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**SCIENTIFIC FRAMEWORK AS
INITIATOR OF CHANGE
IN POST-PANDEMIC CRISIS**
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**Proceeding of
The International Conference
on Business, Economics, Social Sciences, and Humanities
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List of Contents

Performance of Local Government Information System Applications (SIPD) and Internal Control Systems to Improving Quality Financial Reports

Lilis Puspitawati,, Deftania Ofita Liani, Muhammad Yusuf..... 1

Social Media Strategy and Its Influence on Interest Digital Financial Transaction In The Tourism Business

Lilis Puspitawati, M. Fajrul A'lim, M. Taufan Nurfauzan 14

Is Green Brand Knowledge Affected Green Purchase Intention on Instant Noodle Product in Bandung, Indonesia?

Erna Susilawati, Hanif Nurdiarkoro21

Impact COVID-19 Pandemic towards E-Commerce Sales Value and E-Grocery Sales Value in Indonesia

Widyawan, H Soegoto25

Analysis of Environmental Graphic Design: A Study Case from Hospital in Indonesia

Malik Abdul Aziz, M Syahril Iskandar..... 30

The Quantitative Model of the Business Success Based on Entrepreneurial Characteristics, Motivation and Business Ability

Agus Riyanto, Ismatul Maula, M. Yani Syafei, Gabriel Sianturi, and M Azka Fadhillla41

Problems of Small and Medium Enterprise (SME) in The Agriculture Sector in The Digital Era Towards National Food Security

Y Sutisnawati, L Hakim A Ajeng.....47

Mass Media in The Socialization of E-Government Policies about Online Electronic Applications Services (E-Open)

T Rohmawati, O Solihin, Y Mogot, K P Aulia 54

The Problems in Kaiwa Learning Faced by Students

D P Mardhatillah, S M Setiana..... 64

The Legitimacy of Wiretapping Results from the Komisi Pemberantasan Korupsi as Evidence in Corruption Cases Linked to Indonesian Legal Provisions

Hetty Hassanah..... 69

Transformational Leadership Model of Muhammadiyah Branch Leaders in Bandung District

Dewi Kurniasih, J.Erawan..... 78

Adaptive Reuse of Heritage Building "Roemah Kentang 1908 Restaurant" Bandung

F Maharlika, S Zahra Mutifah..... 86

GAMPIL FOR PUBLIC : The Application for Licensing Services

Nia Karniawati, Rizki Adi Purnama 95

Post-Pandemic Human Resource Management Strategy Through Work From Anywhere (WFA), Monitoring Employee Productivity and Skill Development

Irpan Bangga Nugraha, Dedi Sulistiyo Soegoto..... 100

Corporate Criminal Responsibility for the Crime of Mixing LPG in the Perspective of Consumer Protection and Law Enforcement

Sahat Maruli Tua Situmeang 106

Return of State Financial Losses in an Effort to Realize Restorative Justice in Corruption Crime

Musa Darwin Pane 112

Human Resource Quality Strategies of Fulfilling the Needs for Digital Talent in Society 5.0.

Novriana, D S Soegoto..... 120

Information Design for the Development of Aceh's Door Batik Pattern on Font Medium

Ahmad Nurzaeni Fauzi, Wantoro, Mauliza Salvina 126

Critical Discourse Studies on Language and Identity of Social Actors Represented in UK Prime Minister Elizabeth Truss' Speech of Announcing Resignation

Muhammad Rayhan Bustam 134

The influence of Cyberloafing behavior, Work-life Balance and Work Environment on Building Construction Employee Performance

Dony Ilham Purakusumah, Dedi Sulistiyo Soegoto..... 143

Book Design as Tegel Information Media and Its History in Indonesia

Wantoro, Eldhie Rutfi Milega..... 152

Analysis Behavioral Financial Bias in Investment Decision Making

T.M.Kuntara, D.A.W Sya'roni 159

Does Loan to Deposit Ratio Affect Return on Asset? Evidence from State-owned Banks

Hadi Purnomo,, Indah Sri Nurcahyani..... 170

The Effect of Hedonic Shopping Motivation and Shopping Lifestyle on Impulsive Buying

S Hanafiah, H Soegoto..... 179

Organizational Behaviour through Human Resource Management and Performance During and Post-Pandemic COVID-19

S Valia, D S Soegoto..... 185

Strategy for Minimizing Tech Talent Turnover Through the Implementation of Employee Stock Ownership Plan

