Effectiveness of Public Service Policy Based on Mobile Passport Application at Immigration Offices Class 1 Surabaya Immigration Checkpoints

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Abstract

The development of information technology and social media has brought about significant transformations in social interactions, creating a complex and inclusive digital space. However, the phenomenon of cancel culture in Indonesia creates complex ethical, social and political challenges. Cancel culture often triggers collective judgments that ignore principles of justice and social responsibility, exacerbating social polarization and expanding the space for extreme views. This study uses a descriptive qualitative approach to explore the dynamics of cancel culture, involving research subjects such as social media users, public figures, communication experts and political actors. The results reveal that the lack of regulation and digital literacy contributes to the manipulation of digital space, where acts of mass judgment are often repressive and used as a politicization tool. To overcome this challenge, a holistic approach is needed that integrates legal regulation with the strengthening of digital literacy that builds critical and ethical awareness in the digital space.

Keywords: Cancel Culture; Digital Space; Ethical and Political Dynamics

1. Introduction

The development of information technology and social media has brought about a significant transformation in people's social interactions, shifting the traditional public sphere to a more inclusive yet complex digital space. According to Habermas (1989) in Lele (2024), the public sphere is an arena where people can discuss common issues rationally, but in the digital context, this rationality is often displaced by collective emotions. Cancel culture is one tangible expression of this dynamic, where groups of social media users collectively "punish" individuals or entities that are deemed to violate social norms. However, this phenomenon often blurs the line between constructive criticism and mass acts of judgment, which can reduce digital spaces to arenas of conflict without substantive solutions (Kevin, 2023).

In Indonesia, this phenomenon reflects unique dynamics as it is mixed with local values such as shame culture and collective traditions. A study by Permata & Nurhadiyanto (2024) shows that cancel culture in Indonesian social media is often triggered by issues of ethics and morality involving public figures, with far-reaching consequences such as reputational damage to economic impact. However, without adequate regulation and digital literacy, digital space often becomes an arena for manipulation, both by individual users and political actors who want to utilize cancel culture for certain interests. This

emphasizes the importance of a critical approach to understanding this phenomenon, so that digital space can remain an inclusive and responsible platform for dialogue.

The cancel culture phenomenon in Indonesia puts people in a dilemma between the application of global digital norms and local traditional values that emphasize social harmony. The culture of forgiveness and gotong royong that characterizes Indonesia is often at odds with the repressive and punishment-oriented characteristics of cancel culture. This creates a tension between digital modernity and local traditions, where people must choose between upholding global norms or maintaining local values. As argued by Kurniawan et al (2022), in the local context, such phenomena often indicate an imbalance in the adoption of global values that are not fully aligned with local culture.

Furthermore, cancel culture in Indonesia is also often politicized, especially in the digital space which is dominated by actors with certain interests. In a political context, this phenomenon can be used as a tool to strengthen social and political polarization. For example, Hermiza's research (2022) shows that canceling actions against public figures are often driven by political buzzers to lead public opinion according to certain narratives. Thus, instead of being a means of upholding ethics, cancel culture often turns into an instrument of power. For this reason, collective efforts are needed, both from the government, social media platforms, and the community, to encourage digital literacy that emphasizes social responsibility and critical understanding of the dynamics of digital space.

In a social context, cancel culture often creates an atmosphere of uncertainty and anxiety in digital spaces, especially for individuals or groups who hold different views. This phenomenon can lead to a "chilling effect," where individuals choose to limit their expression to avoid potential public judgment. According to Syamsidar et al (2023), collective pressure in the digital space can encourage homogenization of opinions, thereby inhibiting critical and pluralist discussions. This is particularly problematic in a country like Indonesia, which has a diversity of cultures, religions and political views. Unbridled cancel culture risks excluding alternative narratives, reinforcing majoritarianism, and undermining the principles of deliberative democracy.

