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Legal Challenges in The Age of Social Media: Protecting Citizens from Misuse of Information

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Abstract: Globally, information and communication technology has altered human behavior, resulting in rapid and substantial social change. While this has some positive ramifications, it also generates legal complications and adverse effects, particularly in regard to safeguarding the public from the improper dissemination of information via social media platforms. The escalating concern surrounding the dissemination of inaccurate information, defamatory remarks, and assaults on the internet has generated an immediate necessity to devise efficacious legal remedies. This issue emerges in tandem with the growing incidence of information abuse on social media platforms, which has the potential to detrimentally impact individuals' personal integrity, reputation, and security. The purpose of this research is to identify and assess the legal issues that emerge in the social media age, with an emphasis on safeguarding the public from the improper use of information. A descriptive method with a qualitative approach was utilized in this study to identify emerging patterns in the legal challenges encountered by the community and to comprehend the existing legal context. Additionally, the study will investigate the perspectives of the general public regarding current legal protections and possible enhancements to social media. The analytical methodologies employed encompass information synthesis, document analysis, and comparison. The findings draw attention to deficiencies in the current legal structure and propose revisions to policies to tackle emergent issues. With any luck, this research will aid in bolstering the legal safeguards that protect individuals from the dangers of information abuse in the age of social media.

Keywords: Legal Protection; Social Media; Misuse of Information;

1. INTRODUCTION

Information and communication technology has changed human behavior globally which has caused significant and rapid social change. The development of information technology can improve performance and productivity because it allows the performing of various activities quickly, precisely, and accurately. The development of information and communication technology also results in the absence of boundaries of a region (borderless) (Rasji et al., 2023; Veno et al., 2021). The technology created develops along with human needs to make life easier than before. Rapid changes in information technology towards the advancement of globalization have an impact on almost all aspects of people's lives. The advancement and development of technology has had a lot of influence on all aspects of people's social life (Arrasuli & Fahmi, 2023)

Social media has become a phenomenon that dominates people's daily lives, bringing about significant changes in the way people communicate and interact. Despite its positive impact, the existence of social media also poses serious legal challenges, particularly with regard to protecting citizens from potential misuse of information. The phenomenon of spreading false information, slander, and insults online is increasingly troubling, creating an urgent need to formulate effective legal solutions. This problem arises along with the increasing prevalence of acts of misuse of information on social media, which can negatively affect the personal integrity, reputation, and even security of citizens (Pertiwi et al., 2022). In the context of this research, it is important to recognize that the development of technology and social media has outpaced the capacity of existing legislation, creating an urgent need to evaluate and update the relevant legal framework.

The rapid development of social media is characterized by the emergence of various kinds of social media such as Facebook, Twitter, Instagram, Line, and so on. Social media provides convenience in communicating and interacting with its users without having to be face-to-face which is not limited by space and time. Amid the widespread use of social media, user information on social media can be easily obtained, including information. As a state of law, the Republic of Indonesia should protect the rights of its citizens. This is part of the human rights guaranteed in the 1945 Constitution as stated in Article 28D paragraph (1) which states that: "Every person is

entitled to recognition, protection, and certainty of a just law and equal treatment before the law" (Adhan et al., 2022).

To tackle the problem of security and protection of personal data, the government also established Law Number 19 of 2016 concerning Amendments to Law Number 11 of 2008 concerning Electronic Information and Transactions (ITE Law). However, along with the rapid development of technology, currently, these provisions are deemed insufficient to solve legal problems that occur, especially regarding the protection of personal data on social media platforms (Perdana & Yusuf, 2020).

One example of a case of theft of information or personal data in Indonesia occurred on 12 May 2021, 279 million Indonesians' personal data information was leaked and sold on a hacker forum by an account called Kotz. The data that has been leaked contains the full name of the Identity Card (KTP), telephone number, email, Identity Number (NID), domicile, and income. 20 million of them are complete with personal photos of Indonesian residents. An account called Kotz provided 1 million data samples for free by providing 3 links with passwords required for the links (Anugerah & Tantimin, 2022).

This topic is important to research because Indonesia is currently in an era of development where every layer of society's activities is very dependent on technology and digital communication where there needs to be concrete and clear rules in providing legal protection for the data owned by each community, especially if there is misuse, especially in social media platforms. This research will focus on the legal protection of personal data against misuse of information on social media platforms carried out by social media users themselves because this has been too rampant but the protection has not been maximized and low public awareness of protection makes this problem necessary to continue to be studied (Yunita, Yanuar Margiyanti, et al., 2023).

Past research shows that legal challenges in the social media era include efforts to protect citizens from the misuse of information. Some issues include privacy protection, the spread of fake news, and the social impact of harmful content (Manan, 2019). The law must evolve in line with technology to respond to the need to protect individuals from these threats. Challenges include identifying legitimate sources of information, enforcing privacy boundaries, and enacting effective penalties against abusers. Legal solutions involve stricter regulation, enforcement against offenses, and efforts to improve digital literacy (Kurnianingrum, 2020).

The urgency of this problem lies in the need for optimal legal protection of citizens in the face of the risk of misuse of information in the era of social media. This research is also supported by the results of previous research which show that legal issues related to social media are not only local but also a global phenomenon that requires a planned and holistic response (Yunita, Margiyanti, et al., 2023). Therefore, this research aims to identify, analyze, and propose solutions to the legal challenges faced by society in dealing with the misuse of information in the social media era, with the main focus on protecting citizens from the negative impacts that may arise.

2. Research Method

The research method used in this study is a descriptive method with a qualitative approach. This research will describe in detail the legal challenges that arise in the social media era, particularly concerning protecting citizens from potential misuse of information. The qualitative approach will allow researchers to deeply understand the existing legal context, citizens' perceptions of the threat of misuse of information, and its impact on society. Qualitative analysis will be used to understand the existing legal context and identify emerging patterns in the legal challenges faced by the community. The research will also explore citizens' perceptions of existing safeguards and potential improvements in the legal system related to social media.

Methodology is a method or technique in the research process itself which is defined as an effort in the field of science that is used to obtain facts and principles with patience and care, and systematically to realize the truth (Perdana & Yusuf, 2020). By using a descriptive approach, this research will present findings in the form of detailed and in-depth narratives, clearly describing the legal challenges in protecting citizens from misuse of information in the era of social media. The qualitative approach will provide a deeper understanding of the subjective experiences and views of stakeholders, contributing to a more holistic understanding of the issue under study.

3. Results and Discussion

3.1. Source Identification Challenge

The challenge of identifying information sources in the era of social media creates deep complexity in people's efforts to obtain valid and accurate information. This phenomenon arises as a result of the development of information technology and the wide penetration of social media,

where the speed and volume of information produced and disseminated is very high (Setyo Utomo, 2017). In this context, the difficulty in distinguishing between facts and opinions is one of the main challenges faced by society.

The importance of identifying reliable sources of information is becoming increasingly clear given the amount of fake news or disinformation that spreads through social media. The presence of fake news not only threatens the integrity of information, but can also have a serialism impact on public opinion, government policy, and social stability (Cahyono, 2016). Therefore, a discussion of the challenges of identifying information sources needs to involve an in-depth understanding of the factors that cause these difficulties and the efforts that can be made to overcome these problems.

One important aspect of this challenge is the dissemination of information on social media without adequate validation. In this context, the source of information often cannot be verified quickly or easily. The speed of information dissemination on social media, often without adequate verification and validation, creates an environment where fake news can easily go viral before it can be prevented or corrected (Setyo Utomo, 2017).

In addition, information manipulation is a serious problem in identifying the source of information. Social media provides a platform for those who want to spread a particular narrative or manipulate public opinion. As a result, people face the challenge of determining whether the information they receive truly reflects reality or is merely a subjective representation of events (Setyo Utomo, 2017).

The role of algorithms in determining the appearance of content on social media also creates its own challenges (Enke & Borchers, 2021). These algorithms can create filter bubbles, where users tend to be exposed to information that aligns with their own views. This can reinforce existing beliefs and views while reducing exposure to alternative viewpoints (Wang et al., 2020). Identifying sources of information therefore becomes more complicated as people tend to get caught up in the polarized information loop (Dahlgren, 2021).

Efforts to address this challenge involve various parties, including social media platforms, governments, and society as a whole (Imran et al., 2020). The development of more transparent and fair algorithms, public learning on better media literacy, and law enforcement against the spread of disinformation are some of the steps that can be taken to improve the identification of valid and accurate sources of information. The importance of building critical skills in society to identify and assess information encountered on social media also needs to be emphasized (Carmi et al., 2020; Polizzi, 2020; Vraga & Tully, 2021). Media literacy education that includes the development of critical analysis skills, understanding of context, and fact-checking can be a long-term solution to reduce the negative impact of the challenges of identifying information sources in the social media era (Yudha, 2017).

Along with that, there needs to be cooperation between the government, law enforcement agencies, and social media platforms to create an adequate legal framework to address the spread of false information and protect the public from its negative effects. Consistent and effective law enforcement can be an important filter to ensure that information disseminated through social media meets truthful and trustworthy standards. Overall, the challenge of identifying sources of information in the age of social media is complex and requires an integrated approach. By involving the active participation of the public, the development of more sophisticated technologies, and improvements in the regulatory framework, it is possible to reduce the negative impact and increase public trust in the information they obtain through social media (Hasibuan et al., 2021).

The analysis provides a comprehensive view of the challenges associated with identifying reliable information sources in the age of social media. Acknowledging the impact of fake news, information manipulation, and algorithmic influence, underscores the need for collaborative efforts from various stakeholders. Initiatives such as transparent algorithms, media literacy education, and legal frameworks are essential for mitigating these challenges and fostering a more trustworthy information environment. The emphasis on public engagement and critical skills highlights the collective responsibility in addressing this complex issue.

3.2. The Role of Social Media Platforms

The role of social media platforms in the modern context has become a critical aspect of social, political, economic, and cultural transformation. As a means of online interaction, these platforms play an increasingly profound and complex role in shaping the dynamics of global society. The main role of social media platforms can be outlined in several key dimensions (Cahyono, 2016).

In the first dimension, social media platforms act as facilitators of global connectivity. They provide a medium for individuals from different parts of the world to interact, share ideas, and

build relationships. By facilitating the exchange of information, these platforms open the door to cross-cultural communication that supports global understanding (Pujianto et al., 2018).

Furthermore, social media platforms have become a platform for political participation and opinion expression. Technological developments have given people greater access to participate in public discussions and express their political views. These platforms have opened up space for social movements, allowing certain groups to voice their demands and mobilize support. In the economic realm, social media platforms have become an important vehicle for online marketing and business. They provide opportunities for companies and individuals to build brands, advertise products or services, and reach a wider audience. (Djafar, 2019). This phenomenon creates a new business ecosystem that relies heavily on online presence and interaction through social media platforms.

The role of social media platforms also plays a role in spreading and accelerating the flow of information. With their rapid sharing and viral dissemination features, these platforms allow news and trends to spread quickly around the world. This creates new challenges related to the validity and reliability of information, with the possibility of fake news and harmful content. In addition, social-media platforms also provide a venue for creative and cultural expression. They provide a space for artists, musicians and content creators to share their work with a wider audience. This creates opportunities for the creative economy and enriches cultural diversity through the exchange of ideas and aesthetics (Laksmindari, 2021).

However, the role of social-media platforms is not always positive. They also contribute to challenges related to data privacy and security. The collection of user data for advertising and analytics purposes leads to concerns about privacy violations and potential misuse of personal information (Kuncoro et al., 2023).

Not only that, social-media platforms are often a venue for unethical behavior, including online harassment, dissemination of harmful content, and other criminal acts. This raises ethical and legal questions about the responsibility of platforms to monitor and manage the content uploaded by their users. In a political context, social-media platforms can also be tools used to spread propaganda, manipulate public opinion, and even intervene in a country's political process. This raises the question of the need for effective regulation to protect the integrity of democracy and prevent the spread of false information (Fensi, 2018).

In conclusion, the role of social-media platforms is a highly dynamic and complex phenomenon in modern society. While they bring significant benefits in terms of connectivity, economy, and cultural expression, challenges and risks related to privacy, security, and information manipulation also need to be taken seriously. The need for wise regulation and responsibility on the part of platforms as well as public awareness on ethical use are key in optimizing the positive role of social media platforms in shaping a better global society. The role of social media platforms also plays an important role in the dynamics of social relationships. They create an environment where individuals can make connections, both with old friends and new people, and facilitate easier interaction among groups with similar interests and goals. (Nainggolan et al., 2018).. With this, social media platforms are not only a tool for sharing moments and experiences but also strengthen social networks that cross geographical boundaries.

In the educational aspect, social media platforms provide a space for sharing knowledge, learning experiences and educational resources. They support collaboration and the exchange of ideas among learners and educators from around the world. However, challenges arise related to the legitimacy of information sources, where the critical role of platforms in filtering and verifying content becomes highly relevant. The role of social-media platforms is also very prominent in community empowerment. They give a voice to individuals and groups that might otherwise go unheard. Through online campaigns and collective actions, communities can galvanize support for social change, human rights and other issues. In this sense, social-media platforms serve as tools to mobilize public opinion and create momentum for positive change (Rasji et al., 2023).

However, there are also negative consequences to the role of these social media platforms. Excessive attention to online popularity and acceptance can lead to social distress and mental health problems, especially among the younger generation. In addition, the phenomenon of societal divisions and the formation of closed groups on social-media platforms can result in polarization and inequality in perceptions and views. In an economic context, social-media platforms have created new economic opportunities through the phenomenon of "influencer marketing" and online business ecosystems (Rasji et al., 2023). However, it also creates inequalities in profit distribution, where some individuals or companies can disproportionately dominate the market.

Accommodating the increasingly complex role of social-media platforms makes better and more responsive regulation essential. Careful thinking about the social responsibility and business ethics of platforms, along with public participation in shaping online norms, can help create a

safer, fairer and more sustainable digital environment. To conclude, the role of social-media platforms reflects the highly diverse dynamics of modern society. While they provide significant benefits in terms of connectivity, economy, and cultural expression, the risks and challenges associated with privacy, security, and social impact also need to be taken seriously (Saragih et al., 2020). With a holistic approach, wise regulation, and increased public awareness, we can optimize the positive role of social-media platforms in shaping a more inclusive, empowered, and sustainable society.

The comprehensive overview illustrates the multifaceted impact of social media platforms on modern society, encompassing social, political, economic, cultural, and educational dimensions. Recognizing their role in global connectivity, political participation, economic opportunities, and cultural expression highlights the transformative power of these platforms. However, the discussion doesn't shy away from addressing the challenges, including data privacy concerns, unethical behavior, and potential negative impacts on mental health and societal divisions.

The emphasis on the need for wise regulation, ethical considerations, and public awareness aligns with the evolving landscape of social media. Striking a balance between harnessing the positive aspects and addressing the risks ensures a more inclusive, empowered, and sustainable digital environment. The call for careful consideration of social responsibility and business ethics reflects the growing recognition of the societal implications of these platforms. In navigating the complexities, a holistic approach involving regulation, responsible platform practices, and active public engagement emerges as key to shaping a better digital future.

3.3. Freedom of Expression and Privacy Protection

Freedom of expression and privacy protection are two key aspects in the context of human rights that define the complex relationship between individuals, society and government. Freedom of expression refers to the right of every individual to express opinions, speak, and convey ideas without fear of repression or unauthorized restrictions. Meanwhile, privacy protection concerns the right of individuals to safeguard their personal information from misuse and unauthorized access. In the context of an increasingly digitally-connected society, the debate around the balance between freedom of expression and privacy protection is becoming increasingly relevant and complex (Pujianto et al., 2018).

Freedom of expression, as a fundamental value in democracy, reflects the right of every individual to express their views without fear of the authorities. The existence of freedom of expression allows people to access information, participate in the political process, and shape public opinion. Along with the development of information and communication technology. Freedom of expression, as a fundamental value in democracy, reflects the right of every individual to express their views without fear of the authorities. The existence of freedom of expression allows people to access information, participate in the political process, and shape public opinion. Along with the development of information and communication technology, freedom of expression also involves digital platforms, where individuals can express their views online. However, this also opens the door to questions regarding the boundaries of freedom of expression, particularly in the face of issues such as hate speech, disinformation, and threats to national security (Pujianto et al., 2018).

On the other hand, privacy protection is becoming increasingly important due to the large amount of personal data collected and processed by companies and governments. Personal data includes information such as names, addresses, phone numbers and financial information, which are often stored in large databases and used for a variety of purposes, including marketing, risk analysis and national security. When such personal data is not properly protected, individuals are at risk of privacy breaches, identity theft, or misuse of information. On the other hand, privacy protection is becoming increasingly important due to the large amount of personal data collected and processed by companies and governments. Personal data includes information such as names, addresses, phone numbers, and financial information, which are often stored in large databases and used for a variety of purposes, including marketing, risk analysis, and national security (Pertiwi et al., 2022). When such personal data is not properly protected, individuals are at risk of privacy breaches, identity theft, or misuse of personal information for harmful purposes.

In an effort to maintain a balance between freedom of expression and privacy protection, many countries have developed laws and regulations governing the use and protection of personal data. Such laws often create a framework for protecting individual privacy while ensuring that freedom of expression is respected. Nonetheless, there are conflicts and ethical dilemmas in dealing with situations where national security interests or other public interests' conflict with individual privacy rights. One significant example in this debate is the spread of fake news or

disinformation in the digital age (Fensi, 2018). While freedom of expression protects the right of individuals to express their opinions, disinformation can damage reputations, create social instability, and influence political processes. Therefore, there are calls for stricter restrictions on the content that can be published online to protect society from this threat.

To address this dilemma, a number of countries have introduced laws or regulations that require online platforms to take steps to identify and remove harmful content. While these efforts are motivated by a desire to fight disinformation, they can also be perceived as a form of censorship or restriction of freedom of expression. Therefore, it is important to create a balanced legal framework, considering the rights of individuals as well as the public interest. On the privacy protection front, legislative and regulatory efforts are also evolving to respond to challenges arising from ever-advancing information technology. For example, the General Data Protection Regulation (GDPR) in the European Union has been an important milestone in efforts to give individuals greater rights over their personal data. The GDPR gives individuals more control over their personal information and sets high data protection standards for companies that manage such data (Saragih et al., 2020).

However, privacy protection also faces challenges from rapid changes in technology, such as the use of artificial intelligence and big data analysis. The ability to collect, store and analyze data on an unprecedented scale raises questions about the extent to which individuals can maintain control over their personal information. Companies and governments must operate within a legal framework that recognizes individuals' right to privacy while also enabling technological innovations necessary for the advancement of society. Along these lines, the concept of privacy-by-design has emerged, where products and services are designed from the ground up with privacy protection in mind as an integral part of the design. This includes the development of strong encryption tools, more transparent privacy settings, and ethical thinking in data collection and use. These principles reflect efforts to create a digital environment that supports the sustainability of freedom of expression and individual privacy (Saragih et al., 2020).

However, along with these efforts, there remains uncertainty and debate about the extent to which privacy rights should take precedence over the need for national security, crime prevention, and other public interests. These questions highlight the complexity of the relationship between freedom of expression and privacy protection in the context of an increasingly connected and technology-dependent society (Saragih et al., 2020).

3.4. Regulation and Law Enforcement

Regulation and law enforcement are two interrelated concepts that have an important role in maintaining balance and order in a society. Regulation refers to rules set by the government or other institutions to control the behavior of individuals, groups or business entities in order to achieve certain goals. Law enforcement, on the other hand, is the process of implementing these rules through legal actions and mechanisms to ensure compliance and sanction violations (Yunita, Margiyanti, et al., 2023).

Regulation covers various aspects of life, from economy, environment, health, to security. Each country has a unique regulatory system in accordance with the values, needs, and structure of its society. At the national level, regulations can come from laws, government regulations, to sectoral policies. While at the international level, there are agreements between countries and international organization's that form global regulations to address cross-border issues. Economic regulation, for example, includes regulating markets, monopolies, and business practices so as not to harm consumers (Pertiwi et al., 2022). The aim is to create fair competition and promote economic growth. Environmental regulation aims to protect natural resources and prevent pollution in order to maintain environmental sustainability. Meanwhile, health regulation sets standards for the safety of health products and services to protect consumers.

In the context of law enforcement, institutions such as the police, prosecution, and judicial systems play a key role. Law enforcement is carried out through investigations, arrests, trials, and enforcement of judgements. This process ensures that established rules are honored and that violations of those rules are punished according to the degree of wrongdoing committed (Pertiwi et al., 2022).

One important aspect of regulation and law enforcement is the principle of fairness. Justice ensures that all individuals, regardless of social, economic or cultural background, are treated equally and have equal rights in the eyes of the law. A fair and effective legal system is a key foundation for a well-functioning society. Globalization, information technology, and economic dynamics have a significant impact on regulatory complexity. This requires adaptation and innovation in drafting relevant and effective rules. In addition, law enforcement must also be able

to keep up with technological developments in order to overcome increasingly sophisticated crimes (Rasji et al., 2023).

Success in regulation and law enforcement also relies heavily on community participation and support. Public awareness of the rules and their responsibility to abide by them is key to the success of the legal system. Therefore, public education and transparency in the regulatory process can help build public trust and support for the legal system. The role of non-governmental organizations, such as NGOs, cannot be ignored. NGOs can act as independent watchdogs that help ensure that regulations are properly implemented and that law enforcement is conducted fairly. Thus, a checks and balances mechanism are created that avoids abuse of power (Rasji et al., 2023).

In a global context, regulation and enforcement are becoming increasingly important. Issues such as illegal trade, cross-border terrorism, and climate change require international cooperation in crafting effective regulations and enforcing laws together, international organizations, such as the UN and Interpol, play a key role in coordinating global efforts to respond to these challenges (Perdana & Yusuf, 2020). The challenges faced in regulation and enforcement are not only technical, but also social and political. Economic inequality, social injustice, and conflicts of interest can be barriers to developing fair regulations and enforcing laws rigorously. Therefore, a holistic approach involving all relevant parties is needed to create an equitable and sustainable legal system.

In facing the dynamics of the times, regulation and law enforcement must also be able to accommodate new values and changes in society. Flexibility in responding to change is key to maintaining the relevance and effectiveness of the rule of law. Innovative and creative thinking is needed in drafting regulations that can accommodate the evolving needs of society. In the face of global challenges such as a pandemic, regulation and law enforcement have also become critical in maintaining order and protecting the public. Enforcement of health and security regulations is important to mitigate the spread of disease and protect public welfare. Law enforcement in this context must be carried out wisely and proportionally so as not to violate the basic rights of individuals (Putra et al., 2023).

The discussion provides a thorough exploration of the intertwined concepts of regulation and law enforcement, emphasizing their crucial roles in maintaining societal order. The recognition of the diverse areas covered by regulations, from economy to environment and health, underscores their broad impact on citizens' lives. The principle of fairness and justice as foundational elements in both regulation and law enforcement is highlighted, emphasizing the importance of equal treatment regardless of background.

The acknowledgment of the evolving challenges posed by globalization, technology, and complex global issues reinforces the need for adaptability and innovation in regulatory frameworks. The role of community participation, public education, and the vigilance of non-governmental organizations as checks and balances mechanisms add depth to the understanding of the regulatory process.

The global perspective emphasizes the necessity of international cooperation in addressing cross-border issues, acknowledging the roles of organizations like the UN and Interpol. The recognition of social, political, and economic factors as potential barriers to fair regulation and law enforcement underscores the complexity of these processes, requiring a holistic approach involving various stakeholders.

The call for flexibility and innovative thinking in response to societal changes aligns with the dynamic nature of contemporary challenges. The mention of the critical role of regulation and law enforcement during a pandemic highlights the importance of balancing public health and individual rights.

In essence, the narrative provides a comprehensive view of the multifaceted nature of regulation and law enforcement, emphasizing their pivotal roles in shaping a just, equitable, and responsive legal system.

3.5. Platform Responsibility

Platform liability is a concept that refers to the obligations and responsibilities that a platform has towards its users, society, and the environment. In today's digital and information technology era, online platforms play an important role in various aspects of life, ranging from social media, e-commerce, to cloud computing services. Therefore, it is important to understand and identify the various aspects of the responsibility of these platforms (Yuhandra et al., 2021).

First of all, the platform's responsibility towards users is essential. Online platforms must provide services that are safe, reliable and fulfil user expectations. This includes personal data protection, information security, and user privacy. Platforms are also responsible for providing

clear and transparent information regarding data usage policies, as well as providing users with adequate control over privacy settings. In addition, in terms of content, platforms have a responsibility to ensure that the content provided through their services complies with ethical and legal standards. This includes handling content that is copyright infringing, harmful, or violates the platform's terms of service. Platforms' responsibilities also include efforts to prevent the spread of false content or disinformation, which can be detrimental to the public (Adhan et al., 2022).

The platform's responsibility is not only limited to its relationship with users, but also includes a broader impact on society. Online platforms play an important role in shaping public opinion, driving cultural trends and influencing social dynamics. Therefore, platforms' responsibilities also include sustainability, fairness, and positive contributions to society. Platforms should ensure that their policies and business practices support positive social values and do not disadvantage certain groups or individuals (Yunita, Margiyanti, et al., 2023).

Another aspect of platform responsibility involves its relationship with governments and regulators. Online platforms often operate across borders and involve multiple jurisdictions. Platform responsibility therefore includes complying with the laws and regulations of the various countries in which they operate. This includes co-operating with governments to address issues such as taxation, national security, and law enforcement (Pertiwi et al., 2022).

Another aspect of platform responsibility involves its relationship with governments and regulators. Online platforms often operate across borders and involve multiple jurisdictions. Therefore, platform responsibility includes complying with the laws and regulations of the various countries in which they operate. This includes working with governments to address issues such as taxation, national security, and law enforcement. (Pertiwi et al., 2022)

Platforms' responsibilities also cover economic aspects, including their relationship with business partners, platform workers, and general economic impact. Platforms have a responsibility to ensure that their business partners are treated fairly and transparently. In addition, platforms' responsibilities towards platform workers involve aspects such as job security, labor rights, and social protection. In terms of technological innovation and development, platforms' responsibilities also include thinking about the long-term impact of the technologies they create. This includes ethical considerations in the development of artificial intelligence, technology safety, and the impact of technology on jobs and the economy as a whole. Online platforms must ensure that their technological innovations provide positive benefits to society and do not harm the public interest. (Pertiwi et al., 2022)

Platform responsibility also includes environmental aspects. In their daily operations, online platforms use resources such as energy and infrastructure. Therefore, platform responsibility includes environmental sustainability, including efforts to reduce their carbon footprint and minimize the environmental impact of their operations. In addition, platform responsibility also involves responding to emergency or crisis situations. Online platforms have an important role in disseminating information during emergency or crisis situations, and they have a responsibility to ensure that the information provided is accurate, clear and reliable. This responsibility also includes working with authorities and humanitarian organization's to provide assistance in emergency situations (Pertiwi et al., 2022).

In a global context, platform responsibility includes contributing to the fulfilment of the Sustainable Development Goals (SDGs) set by the United Nations. Online platforms have great potential to play a role in achieving the SDGs through various initiatives, including reducing inequality, increasing access to education, and supporting environmental sustainability. Overall, platform responsibility is a multifaceted concept, ranging from relationships with users, impact on society, compliance with laws and regulations, to contribution to sustainability and fulfilment of sustainable development goals. Online platforms have an increasing role in shaping the world around us, and with that, they have a significant responsibility to ensure that their role is played with ethics, integrity, and a positive contribution to the overall well-being of society.

The exploration of platform liability provides a comprehensive understanding of the multifaceted responsibilities that online platforms bear in today's digital landscape. The delineation of these responsibilities—from safeguarding user data and ensuring content compliance to influencing societal values and contributing to environmental sustainability—reflects the diverse impact these platforms have on individuals, communities, and the global environment.

The emphasis on user-centric responsibilities, such as privacy protection and content ethics, aligns with the growing awareness of user rights and the need for transparent and ethical business practices. The recognition of platforms' role in shaping public opinion and cultural trends underscores the societal impact, urging platforms to prioritize sustainability, fairness, and positive contributions to social values.

The acknowledgment of the cross-border nature of online platforms underscores the importance of compliance with various jurisdictions, emphasizing cooperation with governments on issues ranging from taxation to national security. Additionally, the economic responsibility towards business partners and platform workers, coupled with ethical considerations in technological innovation, reflects a holistic approach that encompasses both human and economic dimensions.

Environmental sustainability emerges as a significant aspect of platform responsibility, recognizing the environmental impact of daily operations and the importance of minimizing the carbon footprint. Furthermore, the role of platforms during emergency situations highlights their responsibility in disseminating accurate information and collaborating with authorities for humanitarian efforts.

The global context extends platform responsibility to contributing to the United Nations' Sustainable Development Goals, showcasing the potential for positive societal impact beyond business functions. The overarching theme emphasizes the pivotal role of online platforms in shaping the world and the necessity for ethical conduct, integrity, and a positive contribution to societal well-being. The narrative underscores the evolving nature of digital responsibility and the need for platforms to be ethical stewards in the complex digital ecosystem.

3.6. Privacy Protection and Freedom of Expression

The rapid development of information technology in the digital era has presented various constitutional law challenges that require changes to accommodate these changes. To ensure the protection of human rights and maintain a balance between freedom of expression and privacy, several changes to constitutional law are needed (Adhan et al., 2022).

Firstly, it is important to strengthen the protection of individual privacy in the digital age. The constitution needs to provide strong guarantees of privacy rights for citizens in the face of advances in information technology. This could include clear regulation of the collection, use, and retention of personal data by both private and public parties. The Constitution should also protect individuals from unauthorized surveillance or misuse of their personal data. It is important to set clear limits on the use of surveillance technologies and ensure that their use complies with the principles of fairness and proportionality (Adhan et al., 2022).

Second, stronger protection of freedom of expression in the digital age is needed. The Constitution should accommodate freedom of opinion, freedom of expression, and freedom of the press in the digital environment. However, in the face of the spread of fake news, online harassment, and dissemination of harmful content, these protections must be balanced with the protection of individuals' honor, privacy, and security. The Constitution could establish a legal framework governing the liability of digital platforms, enforcement of offenses in the digital space, and mechanisms to effectively respond to harmful content (Adhan et al., 2022).

Furthermore, changes to constitutional law are needed to promote fair and equal access to information technology (Malik et al., 2021). The constitution should ensure that every citizen has an equal opportunity to access and utilize the potential offered by information technology (ElMassah & Mohieldin, 2020). This could include government initiatives to provide affordable internet access and expand internet networks in rural or remote areas (Graves et al., 2021). The constitution can also establish the principle of digital equality as part of guaranteed human rights (Kuncoro et al., 2023).

How to deal with artificial intelligence and other automation technologies, changes in constitutional law are also needed. Constitutions must be able to regulate responsibility and accountability for the use of artificial intelligence in public decision-making, law enforcement, and data management. Human rights protections, including the rights to privacy and nondiscrimination, should be integrated in the legal framework governing the use of artificial intelligence. Constitutions can also engage private parties in their responsibilities related to the impact of technology on society (Yunita, Margiyanti, et al., 2023).

Changes to constitutional law should also include the development of a legal framework governing the protection of intellectual property rights in the digital age. The constitution should accommodate copyrights, patents, trademarks, and other intellectual property rights in the digital context (Rasji et al., 2023). The protection of innovation, creativity, and new inventions must be balanced with the interests of open access and sharing uses in the digital environment. The Constitution could establish principles that ensure fair and balanced protection for intellectual property rights owners as well as innovators in the digital age.

Finally, changes to constitutional law are needed to ensure transparency, accountability, and public participation in information technology-related decision-making. The constitution should encourage public involvement in policy processes relating to the use of information technology.

This may include the establishment of participatory mechanisms such as public consultation forums, advocacy councils, or independent watchdogs that oversee government policies and actions related to information technology (Rasji et al., 2023).

In conclusion, changes in constitutional law are needed to accommodate the development of information technology and ensure the protection of human rights and the balance between freedom of expression and privacy in the digital era. Strong privacy protection, freedom of expression balanced with responsibility, fair and equal access to information technology, regulation of artificial intelligence, protection of intellectual property rights, and transparent public participation are some of the aspects that must be considered in these constitutional law changes. With the adoption of appropriate changes, the constitution can be an effective instrument in protecting the rights of citizens and addressing the challenges presented by the development of information technology in the digital era (Rasji et al., 2023).

The analysis underscores the imperative for constitutional law to evolve in tandem with the rapid advancements in information technology, recognizing the need for robust protection of human rights while navigating the complex digital landscape. The emphasis on strengthening individual privacy rights is crucial in the face of technological progress. Clear regulations governing the collection, use, and retention of personal data, coupled with protections against unauthorized surveillance, form a foundation for safeguarding privacy. Establishing limits on surveillance technologies ensures adherence to principles of fairness and proportionality, striking a balance between security and individual rights.

Balancing freedom of expression with responsible practices in the digital age is another pivotal aspect. Addressing issues such as fake news, online harassment, and harmful content necessitates a legal framework that holds digital platforms accountable and enforces offenses in the digital space. This approach ensures that constitutional protections align with evolving challenges in the realm of digital communication.

Promoting fair and equal access to information technology is highlighted as a constitutional goal. Ensuring affordable internet access and expanding networks to rural areas aligns with the principle of digital equality, making technology accessible to all citizens as a guaranteed human right.

The incorporation of artificial intelligence into constitutional considerations is a forward-looking approach. Regulations must delineate responsibility and accountability for AI use, integrating human rights protections to govern decision-making, law enforcement, and data management. Engaging private entities in their societal responsibilities related to technology use is a holistic approach.

Protecting intellectual property rights in the digital age is recognized as vital. Balancing innovation, creativity, and new inventions with open access principles requires constitutional principles that ensure equitable protection for rights owners and innovators.

Transparency, accountability, and public participation in information technology-related decision-making are underscored as essential. Establishing mechanisms like public consultation forums or independent watchdogs fosters an environment where citizens actively participate in shaping policies related to information technology.

In conclusion, the call for changes in constitutional law reflects an awareness of the dynamic challenges posed by information technology. The outlined aspects, from privacy protection to public participation, collectively contribute to a constitutional framework that not only protects individual rights but also effectively addresses the complexities introduced by the digital era. The evolving nature of technology requires legal systems to adapt and ensure that constitutional principles remain a safeguard for citizens in this ever-changing landscape.

4. Conclusion

In this era, misuse of information on digital platforms has become a serious issue that requires legal attention to protect citizens from its negative impact. One of the main challenges is the difficulty of identifying valid and accurate sources of information amid widespread fake news and information manipulation. Laws must evolve with technology to enforce rules that protect society from the spread of false information that can harm individuals or groups. In addition, freedom of expression must also be accommodated, so appropriate regulation is needed to strike a balance between freedom of speech and protection against defamation, libel, and other negative content.

The role of social media platforms as service providers is also integral in addressing these legal challenges. Laws should mandate the responsibility of platforms to supervise and manage the content uploaded by their users, with clear enforcement of sanctions against rule violations. This could include increased cooperation between governments, legal institutions, and social media platforms to draft joint guidelines and ensure their implementation. Legal challenges in the social media era include the complexity of regulations related to the misuse of information, freedom of expression, platform liability, and individual

privacy. Laws must be adaptive, innovative, and able to accommodate technological changes to protect citizens from the negative impacts that may arise from inappropriate use of social media.

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