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Public Opinion Survey on Information Disorder: Projection and Mitigation ahead of the 2024 Elections

Department of Politics and Social Change
CSIS, 2023



saferinternetlab.org



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Background



- Political information disorder poses a threat to democracy and the integrity of elections and election-management bodies (EMBs). Representative and continuous national surveys are needed to comprehensively understand the impacts of information disorder in Indonesia.
- Previous research has not been able to comprehensively portray the vulnerabilities of Indonesian voters to information disorder on a national and representative level. A national survey is needed to acquire more holistic data.
- The current survey identifies crucial factors affecting the level of vulnerability of particular voters to information disorder, such as media and information literacy, media and information consumption habits, and political partisanship.
- The findings can be used to tailor targeted literacy and education programs for the public in a more relevant and effective manner.
- The survey is needed in order to develop mitigation efforts against political information disorder that are proactive and sustainable.
- As we are soon approaching the 2024 elections, the results of this survey can serve as a reference point for policy makers to help prepare mitigation efforts before the wave of information disorder arrives at the voter level.

Methodology



Population	The survey population is Indonesian citizens aged 17 and above, or those who are married, across 34 provinces.
Data Source	The sampling frame is based on the 2020 population census by <i>Badan Pusat Statistik (BPS)</i> (central statistical agency).
Sampling Method	Samples were selected randomly using a multistage random sampling method, ensuring proportional representation by province, gender, and urban/rural categories.
Sample amount and Margin of Error (MoE)	The sample consists of 1.320 respondents proportionally spread across 34 provinces in Indonesia and spread across 136 primary sampling units (PSU) at the village/subdistrict level. Using the sample of 1.320, the margin of error of this survey is +/- 2,7% , at the significance level of 95% .
Interview Method	Face-to-face interviews were conducted by trained enumerators using a questionnaire.
Quality Control	Data validity is ensured at different levels, starting from the recruitment process, training of enumerators, data collection, field spot checks, to verification and validation post-data collection period (call-back).
Period of Survey	4-10 September 2023
Professional Membership	<i>Perkumpulan Survei Opini Publik Indonesia (PERSEPI)</i> – Indonesian Public Opinion Survey Association

Data Validation – Sample and Population: Provinces



Code	Province	Population (BPS Census 2020)	Sample (2023)	Code	Provinces	Population (BPS Census 2020)	Sample (2023)
1	ACEH	2,0	1,9	18	WEST NUSA TENGGARA	2,0	1,9
2	NORTH SUMATERA	5,5	5,3	19	EAST NUSA TENGGARA	2,0	1,9
3	WEST SUMATERA	2,0	2,3	20	WEST KALIMANTAN	2,0	2,3
4	RIAU	2,4	2,3	21	CENTRAL KALIMANTAN	1,0	0,8
5	JAMBI	1,3	1,5	22	SOUTH KALIMANTAN	1,5	1,5
6	SOUTH SUMATERA	3,1	3,0	23	EAST KALIMANTAN	1,4	1,5
7	BENGKULU	0,7	0,8	24	NORTH KALIMANTAN	0,3	0,4
8	LAMPUNG	3,3	3,0	25	NORTH SULAWESI	1,0	0,8
9	BANGKA BELITUNG ISLANDS	0,5	0,8	26	CENTRAL SULAWESI	1,1	1,1
10	RIAU ISLANDS	0,8	0,8	27	SOUTH SULAWESI	3,4	3,0
11	DKI JAKARTA	3,9	3,8	28	SOUTHEAST SULAWESI	1,0	0,8
12	WEST JAVA	17,9	17,8	29	GORONTALO	0,4	0,4
13	CENTRAL JAVA	13,5	13,6	30	WEST SULAWESI	0,5	0,8
14	DI YOGYAKARTA	1,4	1,5	31	MALUKU	0,7	0,8
15	EAST JAVA	15,1	15,2	32	NORTH MALUKU	0,5	0,8
16	BANTEN	4,4	4,5	33	WEST PAPUA	0,4	0,4
17	BALI	1,6	1,5	34	PAPUA	1,6	1,5

Data Validation - Sample and Population: Gender, Domicile, and Region



Category	Population (BPS Census 2020)	Sample (2023)
Gender		
Male	50,58	50,0
Female	49,42	50,0
Domicile		
Java	56,1	56,4
Outside of Java	43,9	43,6
Region		
Urban	56,7	56,4
Rural	43,3	43,6

Presentation Structure



Mapping Internet Accessibility in Indonesia

Mapping Information Disorder in Indonesia

Public Vulnerability To Information Disorder

Impact of Information Disorder To Elections and Democracy

Mitigation Efforts against the Spread of Information Disorder

Executive Summary



1. As the 2024 elections is approaching quickly, **the circulation level of information disorder continues to be high** and concerning, almost half of the population believes in information disorder.
2. **The public's vulnerability** to information disorder is alarming and potentially allows for further rapid acceleration of spread.
3. **High internet exposure** affects the public's chances of encountering and/or believing false information.
4. **Information disorder spreads through many different platforms**, not only on social media, but also through other mediums of information. In this massive spread of information disorder, most of the public are unaware that information disorder is an **organized effort**.
5. High levels of information disorder has **many negative impacts to democracy and elections**.
 - It weakens the public's support for democracy;
 - It lowers the public's trust in election-management bodies and the integrity of the election process
6. **Mitigation of the spread of information disorder continues to be a big challenge going forward**.
 - Digital literacy programs are yet to be fully effective in lowering the public's belief in information disorder.
 - Existing mechanisms on social media are still inadequate in garnering the public's interest to report information disorder effectively.
 - Collaboration between government and technological platforms in regards to internet governance is essential.

PART 1

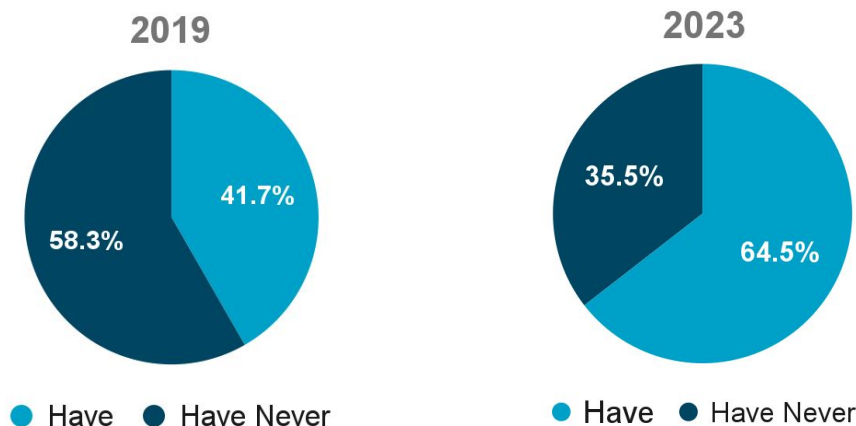
Mapping Internet Accessibility in Indonesia



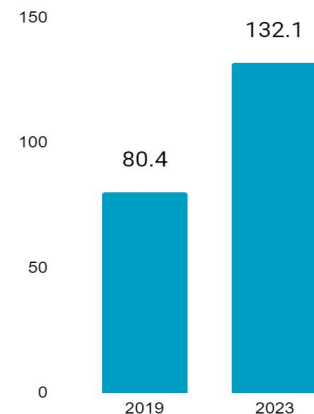
Frequency of Internet Use



Have you **accessed the internet** (such as by using social media, looking for news on the internet) using a smartphone or computer/laptop **within the past week**?

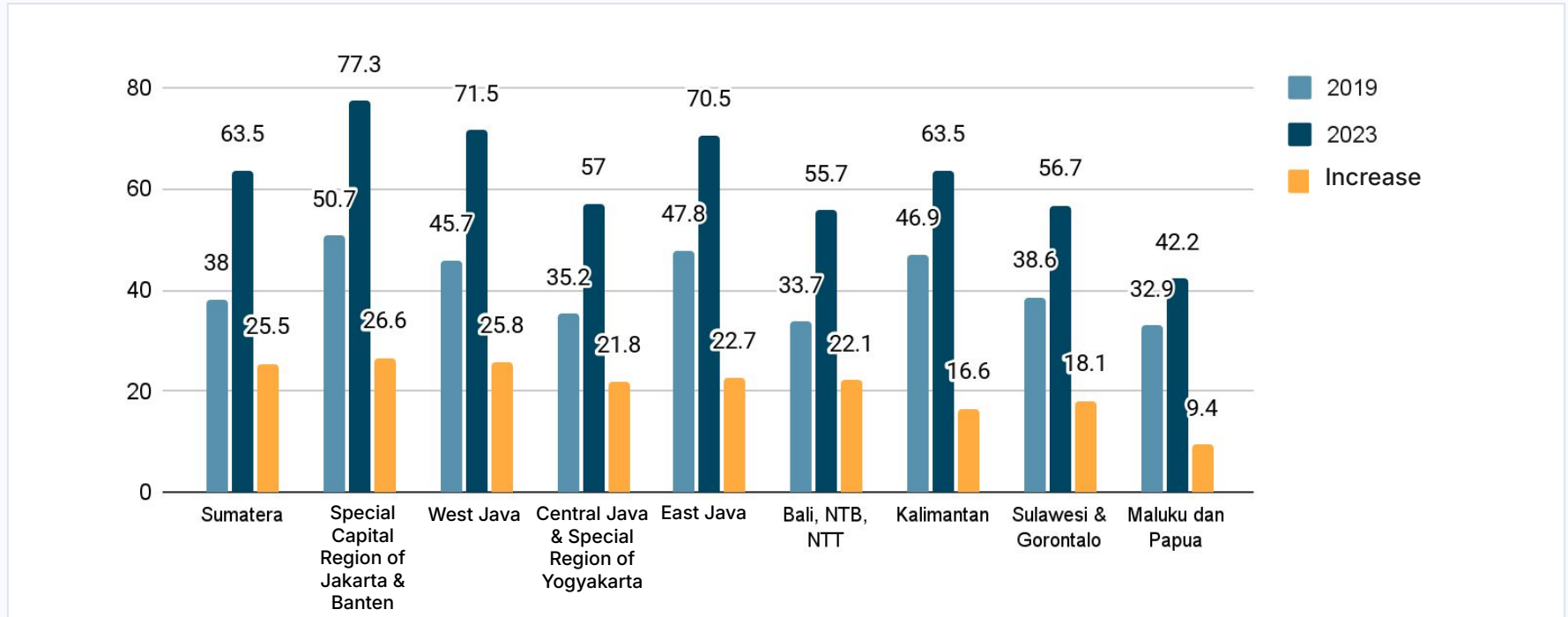


Internet use conversion based on official number of voters (in millions)



