Digital literation of citizens neighborhood association's WhatsApp group in response Covid-19 information

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ABSTRACT

This research aims to find out the competence of digital literacy of citizens to infodemic received through WAG neighborhood association 09 Dipowinatan. This research was conducted using qualitative interpretative research with research method of netgraph analysis. The data collection method used in this study was participant observation at the Dipowinatan neighborhood association on WAG. Research findings in this study are *infodemic* which occurred during the pandemic, also hit neighborhood association's WAG 09 Dipowinatan. Two more years passed the Covid-19 Pandemic in Indonesia. The Indonesian people, especially the residents of neighborhood association 09 Dipowinatan, are taking a new order in dealing with Covid-19, including experiencing an infodemic. Infodemic occurs because of digital media and social media, which is very fast in disseminating information to receive the information quickly. The information regarding Covid-19 was no exception that the residents of neighborhood association 09 Dipowinatan received through the WhatsApp Group (WAG) Thus, digital literacy is needed for residents in dealing with this infodemic situation. This situation does not rule out that the information is disseminated, the information included in the disinformation group. However, this situation can anticipate with the digital literacy skills that residents must select and sort out the right information during the infodemic. State apparatus through the Head of neighborhood association / hamlet, and religious leaders in practice in neighborhood association's WAG O9 can also be an alternative to mediating in situations if there is a debate in finding the truth regarding misinformation in WAG.
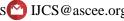
1. Introduction

Since the beginning of 2020, the world has been hit by Covid-19. As of this writing, the number of infected patients in Indonesia continues to increase. The last record of the Covid-19 Handling Task Force on January 18, 2021, confirmed patients reached 917,015 people counting from the first cases announced on March 2, 2020 [1]. Ten months passed the Indonesian people through life with a new order in dealing with Covid-19.

Covid-19 is a new virus that is known to have developed since the end of December 2019. The emergence of Covid-19 is thought to have originated from a city in China, namely the City of Wuhan in Hubei Province. This virus caused many people to die. With such consequences, Covid-19 caused a stir in the community. Until finally, at the beginning of the spread of Covid-19 in

Wuhan City, the local government stopped public transportation, even the Chinese New Year Holiday, until early February 2020. This effort was made to reduce the intensity of community gatherings, thereby reducing the spread of Covid-19 [2].

Responding to the emergence of Covid-19 that has hit all parts of the world, this situation has also triggered the emergence of an infodemic or UNESCO calls it a disinfodemic. Infodemic comes from the word information epidemiology-infodemiology. Infodemics are characterized by gaps between the evidence introduced by health experts in theory - and what the general public knows or believes in practice [3]. This discrepancy occurs due to the miscommunication of health from the health experts themselves in conveying health knowledge. With the intention of this information can change public health behavior, but the opposite happens. Mass media plays a role as the main source of information about the new coronavirus. Media plays a worldwide role in the tracking and updating of coronavirus diseases through the live updates dashboard. The media allows timely intervention by the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO), enabling a rapid and wide range of public health communication [4].

Experienced from the influenza pandemic in 2009, that there was a lack of communication guidelines on the risk of an outbreak that occurred at that time. The shortcomings that occur make it difficult to build trust in practice in the community, mostly since many issues have spread through the internet. This situation also occurs a lot in Indonesia, one of which is the distrust of Jerinx musicians in the existence of Covid-19. The musician was only released from prison in June after having served 10 months in prison for hate speech. He was found guilty after accusing the Indonesian Doctors Association (IDI) of being "flunkeys" to the World Health Organization (WHO) on Instagram, which he claimed during trial was out of frustration that pregnant women had to undergo unreliable rapid tests for COVID-19 prior to delivery [5]. Thus, guidelines and recommendations that can develop during a pandemic are needed, namely the long-term integration of efforts to build epidemic communication, make accurate and useful information via the internet, research in understanding communication to build trust, and establish guidelines and principles for understanding politics during the plague [6]. In this case, the source of information from the government needs to overcome the infodemic.

