



The Utilization of New Media in Supporting Digital Literacy during the Covid-19 Pandemic: A Phenomenological Study of the Use of "Digilib Praja"

Pemanfaatan Media Baru Dalam Mendukung Literasi Digital Pada Masa Pandemi Covid-19: Studi Fenomenologi Pemanfaatan Aplikasi "Digilib Praja"

Allisa Akhidatul Idza¹, Shinta Hartini Putri², Nugraha Sugiarta³
allisaidza00@gmail.com¹, shintahartiniputri@unibi.ac.id², nugrahasugiarta@unibi.ac.id³

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Corresponding Author:

Email: allisaidza00@gmail.com

Affiliation: Universitas Informatika dan Bisnis Indonesia (UNIBI), Bandung-Indonesia



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¹ Undergraduate Student at Universitas Informatika dan Bisnis Indonesia (UNIBI) Communication Science Study Program, Soekarno Hatta Street Num.643, Sukapura, Kiaracondong District, Bandung City, West Java 40285

^{2,3} Lecturer at Universitas Informatika dan Bisnis Indonesia (UNIBI) Communication Science Study Program, Soekarno Hatta Street Num.643, Sukapura, Kiaracondong District, Bandung City, West Java 40285

Abstract

Background: The policy of using smartphone in order to support learning process during Covid-19 Pandemic has demanded IPDN's Library to innovate its digital literacy services through Digilib Praja, a new media that is android based. **Purpose:** The research purpose is to perceive Praja's experiences and motives in order to support digital literacy by utilizing Digilib Praja Application in the midst of the Covid-19 Pandemic. **Method:** The method used in this study is qualitative and used the concept of phenomenology by Alfred Schutz. The research object is new media of Digilib Praja. The data was collected by interviewing, observing, and documenting. **Result:** The research finding shows that Praja's experience after utilizing Digilib Praja is they attained various benefits such as they feel easy to find the needed books, they feel easy to gather information, and they are familiar with electronic books. Moreover, the because-motives that are more likely to be Praja's reasons in utilizing Digilib Praja are because it is easy to find the library collection books and they have a hard time to finish their assignments. **Conclusion:** This study suggests that there are five because-motives namely factor of the easiness to find library collections, factor of the difficulty to finish college assignments, factor of the difficulty to find references/ source of information, factor of the inadequate facilities in IPDN Regional Campus' libraries, and factor of the difficulty find books in library shelves. There are three in-order-to motives, which are to support digital literacy, to obtain support for technological developments and to seek entertainment collections. Praja depict Digilib Praja application as a tool, which facilitate them to develop their digital literacy ability

Keywords: Digilib Praja; Phenomenology; Digital Literacy; New Media

Abstrak

Permasalahan: Adanya kebijakan penggunaan smartphone untuk mendukung pembelajaran selama Pandemi Covid-19 menuntut Perpustakaan IPDN berinovasi menghadirkan pelayanan perpustakaan digital melalui media baru berbasis android "Digilib Praja". **Tujuan:** Tujuan penelitian adalah untuk mengetahui pengalaman dan motif Praja dalam memanfaatkan Aplikasi Digilib Praja ditengah pandemi Covid-19 dalam mendukung literasi digital. **Metode:** Metode penelitian adalah kualitatif dan menggunakan konsep fenomenologi Alfred Schutz. Objek penelitian adalah media baru Digilib Praja. Teknik pengumpulan data menggunakan wawancara, observasi dan dokumentasi. **Hasil:** Hasil Penelitian menunjukkan pengalaman sesudah Praja memanfaatkan Digilib Praja adalah memperoleh berbagai manfaat baru seperti mudah menemukan buku yang dibutuhkan, memperoleh berbagai informasi dan terbiasa membaca buku elektronik. Adapun motif sebab (*Because Motive*) paling banyak yang menjadi alasan Praja memanfaatkan aplikasi Digilib Praja adalah karena kemudahan menemukan koleksi bahan perpustakaan dan kesulitan menyelesaikan tugas kuliah. **Kesimpulan:** Kesimpulan penelitian ini adalah Terdapat 5 (lima) motif sebab (*Because Motive*) yaitu faktor kemudahan mencari koleksi bahan perpustakaan, faktor kesulitan menyelesaikan tugas kuliah, kesulitan mencari referensi/sumber informasi, fasilitas kurang memadai di Kampus IPDN daerah, dan kesulitan mencari buku di rak perpustakaan. Terdapat 3 (tiga) motif tujuan (*in order motive*) yaitu untuk mendukung