In politics, cancel culture is often used as a strategic tool to delegitimize opponents or control public discourse. A study by Anjarini (2020) shows that in Indonesia, cancellation actions against public figures are often triggered by organized political sentiment, especially ahead of elections or on controversial issues. The use of buzzers and coordinated digital campaigns further exacerbates the situation, as it allows political actors to create manipulative public perceptions. As such, this phenomenon not only threatens the integrity of the digital space, but also exacerbates social and political polarization. To face this challenge, it is important to encourage fair social media regulations as well as digital literacy that is able to raise public awareness of patterns of political manipulation in the digital space.

The lack of clear regulations governing the cancel culture phenomenon in Indonesia creates a gray area in law enforcement and digital ethics. Until now, regulations such as the Electronic Information and Transaction Law (UU ITE) have been mostly used for defamation or hate speech cases, but have not touched collective issues such as mass judgment (mass shaming) in the digital space. According to Fatimah et al (2024), the absence of a specific legal framework often leaves perpetrators and victims of cancel culture without adequate protection, so this phenomenon grows without control. As a result, the digital space becomes a field of conflict that not only harms individual reputations, but also creates legal uncertainty that impacts the freedom of expression of the wider community.

On the other hand, regulation alone is not enough to overcome the complexity of cancel culture without the presence of qualified digital literacy among the public. Digital literacy is not only about the technical ability to use digital devices or platforms, but also an understanding of the ethics of interaction, the social implications of digital actions, and the ability to recognize the manipulation of public opinion. As stated by Parry (2021), the low level of digital literacy in Indonesia makes people vulnerable to being involved in mob mentality, which often ignores the principles of justice and due process. Therefore, long-term solutions should include a holistic approach that integrates legal regulation with digital literacy programs that build ethical and critical awareness in the digital space.

2. Method

This research uses a descriptive qualitative approach to explore the phenomenon of cancel culture in Indonesia, focusing on the ethical, social, and political dimensions in the digital space. The research subjects involved 20 people, consisting of five active social media users, five targeted public figures, five communication experts or legal experts, and five political actors. Data were collected through in-depth interviews, social media content analysis, and documentation in the form of scientific articles and news. Data were analyzed using thematic analysis method, including reduction, categorization, and critical interpretation to understand the relationship between cancel culture and the dynamics of digital space. Validation was done through source triangulation to ensure the accuracy of the data. This research aims to provide in-depth insights and offer strategic recommendations to overcome the challenges posed by the cancel culture phenomenon in Indonesia.

3. Result

A. Ethical Dimensions of Cancel Culture in Indonesia
1. Collective Judgment and Social Impact

The cancel culture phenomenon in Indonesia poses significant ethical challenges, especially in the context of collective judgment that often does not consider the long-term impact on individuals or groups. Research methods involving in-depth interviews with social media users suggest that decisions made without considering principles of fairness and social responsibility risk creating unfair disadvantages for victims of cancel culture. An interview with a social media activist revealed that

"We often move based on momentary emotions without looking at the supporting facts, so many victims end up being harmed without the opportunity to defend themselves."

In this context, it is important to understand that any cancel culture action that is not based on critical thinking can widen the divide in society. In addition, research shows that critical attitudes and education about ethical values need to be improved so that people do not easily fall into judgment that harms individuals or groups. Social theory also emphasizes that the sustainability of social balance can only be achieved if the principles of justice and social integration are upheld in every action taken.

In addition, the lack of critical awareness of the social impact of cancel culture exacerbates the situation. The data obtained shows that many individuals involved in collective judgment do not fully understand the long-term implications of such actions. This is in line with the views of Rasyid et al (2023) who emphasize the importance of moral awareness in assessing individuals or groups in complex social contexts. In an interview with a sociology academic with the initials NF, he mentioned that

"The imbalance in the application of digital ethics creates a space where social polarities widen, and the most vulnerable individuals are often the first victims."

It is important to understand that collective judgment that is not based on facts and ethical principles can undermine social integration. Social media, which is often the main platform in this process, accelerates the spread of opinions that tend to be emotional and decontextualized (Suhendra & Pratiwi, 2024). As a result, victims of cancel culture often do not get a fair space to explain themselves or defend themselves from unfounded accusations. In addition, an approach that is overly based on social pressure can actually exacerbate the psychological impact on the individuals involved. Therefore, strengthening digital literacy and media ethics education is needed to face this challenge more effectively.

