DIGITAL CIVILIZATION AS A RESOLUTION TO THE CYBER CONFLICT IN INDONEIA

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Abstract

The challenge facing the Indonesian nation has now becoming very complex. Exposure to the rapid development of the world of technology has changed the way Indonesian people think leading to changed behavior as the result. The current generation called the 'millennials' is characterized by a critical society, reliance on technology, and accesses to living at a very high level of mobility. This has inevitably resulted in a negative impact when the quality of the society, in this case, cyber society, is not well prepared for facing this situation. One of the concerns is the misuse of technology, especially in accessing information and using information media. This has led to new problems, such as conflicts caused by the misuse of the technology, which is also known as cyber conflict. This research raises the issue of conflict in the Indonesian cyber world as the theme of research in relation to Applied Peace Linguistics (APL), using linguistic analysis: constructive communication. The research results are expected to be able to curb the problem of educating the Indonesian netizens hence ready for better attitude, verbally and virtually, when interacting in the digital civilization. The purpose of this study is to identify conflicts in the Indonesian cyber world and to propose a model of digital civilization in the era of information technology as an effort to resolve cyberconflict among the Indonesian society. This is part of the objectives of a bigger scheme of study related to a language-based conflict resolution model to be applied in the cyber world which, in turn, will be able to change the attitude of the Indonesian society in maintaining a more appropriate and peaceful way of communicating in the cyber world.

Keywords: Cyberconflict, Digital Civilization, Conflict Resolution Model, Communication.

1. Introduction

The process of globalization has entered into all aspects of life. Similarly, in Indonesia, the impact of globalization is felt especially in the field of information technology and telecommunications. Communication experts, namely Alvin Toffler, Marshall McLuhan and Daniel Bell (Maggio) identified this century as the era of communication and information. This era of communication and information has changed the way Indonesians think and behave. People are very close to the technology and furthermore they spend a lot of time using technology, such as accessing information, using social media, watching entertainment and so on. Today "the internet of things" has shaped us. So, the world has changed from all aspects, first, technology, especially info-com, has changed the world. Secondly, there is a new generation that supports this era. Third, the incredible speed that was born from micro-processor with double capacity. Fourth, the emergence of "disrupted society" by the emergence of "disrupted leaders" who create new changes. Fifth, not only is technology grown, but also the way of exploring victory. Sixth, technology has entered the third wave: *Internet of Thing* (Renald Kasali, 2017).

The world in *the Internet of Thing*, which is marked by the growing number of internet users, is really enormous. Based on data released by Association of Indonesia Internet Service Providers (APJII), almost 55 percent of Indonesia's population, or about 143 million people use the internet and it becomes the world's sixth largest internet users. APJII also released data that 97.4% of the most widely accessed internet content is social media. The large usage of the internet in Indonesia has also triggered new problems. One of these problems is internet abuse. This has caused the emergence of friction that occurred in the community associated with the usage of the internet. For example, the high rate of hoax which has disturbed the public. This is reinforced by Mastel's research who said that hoax news is the most widely spread by 92.7% which was done through social media, 64% through chat apps (Whatsapp, Line, Bbm) and 34.9% via the website. (Mastel Survei,2017)

Hoax that triggers cyber conflicts is alarming. The deployment of hoax is mostly done through social media and chat application and, furthermore, it also clarifies the negative impact of the internet abuse. In fact, data taken from KOMINFO said that there are around 800,000 sites in Indonesia spreading hoaxes. Cyber conflicts caused by internet abuse itself are happened due to the unpreparedness of Indonesian people against the time changing, and also the lack of knowledge in the society about how to use the information technology well. If the problem of cyber conflict cannot be anticipated, prevented, and resolved properly, it will cause more severe adverse impacts in the future that can lead into nation disintegration.

2. Methodology

This research studies cyber-conflict issues in Indonesia as the theme of the research related to *Applied Peace Linguistics* (APL) using language a *constructive communication* analysis. The method used for data collection was done through literature study and secondary data, namely data related to research topics (the Indonesian internet users and their behavioral connection).