R F Putra, C Satari, R S Sidqi, S R Putri, A B D Nandiyanto 190

The Influence of Leadership Style And Work Motivation on Employee Performance After The Pandemic

Dhea Nurfa Setiani, Herman Soegoto 197

Visual Rhetorical Studies Documentary It Might Get Loud

Irwan Tarmawan, Muhammad Fariz Priamanggala..... 205

Transformation of The Regional Symbol That Occurs in the Logo PERSIB and It's Influence on Public Perception

A T Cahyadi, Wantoro, Y I Maulana 213

Marketing Politics of Government to Encourage Participation in Television Digitisation Programs

Surya Eka Desayu, Hkikmat Mahi Mamat..... 225

Case Study of Political Public Relations Model Information Commission of West Java Provinsi

Surya Eka Desayu, Hkikmat Mahi Mamat..... 237

Advertising an Sub Culture Food: Arm Burger as 'Underground Meal'

Ivan Kurniawan, Dinar Lestari..... 247

Marketing Strategy of HITS UNIKOM Radio to Improve Brand Awareness in The Digital ERA

N A Katresna, D A Wahab 257

The Role of Perceived Value and E-Service Quality of E-Commerce Users to Build Electronic Word of Mouth (E-WOM)

Cikal Virgiawan Pratama, Deden Abdul Wahab Sya'roni 268

Word Formation of Indonesian and English Used by Indonesian Children in Playing Online Games

Asih Prihandini, Haikal Ilya Muhammad..... 281

Emotional Intelligence and Work Stress Its Effect on Employee Performance

Lita Wulantika, Siti Nurhaliza Meilani, T.Handayani, Muhammad Razi Al Faruqi 288

Implication of Tipping on Services (a case study on Restaurant and Hotel Services in Tasikmalaya)

M. Yani Syafei, Dedi Rianto Rahadi , Gabriel Sianturi..... 294

Online Shop Minniners' Business Model Development Strategy Using the BCG Matrix Approach

G M Aulia, R Wahdiniwati 302

The Influence of Leadership Style And Work Motivation on Employee Performance After The Pandemic

Dhea Nurfa Setiani, Herman Soegoto 310

Digital Communication Strategy Start-Up Psychology Service Bureau in Improving Consumer Self-Development

Melly Maulin Purwaningwulan, Muhammad Dwi Rizki..... 318

Vegetation Concept in Interior Space Design as Sick Building Syndrome Solution

Dina Fatimah, Achmad Rifa I..... 325

Song Lyrics Translation Project in Translation Class

M. Ali..... 333

Personal Branding Muslim Fashion on Tabriizhijab.idn

Alif Akbar Assiddiq, R Wahdiniwati..... 340

Application of Government Accounting Standards in Government Financial Reporting

S D Anggadini, N Agustin, R S P Agustin, D N Zahransy, A Bramasto, S Damayanti 346

Social Criticism after the Pandemic Era on the Visual of the Truck Body

Adityo Baskoro Hardoyo..... 352

Visualization of Muslims in Video Game as a Leading Image of Islam for Society

Deni Albar, Citra Nurimbono..... 362

The Effects of Tokopedia Promoted Product on Indonesia Marketplace Customers

H A Azizl, D A W Sya'roni..... 369

Psychological Segmentation Entitled Healing as a Promotional Communication Strategy Marketing

R Wahdiniwaty, NSS Sugiana..... 377

Leadership Style and Motivation Impact on Improve Teacher Performance

A D U Kulsum, R Wahdiniwaty..... 384

The Effect of Lecturer Certification on Improving Teaching Performance: A Case Study of Japanese Language Lecturers in West Java

S M Setiana, I M Yukasih, M Dirgandini, D S Halibanon..... 390

Color preferences in children's drawings in Taman Kanak-kanak Alquran Ash Shofa

Ade Nursayyidah, Yully Ambarsih Ekawardhani..... 396

The Effectiveness of Financial Technology and Financial Literacy on Financial Analysis for Small and Medium Enterprises

Inta Budi Setya Nusa, Juwita Sri Rahmawati..... 401

The Influence of Project Management Applications, Productivity and Work Environment on Discipline, Motivation and Work Results

Eldeast Jane Abdul Fitra, Rahma Wahdiniwaty..... 409

Impact of Visual Communication Design Study Program Curriculum Content on Consideration of Student Career Plans and Future

