WHO ARE THE MESSENGERS ON SOCIAL MEDIA THAT THE YOUNG GENERATION TRUST?

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ABSTRACT

Trust in the traditional media has declined. Likewise, social media, which has become an alternative source of information has significantly lost the trust of its users even though it has been an integrated part of social life. In this study, social media position was a medium/tool to disseminating information to users. Then this information is interpreted based on the perceptions of each individual. So what information on social media does the young generation believe?. This study aims to answer this question. An online survey was conducted using cluster random sampling. The respondents were 365 young people of social media users living in the area of Greater Jakarta. Research result show that Religious leaders became the most dominant opinion leader compared to other opinion leaders, followed by public officers who have authority being among the most trusted source of information. Information from the outer circle of social media users is more trusted than that from the inner circle. Furthermore, popularity of mass media remains a reliable source of information. The actors behind information proliferation in social media significantly influence perception and trust in the information received by the users.

Keywords: *Information; Social Media; Trust; Young Generation, Messenger*

1. INTRODUCTION

The Elderman's survey in 2021 demonstrated a decline in the level of trust in the traditional media from 61 to 53 (1). Digital platforms such as search engines and social media have become the main gate of news access (2). This phenomenon is consistent with the results of a survey conducted by the Indonesian Press Council which revealed that the primary sources of information among respondents were online media (26.6%), Whatsapp (22.75%), Instagram (13.70%), Facebook (12.65%), television (11.08%), Twitter (4.7%), daily newspapers (3.43%) and Youtube (2.65%). From Elderman's report, it has been shown that the level of trust in social media also decreased from 40 to 35. Social media, which has been expected to replace traditional media as a primary source of information is even experiencing a crisis of trust among its users. It, instead, often becomes a source of misinformation (3). One of the biggest criticisms of social media is that, due to the quick spread of information, even anonymous information can be shared, so it

is difficult for users to verify information that spreads very quickly across multiple platforms (4).

According to Digital News Report 2021 released by the Reuters Institute for the Study of Journalism, in Indonesia, the level of trust in news published by the media is only 39%. Only 37% of the respondents believed in news in search engines and 31% of the respondent believed in news on social media (5) Misinformation diffusion through social media can threaten democracy and wider society (6). This happens in the election in Indonesia starting from the local leader election to the presidential election. A study (7) showed that disinformation spreads more quickly and becomes more precisely targeted. Misinformation spreads much faster than facts, especially in the political realm. This phenomenon also persists in the COVID-19 pandemic, where attention was initially focused on ensuring vaccine distribution but unfortunately, it was not supported by the distribution of reliable information or mitigation

of dangerous misinformation and disinformation (8). Facebook, WhatsApp, and Twitter have been identified as the social media platforms where misinformation spreads the most in times of crisis (9)(10).

This has led to a debate among libraries and information professionals about the merits of social media as information sources. on the one hand, take the position of supporting social media as a credible information source. social media offers incredible benefits to its users by providing them with communities that are searching for and sharing information together (4). Then, social media can be treated as a reliable source of information because social media platforms promote information accessibility, enable all voices to be heard, empower disadvantaged communities, and contribute to fairer scholarly communication (10) Meanwhile, on the other hand, those who reject social media as a source of information because of the misleading content and limited of platform companies in filtering out harmful false information (11). In addition, the main reason is the unequal quality of information on the platforms (12)

According to the communication model of SMCR (David K. Berlo), social media is classified as a channel or a tool for disseminating information. Social media plays a prominent role in connecting audiences with news sources (2). However, in Berlo's model, there is another important factor, namely Source. People are more likely to trust the information on social media if it is shared by a public figure they trust (13). Data from the Edelman Trust Barometer in 2021 shows a decline in trust among Indonesians in government leaders (65%) and journalists (67%), while Indonesians were more likely to trust religious leaders (83%) and "my company CEO" (85%). (14)

This study focused on the sources of information or the actors who send messages of communication through social media. The results of this study reveal how strong the influence of the messengers to the audience, especially among the young generation living in Greater Jakarta. The present study also examines whether perceptions based on frames of reference and field of experience affect the trust among the audiences in receiving information.

