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## Transformation of Social Capital in a Digital Society: Support for Tolerance in Indonesia

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### Abstract

*This study aims to cover the transformation of social capital in a digital society and its support for tolerance. This study used a quantitative method with descriptive content analysis. The research subjects are Twitter social media users. The object of this research is identified through user involvement in tolerance issues on social networks such as Twitter. The analysis tool that is maximized is Nvivo 12 Plus. The study reveals that disseminating harmful and intolerant content on social media platforms can pose a significant obstacle to establishing meaningful social connections. Such content is capable of provoking conflicts, reinforcing intergroup divisions, and eroding the social trust needed to foster tolerance. Fake news and negative narratives can reinforce negative stereotypes and have a significant impact on society's mindset. Promoting positive social values requires increasing digital literacy, taking a strong stance against content intolerance, implementing policies that promote tolerance, and ensuring access to information for all. This study highlights the grave danger of spreading harmful content on social media platforms like Twitter, as it can significantly threaten the building of substantial social capital. To promote digital tolerance, we need to increase literacy, enforce strict policies, strengthen online networks, and promote constructive dialogue.*

**Keywords:** Social capital, social trust, social media, digital society, tolerance

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## **INTRODUCTION**

In Indonesia, intolerance is the main focus in building social capital and support for tolerance. Setara Institute noted an increase in cases of intolerance in Indonesia during early 2023, which included attitudes or behavior that did not accept or respect social differences or political views (Aji and Wibowo 2023). Apart from that, several research results also emphasize that religious intolerance has become more robust and has often affected social stability in Indonesia in recent years. This is supported by a lack of understanding and awareness of societal diversity, strengthening intolerance (Hariyadi et al. 2023; Mietzner and Muhtadi 2018). This highlights the escalation of the problem of tolerance in Indonesia. Apart from that, the issue of intolerance has also spread to the digital space, where social media platforms often become places where intolerant content is spread, which can strengthen social divisions and threaten the development of inclusive social capital (Karso et al. 2024; Muhid et al. 2019; Venus et al. 2019).

Intolerance refers to attitudes or behaviors that do not accept or respect societal differences (Badaan and Jost 2020; Verkuyten, Adelman, and Yogeeswaran 2020). This can include religion, ethnicity, race, culture, gender, or political views (Rowatt and Al-kire 2020; Wang and Froese 2020). Tolerance generates hatred, persecution, and injustice, leading to social conflict, intergroup tensions, and social divisions (Brenner and Metcalf 2020; Verkuyten and Kollar 2021). Intolerance is often based on ignorance, fear, or the mistaken belief that differences and differences pose a threat. A lack of understanding and awareness of the diversity of society can strengthen intolerance. When individuals or groups ignore or refuse to recognize the different rights, dignity, or interests of others, this reflects intolerance (Carleton, Norton, and Asmundson 2007; Halperin, Canetti-Nisim, and Hirsch-Hoefler 2009; Morriss, Zuj, and Mertens 2021).

Intolerance has a detrimental impact, both on an individual and social level. At the personal level, intolerance can lead to exclusion, psychological suffering, and lost opportunities for growth and learning from differences. At a social level, intolerance can exacerbate group tensions, hinder social cooperation and solidarity, and hinder sustainable social and economic development (Pak et al. 2022; Smith, Twohy, and Smith 2020). Overcoming intolerance requires a comprehensive

approach. Better education and awareness about diversity and tolerant values can help change intolerant attitudes and behavior (Hjerm et al. 2020; Wijaya Mulya and Aditomo 2019). Promoting dialogue and interaction between different groups is essential, enabling mutual understanding, increased awareness, and respect for differences (Felsman, Gunawardena, and Seifert 2020; Yilmaz and Barry 2020). Legal protection of individual rights is also needed to prevent and overcome discrimination and promote social justice (Berry-James et al. 2021).

Intolerance is a severe problem affecting social relationships and people's well-being. Promoting tolerance and tackling intolerance is essential to building an inclusive, just, and harmonious society. Social capital is crucial in overcoming societal intolerance (Crowley and Walsh 2021; van Deth and Zmerli 2010; Gelderblom 2018). The existence of a strong network of relationships between individuals and groups, social norms that promote inclusivity, and values that encourage respect for differences are essential foundations in creating a more tolerant environment. Through trust and mutual understanding built through social capital, prejudice and stereotypes can be overcome. In addition, public involvement and active participation in public spaces also allow the voices of various groups to be heard and respected so that inclusive solutions can be formulated (Baharuddin, Sairin, Nurmandi, et al. 2022; Baharuddin, Sairin, Qodir, et al. 2022; Crowley and Walsh 2021). By building substantial social capital, communities can work together to overcome intolerance, promote tolerance, and create inclusive, just, and harmonious societies.