The use of social media as a tool to accelerate and expand collective judgment adds complexity in managing the social impact caused by *cancel culture*. Social network theory, such as that developed by Granovetter (1973), suggests that social media serves as a platform that accelerates the spread of collective opinion, which often ignores moral elements. An interview with a digital media expert revealed that

"Social media accelerates negative reactions with algorithms that prioritize viral content, so collective judgments are often not based on accurate or contextual information."

Thus, it is important to strengthen critical awareness and improve regulations that can direct cancel *culture practices* towards more ethical and constructive dynamics.

2. Absence of Regulation and Lack of Digital Literacy

The absence of clear regulations and low digital literacy are the main factors that worsen the cancel culture situation in Indonesia. The lack of rules governing the management of digital space makes people more vulnerable to the impulsive impact of collective actions that do not consider ethical aspects. According to Patahilah (2020), social media often functions as a space where social norms can be replaced by momentary interests, creating a less reflective environment and exacerbating the information gap. In an interview with a digital law expert, he revealed that

"Without clear regulation, society often sees only short-term impacts without thinking about the long-term consequences for the reputation or human rights of the individuals who are victims."

Furthermore, the lack of understanding of social responsibility in the digital world also exacerbates this situation. Individuals tend to go with the flow of public opinion without considering legal aspects or broader ethical impacts. In addition, social media algorithms designed to accelerate the spread of viral content make the process of collective judgment increasingly difficult to control (Sulianta, 2024). Therefore, strengthening digital literacy and developing regulations that support ethical awareness in the digital space are essential to creating a healthier and fairer digital space.

The lack of critical awareness of the social impact of digital actions is also a significant challenge in managing cancel culture. People tend to participate in collective judgment without fully understanding the impact, both emotionally and legally. This is in line with the opinion of Putri et al (2024), which states that low digital literacy can lead to unconscious involvement in practices that have the potential to harm others. In an interview with a digital communication practitioner, she stated that

"People often follow trends without examining the validity of the information or its impact on victims, which ultimately exacerbates the social stigma borne by certain individuals or groups."

In addition, low digital literacy also complicates the process of mitigating conflicts arising from cancel culture. Without an adequate understanding of digital ethics, people tend to be unable to fairly evaluate the situation faced by victims, thus further increasing social polarization. McQuail's (2011) mass communication theory asserts that in the digital age, unbalanced communication can create misperceptions and exacerbate conflicts between individuals or groups. In an interview with a social psychologist, he revealed that

"When people don't have a solid foundation in understanding digital ethics, they tend to muddy the situation, which ultimately creates prolonged conflicts in the digital space."

3. The Correlation Between Social Media And Impulsive Thinking Patterns

Research shows that social media significantly contributes to impulsive thinking patterns in cancel culture, where people tend to quickly participate without considering broader ethical aspects. This is in accordance with the spiral of silence theory developed by Noelle-Neumann (1984), which states that social media accelerates the process in which minority opinions are suppressed by dominant majority opinions (Fitransyah & Aswan, 2024). In an interview with an academic in the field of communication, he emphasized that

"Social media often stimulates impulsive responses that ignore diversity of views, resulting in an environment that does not support healthy discussion spaces ."

In addition, social media algorithms designed to increase engagement often magnify the polarity effect, encouraging quick emotional responses without in-depth analysis. This situation leads to the dissemination of information that is not always accurate or contextualized, exacerbating the inequality of understanding in society. The impact is increased social pressure for individuals who fall victim to cancel culture, without providing sufficient opportunities to correct or defend themselves. Therefore, it is important to develop regulations that pay attention to the balance between freedom of expression and protection of individual human rights in the digital world.

In addition, the impulsive thinking pattern that emerges in cancel culture is also reinforced by social media algorithms that prioritize viral content (Bangun & Kumaralalita, 2022). This algorithm creates a bubble filter that narrows the space for different voices, so that only the dominant majority opinion is visible. This is in line with the concept of algorithmic amplification described by Metzler & Garcia (2024), where algorithms play a role in magnifying the effects of impulsive trends that occur in the digital space. An interview with a digital technology expert revealed that.

