



The Quality of Citizen Communication As A Determinant of The Success of Democracy

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Abstract. Indonesian democracy is often referred to as Pancasila democracy, which is rooted on popular values led by wisdom in consultation/representation based on the values of divinity, humanity, and unity in order to realize a social justice for all Indonesian people. The implementation of Indonesian democracy prioritizes deliberation and consensus that has a collective meaning rather than voting that is more meaningful individually. The Basic skills of democracy with the concept of consensus deliberation in public life is the communication skills of citizens in conveying ideas as a form of active participation in the progress of their community groups, so citizen communication must be trained to become the basic skills of citizens. The method used in this research is a literature study. The findings reveal that the quality of communication among citizens plays a crucial role in determining the success of Pancasila democracy in public life. This proves that democracy in Indonesia is not an individualistic democracy that gives birth to the thought that the voice of the people or the individual's voice is an absolute truth. Democracy in Indonesia has always provided a space for deliberation and discussion for the best results that are desired and involve common interests.

Keywords: communication, citizen, democracy

1. Introduction

The journey of "democracy" starts from the city-state in Greece. Democracy continues to evolve over time, and improvements to democracy continue to be made in various aspects, until the time of modern democracy is now used in many countries. Democracy according to Abraham Lincoln's view is the government of the people, by the people, and for the people. The first country to adopt a modern democratic system was the United States. The democratic system allows the people to have a voice and participate in the role of government policy control. This system directly states that every policy taken by the government should be fully for the welfare of the people. Therefore, various countries including Indonesia to date continue to grow into a democratic country.

Indonesia is a democratic country which is also a country with the ideology of Pancasila; which is used as a philosophy of life in various aspects of state life. This is why Indonesian democracy is often referred to as Pancasila democracy, which is a democracy based on popular values led by wisdom in deliberation/representation. The founding fathers of the nation formulated Pancasila as the result of reflection based on the values of customs and culture inherent in Indonesian Society itself. According to a hierarchical perspective, Indonesian democracy is guided by wisdom in representative deliberation that must be imbued with the values of Godliness, humanity, and unity to achieve social justice for all Indonesian people [8], [6]. This shows that democracy in Indonesia is not a democracy that fully views modern democracy in the Western world such as the United States which is individualistic. Modern democracies that exist in the Western world encourage the thought that the voice of the people (individuals) is the voice of truth (The Voice of God). This is also what ultimately gave birth to the conclusion that victory is in the majority vote (single majority) and marginalized minority (tyranny minority) [1].

Democracy in Indonesia is grounded in the values of God, humanity, and unity, aiming to achieve

social justice for all of the Indonesian people. The implementation of democracy in Indonesia prioritizes deliberation and consensus that has collective meaning rather than voting that is more meaningful individually [5]. Collectivity emphasizes that decisions must be based on thoughtful deliberation, rooted in divine and human values, to ensure alignment with the principles of social justice within a unitary state. So every policy that is born or taken is a policy that is a wise conclusion for all Indonesian people.

Indonesian democracy does not only adapts the universal principles of democracy but adapted [SS15] to the character of the nation. Elections and representative systems are carried out to accommodate the aspirations of the community, but the decision-making process remains through deliberation as a form of collectivity [5]. Deliberation in every decision-making is the basis for the implementation of Indonesian democracy, if the deliberation does not get a decision, the decision will be carried out by a majority voting system. In the sphere of state life, consensus deliberations are carried out in state institutions especially through legislative institutions. such as the MPR, DPR, DPD, or DPRD (Legislative institution in Indonesia). While in the sphere of community life, consensus deliberations are carried out in everyday life within the family and community. consensus is a social modality in every citizen in order to solve various social problems.

The basic skills of democracy with the concept of consensus in community life in Indonesia is the communication skills of citizens. Communication is a social modality in the effort to solve social problems [4], since it serves as the main tool to bridge differences, build understanding and create common solutions. Social issues often involve different groups with different interests, views, or backgrounds, so effective communication is the key to success [9].

Communication skills citizens will talk about some of the communication skills that must be met to support the role of an active citizen. Starting from the ability to convey ideas both orally and in writing clearly and constructively, capturing and responding to information quickly by being an active listener, using various communication media as a means of organizing citizen participation in public spaces, being able to negotiate in order to reach mutually beneficial agreements in the policy-making process, and the ability to build networks to support collaboration in achieving common interests.

These Five basic skills of democratic life for the Indonesian people need to continue to be taught in order to achieve a mature democracy. With good quality citizen communication skills, Pancasila democracy, which is rich in philosophical values that can be practiced in the life of the state and achieve the goals aspired to.

