. News newsrooms are designed to facilitate communication, and moreover, collaboration that demands fast paced publication. The common newsroom is able to get rid of anything that gets in the way during the journalism production process.

All media have an ideology as a media spirit in achieving goals. Ideology can be the basic value of a media company that is instilled in all media actors. Moreover, becomes a culture at work. The ideology that is the foundation in IDN Times is *Timmyness* which supports and respects differences. They continue to emphasize this ideology to all employees, anytime and anywhere for *Timmy*, the term used for employees at IDN Times. The work attitude and work atmosphere become more relaxed, the perception of time is less strict, because the orientation is more on the results (targets) according to their respective fields.

Conversely, pasangmata.detik.com has an ideology as a tagline, *"be a spy for information"* [25]. Pasangmata.detik.com is a citizen media from detik.com that has the concept of writing articles based on actual facts, in the form of news or information on events that occur in the community and conveyed directly by the community through the online platform (web and mobile apps) pasangmata.com. Pasangmata.detik.com accommodates and distributes texts, photos and videos from members who have access to pasangmata.com. Everyone can report a situation that occurs by writing an article containing an incident report that can be uploaded

by members who have been registered as “spies” (the name for the members of pasangmata.detik.com).

Co-working space supports creative ideas at work.

The media industry in the era of the 21st century increasingly requires performance that is responsive, and moreover tactical in responding to various kinds of situations that occur. An open newsroom makes it easy for the actors in it to coordinate and exchange ideas. David Theo Kosakoy (IDN Times Video Supervisor); Marwan (Engagement Content Pasangmata.detik.com); Ardi Cahya Rosyadi (Engagement Content Pasangmata.detik.com) stated that the working atmosphere of the co-working space editorial room will make it easier for media workers to get ideas for creative content in online media.

The work culture of online media is further open to each other between divisions, consequently, if a writer wants to find ideas, let alone less conducive when working in his own room, it doesn't matter if the writer visits other divisions. Kosakoy argues, *“creative cannot be measured, I can be productive at 6 am, 9 am, 11 am, which must have my own hour, sometimes someone can only be productive at 5 pm and above, so sometimes someone works overtime because of being productive.”*

This thinking ultimately makes workflows in online media something dynamic, not hierarchical, consequently it must be followed by default. The work pattern created in a co-working space is an attitude that is open to all differences, including the demand to understand each other's needs, creating synergies between journalists/ writers involved in the editorial room.

Understanding the needs of journalists at work, communication between superiors and subordinates has also undergone a more dynamic and open change in flow. Conversely, the coordinator or division leader (team lead) is required to be able to understand, and moreover, accept his subordinates if at any time they are forced to give in, in order to achieve common goals for organizational progress. The attitude of giving in means lowering the personal ego, the feeling of wanting to be respected, as well as avoiding rigid commands. Arnia stated that she admitted that she often changed desks at work, because she was displaced by apprentices. Moreover, Arnia revealed that editors can understand writers who need privacy or a condition to focus on writing, *“you want to work where it is up to you, but the important thing is when I coordinate you will be there.”*

The newsroom at IDN Times and Pasangmata.detik.com have created discussion rooms for media crews to explore creative ideas as their material for writing media content. This newsroom model is very relevant to the needs of the modern era with the demands of a practical work space, supporting a fast, accurate and moreover, credible news content production process. Another factor is that journalists are already using mobile technology tools which have implications for changing their work patterns, where they are not forced to

have to work in a continuous, predetermined room. Conversely, wherever they work, they can still produce quality news or writing.

Their work model is a target per employee in their respective fields. The work attitude and work atmosphere are further relaxed, the perception of time is less strict, conversely, the orientation is further on results. Passion, responsibility, and individual skills are the key competencies, while the issue of a certificate or diploma remains something that is not absolute. These workers are free to do anything, as long as their work is in accordance with the target, and moreover, still meets the Objective Key Results (OKR) standards passed down by each division leader (team lead). Awaludin, one of the IDN Times managers added that, *“it is not necessary to be a smart human being, however, to be a valuable human being, who will certainly be a smart and clever human being”*.

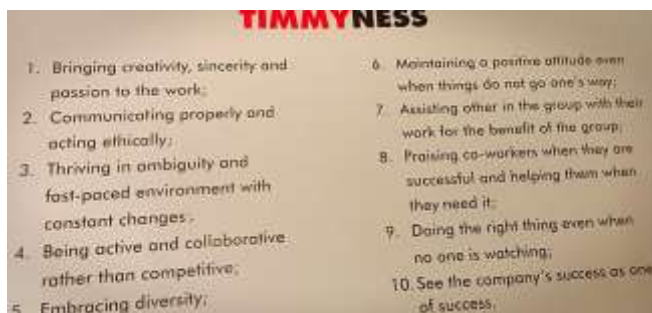
Based on the recognition of research subjects who are generally millennial generation, media management cannot pressure them to work tight working hours. They tend to have a more relaxed attitude to work. Therefore, a media leader must be able to manage human resources in a way that suits their habits. Their dependence on technology is extremely high, moreover, to bridge communication in the newsroom requires technological mediation. The flow of communication also occurs not only face to face, conversely, using various communication channels, such as WhatsApp and Slack. The usage of online communication media contributes to easier communication between fellow workers in the newsroom of the media.



