

DIGITAL LITERACY FACING DIGITAL ANOMALIES AND CHALLENGES OF LONG- DISTANCE RELATIONSHIPS IN INDONESIAN MIGRANT WORKER (PMI) FAMILIES IN HONG KONG

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Abstract. The development of digital transformation provides great reinforcement to various capacities of people's lives, including for Indonesian Migrant Workers. Technology plays a role in reducing 'space' and 'time' so that the boundaries of distance and communication time can be overcome. However, on the other hand, the advancement of communication technology also brings many changes to the relationship of the meaning of human life and gives rise to various risks, including the emergence of anomalous developments in digital crime. This paper is an elaboration of the results of community service work through a digital literacy education program for Indonesian Migrant Workers working in Hong Kong. This digital literacy education aims to provide insight into awareness, knowledge, skills and critical reflection on the tendency of anomalous character development in the relations of migrant workers who are faced with the use of digital technology. This digital literacy education was attended by migrant workers in Hong Kong and involved several speakers from partner institutions or social institutions handling law in Hong Kong. This community service program succeeded in finding several points of conclusion. First, the importance of critical and reflective awareness in the use of digital technology as a medium for long-distance relationships. Second, the importance of the need for good digital literacy. Third, the importance of awareness of the risks and dangers of a culture of dependence on addictive digital technology.

Keywords: Digital Literacy, Anomaly, Indonesian Migrant Workers, Long Distance Relationship, Cybercrime

INTRODUCTION

Economically, Hong Kong is one of the special autonomous provinces of China that has extraordinary magnetic power for Indonesian people who want to work there. Hong Kong is a special administrative region as well as an industrial area that has various sectors of employment opportunities. Therefore, Hong Kong can be considered as one of the *prima donnas* for job seekers, including migrant domestic workers who used to be called 'Female Migrant Workers' (TKW). Almost 93.6% of Hong Kong's population is of Chinese descent. According to SISKOP2MI data throughout 20224, as of May 6, 2024, the number of Indonesian Migrant Workers (PMI) in Hong Kong was 39,173 people (www.bp2mi.go.id). This data certainly proves that the number of migrant workers in Hong Kong is quite large. However, even though the city of Hong Kong is classified as very modern and advanced, the problems faced by migrant workers are very complex, both from work pressures to problems that befall them personally and arise in various ways. Living as a migrant worker certainly has a greater risk of problems from the problem of a harsh work pressure system, cases of violence and harassment that often befall female workers to complicated problems related to the law (Kompas.com, 01/05/2024). Included in the list of problems faced by migrant workers is their relationship with the problem of digital transformation changes such as long-distance relationships. On the one hand, digital technology provides great benefits for the lives of workers, especially their long-distance relationships with family, relatives or their work world interactions.

In the use of digital technology, many cases prove that workers often experience problems to several types of criminal cases that befall them, such as online fraud, digital violence, sexual harassment and other forms of crime. Of course, there are several factors that allow digital crimes to befall migrant workers. One of them is the lack of digital literacy education for migrant workers. Often crimes arise unexpectedly from the habit of using digital technology which is considered ordinary. Addictive attitudes and attachment to the digital world, cause critical and reflective attitudes to begin to decrease and the potential for crime is not addressed critically. Although considered as freedom, addictive nature and attachment itself are actually forms of human unfreedom (Narwaya, 2024: 188)

Therefore, the Mercu Buana University Yogyakarta Community Service Team has initiated the idea to try to get involved and help provide digital education and literacy programs for migrant workers in Hong Kong. For the needs of this community service idea, the UMBY Team invites cooperation and collaboration with the Hong Kong Peduli Kasih Foundation to work on this program. The basis for inviting collaboration with the Peduli Kasih Foundation is because the Peduli Kasih Foundation has long worked to assist migrant workers in Hong Kong.

The initial goal of this community service program idea was first, to help provide assistance and public education on important issues for migrant workers to be able to help read the problems faced by migrant workers and how to overcome them; Second, to provide public education for Hong Kong migrant workers to help unravel how digital transformation and culture have been running and have an impact on the problems faced by Indonesian migrant workers. The important achievement expected is to provide not only knowledge, but also awareness and a more advanced perspective for migrant workers so that they are not easily targeted by victims of various forms of digital crime.