2. LITERATURE REVIEW

2.1 Communication Model

David K. Berlo (1965) posits a linear communication model which evolves from the Shannon and Weaver communication model. Berlo's communication model is called the SMCR (Sender-Message-Channel-Receiver) communication model. Several factors have been known to influence different components of individuals in communication that allows communication to take place more efficiently. These factors involve communication skills, attitudes, knowledge, social systems, and culture.
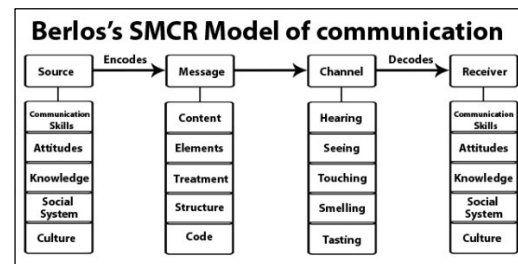

Figure 1: Berlo's SMCR Model (1960)

The SMCR communication model (Figure 1) also focuses on the encoding and decoding processes that take place before the sender delivers the message and before the receiver obtains the message. This concept is consistent with Wilbur Schramm who believes that knowledge, experience, and cultural background of the individuals also play a pivotal role in communication. Schramm asserted that communication will not succeed unless the message conveyed by the communicator matches with the frame of reference, namely a combination of experience and understanding (collection of experiences and meanings) that has been absorbed by the receiver. In addition, the field of experience is also an important factor in communication. Communication will run smoothly if the sender and receiver share many common experiences (15).

Knowledge of our existence in daily life is intersubjective, temporal, and relational (16). Understanding is divided into three different parts, namely, (a) fore-having which means an initial perspective of an individual on what has been understood and usually achieved first through a general understanding, (b) fore-sight, in which during the process of understanding, a person projects meaning for the future; the activity of understanding will produce meaning for the future, (c) fore-conception, the theoretical

framework owned by an individual as a basis for understanding and interpreting. Gadamer also suggests that pre-understanding of the individual can be said legitimate if it complies with tradition and authority. According to Gadamer, no one can think outside his/her tradition or history (tradition of thinking, cultural tradition). Therefore, culture and communication are inseparable because culture not only determines to whom and about what individual talks, and how communication takes place, but also helps determine how people encode and interpret messages (17).

2.2 Opinion Leaders

Definition of opinion leadership or leadership refers to the simplest leadership, that occurs in a small group ranging from friends, family, and neighbors either intentionally or unintentionally. Of course, this form of leadership is not very visible among people, both close, and formal, and people who are connected every day (18).

An opinion leader or a person who influences others (influential) leads a group on a behavior, general knowledge, and opinion emerged because a group of people in various communities seek the help of others to form their opinions on various issues and opinions about the existing problems (19). This assertion is confirmed in a study conducted by (20) where an opinion leader has a personal attribute, namely public individuation, where people feel distinguished, and feel different from others. It is also related to behavior to draw attention regardless the underlying motives. As an opinion leader, a person can be an individual who knows and is interested in a product or issue. Opinion leaders do not need a formal-important position in their community or group (21). Trust in sources depends on three factors: (a) perception of expert knowledge; (b) perceptions of transparency and honesty; (c) perceptions of concern and caring (22)

H1: Opinion leaders have a significant effect on trust

2.3 Official Authority

According to Max Weber, power legitimized by laws, written rules, and regulations is called rational-legal authority. In such a kind of authority, power is granted to a particular system, or ideology and is not necessarily to a person that adopts the specific doctrine. Legal-rational authority is a form of leadership in which its legitimacy depends on formal regulations and established constitutions, which are usually written and often quite complex. The power of rational-legal authority is stated in the constitution. Government officials are the best example of this form of authority, which is prevalent across the globe (23). However, in a short period, official and formal sources from the government or news organizations are usually unable to verify information which consequently encourages the public to receive information mainly from fast-acting social media channels (24). But a positive relationship was found between the perception that social media content promotes social solidarity and trust in government action (25)

Besides the government, there are also Non-Governmental Organizations (NGOs) established by an individual or groups who voluntarily serve the general public. NGOs are not difficult to define. According to Sabine Lang (2012) NGOs are institutions characterized by (i) government-independent, (ii) non-profit, (iii) voluntary, and (iv) collective good-oriented that do not work for the interests of their members. NGOs increasingly play a crucial role in spreading news. Currently, the NGOs employ photographers, online department staff, and funding reporting, which make NGOs appear like professional journalists (26)

