

Reporting the Case of Violence Against a Healthcare Worker in *Detikcom* during COVID-19

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ABSTRACT

This research was motivated by the news of violence that happened to a nurse at Pameungpeuk Health Center, Garut Regency. The incident of violence was recorded by CCTV surveillance cameras and went viral online, as published by *Detikcom*. This study aims to explain the level of text, social cognition, and social context of reporting violence cases against the healthcare worker. The research method used was descriptive and qualitative in line with a critical paradigm. The data collection techniques conducted were through in-depth interviews, observation and literature study. The results showed that at the text level, the elements of macro structure, superstructure and micro structure explained an unfavourable situation experienced by the victim or nurse who had been beaten. Social cognition shows that the journalists' point of view in cases of violence against health workers have had an impact on their psychological condition. In this case journalists must provide information objectively, so the victim gets justice. The social context in this news discourse is the practice of power performed by *Detikcom* on publishing news and power of full access in handling cases by Pameungpeuk Sector Police and Garut Resort Police. The implication of this research is that the media can broadcast balanced news, uphold the ideals of journalists, provide a sense of security and increase public awareness that media discourse affects social life.

Keywords: *Critical discourse analysis, social cognition, social context, violence, healthcare worker.*

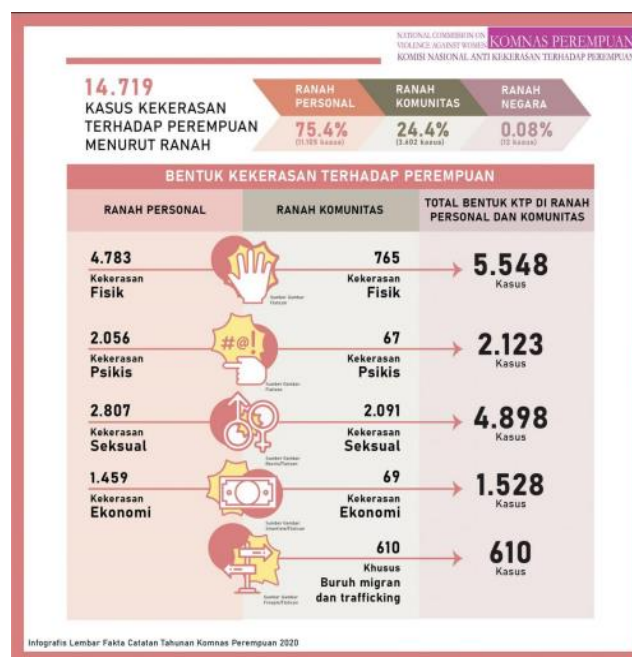
INTRODUCTION

The Covid-19 pandemic has not obviously eliminated the number of physical violence cases. The phenomenon of violence occurring in society is not something new. There are various motives behind the high rate of violence that occurred during the Covid-19 pandemic period, for example, the low and limited economic living conditions due to loss of income sources in the household, thus having an impact in escalating family burden and stress that can potentially trigger physical and non-physical violence (Anurudran et al., 2020).

The violence discussed in this study focuses on violence against medical personnel during the Covid-19 pandemic, which illustrates that the pandemic has sparked anger, fear, and frustration in people around the world. This has an impact on health workers who treat Covid-19 patients. This depiction of violence occurs in attacks on health services in the form of physical violence or intimidation against health workers or facilities. Health workers also complain of prolonged mental fatigue facing government policies and emotional exhaustion (Zuhad, 2021). Cases of violence are becoming increasingly horrible; it seems violence is something that happens regularly. Acts of violence in the form of physical, sexual, psychology and neglect can affect women in pandemic situations (Buttell & Ferreira, 2020). This practice can be clearly seen from the news both in electronic and social media. Based on the researcher's observations as reported by *Suara.com*, the number of violence cases in 2021

within Covid-19 pandemic period rose 68% compared to 57% physical violence cases in 2019 (Iswinarno & Sari, 2021).

Survey results from the National Women's Commission showed that during the Covid-19 pandemic, women were vulnerable to stress due to an increasing workload. Domestic violence (KDRT) continued to occur, especially psychological, sexual, and economic violence. In terms of private cases, the highest case of violence occurred in physical violence with 4,783 cases, followed by 2,807 cases of sexual violence, 2,056 cases of psychological violence and 1,459 economic violence cases (Commission, National's Women, 2020). Meanwhile, in terms of community domain, the highest cases of violence occurred in sexual violence with 2,091 cases, followed by 765 physical violence cases, 610 special cases of migrant workers and trafficking, as well as 69 cases economic violence and 67 cases psychological violence as well (Commission, National's Women, 2020).



