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44/2023

2023
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The disinformation in virtual communities: a systematic literature review

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Abstract. This article discusses disinformation in virtual communities. Freedom of *speech* and freedom of *expression* are conditions for creating a democratic society. This form of freedom of speech and expression is the creation of a healthy public sphere in people's lives. The real form of a healthy public sphere is that people are free to voice their opinions without being dominated by other parties (structural or non-structural). In addition, people are free to convey ideas and exchange opinions regardless of the existence of power barriers or because of differences in socioeconomic conditions. The public sphere can be created in the realm of reality as well as in virtual space. The intentional, large-scale, and systematic spread of disinformation seriously harms democracy and is a major challenge to democratic societies. Information disorder is not only a problem in Indonesia but has become a problem in many democratic countries in the world. As a problem with humanity, information disorder has been widely studied by various researchers. But the problem is that currently there is no clear concept related to this information chaos. Experts and the public are still confused about defining fake news, hoaxes, or disinformation. As a social problem, a solution to this information disorder is needed. To make a solution to the problem of disinformation, it is necessary to understand the concept of information disturbance clearly. Therefore, this *systematic literature review* generally aims to ascertain the concept of disinformation, its types, and how to solve disinformation.

Keywords. Freedom of Speech, Social Media, Disinformation, Virtual Communities

1. Introduction

Freedom of speech and freedom of expression is absolute conditions for creating a democratic society. This form of freedom of speech and expression is the creation of a healthy public sphere in people's lives. The real form of a healthy public sphere is that people are free to voice their opinions without being dominated by other parties (structural or non-structural). In addition, people are free to convey ideas and exchange opinions regardless of the existence of power barriers or because of differences in socioeconomic conditions. The public sphere basically can be created in real life or virtual space.

Along with the times, virtual space which in today's life can take the form of social media is also growing. The development of information technology gives hope to the public to create a healthy public sphere in the form of *freedom of speech* and *freedom of expression*. The manifestation of the activity of taking advantage of advances in information technology is the enthusiasm of the public to use social media as a result of changes in information technology.

Based on We Are Social data, as many as 5.31 billion people or the equivalent of 67.1% use mobile devices. The same data reveals that 4.62 billion people or the equivalent of 58.4% of the world's population are active on social media in 2022. The use of mobile devices makes social media more accessible anytime and anywhere without being bound by space and time. Of the 4.62 billion people who use social media, the most used social media is Whatsapp 15.7%, Instagram 14.8%, Facebook 14.5% and followed by WeChat, Douyin, TikTok, Twitter, and so on (We Are Social, 2022).

The data above shows that most people are already familiar with the internet. More than half of the world's population has accessed social media. This means that the internet and social media have an important role in shaping people's perceptions in this digital era. Romdhi Fatkhur Rozi et.al shows the importance of social media so that it has a very close relationship between various social phenomena in Indonesia and changes in the landscape of media control in the convergence era (Rozi et.al, 2023). Not only in Indonesia, in other countries it is the same that social phenomena are affected by changes in the media landscape. Abdurrahman et.al, shows that in Nigeria people's behavior is also influenced by social media (Abdurrahman, et.al, 2021).

Still based on data from We Are Social, social media users in Indonesia in 2022 will number 204.7 million users or the equivalent of 73.7% of the entire Indonesian population of 277.9 million people. The most accessed social media by Indonesians in 2022 is Youtube with 139 million users or the equivalent of 50% of the Indonesian population, Facebook with 129.9 million users or the equivalent of 46.8% of the Indonesian population, Instagram with 99.5 million users or 35.7% of the Indonesian population, Tiktok is used by 92.7 million Indonesians equivalent to 47.6% of the population, followed by other social media such as Facebook Messenger, LinkedIn, Snapchat, Twitter, etc. (We Are Social, 2022).

The high use of social media among the world community in general and Indonesian society, in particular, is a positive symptom of creating a democratic society. However, this good phenomenon with the emergence of information technology to support a democratic society is not without challenges. The main challenge in creating a healthy public sphere for a democratic society is the emergence of information disorder. Information disorder is like a poison in democratic life.

Information disorder is the spread of misinformation. Furthermore, Wardle distinguishes information disorder into misinformation, disinformation, and malinformation. Misinformation is when false information is shared because agents do not know that the information shared is false. Disinformation is when deliberately false information is shared for a specific purpose. Malinformation is when genuine information is shared to harm others often by sending personal information into the public domain (Wardle, 2018). Disinformation is content that is intentionally false and designed to cause harm. This is motivated by three different factors: making money (financial); having political influence, both foreign and domestic (political); or causing psychological or social problems (Kandel, 2020).

Meanwhile, Tilbury said that fake news is false information that is deliberately disseminated and designed to influence, persuade, and/or manipulate user opinion on certain topics towards certain goals. Disinformation is inaccurate and misleading information with the

intended purpose of deliberately misleading and/or deceiving. Misinformation is information that is inaccurate as a result of honest mistakes (Tilbury, 2017).

