



Mitigation of Hoaxes and Hate Speech Through Regulatory Support Ahead of the 2024 Elections in Indonesia

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September 7, 2023

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Abstract—This article discusses the importance of mitigating hoaxes and hate speech in the 2024 general elections in Indonesia. The presence of social media accelerates the spread of false information and hate messages, negatively impacting democracy and social stability. Regulation plays an important role in addressing this issue. This article uses a quantitative descriptive approach with data on hoaxes and hate speech in regional elections and elections that have taken place in the previous period. These data were analyzed to understand the extent of hoaxes and hate speech spread and look for relevant patterns and trends. The results of this data analysis support the efforts of the government, supervisory agencies, and social media platforms in mitigation. The issues of freedom of speech and privacy must be handled wisely. The community also needs to be involved in media literacy education. Cooperation between governments, institutions, social media platforms, and communities was essential to create a healthy and safe digital ecosystem. With proper regulations and public awareness, it is hoped that the 2024 election process will run pretty and peacefully, avoiding the spreading of false information and hate messages that damage society.

Keywords—hoax mitigation, hate speech, government regulation, general election, Indonesia

I. INTRODUCTION

Hoaxes and hate speech are two types of cyber crimes that are popular when elections are held. These two types of cyber crimes are widespread in Indonesia and worldwide when elections are held in a country.

A hoax is an information poison whose effect is more dangerous than poison in food or drink because people will immediately realize if they have food or drink poisoning and immediately go to a doctor or hospital. Otherwise, people affected by hoaxes will not immediately realize they have been affected by fake news [1].

Hoax is information or news that contains things that are uncertain or that are not facts that have happened [2]. Almost all social media users, at least, have received information or news whose veracity is doubtful or cannot be justified, especially in a political year where general elections are to be held; usually, black campaigns from certain parties are carried out by spreading hoaxes.

Hate speech is speech, behavior, or writing carried out by individuals or groups through provocation, incitement, or insults to other individuals or groups [3]. In the previous era, hate speech was published through leaflets, anonymous letters, posters, and other printed media. Now in the digital era, hate speech is published through social media. Hate speech is a prevalent cybercrime rife during elections or political years. Hate speech seems to be carried out by certain parties as a black campaign to damage the reputation of their political opponents. As happened in Nigeria, fake news and hate speech are used to cause political instability [4]. In addition, hoaxes and hate speech affect the consolidation of democracy, so from the results of this research, several policies are recommended to mitigate this.

General elections are one of the essential pillars of a democratic system. General elections are also a mechanism for transforming party political aspirations into state policy [5]. A general election is when citizens can choose leaders and realize their political will. The problem of hoaxes in elections is common in countries such as Venezuela, France, the United States, and Indonesia. Hoaxes spread during elections are a form of manipulation aimed at increasing the influence of political actor groups on citizens as voters [6]. The regulation of issues regarding General Elections can be seen in *Undang-undang* No. 8 of 2012 concerning General Elections for Members of the People's Representative Council, Regional Representative Council, and Regional People's Representative Council, as well as arrangements for parties to prepare themselves to meet the established criteria so that they can participate competently in the General Election [7].

However, in recent years, advances in information technology, especially social media and internet-based platforms, have presented new challenges in dealing with negative phenomena such as hoaxes (false information) and hate speech. Social media provides a platform for individuals or groups to quickly and widely spread misinformation and amplify the spread of hate messages that can trigger social conflict. Social media is the container or place that is most vulnerable to being used to spread hoaxes. The ease with which fake news is created, and spread makes this problem extremely difficult to detect and mitigate [8], [9].

General elections are a means of realizing people's sovereignty and the fairest competition for political parties, the extent to which political parties have carried out their functions and roles and are accountable for their performance so far to the people who have elected them [10]. The International Commission of Jurists, Bangkok 1965 formulated, "The holding of free general elections is one of the six basic requirements for a representative democratic state under the rule of law" [11].

The 2024 election in Indonesia will be essential to the nation's democratic journey. Therefore, the government and related stakeholders need to take practical steps in dealing with and overcoming the challenges faced in responding to hoaxes and hate speech.