H2: Official authority has a significant effect on trust

2.4 Social Relations

Gradual trust is influenced by three aspects of social exchange: (a) the length of the relationship, (b) the frequency of interaction, (c) the type of interaction.(27). Social proximity mainly refers to experiences from previous social exchanges. Socially embedded direct relationships contribute to the gradual formation of cognition-based (rational) and influence-based trust (28)
People tend to rely on personal connections as a heuristic to minimize cognitive effort when evaluating the credibility of information. Therefore, if the news is shared by a friend on a Social Network Service or Instant Messaging, they may easily believe it (29). A person from the same community or the same group (whether professional, social, or cultural) tends to be seen as more trustworthy (30). This assertion is supported by (31) that found users tend to trust a story recommended by their friends more than a story broadcasted by the news media.
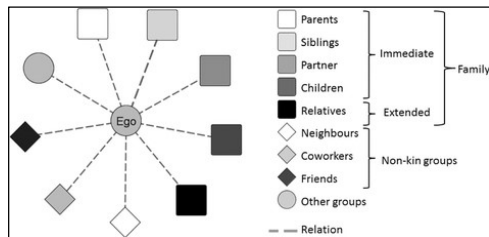
Figure 2: Ego and kinds of alter in an ego-centered network

Friends are the only changes that a person chooses to own as a node. while parents, siblings, and relatives are "your family from birth", neighbors and co-workers are the people with which individuals typically meet in pre-existing situations, and "friends are the family you choose" (32)

H3: Social Relations have a significant effect on trust

2.5 Media Institution

The term media generally refers to traditional news media such as newspapers, television news, and radio news either offline or online. From a democratic perspective, the main function of the news media is to help citizens keep "informed" (33). A study (13) revealed two antecedents that may influence news opinion on social media: (a) trust in people who share stories; (b) the credibility of the source reporting the news. In conceptualizing trust in media, it is also important to consider how the media convey information (31). Therefore, to put trust in a news media, people need to believe in certain choices which consist of four hierarchical dimensions, namely (a) belief in topic selectivity - recipients believe that the news media will focus on topics and events relevant to them, (b) belief in the selectivity of facts – this dimension is related to the selection of facts or background information about the topic, (c) trust in the accuracy of the description - this dimension includes trust in the verifiable and accepted accuracy of the facts depicted, and (d) trust in journalistic judgments - event or information selection has represented an evaluation (34).

Trust in media is conceptualized in several ways such as trust in news content, trust in people who deliver the news, and trust in media ownership. Because political affinity and preference affect public judgments on news credibility, it is important to conceptualize media trust at the institutional level (35). The most reliable indicator of audience trust in the media is the audience's perceived correspondence between actual events as direct experience and media coverage of these same events. (36)Those with stronger perceptions of misinformation and disinformation towards mainstream news media are more likely to consume news on social media and alternative, non-mainstream outlets. (37)

H4: Media institution has a significant on trust

2.6 Perception and Trust

Trust is one of the first and most fundamental judgments individuals make about others (38). Trust is built through an attribution process where individuals observe each other to come to a conclusion on whether their partner can be trusted based on the perception that a person has wisdom, integrity, and competence (39). The first "trustworthy" impression is an important and strong factor and contributes to the development of trust and cooperative behavior. First trustworthy impressions affect the recipient's behavior and perceptions in subsequent social interactions, even following a breach of trust (40). A study (41) indicates that perceptions of bias and imprecision have a strong negative correlation with overall media trust, but are stronger for the older generation. These results suggest that in the long run, societal developments, and in particular debates about media bias and misinformation may influence variation in media trust among young people as they get older.

The level of trust is associated with some attributes of the audience, such as demographics, ideological orientation, interpersonal characteristics, interests, and media consumption habits (36). Individuals who have enjoyed many relationships with honest, consistent, lovely, reliable, selfless people (starting with their family life, then relationships with the community, with business partners, etc.) will easily think other people are generally credible and trustworthy. However, if they experience a negative relationship, they will be pessimistic and have a more negative opinions about relationships with other people (42).