K. Kasmana, N. N. Annisya..... 418

Preserving of Hornbill Bird through 3-Dimensional Animation Clips

A T Cahyadi, R Fadillah, H Mulyana, Z F Ramdan..... 427

Impacts of Growing Number of Taxable Entrepreneurs on the Revenue of Value Added Tax

A. Febriansyah, RT. Aprilia, S. Gunawan 437

Dvandva and Appositional Compounds in the Food Menu on the Starbucks Cafe Website

R Trializa, MR Yuwita..... 445

Third Party Funds Affect the Net Income of Bank Syariah Indonesia (BSI)

Adeh Ratna Komala, Mari Maryati, Widia Santiyani, Fatya Febrianti Hinggis 451

The Meaning of the Emblem of the Bandung Raya Regional Government

Nurcahyo Eko Noviantono, Rini Maulina..... 458

Accountability through Public Sector Accounting and the Quality of Financial Reports

S D Anggadini, T Santika, R S P Agustin, M B A Dwiparna, E A Astiani, S Damayanti 465

Form of Warak Ngendhog in the Dugderan Tradition of Semarang

De Hafizh Kumara Rasyidu, Rini Maulina..... 478

Analysis of Environmental Graphic Design: A Study Case from Hospital in Indonesia

Malik Abdul Aziz, M Syahril Iskandar..... 489

A Study of Visual Background of Animal Crossing: New Horizons Game

Yuyun Wahyuni Abasi, Kankan Kasmana..... 498

Advertising Design Influence on Promotion Strategies and Consumer Purchasing Decisions

M F Fadilla, D A W Sya'roni..... 508

Senses and Emotion Experience at Aceh Tsunami Museum

Ryanty Derwentyana Nazhar 516

Comparison of Spatial Planning of Sundanese Traditional Houses

Mutiara Silmi Muzaki, Tiara Isfiaty..... 527

Earning Management Practices and Tax Avoidance: An Empirical Evidence from Indonesia Banking Industry

S K Rahayu, R N Azizah, F H D Handaya 534

Visual and Creative Design Strategy for Promotion of Tourism and Culture in West Bandung Regency

I Rochmawati, A Fadilah 540

Impact of Macro Economic on Stock Return at BUMN Banking Period 2015-2022

Mari Maryati , Adeh Ratna Komala ,Rasyha Andini , Syakira Kiki Irawati 551

Nonverbal Communication as a Symbol of Love in Long Distance Relationship (LDR)

Solihat Manap, Kezia Onggowidjaja Michelle..... 560

Barongsai Form and Color at the Cap Go Meh Festival in Singkawang City

Muammar Irsyadi, Yully Ambarsih Ekawardhani 569

Indonesia Australia-Comprehensive Economic Partnership Agreement (IA-CEPA) Cooperation in Increasing Economic Growth after the Covid-19 Pandemic

Henike Primawanti, Rifda Alviani Khoirunnisa, Azizah Tisnakusumahrita, Diyat Nurrahman
..... 575

Indonesia's Economic Diplomacy at the G20 Summit

Henike Primawanti, Yasmin Khairunisa, Nur Khalida, Ismail Daffa 584

Knowledge Management, Intrinsic Motivation, and Competence Impact on Employee Performance Analysis (Study of Employees in the Technician Section at a Material Handling Company in Jakarta)

I Budiarti, R Burhanuddin 591

An Error Analysis of the Perception Based on Accent in Japanese

A Arianingsih, M F K Musyaafa 603

Discourse between Criminalization and Marginalization (Teks Analysis)

Solihat Manap, Hidayat Imansyah 611

The Anatomy of a Metaphor Simple Seating Facility Furniture with Narrative Methods

Cherry Dharmawan, Revina Zahra 623

The Analysis of Ellipsis in a Pair of Silk Stockings A Short Story by Kate Chopin

Juliana Karin, Juanda 633

Alternative Policy Management Framework in Determination of Long-Distance Travel Permit Based on Covid-19-like Symptoms Using Data Mining

E S Soegoto, Y Handoko, Wantoro, R Wahdiniwaty, S S Aulia, D Fatimah..... 639

A Need Analysis for Kanji Learning Applications

K Ramadhan, S M Setiana 648

Strengthening Business Success using Entrepreneurial Personal Independence and Entrepreneurial Competence

Muhammad Iffan, Rizal Firmansyah, Windi Novianti..... 657

The Empowerment Effectiveness through the Family of Hope Program (PKH)

