

# HATE SPEECH AND DIGITAL LITERACY

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## ABSTRACT

*Social media is one of the products of new media. Users of this media are also increasing. Various features and conveniences possessed by social media. One bad effect of social media is hate speech. In accordance to the three levels of digital literacy. There are digital competence, digital usage, and digital transformation. Users social media should stay away from hate speech because it is contrary to the rules of formal law set out in Law no. 11 of 2008 on Information and Electronic Transactions, Article 28 paragraph (2) and Jo Article 45 on hate speech. In addition nettizen also must obey the rules of ethics to use social media. Although society said there is no unlimited freedom even in the internet world. Nettizen should use social media for the good activities for the self and the society.*

**Keywords:** *hate speech, digital literacy, ethical network*

## INTRODUCTION

Revolution has been occurred in the process human communication in the recent years. This revolution has due the presence of internet. Internet is a form of new media<sup>9</sup>. The presence of the Internet is able to form new patterns of communication between communities. As

Dennis Mcquail<sup>10</sup>, a leading communications scientist explained, one of the most important changes is the increased interactivity and connectivity. Interactivity is the added value of the new medium, which refers to stronger user engagement, a more independent relationship with knowledge resources, the use

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9 New terms in new media create new or equal ideological powers. But this new media is better. New connotations come from social development driven by technological developments. New means advanced, or being in the garda so new media makes people think more advanced. With new media humans will experience increased productivity and educational opportunities, as well as open new creativity and communicative horizons.

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10 Denis McQuail, Mc'Quail's Mass Communication Theory 6th Edition (New Delhi, 2009), 87, <https://books.google.co.id/books?id=CvcvLsDxhvEC&printsec=frontcover&dq=inauthor:%22Denis+McQuail%22&hl=id&sa=X&ved=0ahUKEwjCo7DequXXAhVMv48KHayuBVAQ6AEIJTAA#v=onepage&q&f=false>.

of individual media, and greater user choice<sup>11</sup>. The interactivity aspect becomes the mark of new media.

One product of the new media is social media. It has a lot of fans around the world. Its users continue to increase drastically. Data from the Association of Indonesian Internet Network Users (Asosiasi Pengguna Jaringan Internet Indonesia/APJII) as of January 2016 mentions there are 79 million users of social media in Indonesia. This number is expected to continue to grow along with the increasingly diverse social media features that can be utilized by users. Increased users of social media is based on the motive had shown various privileges obtained by users, such as seeking alternative information, communicate with friends far away, or as a space of self-existence.

There are many definitions of social media. Social media is an online medium, with its users can easily participate, share, and create the contents of blogs, social networks, wikis, forums, and virtual worlds. Social media is also defined as an online medium that supports social interaction and social media using web-based technology that turns communication into interactive dialogue<sup>12</sup>.

Social media has a role in sharing information, virtual communication, and discussion forums. These roles can be achieved because social media has participatory, open nature, encourages conversation, community,

and connectivity between users. Because of its open nature, social media provides space for users to become producers of information, presents a vast space to respond to information and ultimately the users can build virtual communities inviting discussion in virtual space. In a study showed an increase in the intensity of discussion in various fields, both social, economic, cultural, and political due to the presence of social media.

With all the advantages and the role of social media, this discussion implies some negative impact using of social media. One bad impact of it is the escalation of hate speech in the social media. The form of this hate speech is the appearance of intolerant attitudes toward other groups of people. Furthermore, this hate speech can attack and encourage violence. The EU community defines this hate speech as an expression of inciting, spreading, justifying, justifying the hatred that is usually related to race, race, and religion.

This paper will discuss the correlation between hate speech and the level of digital literacy tapping in an attempt to minimize the effects of hate speech.

## DISCUSSION

### Digital Literacy

Digital libraries have a short yet turbulent and explosive history. A number of early visionaries, such as Licklider (1965), had a notion of libraries in the future being highly innovative and different in structure, processing, and access through heavy applications of technology. But, besides visionary and futuristic discussions and highly scattered research and developmental experimentation, nothing much happened in the

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11 Being interactive is a sign that users have the ability to directly intervene and change the images and text they access. Audiences from new media become users rather than viewers from visual, film, and television culture

12 "Pengertian Media Sosial, Peran Serta Fungsinya," 2012, <https://ptkomunikasi.wordpress.com/2012/06/11/pengertian-media-sosial-peran-serta-fungsinya/>.

next two decades<sup>13</sup>.