The infodemic state, which indicates by much information about Covid-19, should have happened. Moreover, scientifically, Covid-19 is a new type of virus that health experts have not recognized. As a result, this situation has become a trigger for ordinary people to use their social media and digital devices to discover the truth about Covid-19. in line with the research conducted by Graham, Avery, and Park that in times of crisis, such as during natural disasters, health crises, etc. the use of social media is increasing. [7]. However, this situation must anticipate the correctness of the information that social media users must accept. Moreover, most of the information obtained does not provide in-depth information but only on the surface.

The existence of communication technology can encourage public participation in political activities, transparency of government policies, and so on — able to direct movements for better social change. This participation also includes the community's efforts in seeking information related to preventing the spread of Covid-19 in their immediate environment. Public awareness of the existence of communication technology during the Covid-19 pandemic in finding out information. The is evidence by the amount of information obtained and disseminated through the social media they have. Higher education and trust in information from the government contributed to a decrease in confidence in the COVID-19 myth and false information. Trust in news from social media, interpersonal communication and scholars contributes to increased confidence in the COVID-19 myth and false information, which in turn contributes to less critical social media posting practices, thus exacerbating infodemik [8]. However, to anticipate much information that is not necessarily true due to irresponsible people who present much knowledge but the information is only superficial, The public is required to have the ability to access, select, evaluate, and use quality information in determining choices to act. These capabilities are used to respond to reports, especially information on the spread of Covid-19, known as news literacy skills. Meanwhile, according to Fuchs, the information is obtained through various applications, and social media as the last phase of internet technology development is referred to as digital literacy [9].

Friendly social media is widely used during pandemics like today as a source of information related to Covid-19, WhatsApp. In this case, WhatsApp is a phenomenal application with the most

users in the world-beating other messaging applications. Until now, approximately 1.5 billion people have downloaded and used WhatsApp [10]. WhatsApp's simple, personal, and secure features make users choose WhatsApp as their favorite messaging application. Not using credit but using an internet connection, users can send messages to other users easily. WhatsApp users can exchange multimedia in nature, such as photos, videos, documents, voice messages, and video calls. WhatsApp is also equipped with a group chat where the exchange of messages is carried out with more than one person in this feature.

Regarding Covid-19 information, WhatsApp can be used by the public in disseminating information to reduce the spread of the virus. Based on the data displayed above, WhatsApp is the most widely used application by people with all the conveniences and features. One of its features is the WhatsApp Group (WAG), which can spread information more widely because there are many WhatsApp users in it compared to being distributed through private networks. An example of a WAG is used for the benefit of residents through an residents of neighborhood association's WAG. Administrator of residents of neighborhood association can use WAG in disseminating information related to activities carried out within the community. Sometimes it is also used to share certain information that usually can be used well by residents. Since the Covid-19 case is currently on the rise, residents can disseminate information related to Covid-19 through the WAG. With diverse community backgrounds (social, cultural, educational, economic, etc.), their skills in accessing digital media such as smartphones may be accompanied by digital literacy skills. In the observations that the researchers have carried out to date, some of the members in the residents of neighborhood association's WAG have sent information based on the source of the truth, which is not traced first, also not a few share joking content in the form of meme's associated with Covid-19 into residents of neighborhood association's WAG, even sharing Covid-19 content that is related to political issues that tend to pit people against each other. Thus this research determine the digital literacy ability of citizens in response to the spread of Covid-19, which would be observed through residents of neighborhood association's WhatsApp Group (WAG) number 9 Dipowinatan.

2. Theorical Framework

Digital literacy is related to the user's ability to digest media content and the next competency, namely producing and distributing messages. In the context of new media, digital literacy is also marked by media convergence and new media users' interactivity. The user has shifted from a passive position to an audience with the flexibility to reproduce text independently thanks to several facilities owned by the internet [11].

Responding to the emergence of Covid-19 that has hit all parts of the world, this situation has also triggered the emergence of an infodemic or UNESCO calls it a disinfodemic. Infodemic comes from the word information epidemiology-infodemiology. Infodemics are characterized by gaps between the evidence introduced by health experts in theory - and what the general public knows or believes in practice. [3]. This discrepancy occurs due to the miscommunication of health from the health experts themselves in conveying health knowledge. With the intention of this information can change public health behavior, but the opposite happens.