Source: Komnas Perempuan, 2020
 Figure 1: Infographic of women violence cases

In Indonesia, attacks on medical personnel are in the form of dealing with Covid-19 patients. In Banyuwangi, East Java, an incident took place on July 30, 2020 where several people assaulted a doctor who reminded them to wear a mask. Meanwhile, in Sikka, East Nusa Tenggara, several residents refused to take a swab test and threw stones at medical personnel along with cooking utensils on May 31, 2020 (Zuhad, 2021). The West Java Complaining Service Forum and the National Commission on Anti-Violence against women revealed that there were 587 cases of violence against women during Covid-19 pandemic which spread especially in West Java region Barat (Zulhairil, 2020). In 2021, the crime of persecution escalated up to 27 cases in total (Sat Reskrim, 2021). The following data shows the criminal acts of persecution from 2019-2021 released by Garut Police Criminal Investigation Unit:

Table 1: Data of minor abuse, torture, and persecution causing death

Year	Classification Case	Total Cases
2019	Minor abuse	9
	Torture	21
	Persecution causing Death	-
	Total	30
2020	Minor abuse	6
	Torture	11
	Persecution causing Death	1
2021	Total	18
	Minor abuse	10
	Torture	16
	Persecution causing Death	1
	Total	27

Source: Criminal investigation unit, 2021

The pandemic of Covid-19 has triggered anger, fear and frustration among society (Jarnecke & Flanagan, 2020). Violence against medical personnel during the Covid-19 pandemic became a prominent issue and in this case occurred in Garut Regency where the affected healthcare worker had to treat patients infected with the Covid-19 virus (Lutgendorf, 2019). Data released by Garut Police Criminal Investigation Unit highlighted the significant incident on Wednesday, June 23, 2021 at Pameungpeuk Health Center, in the Pameungpeuk District of Garut. The assault of the said healthcare worker was captured on CCTV surveillance cameras and spread widely through WhatsApp online media. Garut Resort Police Criminal Investigation Unit explained that the cause of the incident was due to the impatience of the perpetrator in waiting for the victim to wear full PPE gear (Personal Protective Equipment) (Sat Reskrim, 2021). The following news on violence against the healthcare worker was published in online media *Detikcom* as shown in Figure 2.



Source: *Detiknews*, June 2021

Figure 2: News about a nurse in Garut who becomes victim of beating

"It's really being handled," said Garut Deputy Regent Helmi Budiman when he was interviewed by reporters. The video was published in *Detikcom* where the 24-second video showed a masked man wearing a black jacket hitting the nurse in his left hand and head twice. The incident can potentially trigger discomfort in the public eye because it happened during

the pandemic situation when many people are in dire need of optimum health service (Saputri, 2022).



Source: *similarweb.com*, July 2021
Figure 3: Similar web, *web traffic detikcom*

Based on Figure 3, statistical data accessed on July 31, 2021 through a web analysis platform called Similarweb proved that *Detikcom* is a news site trusted by the public and still the most sought media by the public with a total number 33.77 million visitors. Similarweb also provides special website rankings for online media under the 'News and Media' category where *Detikcom* achieves third rank out of the top five websites in Indonesia. Media has the power to construct public reality, therefore the media must be seen as a valuable and balanced institution in conveying reality as it is (Aziz, 2019). *Detikcom* is an online media that is consistent and timely in its reporting on the Covid-19 pandemic. *Detikcom* is also one of the media platforms that swiftly reported the case of violence against the healthcare worker in Garut. During the Covid-19 pandemic, it is imperative that the media ensures the news reported can reassure readers and prevent further violations related to violence (Kanakaner et al., 2020). Based on this information, this present research analyses information related to violence against the healthcare worker in Garut reported on *Detikcom*.

LITERATURE REVIEW

News Value

News value is a criterion for judging whether an event is important enough to be covered. Journalists in writing news must know the elements in composing news. The news value as an element of news reinforcement can complete and make news become eligible to publish. There are six news values used for news coverage, they are: significance, timeliness, proximity, magnitude, prominence and human interest (Norhayati & Awan, 2022). In practice news can be classified into three categories, they are hard news, soft news and in-depth news. In-depth news puts the facts on one link. The types of in-depth news include comprehensive news, interpretative news and investigative news, usually taken from a controversial event or issue (Fitriana, 2019).

Online Media

Online media is a "new media" that produces journalistic products containing facts, reports of an event that produced and distributed via internet. Online media is a technology-based media especially computer network and has different characteristics from conventional media such as television, radio, magazines, newspapers and films (Gawronski et al., 2022). Online media has several characteristics that is also considered as advantages over conventional media (printed and electronic), such as (1) online media can load or present news in the form of text, audio, video, graphics, and images simultaneously; (2) Actuality, contains actual information because of the ease and speed of presentation; (3) Quick, when information is disseminated to public, the information can be directly accessed by a large number of people; (4) update, the news update can be done quickly both content and sentence composition; (5) Wide capacity, in contrast to printed media which is limited, online media pages can accommodate very long news or information manuscripts; (6) Flexibility, content loading or editing of manuscripts can be done anywhere and anytime, also the publication schedule can be done anytime; (7) Wide, it means online media can reach the whole world as long as it has an internet connection; (8) Interactive, the presence of comments column and chat room allows interaction between readers and script writer; (9) Documented, this means that information is stored in data bank and can be found on the links to related articles in the searching bar; (10) Hyperlinks, the connectivity with other sources related to the information presented (Romli, 2020).

