# DIGITAL LITERACY AND DIGITAL INCLUSION: INFORMATION POLICY AND THE PUBLIC LIBRARY

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## Abstrak

Penelitian ini berjudul "literasi digital dan inklusi digital: Kebijakan Informasi dan Perpustakaan Umum". Tujuan dari penelitian ini adalah untuk mengetahui bagaimana pemahaman para mahasiswa terhadap pentingnya literasi dan pendekatan mengenai digitalisasi yang berkaitan dengan kebijakan informasi serta perpustakaan umum. Penelitian ini menggunakan metode penelitian kuantitatif deskriptif dengan penyebaran kuisioner kepada Mahasiswa di UIN Syarif Hidayatullah Jakarta. Informan dalam penelitian ini adalah Mahasiswa aktif di UIN Syarif Hidayatullah Jakarta. Teknik pengumpulan data yang digunakan dalam penelitian ini adalah penyebaran kuisioner. Terdapat empat aspek kompetensi literasi digital menurut Paul Gilster yang digunakan dalam penelitian ini. Hasil penelitian yang diperoleh adalah Mahasiswa aktif di  UIN Syarif Hidayatullah Jakarta secara umum menguasai beberapa aspek kompetensi literasi digital terutama dalam kemampuan internet searching yaitu memanfaatkan search engine dalam pencarian informasi, memahami internet sebagai sumber informasi dan penghubung serta memanfaatkan internet untuk melakukan beberapa aktivitas.  Belum semua mahasiswa dapat memahami cara kerja hyperlink serta mengetahui perbedaan informasi di internet dan media cetak  dalam aspek kemampuan hypertextual navigation, dan juga mengenai pengertian hypertext dan cara kerjanya. Dalam melakukan evaluasi konten, Mahasiswa juga belum begitu dapat memahami ciri-ciri website yang digunakan sebagai referensi, melakukan cross check terhadap informasi yang diperolehnya dan memanfaatkan FAQ di suatu website untuk membantunya memperoleh informasi. Mahasiswa dapat menggunakan keyword untuk memudahkan dalam melakukan pencarian informasi pada aspek knowledge assembly.

**Kata Kunci:** Literasi Digital, Digital Inklusi, dan Universitas Islam.

*Abstract*

*This research is entitled "digital literacy and digital inclusion: Information Policy and Public Libraries". The purpose of this study is to find out how students understand the importance of literacy and approaches to digitalization related to information policy and public libraries. This study uses descriptive quantitative research methods by distributing questionnaires to students at UIN Syarif Hidayatullah Jakarta. Informants in this study were active students at UIN Syarif Hidayatullah Jakarta. The data collection technique used in this research is the distribution of questionnaires containing questions about digital literacy and digital inclusion. There are four aspects of digital literacy competence according to Paul Gilster that are used in this study. The results obtained are active students at UIN Syarif Hidayatullah Jakarta in general master several aspects of digital literacy competence, especially in internet searching abilities, namely using search engines in information search, understanding the internet as a source of information and liaison, and utilizing the internet to carry out several activities. Not all students can understand how hyperlinks work and know the difference between the information on the internet and print media in terms of hypertextual navigation capabilities, and also about the meaning of hypertext and how it works. In evaluating the content, students are also not yet able to understand the characteristics of websites that are used as references, cross-check the information they get, and use FAQs on a website to help them obtain information. Students can use keywords to make it easier to search for information on aspects of knowledge assembly.*

***Key Words:*** *Digital literacy, digital Inclusion, and Islamic University.*

## INTRODUCTION

From an Islamic point of view, advances in information technology have made sending messages according to the rules of qashash/naba` al Haq (Kahfi, 2006: 323) more accurate and accurate. Information communication must explain the true story or stories and news. This is similar to the information pattern of the Qur'an. Namely, as (1) past information such as the story of previous humans, such as the story of Ashab al-Kharf Slat al-Kahf, (2) the background for the revelation of information that became the Koran or asbabal-nuzul Ummi Maktum. poetry, and future information such as (3) the story of the defeat and victory of the Romans, the story of the final judgment (al-Zarqani, Manahil al`) Irfan fi `Ulum al-Qur`an and Manna`al-Qaththan, Mabahits fi Ulum al-Quran ). However, Islamic teachings are detrimental, technological advances can encourage the spread of viruses, slander, and provocation, as described in the Qur'an (Surat Hujurät (49): 9). This shows that there is a possibility. When receiving a message of enlightenment (tabayyun), Allah's warnings in the Qur'an indicate that the information is also affected. The above shows that information has an absolute impact on social