H5: Perception of the message sender has a significant effect on trust

2.7 Social Media

There are several definitions of social media. For this study, social media is defined as a platform,

website, or web-based service that allows us to connect and interact with others, create and modify online content, exchange content, collaborate, participate, and share information (43). Social media has been completely integrated into our lives, where users process plenty of information every day through their gadgets. Educational, medical, and political institutions now use social media networks as a platform for disseminating knowledge to new consumers and experienced collaborators to work together for open access distribution (11). Social media can fundamentally alter the characteristics of our social life, both at the interpersonal and community levels (44). But at the same time, social media plays a key role in fueling divisions in society. (45) research shows that social media not only reflects human behavior but also shapes behavior and increases the potential for conflict

3. METHODOLOGY

This study is an explanatory study that tries to find associations or cause and effect between two or more construct (variables). Researchers need conceptual definitions, conceptual frameworks, and theoretical frameworks and need to synthesize theories to generate initial assumptions (hypotheses) between one variable and another. Furthermore, the research method used is a survey. Research using surveys adheres to the post-positivist view (46).

Indonesia's digital data for 2020 presented in January 2021 by Hootsuite (We Are Social) indicates that the number of social media users has increased by 10 million. In the previous year, it was 160 million, but now there have been 170 million active social media users in Indonesia. Generation Y and Generation Z are the main contributors with 78% (47). From the same source, it was also reported that Indonesian internet users spend an average of 8 hours 52 minutes every day. Meanwhile, the average time spent on social media is 3 hours 14 minutes, which is significantly higher than the global population with an average of 2 hours 25 minutes. Therefore, it is appropriate to involve Generation Y (26 - 41 years) and Generation Z (12 - 25 years) residing in the Greater Jakarta area to participate in this study as research objects as this type of population is a population without boundaries (48), that cannot be expressed in quantitative terms. The author used the Cochran formula in determining the number of samples and obtaining

the total sample of 385 respondents (n = 385). The survey was conducted using a random sampling cluster system which was divided into 5 areas, namely Jakarta, Bogor, Depok, Tangerang, and Bekasi.

In a study, especially in social sciences, researchers are frequently encountered with conditions where they have a large sample size, but a weak theoretical basis in hypothesizing the relationship between the variables. On the other hand, sometimes they find a complex relationship among the variables, but they only have a small sample size. To resolve this issue, the Partial Least Square (PLS) can be used as an alternative method of Structural Equation Modeling (SEM). The PLS method aims to overcome the limitations of regression analysis with the OLS (Ordinary Least Square) technique in case of some issues with the data characteristics such as (a) missing value, (b) small data size, (c) abnormal data distribution, and (d) multicollinearity. The PLS approach is asymptotic distribution free (ADF), meaning that the analyzed data does not have a certain distribution pattern, it can be nominal, categorical, ordinal, interval, and ratio. The PLS approach is more appropriate for predictive analysis with a weak theoretical basis and for data that does not meet the assumptions of covariance-based SEM (social research). In the PLS technique, all variance measures are assumed to be useful to explain. Based on this rationalization, the author used PLS-SEM to perform data analysis using the SmartPLS software.

This study used confirmatory factor analysis to determine the most dominant factors in a group of a variable. Figure 3 describe operationalization of variables
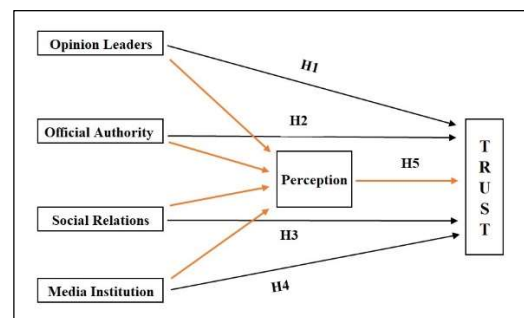

Figure 3 : Operationalization Of The Variables

4. FINDINGS

This study was conducted from June to July 2022 and involved 385 respondents living in Jakarta, Bogor, Depok, Tangerang, and Bekasi. The majority of the respondents aged below 24 years old (57%) so this represents the young generation. As for gender, females (54%) and males (46%) have a similar proportion.

Table 1. indicates that the respondents' level of education of the respondent varies from high school (48%) to master's degree (4%). In addition, respondent data shows that 59% have worked.

