

## MAPPING OF DIGITAL CITIZENSHIP IN DIGITAL ERA

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The development of digital technology as a feature of globalization has shortened the distance, space and time and inevitably, like it or not, every young people and citizens must have brought changes of opinion, attitudes and behavior of young citizen of Indonesia. Indonesian young citizens as internet users are always increasing. However, the virtual world has risk content, conduct and contact for young citizens when accessing. So, this study will determine the education for young citizens that digital etiquette is imperative. The method used is based on the literature study on books and journals that discuss about digital citizenship, learning in digital era and research about competence of digital citizens. The research type of investigation is based on variabel elements of digital citizenship skill such as digital etiquette, specifically is the teaching model for young people. Teaching young people in digital era or digital citizenship education in the context of Indonesia through civic education with the reinforcement of noble *character*. The implications of this research are to reconstruct the rules of use and users of social media as well as appropriate educational models for digital citizens.

**Key Words:** civic education, digital citizenship, digital citizenship education, digital era, digital etiquette, character

### 1. INTRODUCTION

Digital technology can bring human advancement, especially nation and state when citizens are wise in the utilization of digital technology. Cloudry Nick, *et al* (2013) disclosed that digital resources are essential to maintaining the cultural realm of citizenship on a larger scale. Indonesia needs a mapping of usage and users of digital media. The results of Dirgahayu research (2007: 27) reveal that the tendency of Indonesian society is still at the level of shock to the rapidly growing of digital world. That is, in the digital era required a competence of human resources / citizens. In addition, Gani (2010: 24) in his research found that communication over the internet has influenced opinion, attitude and even human behavior. Changes in opinions, attitudes and behavior can occur because the current era of globalization has implications for openness between countries without territorial boundaries through technology. Technological developments have made new products in the form of mass electronics that shorten the distance, space, and time (Djahiri, 2006: 11). Technological developments are one of the markers of the globalization era. Similar to the phrase Cogan (1998) which explains that technology is one element of the existence of globalization. Budimansyah said that in the development of

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global society, the boundaries of state territory in terms of geography and politics are still relatively fixed. But life in a country cannot possibly limit the global power of information, innovation, and industry that make up modern civilization (Budimansyah, 2008: 9-10).

Users of internet or social media as part of the digital world, has increased every year in Indonesia. Based on research of Van Dijk which is presented at Sharing Session event in Directorate of Research and Community Service of Telkom University in August 2015, that internet users in Indonesia always increase every year, in 2015 it reached 19460 million. Indonesia experienced a sharp increase associated with the use of ICT. However, currently only part of Indonesia that has been on level of the digital world as buffer, such as social media or website that is used for education and employment. Not a few that are still at the level of shock to the digital world. Other influences resulting from the opening of negative access for children or adolescents with a lot of bad information that flooded the internet (Setiawan, 2009: 28). As a result, the existence of shock culture and the influence of bad information, making the attitude of communication, tolerance and care owned by Indonesian citizens are still low. Where in the current digital era the value to be upheld is tolerance and care for others or specifically is the digital etiquette.

Based on the explanation above, the current digital era makes young citizens to form a new culture so that the rules and norms of cyberspace is unclear, this is in accordance with what was disclosed by Fostering (2016) that young citizens in the digital era with unclear norms required a clear norm for digital citizens. This means that the virtual world has risk content, conduct and contact. According to research by Machfiroh, R. (2016), 75% of junior high school kids have seen pornographic content, 93% do not bother to download or share music illegally. This is in accordance with Fostering (2009) that 89% of young people in the US do not bother to download music illegally. Risk conduct is related to cyberbullying. In Indonesia, according to research results by Djuwita (2005: 8), bullying is increasing through social media. Meanwhile, in Europe, Australia, US, Korea and Japan, cyberbullying is occurring in about 10 to 40 percent. In the terms of risk contact, it turns out that currently in Indonesia, there are many hoax news that are difficult to find the truth. Therefore, it is not only the protective measures for network security that are needed for young digital citizens but it is also need a model of teaching for young people or digital citizenship education as a necessity in the digital era.

Indonesian citizens with a total population of 290 million people, it turns out internet users as much as 51.5%. That is, it is a great potential in developing Indonesian citizens in the digital era. Based on the results of research by Machfiroh (2016) indicates that junior high school students in the city of Bandung, for 85% are using mobile phones. APJII research in 2016 shows that 18.4% of internet users are aged of 10-24 years old on Java Island. In the United States PEW research

results that 75% of kids have smartphones aged 12-17 years old (Buchingman, 2000) Currently, parents or teachers are firstly prior experiencing gadgets addiction. Children who do not get enough parenting acts due to parents who get addicted to digital device, the child can grow with negative emotions and cannot control sadness, anxiety or even anger well. Developed countries already limited the use of mobile phones for children such as Germany and Finland. This is in accordance with the results of research of Buckingham (2000) that many children lose their childhood due to consuming too much electronic media, in the form of adult material so that children quickly become adults.