literasi digital, untuk memperoleh mendukung perkembangan teknologi dan untuk mencari koleksi hiburan. Praja memaknai Digilib Praja sebagai wadah yang memudahkan Praja mengembangkan kemampuan berliterasi secara digital.

Keywords: *Digilib Praja; Fenomenologi; Literasi Digital; Media Baru.*

I. INTRODUCTION

Background. Prolonged Covid-19 pandemic created numerous transformations at IPDN campuses; one of the transformations is the transformation of conventional library to digital library. The transformation was conducted not only because of the pandemic but it was because IPDN libraries aimed to support digitalization era, which is widely practiced at other educational institutions. Digital literacy itself can be described as an ability to learn and use information in any large form and sources, which can be accessed through smartphone and computer. Moreover, this encourages libraries to start an innovation to support the digital literacy; one of the innovations is in a form of Digilib Praja application.

According to the interview information from an administrator in IPDN library, it is known that the digital literacy index of Praja in IPDN is relatively low. The reason is Praja in IPDN Jatinangor was not allowed to use smartphone and they have limitation to use laptop or computer before Covid-19 pandemic happened. Moreover, IPDN Jatinangor Campus did not have digital library. As a consequence, Praja did not know about digital literacy and the benefits of it, especially the benefit in learning activities such as to support Praja improving their skills towards technology. The presence of digital library, Digilib Praja, aims to increase their knowledge and proficiency in using digital media, communication tools, or using network to find, evaluate, use, create information and utilizing it in a healthy, wise, intelligent, careful, precise, right and obey the law in order to communicate and interact in daily life.

Digilib Praja as digital library application of IPDN became popular for Praja because it is a quite new media that is based on smartphone. It became interesting for them because back then, they could only access printed media in library and some of them accessed the subscribed e-resources/open sources that are based on PC/laptop. During the pandemic, they have had an electronic library which they could install from Play Store, do registration by themselves, and collectively fill the content inside. The 28th batch of Praja was contributing the most in fundraising of Digilib Praja content. This is one of the supports for digital literacy, Praja not only can read the Digilib Praja's books collection, but they can submit their work to be published on Digilib Praja as well.

Library of IPDN Jatinangor held a survey on Praja's motives in utilizing a new media, which is currently available, the first survey that Library of IPDN Jatinangor has done was distributing G-form to Praja batch 28th or 100% population, which was approximately 1487 Praja who graduated in September 2021. The result of the survey showed there are 39 source databases of electronic/digital reading materials, which are accessed by Praja in order to support online classes during Covid-19 pandemic. The source databases are: Alexander Street Press, Balai Pustaka, Brill Online, Cambridge University Press, Cengage Learning/Gale, Ebrary, Ebsco Host, IGI Global, IG Publishing, Indonesia Heritage Digital Library, *Digital Angkasa*, Lexis Nexis, Mylibrary, Proquest, Sage Knowledge, Taylor &

Francis, Ulrichs, Westlaw, Wiley Online Library, Science Direct, Elsevier, iPusnas, Google Scholar, *Garuda Ristekdikti*, *Summon Ristekdikti*, Researchgate, Library Genesis, Google Books, Candil, Digilib Praja, Z-lib, Emerald, Academia.edu, Sci-hub, *ISJD LIPI*, Scribd, iReader, e-Reader IPDN, and IPDN Repository.

Table 1.