Tabel 1. Data Responden

		Frequency	Percentage
Age	<24 years-old	221	57%
	25 – 35 years-old	134	35%
	36 – 40 years-old	30	8%
Gender	Male	176	46%
	Female	209	54%
Educational level	High-School	186	48%
	Diploma 3	7	2%
	Bachelor	175	46%
	Master	17	4%
Employment Status	Already Worked	229	59%
	Not yet worked	156	41%

Source: Data Processing 2022

4.1 Measurement Model

In this study, the author uses a reflective - formative high order construct (HOC) with 4 groups of variables. Group opinion leaders consist of religious leaders, public figures and artists. while the official authority group consists of public officers, non-government organizations and professionals. Group social relations are divided into inner circle and outer circle. The last group is the media institution which consists of popular mass media and non-popular mass media. for the first stage we will test the Coefficient of Realibility and Validity.

Based on the guideline (49), the reliability measurement of all reflective constructs was based on "Composite Reliability (CR)" and "Cronbach's Alpha" Coefficients. Table 2 indicates the coefficient of CR and Cronbach's Alpha is greater than ≥ 0.70.

Furthermore, the Convergent Validity of the reflective construction was evaluated using the Factor Loadings and Average Variance Extracted (AVE) indicators. Many studies report that Factor Loadings should be greater than 0.5 to obtain better results (50). Convergent validity is fulfilled if the AVE coefficient of each construct is greater than 0.5 (table 2). An AVE value of 0.5 or higher indicates that on average, the construct explains more than half of the variance of the indicator.

Tabel 2. Coefficient of Realibility and Validity

Construct	Item	Factor Loading	Cronbach's Alpha	Composite Reliability	Average Variance Extracted (AVE)
Religious Leader	REL1	0.909	0.906	0.941	0.842
	REL2	0.927			
	REL3	0.918			
Public Figure	PUF1	0.860	0.877	0.925	0.803
	FUF2	0.907			
	PUF3	0.913			
Artist	ART1	0.884	0.862	0.915	0.783
	ART2	0.900			
	ART3	0.870			
Public Officer	OFF1	0.871	0.873	0.922	0.798
	OFF2	0.912			

	OFF3	0.896			
NGO	NGO1	0.880	0.865	0.918	0.788
	NGO2	0.887			
	NGO3	0.896			
Professional	PRO1	0.873	0.852	0.91	0.771
	PRO2	0.892			
	PRO3	0.869			
Inner Circle	INC1	0.905	0.909	0.943	0.846
	INC2	0.929			
	INC3	0.925			
Outer Circle	OUC1	0.893	0.885	0.929	0.813
	OUC2	0.910			
	OUC3	0.902			
Popular Mass Media	MMP1	0.881	0.917	0.938	0.753
	MMP2	0.884			
	MMP3	0.880			
	MMP4	0.886			
	MMP5	0.804			
Non Popular Mass Media	MMN1	0.879	0.939	0.953	0.803
	MMN2	0.887			
	MMN3	0.908			
	MMN4	0.912			
	MMN5	0.893			
Perception	PER1	0.847	0.846	0.897	0.684
	PER2	0.851			
	PER4	0.800			
	PER9	0.810			
Trust	TRU1	0.799	0.790	0.865	0.618
	TRU2	0.858			
	TRU4	0.815			
	TRU9	0.657			

Source: Data Processing Results from SmartPLS, 2022

The Heterotrait-Monotrait Ratio (HTMT) is seen as accurate to measure discriminant validity, as suggested by (49), and based on previous studies and the study results, a threshold value of 0.90 is recommended if the path model consists of conceptually very similar constructs. Table 3 shows that the HTMT value was smaller than 0.9, and this has been in line with the recommendation of the researchers.