The intentional, large-scale, and systematic spread of disinformation seriously harms democracy and is a major challenge to democratic societies. Information chaos is not only a problem in Indonesia but has become a problem in many democratic countries in the world. As a problem with humanity, information chaos has been widely studied by various researchers. But the problem is that currently there is no clear concept related to this information chaos. In the view of experts or the public, it is still confusing to call fake news, hoaxes, or disinformation. As a social problem, a solution is needed to this information chaos. To make a solution to the problem of disinformation, it is necessary to understand the concept of information disturbance clearly. Therefore, this *systematic literature review* generally aims to ensure that the concept of disinformation is clear and that current disinformation problems are.

Based on the background of this systematic review report, the formulation of the problem in writing this article is: First, what is the concept of disinformation according to experts in scientific sources? Second, what is the typology of disinformation that has been formulated by experts in scientific sources?

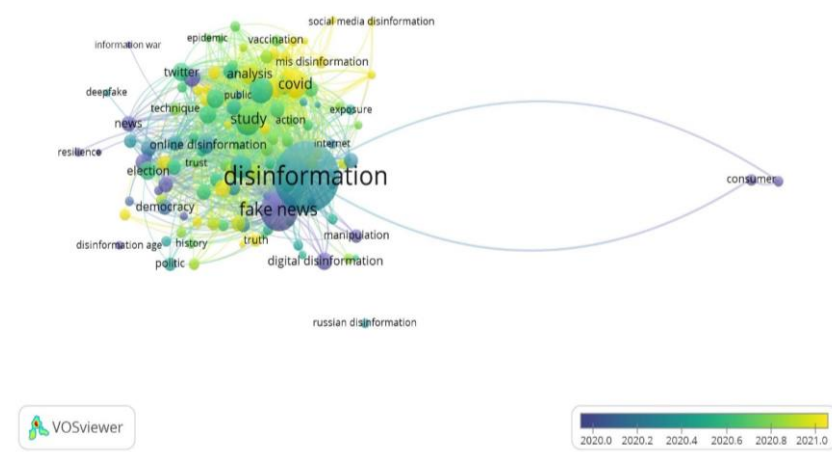
2. Method

The method used for the article is a systematic literature review. A systematic literature review is a method that uses reviews, studies, structured evaluations, classifications, and categorizations that have been produced previously. The steps and strategies for implementing *the systematic literature review* are well-planned and structured. The procedure for conducting this literature review follows what Kapantai *et al.* namely:

1. Selection of database sources (digital libraries),
2. Define search keywords,
3. Application of each search term to the selected source,
4. Selection of articles using inclusion and exclusion criteria in the search results.

publish or perish tools on the search database, namely: Google Scholar, Crossref, Scopus, and PubMed. Article visualization is done using *Vosviewer*. The selected articles were published in the period 2016 to 2022. Although a search for *publish or perish* was carried out by limiting articles published from 2016 to 2022, the research articles that appeared the most were dominated by articles published from 2020 to 2021.