2. Methods

This research uses a literature study method. The approach used in this study is to collect and analyze information from written sources that are relevant to the topic under study. The literature review method used is Systematic Literature Review. A Systematic Literature Review (SLR) is a comprehensive and structured approach to reviewing existing research on a specific topic. It employs explicit, methodical, and reproducible procedures to identify, evaluate, and synthesize all relevant studies, aiming to answer a well-defined research question. This methodology is designed to minimize bias and provide reliable findings by following a predetermined protocol. The Systematic literature review is a systematic way that aims to collect, and then analyze it critically by present the result pf the results from various sources found. This study focuses on the quality of citizen communication as a determinant of the success of Pancasila democracy in Indonesia. The assessment of various literary sources was carried out using the keywords communication, citizen communication, democracy, Pancasila democracy, and the philosophy of life of the Indonesian nation. After that, it is analyzed qualitatively to produce critical, comprehensive, and in-depth

study results.

3. Result and Discussion

Communication is very instrumental in solving various problems in society so that communication skills between citizens should always be developed. In detail, communication has the following roles: A) Improve understanding between groups. Open communication allows different groups to understand each other's points of view and needs, with good dialogue, prejudices or stereotypes can be reduced, thus creating a more harmonious relationship [11]. B) Convey information accurately. In the face of social problems such as poverty, conflict, or environmental issues, the dissemination of appropriate information is the first step in raising public awareness. Clear, data-driven communication helps people understand the scale and urgency of the problem. C) Build Agreement and Consensus. The communication process helps to align differing views into one common goal. Through discussion, negotiation, or deliberation, the groups involved can reach collective decisions that benefit all parties [7]. d) Mobilize community participation. Persuasive communication can encourage people to actively engage in social problem-solving efforts, such as health, education, or environmental campaigns. An inspiring and relevant message is able to arouse public awareness for action[12]. E) Managing conflicts. In many cases, social problems trigger conflicts between individuals or groups. Effective communication serves as a mediation tool to find common ground and resolve conflicts peacefully. Nonviolent communication is often used to create productive dialogue [2]. f) Empowering the community. By providing access to information and education through communication, people can be more empowered to understand their rights and find solutions to the problems they face [13].

The principles of effective communication can be used to understand how communication can be carried out efficiently and meaningfully. The following are the stages of effective communication based on the principles presented by Covey [3]: 1). Build trust (establish trust).effective communication emphasizes the importance of building relationships based on trust. This is the foundation of effective communication. Trust can be built by showing integrity, goodwill, and honesty in communication. 2) Seek first to understand, then to be understood. Listen actively and empathically to really understand the other person's point of view before presenting your own. Avoid listening just to reply or argue; listen to understand. 3) Be proactive in managing conflict. In the event of misunderstandings or conflicts, Covey emphasizes a proactive approach by finding solutions, not blaming. Focus on the problem, not on the individual. 4) Use non-verbal communication effectively. Believes that communication is not only words but also involves body language, facial expressions, and tone of voice. Make sure your non-verbal messages are consistent with the words you say to build trust. 5) Provide constructive feedback. Effective communication involves the ability to give and receive feedback in ways that are constructive, not destructive. Focus on behavior, not on the personal, and provide feedback in a positive context. 6) Communicate with a focus on principles and values (Principle-Centered Communication). Effective communication emphasizes the importance of making universal principles, such as honesty, empathy, and integrity, a guide in communication. Communication based on values helps create clarity and strengthen relationships. 7) Always improve communication skills (Sharpen the Saw). Communication is a skill that requires practice and continuous development. Constant reflection and learning about how to communicate better can increase your effectiveness. Covey emphasizes that a) Empathy is at the core of effective communication; b) Focus on win-win solutions to create outcomes that satisfy all parties; c) Communication must be based on integrity and universal principles.

4. Conclusions

The results obtained are the quality of communication between citizens determines the success of Pancasila democracy in community life. This proves that democracy in Indonesia is not an individualistic democracy that gives birth to the thought that the voice of the people or the individual's voice is an absolute truth. Democracy in Indonesia has always provided a space for deliberation and discussion for the best results that are desired and involve common interests. Deliberation and consensus are the main basis of the democratic life of the Indonesian nation. the basic skill in consensus deliberation is communications. Communication is the only tool to solve various problems of citizens. For this reason, communication must always be trained through the educational process by various parties.

Acknowledgments

The author would like to thank the provider of literary sources and the author of the articles as well as the books used as a reference in this article. Thank you for giving a new view with a broader perspective on Pancasila democracy whose success is greatly influenced by the quality of communication skills of its citizens.

Disclosure of Interests

The authors declare that there is no conflicts of interest with any other parties related to this study. All the results, conclusions, and discussion in this study are based on data collected and analyzed objectively during the study.

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