Rino Adibowo, Eka Nuryanti Dewi, Gilang Muhamad Faris, Dewi Nurdamaiati, Mochamad Daffa Fahlevi, Gaya Prakasa Hartanto, Ahmad Syahrul Mukarom 667

The Government's Role in Increasing Millennial Farmers through Technology

Rino Adibowo, Edo Rahmad Hidayat, M. Riza Hamsyari, Tika Mutia Rahayu, Anak Agung Ayu Ditha P 672

The Government's Role in Increasing Millennial Farmers through Technology

Rino Adibowo, Edo Rahmad Hidayat, M. Riza Hamsyari, Tika Mutia Rahayu, Anak Agung Ayu Ditha P 677

Personal Pronoun Translational Shifts in Anime Translations

H H Hasna, M Ali 682

The Influence of Health Development on the Quality of Human Resources in the City of Bandung

P S Kurniati, T K Nisa , M SAJ Amin 689

Government Regional Strategies in Tourism Development in the Nusa Tenggara Barat Province Post-Pandemic

P S Kurniati, M SAJ Amin, T K Nisa 698

UMKM in Improving The Economy of Rural Communities

Nia Karniawati, Nafisa Nurfatim, Enrico Cristian, Yayan Karyaana 706

Interaction between Community and Local Government in Evaluation Policy of Regional Regulation about Funeral Service Retribution

Dewi Kurniasih, Abdillah Thohir 714

Yakuwarigo and Style Shifting in the Anime Genjitsushugi Yuusha no Oukoku Saikenki

R T Adipura, A Arianingsih 719

Sociology of Government in The Study of Service Quality Parking Permit Management in Department of Investment and One Door Integrated Services of Bandung City through The GAMPIL for Public Application

Dewi Kurniasih, Herlangga Herdin Pratama 724

Analysis of United States Cyberpower Domination through the Cloud Act on Data Security in Europe

D Triwahyuni, Y W Nugraha, I R H Permana, Z A Falentino 729

Adolescents' Knowledge and Perception of Traditional Food Products Typical of Banten Gipang PD Laila

Y A Ekawardhani , Holif Maulia..... 734

Cyber Espionage of F-15 Fighter Jet Data Impact To U.S. – China Relations

D Triwahyuni, M Azhar, D Cahya, R Andika 741

The Role of Nato in Enhancing Ukraine's Cybersecurity during Times of Conflict

Dewi Triwahyuni, Leonardo Valentino, Nenden Nurmutiasari Amada, Harya Bustami 746

The Impact of the Covid-19 Pandemic on the Development of Economic Regionalism in South East Asia

A Darmayadi..... 757

The Effectiveness ASEAN Political Security Community (APSC in The Implementation of ASEAN Convention on Counter Terrorism (ACCT) to Combat Terrorism in Southeast Asia

A Darmayadi, A Ibrahim, W. L Clariza 762

Visual Rhetorical Studies Documentary It Might Get Loud

Irwan Tarmawan, Muhammad Fariz Priamanggala..... 775

Building Indonesian Nation Branding Through Indonesia Spice up The World and Its Effect on Indonesian Spice Exports to African Region

A Darmayadi, N Ibrahim, D P M Azhari, D S Ulfah..... 787

The Potential of Developing Bread Fried Ciptamas Brand Identity to Increase Sales

Cheka Handi Despianda S, Adityo Baskoro Hardoyo 797

Model Design of Sales Accounting Information System for Utara Game's Store

Najla, Supriyati 806

Substate Actor and Implementation of Sustainable Development Goals: Bandung City's Paradiplomacy Practices in Water Leakage

Henike Primawanti, Windy Dermawan, Sri Vania Rahman, Zahra Afifah Khurrahman 817

The Main Character's Conflicts in Maleficent: An Allegory for Coping Mental Crisis after Pandemic

Fira Lestari, Retno Purwani Sari 823

Portrait of Id, Ego, and Superego on 'Dear no One' by Tori Kelly: The Understanding for Stress Management