E-Resources Data which are accessed by Praja Batch of 28 (2021-2022)

No.	E-Resources	Total
1.	Digilib Praja	1115 praja
2.	Google Scholar	883 praja
3.	Google Books	772 praja
4.	Balai Pustaka	437 praja
5.	Ipusnas	367 praja
6.	Researchgate	173 praja
7.	Ebrary	171 praja
8.	Indonesia Heritage Digital Library	147 praja
9.	Repositori IPDN	135 praja
10.	Library Genesis	123 praja
11.	Cambridge University Press	117 praja
12.	Digital Angkasa	89 praja
13.	Garuda Ristekdikti	84 praja
14.	MyiLibrary	83 praja
15.	IGI Global	46 praja
16.	IG Publishing	46 praja
17.	Science Direct	43 praja
18.	Brill Online	43 praja

Source: : Survey Data processed by Researchers (Pambayun, 2022b)

Based on the initial survey which conducted by IPDN Jatinangor library by distributing G-forms to all Praja Batch of 28 or 100% of the population studied, a number of approximately 1487 students graduated in September 2021. Digital library, Digilib Praja, became the most accessed e-resources database i.e. a number of 1115 Praja followed by the Google Scholar database which was accessed by 883 Praja, Google Books accessed by 772 Praja, Balai Pustaka 437, iPusnas 367, Researchgate 173, ebrary 171, Indonesia Heritage Digital Library 147, IPDN Repository 135, Library Genesis 123, Cambridge University Press 117, Digital Angkasa 89, Garuda Ristekdikti 84, Myilibrary 83, IGI Global 46, IG Publishing 46, Science Direct 43, Brill Online 43, and the rest was accessed by less than 40 praja in each database as illustrated in Table 1 (Pambayun, 2022b).

The new media change the learning media for books/printed literature that is gradually shifting towards digital. Library nowadays transforms to become more dynamic, responsive, and modern. Therefore, it is not difficult to access digital library in this millennial era. Libraries have transformed by following the trend of digitalization in order to support online learning to meet the needs of information and reading materials during the Covid-19 pandemic. The pandemic has changed the behavior and habits including in education.

Teaching and learning methods that were previously face-to-face are now almost entirely performed online. The Covid-19 pandemic demanded education institution to adapt using online media in learning process. Therefore, not only institution but human resources, be them lecturers or students have to be able to take advantage of new media in learning activities.

Technological developments demand innovation from an organization in achieving certain goals. Innovation is generally done by utilizing new media. New media is chosen because it is convenience to interact and communicate between many parties depends on the organization necessity. New media is also developing in university library. Library staffs can utilize new media in order to provide digital-based library services according to the needs of the users. Library always adapts with new media nowadays. The importance of the presence of new media cannot be doubted. The existence of new media becomes important because the necessity of library can be supported by the new media. Furthermore, library staffs feel enthusiastic to use and utilize the new media.

Librarians can find new information that is needed by accessing search engine such as Google, Bing, Yandex, Yahoo!, etc. (Siti, 2021). This results in reducing library utilization. Therefore, the library must keep up with current developments if they do not want to be abandoned by their users, for example by making new breakthroughs such as changing the services. Presented information in library that is used to be served conventionally is converted into digital form that can be accessed anywhere and anytime by the users.

Problem. Besides the development of information technology, during this pandemic, digital libraries are considered as suitable for providing information services to wider community. The existence of digital library offers easiness to the librarians to access e-resources without being worried of library service hours. The library can provide various e-resources such as e-book, e-journal, e-magazine, etc. Librarians will utilize and become more interested to the availability of electronic service, which provide trustworthy information of the digital collections. The policy of using smartphone to support learning process during the Covid-19 Pandemic and the pandemic itself became the main motive for Praja to take advantage of Digilib Praja's new media. It is a new experience for Praja to use smartphone as a way of accessing digital library, which make Praja easy to follow the learning process in IPDN Jatinangor campus. Along with the development of information technology today, especially the internet, it changes the pattern of searching for information conducted by users. With the internet, it is easier to find the needed information.