The concept of media literacy, like that of literacy itself, has long proved contentious (Luke, 1989). The hugely significant skills of reading and writing have been augmented by the also-significant skill of ‘reading’ audiovisual material from the midtwentieth century onwards. Today, as we witness a further major shift in information and communication technology (ICT), a new form of literacy is emerging, uneasily termed computer literacy or internet literacy. This new form of literacy, if its is indeed ‘new’, and if it is appropriately labeled ‘literacy’, lies at the heart of a series of lively debates intersecting the academy, the policy community, and the public<sup>14</sup>.

The first to understand the problem in this paper, we must have one understanding about digital literacy. Because digital literacy is not only person knowing about use the electronic tools, as computer but also its will ask person has ability to access resources and stand critically the resources, and of course must has done evaluation.

Digital literacy is the ability to access resources and critically evaluate and create information through digital technology. The spread of hoaxes and hate speech, rampant cyberbullying, radical and terrorist groups using social media to attract recruits, and high dependence or addiction to the internet are markers of the state of indonesia’s digital literacy.

Digital Literacy is the ability to navigate,

evaluate and create information using a variety of digital technologies effectively and critically. It is necessary use that power, to manipulate and transform digital media, to distribute pervasively, and easily adapt them to become new forms. Research around Digital Literacy deals with the broader aspects associated with learning how to effectively discover, use, summarize, evaluate, create, and communicate information while using digital technology<sup>15</sup>.

Buckingham (2007) states that digital literacy relates to four components: representation, language, production, and audiences. First, representation in digital media is representing the world not merely reflecting the world itself. Events that are seen, it is not reflect the truth of the event itself. Secondly, every user is required to not only be able to speak but also to understand various codes and conventions on various genres of content. It requires the ability to understand the various rhetoric of language functions such as persuasion, euphism, hyperbole. Third, the production aspect. Literacy also relates to the understanding of who to communicate to whom and why. This relates to the motive of communication so that audiences can understand the “security” of the content. Fourth, the audience aspect. This relates to audiences’ position of understanding how the media locates, targets, and responds to audiences including the ways in which the digital medium gets information from the audience with regard to user privacy and security issues.

Based on the explanation above Buckingham’s literacy idea emphasizes more on digital content and audience capabilities

13 Tefko Saracevic, “Digital Library Evaluation: Toward an Evolution of Concepts,” 2000, 350.

14 Sonia Livingstone, “Media Literacy and the Challenge of New Information and Communication Technologies,” *The Communication Review* 7, no. 1 (2004): 3.

15 “DIGITAL LITERACY,” n.d., <http://kommas07251311045.blogspot.co.id/2015/05/digital-literacy.html>.

checking the security and privacy of digital media users.

Martin (2008) which states that digital literacy is a combination of several forms of literacy, namely: computer, information, technology, visual, media and communication. The question of computer literacy and information has been stated above. Here are one by one discussed various other forms of literacy.