The results of a survey conducted by Google in 2015 (APJII, 2016), said that currently Indonesia is in the third rank of the world in accessing pornographic websites, not to mention other forms of crime in the form of humiliation and defamation, online fraud, hacking and cracking and other forms of crime. Starting from 2008 to 2014, it has been recorded that most people violate in the realm of communication skills namely defamation as 92% through digital media. Prior to the revision of Law No.11 of 2016 on Information and Electronic Transactions, conditions in Indonesia need to be upgraded in law enforcement, 71% of law violations cases are regarding electronic transactions, only 13% were found guilty, and the rest with 23% are unclear of legal settlement. However, after Law No.11 of 2016 on Information and Electronic Transactions is passed, more and more people who report cases related to misuse of Information and Electronic Transactions. Based on the researchers' analysis of the cases above, Indonesian citizens have not been strong in the competence of digital citizens related to digital etiquette. So, it is required a teaching model or digital citizenship education for young people/young citizen. This is in line with Fostering (2016)'s opinion that in the digital era, the most important for young citizens is to teach them about digital literacy and digital etiquette. The difference in this study is more emphasizing about how is the model education for digital etiquette specifically for Indonesia. Different with research results of Ribble M. and Bailey Gerald (2007) in schools in improving the ability to manage and monitor the behavior in using technology, which contained security, ethics, norm, and culture for students that can be done through 9 elements. In contrast to this research, researchers will further examine the digital etiquette. This is based on research results, which the number of people reporting legal crimes through the digital world is always increasing. Citizen competence in the digital world required etiquette, because this digital technology is fast, has no space and time limit and easy. That is, citizen ethics is not only in the real world, but it is also required in cyberspace. What is ethics likes in cyberspace? So, how is the teaching ethic? The education model about ethics and etiquette in the digital era for citizens, especially in the context of Indonesia is needed to prepare and keep young Indonesian citizens sticking to the norms and ethics of Indonesian culture that is the value of Pancasila. The benefit of this study is to provide learning solutions in the digital era related ethics and etiquette.

## 2. RESEARCH METHOD

The method used is based on the literature study on books and journals that discuss about digital citizenship, learning in digital era and research about competence of digital citizens. The research type of investigation is based on variabel elements of digital citizenship skill such as digital etiquette, specifically is the teaching model for young people or digital citizenship education.

## 3. DISCUSSION

Based on the observations of researchers, ethics in the digital world, especially in Indonesia as follows: The use of capital letters and lowercase should be noted, that the use of capital letters especially in social media or email signifies the enforcement that tends toward the emotions. Sharing without reading first; this is often the case even though the meaning of sharing content that has not been read will disrupt and can be labeled as fake news or “hoax”. In the hoax counter measures, there is already a national anti-hoax campaign but it less effective in reducing hoax. It needs a policy that is known for the citizen. Circular letter from the Chief of the Indonesian National Police, circular letter No. SE/06/X/2015 about Hate Speech, in No.2 letter (f) of that letter, stated that

“hate speech can be a criminal act regulated in Penal Code and other criminal provisions outside Penal Code, in the form of; insult, defamation, humiliation, misconduct, provocation, incitement, and spreading false news and all of the above acts have a purpose or may impact on acts of discrimination, violence, disappearance of life, and / or social conflict”.

The rule is one of the regulations that is used to manage how to communicate well through digital media. In addition, special attention is needed to provide information to children and adolescents about the possible risks of a direct encounter with a newly known person from cyberspace. Parents and teachers need to know and engage in digital security programs for children and adolescents. Messages about digital security must be balanced by emphasizing the benefits of the internet for education, research, and commerce. Children and adolescents should continue to be motivated to view and make the internet a valuable source of information, and to utilize digital technology to the fullest to assist education, increase knowledge, expand their opportunities and empowerment in achieving better quality of life. Need to be developed the effective ways of promoting digital security online and offline through all forms of traditional and digital media channels, such as television, radio, websites, or social media that are often used by children and adolescents.

Digital development cannot be dammed; education world has an active role in it. Technology is a catalyst of change, which makes change to be revolutionary, very fast and intensive (Suryadi, 2006: 32). However, the positive side in the world of education and knowledge, the revolution is happening and had double dimension, that is connecting astonishing modern brain research with the power of information and knowledge that can be accessed quickly and easily through information and

communication technology. Suryadi (2006: 32) asserts that the joint revolution of internet-computer-world wide web has formed a new generation, with new values, new social styles, new cultures, and even new economies called the digital economy.

Based on the opinion above, the digital era has brought a new world, a new culture that requires a norm and ethic in a new culture. The research results of Isman (2014) measured the development of 9 scales of citizen digital competence by developing 9 citizens digital competence from Ribble and Bailey (2007) concept which must be owned by students in schools towards digital citizen in Turkey. It turns out that in Turkey, to develop ethics competence it goes to the planting of responsibility to each student. The development of digital citizen is not only Turkey, but Ribble and Bailey (2007) developed three concepts: respect, educate and protect in South Korea, China, USA and New Zealand as one of the goals in digital citizenship. This research focuses on variables that differ from previous research that leads to etiquette and ethic in the Indonesian context.

