Infrastructure Digital Citizenship as a Reinforcement of National Identity

Alif Aditya Candra[1], Karim Suryadi[1], Rahmat[1], Siti Nurbayani[2]
[1] Department of Citizenship Education, Indonesian University of Education, Bandung, Indonesia
[2] Department of Sociology Education, Indonesian University of Education, Bandung, Indonesia

Abstract:- This study aims to shape the character of digital citizens in order to strengthen the national identity of Indonesia. Establishing the identity of digital citizens is needed to form Indonesian values for every citizen in the digital era which is full of data sources and knowledge from digital access. Data collected with in-depth interviews, observation, and data validation. The result is 1) the forming of a model for strengthening the identity of digital citizens that are effective in establishing Indonesian character for citizens, especially in the digital aspect, 2) the forming of knowledge of digital citizens in terms of Pancasila values getting better, 3) the forming of a deeper sense of Indonesia with the infrastructure of digital citizens. As result, the infrastructure of digital citizens is able to create digital citizens who are intelligent, religious, and characterized.

Keywords:- Infrastructure of citizens, digital citizens, national identity, Indonesian.

I. INTRODUCTION

Identity itself has a very interesting relationship between community and citizens in their environment, as result it indirectly provides a very good link between cognitive and motivation therefore it is able to shape its orientation in the form of characters, values and spiritual activities (Jan E. Stets, 2008). The importance of this value in establishing identity is an important concern, especially for the Indonesian people, when accessing to the digital world which has entered all aspects of life. This certainly provides a special opportunity for anyone to form the identity of every citizen, especially in the digital world, where digital citizens have unlimited access with the internet so that information comes from anywhere and anytime.

It is this unrest that arises for the Indonesian government, especially for digital citizens in Indonesia because of its very broad and limited access. Data from *Indonesia Internet Services Provider Association* mentioned that internet users in Indonesia reached 171.18 million people from the total population of Indonesia 264.16 people in 2018 and the number had risen to 10.2% from 2018-2023, so internet users in Indonesia were the third largest in Asia (APJII, 2019). From these data it can be concluded that internet users or digital world users are increasing from year to year, this certainly has an impact on everything including the establishing the identity of digital citizens in Indonesia. Thus, the impact of increasing internet access forms new

mobilization in the form of digital information, data, transport activities, the economy and even politics that can be accessed through the digital world, this has an impact on ecosystem of establishing the identity from digital citizens in particular (Karen Mossberger, Caroline J. Tolbert, 2008).

The effect of the increasingly widespread internet network for digital citizens in Indonesia in addition to having a positive impact in the form of convenience and practicality in all lines of life, also giving a negative impact in the form of abuse of digital activities that impact on the forming of identity, especially for digital citizens in Indonesia, such as lying news, hate speech, fraud, even all information accessed can form ways of thinking and acting like incitement and incorrect reporting (Ohler, 2011). And most worrying for digital citizens in Indonesia is the inclusion of ideas outside the Pancasila values that are deliberately designed and made doctrine for internet users in Indonesia, the consequence of this is certainly the perspective of the digital citizens themselves therefore it has an impact on the forming of the identity from digital citizens themselves.

Recognizing the dangers of this, the Indonesian government through the Ministry of Communication and Information (Kominfo) is moving quickly to make a breakthrough both passive and massive, one of which is done is by building a Movement through digital media both in its social media and through its infrastructure of digital citizen by building a website "indonesiabaik.id". through the presence of infrastructure of digital citizens it is expected to be able to carry out its role as an oasis or spring in the middle of lack of irresponsible sources of information in the digital world especially in Indonesia.

The consequence of the presence of digital media is certainly a challenge for the Indonesian government under the coordination of the ministry of communication and information through directorate of media management and the directorate of information and public communication. Because after all as an effective and professional media source, in having media of information which is mostly massive and informative, the most important point is in the context of the forming identity of digital citizens in Indonesia itself in particular. For this reason, Indonesian values are needed that can provide a positive and massive impact therefore they can provide Indonesian spirit amidst the current globalization in the digital era.