Falsehoods have been shown to spread faster. In addition, misinformation can have negative effects in the real world. Misinformation on social media, thus requires greater action from those working in public health research and practice. "Misinformation about health" is a false claim of health-related facts based on current scientific consensus. The sheer number of information poses challenges to health communication, including conflicting or conflicting findings, changing evidence, and information involving high levels of uncertainty [12].

Infodemic or disinfodemic is also marked by the confusion of medical knowledge for the public from Covid-19 itself due to the spread of rumors and false evidence related to Covid-19 [13]. The Covid-19 pandemic should be balanced with the quality of news from reliable sources for the public interest so that the public can use this information appropriately in the face of the Covid-19 pandemic. While the information being spread is already wrong, this is even more toxic than Covid-19 itself. *Infodemic* happened because of the distribution of information related to Covid-19 from digital media and social media [14]. With digital media and social media characteristics that are very fast in disseminating information, everyone can quickly receive this information. Regarding the unstoppable distribution of Covid-19 details, this is possible for specific individuals to be misused in

making news that is disinformation for their personal and group interests. The principle of capitalism, which is carried out regularly, supported by good resources, and strengthened by automatic technology [15] makes the person's information no longer objective. And digital literacy is needed in the face of this situation.

3. Method

This research was conducted using a qualitative interpretive approach, in which the researcher gets a better understanding of the subject at hand [16]. This type of research is qualitative research. Research that is allocated to self-activity as an observer as well as a participant. Qualitative research includes the use and collection of a wide variety of empirical data, namely personal experiences, interviews, observations, and interactions, which can describe routine and difficult moments and meanings in an individual's life. The research subject in this study is the WhatsApp Group, which residents in sharing citizenship information use. Meanwhile, the object of research in this study is the digital literacy ability of citizens in receiving and responding to information and news related to the spread of Covid-19, which is currently being discussed by the public. Thus the research method used in this study is netnography.

Netnography comes from the words internet and ethnography, which briefly can be interpreted as ethnographic methods carried out by investigating life in the virtual world of the internet. In particular, netnography is an online participant observation research, where a computer mediates communication as the data source. Netnography is also called digital ethnography or virtual ethnography [17].

The location of this research is in Yogyakarta. The data collection method used in this study was participant observation at the Dipowinatan through residents of neighborhood association's WhatsApp Group. Data collection was carried out with archival data by collecting all the residents' conversations at the residents of neighborhood association's WAG from the beginning of the implementation of activities from home, both work, and school, namely in March 2020.

This research data analysis method is describing everything in the data. The research process is carried out continuously, starting from the data collection stage, selecting the data to be used in the analysis stage, then data analysis, which is carried out simultaneously during the research process, until finally, it can conclude. The data that has been collected is analyzed by describing, conceptualizing, then compiling.

4. Results and Discussion

4.1 Residents of neighborhood association 09 Dipowinatan and WhatsApp Group

Residents of neighborhood association 09 Dipowinatan consist of 30 families, but those who join the residents of neighborhood association's WAG 09 Dipowinatan consist of 40 people. In general, the residents of neighborhood association 09 are native residents of the Dipowinatan area. Information on the educational background of the residents of neighborhood association 09 who are members of the WAG consists of S1, SLTA, SMP, and SD graduates. The number of high school graduates dominates all citizens' educational background compared to those who graduate from S1, SMP, and SD. Forage data, Dipowinatan residents who join the WAG consist of those aged 30-35 years (15%), 40-45 years (45%), and 50 years and over (40%). Meanwhile, the information came from employment. Residents of 09 Dipowinatan were dominated by work from the entrepreneurial sector.

Residents of neighborhood association's WAG 09 Dipowinatan was created on November 17, 2017. The background behind the creation of residents of neighborhood association's WAG 09 Dipowinatan was to disseminate information to separated residents. The residents of neighborhood association 09 area has a larger area with a higher number of family heads than other residents of neighborhood association in the vicinity. Besides, before the Head of the residents of neighborhood association's management, which is currently led by Mr. AR (initials), financial did not convey financial information. This situation triggers civic activities to become obstructed, community distrust of residents of neighborhood association officials, and residents not united when activities require community cooperation. With the creation of this WAG, it can be a means of submitting