interaction, social change, and the dynamics of human civilization. Because Islamic teachings stipulate information as an important part of the character of all humans, all problems related to information from humans are perpendicular to Allah SWT and fellow humans (Utomo, 2020: 3). The existence of an understanding of Literacy must be applied so that we can know to distinguish which information is true and which is just a lie.

Literacy also plays a very important role in advancing a country. A nation can be said to be advanced or not by looking at how the literacy culture in that country is. To carry out literacy development itself is easy. Over time, literacy in the world began to develop rapidly through digitalization media such as ebooks, reading applications, and others. According to the survey that has been conducted, Indonesia is still ranked 60th out of 61 countries that cultivate literacy. Literacy is so important in the progress of a nation but the lack of interest and reading quality of students at UIN Syarif Hidayatullah Jakarta. Whereas literacy itself has become a revival of civilization, both in the western world and the Islamic world. The command Iqra" (read) in surah al-alaq is a marker of the importance of knowledge which is identical to the growth of Islamic civilization through revelation to the prophet Muhammad (Sukri: 2021)

According to Potter, W.J. (2005) in Herlina, media literacy is a set of perspectives that we actively use to open ourselves to the media to interpret the meaning of the messages we encounter. We construct our perspective from the structure of knowledge. To build our knowledge structure, we need tools and raw materials. Tools are our skills. The raw material is information from the media and from the real world. Active use means that we are aware of messages and interact with them (Herlina, 2012). The term digital literacy became popular around 2005 (Davis & Shaw, 2011). Digital literacy means the ability to relate to hypertextual information in the sense of computer-aided unordered reading.

Gilster (2007) then expands the concept of digital literacy as the ability to understand and use information from various digital sources, in other words, the ability to read, write, and relate to information using technology and formats that existed at that time.

Research conducted by Marco Gui and Gianluca Argentina (2011) The study measured the digital skills of internet users using a special test on 980 final year high school students in northern Italy using a random sample of 65 classes. This test covers three main dimensions of digital literacy, namely theoretical, operational, and evaluation skills. To calculate the results, they used the Rasch-type method.

Research on digital literacy was also conducted by Snock, et al. in 2011 which assessed children's digital abilities by asking 25,000 European children aged 9-16 years. The questions asked include questions about online activities, abilities, and confidence. From the research, several conclusions were drawn,

namely: children who are younger, female, and from low socioeconomic status get lower skills because they do less online activities; teaching safety skills can improve other skills while teaching instrumental and information skills can improve children's safety skills; Children's self-efficacy in their abilities and knowledge of the internet is higher if children often do online activities and have more skills. Snock, et al also revealed that supporting children to do more online activities is a good way to improve their digital skills. Digital literacy also has an impact on a librarian. Librarians are required to master information literacy so that it is possible for a librarian to be an important.

Aspect in developing digital literacy education in their environment. When a librarian or student has a low level of digital literacy, that person cannot distinguish which information is correct or not. The existence of the era of globalization makes people prefer the new culture that has emerged rather than Indonesian heritage. There is freedom without limits in digitizing, the occurrence of difficulties in controlling the pattern of using digital tools can allow for the misuse of digitalization at this time.

The breadth of information on the internet makes everyone able to carry out activities as freely as possible without any restrictions. Lack of knowledge and understanding of digital literacy makes it easy for someone to swallow news whose source and truth are still questionable. Based on these cases, we chose this title because we wanted to examine how students understand the importance of literacy and approaches to digitalization related to information policy and public libraries.