3. Analysis and Study

The Challenge of The Millenial Generation

The changing age known as the information technology era has changed the way of thinking and acting in a global society, especially for the Indonesian which is known today as the millennial generation. In general, generation's distinction has its own style which certainly they have different behaviors and characters. The term generation according to Manheim is a social construction in which there is a group of people who have the same age, history, and birthyear in the span of 20 years and in addition they are in the same social and historical dimension. Below is the generation scheme according to some experts (Putra Surya):

Table. 1

DefinitionMillenial Generation According Expert

Source			Label	
Tapscot Baby Boom			Generation X	Generation Digital
(1998)	-	(1946-	(1965-1975)	(1975-2000)
1964)				
Howe &	Silent Gene	Boom	13 th Generation	Millenial Generation
Strauss Generation	ration		(1961-1981)	(1981-2000)
(2000)	(1925-1943)	(1943-		
1960)				

Martin & Boomer Tulgantion (2002)	Silent Genera (1925-1942)	Baby (1946-1964)	Generation X (1965-1977)	Millenial (1978-2000)

The perspective of current generation in Indonesia according to experts has similarity. The global community today is known as the 'millennial generation.' This is because the majority of the Indonesians were born in this period (1980-2000). This generation was born in the era of rapid advances in information technology. Characteristics of this generation are: Having different characteristics depending on where they were born, their economic, social and family conditions, they use open communication patterns, they are fanatical social media users, they depend on technology, they are open more to political and economic views so they are also more reactive to changes in the environment that occur in around them and the last they have more attention to wealth (Hasanudin Ali & Lilik,2017)

Research by Pew Research Center in CNN Indonesia explains the characteristics of millennial generation as follow:

a. Millennials prefer to trust User Generated Content (UCG) than one directional information.
b. Prefer to use mobile phone than television
c. Obliged to have social media
d. They don't like to read conventionally
e. Know more about technology than their parents
f. They are not loyal in working but they work effectively
g. Many of them use cashless transactions

The trends of this generation, using the internet as the main activities, is proven. They tend to use the Internet as if it is part of their life. The internet usage data for the Indonesian can be seen as follow:

Table 2
the Internet usage duration

1-3 hour	4-7 hour	>7 hour
43,89%	29,63%	26,49%

This generation also has led them to change their behavior. This is happened because they often use the internet and often use social media. This makes them more active using the internet and social media as their information resources and it makes them more up to date in accessing information. However, the high intensity of using the internet, especially social media, has created a new problem which is the increasing number of hoaxes, cyber-crime and friction between communities. In Indonesia, this is very alarming, many problems arise due to the internet abuse that lead to cyber conflict. The definition hoax first appeared in 1976, it is to deceive by an amusing or mischievous fabrication or fiction, to play upon the credulity. (Davies et al, 2018). And the Cyber conflict according Wikipedia refers to criminal activities that use a computer or computer network as a tool, target or place of crime. The phenomenon of cyber-crime is increasing every year. Here are the data on cyber-crime according (Okezone,2017) cases handled by the Chief of Indonesian National Police.

Table.3

The Number of Cyber-crime Cases in Indonesia

2016	2017
4931	5061

One part of cyber-crime is the rapid spread of hoaxes. Data taken from the Ministry of Communication and Information stated that there are around 800,000 sites in Indonesia that had been indicated as spreading false information and that there are around 27,000 sites that had been blocked by the ministry of communication and information (KOMINFO). This indicates a daunting task that can be done by the government as the authorities in realizing the stability of public security. But this is still not enough, because every day new websites appear and the number continue to increase including the total distribution of hoaxes through various media. As it is explained on the table below: As according Mastel Survey

Table. 4

Sources of Hoax in Indonesia

Social Media	Chat app	Website	TV	Printed media	Email	Radio
92,40%	62,80%	34,90%	8,70%	5%	3,10%	1,20%

The main hoax distribution 92.40% was done through social media and 62.80% through chat applications such as Whatsapp, Line, BBM, and etc. This is in accordance with one of the millennial generation characters. They often see and access information through their smartphones and use it to access social media and chat applications. This behavior is commonly found in this generation compare to previous generation which prefers to use TV or radio to access information. The existence of hoax itself is very disturbing for public. Following are data on the existence of hoaxes in Indonesia and its impact on country social stability and development (Mastel Survey):

Table. 5

Hoax Impact

Disturbing Society	Interfere with Society Harmony	Hamyer Development
43,50%	75,90	70,20%

The graph above indicates that the contents of the hoax itself are very disturbing to the society for about 43.50% and 41% of them feel disturbing. This was happened because people were confused with the circulation of information, moreover the information also is difficult to be filtered in order to find the truth about the information. The circulation of hoax also disturbs society's harmony. As many as 75.90% of the people considered that hoaxes have disturbed social harmony. This was happened because the content of hoax is mostly dominated by ethnicity, religion, race, and inter-group relations (SARA) issues and politics which are sensitive for the society.