Tabel 3. Discriminant Validity (HTMT)

	1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**
Artist											
inner Circle	0.501										
NGO	0.298	0.184									
Non Popular Mass	0.380	0.413	0.478								
Outer Circle	0.528	0.807	0.296	0.48							
Perception	0.426	0.352	0.391	0.488	0.345						
Popular Mass	0.314	0.250	0.386	0.516	0.245	0.840					
Professional	0.285	0.393	0.375	0.302	0.359	0.351	0.356				
Public Figure	0.455	0.342	0.354	0.417	0.257	0.866	0.634	0.332			
Public Officer	0.478	0.254	0.488	0.423	0.267	0.843	0.642	0.362	0.741		
Religious Leader	0.406	0.329	0.376	0.380	0.255	0.849	0.656	0.372	0.808	0.699	

Trust	0.411	0.282	0.491	0.480	0.294	0.917	0.786	0.272	0.832	0.845	0.866

Source: Data Processing Results from SmartPLS, 2022

4.2 Structural Model

After evaluating the measurement model, we go to the second stage with structural model (Figure 4) which assessed by bootstrapping 5,000 resamplings (significance level of 0.05). The amount of contribution (relevance) is interpreted based on the size of the Outer Weight where a larger weight indicates a higher contribution. Table 4 shows that Religious Leaders became the most dominant Opinion Leaders with a weight of 0.526 while influencers (Artists, Celebrities, or Youtubers) have a contribution of 0.311. Furthermore, Public Officials who are the official authorities have a large contribution, with 0.733. This study also found that social relations with the outer circle (0.660) were more influential than family relationships (0.412). All variables make a significant contribution to perceptions and trust, as seen from the T-statistic value which is higher than 1.96.

Table 4. Coefficient of the structural model

Construct	Item	Scale	Outer Weight	Outer Loading	T-Statistic	VIF
Opinion Leaders	Religious Leader	Formative	0.526	0.905	7.572	2.106
	Public Figure		0.370	0.873	4.949	2.178
	Artist		0.311	0.649	7.000	1.206
Official Authority	Public Officer		0.733	0.927	13.159	1.273
	NGO		0.295	0.677	5.161	1.282
	Professional		0.221	0.545	3.812	1.165
Social Relation	Inner Circle		0.412	0.890	4.046	2.105
	Outer Circle		0.660	0.959	6.764	2.105
Media Institution	Popular Mass Media		0.665	0.901	14.405	1.299
	Non-Popular Mass Media		0.493	0.812	10.064	1.299

Source: Data Processing Results from SmartPLS, 2022

The value of the Variant Inflation Factor (VIF) was below 3, indicating no multicollinearity issue for the structural model (51). Likewise, the value of outer loading was greater than 0.5 so this structural model is valid.
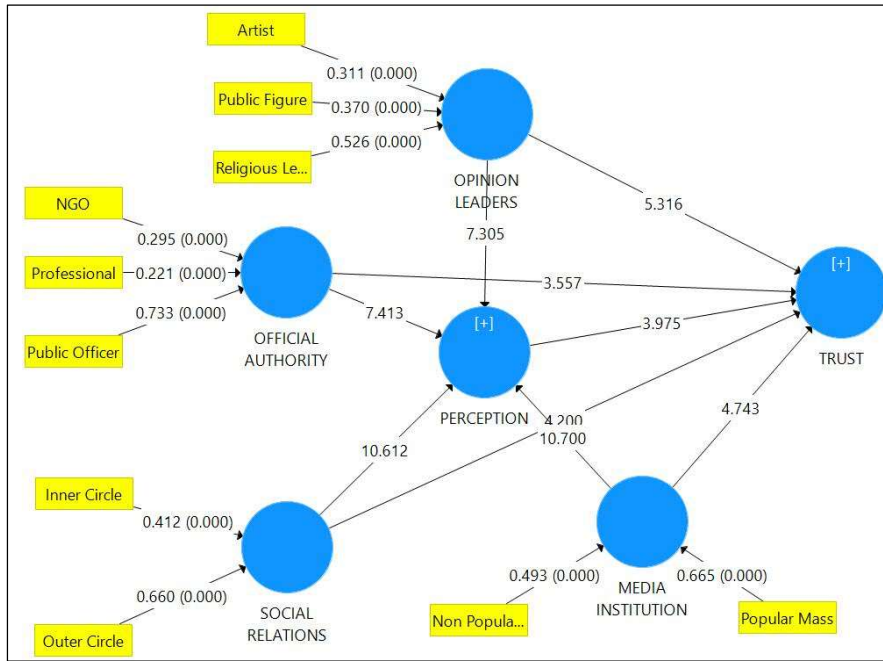
Figure 4. Structural Model With Outer Weight And Path Coefficient Value

All independent variables ranging from Opinion Leaders, Official Authority, Social Relations, and Media Institutions have a significant effect on perceptions and beliefs as seen from P-Value < 0.05 and T-Statistics > 1.96 (table 5). The closer the Path Coefficient value to 0 is, the weaker the independent variable is in predicting the dependent variable. On the contrary, the closer the value is to the absolute value of 1, the stronger it is in predicting the dependent construction (51).