Efforts to increase digital literacy need to be strengthened because every student must have literacy skills, namely reading, writing, searching, analyzing, processing data, both personnel and general. Unfortunately, Indonesia's performance in the field of literacy is low. A researcher at the Center for Indonesian Policy Studies (CIPS), Nadia Fairuza (2020), said that one of the factors causing the low literacy of the Indonesian people is the lack of emphasis on critical thinking skills from an early age. In fact, digital literacy needs to be honed through basic education. For this reason, in a public library, a librarian also plays an important role in the aspect of the digitalization approach, where the benefits of providing information literacy can be done by distributing digital books accompanied by counseling on understanding digital literacy to the public, especially students.

Pertumbuhan kedai kopi tersebut juga sangat berpengaruh dengan perilaku mengonsumsi kopi. Konsumsi kopi sehari-hari mulai dari kedai kopi, hingga *coffee to go*, didukung oleh berbagai foto yang dihasilkan dan disebarkan pada media sosial masyarakat pecinta kopi. Hal ini tidak terlepas dari maraknya media sosial seperti iklan, internet, dan lain sebagainya. Sementara itu selain media sosial dan teman atau rekan kerja, lingkungan keluarga juga akan mempengaruhi perilaku mengonsumsi kopi (Solikatun, Drajat Tri Kartono, 2015). Menikmati kopi yang telah menjadi gaya hidup ini

telah membuat perubahan besar pada bisnis kopi. Hal ini dapat dilihat dari maraknya fenomena kemunculan coffee shop, atau yang akrab di telinga kita biasa disebut kafe, yang bergeser makna. Kini orang pergi ke coffee shop tidak hanya untuk mencicipi kopi khas coffee shop itu sendiri, melainkan untuk sekedar nongkrong dan bersantai dengan kelompoknya (Herlyana, 2012).

## THEORETICAL FRAMEWORK

Digital literacy is an ability that is needed by everyone in the era of digitalization. Digital literacy skills can help someone search for information on the internet, understand how to process data, and maintain personal data properly on the internet. There are four core competencies of digital literacy skills expressed by Paul Gilster, namely internet searching (internet search), hypertextual navigation (hypertextual navigation), content evaluation (content evaluation), knowledge assembly (knowledge compilation).

### Internet Research

Someone who is good at using the internet can not only use search engines to search the internet but also understand what the internet is and the ability to use the internet for activities such as joining discussion groups, managing email, and using the internet for entertainment purposes such as listening to songs or watching movies. videos.

### Hypertextual Navigation

Hypertextual navigation ability is a person's ability to understand and know how hypertext and hyperlinks work and understand the difference between the information available on the internet and in books. To understand how hypertext and hyperlinks work, one must first understand what hypertext and hyperlinks are. Hypertext is the text that can connect with other documents or text, while a hyperlink is a way of connecting a document with other documents.

### Evaluation of Content

The ability to evaluate content is needed by someone in the face of the rush of digital information circulating through the internet. By having the ability to evaluate the content, a person is required to be more critical of the information obtained through the internet.

### Knowledge Gathering

A person's ability to use keywords when searching for information. By using keywords, searches made through search engines will also be more specific and relevant to the required information. In this case, several informants said that they determined keywords to search for information. The informants determine a more specific subject so that the results obtained from the search are not too broad.

To make people open their eyes to the importance of digital literacy and the approach and expansion of digital evenly in Indonesia, there are several steps that must be met, namely by accelerating the literacy acceleration program with First, understanding the literacy paradigm is not only reading and reading materials are not only manual but also digital. Literacy is not just reading and writing, but also thinking skills using knowledge sources in the form of print, visual, digital, and others. Second, the fulfillment of internet access in all areas. There are still many areas in Indonesia that have not been able to access the Internet, as evidenced by the difficulty of students in remote areas who want to do online learning during this pandemic. By providing Internet access, digital literacy will be easier. A place that does not have a library can also be replaced with an e-library. Third, the implementation of the concept of literacy in all educational institutions. The Ministry of Education and Culture (2017:2) formulates the literacy movement comprehensively. They are basic literacy, library literacy, media literacy, technology literacy, and visual literacy. So far, only students, teachers, lecturers, and librarians have access to literacy knowledge, but this concept has not been properly distributed, as has happened in an Islamic university that is not yet well-known among the public. So the literacy movement was initiated. The Ministry of Education and Culture must be supported by starting with the literacy movement in families, schools, and the national literacy movement. The author gets an idea that the Ministry of Communication and Information (Kominfo) plans to increase digital literacy programs in underdeveloped, frontier, and outermost areas as well as people there who easily take hoaxes as serious things. The 2020 National Digital Literacy Survey conducted by the Katadata Insight Center and Kominfo found that 70 percent of people in frontier, remote and disadvantaged areas consider hoaxes a serious problem. This figure is higher than the national average, which has 46.4 percent of respondents believing it is a hoax. Likewise, our research shows that there are still many students who do not understand how to know and respond to hoaxes. Fourth, cultivate a love for science, truth, and facts. This, of course, must be realized in reading activities that are balanced with validation, both digital and manual reading. Fifth, people must change their lifestyle, which started from an oral culture, into a reading culture. The public needs to be given education about literacy broadly.