The circulation of hoax news in Indonesia is also influenced by the immediate political interest, where there are parties who get benefit from the news spreading, for example Saracen which already be criminalized. Saracens had 100,000 fictitious accounts that were used to submit the hoax news. Then as much as 70.20% of the people agreed that the spread of hoax news also

hampered country development. This is because the existence of the society that feels to be disturbed and sometimes it also leads to discordance because of the hoax news. It is clear that this behavior actually hampers country development because it also affects the role of government. Since the government must prioritize to solve this problem by making legal actions for the perpetrators of the hoax news dissemination.

Digital Civilization as Resolution

The present society's life or it is known as a millennial society which is characterized as a society that close to information, technology and the internet (digital natives) has changed the way of people to think and act. On the one hand, this has helped people to access information quickly. But, on the other, hand the unwisely people using the internet has resulted in the increase of conflicts which are caused by the digital world (cyber-conflict).

There needs to be a social movement in the community to prevent and fight negative things caused by cyber-conflict. The movement is called Media Literacy Improvement. Media literacy is the way of understanding sources, communication technology, the used code, the generated messages, the selection, interpretation, and impact of those messages (Rubin; Prasetyo Wibowo). It aims to :

1. Help people develop a better understanding;
2. Help them to be able to control the influence of media in their daily lives;
3. Control them that begins with the ability to know the difference between real media messages and destructive messages.

The aspects developed in the media literacy improvement movement, as developed in *Partnership for 21st Century Skill* (Prasetyo) in developing global citizenship skills include;

1. Civic literacy: the knowledge of citizens about their local, national and global rights and obligations including the implications of government policies in the public sector, the availability of information, the ease of access, and the participation of citizens in solving social problems.
2. Global Citizenship: Preparing citizens in foreign languages, communicating and collaborating in relation to different intercultural interactions, giving sufficient basic knowledge, having capability to understand problems and acting with knowledge in an interdisciplinary and multidisciplinary manner.
3. Digital Citizenship: understanding about the security of using the internet, knowing how to find, organize, and create digital content, and understanding on how to play a role in increasing responsibility in intercultural (multicultural) interactions.
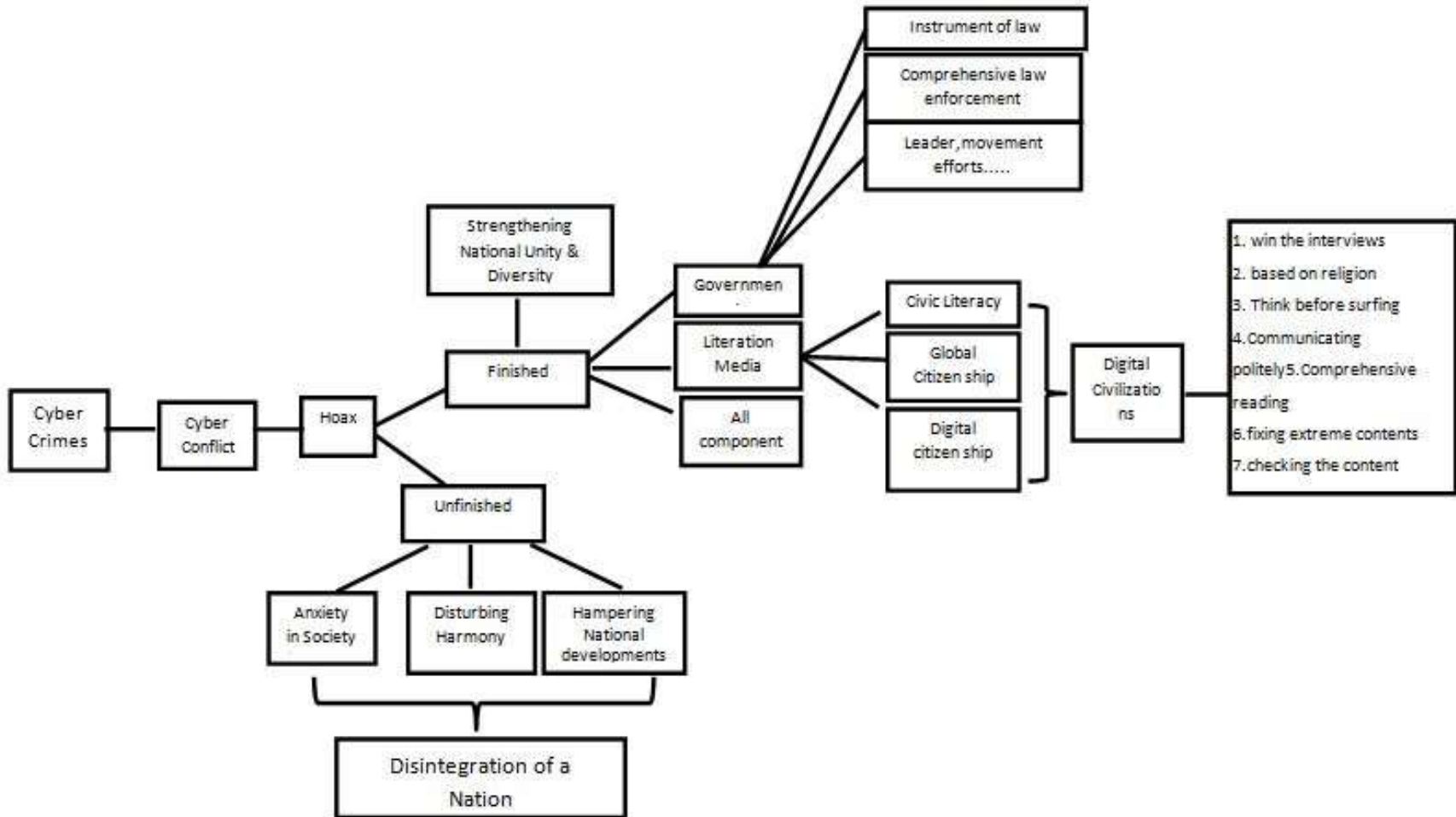
The maturity is needed from the community to be wiser in their participation to maintain the conduciveness of the life of the nation and state by having virtue in them. As for the value of citizens' civilization must be possessed them as solutions to reduce the impact of cyber conflict that include:

1. Self-forging to enhance further knowledge which is taken from various valid sources of information so that people can become smart citizen, and knows the legal consequences if they do illegal acts.
2. Always refer to the teachings of religion as a whole, including insights in using the media. This is the foundation for the best community life, because inside their soul they will have a vertical and horizontal belief that all activities that have been done before will give them consequences whether in the world or the hereafter.
3. Thinking before doing something on social media when writing and spreading the messages. Do not write something that violates the rules or something that contains the issues related to ethnicity, religion, race, and inter-group relations
4. Communicate politely (use a well-manner language and don't be rude).
5. Do not write anything in the media when the emotional state is unstable

6. Read a content thoroughly and well-understand its contents
7. Watch out for bombastic, emotional, and extreme contents
8. Checking content by comparing it to other sources of information that are more valid or checking the site to find out who has made the content and checking the validity of editor's address
9. Do not easily share and distribute any content.

One of the most effective ways to reduce one of the effects of cyber conflict, such as the spread of hoax news, is by increasing the literacy movement for the society as had been discussed above. This is happened because people who have high literacy will not be easily influenced or participate in spreading the hoax news. By using this method, the person will have the ability to analyze, digest, understand a content and the person is also able to filter a content so that the truth of a content can be proven. The more important benefits of public literacy is that the person will not easily spread hoax news.

Digital Civilization Model

| Cyber Crimes | → | Cyber Conflict | → | Hoax |

Hoax branches to **Finished** and **Unfinished**

Finished branch:
- Strengthening National Unity & Diversity
- Government
  - Instrument of law
  - Comprehensive law enforcement
  - Leader, movement efforts.....
- Literation Media
  - Civic Literacy
  - Global Citizen ship
  - Digital citizen ship
- All component

Digital Civilizations
1. win the interviews
2. based on religion
3. Think before surfing
4. Communicating politely
5. Comprehensive reading
6. fixing extreme contents
7. checking the content

Unfinished branch:
- Anxiety in Society
- Disturbing Harmony
- Hampering National developments

→ **Disintegration of a Nation**

4. Conclusion

The changing of world as a digital era, has had a significant impact in all aspects of human life. This change is like two blades, where they can be very useful for human life when they are used properly. Instead, it will be a bad thing when it is misused. The negative impact of this era is the misuse of the internet which can lead to rampant digital crime (cybercrime). One such thing is the occurrence of cyber-conflict as a breakdown among nations which is destructive as a result of the rampant uncontrolled hoax. A comprehensive effort should be made to prevent and resolve this cyber-conflict quickly and effectively: 1) the government needs to prepare and finalize a number of legal instruments (juridical) holistically. The good process of law enforcement will support and push the literacy movement efforts for the whole society.2). Civilizing literacy movements that include civic literacy, global citizenship, and digital citizenship. The purpose of this literacy movement is to create societal capacities that have a value of civilization in the digital era (digital civilization), whereas people have a number of positive characters that can be their guidelines (rules) which are understood personally and become the basic for their actions in using the internet, especially in using media social so that it can have a good impact to reduce cyber-conflict.

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