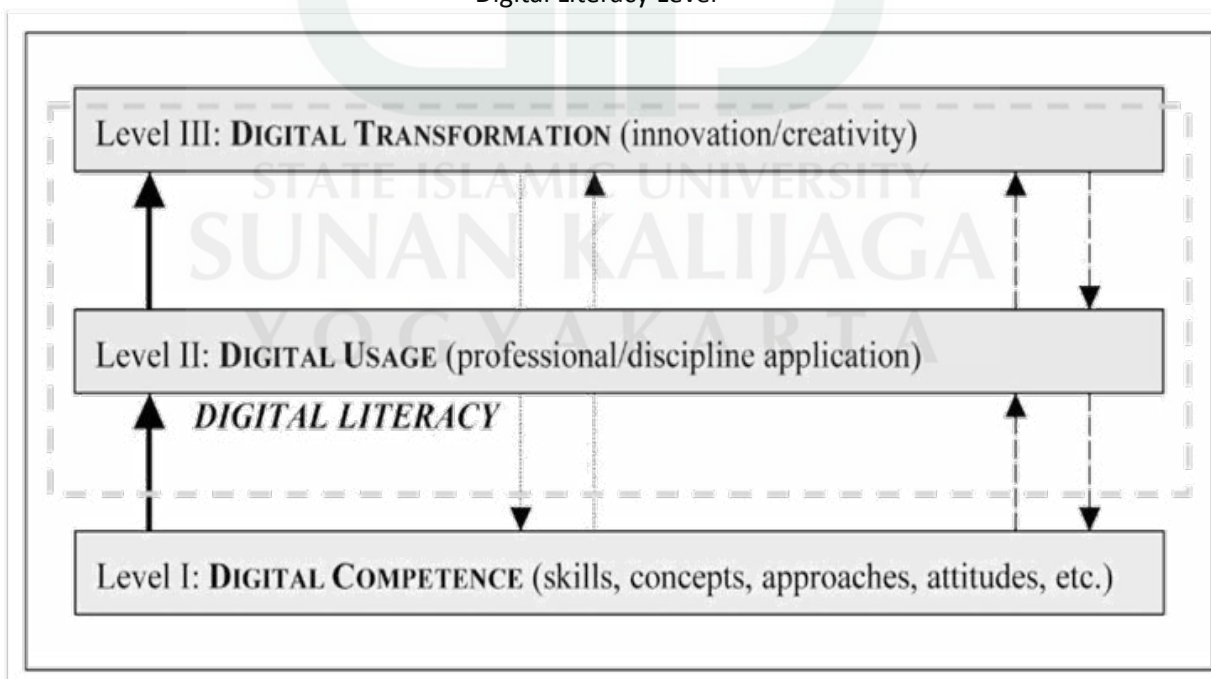
Another skill that becomes the dimension of digital literacy is visual literacy. This is the human vision of the developed ability of the view that is integrated with the sensory experience. This capability allows humans to distinguish and interpret all actions, objects, natural and man-made visible symbols that occur in the environment. Use of these skills on a creatively making humans able to communicate with other human beings. While the use of this skill is apresiatif make someone can understand

and enjoy the work of visual communication. (Visual Literacy Association in Martin, 2008).

Looking at the six basic literacy skills, computers, information, technology, media, communication and visual, Martin (2008) formulates the following dimensions of digital literacy.

1. Digital literature involves digital action capabilities that are tied to work, learning, fun and other aspects of everyday life.
2. Individual digital literacy varies depending on everyday situations that he experiences as well as lifelong processes as the individual's life situation.
3. Digital literacy is formed by a wider range of information communication technology literacy.
4. Digital literacy involves the ability to collect and use knowledge, techniques, attitudes and personal qualities as well as the ability to

Figure 1.  
Digital Literacy Level



Source: Lankshear and Knobel<sup>1</sup>

1 Colin Lankshear and Michele Knobel, eds., *Digital Literacies: Concepts, Policies and Practices*, *New Literacies and Digital Epistemologies*, vol. 30 (New York: Peter Lang, 2008), 167.



plan, execute and evaluate digital actions as part of solving problems / tasks in life.

5. Digital literacy also involves a person’s awareness of the level of digital literacy and the development of digital literacy.

In further, Martin (2008) agrees that digital literacy is tiered as revealed by Mayes and Fowler (2006). The following figure shows the spacing. In one-digit digital literacy, digital competence, one must master basic skills,

level. Digital competence requires computer literacy and technology. But to be said to have the competence of digital literacy then one must master the literacy of information, visual, media and communication.

Riel et al (2012) agrees with previous experts who stated that digital literacy is multi-dimensional. But Martin (2008), he explains that digital literacy is a horizontal rather than a vertical classification. Digital literacy is proposed by several groups of abilities as

Table 1  
Classification of Digital Literacy

Tools and Systems	Information and data	Share and Creation	Historical context and Culture
Computer Basics	Representation	Creative thinking	Digital Citizenship
Computer Hardware	Searching	Documents (text)	Diversity
Software and computer application	Assembly	Multimedia	Intellectual rights
Network	Analysis and assessment	Communication	Privacy and identity
Design	Taking conclusion	Character imaging in the virtual world	Programmed agenda
Enrichment	Storage	Productivity	Impact of technology
	Navigation	Collaboration	

(Source: Riel et. al 2012: 9)

concepts, approaches and actions when dealing with digital media. At the second level, digital use, one can apply applications for productive / professional purposes such as using digital media for business, teaching, social campaigns etc. While at the top level, digital transformation, one is able to use digital media to innovate and creativity for the wider community.