In the election context, the spread of hoaxes and hate speech can have a detrimental impact. First, hoaxes can influence public perception, distort facts, and direct citizens' political views. Second, hate speech can trigger social conflict, exacerbate the political climate, and threaten the unity and integrity of the nation. The low digital literacy skills of social media users in Indonesia exacerbate this issue. Thus, the public can quickly become the target of hoaxes, including political hoaxes, as in the 2019 election [12].

Based on the research results in Nigeria during the 2011, 2015, and 2019 presidential elections, a culture of hate speech was the main driver of election violence. The anti-hate speech law was implemented to counteract this issue so that the rights of minority groups are protected, and violence in elections can be prevented [13]. Seeing the potential losses that can occur ahead of the election, protecting the integrity of the election and public security was essential. Therefore, strong and effective regulatory support in mitigating hoaxes and hate speech must be strengthened, especially before the 2024 election.

This research aims to analyze the role and importance of regulations in mitigating the spread of hoaxes and hate speech ahead of the 2024 elections in Indonesia. This research also aims to identify concrete steps the Indonesian government has taken to formulate and implement these regulations. In addition, this research will also discuss the challenges faced in implementing this regulation, as well as efforts made to involve the public in fighting hoaxes and hate speech.

This research has several relevant and essential benefits in mitigating hoaxes and hates speech ahead of the 2024 elections in Indonesia. The following are some of the benefits that can be obtained from this research:

1. **Contribution to Problem Understanding.** This research is expected to contribute to a deepening understanding of hoaxes and hates speech and their impact on the democratic process and social stability ahead of the 2024 elections in Indonesia. By analyzing the role and importance of regulation in mitigating this problem, this research will better understand the challenges and solutions that can be implemented to protect electoral integrity and public safety.
2. **Policy Recommendations.** This research is expected to provide valuable policy recommendations for the government and related stakeholders in overcoming the problem of hoaxes and hate speech before the 2024 election. This research will identify successes, weaknesses, and potential improvements in existing

regulations by analyzing concrete steps the Indonesian government has taken. Recommendations resulting from this research can become the basis for more effective and comprehensive policy improvements.

3. **Protection of Democracy and Society.** This research significantly protects democratic processes and society from the harmful effects of hoaxes and hate speech. By deeply understanding the challenges faced and identifying practical steps, this research will help create a safer and healthier environment digitally ahead of the 2024 elections. These conditions will increase public trust, electoral integrity, and the sustainability of democracy in Indonesia.
4. **Public Awareness and Media Literacy Education.** This research also plays an essential role in increasing public awareness and the importance of media literacy education in fighting hoaxes and hate speech. This research will promote a better understanding of the negative impacts of spreading misinformation and hate speech by describing the challenges faced and engaging the community in mitigation efforts. This understanding can encourage the active participation of the community in fighting and avoiding the spread of hoaxes and hate speech, as well as increasing their skills in consuming various information critically and wisely. This research will provide an understanding of the importance of effective media literacy education in training people to become intelligent and responsible media users. The recommendations from this research can be used to develop better media literacy education programs, which can include identifying and evaluating misinformation, understanding the mechanisms for spreading hoaxes, and the importance of verifying sources of information before spreading it.
5. **Development of Cooperation and Synergy.** This research will also encourage the development of cooperation and synergy between the government, supervisory agencies, social media platforms, and civil society in dealing with the challenges they face. By understanding the role played by each stakeholder and identifying everyday needs and goals, this research will encourage more effective dialogue and collaboration in mitigating hoaxes and hate speech ahead of the 2024 election. Through good collaboration, the steps taken can be more comprehensive, coordinated, and successfully protect the integrity of elections and society.

These benefits are expected to significantly mitigate hoaxes and hate speech, which based on previous experience, are always rife and popular in the days leading up to elections. This research is supported by secondary data from various reliable sources, as seen in the next chapter. The data includes statistics on the spread of hoaxes and hate speech on social media, analysis of trends in people's behavior in spreading and responding to negatively charged information and generating recommendations in the form of government and stakeholder efforts to address the problem. With solid and diverse supporting data, this research is expected to provide a comprehensive picture of the role of regulation in mitigating hoaxes and hate speech and provide valuable recommendations for maintaining election integrity and public security ahead of the 2024 election. In addition, this research can also provide a basis for further research and

future policy improvements to protect democracy, public security, and social stability.