Preparing and equipping young citizens to become digital citizens is very important in this current era, considering the risks when young people surf in cyberspace. According to the researchers, based on data by Machfiroh (2016); Machfiroh (2016); Google (2015); Van Der Jik (2015) that in Indonesia with high quantity and intensity of internet usage, the first thing that must be understood and owned by young people is the values that have been embedded inside them. That is, the most important thing in shaping digital citizens is to instill the value that becomes the foundation of life. This is in accordance with the recommendations in Fostering (2016) study that it is imperative to teach etiquette and ethic.

The strategy in teaching etiquette and ethic in this research is based on the values of Pancasila that is noble *character*. Noble *character* is the basic value that must be owned by young citizens in the digital era. Noble *character* became an important point in this research because noble *character* became one of the goals of national education in Indonesia which is contained in Article 3 of the Law on 20 National Education System in 2003 as well as it is contained in the Qur'an and hadith as the Prophet Muhammad's traits, on the other hands, in the previous research (Ribble & Bailey, 2007; Anais W C, 2007; Isman, 2014; Fostering, 2016) on digital citizens in various countries were using respect variables. It differs in the author's thought that the noble *character* which consists of "honest / *sidiq*; smart / *fatonah*; trustworthy / *amanah*; deliver news / communicative / *tablig*. The author's analysis determines that 4 indicators of the noble *character* variable is needed in the digital era. Remember, these four value indicators are strongly related to each other to create civilized and intelligent digital citizens.

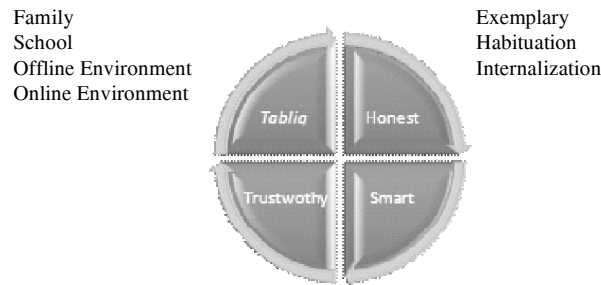
Who Mastered Social Media Will Master the world? That is, Indonesia is ranked at the top 2 of the world, social media should be utilized so that Indonesia can control the world. Cloudry, Nick, *et al* (2013) state that local community digital

networking clubs forming an identity. According to the result of research by Honneth (2007), digital media provides access to the collective process of identity formation, and mutual trust and recognition extended beyond digital meaning (Claoudry, Nick *et al*, 2013). Remembering not a few people who are always negative in thinking and arguing and inciting people. Indonesia has a high ranking in using Facebook and Twitter, this can be used as a tool to spread civilization to other users. Therefore, the purpose of teaching with the development of noble *character* has a paradigm:

- (a) Young citizens in cyberspace must have honest nature which means that the news submitted must be honest and should not lie. If every young citizen has this trait, HOAX news will not exist (Abduallah Z etl (2014));
- (b) Following honest, every child must also be smart in using the internet, which means skills in using and should know about the security (Abduallah Z etl (2014));
- (c) Not only enough to be honest and intelligent but also trustworthy means that accuracy, respect and responsibility must be owned (Abduallah Z etl (2014));
- (d) And the last is the process of communicating, in cyberspace things related to ethic and etiquette is still difficult to do. However, this study provides an alternative strengthening of noble *character* in the digital era.

Considering that digital citizenship is that they are digitally connected and supplemented with 'offline' social practices and digital resources are vital to maintaining the culture of citizenship on a larger scale (Cloudry Nick, *et al* (2013). Therefore, in maintaining Indonesia culture that is embedded in the values of Pancasila both offline and online, noble *character* can be used as a variable of reinforcing the value of growth for the young generation in learning as a character. This is in accordance to the thought by Naisbit (2010) that citizens should think globally and act locally with no regard to the local cultural identity.

The following is a description of the noble *character* cultivation strategy in education model in the digital era (digital citizenship education):



**Figure 1:** The Development of Noble *Character* in the Digital Era

The cultivation of honest, smart, trustworthy and *tabliq* values as noble *character* that must be possessed by young citizens in the digital era can be done by behavioristic approach, habituation, exemplary and internalization in their lives. The cultivation approach of noble *character* can not be done in one vehicle but must be holistic in every area of child life that is formal, informal, non formal and cyberspace. The movement of noble *character* should be encouraged through online.

The group can provide knowledge related to obligations that must be done by citizens so citizens are not only good but also become smart after using digital media because the obtained information is correct and provide comments or opinion in a responsible manner. However, the existence of strength in education, especially the Civics is not enough if there is no legal force that governs.

#### 4. CONCLUSION

This research only explains the strategy in teaching children in the digital era. The implications of this research are to reconstruct the rules of use and users of social media as well as appropriate educational models for digital citizens statistical measurement.

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