

# THE EXISTENCE OF HOAX APPLICATION TASK FORCE AND TASK ON DEPARTMENT OF COMMUNICATION, INFORMATICS AND STATISTICS, DENPASAR CITY

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## ABSTRACT

*This study entitled "The Existence of Hoax Application Task Force and Tasks on Department of Communication, Informatics and Statistics, Denpasar City" aims to collect data and find out the existence of hoax application units and tasks on Department of Communication, Informatics and Statistics, Denpasar City. This research used a qualitative descriptive research method with the subject of research by the Head of the Communication Department, the TABOO hoax application task force Department of Communication, Informatics and Statistics, Denpasar City. Data were collected using observation techniques, interview techniques, and documentation techniques. The data analysis used is a qualitative descriptive analysis technique.*

*Based on the results of the analysis, it is known that there is socialization, especially socialization given to students and the community as well as the supervision of all social media, especially the Facebook application through cyber patrols carried out by the TABOO application task force team. There are functions and ways of working for each team from the six TABOO application task forces, namely the content monitoring and verification team, the content data and analysis team, the content creation team, the content complaints team, the application development team, and the server management team. Efforts to overcome hoaxes on social media by the Task Force of hoax applications at Department of Communication, Informatics and Statistics, Denpasar City consist of 2 assessments, namely an educational and persuasive approach, and a cooperation approach. In addition, there are inhibiting factors, namely limited staff, lack of budget, density of activities and workload, low media literacy and public awareness to check and check information, limited information about hoaxes. Supporting factors for the existence of Constitution Republic of Indonesia Number 19 of 2016 concerning Information and Electronic Transactions. by the TABOO application task force team*

Keywords: *Existence, Task Force, Hoax Application*

## 1. INTRODUCTION

In modern times, the internet phenomenon has become very prevalent and many things related to the interests of human life have changed from conventional to modern ways such as online. This is also true in communication and dissemination of information through cyberspace before entering the internet age, news can only be accessed through tv, radio or print media through newspapers. However, now all kinds of news can be accessed easily and quickly through *websites, social media* or other online news portals. In the internet age, all individuals can become a publisher who produces information, compiles news and spreads it. This is evident from the increasing number of individuals secured by the Indonesian police for compiling and spreading hoax news.

Hoaxes are very widely circulated in the community through online media, such as the spread of hoaxes in the form of websites, chat applications (whatsapp, line) and through social media (facebook, twitter and instagram, and path). This hoax phenomenon in Indonesia is seen as causing various problems. At that time, hoaxes were widely circulated in the community and the Indonesian press council considered that hoaxes had entered a serious stage, especially since hoaxes had a very wide range, ranging from news to satirize to those published through various information sites. Based on the background description, above, this study only discusses how "the existence of hoax application task force and tasks on Department of Communication, Informatics and Statistics, Denpasar City". This study aims to collect data and find out the existence of hoax application units and tasks at Department of Communication, Informatics and Statistics, Denpasar City.

## 2. RESEARCH METODOLOGY

This research used qualitative approach. The qualitative approach is a research approach that relies on an in-depth analysis of a symptom and is carried out until the root of the problem (Bambang Setiawan, 2004: 35). The qualitative approach in communication research emphasizes how an approach can express the meanings of the existing communication content, so that the research results obtained are related to the meaning of a communication process that occurs. The research design according to Furchan A. (2004: 72) is a plan and structure of investigation used to obtain empirical evidence in answering research questions. The design of this study uses questions or in-depth interviews with open-ended questions. The goal is to find out how the existence of hoax application task force and tasks on Department of Communication, Informatics and Statistics, Denpasar City. The subjects in this research are people who will be used as sources to obtain information (informants) who will be used as respondents are the hoax task force team at Department of Communication, Informatics and Statistics, Denpasar City which consists of 15 people who are only represented by 3 people, namely the Head of Department, one of the members of the TABOO application task force, and the social media user community. The data sources obtained in this study were obtained from two sources, namely primary data sources and secondary data sources. The method used qualitative descriptive method. The techniques used in this study are observation, interview, and documentation techniques. The data analysis techniques used in this study are qualitative descriptive analysis techniques that include interview results, data reduction, analysis, data interplay and triangulation. From the results of the data analysis will be drawn conclusions.