Figures 8: IDN Times Surabaya Editorial Room, December 20, 2019.



Figures 9 : IDN Times Surabaya Inspirational Room, December 20, 2019.



Figures 10: Inspirational wall stickers in carefully selected wall colors help make this space welcoming and comfortable for the staff. Seamless spaces create mobility where people can move freely and change furniture, locations and activities as needed. December 20, 2019.

V. DISCUSSION

In the digital era, most conventional media organizations in Indonesia have carried out what is called media convergence. Mainstream media presents information content in various forms such as print, web-based, applications, and even blog formats. Content creation adapts to the typical medium of each. Media convergence (multi platform) has implications for journalists notwithstanding writers who must be able to work with various tools (multitasking). How can a person do many things in the same time, this is the digital age. The era in which a mass media develops into an online media platform, moreover has succeeded in building the performance values of the newsroom as a reflection of a diverse society, as well as attracting audiences of media users. The findings of this study indicate that the co-working space actually brings journalists closer to the coordination of the news production process. The newsroom has placed them so close to each other that the atmosphere of the world of life in the newsroom has implications for a culture of communication that is free of structure / across levels without bureaucracy, journalists can reprimand managers without hesitation. The reality of the conventional media newsroom that has been running so far has shifted into an open newsroom, interacting with each other. This co-working space newsroom makes communication more open, therefore respects journalists' colleagues. Moreover, the co-working space supports creative ideas in their work and accelerates the coordination of breaking news.

The role of the media is increasingly important, not just presenting information, but providing solutions for society. The media as a watchdog means that they carry out the function of social control [26]. During this pandemic, the media must be critical, not only reporting policies related to handling the Corona outbreak, but the media must report hidden things that are done by powerful parties such as governments, institutions, and corporations that need to be known to the public. The media must develop analytical, reflective, and contextual news. Today's news is still needed,

but news that explains "why" will give people an understanding of a problem that has occurred. Consequently, the media must adapt to the ongoing evolution of the media ecology. Conventional mass media that expand to online media will co-exist with social media, search engines, e-commerce in a transparent, fair and equal ecosystem.

The speed of news is a demand for online media, but it must still apply quality journalism with dignified discussions to meet public expectations. Given that the professionalism of journalists will produce quality journalism works. Professional journalists require skills, responsibilities, and workmanship that are bound by a code of ethics. The media's responsibility to the public is guarded by a journalistic code of ethics which implicitly protects the public. This is the key to maintaining public trust; moreover, expectations for the media to present accurate information.

Conventional media that have developed into online media must be able to present information that is not presented by social media. The weaknesses of social media are that often the news is not previously confirmed, consequently many of the sources are unclear. Information on social media is often just facts; moreover, it must be a starting point for conventional media to improve itself. Online media must be based on journalism as a product that provides credible information to serve the public.

The consequence is that at this point, the newsroom that supports the performance of journalists will produce quality journalism works as an asset to gain public trust. Most importantly, the culture of the traditional newsroom needs to change, adapting to the situation of technological development, which could become permanent for some media companies. Creating a media environment full of power, considering that media does not only provide information, but also provides solutions, entertainment, education. Moreover, social control. The challenge is how to make the interests of quality journalism in Indonesia align with the interests of the global media.

VI. CONCLUSION

This phenomenological study provides a way to identify and understand media actors when they work in the co-working space newsroom at IDN Times and Pasangmata.detik.com. This recognition based on the experiences of journalists has inspired other media organizations to implement a newsroom that supports the productivity of quality news content. The research subjects stated that the co-working space editorial room model accelerated the coordination of breaking news. Moreover, the communication flow in the newsroom is more flexible without bureaucracy in the news production process. This study shows that the shift in communication culture in the newsroom of online media which leads to a

low-context communication style has a positive contribution in deciding breaking news. Conversely, the journalists' creativity in writing arises when they hold discussions on the production process in the newsroom, so that the research results answer the research objectives.

VII. ACKNOWLEDGEMENT

This research was made possible by a 2020 grant from the Petra Center for Communication Studies, Faculty of Communication Science, Petra Christian University.

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Culture of Communication in The Space of Co-Working Newsroom of Online Media

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Abstract— Technology has driven a change in the mainstream media editorial room towards the digital newsroom. Media that develops models of editorial space integrated with digital platforms has been widely practiced. Including, designing a newsroom work place to support the performance needed by media companies that are adaptive to change. The newsroom or editorial room no longer uses a cubical arrangement, but rather a shared work space. This research uses a constructionist paradigm according to a qualitative research approach with a phenomenological method. The results showed that the co-working space newsroom accelerated the coordination for the production of “breaking news”. Communication in the newsroom becomes without bureaucracy, consequently it becomes free of structure and a cross levels. The implication is that the newsroom culture of the co-working space becomes more flexible and fast in collaboration with fellow journalists and writers to raise the latest news issues. Another implication is that the newsroom supports the creative ideas of media actors.

