# Framing analysis of the hacking of Bank Syariah Indonesia by LockBit Ransomware on Republika.co.id and Idntimes.com

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# Introduction

❑ The media play an important role in shaping reality by constructing and presenting facts and data related to an event. This process is not neutral, as journalists and media outlets actively construct reality through framing techniques according to their perspectives and interests.

❑ The influence of media ownership also plays a role in shaping news narratives, positioning them as ideological tools that support the interests of dominant classes, such as capitalist interests. As a result, market considerations and profits often take precedence over the core principle of journalism, which is to present the truth to the public.

❑ In the context of the LockBit 3.0 Ransomware attack on Bank Syariah Indonesia, media coverage was influenced by the ownership and interests of each outlet, resulting in diverse narratives. The incident had a significant impact on data security and public trust, drawing the attention of the media outlets such as Republika.co.id and Idntimes.com, which have different backgrounds and audiences.

❑ This study analyzes how these media outlets framed the news of this cyberattack and evaluates whether these media outlets supported, downplayed, or discredited the issue. This study enhances public understanding of the media's influence in shaping perceptions of cyber threats and the imporyance of digital literacy in addressing security challenges in the digital ege.

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# Research Questions (Problem Statement)

❑ **Problem Statement**

The research investigates how credible mass media outlets, such as Republika.co.id and Idntimes.com, influenced by differing media ownership and ideologies, shape narratives and interpretation of cybercrime in the banking sector, potentially affecting public understanding of digital security issues

❑ **Research Puspose**

The purpose of this research is to analyze the news framing employed by Republika.co.id and Idntimes.com concerning the LockBit 3.0 Ransomware attack on Bank Syariah Indonesia, to determine whether these media outlets support, downplay, or discredit the issue

❑ **Research Contributions**

The research aims to enhance public understanding of the dynamics of information surrounding cyber threats and the media's influence on the formation of public perception. This, in turn, cans foster a stronger dialogue between the public, the media, and the other stakeholders, such as the government and the financial institution, encouraging the public to respond more critically to the information conveyed by the media. By recognizing the potential framing, the public will be better equipped to make informed and wise decisions regarding digital security.

# Theori

❑ Framing, as defined by Robert N. Entman, is a journalistic technique that shapes news narratives by selecting and emphasizing certain aspects while omitting others. This process influences how issues are interpreted and presented to the public, aligning with the media's interests.

❑ Framing is a fundamental part of news production, guiding the construction of reality and shaping audience perceptions. From a constructionsist perspective, audiences actively interpret information within their own frameworks, though media influence can shape public opinion, attitudes, and behavior.

❑ Entman's framing analysis model consists of four key components:

- **Define Problem –** identifying an issue as a problem

- **Diagnose Causes** – determining its undelying causes

- **Make Moral Judgement** – applying  moral evaluations to the issue

- **Threatment Recommendation** - proposing solutions or courses of action. The media employs various strategies, such as repetition, headlines, and labels, to highlight selected issues, ultimately affecting public attention and discourse

# Method

- A qualitative approach with a constructivist paradigm is used to analyze media coverage by examining deeper meaning beyond surface-level data.

- This study applies Robert N. Entman's framing analysis model to focus on three aspects: customer protection, disaster impact and mitigation, and security system recovery. Entman's model involves four key elements: define problem, diagnose causes, make moral judgement, and threatment recommendation.

- This study utilizes the Miles and Huberman model for data analysis, which consists of three stages: data reduction, data display, and conclusion drawing with validation. The analysis examines news texts to identify framing components, narratives structures, and language use.

- Source triangulation is applied to ensure data validity by comparing frames from 10 news articles published by Republika.co.id and Idntimes.com over a specific period. This method helps detect biases and variations in media coverage.

- To enhance validity, only credible media outlets recognized by the Press Council were selected. While these sources follow journalistic standards, the study also considering potential biases in framing. This ensure an objective anlysis of how Bank Syariah Indonesia's hacking was framed in media

# Method

❑ The primary data in this study consists of 10 news articles covering the Bank Syariah Indonesia hacking case by LockBit 3.0 Ransomware, published on Republika.co.id and Idntimes.com between May 1 and May 31, 2023. The dataset includes 5 articles from each media outlet.