## 3. RESULTS AND DISCUSSION

In the Big Dictionary of the Indonesian Language, it is explained that existence is existence, state, existence. According to Abidin Zaenal (2007:16), existence is a dynamic process, becoming or existing. Existence describes the assessment of the presence or absence of influence on the existence of a person or something. Existence is usually used as a reference for self-proof that the activities or work done by a person can be useful and get good value in the eyes of others. A task force is a task-oriented group or small group formed to handle one or a number of jobs. In general, a task force group is a small group oriented towards obligations or for a certain amount of work or handling something (Myazinda, 2008:20). Hoax in the Oxford dictionary (2017) is defined as a form of deception that aims to make cuteness or bring danger. Hoax in Indonesian means fake news, false information or false news. While the hoax application here is an antidote to fake news that can lead to crime.

This research was conducted at Department of Communication, Informatics and Statistics, Denpasar City. This department was previously an Electronic and Communication Data Processing Office of Denpasar City (2001 to 2008), seeing its existence in the era of electronic globalization of post and telematics, the Regional

Government in 2009 formed the Department of Communication and Informatics, Denpasar City with reference to Regional Regulation No: 7 of 2008 concerning the Organization and Work Procedures of the Denpasar City Regional Office. In 2017 it changed to " Department of Communication, Informatics and Statistics" based on Perda No: 8 of 2016 concerning the establishment and composition of regional devices, where Department of Communication, Informatics and Statistics, organizes government affairs in the fields of Communication, Informatics, Statistics and Encoding. The following is the establishment of the Task Force for The Prevention and Analysis of Fake News (TABOO) within Department of Communication, Informatics and Statistics, Denpasar City: (1) The monitoring and verification team for fake news (hoaxes) of the Denpasar City Communication, Informatics and Statistics Service is tasked with monitoring and verifying fake news (hoaxes) on social media and online media, verifying regional devices related to news that, monitoring accounts/media that often spread fake news (hoaxes), fake news content (hoaxes) into the TABOO application to inventory hoax content that circulates; (2) The data and content analysis team of the Denpasar City Communication, Informatics and Statistics Office whose task is to analyze the content indicated by fake news (hoaxes), analyze the distribution of fake news (hoaxes), recapitulate accounts/media and fake news content (hoaxes); (3) The content creation team of the Denpasar City Communication, Informatics and Statistics Office who is in charge of creating actual news content about fake news (hoaxes), updating the news menu on the TABOO website, reposting / updating news content that has been verified by relevant agencies related to fake news (hoaxes); (3) The service and content complaints team of the Denpasar City Communication, Informatics and Statistics Office whose job is to receive and verify public complaints about fake news content (hoaxes), to answer public complaints about content that is suspected of being fake news (hoaxes); (4) The application development team of the Denpasar City Communication, Informatics and Statistics Office whose task is to define problems, feasibility studies, design of TABOO systems or applications and their application, make improvements to the TABOO system or application; (5) The server management team of the Denpasar City Communication, Informatics and Statistics Office whose task is to overcome problems that occur on the TABOO server, repair or upgrade (if needed) on the server, perform backups periodically.

The Ministry of Communication and Informatics and the Press Council signed a memorandum of understanding to form a task force to deal with various negative content in the form of fake news so that it is not widely circulated on the internet network and is easily accessible to the public. Some of the negative content circulating so far cannot all be deleted because there are journalistic content that has been protected by Law Number 40 of 1999 concerning the Press. Through the memorandum of understanding, a task force will officially be formed tasked with checking allegations of negative content as well as sorting out content that is included in journalistic content and that is not a journalistic product. Hoaxes are most widely spread through social media. One side of social media can promote closer friendships, online relationship business platforms, and so on. On the other hand, social media itself triggers various problems such as the rampant spread of hoaxes, hate speech, incitement, insults, sheep fighting and others that can cause national divisions. This is the background of the existence of a hoax application task force in the communication service which will form a stage of reporting hoax content that must be done first by the public, as follows:

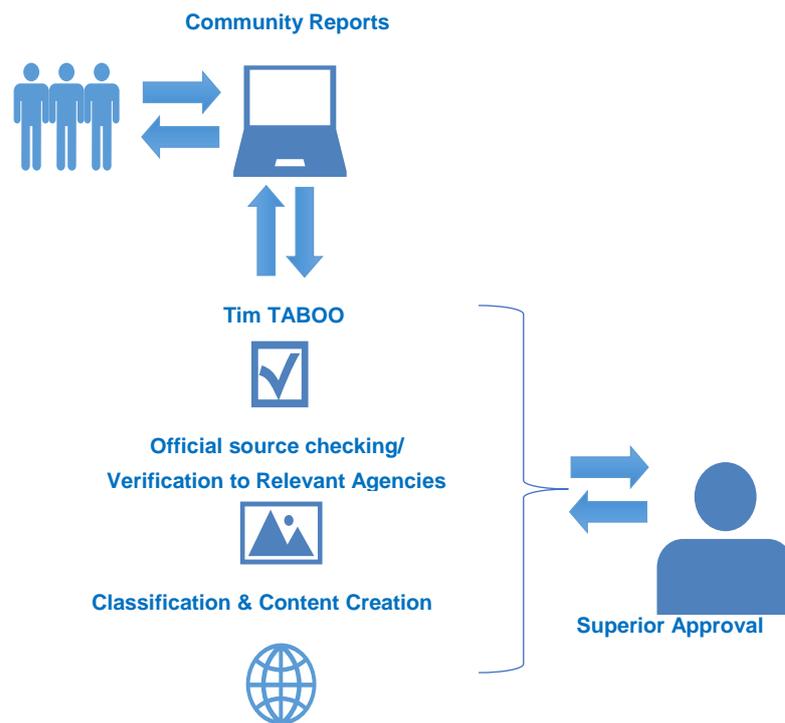


Figure 1. Hoax content reporting flow

Source: Department of Communication, Informatics, and Statistic, Denpasar City

One of the many hoax news in Bali, the Denpasar city government finally created an application to combat fake news (hoaxes) on social media and public networks. The task force (task force) of the application entitled tangkal and analysis of fake news (TABOO) was launched by the Deputy Mayor of Denpasar by I Gusti Ngurah Jaya Negara which coincided with the National awakening day at Dama Maya Denpasar cyber monitor, Graha Sewaka Dharma, Lumintang. This TABOO application task force is a tangible manifestation of the Denpasar city government in an effort to rise in accordance with the spirit of Harkitnas in fighting hoaxes circulating in the community. The launch of the TABOO Application task force was motivated by the rampant emergence of fake news or hoaxes, especially those spread on social media, which resulted in this hoax news having a detrimental impact in all fields so that in the middle of FY2021, more than 1,500 indications of fake news that had been spread were detected.