II. RESEARCH METHOD

This research uses reduction data from both secondary and primary sources, and the secondary data is carried out through the search of several articles related to the context of this research, namely the infrastructure of citizens, digital citizens, national identity, and Indonesian. The results of several sources such as books, journals, and other sources of scientific studies to obtain several theories and related literature. Whereas the primary data was carried out through in-depth and massive interviews of several informants, the data analysis in this study used a qualitative study which uses a netnographic model, that is, by carrying out descriptions, analysis and interpretations in collecting data and then analysed through coding (grouping data in several categories) , nothing (the process of reading data by looking at relationships, differences or similarities therefore a conceptual framework can be built), abstracting and comparing (a form of identifying data from the relationship patterns, differences and similarities based on categorized data), Checking and refinement (a form of re-examination at those that have been collected and formed from the phenomena that are researched), generalizing (the last, making conclusions by making concepts from the interpellation of initial data until being a concept), and finally theorizing (converting some data well from the beginning to the final so that it becomes theoretical patterns) (Pratama, 2017).

III. RESULT AND DISCUSSION

➢ *Value of "indonesiabaik.id" "As the forming of the Indonesian Identity of Digital Citizens.*

The Indonesian nation is a heterogeneous nation with many varieties from ethnicities, tribes, languages, and religions that are embraced or believed by its citizens so that this difference indirectly becomes a form of uniqueness as well as being a superior advantage of the Indonesian people that must be managed properly. Managing a very complex difference is not easy for a nation like Indonesia to unite differences, put aside the interests of groups therefore the creation of social harmony in Indonesian society is accommodated through what is called Bhineka Tunggal Ika (Lestari, 2015). diversity is certainly a special attraction for anyone, including those who want to divide the Indonesian nation however differences are difficult to unite because there must be many factors to unite, one of them is the desire of the citizens themselves willingly to live above differences by prioritizing the nation and state (Kymlicka, 2011).

The multi-ethnicity of the Indonesian nation when confronted with the globalization and technology in the digital era at this time, the challenges become very complex and dynamic, so that maintaining national harmony must be managed properly, that is not only focusing on the normative pattern of Indonesia which focuses on national narratives that are doctrinal. however, when a nation enters the digital era, which is marked by technological advances and communication that becomes unavoidable, then the old national communication patterns that are horizontal from top (government) to the bottom (citizens) must be changed to be narrative and interactive with technology as a media for acculturation making national values of every citizen. For this reason, the government must be present and enter a community where citizens who digitally access it every time, the presence of the government in managing sources of information and communication in the digital aspect becomes an important role, especially digital citizens in Indonesia, because digital citizens in particular need credible, informative, and valuable sources of knowledge so that every digital citizen in Indonesia becomes intelligent and has Indonesian-minded insight(Shelley et al., 2004).

To be good digital citizens is to use access in the digital part in a healthy manner by obtaining information and knowledge related to science therefore it can add insight and friendship networks, besides being a digital citizen it must uphold values or norms well in order to maintain harmony in interaction in the digital world. Because digital citizens should have several indicators such as knowledge competence, technology skills and good access without these three things, digital citizens will have an impact on ways of harmony network or social intimacy in the digital world (Isman & Canan Gungoren, 2014). In having the negative impact of the presence of digital citizens who are increasingly responsive and lack of insight, of course the government especially in Indonesia has its own way of providing knowledge to citizens especially those who have digital access, one of which is to build infrastructure of digital citizens oriented to the spirit of nationalism so they have a digital citizen identity the nationalist and Indonesian-minded.

Building infrastructure of digital citizens with a focus on strengthening national identity is a very appropriate choice for the Indonesian government because it does not only resist the outcome or impact of advances in digital technology on the domain of digital citizens but also gradually builds a good source of access. Digital infrastructure is defined as a form of digital platforms or websites that provide information in various forms of application or digital content (Plantin et al., 2018). Some research results also show that the use of digital platforms and infrastructure has proven to be effective in managing and shaping various social values especially for digital citizens, this role should be taken in the current digital era in the pattern of planting and strengthening in the sector of citizens' identity (Constantinides et al., 2018). For this reason, the presence of infrastructure of digital citizens that was initiated by the Indonesian government can provide benefits and good impacts, especially in strengthening the identity of digital citizens in Indonesia.