Index Terms— newsroom, breaking news, co-working space, phenomenology.

I. INTRODUCTION

Essentially, communication is the exchange of information and meaning. Humans communicate in a variety of different contexts. Like each other communicating with various cultural groups or subgroups (intercultural communication), or communicating with a large audience (mass communication). However, in order to understand communication, we need to understand the place or context where communication occurs.

Culture as a term is widely used in academic fields as well as in daily speeches and discourse. Ordinarily referring to various concepts and understandings. In its development, the meaning of culture has various dimensions that are constructed of various needs and the use of each field of science, be it the study of anthropology, sociology or communication. For communication studies, culture is often associated with a set of behaviors that a group of people learn together through interactions.

Culture is something dynamic, in the sense of always changing in response to the pressures and influences that go into the entity. Consequently, it implicates the experiences of its members as a result of interacting with other cultures, including the implications of the development of communication technologies on organizational behavior and performance.

Mass Media with newsroom activities is an entity that has its own culture with all its habits. The culture context of newsroom is the norm, practises, habits and workplace routines that create conditions for excellent work or sub-standards (Moore, 2010 [1]; Ryfe, 2009 [2]; Steensen, 2009 [3]; Clark, 2014 [4]). Several other newsroom studies focusing on the culture of newsroom, moreover how it can advance or impede the

innovative use of internet journalists and their willingness to work with journalists from other media in convergent environments (Steensen, 2009 [5]; Sutu, 2016 [6]; Filak, 2009 [7]).

Online media in the digital era has developed media convergence (combining text content/print, video, audio and online) in the editorial room. The newsroom is no longer using a cubical design like in the previous era. The innovation of editorial room provides flexibility in the news production process, while the media has the problem of narrower space limitation. Nevertheless, this issue gives the opportunity to create a communication culture of editorial space that is conducive to the editing atmosphere to be more relaxed, as well as the dominance of young workers aged between 20-30 years.

IDN Times Indonesia Media (<https://www.idntimes.com/>) until the end of 2019, has 220 permanent employees, 100 contributors, moreover 60 thousand community members. Market share the age range is 7-35 years, with the motto "*work hard, have fun, make a difference moreover change is the only constant. Embrace it*". The news work space depicts and adopts the values of millennial, which changes are the only ones that remain or are constant. Because of this, online media needs to embrace for its generation.

Meanwhile, Pasangmata.detik.com media publishes news in the form of text, photographs and videos of its members as a direct contributor. Anyone can report an event that happened by writing an article containing an incident report, uploaded by a member who is already registered as a "spy". Mentions for members of Pasangmata.detik.com. Contributors are freelance writers who submit news in one day between 300-400 news. Ordinarily, the average has been published around 150-200 news. The editorial policy in the Covid-19 virus outbreak situation for journalists is to work from home and implement a shift system in work.

In reviewing the literature, we did not find any previous research results similar to this paper topic. Consequently, we wrote this paper referring to the results of the relevant previous research. One of the research results from Diana (2017) under the title De-Convergence Newsroom Media in Indonesia: A case study of Tempo Inti Media [8]. This research was interesting because it analyzes how culture resistance, product quality news, as well as the journalist's workload affects the change of the media business model Tempo from converged newsroom to de-convergence. The paradigm of this research is constructive, a case study method with interview data collection. The results showed that the newsroom convergence model of 3.0 was not appropriate for the Tempo applied. Tempo does the separation of outlets that each have their own strategic business unit and work separately. This means that there is a division of tasks in each outlet. Tempo magazine journalists, Koran Tempo, and Tempo.co no longer have the responsibility to contribute to other outlets.

Other research results from Pratopo and Kusajibrata (2018) titled Convergence in the Editorial room of the Tempo Media group [9]. The study uses qualitative approaches and case study methods. The results showed that the application of editorial convergence did not go well since the establishment of Tempo Newsroom 2012. Even the testing of redaction convergence in some of Tempo Group's editorial department did not go smoothly, even judged failed. The process of news gathering and news processing is to supply news to several media outlets in the Tempo group, namely tempo.co, Koran Tempo, and Tempo magazine. Conversely, the convergence is actually a media necessity as an adaptation to the development of technology and the media industry.

This Paper shows the different aspects of previous research, which is focusing the communication culture of the editorial room co-working space in online media based on the experience of the authors and journalists in producing and spreading the news in the era of information speed. The Era where digital media is a necessity, where media content becomes multi platform in the form of multimedia technology (text, audio and video). In addition, online media owners have designed its editor space to support the performance of the news production process. Consequently, activities in the communication culture of editorial room together implicates the performance of their work. This is what is interesting and novelty in this research from the study of online media newsrooms.

Based on this background, this research focuses on how the communication culture in the newsroom co-working space in online media? The benefits of the research results are expected to contribute theoretically to the study of phenomenology, consequently to the culture of newsroom communication by journalists including contributors in producing news.