II. METHOD

This research uses a qualitative approach focusing on analyzing policies and regulations related to mitigating cyber crime, hoaxes, and hate speech ahead of the 2024 elections in Indonesia. The qualitative approach allows researchers to understand the context, dynamics, and perspectives of forming and implementing these regulations.

A. Data Source

1) Official Documents and Policy

The primary data source will be official documents and government policies on mitigating cyber crime, hoaxes, and hate speech before the 2024 election. This document includes laws, regulations, government decisions, guidelines, and other related documents relevant to the research topic. Analysis of this document will provide an understanding of the existing regulatory framework, concrete steps taken, and challenges faced in addressing this issue.

2) Interview

Interviews were conducted to gain a deeper perspective and a more comprehensive understanding of implementing regulations and experiences related to mitigating cyber crime, hoaxes, and hate speech ahead of the 2024 elections in Indonesia. Key informants may include representatives from the government, oversight agencies, social media platforms, civil society organizations, and academics with relevant knowledge and experience in this field. Interviews will be recorded, and transcripts will be analyzed to identify emerging patterns, themes, and issues.

B. Research Procedure

1) Data Collection

Data will be collected through literature studies on laws, regulations, policies, and official documents related to mitigating cyber crime, hoaxes, and hate speech before the 2024 election. In addition, interviews with key informants will be conducted using an interview guide prepared previously. Key informants will be selected purposively to represent various related perspectives well.

2) Data Analysis

The data that has been collected will be analyzed thematically. Document analysis will involve in-depth reading and identifying the analyzed documents' themes, patterns, and issues. Meanwhile, interview analysis will involve coding and grouping data based on the themes and issues that arise from the interview transcripts. A qualitative analysis approach will be used to understand and interpret the data holistically, paying attention to differences, similarities, and contradictions in the views and experiences of key informants.

3) Data Interpretation

Data interpretation will be made by integrating document analysis and interview findings. This will enable researchers to identify gaps between existing regulations and practice in the field, challenges faced in implementing regulations, as well as crucial informants' thoughts and suggestions regarding steps that can be taken to strengthen cyber crime mitigation, especially in tackling hoaxes and hate speech ahead of the 2024 elections.

4) Data Validity and Reliability

Data validity will be maintained through triangulation, namely comparing findings from various data sources, such as documents and interviews, to ensure consistency and compatibility between them. Data reliability will be considered through accurate documentation, consistent use of interview guides, and transparency in the data analysis process. The interview process was conducted on several randomly selected respondents with different backgrounds in work, education, and age. Interviews were conducted to determine how they responded to hoaxes and hate speech. Their explanations and answers were compared with the results of research that had been conducted previously by other researchers, and it turned out that the results were more or less the same as the responses seen in Figure 1.

5) Research Ethics

This research will follow relevant ethical principles, including privacy, confidentiality, and voluntary participation. Before conducting interviews, key informants will obtain written consent, and data will be stored securely and only used for research purposes.

By following these steps, this research is expected to produce a comprehensive understanding of cyber crime mitigation, especially about hoaxes and hate speech ahead of the 2024 elections in Indonesia, and provide insight into existing regulations and challenges faced in fighting this phenomenon.

III. DISCUSSION

A piece of information for the public that will be published must be accountable to the party who published the information. For this reason, various rules and regulations are made which are expected to be able to protect and support the quality and validity of the information.

This section will discuss the mitigation that can be done against the spread of hoaxes and hate speech ahead of the 2024 elections in Indonesia. The discussion includes actions that individuals, governments, and related institutions can take to reduce the negative impact of this phenomenon.

A. Individual Actions in Response to News Whose Truth is Doubtful

Figure 1 shows that the most significant reason or principal reason for someone to forward the news that is not necessarily true is that they got the news from someone who is trusted or highly trusted by that person. For reasons to believe in someone, maybe because that person is a well-known religious figure or a respected political figure, without thinking long, the news is passed on to other parties. The person does not think to check the truth of the information he receives.

Based on the data, it is clear that there is a lack of one's discretion in using social media. If the news that is forwarded is a hoax, hate speech, or negative news, then it will harm the surrounding environment, and maybe even the impact can cover a reasonably broad scope.

