

Social Media and Digital Citizenship: The Urgency of Digital Literacy in the Middle of a Disrupted Society Era

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Abstract—The rapid development of technology and communication had given birth to a new world order that gave an impact on all aspects of the lives of citizens. This new world order was often known as social media; a new media that was born in the digital era as a result of the existence of the internet. This media made the mobility of citizens' lives became faster so that the interaction among them almost has no boundary, and resulted in the concept of digital citizenship. The emergence of social media certainly brought positive and negative impacts that automatically created disruption to citizens' behavior. The phenomenon of the spread of black campaigns, hate speech, false news (hoaxes), heated arguments toward each other became a common issue as a result of the citizens' unpreparedness in facing an era of disruption. Therefore, digital literacy was a necessity in this era of disrupted society so that becoming a smart and good citizen would not only be a discourse on the issue of citizenship.

Keywords—Social Media, Digital Citizenship, Disruption, Digital Literacy

1 Introduction

Today, the globalization has almost completely revolutionized human life. The world today has no real geographical boundaries. The connectivity among people cannot be avoided anymore. People from every part of the world can be connected to one another as if it becomes one unity which is called as Global Village. One of the major causes of this phenomenon was the existence of internet—in which born as a result of the rapid development of technology and information in the era of globalization.

It is a fact that the internet is said to have revolutionized human life. It is because the internet has become a means of communication as well as brings a new paradigm in human's interaction. The presence of the internet has also led to the transformation of the use of conventional communication into digital platform, not to mention the emergence of smart phone technology so that the internet is increasingly accessible to the public. The Indonesian Internet Service Providers Association (APJII) in collaboration with the University of Indonesia's Communication Studies Center (Puskakom)

stated that there was a total of 88.1 million Internet users in Indonesia in 2015. While in the wearesocial.sg data release in 2017, there were 132 million internet users in Indonesia and this number grew by 51 percent in one year [1] – [5].

One feature that has become the main reason why people access the internet is social media. Almost all people use social media and mostly it has become a part of their lifestyle. The nature of social media which is easily accessed, cut distance in communication, and has no limited to space and time, becomes the affirmation that social media comes to be an extension of the human body. Such conditions are in accordance with the Global Village theory by Marshall McLuhan who called it as the medium of an extension of human faculties—the new interaction hub that provides spaces for people to share, tell stories and channel ideas, which makes virtual migration inevitable. If previously our communication and interaction were limited to face-to-face interaction, then it is now further developed by the presence of social media [6].

Social media is a new prima donna in people's lives which has been disrupted by the information and technology development. The disruption of information and technology through the proliferation of internet access is followed by the consequences that must be faced by the users, including the users of social media. The presence of social media is not balanced out by the wisdom in using it. Fake news (hoaxes), hate speech, curses, verbal abuse, acts of intolerance spread on various social media platforms. This phenomenon is clearly worrying for the sustainability of society in Indonesia since it might harm the stability of the country. Thus, it needs a necessary preventive action to overcome this problem. These preventive actions should not only rule the people's behavior in accessing social media, but also lead to strengthening citizens' competence. It is expected that after the citizens have good competence, they can solve the problems they face wisely, given the demands in their lives that began to be disrupted as a result of life in the 4.0 industrial revolution.

2 Method

This article uses the literature study method. The library research method is a research method that utilizes library resources to obtain research data by focusing on meeting documents, reading and recording and processing research material [7].

3 Result and Discussion

3.1 Digital citizenship as a disruption of society

Age of globalization has brought the digitalization of people's activities and life patterns, and face them with the era of information disclosure. The geographical boundaries of the country which is now almost invisible surely make the interaction of citizens between countries increasingly congested. Citizens in the "global village" live with various kinds of activities that can be carried out in a matter of a split sec-

ond. Old habits are replaced with new habits. Almost all lines of life of citizens has changed. In other words, the lives of citizens have been disrupted by the era of the 4th industrial revolution.