## RESEARCH METHODS

Digital literacy refers to an effort to recognize, search, understand, assess and analyze and use digital technology. Our research on students regarding understanding literacy and digital approaches is based on participants from the active students at Syarif Hidayatullah State Islamic University, Jakarta.

Based on the description above, the formulation of the problem in this research is "How and what aspects can make people recognize the importance

of literacy and digital approaches well?". The author hopes that the results of this research can provide a useful side by making readers more familiar with, searching for, understanding, assessing, and analyzing as well as using digital technology as well as possible. The author also hopes that this literature can be a reference material on positive matters such as education and others. Seeing the complexity of the problem of understanding digital literacy for students at the Islamic University, researchers need to define problem boundaries so that research results can be more focused and in-depth on the issues raised. Therefore, to facilitate this research, the researcher only limits the research as follows: An understanding of the significance of literacy skills and digital approaches possessed by Islamic university students; And this research was conducted on active students at the Islamic University.

While the research method that will be used in this article is a descriptive qualitative method, where this method describes the digital literacy ability of the object of research, namely active students at the Islamic University by producing data in the form of words and sentences. The advantage of this method is that it has a sensitivity to see every symptom that exists in the object of research, is able to explore data sources with participant observation, conducts in-depth interviews, and is able to communicate research results to the wider community.

## DISCUSSION

Much studies has been executed on the connection among millennials and era. These research consist of research via way of means of Deal et al. (2010), quoted via way of means of the Ministry of Women`s Empowerment and the Ministry of Child Protection and the Central Statistics Office (2018), states that it's far the usage of era that distinguishes generations. For example, among Millennials, Generation X, and Baby Boomers. Millennials are much more likely to apply era due to the fact they're at an age wherein they're greater uncovered to more recent era than different generations. As a result, millennials are higher at dealing with new technologies. Therefore, in step with statistics from a survey via way of means of the data.

Internet Service Providers Association (APJII), the quantity of Internet customers in Indonesia elevated via way of means of 8.nine% from 171.2 million in 2018 to 196.7 million withinside the 2nd area of 2020. Is additionally increasing. From 64.8% to 73.7% of the overall populace of 266.nine million. Java endured to make the biggest contribution at 56.four% as compared to the preceding 55.7% (Setyowati, 2020). However, after that surge, millennials aren't able to filtering data. According to National and Nugroho, there are  severe problems (Nasionalita and Nugroho, 2020). In different words, the data allotted at the Internet varies from authentic data to fictional data. Also, data flows quick and quick and can't be stored. Failure to reply to and manipulate data is worse than data overload. This is due to the