The Theory of Teun A. Van Dijk's Critical Discourse Analysis

The model introduced is Van Dijk's critical discourse analysis model and this model is often called social cognition (Eriyanto, 2017). According to Van Dijk, research on discourse is not enough if it is merely viewed from text because the text is the result of production practices that must also be observed. Research on discourse cannot exclude that the text is an empty place, text is a small part of the large society structure. This social cognition approach helps map out how text production with this complex process is studied and explained (Velopulos et al., 2019). In addition, in written form, discourse is expressed in a book, magazine, poem, short story, and so on which is cohesive and interrelated with its inner structure and in terms of meaning it is coherent and integrated (Whiting et al., 2019).

Text is present as part of the patriarchal society representation; in the current case, there are two parts, they are micro text representing the marginalisation of women in news and the patriarchal social structure as a major element in society. This cognition has two meanings, they are showing how the process of the text is produced by journalists and how these patriarchal values are spread and absorbed by journalists, and finally used to create news texts (Velopulos et al., 2019). Van Dijk's analysis model is depicted in Figure 4.

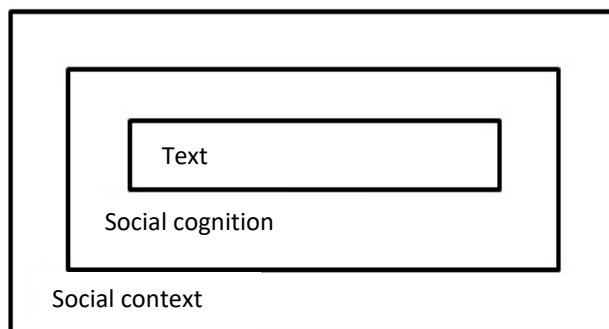


Figure 4: The Teun A. Van Dijk model

Matters of concern in text dimension is the text structure itself. Van Dijk also uses linguistic analysis of vocabulary, sentences, prepositions, and paragraphs to explain and interpret a text. Social cognition is a dimension to explain how a text is produced by individuals or groups of text makers (Rafiqa, 2019). The way of viewing or seeing a social reality creates certain text. The appearance of bad news for certain communities arises due to certain structures of mind forming a way of perceiving an issue so that it affects a text production (Chu et al., 2021). Text structure consists of several levels, each of them supporting one another. There are three levels; first, is macro structure. Macro structure is the general meaning of a text that can be observed by looking at the topics or themes presented in a news discourse. The second, superstructure, is discourse structures related to the text framework, the text parts that are composed thoroughly. The third, microstructure, is discourse meaning that can be observed from small parts of a text. They are words, sentences, propositions, clauses, paraphrases, and pictures (Chu et al., 2021).

Table 2: The text structure of Van Dijk

Macro Structure	The general meaning of a text that can be observed from the topic or theme in a text.
Superstructure	The outline of a text, such as the introduction, body, closing, and conclusion.
Micro Structure	The local meaning of a text that can be observed from the choice of words, sentences, and styles used by a text.

Table 3: Van Dijk discourse elements

Discourse Structure	Points of Observation	Elements
Macro structure	Thematic. Theme or topic presented in a news	Topic
Supersstructure	Schematic. How parts and organisation of news are schemed from text as a whole	Schema
Micro structure	Semantic. Meaning emphasised on a news text, for example by adding detail on one side or reducing on the other side	Background, Detail, Intention, Presupposition, Nominalisation
Micro structure	Syntaxis. How sentences (formation, arrangement) are chosen	Word form, Coherence, Pronoun
Micro structure	Stylistic. How dictions are used in a text news	Lexicon
Micro structure	Rhetoric. How the emphasis is done.	Graphic, Metaphor, Expression

In addition to text, social cognition is important and becomes an integral framework for understanding media texts (Eriyanto, 2017). Events are understood and perceived based on schema, Van Dijk mention this schema a model as follows:

Table 4: The Schema model of Van Dijk

Person schema	This schema describes how a person perceives the other.
Self-schema	This schema deals with how oneself is seen, understood, and described by someone.
Role schema	This schema deals with how a person perceives and describes the role and position of a person in society. For example, what should be the position of men and women in society, and so on.
Event schema	This scheme is perhaps the most widely used, because almost every day we see, hear events that pass by and we always interpret and understand each event in a certain scheme.

While the social context is related to power, this power is generally based on ownership of valuable resources such as money, status, and knowledge (Coker et al., 2019). Power is understood by Van Dijk in the form of persuasion, which is the action of a person to indirectly control by influencing mental conditions, such as beliefs, attitudes, and knowledge. Discourse analysis focuses attention on something that dominates. Racism is a domination form of whites over other minority races (Eriyanto, 2017). The research schemes and methods that can be implemented in the Van Dijk framework are as follows:

Table 5: Van Dijk of method and schema of the research

Structure	Method
Text. Analysing how discourse strategy is used to describe a particular person or event. How the textual strategy is used to exclude or marginalise a group, idea, or event.	<i>Critical linguistics</i>
Social cognition. Analysing the journalist's cognition in understanding a particular person or event to be written.	In depth Interview
Social context. Analysing how the discourse that develops in society, the process of production and reproduction of a person or event is described.	The library research, historical study

The word violence is used to describe something in contrast with values and laws. Violence is related to problems of particular actions such as political violence, economic violence, cultural violence, structural violence, state violence, domestic violence, violence against women, violence against children, and so on (Molyneaux et al., 2019). Violence is an act that can harm others, such as murder, looting and beating. Violence is defined as behavior that can be intentional or unintentional (verbal and nonverbal) which is indicated by physical, mental, social attacks, which are opposite to the values and norms in society that can result in a sense of psychological trauma for the victim (Moreira & da Costa, 2020). Based on the frequency, violence can be classified into (1) physical violence; (2) non-physical violence; and (3) psychological/emotional violence (Spialek & Houston, 2019).