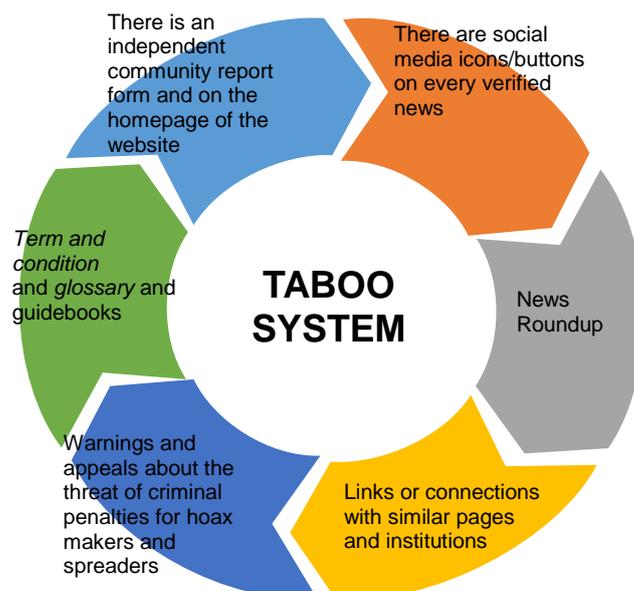


Figure 2. TABOO System Parts

Source: Department of Communication, Informatics, and Statistic, Denpasar City

In this application, the public can check directly the news received by entering the news title. The application will automatically check whether it is true news or fake news or hoaxes. It is hoped that in the future the Task Force, this application can continue to develop and integrate with Pro Denpasar, so that it can become a literacy medium for the public to filter before sharing and be wiser in social media. The rampant spread of fake news information on online social media, the government made a law of the Republic of Indonesia Number 19 of 2016 concerning changes to law Number 11 of 2008 concerning information and electronic transactions. With this law, it can reduce the spread of hoax information on online social media, especially in Denpasar City. This socialization is important in the process of overcoming hoax information on online social media, in this way we are able to instill good values and norms to social media users that the information is not necessarily flat in a positive sense, there is also information that contains sara issues and hate speech and contains hoax or false information, so in this case it is expected to be able to prevent similar actions. The results of the researcher's direct interview with informant Mr. Gede Wirakusuna as the Head of the Hoax Application Task Force in Denpasar city said that in the application of the TABOO system, the task force formed 6 teams, each of which has a different function and way of working. In addition, the team is also tasked with providing socialization in various places, for example in the campus, especially at the beginning of the admission of new students at universities in Denpasar as an effort to overcome hoax information outside the legal channels. In addition, cyber patrols are also carried out on online social media 24 hours. In addition, preventive and persuasive efforts are initial efforts made by the police to prevent the spread of hoax information by instilling good values or norms. This is intended to prevent the spread of hoax information on online social media. This socialization is expected to be able to reduce the spread of hoax information on social media, especially in Denpasar City. So this socialization is important because it more or less provides education to social media users to be more careful in spreading content that is not yet clearly known to be the truth of hoaxes in the city of Denpasar.

The results of this study are also about the factors that influence the countermeasures of hoax information in social media divided into two parts, namely inhibiting factors and supporting factors. Inhibiting factors that affect the handling of hoax information on social media include: (1) limited number of staff, (2) lack of

budget, (3) dense activities and workload, (4) limited information about hoaxes circulating and developing in the city of Denpasar, (5) low media literacy and public awareness to check and check information. In the inhibiting factors described above, there are solutions to overcome these inhibiting factors, including: (1) optimizing existing staff with help from other fields, (2) proposing new budgets, (3) creating schedules and work plans, (4) optimizing monitoring of trending topics on social media and online, (5) socializing the existence of TABOO applications and planning media literacy.

In addition, the inhibiting factor that is often found is that the perpetrator uses a fake account or fake account in carrying out his actions and then the tools used are not adequate to directly reveal who owns the account. Supporting factors include the existence of law of the Republic of Indonesia Number 19 of 2016 concerning changes to law Number 11 of 2008 concerning Electronic Information and Transactions. Then another supporting factor is the existence of a sufficient budget and finally there is assistance from the public regarding the perpetrator's personal data information because the community is more open than other parties. The most important supporting factor is the existence of Law of the Republic of Indonesia Number 19 of 2016 concerning Electronic Information and Transactions. After the law makes it easier to ensnare violators, the law is the first step as an effort to crack down on issues such as hoaxes, sara issues and hate speech. The supporting factor is that apart from the law that has been made by the government, namely law Number 19 of 2016 concerning Electronic Information and Transactions, there is also good cooperation and assistance from the community who are furious about the spread of hoax information on online social media.