fact humans are burdened via way of means of cyber swamps and dense data swamps. Second, the ability in developing data content material is the bargaining strength of data and verbal exchange era. This flexibility leaves an opening withinside the advent of data, main to disinformation. Disinformation is deliberately wrong data. The authorities will take preventive measures in 2021 via the Ministry of Communications and Information of the Republic of Indonesia. That is, we are able to release a virtual literacy motion of 12.four million humans in 34 states. This is a high-quality task to convey virtual literacy to society. There are as a minimum 20,000 module and curriculum-primarily based totally education guides at the 4 pillars of virtual literacy: virtual ethics, virtual society, virtual talents, and virtual culture. The Minister of Communications and Information stated that as much as 1.five million citizens of East Java could get hold of virtual talents education.
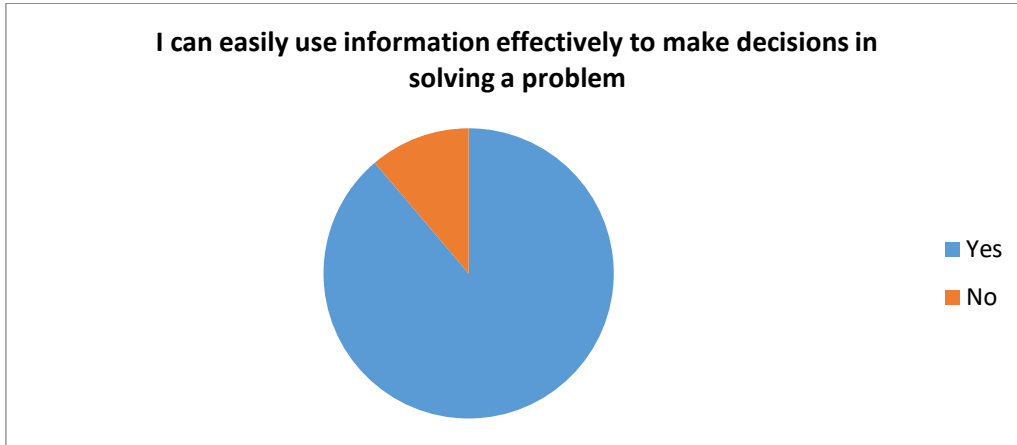
 East Java changed into intentionally decided on as it has one in every of the biggest goal corporations of virtual literacy members in the state.

Digital literacy is an ability that is needed by everyone in the era of digitalization. Digital literacy skills can help someone search for information on the internet, understand how to process data, and maintain personal data properly on the internet. There are four core competencies of digital literacy skills expressed by Paul Gilster, namely internet searching (internet search), hypertextual navigation (hypertextual navigation), content evaluation (content evaluation), knowledge assembly (knowledge compilation).

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Picture 1. Use Information Effectively To Make Decisions In Solving A Problem

**I can easily use information effectively to make decisions in solving a problem**
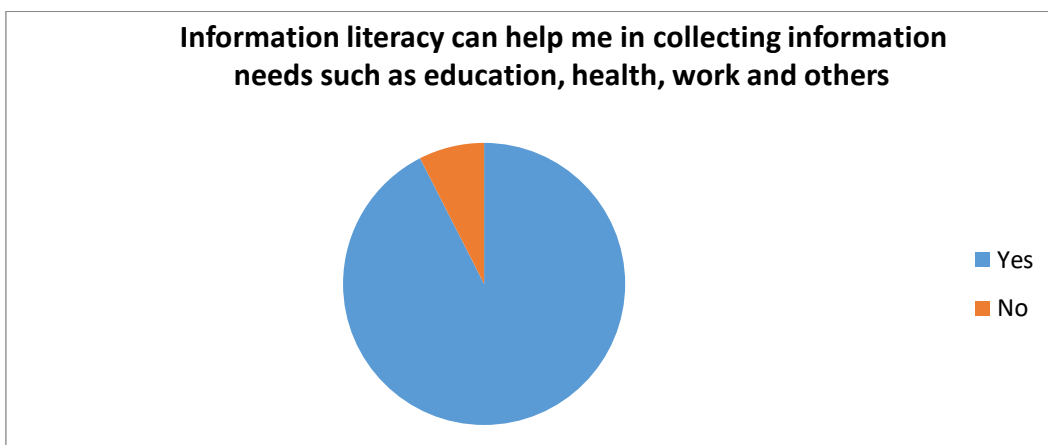
- Yes
- No

Based on research data that we have done through interviews, some students have been able to take advantage of and are good at using internet search engines for positive things such as to support the learning process, especially during the covid-19 pandemic. However, they do not really understand how to manage and maintain personal data on the internet.