RESEARCH METHOD

With the background that has been written above, the UMBY Community Service Team has prepared several stages of planning and an overview of digital literacy content that will be provided to Indonesian migrant workers in Hong Kong. In the initial planning stage, the UMBY Community Service Team and the Peduli Kasih Foundation agreed to: (1) Provide a joint discussion space between Hong Kong migrant workers facilitated by the collaboration of the Hong Kong Peduli Kasih Institution and Mercubuna University Yogyakarta in the form of a hybrid zoom meeting; (2) Mercu Buana University Yogyakarta (specifically the Faculty of Communication and Multimedia) together with the Peduli Kasih Institution will invite and prepare public education resource persons who have the capacity to provide awareness and critical knowledge about the topic of the problem and (3) The results of the important content of public education will be important assessment materials for the process of further mentoring involvement for migrant workers in Hong Kong. Before the implementation of the international webinar agenda on digital literacy, the UMBY team and the Hong Kong Team coordinated by the Peduli Kasih Foundation had conducted an initial meeting agenda via zoom and produced several important points of agreement. Among the important agreements are:

1. The initial meeting was held to be an initial discussion to understand each other's program ideas and plans to be carried out, along with the preparation of concepts and technicalities that need to be prepared; a meeting plan via Zoom involving Mr. Dedy Kristanto as the coordinator and liaison from the Hong Kong migrant workers with the entire UMBY Fikomm service team.
2. In this initial meeting, a detailed description of the implementation of the Cooperation was agreed upon. For the time being, the implementation of this Cooperation will hold public education with the subject of the participants being Hong Kong migrant workers
3. In the initial agreement with partners, the implementation of the training program will be held in November 2024 by involving around 50 participants from Migrant Workers
4. Before the implementation of Public Education, a previous zoom meeting was held with representatives of Migrant Workers as an initial assessment to understand the conditions and needs experienced by migrant workers so that they can be used as material and data for compiling public education teaching modules.

5. The public education process will be carried out in several meeting sessions using the public education module (syllabus) guide that will be previously prepared by the UMBY Fikomm service team assisted by input from several content materials from Partners
6. This service work is expected to be an opening door for the next partnership work such as the continuation of the next service or also long-term research ideas on the conditions of migrant workers in Hong Kong
7. From the results of the initial meeting, it was agreed that the implementation of the service would be in the form of public education via online (zoom meeting). There are three important issues related to this public education, namely (1) digital literacy on the topic of digital anomalies and the challenges of long-distance relationships for Indonesian migrant workers in Hong Kong; (2) Public education on the topic of the problem of long-distance care for Indonesian Migrant families in Hong Kong and (3) is the Education of Children of Indonesian Migrant Workers in Hong Kong.

RESULT AND ANALYSIS

In accordance with the agreed agenda and implementation stages, the International Webinar agenda for Digital Literacy took the topic of Digital Literacy Facing Digital Anomalies and Challenges of Long-Distance Relations in Indonesian Migrant Worker (PMI) Families in Hong Kong which was held on Saturday, November 23, 2024 via zoom meeting. This international Webinar agenda is part of a commitment to work together seriously to address concerns about the many problems that still befall Indonesian migrant workers, especially cases related to online-based criminal crimes. The digital world with all its developments, apart from providing aspects of opportunities, chances and benefits, also has a lot of risk impacts on its users. In this international webinar, there were three invited speakers, namely Maryanti, SH as the General Chairperson of the Legal Response Community (KMTH), Dr. St Tri Guntur Narwaya, M.Sc as a lecturer in Communication Science at Mercu Buana University and also presenting the Director of the Hong Kong Peduli Kasih Foundation and Vice President of IDN Global Migrant Worker Division, Hong Kong, namely Mrs. Nathalia Widjaja, M.Ed, M.Couns.