Previous Literature Review. Researches about new media have been relatively done before, such as Rhenno Prasetyo Haryono Putra who did a research entitled "THE MOTIVATION OF INSTAGRAM FOLLOWERS TO BECOME CITIZEN JOURNALISM (A Qualitative Study of Phenomenological Motivation of @PRFMNEWS' Instagram Followers to become Citizen Journalism)". The results of the study show that the motivation of @PRFMNEWS' Instagram followers who become citizen journalism is there is a reciprocal relationship between Instagram followers who are only limited to following or being followers of @PRFMNEWS Instagram only. Citizen journalism in this research is those who is active in posting news or information on the account and plays an important role for the wider audience, which is by being very helpful for people who have Instagram to get the latest news and the latest information hotly discussed both on Instagram and other media (Putra, 2017). Next, the research compiled by Diva Vania entitled "DIGITAL LITERATURE IN THE ERA OF THE COVID-19 PANDEMIC (A Study on the Description of the Individual Competence Framework for Digital Literacy during the Covid-19 Pandemic in Community Members of Paya Bedi Village, Aceh Tamiang Regency)". The results of this study indicate

that the critical understanding of community members of Paya Bedi Village, Aceh Tamiang Regency shows that community members have never re-verified (fact check) when they find hoaxes which means the community's critical understanding of the Covid-19 pandemic information still needs to be improved. The communicative abilities of Paya Bedi Village community members, Aceh Tamiang Regency, show that the community has never shared information about Covid-19, they have not joined a discussion group that is discussing the Covid-19 issue, and have never created or participated in a social project about Covid-19 on social media (Vania, 2021). The next research was compiled by Lenny Novitasari with the title "E-BOOK AS DIGITAL LITERATURE (A Study of iMartapura Application Media towards Reading Interest in Banjar Regency Community)". The results of this study indicate that a smartphone-based e-book is an iMartapura application media created by the Banjar Regency Library and Archives Office, which aims to make it easier for readers to access books in finding material sources more practically and anytime. iMartapura is equipped with an e-reader and social media features that can connect and interact with other users, which absolutely enable the user to understand learning materials easier, find sources of material in the form of reading books and gain many friendships. iMartapura as an online library media or can be called a digital book is a form of supporting digital literacy today. The Banjar Regency Library and Archives Office utilizes new media, which are digital libraries to facilitate and be able to build literacy understanding to the community more broadly and effectively (Novitasari, 2020). Meanwhile, the following research was conducted by Herdita Mulyati with the title "NEW MEDIA IN SOCIAL MOVEMENTS (A case study on the use of Instagram and websites in the social movement of buying by giving by the regional community, *Ketimbang Ngemis Jakarta*⁴ (KNJ))". The results of this study indicate that the use of new media used by the *Ketimbang Ngemis Jakarta* community has a positive impact on Instagram followers and noble figures who feel helped. This is because the basic essence of social movements is that communication and action with social change will not occur without communication. The existence of new media such as the use of Instagram and websites cannot be separated from the core elements in every process of social movement that is carried out by *Ketimbang Ngemis Jakarta*. This is because the new media plays an important role for *Ketimbang Ngemis Jakarta*, starting from the emergence to the development of social movements carried out by *Ketimbang Ngemis Jakarta* (Mulyawati, 2018).

State of The Art. There is a difference from the first previous research; this research compiled by the researchers uses the object of a digital library application called Digilib Praja while the first previous research used the object of social media Instagram @PRFMNEWS. The differences from the second previous research is that; the research compiled by the writers uses the object of a digital library application called Digilib Praja while the second previous study used the object of describing the Individual Competence Framework Digital Literacy. The second difference is in the theory used in this study, the writers use the phenomenological theory of Alfred Schutz, while in the second previous study using the theory of digital literacy, media literacy, and the Individual Competence Framework issued by the European Commission. There are differences from the third previous research, the research compiled by the researchers uses the object of a digital library application called Digilib Praja while the third previous research used the object of the iMartapura application. The second difference is in the theory used in this study, the researchers use the Phenomenological theory from Alfred Schutz, while in the third previous study using the Digital Literacy theory by Paul Gilster. There are differences from the fourth previous research, the research compiled by the writers using the object of a digital library

⁴ The name of a community which has meaning of "instead of panhandling" and is based in Jakarta city.

application called Digilib Praja while the fourth previous study used the object of social media Instagram and websites in the social movement of buying by giving by the regional community, *Ketimbang Ngemis Jakarta*. The second difference is in the theory used in this study, the researchers use the phenomenological theory of Alfred Schutz while in the third previous study using the theory of Mediamorphosis by Roger Fidler.