Tabel 5. Path Coefficient

	Original Sample	Sample Mean	Standard Deviation	T Statistics	P Values
Media Institution -> Perception	0.335	0.332	0.031	10.700	0.000
Media Institution -> Trust	0.238	0.238	0.050	4.743	0.000
Official Authority -> Perception	0.256	0.259	0.035	7.413	0.000
Official Authority -> Trust	0.174	0.175	0.049	3.557	0.000
Opinion Leaders -> Perception	0.253	0.254	0.035	7.305	0.000
Opinion Leaders -> Trust	0.288	0.289	0.054	5.316	0.000
Perception -> Trust	0.195	0.195	0.049	3.975	0.000
Social Relations -> Perception	0.263	0.261	0.025	10.612	0.000
Social Relations -> Trust	0.130	0.130	0.031	4.200	0.000

Source: Data Processing Results from SmartPLS, 2022

The subsequent structural model aimed to determine the coefficient of determination (R^2) to measure the predictive ability of the independent variables in a model. The results of R^2 of Perception (0.78) and Trust (0.73), where the higher the R^2 coefficients indicate the better results and according to (52) the R-Square value is categorized as strong because is more than 0.67.

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5. DISCUSSION AND CONCLUSIONS

Generally, the respondents have a good initial perception of the people who sent the message (an average score of 3.62 out of 5). Initial perception can be trusted and become an important initial capital and have a substantial contribution (40) to accept the proposed hypothesis in this study. Users' perceptions and relationships with those who send messages have different belief weights (53). When information sharing occurs among personally connected people (outer circle), the messenger is perceived as honest and well-intentioned. In this study, it was found that the weight of the outer circle is greater than the inner circle, although the researcher did not breakdown the relationship of the outer circle. This finding may reflects the statement (32) "friends are the family you choose". As we all know, family relationships tend to cross generations and often create communication gaps due to changing times and the development of information technology. Meanwhile, friends or companions are usually in the same generation and they are united by a common perception and reference or in other words "speak the same language". this creates a more personal relationship between them and increases mutual trust.

The respondents mostly follow or subscribe to the social media accounts of religious leaders, artists, public figures, public officials, and mass media because of their popularity. This finding is in line with a study (13) showing the people who deliver the message determine whether the message will be trusted or not. This study also confirms the results of the Trust Barometer Edelman survey in 2021 that found Indonesian people have higher trust in religious leaders (83%). This also applies to the younger generation who have higher trust in religious leaders (weight of 0.526) than influencers that are basically more popular (weight of 0.311). Users have the perception that the information disseminated by influencers on social media is less reliable and does not match their expertise. In the other side, religious leaders are seen as experts and credible figures.

However, for the respondents, the popular mass media such as *detiknews*, *kompas*, *tribunnews* are perceived to be more credible than unpopular mass media although Quality doesn't mean popularity. But also popularity doesn't mean quality. This can be done through future studies to obtain more detailed information.

This study confirms that social media is a channel or tool for disseminating information. the figure or actor behind the information plays an important role whether the information is believed or not by the audience. Then the audience's initial perception of the actors who disseminate information on social media becomes a strong foundation for sustainable trust.

Social media provides space and opportunity for each user to influence society through their ideas, regardless of the truth and accuracy of these ideas (45). Users should decide whether the people who share the information can be trusted, whether the information is correct, and what risks are involved in receiving or acting on the information. As a huge number of messages hits our social media accounts every day, we need to make such a decision quickly. Therefore, connectivity manifested in "follow" or "subscribe" in social media becomes very essential. Reflecting on the quality and the source's authority could help users better deal with the inherent mixture of true and false information on social media (12). So Interaction on social media with trusted people can prevent users from misinformation and disinformation. In the end, users can obtain credible information and help make good decisions. As (53) contend, "information literacy is the best line of defense in a democratic but chaotic environment."

REFFERENCE

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