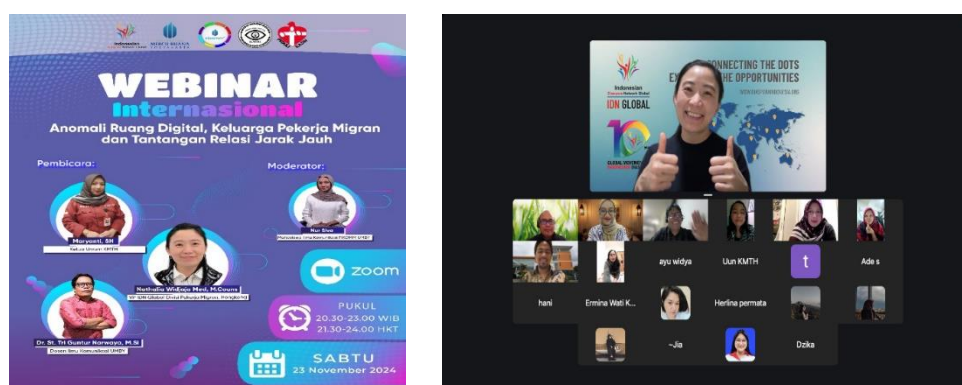


Figure 1. Sharing Session

On the occasion of the event, Maryanti, who works as a migrant worker community companion on a daily basis, provided interesting notes on several problems experienced by migrant workers related to online relationships and various long-distance relationship problems. Based on data collected by the KMTH institution, many migrant workers have experienced bad cases due to online relationships such as love scams, cyber sexual, online fraud and digital-based extortion. Being careful and alert to online crime modes is something that is very important to do, said Maryanti.

In another presentation, Guntur Narwaya, who happens to be engaged in research studies on the digital world, provided a more critical perspective on digital phenomena. In his view, the development of the character of digital technology must be interpreted in two ways, namely the side that provides the capacity for profit and the other side of the character that also has the potential to pose risks to people's lives. Guntur Narwaya added that 'vulnerability to online crime cases is also greatly triggered by the dimension of excessive dependence and trust in digital machines. The

attitude of dependence becomes an addictive character that can potentially be bad. "More critical knowledge and awareness in understanding digital technology is something that is very important for migrant workers," he said.

Nathalia Widjaja also provided an interesting discussion exploration on the psychological and mental health aspects related to dependence on digital technology. According to her presentation, there are many addictive symptoms that massively attack humans when dealing with digital machines. "Many people then become so addicted to technology and lose moments of calmer and broader thinking," said Nathalia Widjaja. According to Nathalia, addictive symptoms are the source of being exposed to the risks of digital crime. In her final notes, Nathalia Widjaja emphasized more on the usefulness of the role of 'silent moments' or moments of silence and human reflection so that they are not easily carried away and dissolved in the hustle and bustle of work life which often makes humans easily fall into reactionary attitudes and are not deep in responding to life's problems. In the final statement, the three speakers seemed to have several lines of ideas that were almost similar that education, knowledge and also sharpening a deeper awareness of various developing life phenomena would help migrant workers to be able to live the world of life better.

Strengthening knowledge can also provide mental courage and broader insight in responding to digital crime cases that can befall migrant workers at any time. There are several important notes and findings from the results of the webinar with Indonesian migrant workers in Hong Kong. Several important points were also obtained from previous observations and FGDs conducted between the UMBY Community Service Team, the Hong Kong Caring Foundation Team and also several representatives (coordinators) of Hong Kong Migrant Workers. Several important findings were then analyzed and reflected on as an effort to find the basic problems and the real heart of the problem. In the end, this analysis basis can help to be a consideration for the implementation of further assistance work. Some of these findings include:

1.1 Perspective Problems in Understanding Digital Technology

The development of digital technology transformation in relation to the relationship between 'humans' and technology' has been addressed from various perspectives. How technology is then used, practiced, and even believed always depends on the position of the existing perspective. This perspective ranges from those who are very enthusiastic about all roles of technology, those who are quite critical in rejecting all forms of technology that will threaten human life to perspectives that place more realistic but critical thinking on the relationship between 'humans' and 'technology'.

From the reflection of important findings at the webinar event, most of the cases that have befallen workers related to digital technology mostly start from the value of 'trust' in digital technology, where technological facilities are fully considered as a means that will help with the problems faced by its users. Various applications in digital technology such as gadgets and laptops provide access that seems to be able to meet the needs of users. Cases of online fraud that often befall migrant workers, because they really believe in relationships in the digital world. This trust factor is often exploited in online fraud modes or other forms of online extortion.

This trust value, if analyzed at a more reflective level, is an expression of a certain reason or perspective called the 'utopian' or 'technological enthusiasm' perspective. This perspective places more trust in how technology is considered to be able to help various needs and also solve various problems faced by humans. Every presence of technology will always be responded to positively and even considered to be a very important instrument for human civilization. This instrumentalistic utopian view also assumes that technology is something neutral and value-free (Narwaya, 2024: 174). Actually, this 'utopian' or 'technological enthusiasm' view is not entirely wrong. However, blind trust and minimal critical attitude towards technology will often erode the critical realist attitude of users. One of the impacts is that the user subject cannot distinguish between what is good and what is not good in their relationship with technology. Don Ihde, a technological thinker, once gave a study of the two faces of the nature of technology. 'magnification' and also 'distortion'.