II. CONCEPTUAL BACKGROUND

A. Contributions of The Social Phenomenology

Phenomenology seeks to "change" the reality of communication derived from individual or group consciousness or in a particular ethnic origin, because phenomenology is a study of the knowledge derived from consciousness, or the way in which people understand the objects moreover events of their conscious experience.

Phenomenology assumes that humans are creative, free-willed beings, moreover, they have several other subjective traits. The main idea of phenomenology is that people will actively interpret their experiences by giving meaning to what they see. Interpretation is an active process in giving meaning to an observation of something, such as interpreting a text, an action, or a situation. Everything will give someone experiences. Since a message or action can mean many things, meaning cannot simply be "found".

Alfred Schutz (1899–1959) in building social phenomenology attributed sociology to phenomenology, where he based his philosophy on Edmund Husserl (1859–1939). Husserl's main thinking is that Science is always based on 'the experiential' (experience). Moreover, the relationship between perception and its objects is not passive. He argued that human consciousness actively contains objects of experience.

Schutz (1972) emphasized that awareness and interaction are mutually shaping. Each individual interacts with the world with a "stock of knowledge" consisting of constructs and 'general' categories that are essentially social. These images, theories, ideas, values and attitudes are applied to various aspects of the experience to make them meaningful. "The stock of knowledge" is the only resource that allows each individual to interpret experiences, understand the intentions and motivations of other individuals, gain intersubjectual understanding, moreover ultimately seek action.[10] [11].

Schutz specifies more on how the human daily world is formed through intersubjectivity awareness. Therefore, Schutz puts forward the intersubjective. This phenomenological analysis deals with the understanding of how the everyday world of life, the intersubjective world (the world of life) is formed. Crossman (2020) asserts that the main task in social phenomenology is to explain the reciprocal interactions that occur during human action, situational structuring and, moreover the construction of reality[12].

Each interpretive focus is inductive because it requires verstehen [13], namely through the efforts of actors to create a meaningful, subjective world in their every day 'natural' context, and moreover make them 'understandable from the point of view of a theory based on behavior, the language, definitions, attitudes and feelings of the people studied [14]. So, phenomenology tries to find out how we can interpret our social actions and others as meaningful, moreover to reconstruct the derivative meaning of meaningful actions in individual inter subjective communication in the world of social life.

B. Culture and Communication

The concept of culture is highly dependent on various contexts. Culture is defined as a learned pattern of group-related perceptions - including attitudes, values, belief systems, verbal, nonverbal, and language behavior [15]. Culture studies various patterns of behavior and attitudes that are shared by a group of people. In an interpretive perspective, culture is studied and shared, and contextual symbolic meaning becomes a study. Meanwhile, in the relationship between culture and communication, culture influences communication,

which means communication strengthens culture [16]. In the context of intercultural communication, Hall (1959) stated that communication is one of the most important dimensions, "culture is communication and communication is culture" [17].

Therefore, in the context of this study, it tries to examine the patterns of individual behavior that have occurred so far in their work in the newsroom. Likewise, the meaning of communication activities expressed by newsroom actors as members of a media group.

The dynamics of the newsroom and the transformation of digital technology in the newsroom are demands for rapid change in anticipation of changes in the behavior of the media audience. Multi platform or digital single platform has offered audio and video stories on a website that they manage, moreover are user-friendly in access via mobile services. So that it becomes an attraction in interactive services, such as providing blog facilities or discussion forums. Departing from this phenomenon, the diversification of digital media products and services has implications for the culture of communication in workflows, roles, and structures in the editorial department or newsroom.

C. Co-Working Space

A co-working space is a work or office environment used by people who work alone or work for different companies. The word means space that is shared, used for work, to produce works collaboratively, both between individuals and companies with different business backgrounds. The philosophy of co-working space puts forward the concept of sharing. In one room, there are various individuals, communities, and start-up companies. In the context of this research, there is one room that can be used together. Moreover, small rooms that can be used per division, per individual, or per community in one company. The benefits of working in these situations are networking and collaboration. Fellow divisions or divisions can discuss with each other at work, more quickly in deciding business policies or in determining editorial topics.

Co-working space as quoted by Stumpf (2013) is a work environment with an independent, collaborative, and flexible working style based on mutual trust, and sharing of the same goals, and core values among members [18]. So, co-working space can be drawn into five adjectives, namely flexible, fun, creative, friendly, and inspiring. Therefore, the types of behavior that lead to that atmosphere should be considered values. While co-working space also refers to a specific way of organizing people around work based on its own nature, facilitating collaboration, characterized by shared locations for economic action, which in some cases leads to the emergence of highly collaborative communities [19].

D. Online Media Newsroom

Over the past several decades, technology has driven change in media organizations and media audiences. Media organizations have experimented with business models, new integrated technologies, adopted digital platforms and established digital workflows. Today some newsroom leaders are redesigning their workplaces to better support the behaviors, workflows, and consequently, attitudes required in an adaptive media company.