The researchers are interested in the phenomenon that occurs in the IPDN Jatinangor library, a significant change occurred because the Covid-19 pandemic did not decide the spirit of library staffs in improving services and digital literacy for users by utilizing current new media and presenting a Digital Library Application, which is the Digilib Praja Library. The application is surely used by users, especially Praja in the midst of the Covid-19 pandemic. The theory used in this study is the phenomenological theory by Alfred Schutz. The phenomenological theory of Alfred Schutz is used to explain how the use of new media by Praja as users of the Digilib Praja Application is based on their motives and experience using the application. Schutz in Wirawan puts human nature in subjective experience, especially in taking action and taking attitudes towards the world of everyday life (Wirawan, 2012). For Schutz, human action always has a meaning and is identical to the motive for action, but there is no actual meaning in life. In its development, as stated by Restianty that: "new media states that the condition of traditional media communication has shifted with technological innovation so that there has been a substantial transformation in the growth of communication using media" (Restianty, 2018).

Objective. The objectives of this research are: 1) To find out the experience of Praja in utilizing the Digilib Praja Application in the midst of the Covid-19 pandemic in supporting digital literacy; 2) To find out the praJa's motives in utilizing the Digilib Praja Application in the midst of the Covid-19 Pandemic in supporting digital literacy.

II. METHOD

In this study the researchers used a qualitative research method. This type of qualitative research is research whose findings are not obtained through a statistical procedure or form of calculation. Qualitative research attempts to understand and interpret a meaning in certain events in certain situations. In qualitative research, the researcher is the key instrument, so that in collecting data, the researchers have to try directly to the field. In this study, the researchers use a phenomenological approach. According to Creswell the phenomenological approach is defined as a description of the general meaning of a number of individuals towards their various life experiences related to certain concepts or phenomena (Creswell, 2013). The purpose of phenomenology is to reduce individual experience of a phenomenon to a description of universal values. Data collection techniques in this study are in-depth interviews, observation, and documentation. The collection is done with primary and secondary data. The criteria for the informants determined by the researchers are the informants or research subjects are Digilib Praja users, the focus is more on active users and the researchers choose three Praja from the fourth year who become the longest duration readers of Digilib Praja as main informants. As a supporting informant, the researchers choose one librarian as an active user and choose the manager at the same time who sparked the idea to present this digital library, which is the Digilib Praja application. The research was conducted in June 2022. The technique for determining informants was by purposive sampling. The number of informants is 6 people consisting of Digilib Praja users and Digilib Praja managers. In the process of analyzing the data, the researchers use the model of Miles and Huberman (1984), which suggests that "activities in qualitative data analysis are carried out interactively and take place continuously until complete, so that the data is saturated" (Miles and Huberman, 1984). For the technique of checking the validity of

the data, the researchers use the triangulation technique. In this study, the researchers use source triangulation as a technique for checking the validity of the data. Source triangulation is used to explore the truth of certain information through various methods and sources of data acquisition.

