Elements of Digital Citizenship within Surabaya City Text in New Media

Zudan Rosyidi
Airlangga University, Surabaya, INDONESIA

Corresponding Author:
Zudan Rosyidi
Airlangga University, Surabaya,
INDONESIA
Email: zudanrosyidi1@gmail.com

ABSTRACT

This article identifies digital citizenship texts on the web www.c2o-libarary.net. These texts are analyzed using the concept of digital citizenship which was conceptualized by Westheimer and Kahne (2004), namely "personally responsible citizens", "participatory citizens", and "justice-oriented citizens". These digital citizenship texts are narratives about individual and community activism in cyberspace which are uploaded via www.c2o-libarary.net. Each subject of the author tries to construct activism as a form of critically disseminating information and knowledge to other communities but with a narrative that is easy to understand and digest. The writer's knowledge and interaction in the Surabaya space is a determining factor in the narratives that are published in the media. In the end, the published narrative becomes a collection of concepts and ideas that can guide the government and the people of Surabaya to move forward and better life.

INTRODUCTION

The concept of digital citizenship is an old idea of citizenship that is transformed in new internet-based media (Kligler-Vilenchik, 2017). There are two perspectives in understanding and studying digital citizenship. First, it refers to Marshall's opinion (1950) which focuses on the obligations and duties of society in the political, social, and civil fields which are practiced by using the internet platform as a medium for effective and regular mediation (Mossberger & Tolbert, 2008). Second, is the development of cultural dimensions such as those made by Kellner (1995), Jensen (2011), Zuckerman (2014), and Jenkins (2006) whose citizenship is not only "the right to resident and vote" or "the right to vote". to work and prosper," but refers to the "right to know and speak" (Miller, 2006).

The similarity of these two views of digital citizenship lies in the subject's actions in cyberspace (Isin & Ruppert, 2015). These subjects construct texts as social and cultural responses and then connect them with other texts and discourses that develop through the communication process, not only through online media, but also maintain offline channels. The presence in these two spaces is the main factor for the creation of activism that leads to digital citizenship because this dualism encourages other communities to get involved more quickly in the activities or programs being carried out. Physical space and at the same time cyber civic in Lim's view become the locus to equate the similarity of ideas (Lim, 2002).

The practice of digital citizenship is essentially created because of the presence of new communication spaces in society (Castells, 2015). This practice then leads to the emergence of civil society behavior that actively

becomes part of state governance by actively participating in it according to its position in the social structure through interactions carried out in the media.

Fauzanafi (2016) provides an example of a form of digital citizenship through a study on FBN (Fesbuk Banten News). This citizen journalism page on social media Facebook has become an online medium for investigating, writing, and sending news about corrupttion cases in Banten, especially those concerning the Ratu Atut dynasty. With a civic journalism approach, this group enables citizens to spread the news while at the same time fostering citizen participation in the form of responding, liking, and sharing it.

The form of digital citizenship described by Fauzanafi (2016) has characteristics like those made by Westheimer and Kahne (2004) which emphasizes community activism, which is grouped into three models, namely personally responsible citizen, participatory citizen, and justice-oriented citizen.

With a different social context, this form of citizenship from Westheimer and Kahne (2004) can be found through individuals in big cities who focus on knowledge production in Surabaya on the c2o-library.net site. These subjects explore Surabaya's public space as a medium and source of knowledge production. Communities are encouraged to participate according to their knowledge, interests, and skills by eliminating differences in class, gender, age, and education level. The c2o-library.net site mediates these various identities in the community which also functions to channel various public knowledge such as "Book Map", "Ayo Rek", "Cergambore", and "Manic Street Walker (MSW)".

"Manic Street Walkers (MSW)" is a walking activity program in the city of Surabaya which started on December 31, 2011. The purpose of this activity is to see, know, understand, and enjoy the city of Surabaya more closely on foot. "Manic Street Walkers" become a walking trip around the city without an official tour guide in the spirit of spontaneity to discover surprises about the city and its people. They visit and interact directly with whatever they encounter during their trip.

"Book Map" is a participatory product of Surabaya City map creation activity which specifically shows locations or places related to books in Surabaya. Government libraries, reading parks, public libraries, bookstores, publishers, authors, and more are locations where books are tagged and described. This place continuously develops and is updated along with the emergence of new information from people who send new information.

"Cergamboree" is a French-Indonesian comic festival. This activity featured Surabaya studios/comicians & invited studios/comicians by inviting comic artists from cities in Indonesia and France. This activity was held in collaboration with "Institut Francais d'Indonésie center de Surabaya (IFI Surabaya)". This activity was held from 2009 to 2013 with the sharpening of different themes.

"Ayorek" compiles and disseminates knowledge about Surabaya without basing it on the novelty aspect of the topic. The theme of the writing is not in accordance with the trend of writing in mainstream media, both digital and conventional. The knowledge is collected, shared, and assembled through various stories, actions, questions, ideas, know-how, challenges, and solutions about Surabaya and city life.

METHOD

This paper is the result of research using Content Analysis (Krippendorff, 2004). The choice of this perspective has an impact on the direction of the analysis which will try to give meaning more than just a word/phrase or a collection of words/phrases from the content of an information in a media. The object of this research is the

text on *www.c2o-library.net*. This text is related to the effort to produce Surabaya knowledge in new internet-based media.

The text is positioned as a whole sign that is inherent in humans. Not only limited to written and spoken language as linguists define text (Halliday & Hasan, 1985; Fairclough, 1995), but text is the product of every act of language use. Texts produce verbal and visual signs such as advertising images, television, comics, films, fashion, dance, theater, sculpture, architecture, and urban planning. Verbal text is divided into oral text and written text. Visual text is a text that involves visual elements such as pictures, illustrations, photographs, paintings, or computer-created images. Among those included in this visual text are advertising text, fashion text, television text, art text, object (commodity) text, and architectural text.

Text is a real product of knowledge of an individual or community. Text is not just a document in the form of written and spoken language in a digital space but can be interpreted as reality (Riyanto, 2018). Knowledge is described as a system that responds to external stimuli that produce an output or response. Thus, the text is not only narrative and not autonomous, but has a relationship with one another. This connection gives rise to the meaning of the text. Furthermore, Riyanto explained that the meaning does not necessarily exist in the text but also must be listened to from the equivalent texts.

The digital space allows individuals to become part of a global collective environment to articulate and promote knowledge as cultural values and practices through digital texts. The relatively long distance does not become a barrier to the joint process of constructing knowledge. Deuze (2007) explains that digital society provides a participatory space for activism in cyberspace. The text formed in this process is not as simple as a copy paste process but has its own logic. Digital work blurs the line between economic work and cultural work, production, and consumption, between creating and using media and between active and passive participation.

In this position, it is worth paying attention to the emergence of intertextuality between the knowledge texts that have been produced. Intertextuality is a term in which the text and the expression are formed by the text that comes before, complement each other and one important part of the text anticipates the other. Bakhtin suggests all expressions both written and oral, from all types of texts such as scientific reports, novels, and news are distinguished between them by the change of the speaker (or author) and addressed to the previous speaker or writer. Each expression is connected by a chain of communication. Here the words- other words are evaluated, assimilated, voiced, and re-expressed in other forms.

At the stage when the text is being reproduced, in essence the text has become a discourse because at that time there has been a reinterpretation based on a certain discursive structure (Fairclough, 2003). The view of the object is formed within the boundaries that have been determined by the discursive structure. Perception of an object is shaped by being limited by discursive practice. The change of an object is related to the discursive structure and not the object itself that changes (Foucault, 1972).

FINDINGS AND DISCUSSION

Personally Responsible Citizen

This concept of citizenship encourages the creation of personal responsibility in the community. This citizenship practice can be found in social, political, cultural, legal, government and other spaces. Examples of this practice are citizenship in the form of throwing garbage in its place, donating blood, participating in disaster relief as a volunteer, paying taxes, obeying the law. In another form, this practice can be in the form of advocacy

and socialization to develop a form of citizenship in society in the form of character by emphasizing honesty, integrity, self-discipline, and hard work. Another similar program is education to solve developing social problems. in the community.

This second point of emphasis can be found in the texts on the site. The subjects tried to bring the public to an awareness in cyberspace. At least it can be read at activities organized or facilitated by *www.c20-library.net* to examine freedom of expression and digital security. Since the revision of Information and Electronic Transaction Law (ITE Law or Cyber Law) was enacted on November 28, 2016, until early 2018, there were 385 netizen who had dealings with the police with the rubber article in the ITE Law. In detail, the case was divided into 363 complaints related to the defamation article, 21 complaints related to the blasphemy article, 1 complaint related to the online threatening article.

This indifference can also be found in other forms of expression of netizen in the form of narrative production that leads to the production of wrong knowledge. In an article published on the c2o-library page, it was stated that from the beginning of 2017 to November of the same year there were 100 cases of persecution against expressions, with 12 of them being processed in court and found guilty.

Netizen unpreparedness with the freedom space provided in the digital space ultimately leads to wrong activism in communicating. When information technology allows individuals or groups to be more active in the creation of media content, many parties feel disadvantaged or not strong enough to receive criticism which leads to bringing digital media content to the legal realm.