Psychological Impact of Violence

The acts of violence experienced by the victims cause them to experience psychological disorders like emotional disorders where emotions become unstable and the mood worsens. Behavioral disorders that can be seen from the victim's behavior tend to be negative. Cognition disorders really affect the victim's pattern of thinking, which can affect the victim's condition, for example, daydreaming and having an empty mind (Voth Schrag et al., 2020). This psychological impact will change the victim's thoughts which can slowly affect them in

various ways, for example the way of thinking, vulnerable to emotional stability, and even depression (Wright, Hanlon, Lozano, & Teitelman, 2019). This psychological impact is a type of post-event trauma that can cause extreme fear and anxiety, for example feeling worried, even afraid when experiencing similar events that have been experienced previously. In addition, victims can experience depression (Burns, et al., 2022).

Based on the Law of the Republic of Indonesia concerning Health No. 36 of 2014, a healthcare worker is a person who devotes himself to the health sector and has knowledge or skills through education in the field of health with specific expertise to get authority to carry out health efforts. Healthcare workers include several officers such as doctors, dentists, nurses, midwives, and other medical personnel (Law of the Republic of Indonesia concerning healthcare workers No. 36, 2014).

METHODOLOGY

This study uses a discourse analysis method in line with a qualitative approach. The critical paradigm is used in this research. This paradigm looks more deeply at the process of production and reproduction of meaning that occurs historically and institutionally. Discourse analysis emphasises the meaning behind the text. In this analysis model, language is understood as a representation that constructs the subject, the discourse theme, and the strategies in it. Discourse analysis model that will be used in this study is the discourse analysis model of Teun A. van Dijk where discourse consists of various structures, they are macro structures, superstructures, and micro structures that support each other (Rafiq, 2019).

The critical discourse analysis model of Teun A. van Dijk is used to focus on news of violence against medical personnel during the Covid-19 pandemic which is disseminated through the media, of course there are ideological practices in the media. In the news that is conveyed, of course, there are individuals, groups or some groups that are at issue. Therefore, it is necessary to conduct a discourse analysis to see why the news was present, whether there is an abuse of the elements of power, domination, and injustice produced in news texts about violence against medical personnel, such as prolonged mental fatigue in facing government policies and emotional exhaustion. The reason the author uses critical discourse analysis as a methodology in reporting cases of violence against health workers in the online media Detikcom is because the news text is critically analysed and the text is produced into a single unit in the form of text, cognition and social context.

The researcher set three informants and three resource persons for in-depth interviews. The three informants who became subjects in this study are journalists from *Detikcom*, *liputan6.com* and *merdeka.com*. Meanwhile, three resource persons consisting of the National Police members who served as head Criminal Investigation Unit of Garut police, midwives and local community leaders in Linggamanik Village were also interviewed.

RESULTS AND DISCUSSION

Text Level Analysis

The analysis of the news text structure about violence case against a healthcare worker in the online media *Detikcom* in June 2021 edition: "It's gone viral that the nurse in Garut was beaten by the patient's family due to the Hazmat".

Table 6: The analysis of text level structure on healthcare worker violence case report in the online media

The Discourse Structure	Element	Part	Quotation/Item
Macro Structure	Theme/ topic	News Lead	"The incident of beating a patient's family against a nurse made Garut people. The video of the act of violence has gone viral on social media."
		Summary: title and news lead	Summary: <ul style="list-style-type: none"> ▪ Title: "Nurse in Garut beaten by patient's family due to hazmat". ▪ News Lead: "The incident of beating by a patient's family against a nurse caused a surprise for Garut people. The video of the violent action has gone viral on social media."
		Story: Paragraph 2	<ul style="list-style-type: none"> ▪ Story: Paragraph 2: "As displayed by <i>Detikcom</i> on Friday (25/6/2021) in the morning, the 24-second CCTV video recording, a nurse can be seen carrying a patient into bed".
		Paragraph 3	Paragraph 3: "After that, the nurse looked at the masked man who was wearing a black jacket. No longer, the man then hit the nurse".
		Paragraph 4	Paragraph 4: "Clearly Seen in the video, the nurse was beaten twice. First on the right hand, then on the head by the man".
		Paragraph 5	Paragraph 5: "Recently known, the incident took place at the Puskesmas Pameungpeuk Garut on Wednesday (23/6) at night around 08.06 p.m".
		Paragraph 7	Paragraph 7: "Tatang said that the nurse who saw the arrival of the patient immediately rushed over and wore full PPE. The beating occurred because the nurse was considered slow in using the hazmat".
		Paragraph 9	Paragraph 9: "In addition, the perpetrator also shouted at the nurse and did not accept it because the nurse was using PPE".
		Paragraph 11	Paragraph 11: "The incident of beating a nurse at the Pameungpeuk Health Center is currently being followed up by the police. The victim is known to have reported the incident".
		Superstructure	Schema
Micro Structure	Background	Paragraph 5	"It was lately discovered that the incident took place at Pameungpeuk Garut Health Center on Wednesday (23/6) at night around 08:06 p.m".
		Detail	- There are no specific details written by journalists.
		Intention	- There is no specific purpose either implicitly or explicitly in this news.