Much research has been done on social capital and tolerance of these two topics. However, there still needs to be more to find specific and simultaneous study results analyzing these two topics, especially relating them to studies of digital society. However, the results of previous studies are still available, which can help this study. First, tolerance and intolerance have undergone significant transformations. Information and communication technology development, especially the Internet and social media, has provided a new platform for social interaction and information exchange. However, this digital influence also impacts societal tolerance and intolerance (Hamayotsu 2013; Prasetya and Murata 2020). Second, digitization can strengthen social capital by increasing connectivity, access to information, public participation, and cooperation (Baharuddin, Jubba, et al. 2022; Baharuddin, Sairin, et al. 2021; Baharuddin,

Sairin, Nurmandi, et al. 2022; Utz and Muscanell 2015; de Zúñiga, Barnidge, and Scherman 2017).

The research objective is to bridge the void of previous research by analyzing the transformation of social capital into a digital society with cases of tolerance. This research question is described as follows. (1) How does the transformation of social capital occur in a digital society in the context of acts of tolerance? (2) What is the role of social capital in promoting tolerance in a digital society? (3) What challenges are faced in building solid social capital for tolerance in the digital era? These research questions help to explore a deeper understanding of the transformation of social capital into a digital society and its impact on tolerance.

This research has significant benefits in various aspects. First, by bridging the gap in previous research, this research will provide deeper insight into how social capital transforms digital society, focusing on acts of tolerance. This will help to understand the critical role of social capital in promoting tolerance in the ever-evolving digital era. Second, the findings from this research can provide valuable guidance for policymakers, stakeholders, and practitioners in building a more inclusive and tolerant online environment. In addition, by identifying the challenges faced in building solid social capital for tolerance in the digital era, this research can help formulate more effective strategies for supporting the values of tolerance in cyberspace. Finally, this research can provide a valuable theoretical contribution to understanding the relationship between social capital and tolerant actions in an ever-changing digital context.

## **METHODS**

This study used a quantitative method with descriptive content analysis. The research subjects are Twitter social media users. Twitter was chosen as the platform because of its popularity and use in channeling feedback, participation, relationships, and engagement within the network. Data on Twitter was collected using the Nvivo feature available on Google Chrome and then transferred to the analysis software Nvivo 12 Plus. The research data is focused on searching for

keywords: Tolerance (6978 Tweets captured) and Intolerance (2202 Tweets captured).

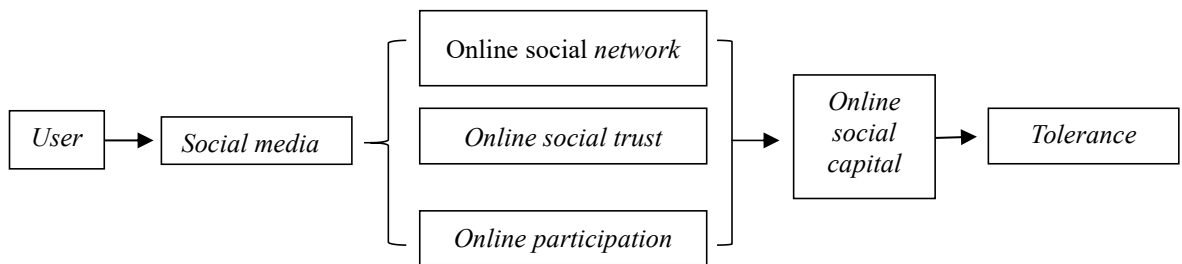
The collected data transferred to Nvivo 12 Plus is analyzed by classifying and coding based on Word Frequency Query and Sentiment Analysis. Word Frequency Query helps find the data's most used words and hashtags. Sentiment analysis to identify expressions of public trust with the issue of tolerance by dividing them into negative and positive sentiments. Using Nvivo 12 Plus helps reduce the tendency of researchers towards unreliable or invalid research results because reliability and validity are determined automatically after coding the data to a significant percentage. The results of this data coding can then be visualized in the form of graphs or tables.