Participatory Citizen

In the second form, the concept of citizenship encourages active involvement in civil affairs and social life at the local and national levels. This concept envisages the implementation of programs carried out by the government and individuals or social institutions. This second concept coincides with the first idea of citizenship, namely "personally responsible citizen". An illustration that can be used to explain this is a resident donating food to orphans which is the domain of the first concept. The second form of citizenship, "participatory citizen", can arise in the form of an attempt to deliver the food to its destination.

In this context, individuals who are members of c2o-library.net try to "send" information or knowledge about spaces and activities in urban areas that are ignored by the mainstream mass media and have important meaning for the existence of Surabaya as a metropolitan city.

The site recorded two types of activities that describe the form of participatory citizens. The first is to organize Ampel tourist area in terms of cleanliness and tidiness. The second is to create a digital map called the "Surabaya Book Map".

Upgrading the Ampel area by prioritizing the aspects of cleanliness and tidiness of Ampel, Ayorek, Soledad & The Sister Co., and Technical Implementation Units (*Unit Pelaksana Teknis Dinas*) Ampel. The parties involved are trying to organize the Ampel area as a religious tourism destination by prioritizing changes that bring a new atmosphere in shopping activities in the area without leaving local traditions that have long developed.

The Surabaya book map was initiated with the aim of providing guidance for those with an interest in knowledge resources in Surabaya. Everyone can explain the point in Surabaya which is a bookstore, public

and government libraries, reading gardens, and other spaces that provide as the intensity of citizens who are struggling with one activity not only at the level of discourse, but also doing creative activism on established knowledge. This digital map program is a product that provides directions on road maps for individuals with scientific interests that are different from maps in general which only provide road directions.

"Surabaya Book Map" is a product of participatory Surabaya City map creation activities that specifically indicate locations or places related to books in Surabaya. Government libraries, reading parks, public libraries, bookstores, publishers, authors, and more are locations where books are tagged and described. This place continuously develops and is updated along with the emergence of new information from people who send new information.

Justice-Oriented Citizen

Our third image of a good citizen is a justice-oriented citizen. This concept rests on rhetoric and analysis that calls for explicit attention to the issue of injustice and the importance of pursuing social justice. This means that the emphasis is on political issues that seek to focus on social change and social justice. In other words, if participatory citizenship organizes a movement and responsible citizenship provides solutions, then citizens are justice oriented.

In this third idea, they are free to tell stories and share experiences freely as an effort to educate other netizens. They become a community that is free to voice their aspirations through the media on the internet, which is not possible in conventional media that have been co-opted by the state. All forms of information cannot be separated from state censorship. The internet cafe is not only a place to find and send information to the network, but also a space that brings together social activists to discuss ideas before and after the 1998 reformation (Lim, 2002).

In this position, *www.c2o-library.net* aggregates knowledge that is not covered in mainstream media. This media also plays itself as a mediator of ideas or ideas that are quiet from the news, such as maintaining ethnic or cultural identities which are often overlooked because they are not worthy of being sold in the mainstream media.

To further deepen knowledge, it can be seen that *www.c2o-library.net* organizes offline forums to explain the discussions carried out through the texts presented in the media. It appears that this site realizes that the internet platform does not fully provide space for its users to get the knowledge they are looking for. Not all knowledge can be conveyed and internalized through digital media. Nichols reflects on this condition by saying that the behavior of internet users creates a veneer of knowledge that leaves people worse off than if they knew nothing at all (Nichols, 2017).

The abundance of knowledge does not necessarily make individual readers understand, on the contrary, it creates a layer of knowledge that cannot be understood. In this condition, not all knowledge shared on the internet can be understood as a whole idea, idea, or concept of a phenomenon. Exploration of urban space through the "Manic Street Walker" program is an attempt to understand the problems of urban society that have not been thoroughly discussed in the media and in academic spaces. Because with this program, people's lives can be photographed which are covered by the splendor of the city and at the same time the cultural material that accompanies it.

Another form of citizenship can be found in the thematic studies conducted and then the results are written and shared on the site *c2o-library.ne*t indicating this proposition. One example is the text about the introduction to

the "digital creative common" program, which is a form of awareness about the positioning of digital space users. They encourage the emergence of awareness among the public that creative activities in the digital space are not only related to the exploration of their creative abilities, but also that they have economic rights to these activities.

CONCLUSION

Mediation and visibility recorded from subject activity on *www.c2o-library.ne*t is a form of urban community dynamics along with the use of digital platforms. They produce texts that are not in line with the mainstream that focus on highlighting personal and economic activities. Instead, they are more preoccupied with what leads to the growth of the digital citizenship.

This activity framework encourages subjects connected to *www.c2o-library.ne*t to produce texts that contain knowledge and information for the improvement and transformation of cities and their communities better. This framework is carried out through an assessment and evaluation of knowledge that has been circulating for a long time in the community which then gives rise to activities that lead to three forms of the digital citizenship.

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