'Magnification' describes more that technology has the capacity to strengthen the role of the human body and 'distortion' explains more that in addition to the role of 'strengthening' there is the potential for deviation and danger of decreased capacity caused by technology. The increasingly strong power of capacity forms a deterministic character of technology. In Ihde's explanation, the

means then become more important than the goal itself and ultimately enslave humans, instead of freeing them (Lim. 2008: 18).

In the context of cases experienced by migrant workers, in many cases it is also caused by a lack of digital literacy, especially understanding the risks and potential negative impacts of using digital technology. From some of the victims' statements, they initially did not suspect that the case that befell them was a form of crime. When they have fallen into the trap of crime, the victims also feel confused about what to do even though the level of loss that must be borne is very high. In cases such as 'Love Scamming' or fraud involving intimate relationships, victims do not dare to take their cases to the legal realm because of the threat aspect and also the high level of shame.

1.2 Addictive Attitudes and Attachment to Technology

The problem of very fanatical attachment or what is commonly called addictive is also one of the important findings in the results of the webinar discussion. Almost most of them are already very connected in a very strong relationship with digital technology (gadgets). It is not entirely the fault of the workers, but the system of interaction of life, work, payment methods and all kinds of life support for workers are mostly connected to the digital online world. This system forces the workers themselves to view gadgets as no longer just a means of assistance, but as if they have become an inseparable part of their own lives. Technology is not only a device or inanimate object but an entity that changes the way humans live (Ihde, 1990: 47). However, attachment and addiction to technology are also driven by cultural factors, namely lifestyle. Technology is more interpreted not only as a 'device/tool' but has become a 'need' for lifestyle. By being able to access technological facilities, it means that it has become part of life as it should be. The combination of a coercive environment and an affirmative attitude towards lifestyle causes the presence of a very strong addictive character. A very busy work life with short break times makes Gadgets one of the most familiar escapes. Gadgets are a space that can accommodate some of the needs of desires, wills, desires, interests to catharsis-catharsis of unlimited self-pleasure. At this point when the focus is always directed at the feeling of never stopping to enjoy digital space, that's where the addictive condition begins to be created.

In the notes found by Nathalia Wijaya as the Director of the Hong Kong Peduli Kasih Foundation who often accompanies migrant workers in Hong Kong, it provides an illustration that the attitude of technology addiction causes several very strong impacts. According to Nathalia, an addictive nature will drain energy physically and psychologically. Workers will easily experience fatigue, anxiety and also lose focus on work. As a Psychologist, Nathalia explains that there is a very strong relationship between the aspect of 'technology addiction' and 'mental disorders' such as anxiety, trauma, fear and loss of focus of thought, stress to depression.

From the notes of these factual findings, psychological assistance for workers is indeed one of the main tasks except for other assistance. High stress levels due to the dense workload and time and the addictive issues of this technology have the potential for many psychological problems experienced by migrant workers. Of course, the inevitability of technological progress is difficult to avoid, but at least this reflection of notes is important that efforts to avoid attachment and addictive attitudes to technology will at least avoid the presence of subsequent problems. Digital literacy assistance and psychological assistance for victims are very important in the working life of Indonesian Migrant workers in Hong Kong.

1.3 Lack of Digital Literacy on Potential Risks of Technology Distortion

Another interesting note from the webinar results is the important point of continuous education to provide correct digital literacy to Indonesian migrant workers regarding various strategies for utilizing good digital technology. Problems that often arise such as online fraud, online extortion, love scamming, to psychological violence via digital are caused by the lack of critical awareness of workers in using digital technology. Critical awareness will help users to be able to properly sort out various needs using digital media. Critical awareness also helps to improve the ability to process analysis of various digital content. In Maryanti's notes from KMTH Hong Kong, a critical attitude can mean an attitude of alertness and caution not to be easily influenced by the temptations that are always present in digital content. Nathalia from the Peduli Kasih Foundation also added that a critical attitude also means a reflective attitude that helps users to sort out the boundaries of good

content and bad content. A reflective attitude can be built by taking many breaks in the 'silent time' space, namely a space to 'be silent' and reflect more wisely. Many cases that befall workers are related to the digital world, because workers have lost the 'reflexivity' of the 'silent time' attitude. The attitude of rushing to make decisions without critical consideration will often cause users to easily experience problems. Nicholas Carr, an author of the book "The Shallows: What the Internet is Doing to Our Brains" provides critical notes that the presence of the digital internet world has been able to dull and shallow the way humans think (Carr. 2010).