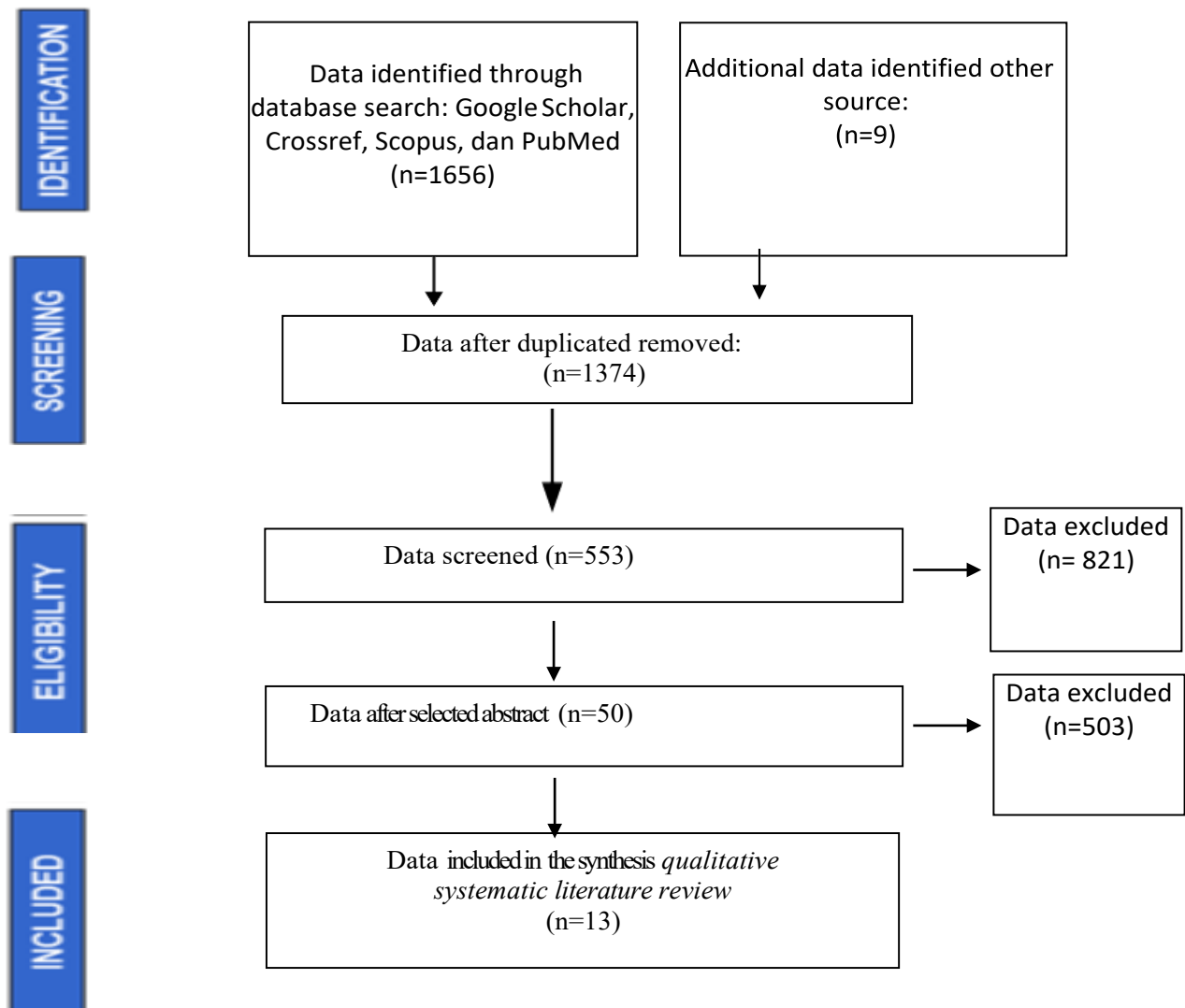
Figure 1: Mapping Research on Disinformation by year of publication. Image Source from Vosviewer Analytics August 2, 2022.



In addition, researchers also add data from other sources based on analysis of articles in the bibliography of the articles that have been researched. In making a *systematic literature review*, articles are accessed by entering the keyword: " *disinformation*".

To include or exclude articles in the study, researchers set several requirements including first, the selected articles are the results of the research reported in journal form. Second, the article is in the field of communication science or the social field, thus researchers publish articles from other fields such as health and other exact sciences. Third, the selected articles are articles in English, thus the researchers issued articles written in Arabic, Mandarin, Spanish, etc.

Figure 2. Preferred Reporting Items for Systematic Reviews and Meta-Analysis (PRISMA) chart Article Selection.



3. Results and discussion

The results of the study were carried out on 13 selected articles. Based on the reading of these articles, this paper will first describe the concept of disinformation. It is important to compare the concept of disinformation that has been proposed by various experts. Apart from the concept, the second important thing that can be obtained from reading these articles is explaining the typology of disinformation. Third, researchers found the impact of disinformation presented to experts. Fourth, finally, several experts also offer solutions to disinformation.

Disinformation concept

In various kinds of literature, there are many terms and concepts used to refer to information that is false, untrue, or semi-true. These terms include disinformation (Amazeen and Bucy, 2019), fake news (Buckingham, 2019), and rumors (Krafft and Donovan, 2020). In addition to the use of terms that are still ambiguous, experts still have different opinions about the meaning of disinformation there are still many people or experts who are mistaken in seeing the concept of disinformation. Buckingham equates disinformation with fake news as activities that often have a political dimension. According to him, fake news is intended as a form of misinformation or propaganda designed to exert political influence (Buckingham, 2019).

Amazeen and Bucy emphasized that the term fake news is not appropriate to describe information that contains lies that are intentional, deceptive, planned, and have malicious intent. Instead, as they called this activity disinformation as stated by (Wardle and Derakhshan, 2017; Amazeen and Bucy, 2019).

Specifically, Bennett and Livingston define disinformation as lies that are propagated in political space only. He stated that disinformation is a lie that is spread intentionally in the form of news or other documentation formats for political purposes (Bennett and Livingston 2018). Meanwhile, according to Andersen and Soe, disinformation according to Facebook is inaccurate or manipulated information or content that is spread intentionally (Andersen and S e 2020). Disinformation means that false information is strategically shared to cause harm; and disinformation occurs when genuine information is shared to cause harm, for example, by publicly disclosing personal information (Humprecht *et al.*, 2020).