The Internet brings logical consequences to editorial policies with efficient and effective business strategies. The newsroom for online media is like a multi-platform newsroom. The concept of a multi-platform newsroom allows the performance of journalists, reporters, writing editors, radio / television broadcasters, and moreover news portals to work in an integrated manner. Every journalist with news coverage expertise is increasingly directed to work in a more integrated manner. Journalists have also become increasingly specialized in their coverage, which requires them to be able to cover their coverage on various platforms.

Every media worker must understand the multi-platform newsroom work system with the characteristics of each medium. Consequently, each news section (regional, national, international) is still responsible for

working on news in the text-based section which is sent to the online news section, so that the media convergence system can run properly.

III. RESEARCH METHOD

This research paradigm is interpretive using a qualitative approach and phenomenological method. Phenomenological research focuses on something that is experienced in individual consciousness, which is known as intentionally. Intentionally describes the relationship between the processes that occur in consciousness, and accordingly, the objects that are of concern to the process. Creswell (2007) states "*a phenomenological study describes the meaning for several individuals of their lived experiences of a concept or a phenomenon*"[20]. Conversely, Littlejohn (1996) asserted, "*the phenomenology makes the actual lived experience the basic data of reality*"[21]. Meanwhile, Neuman (2000) stressed that interpretive researchers share the feelings and interpretations of the people he or she studies and sees things through their eyes.[22].

The steps for the application of empirical phenomenology research as described by Von Eckartsberg (1986) include: Step 1, the formulation of newsroom phenomena and research questions. Step 2, the data producer situation contains the life text of the protocol in the form of a descriptive narrative of the research subject. Step 3, data analysis contains an explanation, and moreover, interpretation of the data [23].

The subjects of this study were 10 people who told their experiences to researchers in in-depth discussions and interviews. Their professional experience is between 3-10 years as online media journalists/writers at IDN Times and Pasangmata.detik.com. Researchers conducted in-depth interviews accompanied by face-to-face discussions in different situations and time contexts on the subject. The profound meaning they gain from working as journalists is very useful in understanding the situation of online media newsrooms. The phenomenological sample does not have a large number of participants, consequently, the data collection process requires an in-depth study of the experiences of the offender.

This research data is a direct recognition of the words and actions of the research subjects they experienced. The stage of data analysis by studying, and moreover interpreting interview transcripts, field notes by associating the context of the daily experiences of perpetrators who were already a habit of their daily practice of working in online media. The results of the study were by looking at the degree of trustworthiness with the validity of the data, moreover, to triangulating the data by comparing the observed data with the interview data.

IV. RESEARCH FINDINGS

A. *The co-working space newsroom accelerates the coordination of breaking news.*

The work space atmosphere that is without dividers has implications for the speed of communication flow in the newsroom. Both editors and writers, as well as coordination with the social media team is faster, especially in urgent or urgent conditions. Arnia Karnia (2019) as Community Manager at IDN Times said that the co-working space supports the editorial team's performance to immediately 'raise' news if needed. Moreover, important events, such as the 2019 Presidential Election in Indonesia, really need the speed with which news is published. As she told to the researcher, "*yesterday, which had a lot of coverage, such as the presidential election events, needed speed.*"

Despite having a hierarchy and work flow in the newsroom, Arnia admits that sometimes the reality can be a little different. "*If indeed the situation is urgent from the existing hierarchy, yes it's just by-pass to the social media team. Moreover, it is clear that it is for the common interest, not something outside of work,*" she said. So the editor and writer in the same room and they can be directly involved in the process of news production and coverage. Emphasizing Arnia's recognition means that the media design co-working space newsrooms to

facilitate fast communication and collaboration during the latest news - and to get rid of anything that gets in the way of good journalism.

In one day, the writers who remain at IDN Times write 4-5 articles on average, while the editors publish an average of 12 articles. Each division has an objective key result or some sort of annual target to achieve. Based on the experiences of journalists in the newsroom, they stated that when the social media team's room is separated from the editorial team it will become more complicated, consequently, it cannot speed up the coordination of breaking news. The separation of the room between the social media team, and moreover, the editorial team actually creates a feeling of laziness to coordinate with each other. Arnia said that, *“we were once constrained by insufficient space, the social media team was moved to the third floor, the editorial staff on the second floor, it was even confused.”*



Figure 1 : Work atmosphere in the newsroom of IDN Times Surabaya, August 8, 2019.



Figure 2 : Work atmosphere in the newsroom of IDN Times Surabaya, August 8, 2019.

In the digital era, media organizations have modified their work spaces into creative spaces. It can be a virtual or physical space, a place where media creative people meet to work. Moreover, these spaces support the environment in which creative ideas emerge, including realizing plans that were previously unthinkable. Such space can support the speed at which media crews work in determining news editorials.

The digital age for mobile-centric news media companies to develop a unique culture, as their employees in the organization grow. The work place with a new atmosphere was redesigned, reflecting a simple, dynamic, and moreover, innovative newsroom. Such newsroom designs encourage collaborative behavior and help boost employee morale.



Figure 3 : Work atmosphere in the newsroom of Pasangmata.detik.com, December 9, 2019 (Before the

Covid-19 pandemic).