To deal with the issue of Hoaxes and Hate Speech, each individual has an important role to play, including:

1) Check the authenticity of the information

Based on Fig. 1, it is necessary to check the authenticity of information to ensure that the information we receive is correct and can be accounted for.

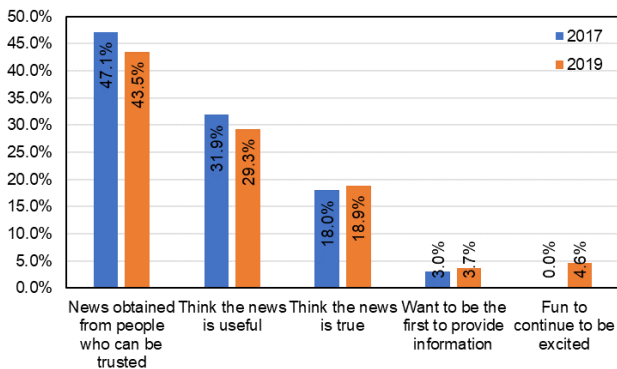


Fig. 1. Reason for passing on breaking news [14]

2) Use social media wisely

However, checking the authenticity of information is still not enough. Another consideration is one's policy in receiving information. Original and accurate news is based on facts, but if disseminated, it will harm national security and order. It is necessary to consider not spreading it.

3) Report harmful content

The abundance of harmful content is because the content is viral and is used by certain parties who have hidden interests behind the spread of harmful content. For this reason, it takes courage to report harmful content to the authorities. If we do nothing, we are the guilty party because we indirectly contributed to spreading harmful content.

B. The Government's Role in Overcoming Hoaxes and Hate Speech

Figure 2 shows that many people believe in negative news and participate in spreading it. The biggest reason is that they get the information from people who can be trusted, while the second significant reason is that the sentences in the news can convince them. Based on these two things, it can be seen that there is a lack of public awareness of filtering information. For this reason, the government must have a program in the form of socialization of the anti-hoax movement and hate speech in society.

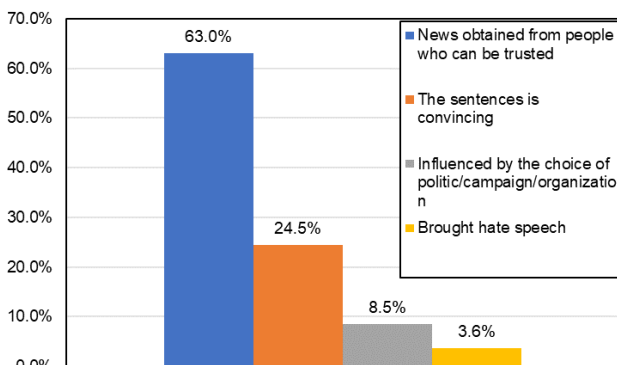


Fig. 2. Reasons for Thinking Hoax is accurate news [15]

The Indonesian government has a Government Regulation of the Republic of Indonesia (*Peraturan Pemerintah Republik Indonesia*) Number 71 of 2019 concerning the Implementation of Electronic Systems and Transactions (Regulation of The Government of The Republic of Indonesia Number 71 of 2019 on Electronic Systems and Transaction Systems). In addition, it is further strengthened by Law of the Republic of Indonesia Number 19 of 2016 due to amendments

to Law Number 11 of 2008 concerning Information and Electronic Transactions.

Governments should work closely with social media platforms to develop algorithmic detection mechanisms to identify and combat harmful content effectively. The government must also work closely with social media platforms to deal with harmful content transparently.

C. The Role of Related Institutions in Dealing with Hoaxes and Hate Speech

Several related institutions that can participate in mitigating the spread of hoaxes and hate speech are:

1) Law enforcer

Law enforcement agencies, such as the police and other legal institutions, must work actively to investigate hoax cases and hate speech. They must take strict legal action against the perpetrators of cybercrime to deter the spread of harmful content.

2) Educational institutions

Educational institutions, from school to tertiary level, are essential in creating digital literacy and educating students about the dangers of hoaxes and hate speech. They should integrate education on cybersecurity, information assessment, and ethics in using social media into the education curriculum.

3) Mass media

Electronic media, print media, and internet-based online media have a big responsibility in disseminating accurate and responsible information. They should avoid spreading fake news or amplifying hate speech. These media should not be part of spreading harmful content. These media must play an active role in providing a better understanding of the negative impact of hoaxes and hate speech through in-depth coverage and analysis implemented in writing and the events given.