financial reports to maintain citizen trust and transparency better. That way, the residents of neighborhood association's management can periodically report financial reports to residents through the WAG. Besides, the presence of a WAG among residents of neighborhood association 09 makes the residents more often communicate via WAG, discuss discussions for residents of neighborhood association's needs, etc. This is in line with what Nasrullah conveyed that discussion arenas in the 18th century, such as cafes, salons, or other gathering places, were used as an arena for public discussion. However, currently, an internet provides various virtual arenas (virtual space), such as various messaging applications such as WhatsApp [18]. Besides, WAG is a platform in the middle of the digital era as it is currently replacing conventional invitation letters when there are civic activities. Activity information can be conveyed to residents easily via WAG.

4.2 Activities of the residents of 09 Dipowinatan during the Pandemic

The existence of a WAG, which has been accompanying residents for four years, has resulted in residents becoming accustomed to conveying all information through the WAG. The most felt benefit from having a WAG is that information is transmitted to residents faster than before there was a WAG. All civic activities such as routine weekly / monthly program at village level to educate women on various aspects of family welfare, integrated services post, mosquito larvae monitoring officers; annual activities leading up to August 17, visiting people who are sick, visiting people who have died, data on residents who have received assistance from the government; resident management is always reminded, and the information is conveyed through the WAG. Moreover, situation during a pandemic like this time, WAG is needed by residents. With the WAG, residents can find out the latest information regarding the spread and prevention of Covid-19.

During the ten months of the pandemic, WAG was used by residents as a forum to coordinate what matters were needed to reduce the spread of Covid-19. As in the early months of activity restrictions, the RT 09 area experienced theft of domesticated birds. The pandemic has made several groups of people commit criminal acts due to squeezed economic conditions that have resulted in a criminal action. To anticipate criminal acts, the residents proposed to build a portal fence at every access to and through resident of 09 and revive patrolling activities (which have not existed for a long time). The portal fence will be opened and closed at certain times to minimize crime. The proposal to build a portal fence at the beginning of the pandemic was realized through donations from all residents of 09. Ronda activities are activities that have been revived since the pandemic. After so many years, residents have never routinized this activity. For patrolling activities, the implementation is devoted to fathers. The resident's management makes a schedule based on your activities. Other activities carried out and coordinated through WAG during the pandemic were spraying disinfectants throughout 09 residents' homes needs such spraying.

Restrictions on community gatherings during the pandemic resulted in reduced or even non-existent "make-up" activities that residents usually do. "Make-up" activities are not only negative actions because, through this activity, but it can also spread new information among residents quickly to other residents. WhatsApp is again replacing the position of conventional activities such as "make-up" among citizens. As with the conveyance of information, residents of neighborhood's WAG presence among residents is a substitute for meeting these activities. Through the WAG, expressions were shown by informing the residents of 09 that residents of neighboring were confirmed positive for Covid-19. It's just that those concerned are a small child, a mother, and a father who find it challenging to limit himself from touching other residents. Not stopping at conviction to avoid confirmed positive residents for Covid-19, residents of 09 through WAG assisted for confirmed residents by collecting voluntary funds and some foodstuffs to give to these residents. WAG during the pandemic became a very reliable space for residents of 09 when there were efforts to reduce gathering activities to minimize the spread of Covid-19.

4.3 Classification of Messages Shared in Residents of neighborhood's WAG

The Covid-19 pandemic during the last ten months has undeniably left a new order experienced by Dipowinatan residents, especially residents of neighborhood 09. In anticipating the wider spread of Covid-19, the regional government has not implemented a Yogyakarta lockdown policy. However, all activities, such as teaching and learning activities from kindergarten to college level are carried out online (online). Likewise, for several sectors of work carried out online or implementing a picket system alternately every day.