Hani Zakkiyah, Retno Purwani Sari 832

Cultural Components of Film COCO: A Mexican Heritage Multicultural Culture

Vivi Fauziah, Retno Purwani Sari 846

How Clause Relationships in Narrative Relieve Children from the Covid-19 Crisis

Nurin Fadhila Fasya, Retno Purwani Sari* 854

The Representation of Food as Power Struggle in the Menu

Nungki Heriyati, Silvi Munawaroh 862

Corporate Crime in Illegal Fishing Practices and Its Enforcement in Indonesia

Imas solehayati, Sahat Maruli Tua Situmeang 875

Character Development of Arisu Ryohei from Alice in Borderline

Zainab Zahratunissa, Nungki Heriyati 885

The Economic Impact for Indonesia from The War Between Russia and Ukraine

Aelina Surya, Savitry Aditiany, Shelsa Ekasara Nurhalimah, Rivaldi Rizki Ramdani..... 893

Comparative Analysis of Digital Economy in Lao PDR and Malaysia: An Overview

S O Putri, R R Ramdani, P T Sonjaya, S R Valarian, R Andika, H Bustami 898

Visualization Analysis of Sung Jin-Woo's Character in Solo Leveling Comics

N.A. Dzakhir, S.I.P. Persada 910

Analysis of the Use of Excessive Graphic Design Elements on 77Th Independence Day Posters

S.I.P. Persada, M. Najibulloh..... 916

Illocutionary Utterances Containing Prepositions in Last Christmas Film 2019

Eneng Rere Prihartini, Juanda..... 925

The Literary Appreciation Level of Students

Fenny Febrianty, Muhammad Hafiz..... 937

The Impact of Fulfilling Social Needs in Anime Yagate Kimi ni Naru

Rivany Destie Sholihah, Fenny Febrianty 943

The Husband's Expression of Love in the Shin Atashin'chi Anime

Bilqis Rifkah Oktaviani, Fenny Febrianty 950

Dark Effects in Ankoku Joshi Movie

Rifqy Adiyatama Wahyu, Fenny Febrianty..... 956

Political Interests of The Regional People's Representative Council (DPRD) In The Making of Regional Regulations

Tatik Rohmawati, Nandang Alamsah Deliarnoor, Samugyo Ibnu Redjo, Mudiwati Rahmatunissa, Utang Suwaryo..... 962

Prototype Accounting Information System of Revenue in Kindergarten Permata Bandung

Dony Waluya Firdaus, Bilqis Khoerunisa 968

Visual Analysis of Totoro's Character in The Film My Neighbor Totoro

Luthufunnisa Rizkya, Irwan Tarmawan 973

Viewing Mexican Tradition of “Dia De Los Muertos” in The Animation Film “Coco”

Rahma Putri Ramadianti, Irwan Tarmawan 982

The Influence of Leadership Style And Work Motivation on Employee Performance After The Pandemic

Dhea Nurfa Setiani, Herman Soegoto 988

Viewing Mexican Tradition of “Dia De Los Muertos” in The Animation Film “Coco”

Rahma Putri Ramadianti, Irwan Tarmawan 996

Criminal Law Enforcement Against Digital Financial Services Sector Companies for Misuse of Consumer Personal Data

Ananda Putri Nur Amalina, Sahat Maruli Tua Situmeang 1005

Visual Rhetorical Studies Documentary It Might Get Loud

Irwan Tarmawan, Muhammad Fariz Priamanggala 1012

Communication Design Education Oriented Vocational Curriculum Framework

Rini Maulina 1028

In The House of Tom Bombadil: A Traumatic Healing Therapy at Home

Reynaldi Christian Yapto, Juanda 1037

Representation of Women's Beauty in Kosé Sekkisei White UV Emulsion

R. Ramdani, M. Ali..... 1043

Legal Consequences of Unlawful Act in E-Commerce

Hetty Hassanah, Muhammad Margani..... 1049

Youth Political Participation in The Digital Age: Preparing A New Society of Good and Smart Digital Citizens

Prima Roza, Epin Saepudin, Gregorius Prasetyo Adhitama..... 1060

Development Strategy for Micro Small and Medium Enterprises in the Digital Era

RN Nurvana, EP Wijaksana, I Fargani and SA Insani..... 1065

Exhibition Space Management of Chiharu Shiota as Museum MACAN's Becoming a Child-Friendly Museum

Tiara Isfiaty..... 1075

Legal Consequences of Unlawful Act in E-Commerce

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Abstract The purpose of this study is to determine the legal consequences of unlawful acts committed in e-commerce. The research method used is analytical descriptive, with a normative juridical approach, both through library research and field studies and the data obtained is analyzed in a qualitative juridical manner. Based on the results of the study, it was found that there were many unlawful acts in e-commerce, which resulted in losses for various parties, especially consumers. E-commerce is carried out borderless with the help of the internet, so this information technology can be a medium that helps e-commerce activities to be effective and efficient. However, advances in information technology do not rule out the possibility of violations of the law which may cause harm to other parties. The conclusion is that in Indonesia there are legal provisions governing acts against the law, although it is difficult to apply in cyberspace, they must still be implemented in order to achieve legal certainty and create a sense of justice. Thus the results of this study can be implemented for internet users, especially e-commerce actors, so that detrimental legal violations do not occur.