Presupposition	Paragraph 7	Paragraph 7: "Tatang said that the nurse who saw the arrival of the patient immediately rushed over and wore full PPE. The beating occurred because the nurse was considered slow in using the hazmat".
Nominalization	-	There is no nominalisation in this news.
Sentence Form	Paragraph 11	Deductive; Passive sentences "The incident of beating a nurse at Pameungpeuk Health Center is currently being followed up by the police".
Coherence	Paragraph 2: Word <i>as</i>	"As displayed on by <i>Detikcom</i> on Friday (25/6/2021) in the morning, the 24-second CCTV video recording".
	Paragraph 4: Word <i>then</i>	"First on the right hand, then on the head by the man".
	Paragraph 7: Word <i>and</i>	"Tatang said that the nurse who saw the patient's arrival immediately rushed over and used full PPE".
	Paragraph 9: Word <i>and</i>	"In addition, the perpetrator also shouted at the nurse and did not accept it because the nurse was wearing PPE".
	Paragraph 12: kata <i>due to</i>	"The Deputy Regent of Garut Helmi Budiman said the victim suffered a head injury due to the violence".
Pronoun	Paragraph 9	"Besides, the perpetrator also snapped at the nurse".
	Paragraph 11	"The victim is known to have reported the incident".
	Paragraph 1: Word <i>incident</i> and <i>surprised</i>	"The incident of beating by a patient's family against a nurse made Garut residents surprised".
	Paragraph 3: Word <i>look at</i>	"After that, the nurse looked at the masked man who was wearing a black jacket".
Lexicon	Paragraph 7: Word <i>rushed over</i>	"Tatang said that the nurse who saw the patient's arrival immediately rushed over and used full PPE".
	Paragraph 9: Word <i>Shouted</i>	"In addition, the perpetrator also shouted at the nurse and did not accept it because the nurse was wearing PPE".
Graphic	-	<ul style="list-style-type: none"> The word Garut was written bold at the beginning, emphasising the incident occurred in the city of Garut. The Video CCTV footage has gone viral on WhatsApp social media.
Metaphor	-	There is no metaphor or figure of speech in the news.

Source: The result of research analysis, 2022

The Social Cognition on the Report of Violence Case Against A Healthcare Worker in Online Media Detikcom

This section will describe the results of research related to social cognition conducted through interviews with an informant, *Detikcom* journalist Hakim Abdul Ghani who serves as a *Detikcom* contributor in Garut Regency region. Journalists' mental awareness viewed the "suspect" figure as the main character in the case. The journalist revealed that this incident

should not have happened to the nurse, considering that the Covid-19 pandemic was escalating in Pameungpeuk District. In addition, it requires healthcare workers to work optimally for patient safety. Besides, the journalist revealed the police role and position in the case. The police have conducted their role appropriately and immediately arrested the perpetrators and did law enforcement against the perpetrators soon after the incident (Ghani, 2022).

The news about violence against healthcare worker that occurred in Pameungpeuk District is based on the view and perspective of a journalist as a heartbreaking incident, because of the Covid-19 pandemic period, many people have to struggle with the pandemic and have to rely on healthcare workers. The journalist wants the public to understand that such actions are against the law and inappropriate. Of course, this was confirmed by a source from the police, IPTU Wawan, S.H. He said that it was completely intolerable, moreover during the pandemic period when healthcare workers were at the forefront (Wawan, 2022). The journalists' views on self-schema, person schema and role schema and event schema can be seen in table 7.

Table 7: The Social Cognition Level on the report of violence case against a healthcare worker in the online media *Detikcom*

Self-Schema

As a key informant, Hakim Gani is a *Detikcom* contributing journalist for the Garut area. So far, he is known as a competent, idealistic, and objective person in doing his profession. This is proven by having a Journalist competency certificate from the Press Council. Prior to becoming part of *Detikcom*, Hakim had worked at Garut Express Weekly Newspaper and Stinger at TVOne.

Person Schema

As a journalist, Hakim said that reporting on violence case against a healthcare worker was a heartbreaking event. He hopes that the act of violence against healthcare workers must be punished fairly because they violate the law and are in contrast with values of humanity.