Martin’s opinion (2008) shows that digital literacy is a multi-dimensional skill. One can master digital literacy gradually because one level is more complicated than the previous

described in the following table.

Gilster (1997: 3) explains that in addition to the art of critical thinking, the competence required is to learn how to construct knowledge, as well as build a reliable set of information from several different sources. A person with a digital literacy needs to develop the ability to search and build a strategy in using search engines to search for available information and how to find information that suits their

information needs<sup>16</sup>.

### **Hate Speech**

In social media known as Speech Hate speech or known as Hate Speech, which is increasingly popular today, this is due to friction or friction or kebadan that represent certain groups of Ethnic, Religion, Race, Ethnic, Group. The intensity of this behavior is increasing with the election or election of regional head<sup>17</sup>.

Black's Law Dictionary (9th Edition) defines it as: Speech that carries no meaning other than the expression of hatred for some group, such as a particular race, esp. in circumstances in which the communications is likely to provoke violence<sup>18</sup>.

International law strictly stipulates that any act which advocates hatred on the basis of nationality, race or religion, or incitement to discrimination, hostility or violence must be prohibited by law. Nevertheless, there is an argument over how an utterance can be categorized as hate speech.

This difference in interpretation results in different approaches in different countries about whether hate speech can be categorized

as a crime or not. The United States that upholds freedom of speech for example, just categorizes hate speech as a criminal offense if it has been proven to result in the threat of violence or discriminatory action outside the law to the recipient of the speech. On the other hand, countries like Germany completely prohibit hate speech because it considers that hate speech itself is already a form of threat.

### **Information and Electronic Transaction Laws on Hate Speech**

In Law no. 11 of 2008 on Information and Electronic Transactions, Article 28 paragraph (2) and Jo Article 45 is a provision that began to be used in cases of hate propagation based on Ethnic, Race, Religion and Inter-Groups (SARA). Although there are criminal provisions in the Criminal Code and Law No. 40 of 2008 on the Elimination of Race and Ethnic Discrimination (Racial Discrimination Act), but the articles in the Information and Electronic Transaction Law are much easier to use in relation to ethnic, religion, race, and intergroup in cyberspace.

The contents of Article 28 paragraph (2) of the Information and Transaction Electronic Law are as follows: Every person intentionally and without right to disseminate information aimed at generating a sense of hatred or hostility towards specific individuals and / or community groups based on ethnicity, religion, race, and intergroup.

In Law No. 40 of 2008 on the Elimination of Racial and Ethnic Discrimination (Discrimination Act), especially in Articles 4 and 16, the main element is "hatred or sanse hatred for people due to racial and ethnic differences" or "hatred or hatred to others based on racial and ethnic discrimination ". While the Criminal Code commonly used hateful

16 Qory Qurratun A'yuni, "LITERASI DIGITAL REMAJA DI KOTA SURABAYA: Studi Deskriptif Tentang Tingkat Kompetensi Literasi Digital Pada Remaja SMP, SMA Dan Mahasiswa Di Kota Surabaya" (UNIVERSITAS AIRLANGGA, 2015), 7.

17 Fathur Rohman, "ANALISIS MENINGKATNYA KEJAHATAN CYBERBULLYING DAN HATESPEECH MENGGUNAKAN BERBAGAI MEDIA SOSIAL DAN METODE PENCEGAHANNYA," in Seminar Nasional Ilmu Pengetahuan Dan Teknologi Komputer, vol. 4, 2016, 382.

18 <http://podium.id/ujaran-kebencian-di-indonesia/apa-itu-ujaran-kebencian/>, its downloaded at 27th November 2017

dissemination sections of the group / religion 156, 156 a and 157.

Meanwhile, if the use of Law Number 11 Year 2008 on Information and Electronic Transactions (Law on ITE), especially article 28 paragraph (2) also has an important element that is “to generate hatred or hostility towards certain individuals and / or community groups based on ethnicity, religion, race, and intergroup. “

In contrast to the Discrimination Ordinance, the Information and Electronic Transactions Act using this ethnic, religious, racial, and intergroup element indicates that its content is broader in scope than the Discrimination Ordinance. Because it not only governs ethnicity and race but there is an element of evil in the phrase “religion and interclass”, which is not in the Act of Discrimination.