"With algorithms that prioritize viral content, people often lose the ability to think critically and examine the long-term impact of impulsively taken decisions."

This process not only exacerbates information inequality, but also reinforces patterns of behavior that tend to be reactive without considering the broader context. Moreover, the dominance of algorithm-driven majority opinions can create strong social pressure for individuals on the minority side, pushing them to adapt quickly or risk losing relevance in the digital space. As a result, the impulsive process of cancel culture may result in wider repercussions, undermining social integration and creating communication gaps that are difficult to repair. Therefore, the strengthening of more transparent regulations and education on digital literacy are essential to address this challenge holistically.

The correlation between social media and impulsive thinking patterns in cancel culture also impacts the loss of diversity of opinion that should characterize an inclusive digital space. According to Habermas (1981), a healthy public space requires open dialogue and tolerance for differences, but in the context of social media, the dominant impulsive pattern leads to the elimination of various voices that do not fit the majority. In an interview with a digital rights activist, he emphasized that

"Social media often creates an atmosphere that is too intolerant of diversity of opinion, leading to one-sided judgments without considering alternative views."

B. Social and Plitical Dynamics and Cancel Culture in Digital Space

1. Polarization in Online Communities
The cancel culture phenomenon in digital spaces in Indonesia contributes to the formation of significant polarization in online communities. The imbalance of communication and the dominance of majority opinion trigger deeper conflicts between individuals or groups. This kind of polarization is in line with the Polarization Theory developed by Sunstein (2007), which states that social media accelerates social fragmentation through the formation of extreme groups that tend to reject different views. In an interview with a digital communication expert, he stated that.

"Social media is becoming an arena where healthy discussion is difficult to achieve, as the dominance of the majority group often prevents space for open and inclusive dialogue."

Moreover, social media algorithms that favor viral content reinforce this polarization by filtering information based on similar interests, thus deepening tensions between groups (Kuncoro &

Hasanah, 2024). As a result, individuals who try to defend different views are often subject to significant social pressure, leading to reluctance to participate in complex discussions. In this context, stricter regulations are needed to prevent the spread of hate speech and ensure that digital spaces remain inclusive and sustainable. By raising awareness of the importance of open dialog, it is hoped that online communities can be healthier and more harmonious.

In this context, social media acts as a platform that expands the space for groups that tend to be more radical, thus creating an atmosphere that does not support diversity of opinion. Based on the research, many individuals find it difficult to voice opposing views for fear of stigma or attacks from the majority group. This is in line with Yanti et al (2024), who stated that social media reinforces similarities of opinion within closed groups, thus deepening social inequality. In an interview with a social media activist, he revealed that.

> *"Groups that share similar ideologies tend to become increasingly isolated, and the space for diversity of opinion is getting narrower."*

Furthermore, social media algorithms designed to increase engagement often reinforce this pattern by filtering out disparate content so that it only displays information that matches the user's preferences. As a result, individuals who hold minority views not only lose visibility, but also feel that their voices are no longer relevant in online communities. This has the potential to create an atmosphere that restricts freedom of expression and hinders the process of inclusive dialog. Therefore, there is a need for more effective strategies to reduce polarization and encourage more open collaboration in the digital space.

In addition, the impulsive approach often applied in cancel culture further exacerbates this polarization. Social media algorithms that focus on viral content facilitate the spread of extreme opinions that further entrench polarization. According to Putri (2024), such algorithms create an environment that encourages individuals to participate in conflict without critically reflecting on its impact. In an interview with a social media user, she stated that

> "*social media algorithms further accelerate impulsive reactions that encourage one-sided judgments, ultimately exacerbating conflicts between groups in digital spaces.*"

2. Politics in the manipulation of public discourse

The political dimension of cancel culture in the digital space reflects how political actors utilize this phenomenon to control and dominate public discourse. In this context, social media becomes an effective tool to manipulate information to support certain political interests. According to Bourdieu (1991), this kind of manipulation involves the use of symbolic capital to control discourse, where certain symbols are utilized to direct public opinion in accordance with the desired narrative. In an interview with a political expert, he explained that.