Based on the above condition, it is clear that this is a new phenomenon in the citizenship study. Commonly, citizenship is known as the status of citizens which is proved by a certain identity, or a lesson obtained from elementary to higher education that aims to create good and smart citizens. The rapid flow of globalization and the advancement of ICT has led to the birth of Digital Citizenship study. The birth of digital citizenship is the impact of the use of digital technology in almost all life activities of the citizens. Of course the emergence of this term clearly creates new challenges in strengthening and developing the competence of citizens in the era of disruption. Indeed, this new challenge is a necessity that must be faced by any country in the world, considering that the competence of citizens is always needed in facing the demands of life in the 21st century, including the citizens' digital literacy competency. As it is stated by Ferry (2014) that the era of information disclosure led by the advancement of ICT has brought citizens into conditions that make the process of strengthening and fostering of the citizens increasingly important [8].

The concept of digital citizenship presents as a result of the disruption of people's lives due to the development of the 4th industrial revolution. This concept comes from a thought that although times keep changing but norms and behaviors in the lives of citizens must still considered their norm and behavior such as in the use of technology, abuse of technology, communication ethics and others. Considering the impact of the progress of the times brought by the internet and digital technology, it turns out that new problems can even disrupt the stability of the country such as cybercrime, false news (hoaxes), black campaigns, hate speech and so forth. Therefore, a competency is needed by the citizens as an effort to face the challenges of life in the 21st century, and one of the competencies in the concept of digital citizenship to deal with is digital literacy competence.

3.2 Digital literacy to strengthen the competence of 21st century citizens in the age of disruption

The transformation of human life from an agrarian society to an industrial society has revolutionized the life of humanity in the 21st century. Various kinds of socio-cultural changes continue to occur due to the flow of globalization and information. Even as a result of this phenomenon, the label of the industrial community has now gone to a knowledgeable society. Of course, this happens not without any reason. The availability of internet and digital technology promises the easier connectivity in the community—starting from how people communicate, collaborate, create work, solve problems, make decisions, to consume information. Thus, it can be said that people's lives have been disrupted (disruption society) [9], [10].

The consequences of people's live that have been disrupted in the 21st century clearly has brought a need that must be fulfilled by humans who live in this era. It is said considering that almost all aspects of life have changed completely, which has resulted in the emergence of new jobs that require new competencies as well. If the

community does not have these competencies, it is difficult to be able to compete in the life of the 21st century.

One of the competencies that must be possessed by 21st century citizens is digital literacy. The term digital literacy was first used by [11] in his book entitled "Digital Literacy", according to him digital literacy is the ability to understand and use information in various formats from various sources when presented through a computer. Meanwhile, according to [12] digital literacy is the technical skill of accessing, assembling, understanding, and disseminating information. While the [13] defined digital literacy as the ability to use information and communication technology to find, evaluate, create and communicate information where cognitive and technical abilities are the basis. Based on the explanation above, it can be concluded that digital literacy is a set of knowledge and abilities possessed by individuals in understanding, evaluating, and using information obtained by prioritizing ethics in order to communicate and interact in daily life.

Digital literacy competence is a necessity that digital citizens must possess in facing the challenges of life in the 21st century. In the book "Digital Citizenship In School", [14] asserted that digital literacy is the most important aspect of understanding technology so citizens can use it appropriately. It is said that it is often found that the presence of technology that is very sophisticated but not followed by the ability to use it appropriately. In this case, technology is described as a two-sided blade. In one side, it allows people to interact and communicate with family and colleagues yet, on the other hand, it is also followed by the threat of cybercrime, false news (hoaxes), black campaigns, the expression of hatred of radicalism, and fraudulent practices. Therefore, awareness and competence of each citizen is needed, because if citizens are not wise in responding to it, it can interfere other people's rights and even the stability of the country. Thus, it can be said that digital literacy is a life skill that must be owned by citizens so that the order in their lives can lead to a critical-creative mindset and viewpoint so that it has an impact on social and cultural life that is safe and conducive.

4 Conclusion

The 21st century citizens who are growing with the ease of technology and unlimited digital access of course have a mindset and action that is different from the previous generation. Almost all of their lives are disrupted by the times in it, which demands certain competence if they want to survive through the era. It is not an exaggeration considering that citizens of this century live on two sides of a technological blade—if they are able to use it appropriately, they will get ease of life and if they are not able to use it appropriately, it will have a negative impact on their lives. The flow of information makes a life skill is necessary to make their life order contain a critical-creative mindset and outlook that has an impact on social and cultural life which is safe and conducive. One of the life skills that must be possessed to deal with these all is digital literacy competence.

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