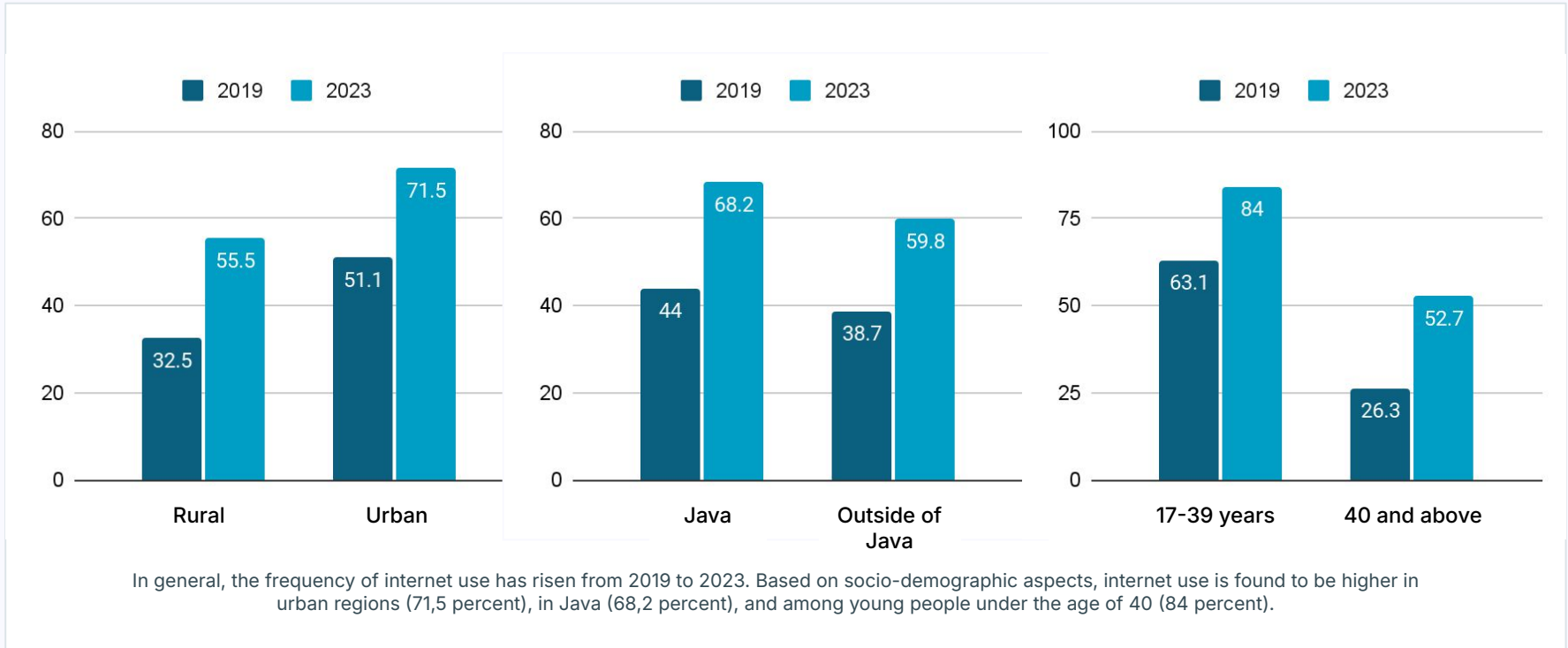
The number of people accessing the internet has risen from 41,7 percent in 2019 to 64,5 percent in 2023. When converted to the official number of voters according to the election body (KPU 2019, 2023) there has been an increase in voters from 80,4 million (2019) to 132,1 million (2023) who access the internet.

Frequency of Internet Use based on Region



There has been a general rise in frequency of internet access in all regions of Indonesia from 2019 to 2023. Compared to other regions, the rise in internet access frequency in East Indonesia is relatively lower.

Frequency of Internet Use Based on Socio-demographic Aspects

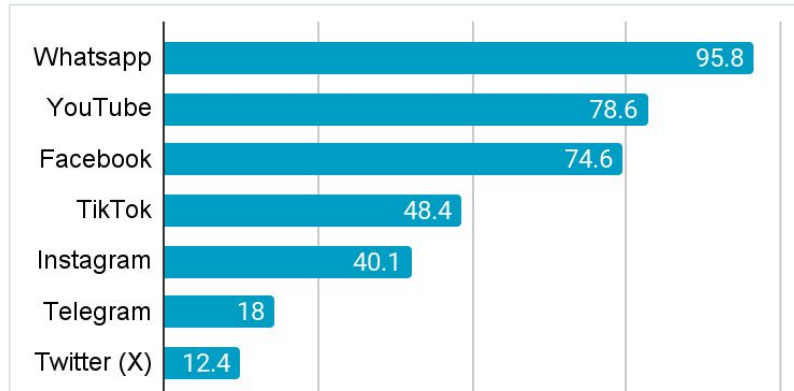


Widely Used Social Media Platforms and Level of Belief in Information Disorder

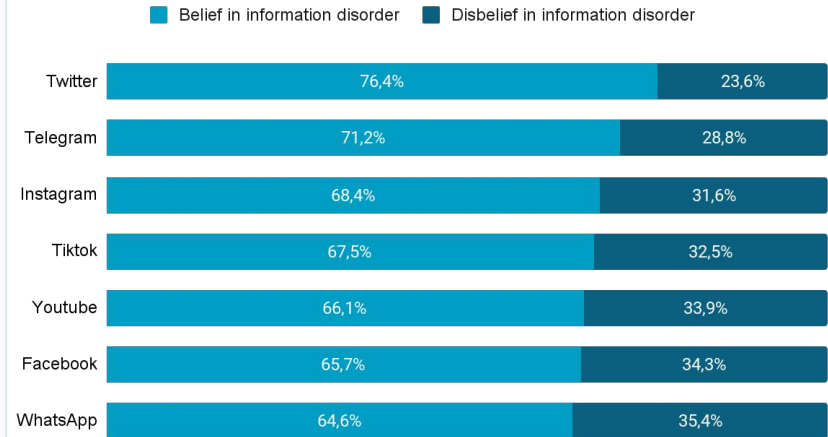


Social media use (N=852)

How often do you use the following social media, messaging or video sharing applications **within the past week?** (in percentage)



Social media user (N=852)

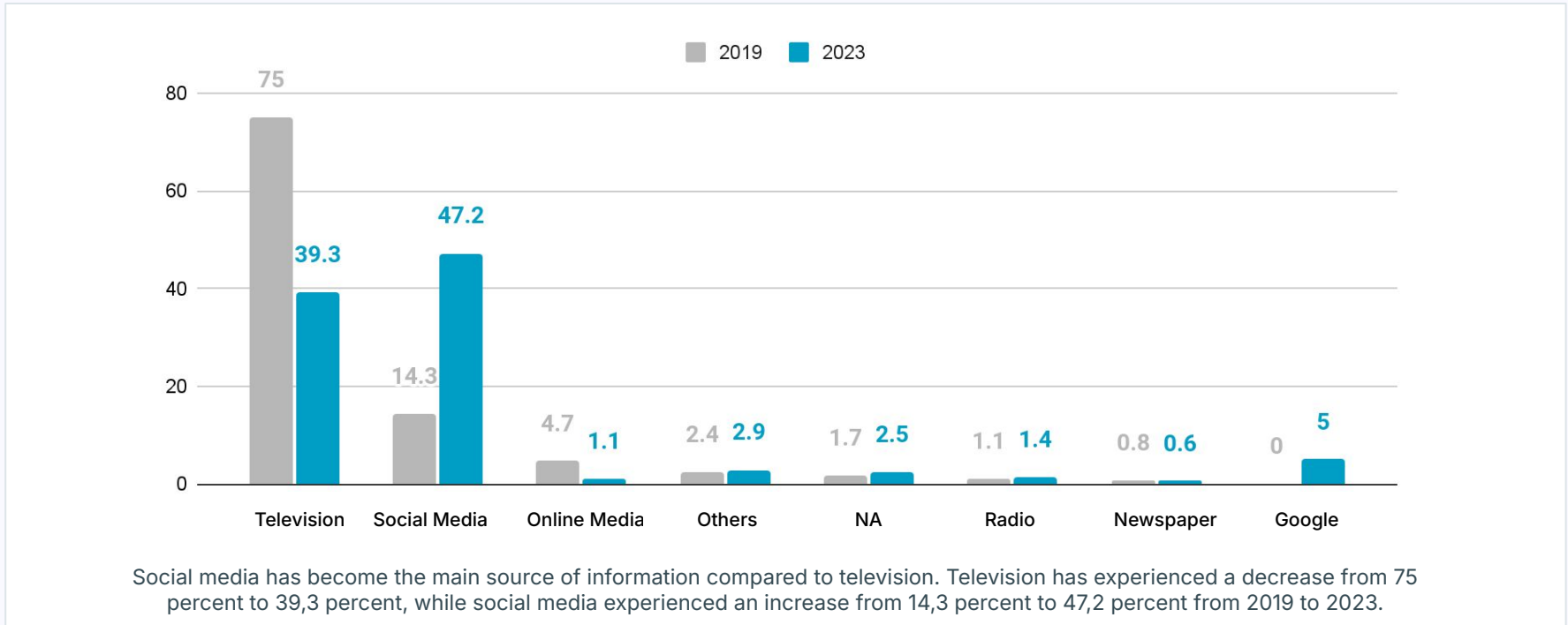


Compared to other social media applications, Twitter (12,4%) and Telegram (18%) are platforms that are least frequently used by users. However, users of the two platforms are more likely to believe in information disorder (Twitter 76,4% and Telegram 71,2%) compared to other platforms. Some possible factors behind the high level of belief in information disorder in the two social media platforms may be due to high information exposure, the platform's internal policies, the limited space for content moderation, and inorganic accounts (bots).