Keywords : Legal Consequences, Unlawful Act, E-Commerce

1. Introduction

Technological developments have become the main trigger for the presence of the digitalization phenomenon in the economic sector. Digitalization in the economic field is a transformation that has a real impact on all aspects. Starting from business actors, consumers, to all transaction activities that occur in it. The economic sector that is the result of the digitalization process is one of them in trading activities[1]. Trade is an economic activity that has gone through all the circumstances in the world. Trading activities continue to evolve following the times and globalization. Before technological developments became massive, trading activities were still limited to space. Trade transactions can occur when traders and consumers meet in one place. However, thanks to technological developments, trading activities are now unlimited (limitless). Trading transactions can be done anywhere and anytime just by relying on internet access.

In a report entitled Indonesian Internet Profile 2022, the Association of Indonesian Internet Providers (APJII), states that the number of Indonesians connected to the internet in the 2021-2022 period will reach 210 million people. Before the pandemic, the number of internet users in Indonesia only reached 175 million people. In other words, as long as the epidemic spreads, the number of people accessing the internet is estimated to increase by 35 million people. The AAJI report shows that the internet penetration rate in the same period reached 77.02 percent[2].

For comparison, in 2018 the internet penetration rate was still 64.80 percent, and in 2019-2020 around 73.70 percent. The report released in June 2022 also presented survey results regarding people's internet behavior. This poll involved 7,568 respondents in various regions of Indonesia from January 11 to February 24 2022. Then as many as 79% of respondents admitted that their biggest reason for using the internet was to make online transactions which emphasized that e-commerce is the main driver of Indonesia's digital economy. Trading on the internet has changed the business world from traditional trading patterns to more modern trading systems, also known as virtual trading systems or e-commerce. The birth of e-commerce is not only due to the continuous development of information technology, but also because of the demands of society for services that are fast, easy, practical, and require better quality. Transactions in e-commerce are in great demand not only among producers, but also among consumers, because transactions via the internet are very profitable for many parties. In general, e-commerce has brought unique benefits to both consumers and producers. For e-commerce consumers, e-commerce has changed the way consumers get the products they want. On the other hand, for e-commerce producers, trade has simplified the product marketing process[3].

E-commerce can be understood as a type of trade transaction of goods or services carried out through internet media, based on the provisions of article 1 number 10 of Law number 19 of 2016 concerning trade, amendments to Law number 11 of 2008 state that electronic transactions are legal acts. carried out using networks and computers or electronic media. In this transaction buying and selling must be in accordance with the provisions above which have several arrangements such as in carrying out legal relations this trade must have an agreement or contract which is also carried out electronically such as a written notification sent to an email, agreement to follow the agreement in the form of a tick or tick in a column or an electronic signature indicating that the legal relationship is valid[4].

According to Article 1457 of the Civil Code, buying and selling is an agreement in which one party binds himself to surrender an object and the other party to pay the price that has been promised. Buying and selling can not only be done face to face between the seller and the buyer, but can also be done separately between the seller and the buyer, so that they are not face to face, but transactions are carried out via the internet/electronic media.

E-commerce is a modern business model that does not physically present business actors and is non-sign or does not require an original signature. E-commerce is a business by exchanging data through communication on the internet where both parties, namely sellers and buyers of goods and services, can carry out trade transactions. This method is a way that promises access that is borderless, fast and interactive which makes it easier for consumers to obtain a product according to their wishes without having to travel. Currently, the internet and e-commerce have become a way of life for people around the world, including in Indonesia.

When compared to conventional trading processes, e-commerce has several advantages for consumers, namely more affordable prices and shopping activities that are one stop shopping. Meanwhile, the advantage for business people is related to system efficiency which minimizes the risk of errors and tends to be timely. Then the advantage for market management is an increase in income. These advantages make e-commerce an alternative for business expansion for business people and have become part of the lifestyle of modern humans in today's technological era[5].