## **RESULTS AND DISCUSSION**

### **Transforming Social Capital in a Digital Society: Supporting Tolerance**

In an increasingly advanced digital era, the transformation of social capital is becoming increasingly important in building an inclusive and sustainable society (Einspänner 2013; Hwang and Kim 2015). Social capital refers to a network of relationships, beliefs, and social norms that enable cooperation, togetherness, and tolerance among individuals in a community (McKinnon 2017; Rogošić and Baranović 2016; Siisiäinen 2003). In the context of a digital society, social capital undergoes a significant transformation. Social media platforms and digital technology have changed how humans interact, share information, and participate in social life (Baharuddin, Sairin, et al. 2021). Through social media, one can connect with people worldwide, share views, and expand social networks (Dhiraj Murthy 2015; Kwon et al. 2016; Valenzuela, Arriagada, and Scherman 2014). In the context of supporting issues of tolerance, the transformation of social capital in a digital society is identified as follows:

**Picture 1.**  
**Online Social Capital Transformation Model in Supporting Tolerance**



Picture 1 shows a model of the transformation of online social capital in supporting tolerance. This model explains that individuals as users in cyberspace, such as social media, help bridge social networks, trust, and online participation. In social media, issues of tolerance are discussed. This then forms more substantial online social capital to campaign and support the idea of tolerance. In the digital era that continues to develop, transforming social capital in a digital society is essential and crucial, especially in supporting tolerance. The implication is that individuals as social media users have an essential role in forming online social capital that supports tolerance by facilitating social networks, trust, and online participation in discussions about tolerance. In the ever-growing digital era, understanding and applying this concept is crucial in promoting the values of tolerance in digital society.

The trends mentioned above also show the positive contribution of social media. Social media has changed how humans interact, share information, and connect (Chung 2014; Obar and Oeldorf-Hirsch 2020; Verduyn et al. 2020). Through these platforms, individuals can form broad and diverse social networks, broaden their horizons, and strengthen social trust online (Carlsen, Toubøl, and Brincker 2021; Ebrahim 2020; Hanaysha 2022). Online social capital involves trust, social norms, participation, and relationships between individuals in the digital world (Baharuddin, Jubba, et al. 2022; Limaye et al. 2020; Luo et al. 2020). In social media, online social trust is essential for creating acts of tolerance (Besley and Peters 2020; Kunst et al. 2019). When social media users trust each other and feel comfortable interacting online, they are more likely to open themselves to existing perspectives, views, and diversity. This encourages

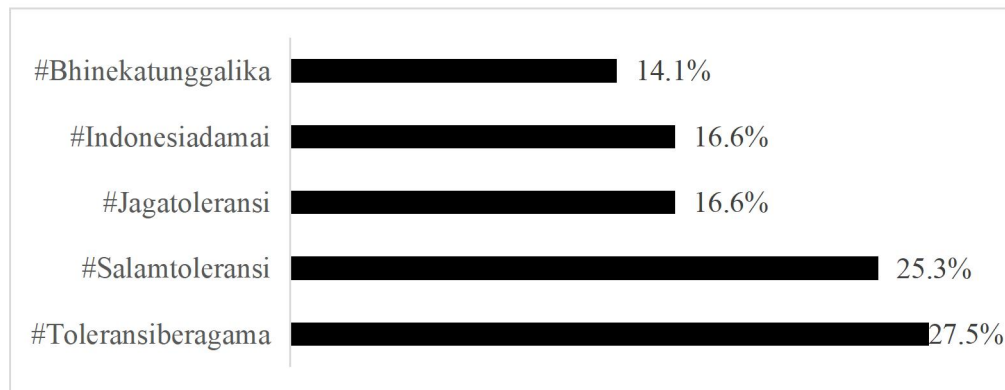
constructive dialogue, mutual understanding, and acceptance of differences (Strömbäck et al. 2020; Tayal and Bharathi. S 2021).

Online participation is also essential in transforming social capital to support tolerance. Through active participation in social media platforms, individuals can contribute to forming public opinion, broaden horizons, and support movements and campaigns that promote the values of tolerance (Brown and Mourão 2022; Coles and Saleem 2021). By actively participating, online social capital is strengthened, and tolerance is encouraged more widely and effectively. However, it must be acknowledged that the transformation of social capital in a digital society also faces challenges. For example, there are filter bubbles and algorithms that limit our exposure to different points of view, resulting in social media users tending to be trapped in information spaces that are in line with their views (Bozdag and van den Hoven 2015; Seargeant and Tagg 2019) This can exacerbate polarization and inhibit tolerance action. Therefore, it is essential for social media users to actively seek and diversify sources of information and engage in inclusive and mutually supportive discussions.