Public's Main Source of Information



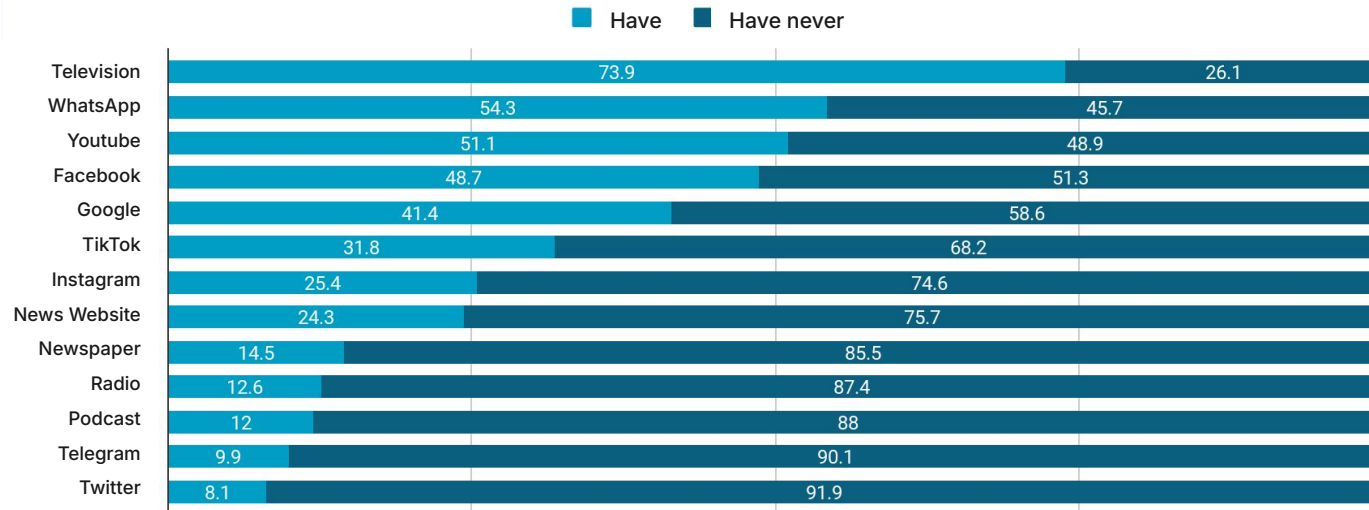
Which one of these information sources is your main source of information? (in percentage)





Frequency of getting Political Information from different information mediums

How often do you encounter political news from the following social media platform within the past week?



Television still poses as the main source of political information for the public (73,9 percent). Furthermore, Whatsapp (54,3 percent), YouTube (51,1 percent), and Facebook (48,7 percent) follow after television. Other information mediums, both conventional and old, tend to have specific audience segmentation.

PART 2

Measurement and Level of Information Disorder in Indonesia



Measurement of **Belief in Information Disorder**

In this survey, we put forth a number of issues that has been verified as false information.

Respondents are then asked to answer whether they **believe or disbelieve in the content or substance of the piece of false information.**



Measurement 1: Public Belief in Recurring Information Disorder*

Measurement of election-related information disorder

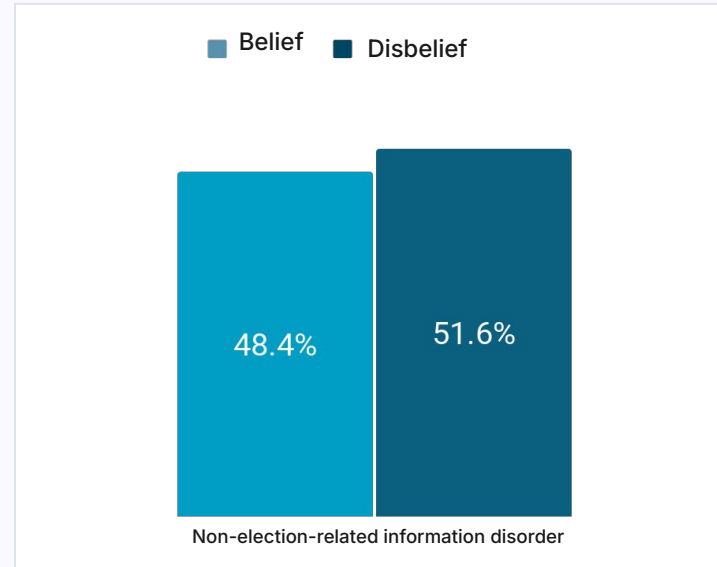
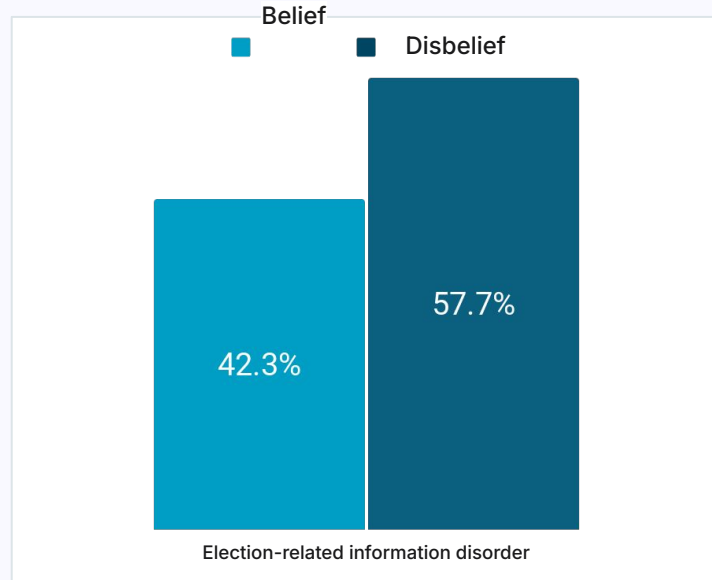
1. Manipulation of the number of voters
2. Non-neutrality of *KPU* members
3. Pre-marked ballot papers
4. Stolen ballots
5. Fake ID in elections
6. Chinese foreign workers as voters
7. Cancellation of 2024 elections

Measurement of non-election-related information disorder

1. Covid as a weapon of mass murder
2. Halal logo changed into *wayang* (traditional shadow puppet)
3. Resurrection of *PKI* (Communist Party of Indonesia)
4. Chip-implanted Covid-19 vaccine
5. Flat earth theory
6. *UU TPKS* (Sexual Violence Criminal Law) to legalize premarital sex
7. Russian President Vladimir Putin converts to Islam

*False information that is tested in this survey has been verified as false or fake information by fact-checking institution *CekFakta* and are recurring, or has a clear pattern.

Level of Belief in Information Disorder*



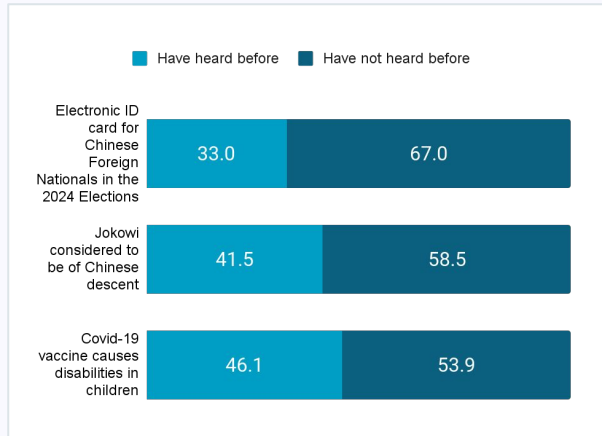
The belief of election-related and non-election-related information disorder is still highly alarming, almost half of total respondents believe in false information

*Calculated based on the belief of one, or more information disorder(s) asked. There are 7 election-related and 7 non-election related information disorder issues.



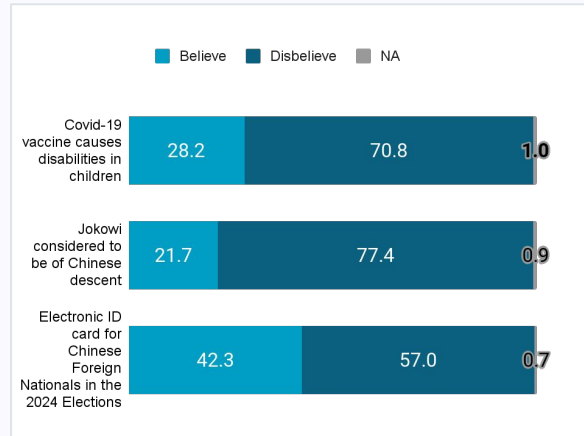
Measurement 2: Public's Belief in Information Disorder that Has Been Circulating for a While

Exposure of information disorder that has been circulating for a while



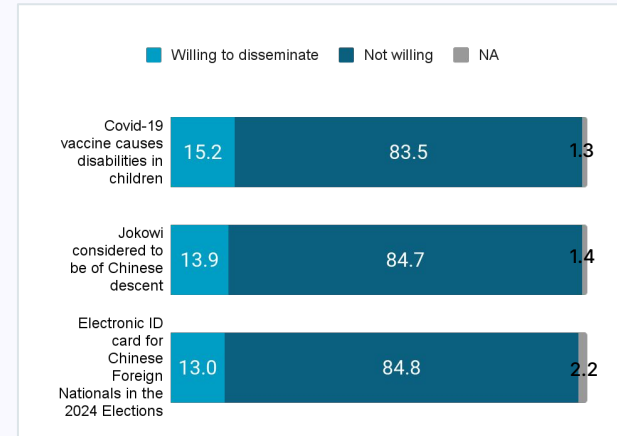
The following information disorders persists in the public's mind for an extended period.