However, it cannot be denied that today's information technology seems to be a double-edged sword, because in addition to contributing to the improvement of human welfare, progress and civilization, it is also an effective tool for acts against the law[6]. Technology-based trading activities in addition to the convenience of transactions, can lead to potential irregularities that can lead to losses for consumers or business people. In fact, there have been many cases of unlawful acts that have been reported as detrimental to consumers as stipulated in Article 1365 of the Civil Code which states that:

"Every unlawful act, which brings harm to other people, obliges the person who because of the mistake of issuing the loss, compensates for the loss"

For example, in a buying and selling transaction via e-commerce. In this case, consumers have made payments through digital banking to business people, but business people do not send goods that have been ordered by consumers, or business people instead send goods that are inappropriate or damaged, so of course it is detrimental to consumers.

Currently in Indonesia there is a Law Concerning Information and Electronic Transactions (hereinafter referred to as the ITE Law). In the ITE Law there are regulations regarding electronic transactions including trading via the internet, but often cannot accommodate cases of unlawful acts in these electronic transactions due to the wide scope of the definition of unlawful acts that are not explicitly or specifically regulated in the ITE Law. the. Arrangements regarding unlawful acts are only regulated in Article 1365 BW, which requires legal interpretation in applying these provisions to cases of unlawful acts in E-commerce[7].

2. Method

The specification of this research is analytical descriptive, namely presenting facts systematically. The approach method that will be used is a normative juridical approach, in this case testing and studying secondary data regarding Legal Consequences of Unlawful Act In E-Commerce. All data obtained is analyzed qualitatively juridically, in In this case, the analysis is carried out by considering the hierarchy of laws and regulations so that one legislation does not conflict with other laws and regulations and legal certainty.

3. Results and Discussion

After the digitization of online trade transactions or e-commerce, trading activities have now undergone a sophisticated transformation that makes all forms of activity not limited to space and time. Starting with easy access to shopping centers, consumers can find what they need very easily because businesses can also advertise massively and make various offers on many platforms. If consumers are interested, they can carry out the purchasing process by first paying attention to the product information, goods and or services offered and making payments. Of course, this payment system has been integrated into the updated system, namely through internet banking or via top up on an electronic wallet that is directly connected to the marketplace[8].

This sensible trading practice then becomes a little more complex if you look at the risk of things going wrong with the transaction that should be. With the nature of transactions that do not present business actors and consumers directly which then has an impact on the trust component in social interaction theory in business, both business actors and consumers have the potential to carry out transaction irregularities whose threat is loss which can take various forms.

When a transaction occurs between a business actor and a consumer, it creates a legal relationship which results in the presence of the rights and obligations of each party bound in the transaction. This legal relationship should be maintained for smooth trade transactions. However, this does not rule out the possibility that this legal relationship will not work as it should, in other words, both business actors and consumers may injure each other's rights and obligations which will result in losses[9]. Damage to legal relations between business actors and consumers in civil terms creates two legal consequences, namely default and unlawful acts. Both are in writing regulated in the Civil Code. Both default and unlawful acts are both sourced from the responsibility of a negligent party. Responsibilities originating from defaults are preceded by an agreement which of course gives rise to the rights and obligations of the parties involved. If in carrying out legal relations with the agreement there is one party who does not carry out or violates the obligations imposed, then that party can be declared to have committed a default and for his actions, he can be held legally responsible based on default[10].

Meanwhile, acts against the law are based on the existence of legal relations in the form of rights and obligations that are based on law. If an obligation is not carried out by one party which causes the loss of the rights of the other party and the action can be categorized as an unlawful act because it is not in accordance with the rules of the legal relationship between the rights and obligations of each party. The unlawful acts listed in Article 1365 of the Civil Code (BW) only regulate the form of compensation that is imposed on the person who has caused the wrong to the injured party. This compensation arises because of an error not because of an agreement such as default. Then what becomes an element of an unlawful act according to Article 1365 of the Civil Code is that there is an act, the act is against the law, there is an error on the part of the perpetrator, there is a loss for the victim and there is a causal relationship between the act and the loss[11].