Because Article 28 Paragraph (2) Information and Electronic Transaction is the most powerful article for the crime of spreading hatred in cyberspace compared to other criminal articles. Then the trend of using article 28 verse (2) of Information and Electronic Transactions in the coming years is surely increasing, this is because the elements are wider, with heavier criminal threats and specifically targeted hate-based, religious, racial, and intergroup-based haters in the virtual world, than any other Law.

**Hate Speech Forms**

The forms of hate speech referred to as SE Hate Speech can be criminal acts set out in the Criminal Code as well as outside the Criminal Code, namely:

1. Humiliation
2. Defamation
3. Penance
4. Pracing is not fun
5. Provoking
6. Glitter
7. The spread of 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

**Network Ethics in Interacting in a Virtual World**

In the virtual world a person is not free to act without caring about the interests of others. Even if people say the internet is a world without limit. As with any interaction in the real world, when in contact with others there are formal or ethical rules that must be obeyed. As mentioned in the formal law on Information and Electronic Transaction Law above. There is also an ethical term in the internet. This is known as Internet etiquette or network etiquette. Nettiquete is the application of ethics in communicating using the internet. Nettiquete is applied to

Table 1. Related criminal articles tribe, religion, race, and intergroup

No	Regulation	Description
1	Book of the Criminal Code	Article 156, 156 a, 157 of the Criminal Code
2	Discrimination Law	Law No. 40 of 2008 on the Elimination of Racial and Ethnic Discrimination Articles 4, and 16
3	Constitution of electronic information and transaction	Law no. 11 of 2008 on Information and Electronic Transactions, Article 28 paragraph (2) and Jo Article 45

one to one communications and one to many communications.

One of the citizen media journalists, Pepih Nugraha ever made *Nettiquette* in interacting in cyberspace, namely:

1. Remember the whereabouts of others
2. Obey the same standards of online behavior we live in real life
3. Know where we are in the cyber space
4. Respect the time and bandwidth of others
5. Make yourself look good online.
6. Divide knowledge and skill
7. Help the fire of war remain controlled
8. Respect the privacy of others
9. Do not abuse power
10. Forgive if someone else made a mistake

The ethical concept of technology is generally attached to the information society. The *Nettiquette* concept can be derived from many sources of norms. In addition to being universal, *Nettiquette* social media can be derived from a cultural and religious perspective. According Polyvius (2007: 3) the information society is a society that uses ICT to meet the high intensity of its needs for information. Information society has an awareness that information is a source of power to engage in a good decision-making process for itself, to act critically in an effort to improve the situation and solve its own problems, and be able to engage in social political processes, including in the process of public decision making done community.

### **Elektornik-Skill (E-skill)**

The capabilities that must be possessed by individuals in this digital age in the electronic

field, not only include individuals with information technology education backgrounds but all individuals are required to have E-skills. In the European E-Skill in 2004<sup>19</sup> stated there are 3 parts E-skill:

1. Information and Communication Technologies (ICT) User Skill: the ability of individuals to operate the computer.
2. Information and Communication Technologies (ICT) Practitioner Skill: ability possessed by practitioners, especially for research in schools and colleges.
3. E-Bussness Skill: the ability possessed by individuals or companies in the utilization of ICT in advancing business online.

### **CONCLUSION**

Prevention Steps Hate speech its: 1. Uncovering our identity in social media is needed nowadays. Especially for people who often give comments on social media. 2. Think smart and rational in the face of a problem 3. Do not comment on a problem that we do not master 4. Do not give negative comments or humiliation or judge others that we do not know 5. Protect carefully social media accounts that we have, so it is not easy to be hacked by others 6. It is necessary to know that the perpetrator can be traced and captured even though using the number and address of fake ip address 7. Required discussion or deep study for the public about cyber crime education and Information and Electronic Transaction Law 8. Need a good religious education especially education about behavior and morals or character 9. Building a humanist family, open to each other and many provide role models for family members 10.

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<sup>19</sup> Bruno Lanvin and Martin Kralik, "E-Skills: Who Made That Big Dent in My Flat World?," *Information Technologies & International Development* 5, no. 2 (2009): 114.



Do not provoke other people's anger 11. Do not easily believe with others in social media 12. Feel free to block users with b characters ully and Hate speech 13. Make icon no Bully and No Hate Speech in our social media.

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