The form of infrastructure of digital citizens developed by the Indonesian government through the ministry of communication and information is the presence of "indonesiabaik.id" as part of efforts to strengthen identity of digital citizens in Indonesia that is oriented towards providing data and information that can be accounted for and important access to knowledge and insights of Indonesia which indirectly can have a positive impact on digital

citizens in Indonesia. The presence of "indonesiabaik.id" in the digital world of Indonesia was responded quite well by digital citizens, this was marked by several studies and the results of research conducted in 2019 through data compiled from the ministry of communication and information, that is as follows:
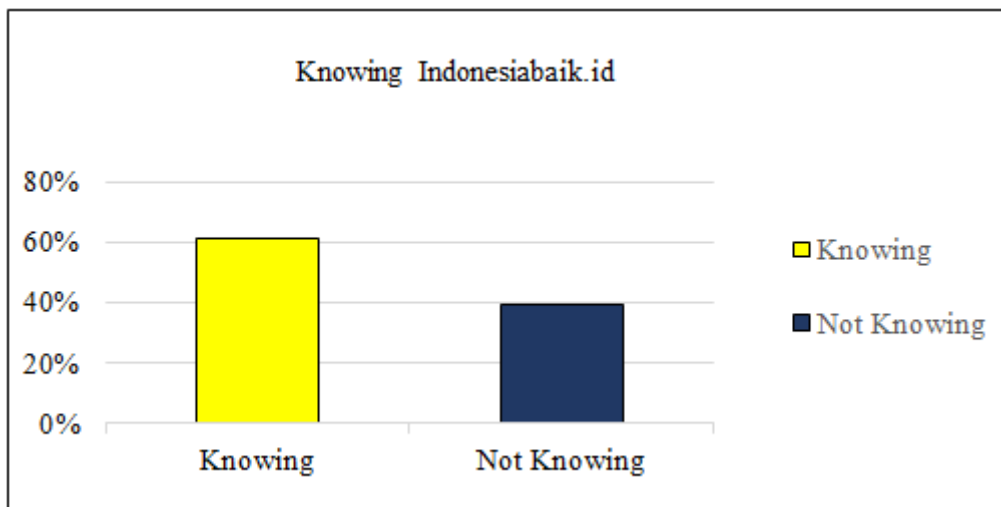

Fig. 1:- Graph about people's knowledge about "indonesiabaik.id"

Citizens' knowledge in Indonesia about the presence of indonesiabaik.id is quite encouraging, from 80 respondents interviewed, data show that knowledge about indonesiabaik.id reaches 61%, although 39% of the percentages are not certain, the data obtained illustrate good response therefore with knowledge from the society it is expected to provide good information, as result society who access it can be even more. From the information obtained in Fig. 1, it is further investigated what the factors cause digital citizens to know and want to know about indonesiabaik.id so that it draws several indicators that cause digital citizens to follow indonesiabaik.id as the media forming identity of digital citizens, including those found in digital citizens Fig. 2.
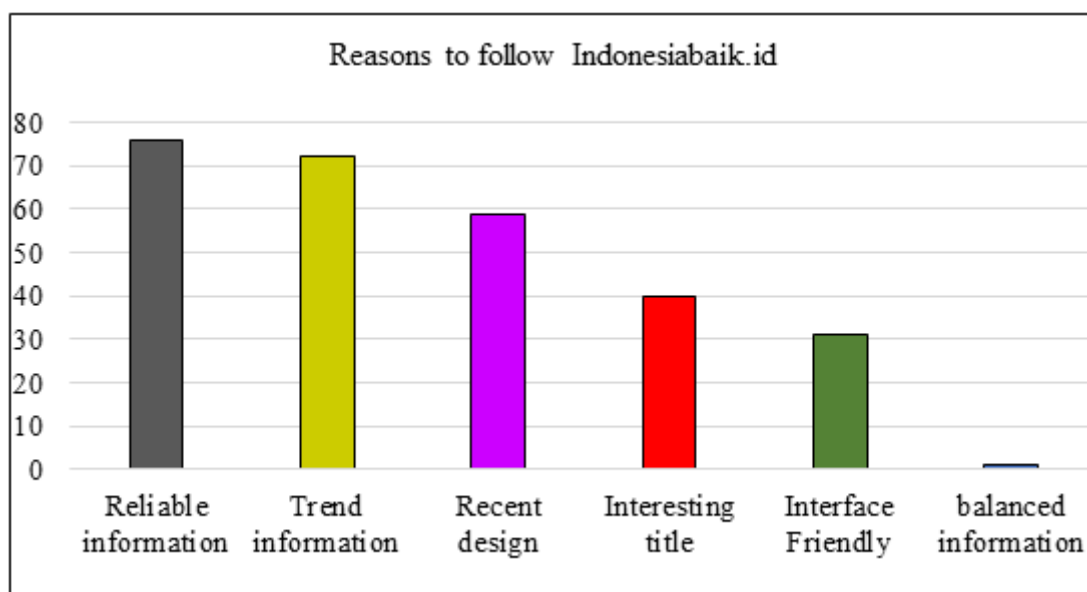