| News Titles from Republika.co.id | Publication Date | News Titles from Idntimes.com | Publication Date |
|---|---|---|---|
| BSI Disruption, MUI Deputy Chairman Urges BSI to Address Cyberattacks Seriously | May 11, 2023 | BSI Mobile Banking Error, Eri | May 10, 2023 |
| BSI Services Disrupted, LockBit Ransomware Claims Responsibility | May 11, 2023 | Inspector General of Ministry of Religious Affairs Mentions Hajj Cost Repayment Affected by BSI System Error | May 11, 2023 |
| If Exposed to Ransomware, BSI Protection Considered Highly Vulnerable | May 13, 2023 | LockBit Hacker Group Claims to Have Leaked Customer Data, BSI Responds | May 16, 2023 |
| Customer Data Leaked, BSI Shares Immediately ARB | May 16, 2023 | Bareskrim and BSSN Investigate Alleged Hacking of BSI Services | May 19, 2023 |
| BSI Strengthens Synergy with BSSN to Address Suspected Cyberattacks | May 26, 2023 | Due to Service Error, Two BSI Directors Removed! | May 23, 2023 |

❑ The secondary data includes books on online journalism, media construction, framing theory, and research methodology, as well as national and international journals relevant to the study.

# Result and Discussion

**News Framing Analysis of Expert Statements on the Bank Syariah Indonesia Cyber Attack**

| Element Framing | Republika.co.id News "If Exposed to Ransomware, BSI Protection Considered Highly Vulnerable" | Idntimes.com News "BSI Mobile Banking Error, Erick Thohir Admits Cyberattack" |
|---|---|---|
| Define Problem | Expert Assesses BSI's security system as highly vulnerable | BSI system disruption for several days, customers express complaints |
| Diagnose Causes | Cyberattack on BSI mobile user account | A three-point cyberattack occurred |
| Make Moral Judgement | Abimanyu criticized and highlighted vendor cooperation for system weaknesses | Erick Thohir admits the hacking issue and views it as an inevitable aspects of the IT world<br>Gunawan reports that BSI services have been restored since Tuesday |
| Treatment Recommendation | No treatment recommendation provided | Erick Thohir's statement on the need for BSI to strengthen its IT system |

Both media covered expert statements on the hacking incident at BSI. Republika.co.id strongly criticized the bank's security system, highlighting its failure to collaborate with vendor for system maintenance and improvement. This perspective was reinforced by IT expert Abhimanyu Wachjoewidajat's statement questioning the role of consultants and developers. The outlet focused on technical issues and security critiques without proposing concrete solutions, creating the impression that the issue remains unresolved.

In contrast, Idntimes.com acknowledged the technical disruptions but sought to downplay the incident by portraying cyberattacks as a common IT issue, as reflected in Erick Thohir's statement. The outlet framed the solution through Thohir's recommendation for Bank Syariah Indonesia to strengthen its IT security but did not provide a thorough moral evaluation of the issue.

# Result and Discussion

**News Framing Analysis of the Impact of Cyberattack on Bank Syariah Indonesia's Banking Services**

| Element Framing | Republika.co.id News "BSI Disruption, MUI Deputy Chairman Urges BSI to Address Cyberattacks Seriously" | Idntimes.com News "Inspector General of Ministry of Religious Affairs Mentions Hajj Cost Repayment Affected by BSI System Error" |
|---|---|---|
| Define Problem | Anwar Abbas's statement, BSI services experience problems | Faisal's statement, hajj cost repayment hampered |
| Diagnose Causes | Many customers have reported inaccessibility issues with BSI services | Constraints of the BSI system |
| Make Moral Judgement | BSI Director apologizes to customers regarding service constraints | Hery confirm that system constraints due to suspected cyberattacks and states that banking services were restored on Thursday (May 11, 2023) |
| Treatment Recommendation | Anwar Abbas urged the public to avoid actions that could harm both parties and called on BSI to address cyberattacks with seriousness<br>Hery's statement, system normalization efforts are focused on data security and protection of customer funds | The head of the regional office of the ministry of religion affairs will address payment issues for pilgrims |

Both media highlighted the societal impact of the cyberattack on BSI but framed the issue differently. Republika.co.id focused on public sentiment, particularly the disappointment over service disruptions, as reflected in Anwar Abbas's statement. It also emphasized moral judgment and accountability, reinforced by Hery Gunardi's public apology. This reporting approach was influenced by community emotions and concerns over financial losses.

In contrast, Idntimes.com framed the issue around technical solutions, specifically addressing the obstacles to Hajj fee payments caused by the disruptions. This perspective was supported by statements from the Inspector General of the Ministry of Religion, Faisal, and BSI Corporate Secretary, Gunawan Arief Hartoyo. The outlet emphasized the gradual recovery of banking services, shaping public perception that the problem was being resolved and that services were becoming accessible again.