Role Schema

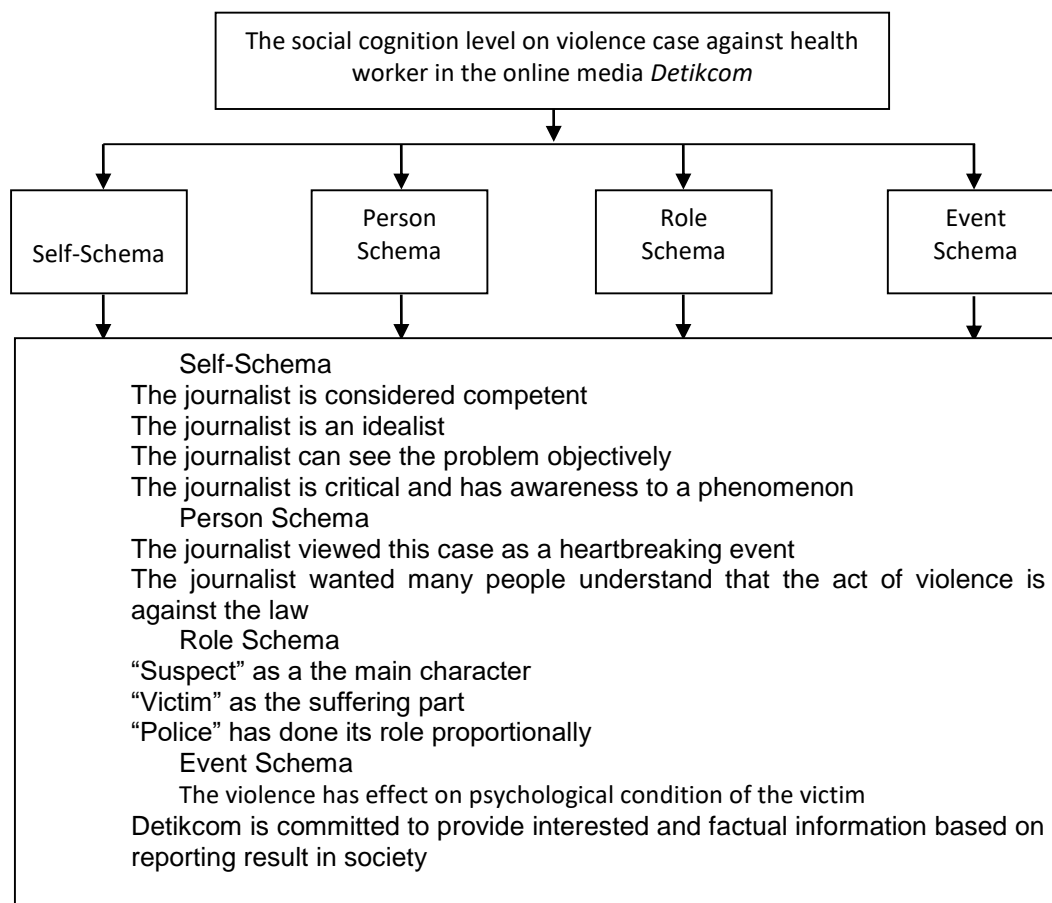
As an informant, Hakim thinks that the perpetrator is the main character in the violence case against a healthcare worker. He revealed that the act of violence should not occur to the healthcare worker, considering that the Covid-19 pandemic was escalating in Pameungpeuk District, it required healthcare workers to work optimally for patient safety. He supports the steps taken by the police to arrest the perpetrators and carry out law enforcement towards the perpetrators.

Event Schema

As a journalist who makes an effort to always be objective, the informant reports on this event according to the facts obtained from the results of observation by continuing to provide updates in his news reporting.

Source: The Result of Research Analysis, 2022

The following Chart 1 explains the social cognition level on the violence case against a healthcare worker in the online media *Detikcom*.



Source: The result of research analysis, 2022

Chart 1: The social cognition level on violence case against healthcare worker in the online media *Detikcom*

Chart 1 explains that the level of cognition in cases of physical violence by health workers has several schemes, including self schemes, people schemes, role schemes and event schemes. The self-scheme shows that journalists are seen as competent and able to judge objectively on any news that appears, showing a critical attitude in every event. Scheme person, the reporter sees that every event that occurs will definitely be against the law and make the events that occur can definitely harm others. Role scheme, seeing that there are people who are harmed in every event, in this case - health workers. While in the event scheme, journalists must have a high commitment to provide information to be conveyed to the public.

Analysis of Social Context on the Reporting of Violence Case Against A Healthcare Worker in Detikcom Online Media

The third element in Critical Discourse Analysis of Teun A. Van Dijk's model is social context. Discourse is something that develops in society, therefore studying a text requires an analysis of intertextuality by examining how a text is produced and constructed in society (Leipold et al., 2019). According to Van Dijk, to know the social context or discourse that develops in society, there are two important points that must be examined, they are power and access.