Juridically, Indonesia has various online transaction protection measures based on several statutory provisions. One of these provisions is contained in Law Number 19 of 2016 concerning Amendments to Law Number 11 of 2008 concerning Information and Electronic Transactions or can also be referred to as the ITE Law. In the ITE Law, e-commerce is quite clearly stated in these rules starting from, understanding, understanding, legal basis, organizers, legal relations of electronic transaction actors as well as accurate information, and consumer protection. In terms of the relationship between consumers and service providers in e-commerce, there are still requirements in the form of material and legal approval involved in it. So even though in this case, consumers and service providers do not meet and meet face to face, there is still a legal relationship between the two. In addition, based on the provisions of Article 65 of Law Number 7 of 2014 concerning Trade regulates the basis of electronic trading, in carrying out electronic transactions in the form of online media, a mandatory condition that must be considered is that sellers of goods or services must include information that is honest, original and accurate. to consumers. Then, there are also e-commerce legal protection provisions in Law Number 8 of 1999 concerning Consumer Protection which regulates rights and obligations for both business actors and consumers, actions that are prohibited for business actors, sanctions for violations and other consumer protection provisions. The existing provisions contain rights and obligations which are the legal basis for transaction activities between business actors and consumers. If the rights and obligations that act as "law" are violated and losses arise from one of the parties, where between the act and the

loss there is a causal relationship, then the act fulfills the element of an unlawful act and can be held accountable to the perpetrator.

Civil acts against the law itself can be pursued by filing a lawsuit against the law to the competent district court. However, before filing a lawsuit, the victim can first try to resolve the dispute outside the court which begins with giving a subpoena to the perpetrator. If the subpoena also does not produce results, then filing a lawsuit against the law to the competent District Court is a legal act. So in the end, a cooperative attitude is needed to resolve this dispute. Disputes of unlawful acts that cause harm to consumers in a civil manner can also be resolved through the Consumer Dispute Settlement Agency (BPSK), which are generally in the form of direct compensation suffered by consumers for mistakes made by business actors. Dispute Resolution Procedures at BPSK are carried out by means of conciliation, mediation, and arbitration. While the legal consequences of unlawful acts in the e-commerce sector, criminally, there must be an element of "unlawful acts that cause harm to the public at large (not to individuals)". Criminal unlawful acts must also be preceded by peace efforts through alternative dispute resolution including mediation.

So, the consequences of unlawful acts in the e-commerce sector are penalties that can come from civil lawsuits or criminal offenses. The difference between the two is that the element of loss contained in a civil unlawful act only causes harm to one individual party and then the perpetrator can be punished to compensate for the loss suffered by the victim. While the element of loss in an act against the law criminally is detrimental to the public (public) so that the punishment that can be imposed is in the form of imprisonment or a fine.

Then it is also important to understand the legal consequences of the negligence of one of the parties in the transaction whether the negligence is based on a trade agreement which is then categorized as a default, or the negligence is based on a law that is not complied with which can then be categorized as an unlawful act. This is important to understand in order to prevent the victim's lawsuit from being rejected by the authorities. Do not let it happen like a civil case with case number No.82/Pdt.G/2013/PN.Yk which was rejected by the Yogyakarta District Court with the consideration that the Panel of Judges was of the opinion that the Plaintiff's lawsuit contained obscure libel. Based on the description in the Plaintiff's lawsuit which explains that there was a trade agreement between the Plaintiff and the Defendant which was later not implemented by the Defendant and the Plaintiff categorizes it as an unlawful act even though the elements of the two are clearly different.

4. Conclusion

Technological developments have succeeded in bringing the trade sector into the digitalization era so that online-based transactions are born which in addition to facilitating parties in trade, namely businesses and consumers, also present various advantages, especially in trading activities which become more interactive without being limited by space and time. However, besides its advantages, transactions between business actors and consumers are legal relations that have the potential for negligence which results in losses. Civil negligence is divided into two forms, namely default and unlawful acts. The similarity of elements in both is that there is a loss suffered by the victim while the difference is in the nature of the act where in default, it is based on the existence of a transaction agreement between the business actor and the consumer while in the act against the law, there is "law" in the form of rights and obligations

between the business actor and the consumer which are not carried out resulting in losses. Indonesia itself has several regulations governing provisions regarding online-based transactions, namely Law Number 19 of 2016 concerning Amendments to Law Number 11 of 2008 concerning Information and Electronic Transactions, Law Number 7 of 2014 concerning Trade, and Law Number 8 of 1999 concerning Consumer Protection. The legal consequences of unlawful acts in the field of e-commerce can also be resolved through lawsuits to the competent District Court or to the Consumer Dispute Settlement Agency through alternative dispute resolution. Meanwhile, criminally, perpetrators of unlawful acts in the e-commerce sector can be fined and imprisoned depending on the actions and losses that are causal.

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