> *"Politicians often use cancel culture to distract the public from more complex issues by creating more simple and emotional polemics."*

Furthermore, this pattern reinforces social tensions in society, where groups that oppose the majority political narrative are often targeted by cancel culture campaigns. In addition, social media allows for the rapid spread of information, making it difficult to effectively control its impact. As a result, victims of cancel culture often face long-term stigma that can damage their credibility in the public sphere. Therefore, it is important to develop more balanced mechanisms to manage this phenomenon, which take into account ethical and democratic principles in maintaining a healthy digital space.

Furthermore, the manipulation of public discourse through cancel culture also shows a pattern of using social media to create deep social polarization. This allows certain political groups to strengthen their image of dominance, thus creating divisions among the public. Susiang & Ghofur

(2024) emphasize that social media can accelerate social fragmentation by forming homogeneous groups that only accept information that aligns with their views. In an interview with a social media activist, he emphasized that.

> *"Many politicians are using cancel culture to strengthen their support groups by stigmatizing political opponents through personal attacks based on manipulated public opinion."*

However, this phenomenon also presents serious ethical challenges. Discourse manipulation carried out through cancel culture often leads to the elimination of individual rights to voice different views, thus creating injustice in the digital public sphere. Foucault (1977) mentions that power in discourse often uses the media to dominate public narratives, which ultimately sacrifices the rights of individuals who are victims of such attacks. In an interview with a digital rights activist, he stated that.

> *"power in discourse manipulation through social media is very dangerous because it can threaten freedom of expression and create a culture of fear that is detrimental to democracy."*

3. The Role of Digital Literacy and Regulation

The cancel culture phenomenon in digital spaces in Indonesia highlights the importance of strong digital literacy to counter its damaging impact on public communication. According to Van Djick (2013), good digital literacy is key in understanding how social media can be used ethically to maintain the integrity of public discourse. In an interview with a technology academic, he stated that.

> *"Without a critical understanding of how algorithms and social media work, society is vulnerable to opinion manipulation and deepening social conflicts."*

Furthermore, the lack of digital literacy makes it difficult for individuals to distinguish between valid and misleading information. This results in the increased spread of hoaxes and hate speech in the digital space, which exacerbates social polarization. Furthermore, with the increasing complexity of social media algorithms, people are often unaware of how their choice of content impacts their opinions. Therefore, education on digital literacy needs to be improved to provide deeper insights into the impact of social media use on social and political life.

Strengthening digital literacy is also needed to support effective regulations in managing the negative impact of cancel culture. Strict regulations are needed to avoid misuse of social media that can exacerbate social polarization. Without adequate control, social media can strengthen echo chambers that create gaps in healthy communication. In an interview with a social media regulation activist, he emphasized that.

> *"Effective regulation must involve public participation and a deep understanding of the dynamics of the digital space, so that the discussion space remains inclusive and fair."*

In addition, high digital literacy helps individuals to navigate the complexity of digital space without getting entangled in destructive cancel culture practices. Digital critical theory developed by Fuchs (2014) highlights the importance of critical awareness of the social and political impacts of digital activities. An interview with a digital journalist added that

> *"without conscious engagement in managing content, digital spaces can easily become arenas of conflict and intolerance, at the expense of free speech and healthy dialogue."*

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4. Conclusion

Cancel culture in Indonesia presents complex ethical challenges, particularly through collective judgment that often ignores principles of fairness and social responsibility. Social media accelerates the spread of opinions that are not always accurate or contextualized, contributing to social polarization and injustice towards victimized individuals. The lack of regulation and digital literacy makes it difficult to manage the social impact of cancel culture, which can exacerbate information inequality and expand the space for extreme views. In addition, impulsive thinking patterns reinforced by social media algorithms magnify the effects of polarity, creating significant social pressure on individuals who attempt to defend dissenting views. Strengthening digital literacy and more transparent regulation are necessary to create a more ethical and inclusive digital space. In the political context, the manipulation of public discourse through cancel culture deepens polarization and exacerbates social tensions, where individuals who counter the majority narrative are often targeted. Therefore, it is important to pay attention to ethical and democratic principles in managing cancel culture to keep the digital space healthy and sustainable.

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