With the new order that has to be done, there is not much that the community can do to reduce the spread of Covid-19. Several community groups are the groups affected by the Covid-19 pandemic, such as not getting income because they do not sell/work, being laid off from work, getting a salary discount policy from the workplace, and so on (observations and interviews of researchers in the Dipowinatan environment). Another thing that also felt at the beginning of the Covid-19 emergency response period was that the public got much information regarding Covid-19 from social media, one of which came from social media such as WhatsApp—likewise experienced by community members who are members of the residents of neighborhood's WAG 09 Dipowinatan. Usually, the residents of neighborhood 's WAG is used to convey information related to activities concerning citizenship. However, during a pandemic, WAG conditions become infodemic. The infodemic on the WAG of residents of neighborhood was marked by much information related to Covid-19 that was sent. The amount of information that comes into residents of neighborhood's WAG 09 is influenced by Albarran's supply-demand theory, that the cheaper and easier for the audience to consume content, the more interested the media that produce the content are. (Albarran in Nasrullah, 2013). Moreover, the situation is like the current Covid-19 pandemic, triggering the media industry to produce as much Covid-19 content as possible for citizens. Based on researchers' observations during the first ten months of the pandemic, residents of neighborhood's WAG 09 Dipowinatan experienced ups and downs of the Covid-19 infodemic. The following are the results of the researcher's analysis of the number of Covid-19 infodemic at WAG RT 09 Dipowinatan:

Table 1. Table 1. WAG Message Classification

No.	Month	Lots of news shared about Covid
1.	March	67
2.	April	45
3.	May	12
4.	June	18
5.	July	7
6.	August	6
7.	September	9
8.	October	2
9.	November	16
10.	December	25

The table above shows that at the beginning of the Covid-19 pandemic, March residents of neighborhood's WAG 09 Dipowinatan experienced a very large infodemic compared to other months. This is shown by the large amount of information related to Covid-19 in March 2020, distributed in residents of neighborhood's WAG 09 Dipowinatan, namely 67 messages/chats. According to researchers, this situation is natural considering that Covid-19 is a new virus that has never been studied by health experts before. Especially at the beginning of the pandemic, no vaccine could prevent the spread of Covid-19. This argument is corroborated by Graham's opinion in his research, that in a state of a health crisis like now, the use of social media is increasing [7]. Apart from the state of the Health crisis as studied by Graham, the emergence of a lot of information also occurred when a disaster occurred. Information can come from any direction and make many people want to share that information before checking the information [19]. The potential role of media as actors in the public health system, namely how it can use its presence and power to lead to the mobilization of social action that creates health conditions. In addition, the news media can put health issues on the national public agenda and can catalyze actions at the national and local levels [20]. It needs greater efforts from commentators, journalists, and guests in conservative media to report verifiable information about pandemics. The results also suggest that social media platforms should be more aggressive in lowering, blocking, and warding off claims about the COVID-19 vaccine, claims about wearing masks, and conspiracy beliefs that have been judged problematic by public health authorities [21]. The current situation is no exception, community participation through communication technology, through the WhatsApp application, is carried out by disseminating information about Covid-19.

April is the second month for the most Covid-19 infodemics at residents of neighborhood's WAG 09 Dipowinatan from the first ten months. The number of messages regarding Covid-19 in April 2020 was 45 messages. April is the second month to limit the pandemic's initial activities in

Indonesia, especially Yogyakarta City. In the following months until November, the Covid-19 infodemic showed less than in the two months at the beginning of the pandemic. This happened because the public started to get used to the new order, new habits, and with all the information about Covid-19 for the first two months. However, at the end of the year in November and December when confirmed cases of Covid-19 in Yogyakarta increased again, the infodemic at residents of neighborhood's WAG 09 Dipowinatan again showed an increase in infodemic.

To find out the distribution of messages regarding the Covid-19 infodemic on residents of neighborhood's WAG 09 Dipowinatan, the following is an explanation of the message classifications that researchers can group from observations during the last ten months the pandemic. The classification of information disseminated through residents of neighborhood's WAG 09 Dipowinatan during March as the highest month of messages/chat about Covid-19 based on the contents of the message consists of:

Table 2.   Classification of messages based on content

No.	Classification based on message content	total
1.	The message is in the form of instructions from the government and its devices	16
2.	The Messages in the form of the latest information, recipes, instructions, and likes.	45
3.	Messages are memes	6
	Total	67