Fig. 2:- Percentage of reasons to join Indonesia.id as a media forming identities of digital citizens

For digital citizens in Indonesia, always accessing information that is always a trend and developing will be very popular, so based on Fig. 2, that is, indonesiabaik.id becomes a very active and interesting reference one, it is shown by the results of interviews of 93 respondents, and the results are grouped into six categories, among digital citizens in Indonesian always following and accessing Indonesiabaik.id because the information provided is very reliable. This is because some of the writings and publications are always accurate, since they are based on

data and in-depth research from various aspects, the second indonesiabaik.id always displays articles that are trending and the discussion is always based on data therefore it indirectly provides knowledge and sources of information about the Indonesian phenomenon or values, the third design of the website is also very interesting and modern, not monotonous, and there is always one direction that attracts attention in order not to be boring, the fourth every article that is displayed always contains a title that makes people curious and always attracts attention so they indirectly want

to read. It is important when looking at the title everyone will be interested, the five admins or managers are also very friendly and humble every time there are questions or criticisms are always responded well, and the last it is balance in providing any information therefore the orientation is to educate the public and give information accurately.

The results of the data from Fig. 2 also illustrate that as a digital citizens it is very important for those who always become their references in obtaining information, because this effects on the mind-set, interaction patterns and forms of understanding from the information, therefore as one of the most information interested by digital citizens. Indonesiabaik.id certainly plays its role as one of the infrastructure of digital citizens that gives access of information, knowledge, education and insights about Indonesia by giving trust to the readers that the information given is the truth so that it avoids hoaxes, this is because

every article published is always through research from various reliable and interesting data sources, therefore the reader feels interested and can indirectly increase understanding and knowledge, especially about Indonesia. It also goes from a number of results of research that show that digital citizens are very active in looking for sources of information that they need and also see what they are interested in, when both are collaborated and packaged properly by infrastructure of digital citizens, it will automatically become a magnet for anyone to access it (Ribble, Bailey, & Ross, 2004).