## Hypertextual Navigation

Hypertextual navigation ability is a person's ability to understand and know how hypertext and hyperlinks work and understand the difference between the information available on the internet and in books. To understand how hypertext and hyperlinks work, one must first understand what hypertext and hyperlinks are. Hypertext is the text that can connect with other documents or text, while a hyperlink is a way of connecting a document with other documents.

Picture 2. Information Literacy Can Help Collecting Information Needs Such As Education, Health, Work And Others

**Information literacy can help me in collecting information needs such as education, health, work and others**
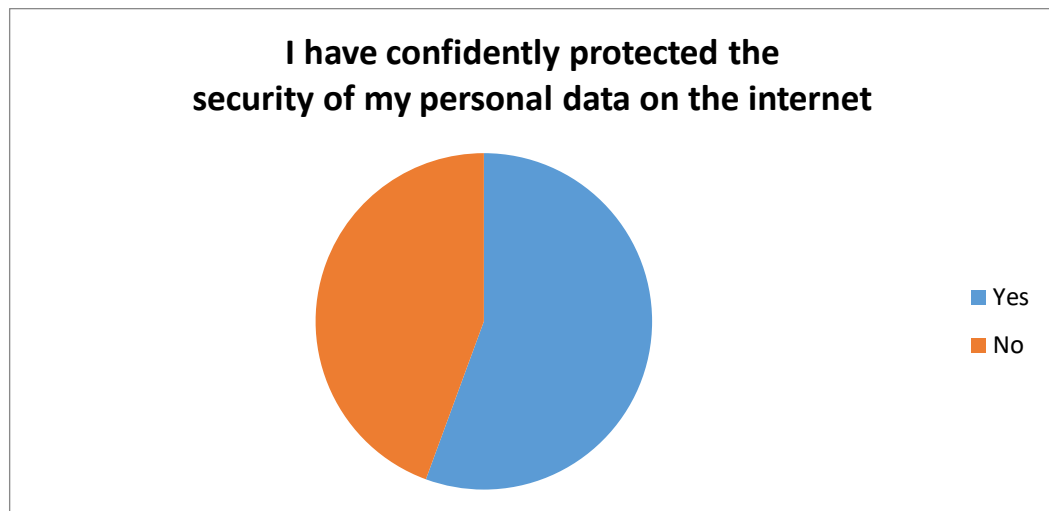
- Yes
- No

Based on our interviews to understand students really understand the concept of hyperlinks as a link to documents, information, or other websites related to an article they are accessing, the author makes a statement about it and some students state that they still do not understand Hypertextual Navigation. Various kinds of information available on the internet, whether on an official website, blog or social media, usually contain hypertext or hyperlinks.

## Evaluation of Content

The ability to evaluate content is needed by someone in the face of the rush of digital information circulating through the internet. By having the ability to evaluate the content, a person is required to be more critical of the information obtained through the internet.

Picture 3. confidently protected the security of my personal data on the internet



The most core thing in the ability to evaluate the content, of course, is an understanding of the importance of cross-checking and the methods used to cross-check or analyze the background and correctness of the information obtained. Cross-check is required by the author of the article to ensure the correctness of the information. Because this affects the information that the author of the article will produce to be disseminated to his readers. In the results of our research through interviews with students who participated in this study, they did not know how to cross-check in analyzing the truth of the information they received.
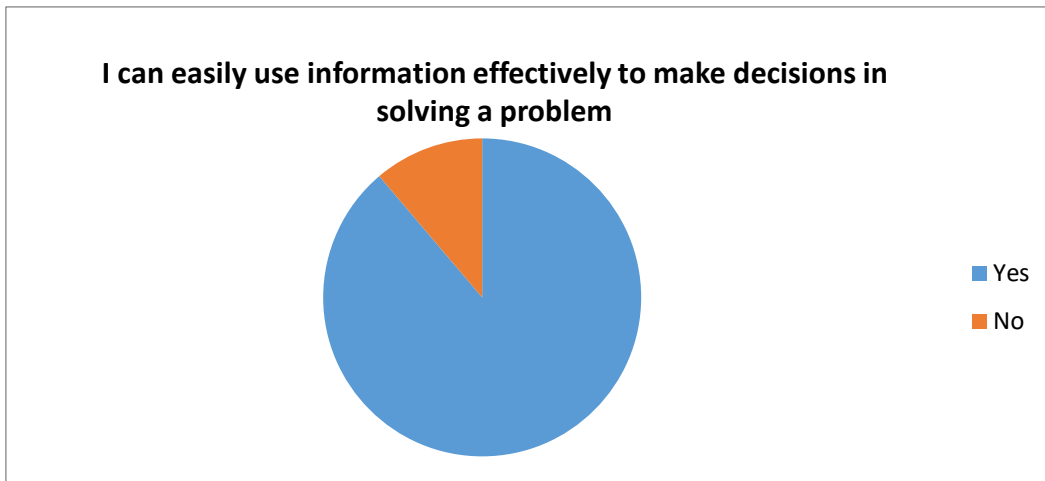
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informants determine a more specific subject so that the results obtained from the search are not too broad.