Figure 4 : Work atmosphere in the newsroom of Pasangmata.com, December 9, 2019 (Before the Covid-19 pandemic).

Since March 2020, when the Covid-19 pandemic affected Indonesia, the Pasangmata.detik.com newsroom has been given a dividing glass.



Figure 6 : Pasangmata.detik. com newsroom with dividing glass, July 28, 2020.



Figure 6 : Pasangmata.detik. com newsroom with dividing glass, July 28, 2020.

The implication of the co-working space newsroom is that the work flow in the news production process in the newsroom is more flexible. In certain cases it can involve third parties (news contributors/ freelance contributors), and moreover, can jump the hierarchy. This means that the editorial team is allowed to post news from third parties by notifying the lead team in the newsroom. The lead team consists of the general manager,

the coverage coordinator (Jakarta), the newsroom coordinator, the editor in chief, the operations editor, the editorial secretary, the writers, and the social media team. Figure 7 shows the communication flow in the newsroom

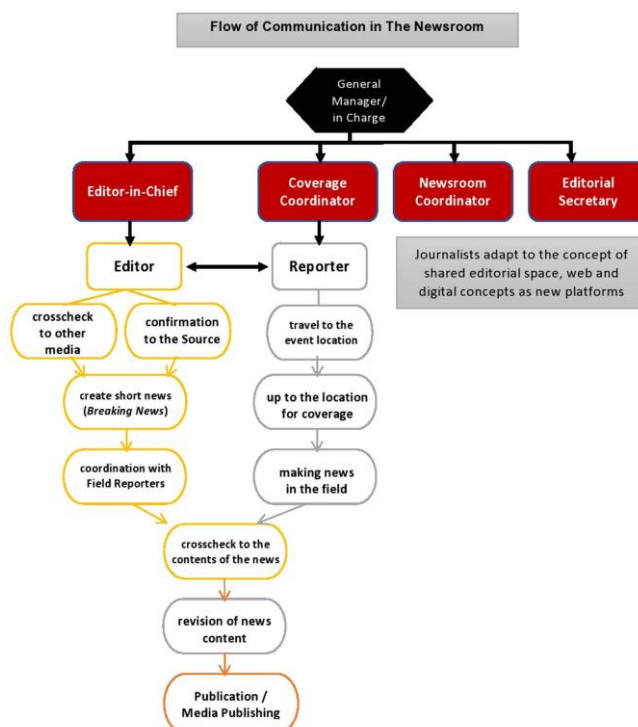


Figure 7: Communication Flow of The Newsroom Co-Working Space in Online Media (IDN Times dan Pasangmata.com)

B. Communication becomes structure-free / cross-level without bureaucracy.

Since the beginning of employee recruitment, IDN Times has always emphasized the difference in work atmosphere compared to the media industry in general. The interview period is also used as an opportunity to introduce the conditions of co-working space to prospective workers, moreover they are ready to adapt if needed. This adaptation process also does not require a long time, therefore it requires an open attitude from each journalist in their work. Arnia emphasized that, *"we already dealt in the beginning so we are sure that this can work."*

As for the obstacles experienced by journalists in the newsroom, they are not that significant. Each journalist is aware of each other's need for privacy, and moreover, tries to respect his partners by not using items that are not personally owned, except with the permission of the owner. In the end, the media culture in the newsroom of the co-working space leads to the need for awareness of each individual to respect colleagues in one room if at any time there are individuals who have certain needs in order to work productively.

The different character of each journalist in the newsroom co-working space sometimes requires a little privacy space for journalists with introverted personal characteristics. It is different with journalists who are indeed extroverted in character. Therefore, the open atmosphere and newsroom without dividers actually bring benefits to discuss more intensely, deeply, and moreover, closer to the situations needed. This statement is supported by the recognition of Athira Esa Sekarwati (2020), a Community Development Associate, who used to work in a company with partitioned rooms, *"Now, if the condition of the newsroom is as barrier-free as it is now, you need ideas, it's easy. So suddenly arrived like seeing what, then like there was an idea to quickly write"*.

A work space without a divider creates distinct impressions for its users. An open space makes each person who works in it moved to interact with one another, consequently, making communication more open. Athira

feels the adaptation process is faster than when working in a company with a closed workspace. Communication in the newsroom of the co-working space is straight forward, media journalists may reprimand the manager, without hesitation.

The work atmosphere is also considered to be more relaxed, without pressure, and moreover, comfortable as if not working in the office. IDN Times Community Manager, Arnia even admitted, *"the most memorable thing is our closeness, right, the closeness to open spaces like this makes us get close more quickly, know more quickly who the new friends are, and moreover, we even welcome our interns together, farewell in that room"*. This means that communication in the newsroom becomes free from structures or levels without bureaucracy.