Access to information for good citizens is if a digital infrastructure is always a source of information and communication or referral center, when Indonesiabaik.id is one of the references, then a digital citizen has its own reasons, so a perception about Indonesiabaik.id is formed. As shown in the Fig. 3.
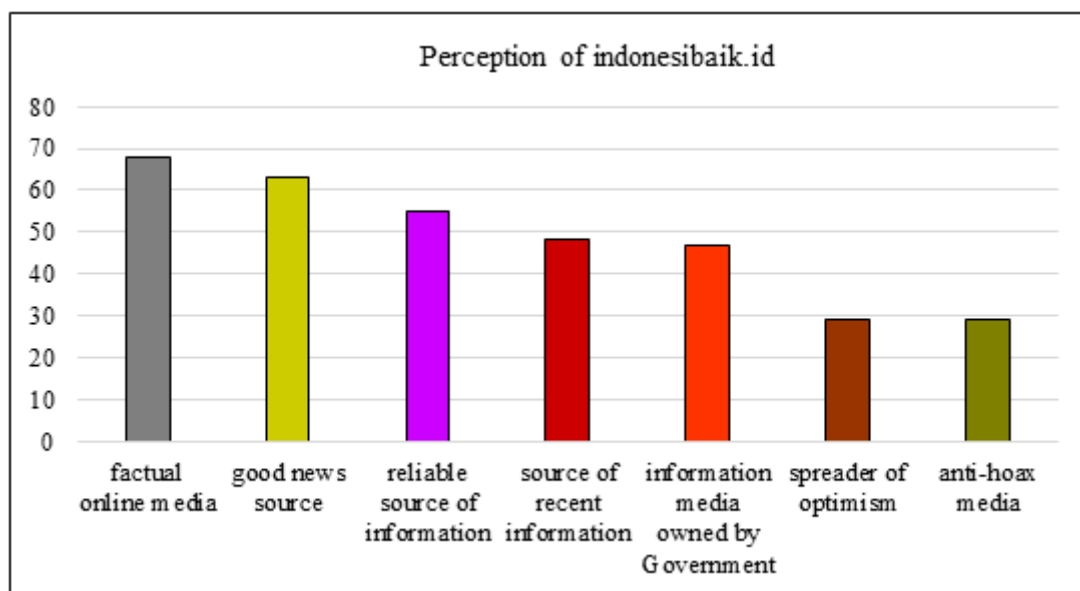

Fig. 3:- Perception of Digital Citizen about "indonesiabaik.id"

When digital citizens are interested in accessing the impression that they get from what they have accessed to, it is also when indonesiabaik.id is accessed by various groups of digital citizens in Indonesia, and the perception will be generated, from 150 respondents who are surveyed and examined, it is summarized into eight indicators of perception about indonesiabaik.id, including: idonesiabaik.id being one of the factual media providing information, knowledge and data relating to Indonesia, as result, when there is a new article, it will be a form of information and important knowledge to be accessed, the second it is a source of good news, not discriminatory and partial, especially when there is a cleavage pattern of nation, then Indonesiabaik.id comes to unite based on data obtained, third it becomes information nowadays or provides knowledge of articles with language that is not rigid or theoretical. Even articles that are given are very recent in providing information and knowledge as a source of insight, as result, all groups can be reached, the fifth indoensiabaik.id is affiliated as a state media because it is

not immediately located under the ministry of communication and informatics, although each article does not contain anything about government but this stigma arises because it is formed from government institutions, the sixth it is as a spreader of optimism for every digital citizen, especially in dealing with the problems of the nation and state, Indonesiabaik.id is present to give Indonesian spirit with narrative nationality therefore the readers arise the spirit of nationalism so that it can be said indonesiabiak.id as a digital infrastructure that forms the union of all elements of digital citizens in Indonesia. Seventh, as one of the media against hoaxes with the information provided this is because each article is always presented with accurate data from sources of various data. And the eighth, Indonesiabaik.id is perceived as a government media, this is because every time there is a matter relating to the news about the government that is not quite right then indonesiabaik.id corrects the incorrect information, even though it only conveys data but this becomes a perceived thing pro-government.

From the data in pintures1,2 and 3 indonesiabaik.id is able to become an infrastructure of digital citizens which provides knowledge and enthusiasm about the Indonesia with the article presented in order to have an impact on increasing insight and then love of digital citizens towards Indonesian and Pancasila values as a source of nationality ideology. Indonesiabaik.id appears as a source of data and information about Indonesia through the infrastructure of digital citizens, which is developed, so it is often to become a reference by several groups of various forms of digital citizens in Indonesia. This certainly has an impact on the lack of news or inaccurate information sources or hoax news sources. Therefore the presence of infrastructure of digital citizens such as indonesiabaik.id is expected to be an oasis in the midst of the development of information and technology that have an impact on the forming identity of the digital citizens of the Indonesia, when a nation is confronted with the industrial revolution 4.0, Indonesia must be prepared with a consequence, that is, preparing infrastructure of digital citizens that shapes its identity through teaching, understanding, and other forms of digital communication (Ghosn-chelala, 2019).