The first message classification, namely messages in the form of instructions from the government and their instruments, is the only message classification that can be trusted to be true if observed based on information sources. The government's instructions are usually distributed in .pdf format, usually a circular/instruction letter. The circular/instruction that is meant to be distributed to the residents of neighborhood's WAG is generally accompanied by letterhead and signed by the regional official who issued the circular/instruction. Besides, before the circular letter is circulated, a verification process is carried out by the agency/institution that is the author of the circular letter [22]. The following is an example of a circular/instruction that was distributed to the residents of neighborhood's Dipowinatan WAG regarding Covid-19 in the form of an instruction letter from the Governor of DI Yogyakarta. Instruction from the Deputy Mayor of Yogyakarta, which is not in the form of an official letter with complementary forms such as letterhead and the signature of the Deputy Mayor as the party issuing the instruction, and not in .pdf format. The message containing the instructions is also a message/chat forward from another sender, then sent back to residents of neighborhood's WAG 09 Dipowinatan. The characteristics of the message above, which carries the name / on behalf of the Deputy Mayor of Yogyakarta but without any official letter guidance in general, indicate that the message can be questionable to the information's correctness. This is because the message's information source is not clear and comes from forwarded messages from unknown senders.

For the second message classification, namely messages including information related to recipes/instructions, the latest information related to the spread of Covid-19, and the like, which occupied the most message classifications during March. The number of messages with this classification was 45 messages during March. The message classifications that dominated in the early March of limiting the activities of the Coivd-19 pandemic. This message based on information needs that citizens felt needed by citizens in responding to the readiness of the spread of Covid-19. Because Covid-19 is the latest type of virus that has not been clinically tested, some efforts are naturally made by residents to share information that can not be exposed to the virus. As explained by Kurnia in the book Respond and Wise in Sharing Information on Natural Disasters through the Chat Application, there is a tendency for circumstances that occur during natural disasters. The information will come from all directions [22]. This trend is the same as what happened during March 2020 — that information related to Covid-19 came from all directions at residents of neighborhood's

WAG 09 Dipowinatan. The ones who sent the infodemic were 09 residents who were members of the WAG. The infodemic received was then distributed back to the WAG. The infodemic that is distributed is usually obtained from other WAGs that residents follow. However, in distributing back to the residents of neighborhood's WAG, the sender, in this case, the citizen did not make any efforts to cross-check the accuracy of the information being shared. Availability or renewal of the latest WhatsApp application, which can identify if a message sent is a message that WhatsApp users have sent many times to other users marked with "forwarded many times."

Then the message which is shrouded in a political statement as supporters of the Anies Baswedan camp as the Governor of DKI Jakarta. However, the point in this message is that it contains recommendations for preventing the spread of Covid-19 for all residents of Jakarta and its surroundings. Regarding messages that contain political elements, the residents of neighborhood's WAG 09 Dipowinatan has unwritten but firm rules, namely that the contents of the message are welcome to be shared into the WAG on condition that they do not contain political elements. This regulation was made to uphold harmony between residents.

The third message classification is a message in the form of a photo containing a meme. A meme is an expression of feelings conveyed through visual media. Memes are a renewal of the language used long ago called neologism. By Richard Dawkins, this term was popularized by the mention of "meme," which comes from the words "mime" and "mimic"[23]. If referring to the meaning of memes conveyed by Shing, meme images is expressions of despair made by meme-makers regarding the large amount of information that is spread regarding Covid-19, both through conventional and digital media. Moreover, Covid-19 is a new type of virus for which there is no vaccine as an antidote and the consequences caused by this virus if comorbidities from exposed people accompany it.

4.4 Digital Literacy for Citizens of Residents of neighborhood 09 Dipowinatan

Based on the message/information data related to Covid-19 that entered the residents of neighborhood'S WAG 09 Dipowinatan above, the frequency of messages/information can be high. Moreover, those entered in the first two months of the limitation period for community activities, namely March and April 2020. If it is observed based on the source of information from the messages that enter residents of neighborhood'S WAG, the source of information is dominated by messages whose source is not clear. Besides, the messages sent are messages that have been sent many times from the previous sender in another message room. There are recommendations made to respond to the urgency of handling disinformation during Covid-19 in Indonesia, such as initiating digital literacy and media literacy in the national education system [24]. Suppose it is related to Japelidi's unique literacy competencies. In that case, there are ten competencies, namely accessing, selecting, understanding, analyzing, verifying, evaluating, distributing, producing, participating, and collaborating [22] the source of the information that comes in through WAG is dominated by sources that are not clear about the truth, so this shows that the second competence of selecting is not owned by the sender who sent the information. The absence of a second competency possessed by the sender at WAG may be related to the sender's educational background, whom high school graduates dominate. The sender cannot select and sort information obtained from new media in connection with this educational background. This evidence shows that the high growth of media as it is today is not matched by humans' ability to improve their digital literacy competencies. [25], thus ignoring digital literacy skills.