Thus, social media changes how humans interact, forming extensive social networks, broadening views, strengthening online social trust, and forming online social capital. Online social capital, which involves social networks, trust, and participation, is essential in supporting tolerant actions in online society. This is the key to creating constructive dialogue, mutual understanding, and acceptance of differences, which supports tolerance. Additionally, active participation on social media platforms strengthens online social capital and promotes tolerance more broadly. However, challenges such as filter bubbles and algorithms that limit exposure to different viewpoints must be overcome for efforts to support tolerance to remain effective in an ever-evolving digital environment. Therefore, social media users must seek out and diversify information sources and engage in inclusive and mutually supportive discussions.

The following is an example of transforming social capital into a digital society to support issues around tolerance on social media platforms.

**Picture 2.**  
**Digital Community Action on the Twitter Social Media Platform Supports the Issue of Tolerance**



In transforming social capital into a digital society, social media platforms play an essential role in supporting issues around tolerance. Through hashtag analysis on social media platforms, such as Twitter, this study sees that issues related to tolerance receive significant attention and support. Hashtags such as *#Toleransiberagama*, *#Salamtoleransi*, *#Jagatoleransi*, *#Indonesiadamai*, and *#Bhinekatunggalika* reflect the awareness and support that exists for the values of tolerance in a digital society. The hashtag *#Toleransiberagama* is the most used, with a percentage of 27.5%. This shows that the issue of religious tolerance is a significant concern in the transformation of social capital on social media platforms. Social media users use this hashtag to voice the importance of maintaining interfaith harmony, respecting differences in beliefs, and promoting interfaith dialogue.

Furthermore, the hashtag *#Salamtoleransi*, with a percentage of 25.3%, also shows the commitment of social media users to supporting acts of tolerance. This hashtag reflects efforts to spread mutual respect and acceptance of differences and invites all parties to commit to building a more inclusive society. The hashtags *#Jagatoleransi* (16.6%) and *#IndonesiaPeace* (16.6%) also reflect an awareness of the importance of creating a peaceful social environment and prioritizing the values of tolerance in society. Through this hashtag, social

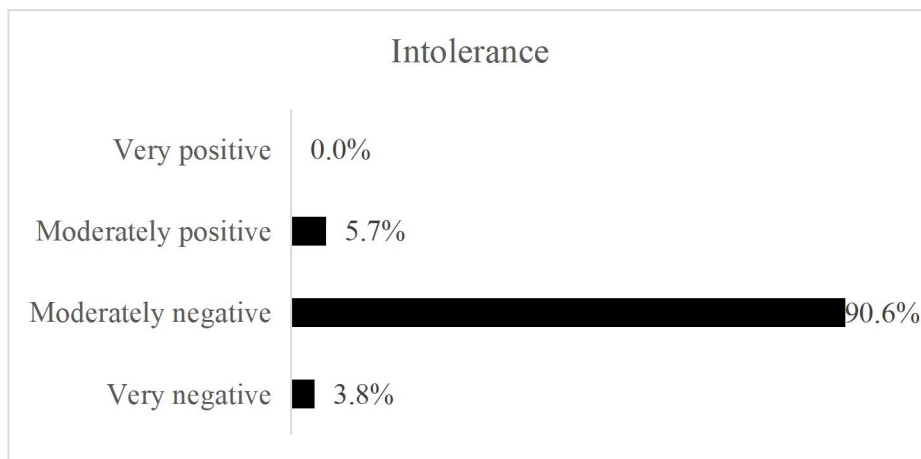


media users voiced their desire to live in a society free from conflict and discrimination. They invited others to build a more tolerant social life actively (Kunst et al. 2019).

In addition, the hashtag *#Bhinekatunggalika*, with a 14.1% percentage, underscores the importance of unity and oneness in carrying out acts of tolerance. This hashtag reflects pride in Indonesia's diversity and determination to maintain unity amidst social, cultural, and religious differences. Overall, the hashtag analysis shows that issues around tolerance receive significant attention in transforming social capital into a digital society. Social media users actively spread tolerance messages, promote dialogue, and build an inclusive society. Even though these hashtags reflect an awareness of the importance of tolerance, genuine efforts are still needed to translate support on social media into concrete actions in everyday life. Another transformation is shown in online social trust in social media platforms.