III. RESULTS AND DISCUSSION

A. Praja's experience in utilizing Digilib Praja Application during Covid-19 Pandemic to support Digital Literacy.

Based on research questions related to experience in using the Digilib Praja application in the midst of the Covid-19 pandemic in supporting digital literacy, there are 2 (two) experiences of informants, namely before and after using Digilib Praja or the digital library. Referring to the interview exposure that is shared to the informants, it can be seen that the experience felt by the informant Heru Puji Suwito, as a civil servant using the Digilib Praja application, on Tuesday 05 July 2022, that before using the Digilib Praja application, he had many difficulties in finding the desired reading material, until wasting a lot of time. The experience after using the Digilib Praja application is he is able to take advantage of new media and being able to use it wisely, as Digilib Praja provides many conveniences to its users. In line with the results of the interview with the next informant, Reza Abdul Razak regarding the experience before and after using the Digilib Praja application, he stated that the experience felt before using the Digilib Praja application was almost the same as that felt by the previous informant, namely having difficulty when looking for the desired reading materials, ranging from forgetting to save downloaded documents to having to come directly to the library which is quite far from the dormitory. The experience after using Digilib Praja was when the use of smartphones was enforced in the midst of the Covid-19 pandemic and supported by the presence of a digital library, Reza found it easy in borrowing the desired collection of books so he could save them automatically. Another informant, Sitti Hafsa Sara Batu, as a student using the Digilib Praja application, stated on Tuesday, July 5th, 2022 that before using the Digilib Praja application, what he felt was that he had to open many websites to find reading material or information she was looking for, while the experience after using the Digilib Praja application is Sitti no longer needs to open many websites and she can focus on only one centralized hand, which is Digilib Praja as a Digital library application.

In this study, through interviews with informants, the researchers found the following perceived obstacles are the results of an interview with user on July 5th, 2022, at the IPDN Jatinangor library that "The obstacle itself is that Digilib Praja can already be used on the Android system but for iOS users, I can't use the application. Maybe when I was still using Android, it was easier to use it on my cellphone, but when I switched to iOS, I have to open the lid of the laptop and I can't use the website" (Suwito, Personal Communication, 2022).

Referring to the results of interviews with the informants above, it can be concluded that the perceived obstacle is the Digilib Praja application is not compatible with the iOS system and cannot be used through the website. In line with the opinion of the next informant, Sitti Hafsa Sara Batu regarding the perceived obstacles, through the results of an interview on July 5th, 2022 at the IPDN Jatinangor library that "Maybe it is for iOS users, they can't use it on their cellphones so they have to open their laptops, especially when the laptop they are using doesn't support it, so it's difficult. Oh, one more thing, in terms of applications, for the cursor from page one to the next page, it's a bit difficult to swipe up and down because you have to pull it from the bottom first, but you really have to learn a lot because this is also a new application" (Batu, Personal Communication, 2022). It can be concluded from the results of the interview with Sitti above that there are obstacles for iOS users, and there are obstacles when using the application because they have to learn to adapt to using this digital-based library.

The different obstacles were experienced by the informant Reza Abdul Razak through the results of an interview on July 5, 2022, at the Jatinangor IPDN Library that "For the obstacle I feel is Digilib's system is a library, for example, the type or title of the book is only one book, so when someone else has borrowed it, we can't borrow it anymore, so we have to wait for the other person to return it. So one book can only be borrowed by one person, so you have to take turns to borrow it", (Razak, Personal Communication, 2022). According to the results of the interview with Reza above, it can be seen that the perceived obstacle is that there is only one book stock and the users have to take turns to borrow it.

Based on the interview above, it can be concluded that there are two experiences that are encountered by the informants which are experience before using Digilib Praja Application and experience after using Digilib Praja Application. Praja's experiences before using digital library is they struggle to find the needed literatures. As a result, they should find the needed literature by using many websites, then they forget to save the downloaded document, so they need to come to the library in person which is far from their dormitory. The next experience which is felt by the informants while using Digilib Praja Application is when there is a policy to use smartphone in the midst of Covid-19 Pandemic and is supported by the existence of digital library, Praja was able to take advantage of new media and was able to use it wisely. Digilib Praja provides many advantages to its users, from finding the reading materials needed and there is no need to come directly to the library which is quite far from the Praja Dormitory, the variant of the collection of books is quite complete, there is a collection of novels to story books which can be an entertainment for the Praja, to they can focus in one thing, which is this digital-based library. