

The Effect of Hate Speech Exposure on Religious Intolerance Among Indonesian Muslim Teenagers

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Abstract—The purpose of this paper is to explain whether there is an impact of hate speech and hoax news in social media exposure -either directly or indirectly through the level of media literacy- on prejudice and religious intolerance among teenagers. In general, the result of this research shows that there is a significant effect of hate speech and hoax news in social media exposure to prejudice and religious intolerance. The research findings show that teenagers who are exposed to hate speech and hoax news on social media are adolescents who have a low level of media literacy. The results of this study indicate that among teenagers who have been exposed to hate speech and hoax news in social media affect their prejudice and religious intolerance because of low levels of media literacy. Therefore, it is necessary to increase media literacy for teenagers so that they are not exposed to hate speech and hoax news in social media to minimize prejudice and religious intolerance.

Keywords—hate speech, hoax news, social media, media literacy, and religious intolerance

I. INTRODUCTION

The use of the internet and social media among teenagers has increased significantly. Most of the teenagers use the internet and social media to communicate and find information. Approximately 93% of teenagers actively use the internet and social [1]. On the other hand, teenagers are at high risk of hate speech exposure and hoax news contamination in virtual life. Thus, there must be a positive activity for teenagers. In today's digital era, teenagers consider the internet and social media as a means to express their opinions. On the contrary, the impact of the internet and social media can cause new problems, such as the rise of hate speech and hoax news [2]. The emergence of hate speech and hoax news phenomenon is a side effect of freedom of speech era and as a new media [3], freedom of opinion euphoria in democratic countries [4], and recently it has a momentum by current social and political conditions.

The hate speech on social media that is in the top category based on the topics are: ethnic (55.9%), politic (50.2%), and religion (34%) [5] [6]. The community is easily provoked by hate speech with racial issues, political and religious. Issues concerning ethnicity/race, politics, and religion easily spread on social media and affect people's lives.

Previous studies have revealed how the impact of social media on teenagers' behavior. Social media influences the patterns of interpersonal communication among teenagers' [7][8] that is the emergence of new interpersonal communication patterns. Consequently, it influences the behavior and social relations patterns. As a result, social media changes the perspective, reference, and attitude of the teenagers' that eventually affects their personality. Social media contributes to the spread of hate speech, slander, and hoax news that influences the attitudes and behavior of its users [9]. Found in his research that social media and internet have contributed to raising racial discrimination and social prejudice. Social media that contains photos, videos, and other contents of violence and negative thing greatly influences teenagers' behavior [10].

Based on the background above, this study examined the influence of hate speech exposure and hoax news on social media either directly or indirectly through the level of media literacy toward religious prejudice and intolerance among teenagers. Furthermore, this study examined a hypothesis that hates speech exposure and hoax news on social media influences religious prejudice and intolerance is highly dependent or determined by the level of media literacy among teenagers. This study also examined whether there was an influence of prejudice toward religious intolerance among teenagers.

II. METHOD

This study used a quantitative approach with survey methods. This study surveyed 813 teenagers of social media users aged between 16 and 19 years from several cities in East Java as the sample of the study. The purposive sampling technique was used to select respondents who were appropriate with the research criteria. The measuring instruments used in this study were: (1) Scale of Internet and Social Media Exposure (S-PMS), this scale was used to measure hate speech exposure and hoax news in social media, this scale consisted of 20 items: 10 items to reveal the content of hate speech in social media and 10 items to reveal hoax news content in social media, this scale was developed based on the Content-based Media Exposure Scale (C-ME) compiled by [11]. (2) Media Literacy Level Scale (S-TLM), this scale was used to measure the level of media literacy

which consisted of 20 items, this scale is developed based on the Media Literacy Scale (MLS) compiled by [12]; (3) Scale of Racial Prejudice-Religion (S-PRPA), this scale is used to measure the tendency of racial prejudice of respondents which consisted of 16 items, this scale was developed based on the Racial Prejudice Scale (RPS) compiled by Akrami et al:[13] and (4) Religious Intolerance Scale (S-IB), this scale was used to measure the tendency of religious intolerance behavior which consisted of 20 items, this scale was developed based on the Intolerant Schema Measure (ISM) compiled by Aosved. This research used multiple linear regression analysis and simple linear regression analysis by using SPSS Program.

III. RESULT

Here are descriptions of respondents' characteristics. There were 813 Respondents of active social media users aged between 16 and 19 years who were from several cities in East Java Province. Respondents consisted of 16.5% men, 83% women with SD = 0.371. The age of the respondents was 16-17 years old (25%), 18-19 years old (75%) with SD = 0.433. The educational background of the respondents were high school students (86%), University students (14%) with SD = 0.370. Social media accounts that were frequently used by respondents were Facebook (43.4%), WhatsApp (41.2%), Twitter (2.4%), and Instagram (13%) with SD = 0.976. The average hours of respondents using the social media were 1-3 hours / day (31%), 4-6 hours / day (27%), 7-9 hours / day (20%), 10-12 hours / day (7 %), and more than 12 hours / day (15%) with SD = 1,391. Writing / lecture / religious preach (24%), opinions of religious leaders (9%), and Islamic law (2.5%) with SD = 1.097. From YouTube or videos on social media, the respondents watched and downloaded videos containing religious lectures (49%), terrorism (28%), campaigns and demonstrations (18%), and entertainment / religious music (5%) with SD = 0.914.

Table I showed the results of multiple linear regression with the variables of hate speech and hoax news exposure on social media and media literacy level variables on prejudice among teenagers. The Model Summary showed the R score was 0.719, and R Square was 0.516. It confirmed that the effect of hate speech exposure and hoax news variable on social media, and the level of literacy toward prejudice among teenagers was 51.6%.

TABLE I. MODEL SUMMARY^B

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.719 ^a	.516	.515	6.99399

A. Predictors: (Constant), Media Literacy, Hate Speech & Hoax Exposure
 B. Dependent Variable: Prejudice

Whereas in table II ANOVA showed the resulted of F was 432,212 with Sig. = 0,000 <0,05 which meant that there was a significant effect with predictor variables of hate speech and hoax news exposure on social media and media literacy levels toward prejudice criteria among teenagers.

TABLE II. ANOVA^B

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	42284.124	2	21142.062	432.212	.000 ^a
Residual	39621.906	810	48.916		
Total	81906.030	812			

A. Predictors: (Constant), Media Literacy, Hate Speech & Hoax Exposure
 B. Dependent Variable: Prejudice

The Coefficients result was as follows: (1) the effect of hate speech variables and hoax news on social media toward the prejudice in teenagers' life with t score was 9,391 and Sig. was 0,000 < 0,000. It meant that the hate speech variables and hoax news on social media have significantly influenced the prejudice of teenagers. (2) The level of literacy had significantly influenced the prejudice of the teenagers as well with t score was -24,892 and Sig. = 0,000 < 0,000.

TABLE III. COEFFICIENT

Model		Unstandardized Coefficients		Standard Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	40.281	1.478		27.247	.000
	Hate Speech & Hoax Exposure	.233	.025	.236	9.391	.000
	Media Literacy	-.453	.018	-.627	-24.982	.000

Table IV showed the results of the correlation test between variables as follows: (1) It examined the relationship of hate speech and hoax news exposure on social media with prejudice among teenagers. The result revealed the Pearson Correlation coefficient score was = 0.379 with Sig.= 0,000 <0,000. (2) It examined the relationship of the level of media literacy with prejudice among teenagers with Pearson Correlation coefficient score = -0.681 and Sig. = 0,000 <0,000 and (3) it examined the relationship of hate speech and hoax exposure in social media with media literacy among teenagers was indicated by Pearson Correlation coefficient score was -0,228 and Sig. was 0,000 <0,000.

TABLE IV. CORRELATION

		Prejudice	Hate Speech & Hoax Exposure	Media Literacy
Pearson Correlation	Prejudice	1.000	.379	-.681
	Hate Speech & Hoax Exposure	.379	1.000	-.228
	Media Literacy	-.681	-.228	1.000
Sig. (1-tailed)	Prejudice	.	.000	.000
	Hate Speech & Hoax Exposure	.000	.	.000
	Media Literacy	.000	.000	.
N	Prejudice	813	813	813
	Hate Speech & Hoax Exposure	813	813	813
	Media Literacy	813	813	813

Table V showed the results of the multiple linear regression test with the variables of hate speech exposure and hoax news on social media and the variable level of media literacy to religious intolerance among teenagers. Model Summary showed that R score was 0.816 and R Square was 0.666.

TABLE V. MODEL SUMMARY^B

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.816	.666	.665	9.16355

A. Predictors: (Constant), Media Literacy, Hate Speech & Hoax Exposure

B. Dependent Variable: Religious Intolerance

However, in the table, VI ANOVA showed the F score was 808,338 and Sig. was 0,000 <0,05. It revealed that there was a significant influence with variables of hate speech and hoax news exposure on social media and the level of media literacy on the variables of religious intolerance criteria among teenagers.