Freelon and Wells stated that disinformation includes all forms of false, inaccurate, or misleading information designed, presented, and promoted intentionally to cause public harm or for profit. This definition brings together three important criteria: 1) deception, 2) potential harm, and 3) intent to harm. Thus it does not include deceptive messages that can cause harm without the spreader's knowledge (misinformation) and non-deceptive messages intended to hurt others (eg insults based on race, sexual or gender identity). Disinformation messages under this definition are ammunition in an information warfare campaign, a non-lethal weapon intended to subdue enemies rather than argue with them. Given the threat disinformation poses to healthy democratic practices, the authors of this special issue have all adopted a normative attitude toward it, as do we (Freelon and Wells, 2020).

Molina *et.al.* defines disinformation as the activity of distributing, affirming, or disseminating false information, misinformation or misleading in a deliberate or purposeful attempt to mislead, deceive, or confuse (Molina *et al.* 2021). Krafft and Donovan define disinformation as the activity of intentionally creating and distributing deceptive content (Krafft and Donovan, 2020).

Wardle and Derakhshan are the most widely cited researchers for defining disinformation. Because they can map disinformation as part of information disorder. Wardle

and Derakhshan explain that disinformation is one part of information disorder whereas the other two are misinformation and malinformation. They introduce a new conceptual framework for examining information disorder. They identified three different types namely mis-, dis-, and mal-information.

Using the dimensions of danger and falsity, they explain the difference between these three types of information, namely, misinformation is when false information is shared, but it is not intended for crime or the perpetrator does not even know that the content being spread is false. Disinformation is when false information is intentionally shared, and created, to harm other parties. Meanwhile, malinformation is when original information is shared to harm other parties, for example sharing other people's data into the public domain (Wardle, 2018).

The problematic information, or various terms “false,” falls mostly into two categories: misinformation and disinformation. Both refer to false or misleading information that is not accurate, but the difference is in their purpose. Misinformation is unintentional and includes errors or inaccuracies, whereas disinformation is information that is intentionally deceptive, false, or misleading. (Rubin, 2019).

Humphrecht *et al.* concurred with Wardle and Derakhshan regarding information breakdown. He also divides information disturbance into Misinformation, Disinformation, and Malinformation as did Wardle and Derakhshan. According to him, Misinformation is a publication that is not intentionally wrong or misleading information. Disinformation means that false information is strategically shared to cause harm. Malinformation occurs when genuine information is shared to cause harm, for example, by publicly disclosing private information (Humphrecht *et al.*, 2020). Monsees equates disinformation with fake news as disturbing information (Monsees, 2021).

Table 1. Definition of Disinformation According to Experts

NO	RESEARCHERS	DEFINITION OF DISINFORMATION	EMPHASIZE
1	David Buckingham (2019).	Disinformation with fake news is an activity that often has a political dimension. According to him, fake news is intended as a form of misinformation or propaganda designed to exert political influence.	Defining disinformation as the activity of spreading false news that has a political dimension.
2	Amazeen and Bucy (2019).	Amazeen and Bucy emphasized that the term fake news <i>is</i> not appropriate to describe information that contains lies that are intentional, deceptive, planned, and have malicious intent.	Agree with Wardle and Derakhshan (2017) that disinformation is misinformation that is created and spread on purpose.
3	Bennett and Livingston (2018).	Disinformation is a lie that is spread in the political space only. He said that disinformation is a lie that is spread intentionally in the form of news or other documentation formats for political purposes	Specifically, Bennett and Livingston define

4	Andersen and S�e (2020).	Disinformation is inaccurate or manipulated information or content that is intentionally disseminated.	Describes disinformation as inaccurate content that is spread intentionally.
5	Humprecht <i>et al.</i> (2020).	Disinformation means that false information is strategically shared to cause harm.	Emphasizes disinformation as a strategic action.
6	Freelon and Wells (2020).	Disinformation includes all forms of false, inaccurate, or misleading information designed, presented, and promoted to intentionally cause public harm or for the benefit of certain parties.	Emphasizing that disinformation is information that is deliberately designed to harm one party (the public) while it is beneficial for his party (himself).
7	Molina <i>et al.</i> (2021).	Disinformation is the activity of distributing, asserting, or disseminating false information, misinformation, or misleading in a deliberate attempt or aim to mislead, deceive, or confuse.	Be specific about disinformation.
8	Krafft and Donovan (2020).	Krafft and Donovan define disinformation as the activity of intentionally creating and distributing deceptive content.	Emphasizes the intentional act of deceiving.
9	Wardle and Derakhshan (2017).	Disinformation is when false information is intentionally shared, and created, to harm other parties.	Was the first researcher to formulate the concept of information disorder and share misinformation, disinformation, and malinformation.
10	Victoria L Rubin (2019).	Disinformation refers to any false or misleading information that is inaccurate, willfully deceptive, false, or misleading.	Emphasizes that disinformation is deliberately deceptive.
11	Humprecht <i>et al.</i> (2020).	Disinformation means that false information is strategically shared to cause harm.	Emphasizes that disinformation is carried out as a strategic action that has the aim of being destructive.
12	Linda Monsees (2021).	Equating disinformation with fake news as disturbing information.	Monsees uses the term information disorder to refer to Wardle and Derakhshan (2017).