Excessive enthusiasm without reflection will only cause users to become vulnerable groups who will easily be hit by problems in their relationship with the use of digital media. As an important note from a thinker Ulrich Beck, that every progress of civilization such as technological developments, will always be accompanied by another dimension, namely the potential for the presence of 'risk' in it (Beck, 2015). Modern society with its advanced technology is a 'risk society', namely a society that itself gives birth to risks that will also become more advanced. Even in a more critical view, Vincent Mosco stated that new media such as social media, search engines, and e-commerce have created an ecosystem that is very vulnerable to manipulation and crime (Mosco, 2016: 530). Therefore, this interesting note is the basis for a fairly important recommendation that digital literacy regarding various potential digital risks needs to continue to be carried out in the future.

1.4 The Importance of Legal Awareness Literacy in the Digital World

In the results of the discussion and discussion in the webinar, both the data of the speakers and also the participants also found important aspects that need to be developed, namely helping migrant workers to understand the legal aspects in various cases related to the digital world. In Maryanti's statement, as a legal assistant for migrant workers, she said that there is still a lack of knowledge about the legal aspects of the digital world. One concrete example is when workers experience a case that is suspected of being a crime in the digital world, many of the workers are then confused about how to deal with it. This weak position of legal awareness is often exploited by perpetrators of crimes to carry out actions that are increasingly detrimental to migrant workers. There are many modes of manifestation of the form of crime that can occur. In each mode and practice of crime, there will be various legal offenses that can be learned. A victim may know that he or she has been deceived or subjected to a crime, but after that it is not responded to and not followed up because of ignorance of the legal steps to be taken. Moreover, most migrant workers come from ordinary people and are not highly educated. This ignorance of legal awareness also opens the door for practical opportunities for crime to develop. Lack of legal knowledge is also a weak point in the process of handling cases by victims.

The law that regulates aspects of the digital world is relatively new and has not been socialized effectively in society, especially for migrant workers. The Electronic Information and Transactions Law (UU ITE) already exists, but is not yet familiarly understood by migrant workers. The case of 'love scamming' which ultimately often ends in extortion in cyberspace, is a type of case that is often faced by migrant workers. Starting with an initial introduction in cyberspace, then the interaction continues to a closer relationship until an intimate relationship in cyberspace. In many cases, the victims feel trapped and blackmailed through threats due to 'love scamming'. The case is not raised in a legal offense, because the victim feels cornered and afraid to open this case to the public. Among them are confusion about the solution on how to deal with such a case situation.

The absence of legal knowledge and also limited connections to the network of victim legal assistance institutions, cause many cases to sink and not be raised in public. Therefore, in the important notes from the results of the webinar discussion, the idea of developing legal awareness capacity and also the need to expand social networks that care about legal cases like this is very much needed. At least, legal education and literacy programs for digital cases are very much needed by Indonesian migrant workers. The goal is first to enable migrant workers not only to avoid the trap of legal errors in the digital world but also to strengthen their legal courage in facing cases that befall them one day.

CONCLUSION

From the entire initial planning process to the realization of the public education program through digital literacy in dealing with digital anomalies and the challenges of long-distance relations for Indonesian migrant workers in Hong Kong, several important conclusions have been found. Among the interesting notes are: First, from the results of the discussion and observation, it was noted that the digital transformation itself, except for providing access to capacity in helping migrant workers, on the one hand gave rise to various new phenomena that were challenging and at the same time posed a serious threat to the birth of new forms of digital crime; Second, several facts of the cases that were raised, illustrated serious problems that could not be considered trivial for the survival and work of migrant workers; Third, there are at least four fundamental things that need to be responded to both in terms of the importance of strengthening the perspective of critical awareness of migrant workers, the dangers and threats to the nature of 'attachment' and 'addiction' of technology, the importance of digital literacy especially in various potential digital risks and also the need for appropriate legal literacy education to touch on aspects of legal awareness of the increasingly complex and developing digital world.

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