4) NGOs and Advocacy Groups

NGOs (non-governmental organizations) and advocacy groups have an important role in advocating, monitoring and reporting related to hoax cases and hate speech. They can coordinate social campaigns, provide information and guidance to the public, and work with governments and other institutions in mitigation efforts.

5) Online community and digital activist

Online communities and digital activists can form movements and initiatives to fight hoaxes and hate speech. They can conduct research, disseminate accurate information, and promote awareness about the impact of harmful content, especially hoaxes and hate speech. Through collaboration and cooperation in sharing and filtering information, they can build a safer and more positive environment in cyberspace.

Based on the discussions, the authors make a hypothesis that by increasing public awareness about the dangers of hoaxes and hate speech, as well as by implementing stricter regulations and laws related to Cyber Crime accompanied by consistent law enforcement efforts, it can reduce the spread of harmful content and mitigate its negative impact on society. In addition, cooperation and collaboration with social media platforms, law enforcement agencies, NGOs, and online communities were needed so that mitigation of the spread of hoaxes and hate speech can be more effective and comprehensive. Hoaxes and hate speech in the context of the upcoming election include spreading false information or hoaxes, harmful content that aims to damage the reputation of

political opponents and hate speech that can trigger social conflict. In addition, other related variables are the level of public awareness of the dangers of hoaxes and hate speech, the application of regulations and laws related to Cyber Crime, as well as cooperation and collaboration between the government, social media platforms, law enforcement agencies, NGOs, mass media, and online communities in dealing with and overcoming this negative phenomenon.

To make efforts to mitigate hoaxes and hate speech, various related agencies have an important role. The government is responsible for increasing public awareness through socialization programs for anti-hoax movements and hate speech in society. In addition, the government also plays a role in implementing regulations and laws related to Cyber Crime to provide a robust legal basis in dealing with cases of hoaxes and hate speech. Law enforcement agencies, such as the police and other legal institutions, also have a central role in detecting, investigating, and thoroughly investigating hoax cases and hate speech. They must take strict legal action against cybercriminals to provide a deterrent effect for those who spread harmful content. NGOs and advocacy groups also have an essential role in advocating, monitoring, and reporting on hoax cases and hate speech. They can coordinate social campaigns, provide information and guidance to the public, and collaborate with the government and other institutions in mitigation efforts.

In addition, the mass media must play a role and be responsible for conveying information. They should avoid spreading fake news or amplifying hate speech. These media must be active in providing a better understanding of the negative impact of hoaxes and hate speech through in-depth coverage and analysis implemented in the writings and events. Online communities and digital activists have a role in forming movements and initiatives to fight hoaxes and hate speech. They can conduct research, disseminate accurate information, and promote awareness about the impact of harmful content. Through collaboration and cooperation in sharing and filtering information, they can build a safer and more positive environment in cyberspace. By involving various relevant agencies, mitigating the spread of hoaxes and hate speech can be a more comprehensive and successful effort to address this negative phenomenon ahead of the 2024 elections in Indonesia.

IV. CONCLUSIONS

This study aims to analyze the role and importance of regulations in mitigating the spread of hoaxes and hate speech ahead of the 2024 elections in Indonesia. Hoaxes and hate speech seriously threaten social stability and digital security in Indonesia. They can influence public opinion, incite conflict, and damage citizen relations.

Individual action is very important in dealing with hoaxes and hate speech. Everyone can take steps to reduce negative impact by checking the authenticity of information before sharing it, using social media wisely, and reporting harmful content.

The government's role is crucial in overcoming this problem. The government should increase public awareness, establish strict regulations and laws, and work closely with social media platforms to develop mechanisms for detecting

and handling harmful content. Relevant institutions, such as law enforcement, educational institutions, mass media, NGOs, and online communities, also have an important role to play in mitigation. Collaboration between them can create a safer and more positive environment in cyberspace.

With the joint efforts of individuals, government, and related institutions, it is hoped that the spread of hoaxes and hate speech can be suppressed ahead of the 2024 elections in Indonesia. High public awareness, strict law enforcement, and education focusing on digital literacy will be the foundation in fighting this phenomenon.

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