- 13 Kapantai *et al.* (2021). Disinformation includes all forms of false, inaccurate, or misleading information designed, presented, and promoted to intentionally cause public harm or for profit. Referring to Wardle and Derakhshan (2017) regarding the position and concepts of disinformation.

Typology of Disinformation

In the articles reviewed, several authors convey a typology of disinformation. Apart from Wardle and Derakhshan (2017) who mapped and explained the position of disinformation, there is Molina *et.al.* (2019) also offer a typology of disinformation. In addition, Tandoc *et.al.* (2017) also offers a typology of what fake news means as disinformation. Meanwhile, Kapantai *et. al.* (2021) tries to summarize all the typologies that have been offered by these experts.

Table 2: Typology of Information Disorder
(Reworked from Wardle and Derakhshan, 2017).

Information Chaos Information Disorder	Lie <i>Falseness</i>	Misinformation: Wrong content but not meant to hurt.	Satire/Parody, Clickbait Misleading Content / Misleading Content
		Disinformation: Wrong content and intended to harm.	Malicious lies Fabricated content Manipulation campaigns.
	Intention to Hurt <i>Intent anyway harm</i>	Malinformation: true information intended to harm	

Wardle (2018) divides the typology of disinformation into seven parts, namely satire and parody, *false connections*, *misleading content*, *false context*, *imposter content*, *manipulated content*, and *fabricated content*.

1. *Satire and Parody*: The inclusion of satire here may come as a surprise. However, people often don't realize that satire is satire, especially when they read on social media.
2. *False Connection / False Connection*: A false connection is when the title, visuals, or text does not support the content of the article.
3. *Misleading Content*: Misleading content occurs when information is used to inaccurately frame an issue or individual. For example, someone might misguide their readers by cropping a photo or by selecting a quote or statistic to remove relevant context.
4. *False Context*: Here, accurate content is circulated out of its original context, misleading the reader. Content that conveys "fake context" is one of the many reasons why the term "fake news" is so unhelpful.
5. *Imposter Content*: Journalists often see their *by-lines* next to articles they didn't write, and organization logos used in videos and images they didn't create.

6. *Manipulated Content*: Manipulated content is when the original content is manipulated to deceive. This often involves splicing two original images.
7. *Fabricated Content*: Artificial content can be textual or visual.

Molina *et. al* (2019) divides the typology of disinformation into false news, polarized content, satire, misreporting, commentary, and persuasive information.

1. *False news*: information that is deliberately false and is often a malicious story that spreads conspiracy theories. Although this type of content has the clear characteristics of being divisive and sensational.
2. *Polarized content*: is intentionally created to divide society. The characteristics of this content are emotional and partisan. This content is not entirely wrong but is characterized by its “appropriateness with a certain ideology”
3. *Satire*: Satire. Another source of content that can be found online is satirical news, which is defined as a false story that is intentionally intended to be perceived as unrealistic, that uses a journalistic style as a parody of style, to ridicule issues and individuals in the news, or to spread jokes.
4. *Misreporting*: this content relates to news and comments that convey misinformation, or unintentional false reporting from professional news media organizations. Although the goal of professional journalists is not to deceive, it is not uncommon for mistakes to be made in reporting stories.
5. *Persuasive information*: Another type of content to consider is persuasive information, which can be further described as original advertising and promotional content.

Tandoc *et.al* (2018) divide the typology of disinformation into news satire, news parody, fabrication, manipulation, and advertising.

1. *News satire*: The most common operationalization of fake news in reviewed articles is satire, referring to dummy news programs, which typically use humor or exaggeration to present audiences with news updates.
2. *News parody*: Parody is the second format previously referred to as fake news. It shares many characteristics with satire in that both rely on humor as a means of drawing the audience.
3. *News Fabrication*: The third operationalization of fake news in the articles examined here is “fabrication.” This refers to articles that have no factual basis but are published in the style of a news article to create legitimacy.
4. *Photo Manipulation*: Fake news has also been used to refer to the manipulation of genuine images or videos to create fake narratives. Whereas the previous categories generally referred to text-based items, this category describes visual news. Image manipulation has become an increasingly common occurrence with the advent of digital photographs, powerful image manipulation software, and knowledge of the technique.
5. *Advertising and Public Relations*: Fake news is also used to describe advertising materials under the guise of genuine news reports as well as referring to press releases that are published as news stories.

Kapantai *et al.* (2021) offer a more complex typology of disinformation by summarizing the various typologies offered by experts. According to him, at least the disinformation consists

of; clickbait, conspiracy theories, fabricated content, misleading content, hoaxes, biased or one-sided, imposter, pseudoscience, rumors, fake reviews, and trolling.

1. *Clickbait*: economic motivation and psychological attack, related to facticity can be true information and related information is easy to verify.
2. *Conspiracy theories*: Content that is ideologically motivated, psychologically offensive, factual, and easily verifiable.
3. *Fabricated content*: Motivated by economic interests, factual, and easy to verify.
4. *Misleading content*: Economic motivation, factual, and easy to verify.
5. *Hoax*: Economic motivation, factual, and easy to verify.
6. *Biased or one side*: Economic motivation, factual, and easy to verify.
7. *Imposter*: Economically motivated, factual, and easily verifiable.
8. *Pseudoscience*: Economic motivation, attacking the reader's psychology, factual, and easy to verify.
9. *Rumors*: Economically motivated, factual, and easily verifiable.
10. *Fake review*: Economically motivated, factual, and easy to verify.
11. *Trolling*: Economically motivated, factual, and easily verifiable.

Table 3. Unified typological framework for disinformation (Kapantai *et al.* 2021).

Dimensions/ measurements	Motive				Facticity		Verifiability	
	Pro fit	ideol ogic al	Psycholo gical	Uncl ear	Mostly true	Mostly False	Yes	note
Clickbait	Yes		Yes		Yes		Yes	
Conspiracy theories		Yes	Yes		Yes		Yes	
Fabrication	Yes				Yes		Yes	
Misleading connections	Yes				Yes		Yes	
Hoax	Yes				Yes		Yes	
Biased or one-sided	Yes				Yes		Yes	
imposter	Yes				Yes		Yes	
Pseudoscience	Yes		Yes		Yes		Yes	
Rumors	Yes				Yes		Yes	
Fake reviews	Yes				Yes		Yes	
Trolling	Yes				Yes		Yes	

Table 4. Typology of Disinformation According to Experts

NO	Kapantai <i>et al.</i> (2021)	Wardle (2018)	Molina <i>et. al</i> (2019)	Tandoc <i>et.al</i> (2018)
1	<i>Clickbait</i>	<i>Satire and Parody</i>	<i>False news</i>	<i>News satire</i>
2	<i>Conspiracy Theory</i>	<i>False Connection</i>	<i>Polarized content</i>	<i>News parodies</i>
3	<i>Fabricated Content</i>	<i>Misleading Content</i>	<i>Satire</i>	<i>News Fabrication</i>
4	<i>Misleading content</i>	<i>False Contexts</i>	<i>Misreporting</i>	<i>Photo Manipulation</i>
5	<i>Hoax</i>	<i>Imposter Content</i>	<i>Persuasive information</i>	<i>Advertising and Public Relations</i>
6	<i>Biased or one-sided</i>	<i>Manipulated Content</i>		
7	<i>imposter</i>	<i>Fabricated Content</i>		
9	<i>Pseudoscience</i>			
10	<i>Rumors</i>			
11	<i>Fake reviews</i>			
12	<i>Trolling</i>			

The information breakdown ecosystem includes different actors, very different message formats, and very different audience interpretations. So, we need to examine separately the elements of information interference: agent, message, and receiver.

In this matrix, questions arise that need to be asked of each element. As described, the agent that generates the spoofed message may be different from the agent that generates the message which may also differ from the agent distributing the message. It is necessary to understand not only who these agents are, but also what motivates them. Similarly, it must be understood what kind of wise messages are distributed by agents, so that they can be properly scaled and handled properly. Finally, it is necessary to better understand how these messages are interpreted, what actions are taken by those who view them (reshare to their network with a new comment), and how various audiences read these messages when they are coming from family members, friends, or trusted colleagues.

First, it's worth examining agents, those with ideas for messages (which might be agents in the Russian government, individuals who see opportunities for financial gain, or Trump supporters who want to publicly connect with other like-minded people to push misleading narratives). There are four motivations for creating misleading or inaccurate information:

- (i) financial,
- (ii) politics (either geopolitics or campaign politics),
- (iii) social (to connect with others) or
- (iv) psychological (causing trouble or harm after harm).

The types of actors vary greatly. Actors may act on behalf of the state, or as part of a loose network of passionate supporters of a state, party, or cause. The targets of disinformation can be individuals, causes, parties, religions, or countries. Actors can program bots, or they can post as humans or *cyborgs* (humans who post regularly take on bot characteristics). Actors may or may not intend to mislead and cause harm.

Message types also vary widely. They may be legal or illegal; they can be individual messages or part of long-term manipulation campaigns; they can be slightly misleading with a grain of truth or they can be widely exaggerated and wholly inaccurate.

Three phases of information disruption

Finally, we need to think about the different phases of information breakdown: creation, production, distribution, and, often, reproduction. Across these different phases, there are often different agents, and the message itself often evolves. Those who interpret the original message become agents themselves when they share it back with their community (Wardle, 2018).

Molina *et al.* (2021) present the characteristics of disinformation (1) Source features and intent including sources in messages as well as sources of content creation. (2) Structural features can also provide a means of identifying content types. (3) Finally, network features are related to the dissemination of articles and the technological structure that makes that possible (Molina *et al.* 2021). Meanwhile, Freelon and Wells (2020) convey three important criteria for disinformation, namely (1) Filled with fraud, (2) Has a potential danger to society, and (3) Intention to harm (Freelon and Wells, 2020).

Factors supporting the development of disinformation

Bennet and Livingston offer simple steps toward understanding workplace communication processes in the dissemination of disinformation in democratic societies. They suggest that the public sphere in many countries has become fragmented and disrupted due to growing challenges to central democratic principles from:

- (a) authoritative Information,
- (b) stem from social and political institutions
- (c) engage a trusting and trusting public.

Central to this argument is the collapse of trust in the democratic press and political institutions (along with educational institutions and civil society in more advanced cases) (Bennett and Livingston 2018).

According to (Freelon and Wells, 2020) several things are the cause of the development of disinformation in the United States. *First*, the increasing distrust of Western society towards the press institution. In the United States, people do not believe that the media reports/reports news “fully, accurately, and fairly”. Declining public trust in the media in the United States has been declining since the 1970s, hitting a low point in 2016 just before the presidential election, when American society became polarized over politics. Declining trust in the press coincides with declining public trust in democratic government institutions. There is a deep feeling in most Western democratic societies that the (executive) government, and information/media systems that are supposed to be pillars of democracy, are not functioning.

The second relates to the first, deep political opposition and polarization (especially the more involved part of the public) must also be recognized as having a direct influence on both (decreasing public trust in the media and government). This results in a second cause, namely as trust in the press/mainstream media decreases, developments in information technology provide opportunities for the public to consume disinformation. Strong negative influence now characterizes many partisan attitudes toward members of opposing parties and this antipathy is consistent with online information sharing. Social media networks play a special role here, as users who discover news through social media appear to give as much weight to the social identity of the creator as to the reputation of the creator in determining the credibility of the information, further undermining the potential moderation role of journalistic centric media.

All three developments in disinformation are driven by the political economy of the media, which exacerbates this dynamic in many ways. Scholars have detailed the lucrative partisan media space carved out first by radio after the repeal of the Doctrine of Justice, and then by the expansion of media choices via cable television and the Internet. This business model demonstrates both the feasibility of targeting market niches and a politico-cultural style that can appeal more to an audience dedicated to the delivery of identity solidarity than informational discourse.

The underlying press economy in conditions of digital advertising and heavy platformization adds to the challenges of the verification journalism business, undermining our society's primary defenses against disinformation. Increasingly reliant on monetizing the now highly measurable attention of individuals clicking social media links on laptops and smartphones, news organizations now compete for viewers with all manner of compelling content, political and otherwise, most of which feel no obligation to any level of reliability. factual.

Unfortunately, some news organizations' responses to this situation appear to undermine the credibility of the press. *Clickbait* is the everyday experience of news consumers, reliably found if one scrolls down far enough on most news websites. The appearance of the original advertisement also seems to do some press credibility aid. Presented with widely varying levels of transparency, native ads are attractive for the ad dollars they can provide. In an important sense, it works: less than 10% of consumers recognize it as paid advertising (Amazeen, 2019). But the medium to long-term consequences should not be overlooked. Being made aware of the genuine nature of original content lowers news producers' perceptions of credibility. In short, contemporary online news consumers are inundated with dubious, manipulative information content—even on the web pages of some of the world's highest-quality news sites.

Fourth, the final cause where journalistic media intersect with disinformation in this complex landscape is related to news organizations' awareness of the need to disseminate content through social media networks has made them increasingly dependent on measures where public attention is trending, this makes many frustrated journalists, and to integrate themselves into many social media *platforms*. Without very careful attention to the investigation and verification of the origins of individual statements and trends originating on social media, respected news media themselves can be used by disinformation campaigns to trade the chain.

Sources of disinformation

In various countries the sources of disinformation vary, but in general, one can find disinformation from various sources (Bennett and Livingston 2018), the sources of disinformation are:

- a. Alternative news sites promoting ethnic nationalism, anti-immigrant news and refugee hatred, and globalist conspiracies, along with links to daily national political news developments;
- b. Networks of party and movement websites such as those run by the Austrian Freedom Party, with links to Facebook and social media accounts of leaders providing party news updates, interspersed with 'nostalgic' nationalist propaganda;
- c. foreign non-linear warfare operations (a term coined by Putin's adviser Vladislav Surkov) aimed at disrupting elections and governments; And
- d. Together with a thriving fake news business emerging in the persuasive economy (the image economy).

4. Discussion

The concept of disinformation is not yet clear, because there are still many experts (academicians) or the public who mix the term disinformation with other concepts. Some experts still equate disinformation with fake news, not even distinguishing between disinformation and misinformation or malinformation. Even for some people, all information disturbances are called hoaxes. Whereas confirming the concept of disinformation in particular and the concepts of information disturbance is important to find solutions to this information disturbance.