**Picture 3.**

**The Level of Online Social Trust Regarding Issues of Intolerance on Twitter**



The level of online social trust related to intolerance issues on Twitter, as reflected in the percentage in Picture 3, shows that society generally does not support intolerance. In the data, only 6% showed a moderate positive attitude, while 91% showed a moderate negative attitude towards intolerance issues. No percentage shows a very positive attitude towards this issue. These Pictures indicate a low level of public trust in intolerant views, actions, or discussions in

the digital environment. The prevailing negative moderation attitude signifies strong rejection, concern, and disapproval of intolerance in online society. This shows that most Twitter users do not accept or support attitudes that are intolerant of differences.

In addition, this data illustrates the importance of strengthening social capital that supports tolerant actions in a digital society. It also provides an opportunity to drive attitude change and raise awareness of the importance of tolerance in online social networks. In a digital society that is increasingly connected and dependent on social networks, building trust and support for acts of tolerance is crucial in maintaining harmony and overcoming polarization. To overcome the level of social trust regarding intolerance issues on Twitter, steps such as increasing education and awareness of tolerance values are needed, promoting open dialogue and mutual understanding, and strengthening inclusive social networks. Campaigns that strengthen social capital and garner public support in supporting acts of tolerance are also essential to change existing patterns.

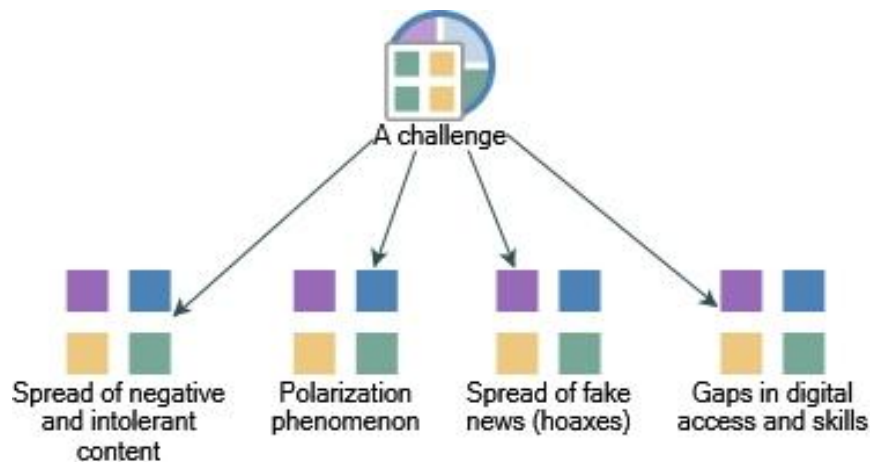
Overall, transforming social capital in a digital society is essential in supporting tolerance. This study can build an inclusive, respectful, and tolerant society in the digital world through social media, online social networks, online participation, online social trust, and developing online social capital. However, challenges such as filter bubbles and polarization still need to be overcome so that the transformation of social capital truly supports the realization of sustainable acts of tolerance. In a digital society, acts of tolerance are even more important because of increased support and trust. The transformation of social capital in the digital context plays a crucial role in promoting and supporting tolerance. By developing an inclusive network of relationships, strengthening trust between users, and promoting social norms that respect differences, digital society can become a space that facilitates dialogue, understanding, and collaboration across cultures, religions, and backgrounds.

## Challenges Faced In Building Strong Social Capital for Tolerant Actions in the Digital Era

In an ever-evolving digital era, promoting tolerant actions requires building substantial social capital. However, a number of challenges need to be faced in presenting these values of tolerance in a digital world full of complexity. Several challenges must be faced in building significant social capital to support tolerance in the digital era. This research succeeded in mapping several challenges, including the following:

**Picture 4.**

### Challenges in Building Social Capital in the Digital Era



One main challenge is spreading harmful and intolerant content on social media (Zhou, Li, and Lu 2021). Digital platforms are often places for the spread of messages that provoke, trigger conflict, and strengthen divisions between groups (Shi et al. 2018). This harmful content can influence public opinion and exacerbate the climate of tolerance. Harmful and intolerant content on social media can also destroy existing social capital, as they provoke conflict, reinforce divisions between groups, and undermine the cooperation needed to build tolerance (Baharuddin, Widayat, et al. 2021). Trust and mutual understanding between community members are essential in social capital (Booth-Bell 2018; Kobayashi and Hatori 2016; Lake and Huckfeldt 1998; Musso and Weare 2017). However, spreading harmful and intolerant content on social media can undermine social trust, as they direct individual thoughts and emotions negatively and trigger prejudice against other groups (Ginossar et al. 2022; Mari et al. 2022). This hinders the process of forming positive social capital.