Based on research conducted by researchers, namely to find out and understand the forms of hoax news spread through Facebook social media and also to find out the trust of the people of Denpasar City in news on social media, especially hoax news. Social media is currently growing and has its own types. One of the most famous social media and has many users today is *facebook*. Social media such as *Facebook* is one of the media that has the most and most popular users worldwide. According to the Country Director of Facebook Indonesia, Sri Widowati, facebook currently has 1.968 billion active users worldwide and Indonesia ranks fourth with 115 million users and almost 97% of facebook users access via smartphones or *gadgets* in 2017. Social media is used to interact and communicate with many people. But nowadays, social media like Facebook is not only used to communicate and interact, but also to share and seek information with each other. This is one of the advantages of using social media today. But as technology advances, many people abuse social media and use it for their personal or group interests. The following are the forms of hoax news on social media that have been analyzed by the TABOO application task force team at Department of Communication, Informatics and Statistics, Denpasar City, namely as follows:



Figure 3. the forms of hoax news on social media

Source: Department of Communication, Informatics, and Statistic, Denpasar City

#### **Description:**

An article circulated containing claims that China lied about the origins of the coronavirus. The article contains an explanation that the World Health Organization (WHO) discovered wildlife farms in China that were the source of the covid-19 pandemic.

#### **Narration:**

The information is claimed to come from the Intisari Grid website which cites the overseas science site Live Science on March 18, 2021.

#### **Explanation:**

Based on Tempo's fact-checking, articles containing claims that China lied about the coronavirus are misleading. The article is indeed taken from the quintessence of the Grid, only a small part and not thorough, so it lacks clear information. Grid's digest article also comes from Kompas.com news entitled "Where Covid-19 Came From, WHO Reveals the Results of its Investigation". However, in this news, there is no explanation that China is committing lies. The source of the coronavirus that causes covid-19 is still being traced by WHO.

#### **4. CONCLUSION**

Based on the results of research on "The Existence of the Hoax Application Task Force and Task at Department of Communication, Informatics and Statistics, Denpasar City, it can be concluded that the Existence of the TABOO Application Task Force and Task Force, consists of the existence of socialization, especially socialization given to students and the community as well as the supervision of all social media, especially the *Facebook* application. Through cyber patrols carried out by the TABOO Application Task Force team. In addition, there are functions and ways of working of each team from the six TABOO application task forces, namely: (a) The team for monitoring and verifying fake news (hoaxes) for the Office of Communications, Informatics and Statistics, Denpasar City: the team monitors social media and TABOO applications; (b) Data and content analysis team for the Office of Communication, Informatics and Statistics, Denpasar City is tasked with: monitoring the TABOO application if there is a report from the officer, the content

will be analyzed by searching for various sources; (c) The content creation team for the Office of Communication, Informatics and Statistics, Denpasar City is tasked with: creating graphic content or adding hoax stamps to hoax content; (d) The Content service and complaints team from the Office of Communication, Informatics and Statistics, Denpasar City is in charge of receiving public complaints about suspicious content reports; (e) The Communication, Informatics and Statistics Service application development team, Denpasar City is in charge of monitoring and evaluating the TABOO application, (f) The server management team for the Office of Communication, Information and Statistics, Denpasar City is in charge of ensuring that there are no server problems. Efforts to overcome hoaxes on social media by the Task Force of hoax applications Department of Communication, Informatics and Statistics, Denpasar City consist of 2 approaches, namely the Educational Approach and Approach and Cooperation. Inhibiting and Supporting Factors in Overcoming Hoax Information on Social Media by the Denpasar City Hoax Application Task Force, consisting of: (a) Inhibiting factors: limited number of staff, lack of budget, density of activities and workload, limited information about hoaxes circulating and developing in Denpasar City, low media literacy and public awareness to check and check information; (b) Supporting factors: the existence of Law of the Republic of Indonesia Number 19 of 2016 concerning amendments to Law Number 11 of 2008 concerning Electronic Information and Transactions. After the existence of the law makes it easier to ensnare violators, the law is the first step as an effort to crack down on issues such as hoaxes, sara issues and hate speech and there is assistance from the public regarding hoax news information on social media.

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