An open co-working space also makes communication between superiors and subordinates smoother. The three IDN Times sources admitted that the communication culture adopted by the founder was replicated from well-known international organizations, moreover, of the founder's experience of working in Google Asia Pacific. This situation has implications for how journalists at IDN Times communicate and interact with each other. The workers in the newsroom stated that the relationship between superiors and subordinates could lead to an equality of positions that went beyond the organizational structure, consequently, making workers feel as if they were on the same level between superiors and subordinates. *"Like our chief executive, he is 51 years old, he also realizes that if our culture is like this, we usually call his name directly, no problem,"* said Athira.

The results showed that there was a shift in the communication culture in the newsroom of online media which led to a low-context communication style. Communication does not use greetings to address someone. Conversely, directly mentions the individual's name. Hall (1959) emphasized that meaning is expressed through explicit verbal messages, both written and spoken [17] [24]. This kind of communication respects the differences of each person involved in a group, such as those in the team involved in the co-working space in the IDN Times newsroom. News newsrooms are designed to facilitate communication, and moreover, collaboration that demands fast paced publication. The common newsroom is able to get rid of anything that gets in the way during the journalism production process.

All media have an ideology as a media spirit in achieving goals. Ideology can be the basic value of a media company that is instilled in all media actors. Moreover, becomes a culture at work. The ideology that is the foundation in IDN Times is *Timmyness* which supports and respects differences. They continue to emphasize this ideology to all employees, anytime and anywhere for *Timmy*, the term used for employees at IDN Times. The work attitude and work atmosphere become more relaxed, the perception of time is less strict, because the orientation is more on the results (targets) according to their respective fields.

Conversely, pasangmata.detik.com has an ideology as a tagline, *"be a spy for information"*[25]. Pasangmata.detik.com is a citizen media from detik.com that has the concept of writing articles based on actual facts, in the form of news or information on events that occur in the community and conveyed directly by the community through the online platform (web and mobile apps) pasangmata.com. Pasangmata.detik.com accommodates and distributes texts, photos and videos from members who have access to pasangmata.com. Everyone can report a situation that occurs by writing an article containing an incident report that can be uploaded by members who have been registered as "spies" (the name for the members of pasangmata.detik.com).

C. Co-working space supports creative ideas at work.

The media industry in the era of the 21st century increasingly requires performance that is responsive, and moreover tactical in responding to various kinds of situations that occur. An open newsroom makes it easy for the actors in it to coordinate and exchange ideas. David Theo Kosakoy (IDN Times Video Supervisor); Marwan (Engagement Content Pasangmata.detik.com); Ardi Cahya Rosyadi (Engagement Content Pasangmata.detik.com) stated that the working atmosphere of the co-working space editorial room will make it easier for media workers to get ideas for creative content in online media.

The work culture of online media is further open to each other between divisions, consequently, if a writer wants to find ideas, let alone less conducive when working in his own room, it doesn't matter if the writer visits other divisions. Kosakoy argues, *"creative cannot be measured, I can be productive at 6 am, 9 am, 11 am, which must have my own hour, sometimes someone can only be productive at 5 pm and above, so sometimes someone works overtime because of being productive."*

This thinking ultimately makes workflows in online media something dynamic, not hierarchical, consequently it must be followed by default. The work pattern created in a co-working space is an attitude that is open to all differences, including the demand to understand each other's needs, creating synergies between journalists/ writers involved in the editorial room.

Understanding the needs of journalists at work, communication between superiors and subordinates has also undergone a more dynamic and open change in flow. Conversely, the coordinator or division leader (team lead) is required to be able to understand, and moreover, accept his subordinates if at any time they are forced to give in, in order to achieve common goals for organizational progress. The attitude of giving in means lowering the personal ego, the feeling of wanting to be respected, as well as avoiding rigid commands. Arnia stated that she admitted that she often changed desks at work, because she was displaced by apprentices. Moreover, Arnia revealed that editors can understand writers who need privacy or a condition to focus on writing, *"you want to work where it is up to you, but the important thing is when I coordinate you will be there."*

The newsroom at IDN Times and Pasangmata.detik.com have created discussion rooms for media crews to explore creative ideas as their material for writing media content. This newsroom model is very relevant to the needs of the modern era with the demands of a practical work space, supporting a fast, accurate and moreover, credible news content production process. Another factor is that journalists are already using mobile technology tools which have implications for changing their work patterns, where they are not forced to have to work in a continuous, predetermined room. Conversely, wherever they work, they can still produce quality news or writing.

Their work model is a target per employee in their respective fields. The work attitude and work atmosphere are further relaxed, the perception of time is less strict, conversely, the orientation is further on results. Passion, responsibility, and individual skills are the key competencies, while the issue of a certificate or diploma remains something that is not absolute. These workers are free to do anything, as long as their work is in accordance with the target, and moreover, still meets the Objective Key Results (OKR) standards passed down by each division leader (team lead). Awaludin, one of the IDN Times managers added that, *"it is not necessary to be a smart human being, however, to be a valuable human being, who will certainly be a smart and clever human being"*.