TABLE VI. ANOVA^B

Model	Sum of Squares	df	Mean Square	F	Sig.	
1	Regression	135753.391	2	67876.696	808.338	.000 ^a
	Residual	68016.220	810	83.971		
	Total	203769.611	812			

A. Predictors: (Constant), Media Literacy, Hate Speech & Hoax Exposure

B. Dependent Variable: Religious Intolerance

Table VII showed results of the multiple linear regression which individually tests the variable of hate speech exposure and hoax news on social media and media literacy level to religious intolerance among teenagers with following Coefficients result: (1) with t score was 7.124 and Sig. was 0,000 <0,000. It meant that there was a significant influence of the hate speech exposure variable and hoax news on social media to religious intolerance among teenagers; and (2) with t score = -36,901 and Sig. = 0,000 <0,000. It meant that there was a significant influence of media literacy level to religious intolerance among teenagers.

TABLE VII. COEFFICIENT^A

Model		Unstandardized Coefficients		Standardized Coefficient	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	76.140	1.937		39.310	.000
	Hate Speech & Hoax Exposure	.232	.033	.149	7.124	.000
	Media Literacy	-.876	.024	-.769	-36.901	.000

A. Dependent Variable: Religious Intolerance

Table VIII showed the results of the correlation test between variables with the Correlation as follows: (1) with the Pearson Correlation coefficient score = 0.324 and Sig. = 0,000 <0,000. It meant that there was a significant positive relationship between hate speech exposure and hoax news in

social media with religious intolerance among teenagers (2) with the Pearson Correlation coefficient = -0.803 with Sig. = 0,000 <0,000. It means that there was a significant negative relationship between the level of media literacy and religious intolerance among teenagers. In addition, (3) with the Pearson Correlation coefficient score = -0,228 and Sig. = 0,000 <0,000. It meant that there was a significant negative relationship between hate speech exposure and hoax news on social media with media literacy among teenagers,

Table IX shows the results of a simple linear regression which examines the effect of hate speech exposure variable and hoax news in social media to the level of media literacy variable among teenagers.

TABLE VIII. CORRELATION

		Religious Intolerance	Hate Speech & Hoax Exposure	Media Literacy
Pearson Correlation	Religious Intolerance	1.000	.324	-.803
	Hate Speech & Hoax Exposure	.324	1.000	-.228
	Media Literacy	-.803	-.228	1.000
Sig. (1-tailed)	Religious Intolerance	.	.000	.000
	Hate Speech & Hoax Exposure	.000	.	.000
	Media Literacy	.000	.000	.
N	Religious Intolerance	813	813	813
	Hate Speech & Hoax Exposure	813	813	813
	Media Literacy	813	813	813

The Model Summary showed the R score was 0.228 and R Square was 0.052. It showed that the influence of hate speech exposure variable and hoax news on social media to the literacy level variable among teenagers was 5.2%.

TABLE IX. MODEL SUMMARY^B

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.228 ^a	.052	.051	13.55185

A. Predictors: (Constant), Hate Speech & Hoax Exposure

B. Dependent Variable: Media Literacy

While in table X, ANOVA showed the F score was 44,584 and Sig. is 0,000 <0,05. It meant that there was a significant influence on the predictor variables of hate speech and hoax news exposure on social media to the criteria of media literacy level among teenagers.

TABLE X. ANOVA^B

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.228 ^a	.052	.051	13.55185

A. Predictors: (Constant), Hate Speech & Hoax Exposure

B. Dependent Variable: Media Literacy

Table. XI, showed the results of simple linear regression which examined the effect of hate speech exposure

variable and hoax news on social media to the level of media literacy among teenagers with following Coefficients: the influence of hate speech exposure variable and hoax news on social media to the level of media literacy among teenagers, t score was -6,677 with Sig. = 0,000 <0,000. It meant that there was a significant effect of hate speech and hoax news exposure variable on social media to media literacy among teenagers.

TABLE XI. COEFFICIENT^A

Model		Unstandardized Coefficients		Standardized Coefficient	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	56.948	2.051		27.767	.000
	Hate Speech & Hoax Exposure	-.312	.047	-.228	-6.677	.000

A. Dependent Variable: Media Literacy

According to the results of the correlation test between the independent variable and the dependent variable which examined the relationship between hate speech exposure and hoax news on social media with media literacy among teenagers, the Pearson Correlation coefficient score was -0,228 with Sig. = 0,000 <0,000. It pointed out that there was a significant negative relationship between hate speech exposure and hoax news in social media with media literacy among teenagers.

TABLE XII. CORRELATION

		Media Literacy	Hate Speech & Hoax Exposure
Pearson Correlation	Religious Intolerance	1.000	-.228
	Hate Speech & Hoax Exposure	-.228	1.000
Sig. (1-tailed)	Religious Intolerance	.	.000
	Hate Speech & Hoax Exposure	.000	.
N	Religious Intolerance	813	813
	Hate Speech & Hoax Exposure	813	813

Based on the results of a simple linear regression test which examined the effect of variable levels of media literacy on variables of prejudice among teenagers is in the table XIII. The Summary Model showed that the R score was 0.681 and R Square = 0.464. It showed that the influence of media literacy level to prejudice variables among teenagers was 46.4%.

TABLE XIII. MODEL SUMMARY^B

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.681 ^a	.464	.463	7.36035

A. Predictors: (Constant), Media Literacy

B. Dependent Variable: Prejudice

Whereas in table XIV ANOVA showed that F score was 700,887 with Sig. = 0,000 <0,05. It meant that there was a significant influence of media literacy predictor level variable to prejudice criteria among teenagers. It proved that the media literacy level variable could influence the teenagers prejudice variable.

Table XV, showed results of the next simple linear regression which examined the effect of media literacy level variable to prejudice among teenagers with following Coefficients: the effect of media literacy level variable to prejudice among teenagers, the t score was -26,474 with Sig. = 0,000 <0,000.

TABLE XIV. ANOVA^B

Model		Unstandardized Coefficients		Standardized Coefficient	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	51.907	.850		61.053	.000
	Hate Speech & Hoax Exposure	-.492	.019	-.681	-26.474	.000

A. Predictors: (Constant), Media Literacy

B. Dependent Variable: Prejudice

It meant that there was a significant influence of media literacy level variable to the prejudice variable among teenagers.

TABLE XV. COEFFICIENT^A

Model		Unstandardized Coefficients		Standardized Coefficient	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	51.907	.850		61.053	.000
	Hate Speech & Hoax Exposure	-.492	.019	-.681	-26.474	.000

A. Dependent Variable: Prejudice

Based on the results of the correlation test between the independent variable and the dependent variable that examined the relationship between the level of media literacy and prejudice among teenagers, the Pearson Correlation coefficient was -0,681 with Sig. = 0,000 <0,000. It meant that there was a significant negative relationship between the level of media literacy and prejudice among teenagers.

TABLE XVI. CORRELATION

		Prejudice	Media Literacy
Pearson Correlation	Prejudice	1.000	-.681
	Media Literacy	-.681	1.000
Sig. (1-tailed)	Prejudice	.	.000
	Media Literacy	.000	.
N	Prejudice	813	813
	Media Literacy	813	813

Table XVII showed the results of a simple linear regression which examined the effect of media literacy level variable to religious intolerance variables among teenagers. Again, The Summary Model showed the R score was 0.803

and R Square was 0.645. It explained that the influence of media literacy level to religious intolerance variables among teenagers was 64.5%.

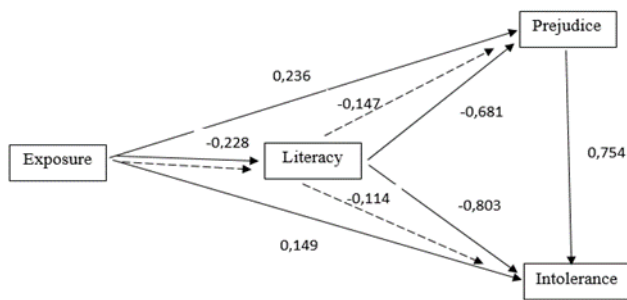


Fig. 1. The influence between research variables.

IV. DISCUSSION

This research confirms some previous theories about hate speech exposure and hoax news in social media effect religious prejudice and intolerance among internet and social media users. This research shows that the use of social media and internet affect prejudice and religious intolerance behavior of teenagers.

Adolescence stage is the most vulnerable period in individual development. The characteristics of this stage are curious, subjective, partial and unstable which make them tend to perceive media content as it is. On the other hand, teenagers are familiar with social media, even they spend more time with social media rather than "real" social life. The finding of this study shows that 69% of respondents spend their time using social media for 6-12 hours/day. As a result, the risk of teenagers exposed to hate speech and hoax news from social media and the internet is very high.