Critical discourse analysis focuses on the reproduced domination of giving special access to one group over another (Prayudi, Fatonah, & Shafira, 2021). Just like in the news about violence against the healthcare worker in *Detikcom*, the aim is to analyse how *Detikcom*

produces and reproduces news on the violence case against a healthcare worker through attitudes, authority, and legitimacy.

a. The Practice of Power

The practice of power performed by the online media *Detikcom* in the first story explaining how the media tells the chronological event of violent assault against a nurse who is on duty at the Pameungpeuk Health Center done by a man, a patient's family. The violence committed by the patient's family was triggered by the perpetrator who felt irritated and he yelled at the nurse for using the hazmat for too long. The physical violence case that occurred against medical personnel did not make other medical personnel take an action or retaliate against other Covid patients. This means that the relationship between patients and medical personnel during the Covid-19 pandemic works in accordance with hospital service standards, applicable standard procedures, professional ethics, respecting patient rights and prioritizing patient safety. The autonomous attitudes that restricted patients cause annoyance and frustration in the patient's mind, therefore the violence occurs, as happened in Banyuwangi, East Java, Indonesia when several people beat a doctor who reminded him to wear a mask. In this context, it can be seen that patients have social power in social groups that are considered strong. The use of violence and consensual models have been reformulated into elements of control among individuals in social relations (Apriliyadi & Hendrix, 2021).

b. Access Has Influence on Discourse

Access is the practice of power extension, explaining that if a person or group has great power over something, then those who do not have access can't influence discourse, here access means the legitimacy owned by a person in producing discourse (Riehm et al., 2020). In the case of violence against the healthcare worker, it is the legal aspect that affects the community. Regarding the legal process executed by Pameungpeuk Police, Garut Police also took part in handling this case. In the reporting of violence against the healthcare worker by the patient's family, Pameungpeuk Police and Garut Police have more access to process the case, both of them work together to enforce justice on the basis of what has been done by the perpetrator.

Access that influences discourse is found in the news, in which Garut Police continue to proceed with the law enforcement, even though the perpetrator has recently apologised to the victim. The discourse presented to the public by *Detikcom* is to lead the public to know more about violence case against a healthcare worker who was on duty at Pameungpeuk Health Center by reporting the chronological events until the case is legally processed even though the perpetrator has apologised to the victim.

Source: The researcher analysis result, 2022

Chart 2: The social context on the report of violence case against Healthcare worker in online media *Detikcom*

In this section, the researcher holds a discussion concerning the three dimensions; text, cognitive and social context. The critical discourse analysis of Teun A. Van Dijk's model on text dimension is divided into three parts, they are macro structure, superstructure, and micro structure. First, macro structure is the comprehensive meaning of the text that can be understood from the topic/theme in a news story written by a journalist. Second, superstructure is the framework of a news story containing an introduction, content, closing, and conclusion discussing the schematic of how the news content order in a complete news text. Third, microstructure is defined as discussing parts that can be perceived from words, sentences, and styles used in a text. This section describes semantics (setting, detail, intent, presupposition, nominalisation), syntax (sentence form, coherence, pronouns), stylistics (lexicon), and rhetorical (graphic, metaphor, expression (Gandasari & Dwidienawati, 2020).

The macro structure in the report on the violence case against healthcare worker in online media *Detikcom*, point of observation is thematic element or theme describing the intention that the journalist wants to convey an event. According to Van Dijk, theme is the main idea of a text. In the first news, *Detikcom* described the beatings chronology of the patient's family against the nurse who was on duty at Pameungpeuk Health Center. The second element of text dimension is superstructure, which is a schema or plot made by journalists in writing news. In this element, the journalist directs his eyes to the readers' views on news. In this superstructure element, there is a grand scheme which is divided into two, first is title and lead in which a summary before entering the core news and second is story, the entire content of news.

The news content has two sub categories, first is the situation of the event and second is the display of comments available in the text. The schematic supports the topic to be conveyed from the sections that have been prepared. After analysing the scheme on the news about the case of violence against the healthcare worker, the journalist emphasised actions taken by the patient's family or suspect of the beating were against the law. Thus, in this case, the patient's family or suspect of the beating must always be the most important thing among the others.

In the process of writing the news, the journalist wanted to provide proportional information as well as to educate public that the actions taken were against the law and must be executed firmly by the police. The news presented by *Detikcom* also creates a running news scheme or continuous reporting of one case. The third element of the text dimension is microstructure or the discourse parts that can be sensed from words, sentences, and styles used in a text. The point of observation in microstructure includes semantics, syntax, stylistics, and rhetoric. In the reporting about violence case against the healthcare worker which is used as the unit of analysis in this study, the journalist explained that in certain parts the actions taken by the patient's family are against the law, it means he is the suspect of this case. In addition, the police in this case have performed their role properly. They immediately arrested the perpetrator and held the investigation process according to the applicable law. In addition, *Detikcom* also displayed videos, and screenshots of the video that went viral on social media. *Detikcom* wants to show off that the beating incident was true. Hakim Abdul Ghani also revealed that as a journalist for *Detikcom*, "I always apply short, concise and easy-to-understand sentences. Because, as a journalist, I feel writing can be successful when what I write has an impact" (Ghani, 2022).

The critical discourse analysis of Teun A. Van Dijk model does not only limit his attention to the text, but also pays attention to how the text is produced. The critical discourse analysis of Teun A. Van Dijk model requires study on how the cognition or mental awareness of a journalist was in producing the text. Research on social cognition can be implemented in four schemes, they are self-schema, role schema, person schema, and event schema. These schemas explain the attitude or ideology of a journalist in viewing something. The first scheme is a self-schema, that is looking at how oneself is seen by others. In terms of self-schema Hakim Abdul Ghani as a *Detikcom* journalist is considered a competent journalist, this can be proven by obtaining a Journalist Competency Certificate from the Press Council, so that it can be sure that he has idealism and can judge an event objectively. Hakim Abdul Ghani also explained that to become a competent journalist, one must take a Journalist Competency Test process organised by Press Council. "If the standard of competency is like that, I think I am competent enough". Before joining *detikcom*, he finished his formal education; he graduated from the Television Program Broadcasting Engineering at SMK Negeri 2 Garut (State Vocational School). Then, after graduation, he worked at Garut Express weekly newspaper and stinger at TvOne (Ghani, 2022). Of course, this information was justified by a source of information from the police, IPTU Wawan, S.H, who explained that the case that happened to the healthcare worker who was on duty at Pameungpeuk Health Center must be punished firmly. IPTU Wawan said that it was completely intolerable, mostly during a pandemic, when healthcare workers were at the forefront. So, if there is violence against healthcare workers, firm action must be taken (Wawan, 2022).

What was stated by the informant was appropriate with the results of a previous study entitled "Stress and social support for nurses, doctors and healthcare workers during the COVID-19 pandemic", revealing that the source of stress experienced by healthcare workers during the Covid-19 pandemic was conflict of role, job ambiguity and also pressure on work. This is because he admits that he is optimistic in dealing with various situations and considers work to be something meaningful. The previous study used Holistic Stress model by collecting data using questionnaires and exploring data with several questions on 30 subjects consisting of health and medical personnel distributed online in Cirebon, Kuningan, and Central Java (Ayuningtyas & Hendriani, 2021).

Based on the news presented by *Detikcom* in the case of violence against a healthcare worker, *Detikcom* presents news with a running news scheme or ongoing news. This can be seen from the news analysed by the researcher, one news with another news is interrelated and ongoing. It means *Detikcom* as an online media that reported this case has a commitment to provide interesting and factual information to the public widely. In the social context element, discourse is a part that develops in society. So, in critical discourse analysis research, Teun A. Van Dijk model requires research that looks at how discourse is produced and reproduced in society. There are two important points of this element, they are the practice of power and access (Duerksen & Woodin, 2021).

Regarding cases of violence that are disseminated through electronic media and social media, that violence occurs anywhere and anytime, not only during the Covid-19 pandemic. It is explained that the issue of catching up has become a topic, where the media has a very important role in packaging any news that appears with the aim of whatever the issue is, but does not worry about the condition of the community in building public trust and reducing the risk of information happening in the community, only during the Covid-19 pandemic. The results of research on violence, explain that the strong influence of the mass media on violent behaviour, violence in the media becomes difficult to eliminate, because violence itself is fascinating. Because violence is easy, for the perpetrator of violence it will be easy and easy to enter people's ways of thinking, manipulate them, without the person realising that he has been manipulated. The reason why violence appears in the media a lot is because violence itself is a commodity that sells well in the market and is a guide for media practitioners, including violence that occurred during the Covid-19 pandemic (Kurniasari, 2012).

CONCLUSION

Based on the results of research and discussion of discourse constructed by the online media *Detikcom* on the news about violence case against a healthcare worker using the critical discourse analysis of the Teun A. Van Dijk model, it can be concluded as follows:

At the level of news text about a violence case against a healthcare worker, it focuses on theme; the perpetrator of beating a nurse who is on duty becomes a suspect. In this case, it can be viewed from the news headline analysis. The scheme constructed by journalist is that the actions taken by the patient's family or the alleged beating are against the law. So, in this case, the patient's family or the suspect of the beating is always the most important thing among the others. In addition, the journalist uses a running news scheme or continuous reporting of a case. So, the news created is continuous from one news to another. The microstructure in the news journalist analysis explains that the actions taken by the patient's family are truly against the law so that he is the main suspect of the case. Therefore, here journalist considers the suspect as the central figure in the violence case against a healthcare worker of the case.

At the level of social cognition, journalists are considered qualified and competent in the field of journalism especially in delivering report, so that they are able to objectively assess and understand news related to cases of physical violence that occur to health workers. In reporting on cases of physical violence that afflicted health workers, journalists view the perpetrator as the main character and this incident is such a heartbreaking event, that happened in the middle of a pandemic which requires health workers to work optimally.

In the social context, there are two important points which are the practice of power and access to influence discourse. In terms of power, it is clear that *Detikcom* wants to report this news as an extraordinary case considering the facts about violence committed by the

patient's family to the nurse who is on duty to the public eye. Meanwhile, on the aspect of access to influence discourse, there is news in which the Police of Garut have full power to accelerate the law enforcement and investigate this case thoroughly. A suggestion for further researchers is to use this case as reference material to dig deeper into how the discourse is built by the media related to cases of violence for the interests of health workers and the public who seek justice.

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