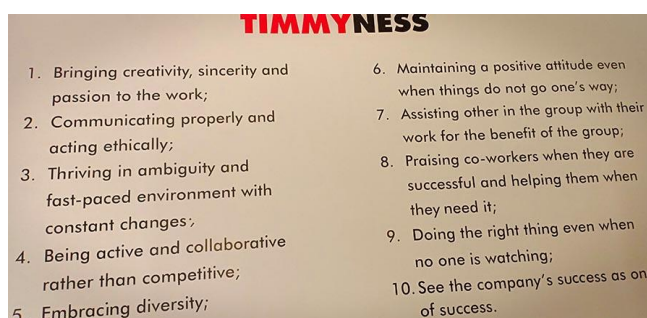
Based on the recognition of research subjects who are generally millennial generation, media management cannot pressure them to work tight working hours. They tend to have a more relaxed attitude to work. Therefore, a media leader must be able to manage human resources in a way that suits their habits. Their dependence on technology is extremely high, moreover, to bridge communication in the newsroom requires technological mediation. The flow of communication also occurs not only face to face, conversely, using various communication channels, such as WhatsApp and Slack. The usage of online communication media contributes to easier communication between fellow workers in the newsroom of the media.



Figures 8: IDN Times Surabaya Editorial Room, December 20, 2019.



Figures 9 : IDN Times Surabaya Inspirational Room, December 20, 2019.



Figures 10: Inspirational wall stickers in carefully selected wall colors help make this space welcoming and comfortable for the staff. Seamless spaces create mobility where people can move freely and change furniture, locations and activities as needed. December 20, 2019.

V. DISCUSSION

In the digital era, most conventional media organizations in Indonesia have carried out what is called media convergence. Mainstream media presents information content in various forms such as print, web-based, applications, and even blog formats. Content creation adapts to the typical medium of each. Media convergence (multi platform) has implications for journalists notwithstanding writers who must be able to work with various tools (multitasking). How can a person do many things in the same time, this is the digital age. The era in which a mass media develops into an online media platform, moreover has succeeded in building the performance values of the newsroom as a reflection of a diverse society, as well as attracting audiences of media users.

The findings of this study indicate that the co-working space actually brings journalists closer to the coordination of the news production process. The newsroom has placed them so close to each other that the atmosphere of the world of life in the newsroom has implications for a culture of communication that is free of structure / across levels without bureaucracy, journalists can reprimand managers without hesitation. The reality of the conventional media newsroom that has been running so far has shifted into an open newsroom, interacting with each other. This co-working space newsroom makes communication more open, therefore respects journalists' colleagues. Moreover, the co-working space supports creative ideas in their work and

accelerates the coordination of breaking news.

The role of the media is increasingly important, not just presenting information, but providing solutions for society. The media as a watchdog means that they carry out the function of social control [26]. During this pandemic, the media must be critical, not only reporting policies related to handling the Corona outbreak, but the media must report hidden things that are done by powerful parties such as governments, institutions, and corporations that need to be known to the public. The media must develop analytical, reflective, and contextual news. Today's news is still needed, but news that explains "why" will give people an understanding of a problem that has occurred. Consequently, the media must adapt to the ongoing evolution of the media ecology. Conventional mass media that expand to online media will co-exist with social media, search engines, e-commerce in a transparent, fair and equal ecosystem.

The speed of news is a demand for online media, but it must still apply quality journalism with dignified discussions to meet public expectations. Given that the professionalism of journalists will produce quality journalism works. Professional journalists require skills, responsibilities, and workmanship that are bound by a code of ethics. The media's responsibility to the public is guarded by a journalistic code of ethics which implicitly protects the public. This is the key to maintaining public trust; moreover, expectations for the media to present accurate information.

Conventional media that have developed into online media must be able to present information that is not presented by social media. The weaknesses of social media are that often the news is not previously confirmed, consequently many of the sources are unclear. Information on social media is often just facts; moreover, it must be a starting point for conventional media to improve itself. Online media must be based on journalism as a product that provides credible information to serve the public.

The consequence is that at this point, the newsroom that supports the performance of journalists will produce quality journalism works as an asset to gain public trust. Most importantly, the culture of the traditional newsroom needs to change, adapting to the situation of technological development, which could become permanent for some media companies. Creating a media environment full of power, considering that media does not only provide information, but also provides solutions, entertainment, education. Moreover, social control. The challenge is how to make the interests of quality journalism in Indonesia align with the interests of the global media.

VI. CONCLUSION

This phenomenological study provides a way to identify and understand media actors when they work in the co-working space newsroom at IDN Times and Pasangmata.detik.com. This recognition based on the experiences of journalists has inspired other media organizations to implement a newsroom that supports the productivity of quality news content. The research subjects stated that the co-working space editorial room model accelerated the coordination of breaking news. Moreover, the communication flow in the newsroom is more flexible without bureaucracy in the news production process. This study shows that the shift in communication culture in the newsroom of online media which leads to a low-context communication style has a positive contribution in deciding breaking news. Conversely, the journalists' creativity in writing arises when they hold discussions on the production process in the newsroom, so that the research results answer the research objectives.

VII. ACKNOWLEDGEMENT

This research was made possible by a 2020 grant from the Petra Center for Communication Studies, Faculty of Communication Science, Petra Christian University.

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