Belief in information disorder (only asked to respondents that have heard of the issue)



The level of belief in information disorder is still relatively high, even when official fact-checking or verification has been done.

Interest in further disseminating information disorder (only asked to respondents that have heard and believed the following information disorders)

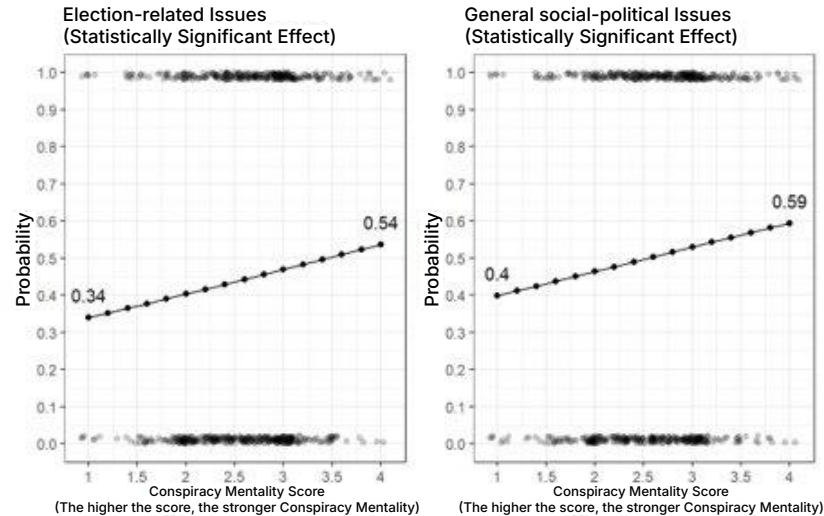


Only a relatively small portion of the public that still believe in information disorder issues are interested in spreading false information. This indicates the existence of a structured and planned movement to spread information disorder.



Measurement 3: Conspiracy Mentality and its Influence on Information Disorder

Probability in Belief of at least One False Information



Calculated from a logistic regression model controlling for gender, age, education, expenditure, urbanization, and residency on the island of Java.

Skepticism can increase the chances of someone believing in information disorder. This measurement is adopted from five questions regarding Conspiracy Mentality by Imhoff et al. (2022). The higher the level of Conspiracy Mentality, the stronger the tendency it is for respondents to believe in conspiracy theories. Conspiracy Mentality significantly predicts belief in information disorder.

PART 3

Internet Exposure and Belief in Information Disorder

In general, the results of this survey suggest that internet **exposure** is a factor that influences belief or disbelief in information disorder

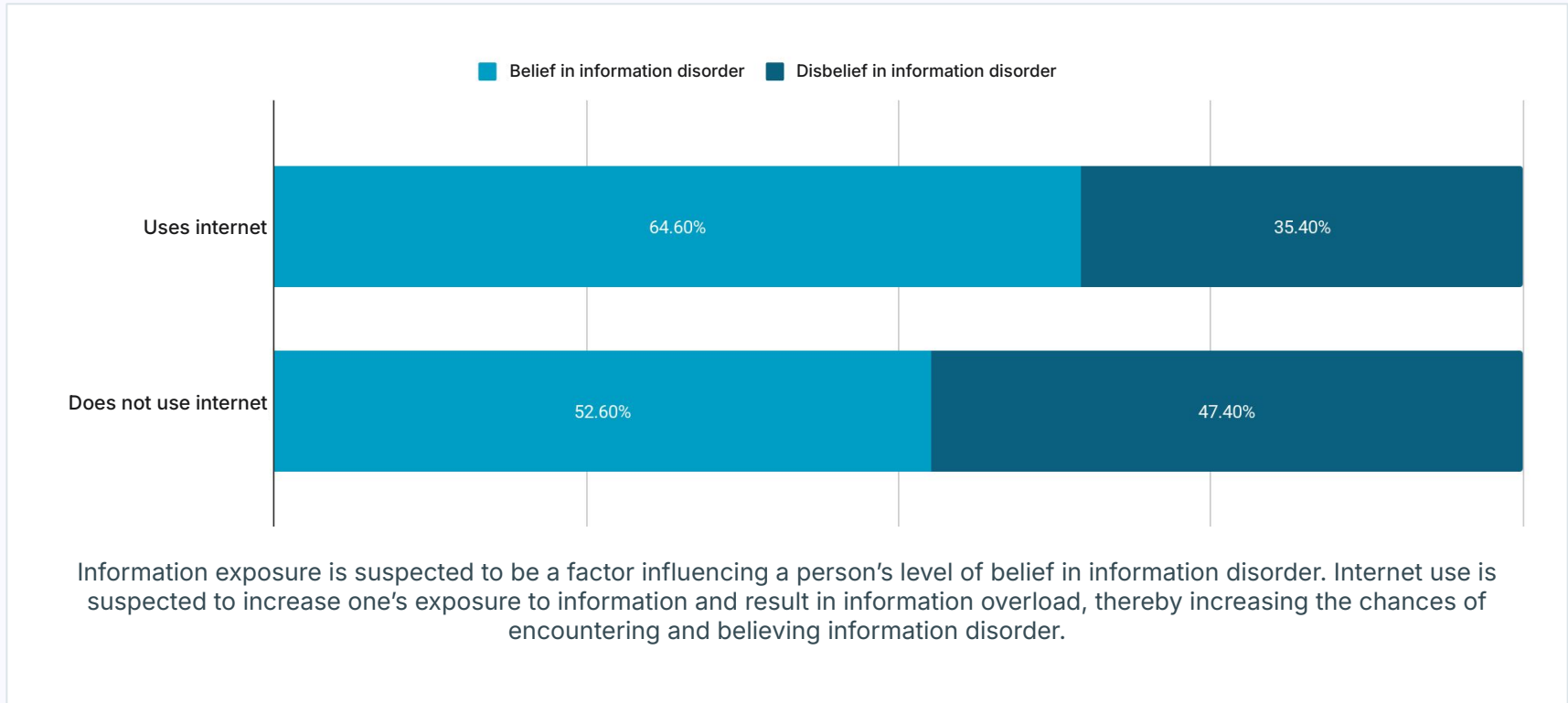


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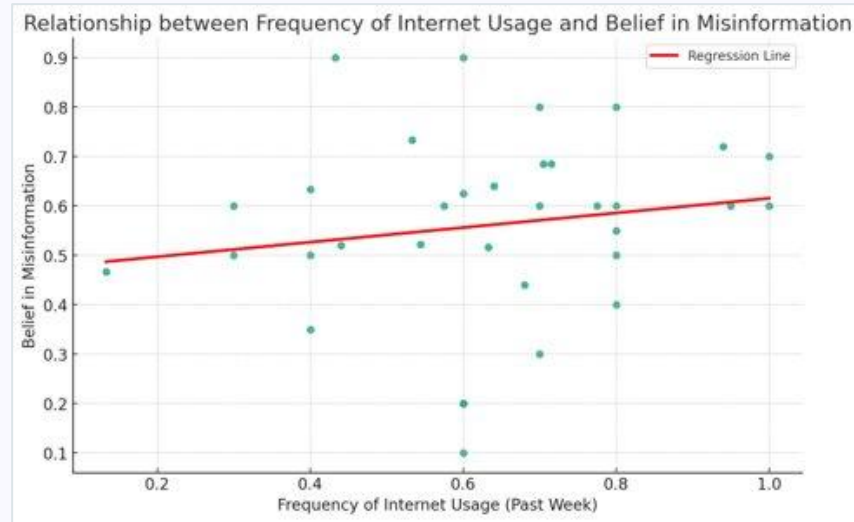


Google

Internet User x Information Disorder



Correlation between Frequency of Internet Use and Belief in Information Disorder



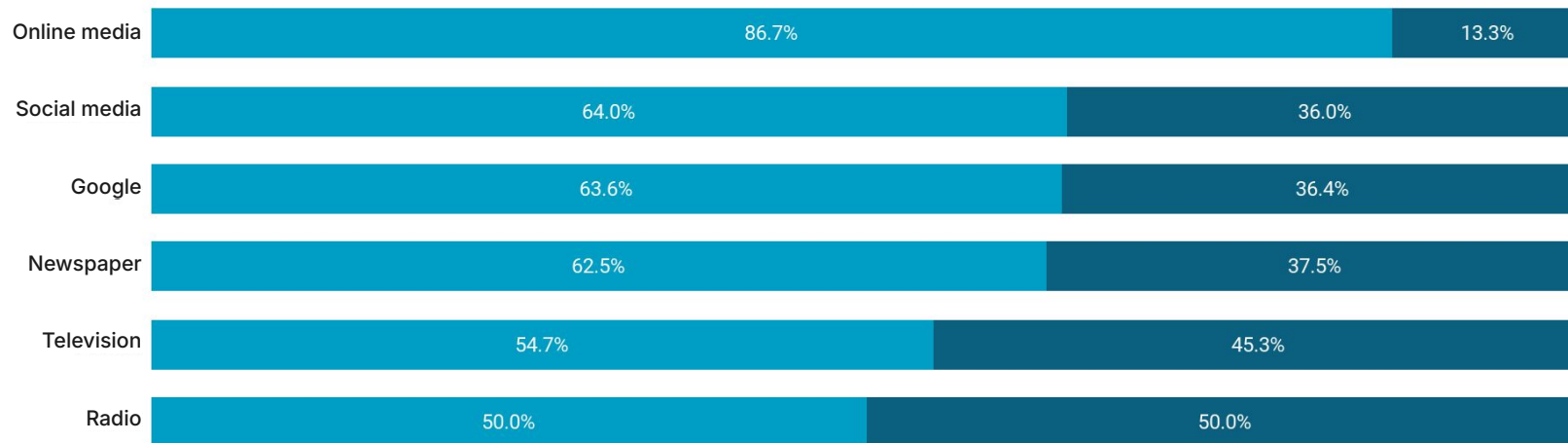
The graph shows a relationship between frequency of internet use (in the past week) and belief in information disorder. The red line shows the overall trend of the data.

Although the line shows a slightly positive slope, data points are quite spread out. Although there is a slight positive correlation between the two variables mentioned, the regression analysis shows that the relationship may not be statistically significant. Correlation does not equal causation and other factors that has yet to be considered by the dataset may affect the recorded belief in information disorder.

Source of Information x Information Disorder



■ Believe ■ Disbelieve



Information exposure is suspected to influence one's level of belief in information disorder. Internet use is suspected to increase one's exposure to information, potentially causing information overload, which in turn raises the chances of exposure to and belief in information disorder.

PART 4

Demographic Profile of the Spread of Information Disorder

The results of this survey maps out the demographic profile of information disorder dissemination that does not necessarily showcase a causal relationship, despite exhibiting certain patterns.

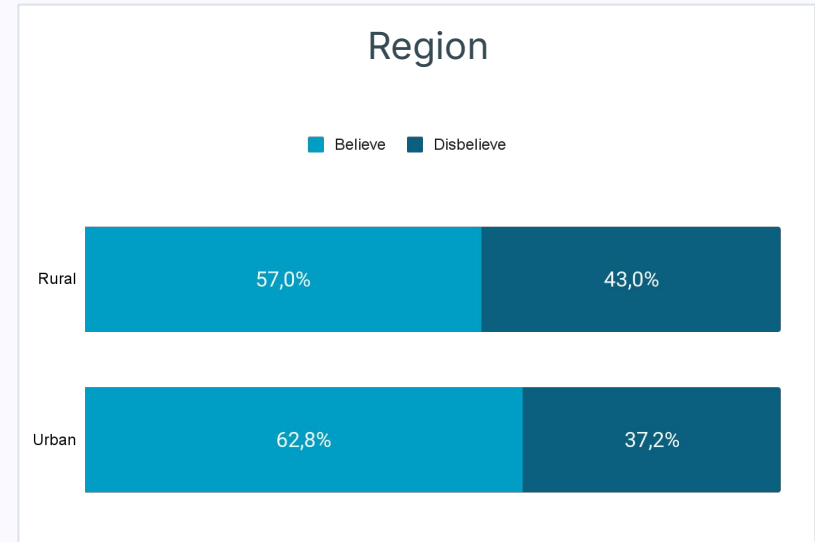
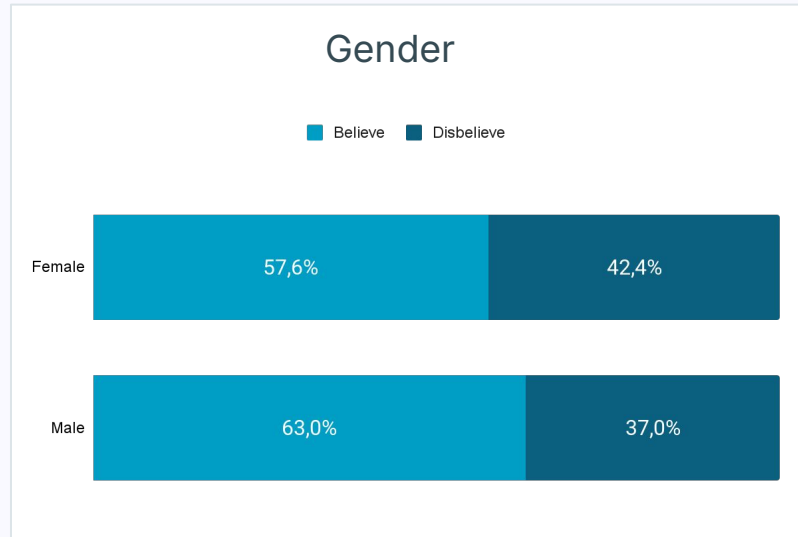


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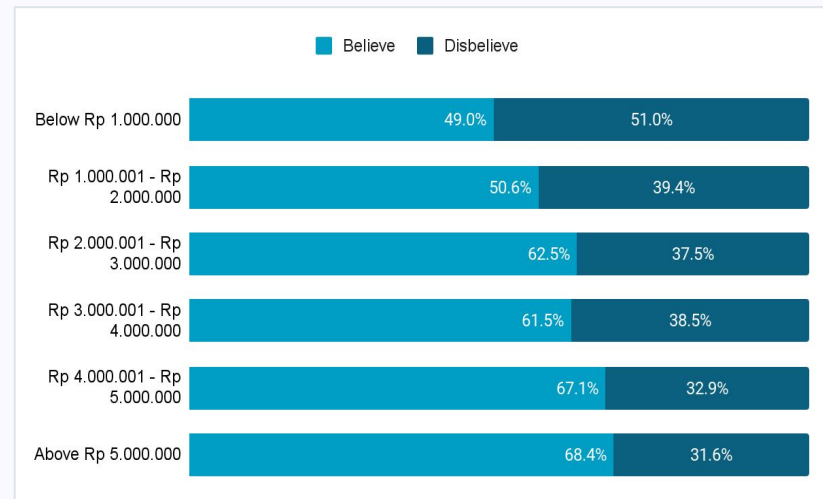
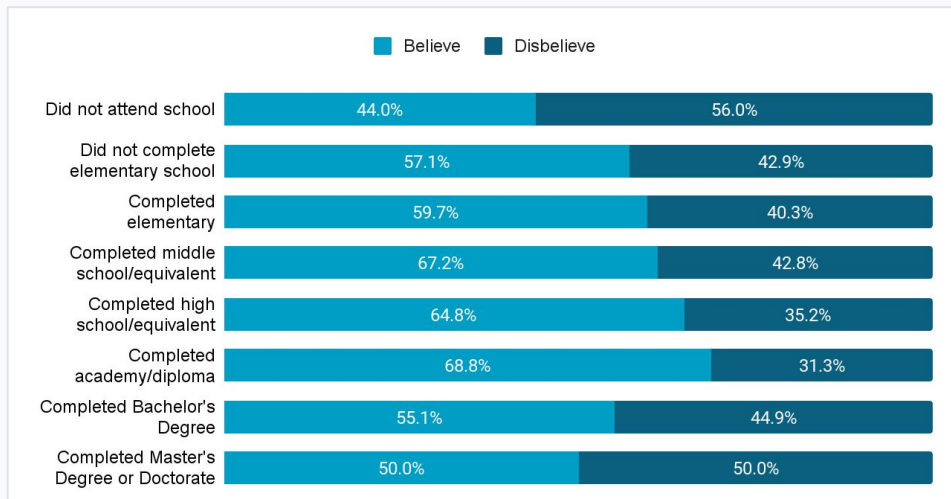
Level of Belief in Election-Related and Non-Election-Related Information Disorder based on Gender and Region (Urban/Rural)



Results of the survey suggests that there is a tendency of 63 percent that men believe in information disorder, compared to women at 57,6 percent.

Additionally, there is a higher tendency that people in urban areas (62,8 percent) believe in information disorder compared to people living in rural areas (57 percent). This may be due to greater information exposure, as urban residents typically have more access to information than rural residents.

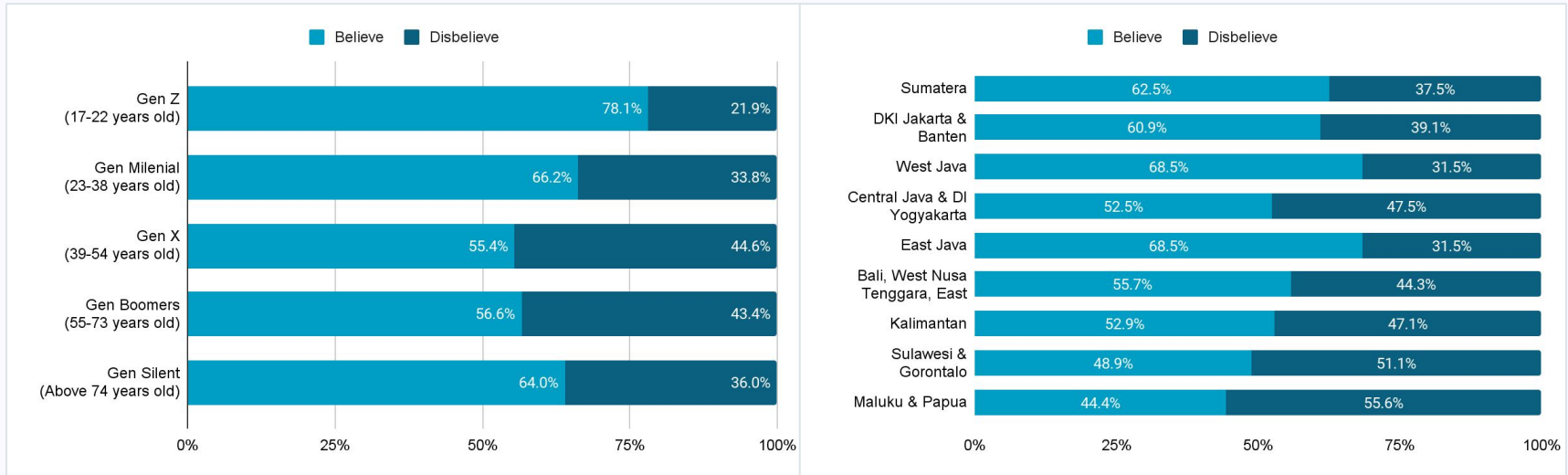
Level of Belief in Election-Related and Non-Election-Related Information Disorder Based on Level of Education and Expenditure



Level of education does not conclusively determine one's belief in information disorder. On the other hand, higher expenditure shows higher likelihood of belief in information disorder.

Nevertheless, this can not be determined as a causal relationship. This may be explained by the information exposure factor where people with higher levels of income have more access to information, therefore, more likelihood of exposure and belief in information disorder.

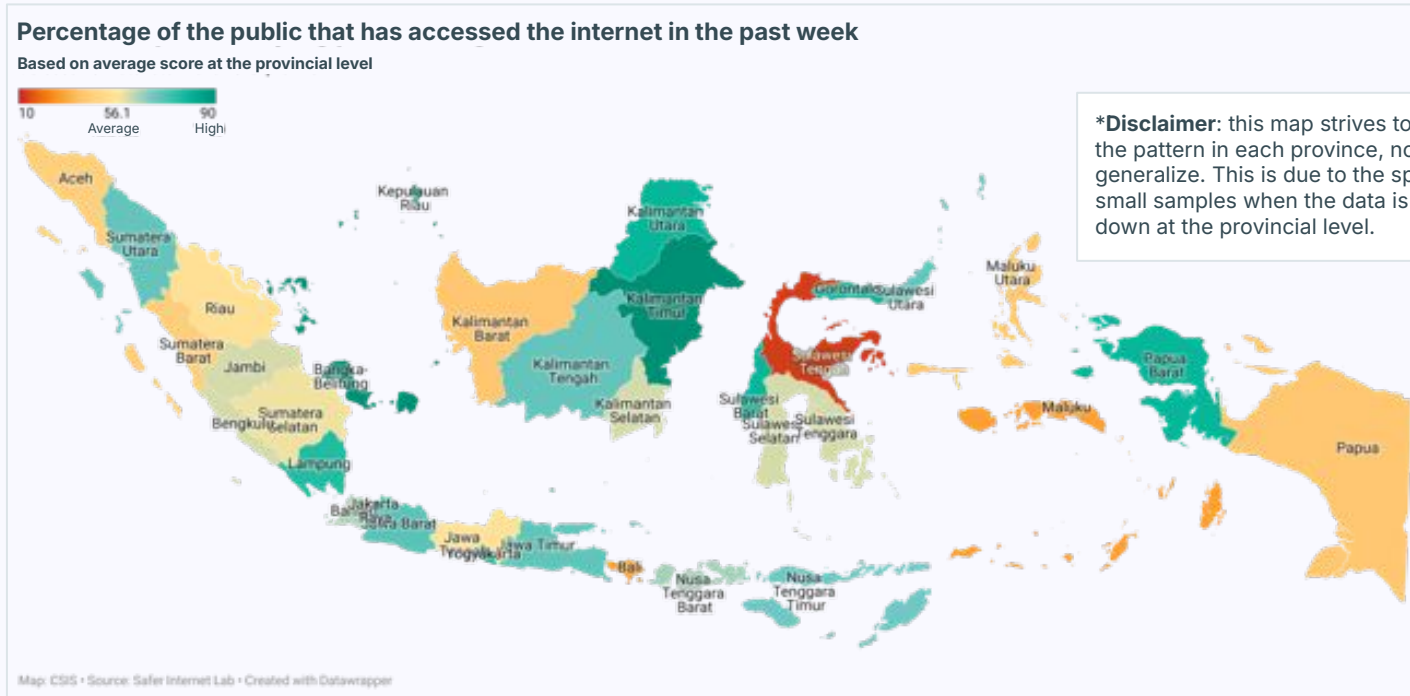
Level of Belief in Election-Related and Non-Election-Related Information Disorder based on Generation and Region



Belief in information disorder tends to be highest amongst Gen Z (78,1 percent) and Millenial (66,2 percent)

Compared to other regions, West Java and East Java have a higher tendency of belief in information disorder (68,5 percent). This is possibly due to greater information exposure, as younger generations in West and East Java have more access to information.

Map of Internet access per Province*



Differing levels of internet access across each province are estimated to affect a person's level of belief/disbelief in information disorder. This data shows that most of Indonesia has access to the internet.

Mapping Spread and Level of Information Disorder per province*



Level of belief in information disorder

Based on average score at the provincial level



***Disclaimer:** this map strives to show the pattern in each province, not to generalize. This is due to the spread of small samples when the data is broken down at the provincial level.

Map: CSIS - Source: Safer Internet Lab - Created with Datawrapper

Most provinces has a level of belief in information disorder that is equal to/more than average.

All regions in Java and Bali has a level of belief in information disorder that is equal to/or higher than average. The level of belief in information disorder is mapped based on region, however, information exposure may be a confounding factor behind the pattern showcased on the map. Those with more frequent access to the internet has a higher chance of being exposed to information disorder.

PART 5

Public Vulnerability to Information Disorder

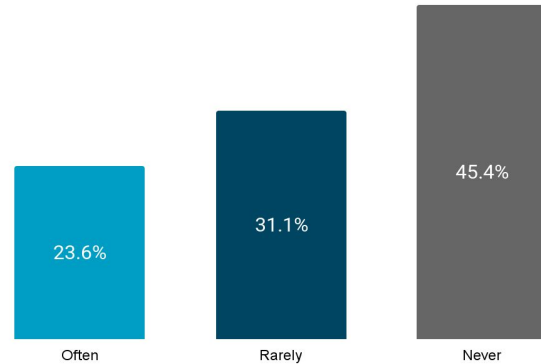




Vulnerability 1: Low level of independent verification of information

In general, how often do you verify the truth of a piece of information before sharing it to others? (in percentage)

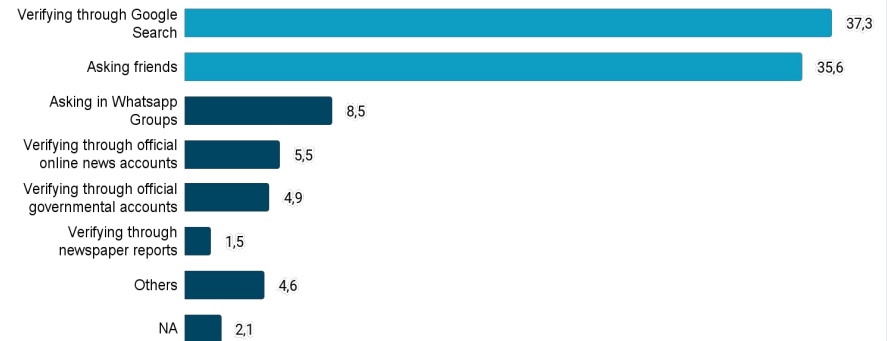
Checking the truth of information



Public's awareness to independently verify information is still low, increasing a person's exposure to information disorder. Only 23.6 percent of respondents often verify information independently.

How the public verifies information | N= 721

(for those who have/often verify information)



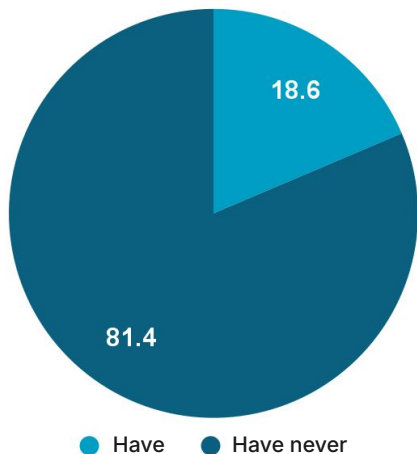
Two important mediums used by the public to verify information is to use Google search and to ask a friend.

Vulnerability 2: Low level of access to fact-checking mediums



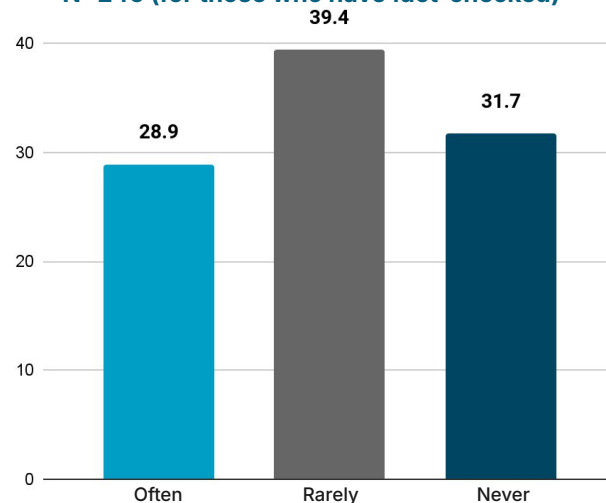
Have you ever read a verification result of false information from an official source: website of the government, mass media, or fact-checking organizations? (in percentage)

Visit a Fact-checking site



The outreach of fact-checking movements should be improved. Most of the public (81,4 percent) has never read a verification of false information by official fact-checking institutions.

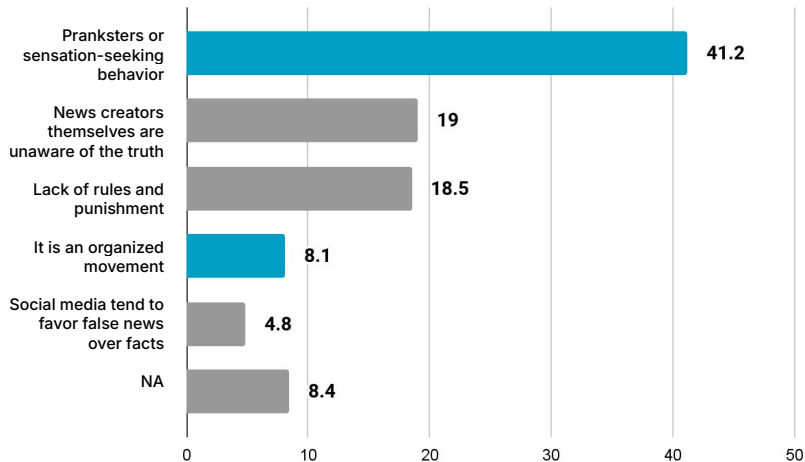
Share verified news
N=246 (for those who have fact-checked)



There is a low level of habit in sharing verified information. 39,4 percent says they rarely share verified information, while 31,7 percent states that they have never done so.

Vulnerability 3: Most of the Public is Unaware that Information Disorder is an Organized and Structured Movement

In general, why do you think there are a lot of false news/information that is shared on the internet/social media?

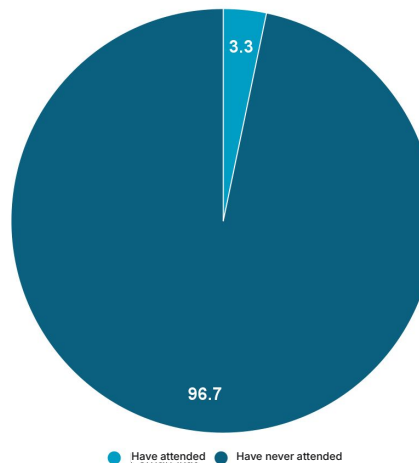


Public is generally unaware that information disorder is an organized and structured movement. According to the following data, a majority of the public believe that information disorder is caused by certain prankster(s).

Vulnerability 4: Importance of Enhancing Public Access to Information Literacy Programs



Have you ever attended information literacy programs such as fact-checking training or seminars?



Information literacy programs initiated by relevant stakeholders such as the government, digital platforms and civil society organizations still require further outreach among voters across different demographics and provinces.

PART 5

Impact of Information Disorder

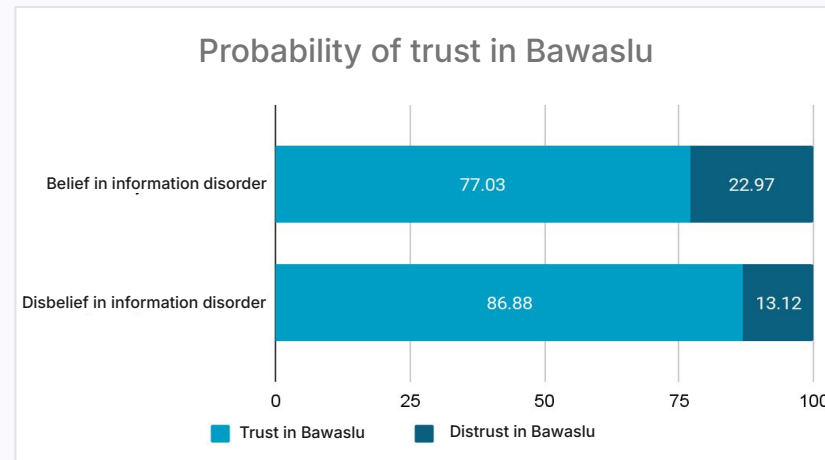
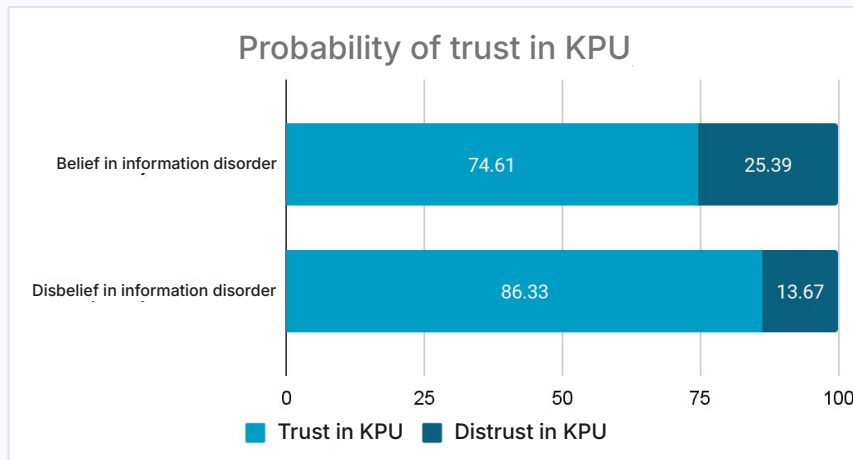


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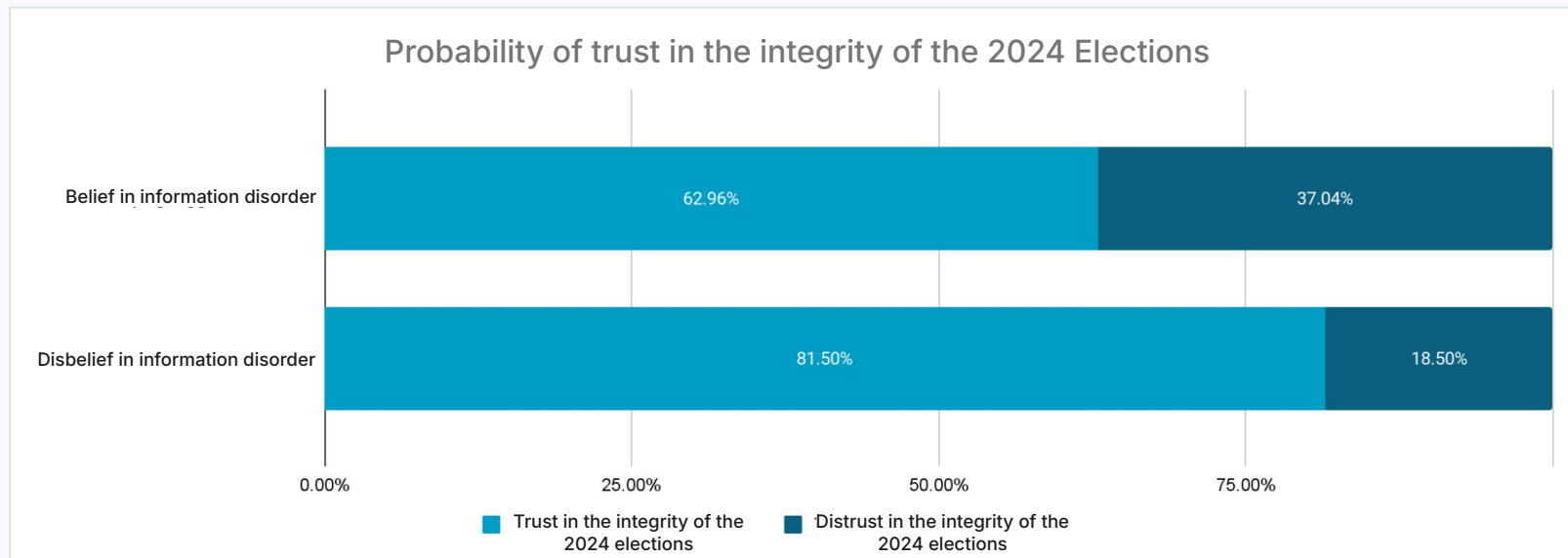
Google

Impact 1: Information Disorder has the Potential to Lower the Public's Trust in Election-management Bodies (KPU & Bawaslu)*



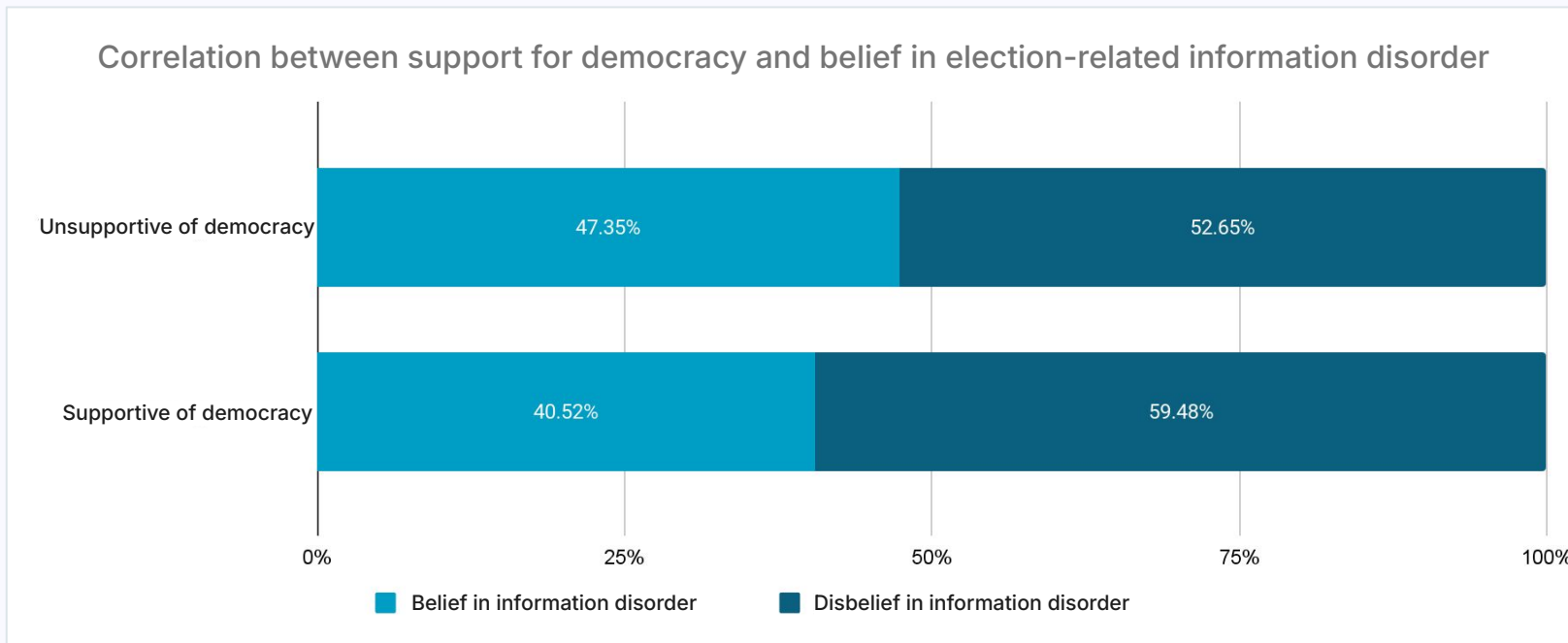
*Belief in information disorder reduces the probability of trust in KPU by 11.72 percent and trust in Bawaslu by 9.84 percent. These results are calculated from a logistical regression model that controls socio-demographic aspects such as gender, age, education level, expenditure, religion, urban/rural, and residency.

Impact 2: Information Disorder has the Potential to Decrease Public's Trust in Election Integrity*



*Belief in information disorder decreases the probability of trust in the integrity of the 2024 elections by 18,54 percent. This result is calculated from a logistic regression model that controls socio-demographic aspects such as gender, age, education level, expenditure, religion, urban/rural, and residency.

Impact 3: Information Disorder has a Chance of Lowering the Public's Support for Democracy



*The following result of a cross-tabulation analysis shows that belief in information disorder is negatively correlated with support for democracy by 6,83 percent.

PART 6

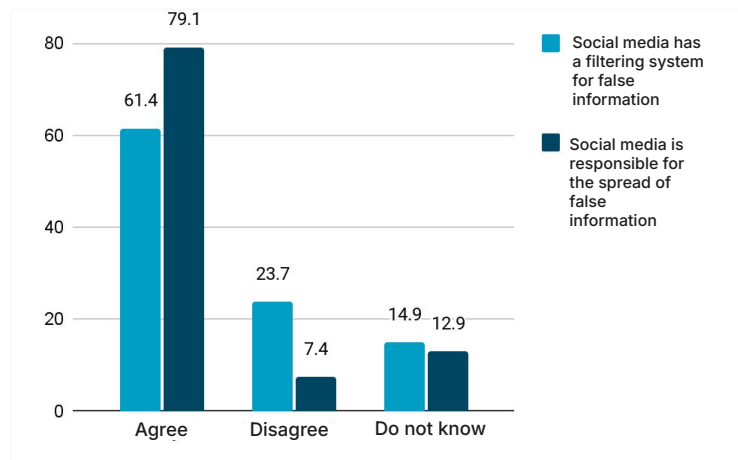
Mitigation Efforts to Combat the Spread of Information Disorder



Collaboration Between the Government, Technological Platforms, and Civil Society Organizations Within Internet Governance

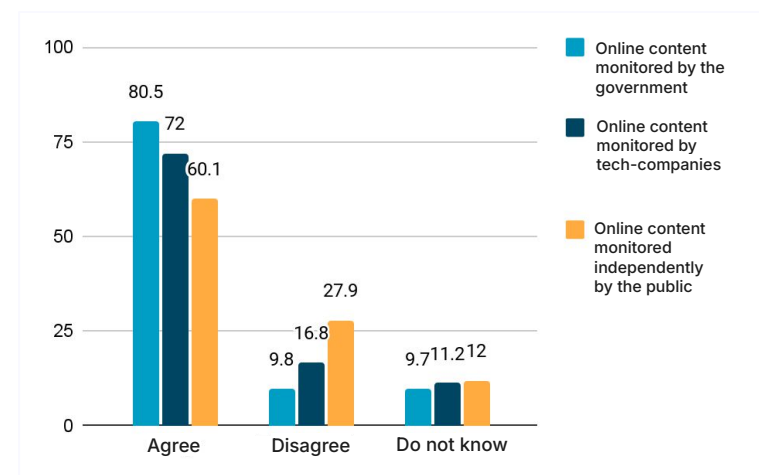


How much do you agree or disagree with the following statements? (in percentage)



61,4 percent of the public is aware of existing information filtering system on social media platforms. At the same time, 79,1 percent of the public deems social media platforms responsible for dealing with the spread of information disorder.

How much do you agree or disagree with the following statements? (in percentage)

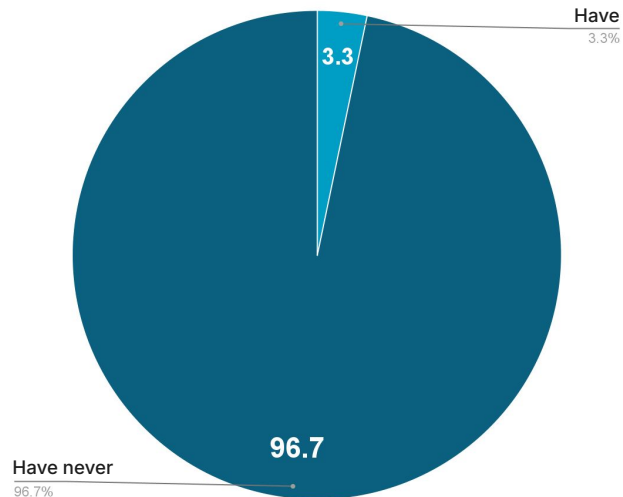


The public calls for collaboration efforts between the government and tech-companies for the improvement of internet governance

The Importance of Increasing Public Awareness of Existing False Information Reporting Systems on Social Media



Have you ever reported false information using the reporting system on social media? (in percentage)



Only 3,3 percent of total respondents have used existing reporting systems on social media

Conclusion



- Internet access and social media interactions **has significantly increased from 2019 to 2023**. However, public exposure to information disorder remains high, **with almost half of the population believing false information**. This demands stronger collaboration between the government, digital platforms, and civil society organizations to improve the ecosystem of information.
- The public's vulnerability to information disorder is still concerning, due to factors such as **the lack of habit of verifying information, limited access to fact-checking, and propensity for conspiracy thinking that can accelerate the spread of false information**.
- Information disorder spreads across various platforms, not only through social media but also through other mediums of information. Although the spread of information disorder is high, **most of the public are unaware that much of it is an organized and structured campaign**.
- The significant influence of information disorder has many negative impacts, evident in the **declining public support of democracy and trust in the integrity of the electoral process and election-management bodies**. A collaborative and multidimensional approach is needed to mitigate these impacts and strengthen the democratic process.
- Current mitigation measures are not fully effective. It is necessary to **expand and increase access to digital literacy programs**, with refined curricula and objectives, in order to empower users to critically assess information. **The effectivity of the digital literacy curriculum, as well as the target audience for programs need to be evaluated**.
- Fact-checking mechanisms and reporting systems on digital platforms should be enhanced to encourage greater public usage.
- **Periodic comprehensive national surveys on information disorder are necessary** to understand vulnerability trends and impacts that keep evolving. This data can assist stakeholders in developing evidence-based policies and effective mitigation programs.

PART 7

Respondent Profile





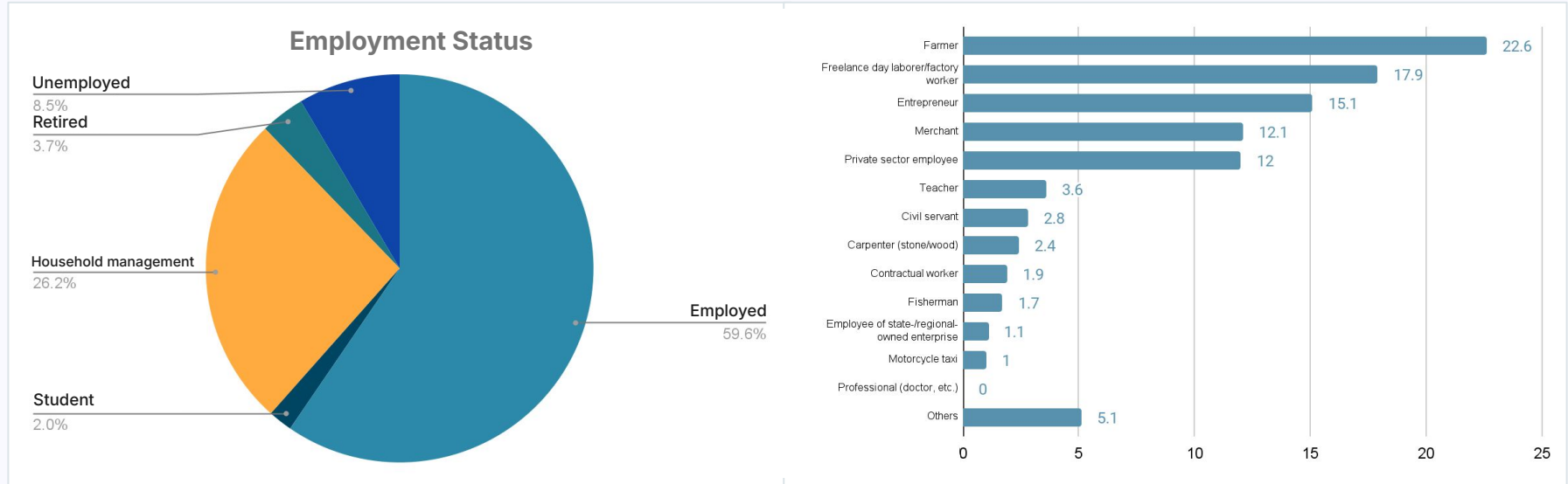
Respondent Profile: Religion, Ethnic Group, Level of Education and Monthly Expenditure

Religion	Sample
Islam	90,1
Christian/Protestant	5,8
Catholic	1,8
Buddha	0,6
Hindu	1,4
Confucianism	0,2
Ethnic Group	Sampel
Javanese	39,8
Sundanese	16,8
Malay	6,1
Madurese	4,1
Batak	4,0
Minangkabau	3,3
Acehnese	2,0
Betawi	2,0
Buginese	2,0
Sasak	1,7

Ethnic Group (continued)	Sampel
Balinese	1,4
Banjarese	1,4
Makassarese	1,1
Chinese-Indonesian	1,1
Ambonese	1,0
Dayak	0,8
Timorese	0,7
Papuan	0,5
Other	10,0

Level of Education	
Primary (Elementary/Junior High school/Equivalent)	53,9
Secondary (High school/Equivalent)	35,5
Higher (Academy/Bachelor's Degree)	10,6
Household Monthly Expenditure	
Below Rp 1.000.000	11,7
Rp 1.000.000 s.d Rp 2.000.000	36,9
Rp 2.000.001 s.d Rp 3.000.000	25,1
Rp 3.000.001 s.d Rp 4.000.000	14,2
Rp 4.000.001 s.d Rp 5.000.000	5,5
Above Rp 5.000.000	5,8
NA	0,8

Respondent Profile: Employment Status and Type of Work



59,5 percent of respondents are employed at the time the survey was conducted. The top three are as follows: 22,6 percent works as farmers, 17,9 percent as free/factory laborers, and 15,1 percent as business owners.

Thank you.

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Public Opinion Survey Release Information Disorder: Projection and Mitigation ahead of the 2024 Elections



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