# Result and Discussion

**News Framing Analysis of LockBit Ransomware's Claim of Hacking Bank Syariah Indonesia**

| Element Framing | Republika.co.id News "BSI Services Disrupted, LockBit Ransomware Claims Responsibility" | Idntimes.com News "LockBit Hacker Group Claims to Have Leaked Customer Data, BSI Responds" |
|---|---|---|
| Define Problem | BSI system disruption has resulted in customers being unable to access banking services | LockBit claims to have leaked BSI customer data. |
| Diagnose Causes | Cyberattack by LockBit | BSI system failed to protect customer data and refusal to pay the ransom resulted in customer data being disseminated on the dark web. |
| Make Moral Judgement | Hery confirms the cyberattack but denies the issue of a ransom demand | LockBit statement, BSI failed to protect customer data. Gunawan statement, cyberattack are in inevitable part of the IT world |
| Treatment Recommendation | Pratama Persadha stated that BSI must conduct audits and digital forensics, and be transparent with the public | BSI will audit, mitigate, and restore its system |

Both media provided a detailed chronology of the LockBit ransomware attack on Bank Syariah Indonesia but framed the incident differently. Republika.co.id framed the attack as a preventable error, incorporating expert criticism to emphasize the need for stronger cybersecurity measures, and also emphasized the bank's denial of the ransom demand, reinforcing its stance through Hery Gunardi's statement that no ransom request was made and that the system was temporarily shut down for security reasons.

In contrast, Idntimes.com framed Bank Syariah Indonesia's refusal to pay as a failure to secure customer data, highlighting LockBit's claim that the bank could have prevented further disruption by complying with their demands. Idntimes.com also downplayed the severity of the attack by portraying it as an inevitable consequence of increasing reliance on IT, as reflected in Gunawan's statement on the need for vigilance and collaboration to combat cybercrime.

# Result and Discussion

**News Framing Analysis of Synergizes Bank Syariah Indonesia with BSSN on Cyberattack**

| Element Framing | Republika.co.id News "BSI Strengthens Synergy with BSSN to Address Suspected Cyberattacks" | Idntimes.com News "Bareskrim and BSSN Investigate Alleged Hacking of BSI Services" |
|---|---|---|
| Define Problem | BSI synergizes with BSSN to take preventive measures to strengthen the protection system | Bareskrim and BSSN collaborated on the investigation, mitigation, and recovery of the BSI system |
| Diagnose Causes | The occurrence of the LockBit cyberattack | BSI system constraints |
| Make Moral Judgement | BSI statement, customers are the company's top priority and commitment to strengthen corporate cyber defense and security | BSI has not submitted a report<br>Hary statement, cyberattacks require further evidence, but customer data dan funds remain secure |
| Treatment Recommendation | BSI and BSSN will conduct joint assessments, audit, and mitigations | The investigation continues without a report from BSI |

Both media framed BSI's response to protecting customer data and funds but with different emphases. Republika.co.id portrayed the bank's response positively, highlighting its collaboration with BSSN to strengthen cybersecurity measures. This was reinforced by Hery Gunardi's meeting and system resilience.

In contrast, Idntimes.com took a more critical stance, emphasizing BSI's failure to report the incident to Bareskrim Polri, suggesting a misalignment with official investigative efforts. However, the media also acknowledged that Bareskrim Polri and BSSN continued their investigation despite the absence of a formal report, as indicated by Adi's statement that BSI would submit a report soon.

# Result and Discussion

**News Framing Analysis of the Impact of Cyberattacks on Bank Syariah Indonesia**

| Element Framing | Republika.co.id News "Customer Data Leaked, BSI Shares Immediately ARB" | Idntimes.com News "Due to Service Error, Two BSI Directors Removed!" |
|---|---|---|
| Define Problem | BSI shared dropped into the red zone, reaching the Auto Rejection Lower limit | BSI reshuffles its board, removal two directors |
| Diagnose Causes | The occurrence of customer data leaks as a result of cyberattack | Idntimes.com did not provide the reason for the removal |
| Make Moral Judgement | Nico stated that investors are beginning to lose confidence<br>There has been no confirmation yet from BSI regarding the stock drop | Hery's statement indicate that the removal of two BSI directors was carried out honorably |
| Treatment Recommendation | Nico urges BSI to be more responsive to these issues | The RUPST appointed Saladin D. Effendi as the new Director of Information Technology and Grandhis Helmi H. as the new Directors of Risk Manajemen |

The cyberattack on BSI caused internal turmoil, stakeholder concerns, and a decline in investor confidence. Republika.co.id criticized the bank's handling of the incident, emphasizing the importance of banking security for economic stability and investor trust. This perspective was reinforced by economic expert Maximilianus Nico Demus, who highlighted trust as a fundamental aspect of banking.