In many studies, experts have made studies about the impact of advances in information technology and also about the importance of digital literacy in responding to changes in technology and information. Some of them highlight the use of online media for discussion and fundraising in election campaigns in the US (Feenberg 2016). In another study, several experts explored the role of digital literacy in strengthening citizens' resilience to misinformation and fake news (McDougall *et al.*, 2019).

Another study investigated empirically looking at assumed digital literacy skills to assess whether individuals with higher literacy (media literacy, information literacy, news literacy, and digital literacy) are better at recognizing fake news, and which literacy is most relevant (Jones- Jang *et al.*, 2021). In another study, experts discussed the national digital literacy education curriculum in England. Digital literacy in the UK has neglected information literacy, information technology literacy, and media literacy (Polizzi, 2020a).

Polizzi in his other research also examines misinformation that undermines citizen involvement in civil and political life. (Polizzi, 2020b). King highlights the failure of education and digital literacy in the UK's Brexit case (King, 2019). Meanwhile, Bhatt and MacKenzie examine digital literacy and explain how it relates to the philosophical study of ignorance (Bhatt and MacKenzie, 2019).

Reddy *et al* conducted a literature review on the growing importance of ICTs, their diverse uses, and their impact on various aspects of people's daily lives (Reddy *et al.*, 2020). Carmi *et al* examine what data literacy means – under various definitions – in the context of the constant distribution of 'dis-/mis-/mal-information' via digital media (Carmi *et al.* 2020). Meanwhile, in another study, Park *et al* conducted a *Scientometric study* of digital literacy, ICT literacy, information literacy, and media literacy (Park *et al.*, 2021).

An important reference for this research is research conducted by Buckingham (2019) where he realized that the root cause of the spread of fake news cannot be solved very easily. He pointed out several difficulties in implementing digital literacy to overcome problems caused by fake news. He argues that fake news is not an isolated phenomenon, but one that needs to be understood in a much broader social, economic, and cultural context (Buckingham 2019). Buckingham suggested that broader research on media literacy be conducted, which is based on critical thinking about the economic, ideological, and cultural dimensions of media.

After exploring previous studies related to information literacy, digital literacy, new media, and the public sphere, researchers are trying to find gaps in the study of development communication and information literacy. To find studies that support this research, researchers search with several keywords such as; disinformation, social media, communicative action, and the public sphere.

Some notes on research related to the theme of this research are the use of social media as a supporter of the literacy movement in society, the media tends to be a tool to achieve the

goals of the movement. Many studies have revealed the practical benefits of information literacy for creating a good public sphere.

Many studies have concluded that information literacy is a solution to disinformation, both caused by conscious strategic actions and unconscious strategic actions. Likewise with research on communicative action (information literacy, critical thinking, etc.), many believe it can be a way to overcome the spread of disinformation. However, research on information literacy based on critical thinking about the economic, ideological, and cultural dimensions of the media behind the phenomenon of the destruction of the living world *in* Indonesia in particular is still very small.

This study *is the first* to understand how people can act consciously to manipulate information, even though as humans they have the awareness that manipulating information is wrong and endangers life. *The second* reveals false consciousness caused by disinformation and economic, political, and cultural domination in society. This pseudo-awareness is formed from the belief that the information received is a single truth that cannot be interpreted. By its very nature, these pseudo-truths appear on the surface as if they were truths. However, it is a reality that is shrouded in economic, political, and cultural domination of the people's perceptions. These *three* studies will dismantle information literacy practices that present a single truth of information. Virtual communities that aim to clean the social media public sphere from information waste ultimately encourage single claims on the truth of information. The last part of what is conveyed is the domination of the interpretation of the truth itself.

5. Conclusion

Systematic Literature Review aims to provide a new perspective on information disturbance and rapidly growing disinformation, in a systematic and structured way. Triggered by the absence of a mutually agreed upon concept, this study is useful for identifying and defining the various types of content in the information disturbance ecosystem. This study emphasizes the importance of a clear and generally accepted definition because different types of disinformation require different theoretical analyses. A common understanding of definitions is essential to avoid creating wrong actions in the face of disinformation.

In addition to explaining the concept or definition of disinformation which is clear with its arguments, this study also places disinformation as part of the big problem of information disorder. By understanding the position of disinformation, this study can finally explain various typologies of disinformation. By providing clear arguments, this typology of information can be used to solve information disturbance problems with precision. After explaining the typology of disinformation, based on what the experts offer, it can also be concluded the various impacts of disinformation, sources of disinformation, and offers of techniques against disinformation.

What needs attention is the need for a multidisciplinary approach to understanding and designing actions and methods to combat disinformation. Although this field has a strong relationship with political communication, this study shows that modern disinformation exhibits characteristics that require the exploitation of additional analytical tools. Disinformation thrives in digital communities characterized by unique features that are not easily compared to the past. Therefore, to combat disinformation, various actions are needed. Theoretically, you can borrow Jurgen Habermas' theory, namely Communicative Action to create a democratic public space.

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