



Optimization of Digital Platforms in Character-Based Education Civics Engagement to Grow Citizens' Concern

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ABSTRACT

Objective: This research is here to offer character education media that can be used to face the digital era. **Method:** This research uses an approach method. The method used in this research is research and development (R&D) in the Borg & Gall model. The subjects involved in the research were 1968 students at the Indonesian University of Education. The research subjects involved were Indonesian University of Education students conducting community service program activities. By using simple random sampling, This research involved 1,968 students. **Novelty:** This research presents the novelty of empirical data that concludes a deviation between the attitude and behavior indexes. In terms of engagement, the citizen behavior index is better than the attitude index. Second, the obstacles to developing citizen involvement in the digitalization of character education are due to citizens' low level of awareness regarding the importance of their contribution to character education, not because of a lack of skills. Third, thus, the construction of optimizing digital platforms in character education must be made possible by raising citizen awareness.

INTRODUCTION

The current dynamics of extreme social change indicate an expansion of the role of citizens to embrace increasingly broad social concepts. In other words, citizens need to contextualize their roles by adjusting their contributions according to the current social situation (Cox et al., 2022; Munté-Pascual et al., 2022; Rosa et al., 2023; van der Meer & Jonkman, 2021). Theoretically, extreme social change always occurs in excessive change. After the pandemic that occurred in 2019, the social order of society changed to an increasingly uncertain situation (volatility). Several studies prove extreme changes after the pandemic. Among several researchers who support this argument, for example, Al-Omoush et al. (2020), Alizadeh et al. (2023), Chakraborty and Maity (2020) even confirm that the COVID-19 pandemic is the greatest crisis since the Second World War II that has dramatically challenged the human society. Post-pandemic social changes not only lead to health developments but also to complex social changes. Data taken from WHO (2021) shows that more than 630 million people have confirmed cases of COVID-19, of which more than 6.5 million have died. In general terms, this fact indicates significant social destruction. Motamed-Jahromi and Kaveh (2021) stated that these (pandemic) consequences have manifested more prominently in the social sphere. The research arguments, as explained above, strengthen the argument for evidence of significant social changes after the pandemic.

In principle, the Industrial Revolution has proven a change in the social paradigm toward modern culture. The aim of modern culture is digitalization. This phenomenon

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