The results of this study confirm previous studies dealing with the impact of the internet and social media to social prejudice. The use of the internet has affected the users in term of prejudice and aggressive behavior specifically teenagers. Thus, teenagers are at high risk to negative effect of social media. Social media has significantly set teenagers' opinions of real social life and issues. Besides, social media has formed social prejudice since the opinions are massively spread without any filter [14]. One of the reasons why social media easily forms the teenagers' opinion is that they spent many hours to use and interact in social media. To conclude, internet and social media has a significant effect in shaping the teenagers' opinion which is regrettably most of the content are hate speech and hoax news.

Likewise, [15] has revealed that hate speech in social media influenced the anti-Muslim movement in Germany. In this case, we see how social media do influence the anti-racial movement, anti-Muslim immigrants in Germany. As a result, social prejudice is widely spread among society since they make use social media. Furthermore, [16] discovered that hate speech in social media contributes to social reality. Social media easily triggered hate and fight either physical or mental among groups. Consequently, social media sharpen the social segregation impact of hate speech.

In fact, hate speech and hoax news in social media have significant influence toward teenagers' social behavior.

However, this effect strongly correlates with the level of internet literacy which enables teenagers to minimize the negative effect of social media. As an example, [17] has found that the effect of a hoax on the internet and social media is strongly influenced by the level of literacy and self-regulation. Media literacy is very critical in protecting teenagers from hoax news that effortlessly in their hand through the internet and social media. According to [18], no matter how many numbers of hate speeches and hoax news in social media, as long as the teenagers have adequate media literacy, they will be able to selectively receive the news. In other word, teenagers who can process and select the digital information from the internet and social media can minimize the negative effect of digital information [19]. The role of digital literacy greatly influences the flaws of digital information on the internet and social media. Likewise, [20] states that media literacy is very important in building critical thinking to selectively accept information on the internet, to find and verify the information, as well as to construct comprehensive information. In brief, the role of media literacy is very effective to eradicate the spread of hoax in social media. In addition, another effect of social media on real social life is the emergence of cyberwar [21]. Through social media, the cyberwar phenomenon spread in the society which contents provocations and automatically influences the social cognition. Most of the societies are easily provoked by hoax news by creating stereotypes among groups. In addition, the hoax news and hate speech trigger social prejudice, which raises discriminatory behavior and acts. The impact of massive social media use greatly influences gender and ethnic bias, stigmatization of certain groups, and social prejudice. Social media forms a new way of global communication as well as arises social prejudice in multicultural societies [22]. Thus, the impact of social media is powerful on social relations among groups such as social prejudice.

The impact of media has a greater influence on religious intolerance when it is connected with socio-political context. As a matter of fact, [23] discovered that hate speech among religious groups in social media contributes to the reinforcement of religious intolerance among religious groups (Sunnis, Shiites, Ahmadis, and Christians) in Pakistan. Likewise, Islamophobia through Facebook in the UK in the form of hate speech [24], prejudice and discrimination against Muslim minorities which risks of creating intolerance in society. The spread of hate speech, discrimination, and prejudice through social media challenged community cohesion. The spread of the anti-Muslim movement is caused by the massive social media used to spread hate speech, which encourages opposition to different groups. Hate speech has been strongly linked with the violence to minority religious groups in the form of intolerance [25]. Therefore, the emergence of intolerance to other religions is strongly influenced by the spread of hate speech through social media. Hate speech on the internet and online media have effected on the emergence of racism, intimidation, discrimination, and other intolerance acts [26]. Likewise, intolerance between Russian Orthodox groups and minority Muslims are strongly influenced by regional socio-political conditions and triggered by news via the internet. As a result, the emergence of intolerance among religious communities very has a damaging effect on religious freedom and hostility that threaten the stability of social life.

To sum up, there are some emphasizing results of this study: (1) there is a significant effect of hate speech exposure and hoax news in social media to prejudice among teenagers; (2) hate speech exposure and hoax news in social media have a significant influence on religious intolerance among teenagers; (3) prejudice has a significant influence on religious intolerance among teenagers; (4) level of media literacy has a significant influence on prejudice among teenagers; (5) level of media literacy has a significant influence on various intolerance among teenagers; (6) the level of media literacy can decrease prejudice as well as religious intolerance tendencies that is affected by hate speech exposure and hoax news in social media among teenagers. In short, the results of this study confirm the media literacy critical role in reducing the negative effects of hate speech and hoax news on social media among teenagers. For this reason, it is recommended to strengthen media literacy for teenagers to avoid hate speech and hoax news exposure in social media.

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