In addition to these problems, polarization on social media is also a challenge in building social capital for acts of tolerance. These platforms often become spaces for individuals or groups with extreme or narrow views, reinforcing divisions and conflicts between groups with different views (Grover et al. 2019; Kubin and von Sikorski 2021). This hinders open dialogue, mutual understanding, and cooperation in reaching agreements that respect differences. In addition, information is spread quickly and widely in the digital era. Another challenge is spreading fake news or hoaxes that can affect the public perception of a group or issue (Hui 2020; Utami 2018). This fake news can fuel distrust and exacerbate a climate of intolerance, as a society can be swayed by narratives that can provoke conflict or reinforce negative stereotypes (Talwar et al. 2020; Wasserman 2020).

The last challenge is the digital access and skills gap. Some people have different access to social media and digital technology (Correa 2016). This inequality can affect active participation in dialogue and tolerance in the digital space. In addition, limited digital skills can limit an individual's ability to use social media platforms wisely and distinguish information that can be trusted from what is not. Meeting this challenge requires collaborative efforts between governments, social media platforms, civil society organizations, and individuals. Increasing digital and critical literacy is essential to help people recognize harmful content, hoaxes, and polarization. Governments and social media platforms must also remove intolerant content, promote rules and policies that promote tolerance, and strengthen reporting mechanisms for abuse and violations.

Building substantial social capital for tolerance in the digital age takes work. Challenges such as the spread of harmful content, polarization, fake news, and digital access and skills gaps require serious attention. Collaborative efforts between governments, social media platforms, civil society organizations, and individuals are needed to meet this challenge. Increasing digital literacy, handling intolerant content, implementing rules and policies that encourage tolerance, and increasing active community participation in acts of tolerance can help build substantial social capital in a digital society. Each individual can create an inclusive and understanding digital environment that supports cooperation

between groups to achieve true tolerance through joint efforts. This idea can initiate the transformation of social capital in a digital society.

In this case, online social networks, online social trust, and online participation are vital in forming social capital that supports tolerance in digital society. Social networks allow individuals to connect globally with people from different backgrounds and beliefs. By having access to a vast network, individuals can be exposed to diverse viewpoints and life experiences, leading to a deeper understanding of diversity and tolerance. Through interactions on social media platforms, individuals can build relationships with people from different backgrounds, opening the door to inclusive discussions about tolerance issues.

On the other hand, social trust is an essential foundation in forming social capital that supports tolerance. In the digital environment, this trust is reflected in interactions between individuals, the formation of mutually supportive online communities, and the dissemination of trustworthy information. When individuals feel trust in each other in an online environment, they are more likely to open themselves to different views, develop a better understanding of differences, and contribute to efforts at tolerance. By strengthening social trust, digital societies can create an environment that facilitates constructive dialogue, mutual understanding, and support for diversity, supporting efforts at tolerance.

Online participation is also essential in forming social capital that supports tolerance. Through active participation in discussions, campaigns, and social movements promoting tolerance, individuals can play an active role in forming attitudes and behaviors that support inclusivity and respect for differences. Online participation allows individuals to be part of collective efforts to strengthen tolerance and address discrimination and inequality. Thus, through social networks, social trust, and online participation, social capital that supports tolerance can continue to be strengthened and developed in a digital society.

## **CONCLUSION**

In efforts to build tolerance in the digital era, the transformation of social capital is essential but also faces significant challenges. The spread of harmful and intolerant content on social media is one of the main obstacles that must be overcome. This content can trigger conflict, strengthen group divisions, and damage existing social capital. Social media polarisation and the spread of fake

news also act as barriers to building substantial social capital to support acts of tolerance, which can hinder open dialogue, mutual understanding, and cooperation between groups with different views. In addition, gaps in digital access and skills also need to be addressed to ensure the active participation of society in acts of tolerance in the digital space. However, this research shows that social capital can transform into the digital realm, where networks, support, and trust become aspects identified online. In the digital era, the transformation of social capital is significant in supporting acts of tolerance and building constructive dialogue and inclusive mutual understanding.

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