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| ***Responsiveness of Free Internet Program In Global Digital Age For Public Literacy Development in North Lampung*** |
| Feni Rosalia1, Dian Kagungan2 and Devi Yulianti2 |
| 1Government Department, Lampung University, Jl.Prof. Sumantri Brojonegoro Number 1 Rajabasa, Bandarlampung, Indonesia  *2Public Administration Department, Lampung University, Jl. Prof. Sumantri Brojonegoro Number 1 Rajabasa, Bandarlampung, Indonesia*  [feni.rosalia@fisip.unila.ac.id](mailto:feni.rosalia@fisip.unila.ac.id), [dian.kagungan@fisip.unila.ac.id](mailto:dian.kagungan@fisip.unila.ac.id) and devi.yulianti@fisip.unila.ac.id |

Free internet program in North Lampung intended to facilitate the community for accessing the internet to maximize the information and telecommunication technology. This study aims to find out how responsiveness of free internet program in North Lampung was. This research used qualitative approach with descriptive type. The data were collected throgh interview, documentation and observation. The stages of data analysis performed were to collect data, reduce, expose and draw conclusions. The results of this study indicated that free internet program could not be enjoyed by majority of community and meet the preference and interests of certain groups. The suggestions given were that the Government of North Lampung should install free internet facility in strategic place which could be accessed by majority of students and stakeholders such as in school and park where many users access information.

Keywords : Responsiveness, Free Internet Program, Global Digital Age, Public Literacy

# 1 INTRODUCTION

Internet is a part of information and communication technology that continues to develop, and provides many benefits and convenience for users such as searching, receiving, storing, processing, sending and disseminating data or information quickly and easily, and can form community interaction. It is undeniable that there are various fields that have benefited from the internet including education, health, economics, politics, bureaucracy, security, and other fields. So, now the internet has an effect on the competitiveness of individuals, communities, and countries in the midst of the current mobilization of human increasingly rapidly so that the progress of the Internet has become one indicator of the progress of a country.

The development of the internet in Indonesia continues to increase. This can be seen from the results of a survey conducted by the Association of Internet Service Providers in Indonesia (APJII) which stated that the number of internet users in Indonesia reached 88.1 million people with a population of 252.4 million until the end of 2014. The number of Internet users in Indonesia was mostly in West Java Province of 16.4 million, followed by East Java 12.1 million users and Central Java 10.7 million users, while Lampung Province was in the 7th position of 3.5 million users. The amount of internet users in Indonesia in 2014 was 34.9% this indicates the still low internet*, (http://www.apjii.or.id accessed on the 18th November 2016 at 22:30.*

Internet as a basic need and a very important resource while communication and information is a right for every society in Indonesia. Therefore, the state or government organizers in this case the Ministry of Communication and Information are obliged to fulfil the communication and information needs of the community so that they can realize a prosperous society in Indonesia. The government required to improve the needs and increase the willingness and ability in using the Internet as an information tool among the community.

Referring to the vision of the Ministry of Communication and Information (Kemenkominfo) in the Strategic Plan of 2015-2019, namely "The realization of the availability and the increasing quality of communication and informatics services to support the focus of government development as a form of state presence in declaring sovereignty and equitable development and availability of national broadband access, Internet and digital broadcasting that is equitable and affordable to promote economic, educational, social, cultural, and security growth ".

From the vision of Kemenkominfo trying to provide internet service for the community, one of them was the free internet program in Indonesia. As in the Regulation of the Minister of Communication and Information No. 2 of 2013 on the Provision of Wireless Internet Access Services In the Universal Service Obligation Program. The emergence of these free internet programs can help the community in terms of Information Technology in Indonesia.

This free internet program reduces the gap of community ability in the use and utilization Information Technology and Communication itself (e-literacy), especially internet technology. North Lampung regency is one of the regencies that implemented free internet program.  
Free internet program is one form of service to support public literacy in getting to know the internet.

A form of literacy that must be mastered by the public in obtaining information is in the form of mastery of letters and literacy, but along with the development of increasingly modern technology, the mastery of letters is no longer effective when is used in obtaining information. Therefore, the use of the Internet strongly supports the increase of public literacy, the internet does not only display the letters

UNESCO explains that literacy is a fundamental right of every individual for lifelong learning. It is useful to exchange knowledge along with the development of technology that is currently internet-based, through the internet the availability of communication is more developed and can affect the political and social life. *(http:* [*http://www.unesco.org*](http://www.unesco.org) *accessed on 8th march 2017*

Literacy in the era of globalization is very necessary, now the development of science and technology takes place very quickly. Likewise with Internet literacy is necessary, because with the internet we can access and browse the information quickly. Currently the internet is not only used as a means of communication or means of seeking information, but also has been used as a means to fulfill the needs such as education, even can be used as a means of seeking money with the network This means that users can use this device as much as the points that have been provided.

Based on the research of Agustini (2017: 8) the Office of Communication and Informatics provides free internet program for all community of North Lampung Regency and can be accessed for 24 hours and this program was expected to cover all parts of North Lampung Regency so that all people can enjoy the program.

**2 RESEARCH METHOD**

Type of research used in this research was descriptive with qualitative approach. The basis of consideration using qualitative research type because researchers wanted to obtain and describe a thorough understanding of the free internet program in North Lampung District to support public literacy.

This research was conducted within the scope of North Lampung Regency, the Office of Communications and Informatics of North Lampung, PT. Telecommunication, Indonesia, and free internet location. Communication and Information Serviceof North Lampung was chosen as the location of research because the Office of Communications and Informatics was the implementing organization of the free internet program in North Lampung, in addition to this research conducted at PT. Telecommunication, and several free internet locations namely South Kotabumi Subdistrict and South Lampung Abung.

According to Sugiyono (2015: 224) data collection techniques is the most strategic step in the study, because the main purpose of research is to get data. Data collection techniques used in this study were: 1). Interview Techniques with a specific purpose. The conversation was conducted by two parties, the interviewer (interviewer) who asked questions and interviewers (interviewer) who provide answers to the question. The technique used by selecting members was specifically based on research objectives. The instruments used to conduct this interview were a small record of researchers, interview guides and mobile phones for recorders and cameras.

Data analysis is the process of finding data and systematically compiling data obtained from interviews, field notes, and documentation, by organizing data into categories, breaking into units, synthesizing, composing into patterns, choosing which important and to be learned, and to make conclusions. Data analysis in this study were consisting of several stages, and the stages such as: 1). Data Reduction from the report amount. Reducing data means summarizing, selecting the key points, focusing on the things that matter, looking for the theme and pattern. Activities to reduce the data that has been done in this study include; recording of interviews, observations and documentation as well as field notes and document collection results related to the research focus. In this study the data obtained then selected and re-adjusted with the focus of research on free internet program in North Lampung District, 2). Data Presentation was done to make it easier for the researcher to see the overall picture or specific part of the research. According to Miles and Huberman in Sugiyono (2015: 249) stated that the most often present data in qualitative research was with narrative text, 3). Verification or inferences The data presented were still temporary, and will change when strong evidence was found to be supportive at a later stage. But if the conclusions raised in the initial stages were supported by valid and consistent evidence when researchers returned to the field to collect data, the conclusion put forward was a credible conclusion. In this study, the data obtained then analyzed and searched patterns, themes and things that often arise, as outlined in the conclusion. The process of drawing conclusions in this research was done by discussing the data of the findings in the field with the proposed theories as well as with the extract from the series of research results based on interview observation, and documentation.

**3 discussion**

Based on the results of research on the responsiveness of free internet program in North Lampung regency, it stated that people was satisfied. This can be seen from the satisfaction put forward by some Internet access users who claim to be satisfied with the free internet program. From the researcher's analysis to all interviews of internet access users, the satisfaction felt by the internet access users is seen from the adequate facilities and infrastructure.

Based on the results of the analysis, researchers have seen that people who claimed to be not satisfied with the internet program only located in 4 location points. The 4 points were at Saprodi Abung Selatan, Kotabumi Koramil, Ramayana Kotabumi Fruit Market, and Bukit Kemuning Market. Researchers found the facts in Ramayana Kotabumi Fruit Market, that internet access did not run smoothly and sometimes internet access could not be used or even there were wifi access at the location of Ramayana Fruit Market, Kotabumi.

According to the researcher, the location of free wifi installation in North Lampung Regency were not effective due to the location which were not strategic. Based on the description of the results this program is very helpful for the people of North Lampung Regency, but there are still many people in North Lampung who still stutter the technology or less able to access the internet, in addition the internet is not used in a positive way.

**4 Conclusions**

The conclusion of this research was that free internet program could not be enjoyed by majority of community and meet the preference and interests of certain groups. The suggestions given were that the Government of North Lampung should install free internet facility in strategic place which could be accessed by majority of students and stakeholders such as in school and park where many users access information.

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