Digital literacy is related to the user's ability to digest media content and the next competency, namely producing and distributing messages. In the context of new media, digital literacy is also marked by media convergence and new media users' interactivity. The user has shifted from a passive position to an audience with the flexibility to reproduce text independently thanks to several facilities owned by the internet. [11]. This context is consistent with what happened to residents of neighborhood's WAG 09 during the pandemic. Billions of people are in lockdown and isolation around the world. Most have easy access to the internet which has helped share information about pandemics. However, information overload during the current COVID-19 pandemic has posed new

challenges. There are "infodemiks" where fake news, conspiracy theories, magic drugs and racist news are shared [26]. An infodemic marked by the large number of messages that entered WAG as a form of freedom for citizens to distribute texts related to Covid-19. It's just that this flexibility is not balanced with the mastery of the ability to deepen knowledge and also emotions in using digital media and devices, including the internet.

The freedom for citizens to distribute text related to Covid-19 is also influenced by digital media users' character based on age groups. Based on New York University and Princeton University's research results, the most hoax spreaders are fronted by digital media users over 65 years of age. This happens because this age group is a digital immigrant group. This group is characterized by being born before the emergence of technology to adapt when many technologies emerge every time. One of them is they ignore the truth of the information received from their digital devices and then immediately share the information with other users.

Disinformation that occurs during the pandemic through residents of neighborhoos WAG 09 can be anticipated by residents who have health literacy strategies to support this ongoing multidisplinary work and how fact-checking processes take place [27], and one of the residents who work as a municipal police units who acts to curb people who do not apply health protocols. In this case, the Head of resident 09 often intervenes if there is questionable information. In practice, the Head of resident 09 did not confirm the information's correctness but mediated the debate among residents with different opinions due to the spread of disinformation in the WAG. Apart from the head of the residents of neighborhood, the regional religious leaders of residents of neighborhood 09 also took a role in mediating differences of opinion among residents when there was disinformation that occurred in the WAG. Finally, one of the residents who is predicated as the municipal police unit's Yogyakarta Regional, in this case, also often mediates the disinformation that occurs in the WAG.

News is one of the pieces of information obtained from various media that is important and directly related to the quality of democracy in a country. Deepfakes may contribute toward generalized indeterminacy and cynicism, further intensifying recent challenges to online civic culture in democratic societies [28]. This is because news can occupy itself as an essential issue currently happening in society. The quality of information will significantly determine how the quality of life for its audience. Factors related to systematic information processing are also related when citizens view their leaders during crises, such as that the behavior of a political leader, exemplary former U.S. President Donald J. Trump, also encourages the sharing of misinformation from COVID-19 [29]. By getting quality news related to important issues that occur in a society, which eventually becomes new knowledge for the community itself, the community as an audience can make the right decisions in dealing with related issues. Thus, citizens need to be smart in choosing quality news because it will indirectly produce intelligent thinking, behaving, and acting (Anderson & Lee, 2020). Moreover, picking and choosing news/information in a virtual world, where the internet becomes a new medium in everyday life, requires understanding and user agency because technology is only a tool that does not determine how we should act [31].

5. Conclusion

Infodemic which occurred during the pandemic, also hit residents of neighborhood's WAG 09 Dipowinatan. This situation does not rule out the possibility that the information that is disseminated includes the information included in the disinformation group. However, this situation can be anticipated with the digital literacy skills that residents must select and sort out the right information during the infodemic. In addition to the digital literacy skills that every citizen, state apparatus through the Head of residents of neighborhood / hamlet, and religious leaders in practice in residents of neighborhood's WAG O9 can also be an alternative to mediating in situations if there is a debate in finding the truth regarding misinformation in WAG.

Acknowledgment

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