Based on the results of the analysis, the students were able to use keywords when searching for information on the internet.

Picture 4. use information effectively to make decisions in solving a problem



It can be seen based on the questionnaire table above that some students cannot be said to really master and understand digital literacy and have not been able to feel the impact of the digital approach that the government should have.

To make people open their eyes to the importance of digital literacy and the approach and expansion of digital evenly in Indonesia, there are several steps that must be met, namely by accelerating the literacy acceleration program with First, understanding the literacy paradigm is not only reading and reading materials are not only manual but also digital. Literacy is not just reading and writing, but also thinking skills using knowledge sources in the form of print, visual, digital, and others. Second, the fulfillment of internet access in all areas. There are still many areas in Indonesia that have not been able to access the Internet, as evidenced by the difficulty of students in remote areas who want to do online learning during this pandemic. By providing Internet access, digital literacy will be easier. A place that does not have a library can also be replaced with an e-library. Third, the implementation of the concept of literacy in all educational institutions. The Ministry of Education and Culture (2017:2) formulates the literacy movement comprehensively. They are basic literacy, library literacy, media literacy, technology literacy, and visual literacy. So far, only students, teachers, lecturers, and librarians have access to literacy knowledge, but this concept has not been properly distributed, as has happened in an Islamic university that is not yet well-known among the public. So the literacy movement was initiated. The Ministry of Education and Culture must be supported by starting with the literacy movement in families, schools, and the national literacy movement. The author

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## CONCLUSION

Based on the analysis described in the previous chapter, it can be said that the understanding of digital literacy among students of UIN Syarif Hidyatullah Jakarta is as follows: 1. Based on research data that we have done through interviews, some students have been able to utilize and are good at using internet search engines for positive things such as to support the learning process, especially during the covid-19 pandemic. However, they do not understand how to manage and maintain personal data on the internet; 2. Based on our interview to understand students understand the concept of the hyperlink as a link to another document, information, or website related to the article they access, a statement about it and some students stated that they still don't understand it. understand Hypertextual Navigation. Various kinds of information available on the internet, whether on official websites, blogs, or social media, usually contain hypertext or hyperlinks; 3. The most core thing in the ability to find content is of course an understanding of the importance of cross-checking and the methods used for cross-checking or analyzing the background and correctness of the information obtained. Cross-checking is required by the author of the article to ensure the correctness of the information. Because this affects the information that will be produced by the author of the article to be disseminated to his readers. In the results of our research through interviews with students who participated in this study, they did not know how to cross-check in analyzing the truth they received; 4. Results Based on the analysis, students can use keywords when searching for information on the internet. It can be seen based on the questionnaire table above that some students cannot be said to master and understand digital literacy and have not been able to feel the impact of the government's digital approach.

Understanding literacy and digital approaches are the main focus that needs to be discussed because of the vulnerability of digitalization consumption which is consumed by many people, especially students. In addition, students are also expected to become important figures in making changes in overcoming digitalization problems and cases in Indonesia. Students also need to have the expertise and skills to help approach and understand digital literacy. In this study, students need consistent training to improve it well. Therefore, literacy education is a shortcut that can be achieved by the government, the community, and the academic community who must care about the progress of understanding literacy and digital approaches.

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