Construction of identity models from digital citizen in the Indonesian values Digital citizens have different ways of exchanging narratives, both ways of communicating, exchanging information and ways of obtaining information. This dynamic is called a new form of media for citizens in expressing all forms of action; this media is said to be the infrastructure of digital citizens in which there is a "circuit" pattern in forming the identity of digital citizens themselves, so that the infrastructure of digital citizens plays an important role in forming the

identity of every citizen who accesses it (Couldry et al., 2014). The important role played by infrastructure of digital citizens in Industry Era 4.0 has a very significant impact on the nation and state, therefore the state must be present and appear, it can enter this access in various lines of life of social, economic, defence-security, and social society. This becomes an important point because of technology era, the role of digital technology is very important in influencing digital citizens especially those that effect on the formation of national identity (Saidi et al., 2018).

The form carried out by the Indonesian government through indonesiabaik.id as the infrastructure of digital citizens to form the Indonesian identity is a positive thing, because it is able to protect its citizens from digital threats in the form of ideologies that are in conflict with Pancasila, to split the unity by bringing into conflict with issues that are not necessarily the truth and forms of outside trends that are incompatible with customary patterns and Indonesian norms. The role of indoensiabaik.id in the digital world gives a positive effect on the forming and strengthening of identity for digital citizens in Indonesia, for this reason, a new evolution is needed in the face of a new era of dynamic, and very rapid changes. (Woodhead, Stephenson, & Morrey, 2018).

The relationship pattern built between digital citizens in Indonesia and the government in forming the national identity of digital citizens is a new target in digital era by optimizing the infrastructure of digital citizens as an object of national narratives built by the government through indonesiabaik.id, for that the construction of model of forming identity of digital citizens is located at Fig. 4.
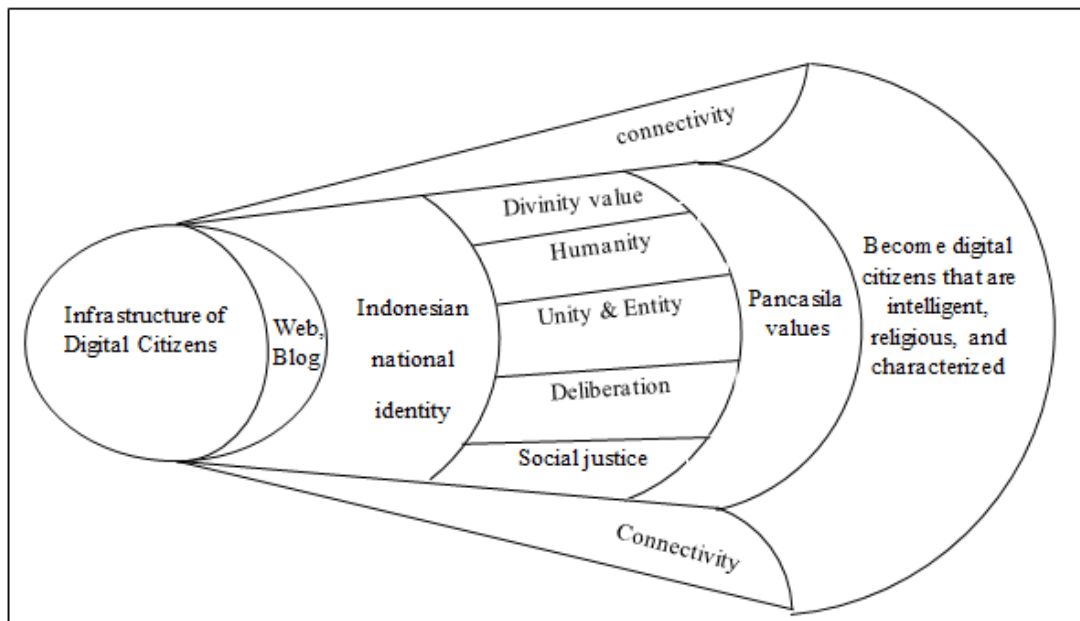