In contrast, Idntimes.com focused on the removal of two BSI directors following the cyberattack. Although no explicit reasons were provided, the news framed their dismissal as a consequence of the attack, particularly since the affected directors oversaw IT and risk management—key areas compromised by LockBit. The media reinforced this narrative through a negatively framed headline: "Due to Service Error, Two BSI Directors Removed!" while simultaneously reporting on BSI's 2022 cash dividend distribution. This contrast suggests that Idntimes.com sought to shape public perception by portraying the bank as stable despite the cyberattack and leadership changes.

# Result and Discussion

**Issue Selection**

The selection of issues in media coverage involves highlighting specific facts while potentially ignoring other relevant aspects.

- ❑ **Republika.co.id:**
  - Emphasized Bank Syariah Indonesia's denial of ransom demands.
  - Gunawan A. Hartoyo's statement supporting the bank's stance.
- ❑ **Idntimes.com:**
  - Focused on the bank's alleged lack of responsiveness.
  - Highlighted the dissemination of customer data leaks on dark web sites.
- ❑ **Mitigation Efforts:** Both media consistenly framed the bank's effort to mitigate the cyberattack, this was frequently featured in headlines.
- ❑ **Moral Judgement:**
  - **Republika.co.id:** Framed the issue as serious with emphasis on accountability, and highlighted Hery Gunardi's apology.
  - **Idntimes.com:** Downplayed the cyberattack's severity, emphasizing the inevitability of cyberattack in the IT world and the bank's periodic system restoration.

# Result and Discussion

**Aspects Prominence**

Salience refers to how facts are presented in writing, making information more noticeable to the audience.

❑ **Republika.co.id:**

- Highlighted the economic and moral losses experienced by customers, investors, and Bank Syariah Indonesia as an institution, supporting by financial data analysis.

- Relied on sources from cybersecurity and economic experts, such as Abimanyu Wachjoewidajat, Pratama Persada and Maximilianus.

❑ **Idntimes.com:**

- Used clickbait and sensationalized headlines, such as blaming two BSI directors for service failures, despite lacking concrete justification in the news content.

- Relied on sources and highlighted experts statements that served to downplay the significance of the hacking issue.

❑ **Both Media:**

- Focused on technical aspects, using terms like *digital forensics, firewall systems, and three-point attacks.*

- Employed negative connotations and phrasing in the headlines and the articles to reinforce a critical tone toward the incident.

- Did not approach the issue from a political perpective, despite the bank being part of Badan Usaha Milik Negara (BUMN)

# Research Contributions

❑ Offers a new perspective on how mainstream media addresses cybersecurity issues, which are increasingly relevant in the digital age, particularly concerning financial institution that have broad societal implications.

❑ Can provide valuable insights to media managers regarding the importance of objectivity in reporting, particularly on the crucial issue of cybercrime, and encourage the enhancement of ethical standards and accuracy in news coverage.

❑ Can foster a stronger dialogue between the public, the media, and the other stakeholders, encouraging the public to respond more critically to the information conveyed by the media.

❑ Can serve as a reference for policymakers, including media organization, government agencies, and financial institutions, in formulating more affective policies or communication strategies to disseminate information about cyber threats to the public, ensuring that the public receives transparent and reliable information.

❑ Contributes to the enhancement of digital literacy and public understanding of the dynamics of information related to cyber threats, as well as the media's influence in shaping public perception, thereby helping to protect society from potential cybersecurity risks and supporting informed and prudent decision-making regarding digital security.

# Conclusion

❑ **Republika.co.id:**

- Sharply criticized Bank Syariah Indonesia in its reporting, focusing on technical and economic aspects.
- Did not emphasize the ransom demand made by LockBit.
- The criticism in its reporting humanistically and in favor of the community.

❑ **Idntimes.com:**

- Attempted to downplay the significance of cyberattacks in the IT sector.
- Framed the news by playing on public emotions using clickbait to drive traffic, rather than highlighting the bank's mitigation efforts.
- Its news framing was influenced by media interests.

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UMSIDA
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