Fig. 4:- Models of Identity of Digital Citizen in the Indonesian Values

The infrastructure of digital citizens indirectly has a significant impact on the growth and development of the character of digital citizens, especially related to the forming of their identity as part of the Indonesia, this is an important value of the infrastructure of digital citizens in addition to

being a narrative exchange, providing information, and forming opinion of the logical consequences. This is the forming of trends that lead to things that are obtained through reading sources or exchanging thoughts, if as digital citizens the source of digital information is directed at all

forms of infrastructure of digital citizens (Pursiainen, 2018). For this reason, the presence of digital sources affiliated with national values, the spirit of nationalism, patriotism and Indonesian value is needed. This is important in the midst of globalization where the threat is no longer from weaponry, but in the destruction of the character of nation. For the sake of protecting digital citizens, Indonesian people form infrastructure of digital citizens that contains a national spirit (Castiglione et al., 2018).

The dynamics of the relationship between technology, the state and its citizens become very closely related in digital era today, this relationship makes a social construction that impacts on how patterns of digital citizens obtain information and data and the state (government) provides access to formation of the identity of its citizens. Social construction is the process of mapping out the experiences that are imposed and how to see them, thus forming well-connected patterns of interaction (Galbin, 2014). Therefore the construction of identity model of the digital citizens in the Indonesian values is interpreted as a daily form of interaction that includes citizens and their patterns of reality development, to focus on the social practices carried out by digital citizens in the formation of the national identity of each digital citizen (Andrews, 2012).

The construction of identity model of the digital citizen in the Indonesian values, found that there is a dynamic relationship between the infrastructure of digital citizens in forming national identity through giving Indonesian values, both in the form of a spirit of nationalism, a spirit of patriotism, and an attitude of optimism that will build a national spirit. by tolerating the Pancasila values as the basis of the ideology of the Indonesian people, this pattern forms the identity of digital citizens to be intelligent, religious and Indonesian character. This construction is in accordance with the pattern that the form of the relationship between social agents and technology controllers directly impacts the attitudes of its citizens thus forming an interaction between technology users and social systems (Fulk, 2017).

IV. CONCLUSION

The form of strengthening identity of digital citizens in the Indonesian values has a pattern that is inseparable from the infrastructure of digital citizens as a reinforcement of the relationship between the state (government) and digital citizens, for that the inculcation of Indonesian values must be done in the development and improvement of the infrastructure of digital citizens, so the hope is to create digital citizens that have Indonesian values in the form of characters that are in accordance with the values of Pancasila, nationalist insight, and the spirit of nationalism that have an impact on the characteristics of digital citizens who are intelligent, religious and with Indonesian characters.

The model of the form of digital citizens in Indonesia is characterized by a strong inculcation of character in the patterns of interaction in social relations in the aspect of digital technology, which reflects the form of digital citizens with the spirit of Pancasila and with character of Bhineka Tunggal Ika. Therefore the formation of identity of digital citizens can be created properly by the existence of mutual continuity between the Indonesian government and its citizens, in the form of government attention to citizens by providing good infrastructure of digital citizens and the activeness of digital citizens in maintaining democracy in the government system.

REFERENCES

[1]. Andrews, T. (2012). What is Social Constructionism? *The Grounded Theory Review*, *11*(1), 39–46. https://doi.org/10.4324/9781315715421-1

[2]. APJII. (2019). Buletin APJII. *33*. Jakarta: APJII.

[3]. Castiglione, A., Colace, F., Moscato, V., Castiglione, A., Colace, F., Moscato, V., & Palmieri, F. (2018). CHIS : A big data infrastructure to manage digital cultural items CHIS : A Big Data Infrastructure to Manage Digital Cultural Items. *Future Generation Computer Systems*, *86*, 1134–1145. https://doi.org/10.1016/j.future.2017.04.006

[4]. Constantinides, P., Henfridsson, O., & Parker, G. (2018). Introduction Platforms and Infrastructures in the Digital Age, (10 May), 1–20. https://doi.org/10.1287/isre.2018.0794

[5]. Couldry, N., Stephansen, H., Fotopoulou, A., MacDonald, R., Clark, W., & Dickens, L. (2014). Digital citizenship? Narrative exchange and the changing terms of civic culture. *Citizenship Studies*, *18*(6–7), 615–629. https://doi.org/10.1080/13621025.2013.865903

[6]. Fulk, J. (2017). Social Construction of. *Social Construction of Communication Technology*, *36*(5), 921–950.

[7]. Galbin, A. (2014). An Introduction to Social Constructionism. *Social Research Reports*, *26*, 82–92. https://doi.org/10.2307/2093750

[8]. Ghosn-chelala, M. (2019). challenges. *Education, Citizenship and Social Justice*, *14*(1), 40–56. https://doi.org/10.1177/1746197918759155

[9]. Isman, A., & Canan Gungoren, O. (2014). Digital citizenship. *Turkish Online Journal of Educational Technology*, *13*(1), 73–77. https://doi.org/10.23956/ijarcsse.v8i5.606

[10]. Jan E. Stets, P. J. B. (2008). Identity Theory and Social Identity Theory, *63*(3), 224–237.

[11]. Karen Mossberger, Caroline J. Tolbert, and R. S. M. (2008). *Digital Citizenship: The Internet, Society, and Participation*. *Journal of Access Services* (Vol. 6). London: The MIT Press. https://doi.org/10.1080/15367960902961754

[12]. Kymlicka, W. (2011). Multicultural citizenship within multination states. *Ethnicities*, *11*(3), 281–302. https://doi.org/10.1177/1468796811407813

[13]. Lestari, G. (2015). Bhinnekha Tunggal Ika : Khasanah Multikultural. *Jurnal Pendidikan Pancasila Dan Kewarganegaraan*, *I*(Februari), 31–37.

[14]. Ohler, J. (2011). Character Education for the Digital Age. *International Journal of Social Sciences and Humanity Studies*, *68*(5), 23–32.

[15]. Plantin, J., Lagoze, C., Edwards, P. N., & Sandvig, C. (2018). Infrastructure studies meet platform studies in the age of Google and Facebook. *New Media & Society*, *20*(1), 294–310. https://doi.org/10.1177/1461444816661553

[16]. Pratama, B. I. (2017). *Etonografi Dunia Maya Internet*. (T. U. Press, Ed.). Malang: UB Press. https://doi.org/10.25139/jsk.v1i2.131

[17]. Pursiainen, C. (2018). International Journal of Disaster Risk Reduction Critical infrastructure resilience : A Nordic model in the making ? ☆. *International Journal of Disaster Risk Reduction*, *27*(1), 632–641. https://doi.org/10.1016/j.ijdrr.2017.08.006

[18]. Ribble, M., Bailey, G., & Ross, T. (2004). Digital Citizenship: Addressing Appropriate Technology Behavior. *Learning & Leading with Technology*, *32*(1), 6–11.

[19]. Saidi, S., Kattan, L., Jayasinghe, P., Hettiaratchi, P., & Taron, J. (2018). Integrated Infrastructure Systems – A Review. *Sustainable Cities and Society*, *36*(1), 1–11. https://doi.org/10.1016/j.scs.2017.09.022

[20]. Shelley, M., Thrane, L., Shulman, S., Lang, E., Beisser, S., Larson, T., & Mutiti, J. (2004). Digital Citizenship: Parameters of the Digital Divide. *Social Science Computer Review*, *22*(2), 256–269. https://doi.org/10.1177/0894439303262580

[21]. Woodhead, R., Stephenson, P., & Morrey, D. (2018). Digital construction : From point solutions to IoT ecosystem. *Automation in Construction*, *93*(March), 35–46. https://doi.org/10.1016/j.autcon.2018.05.004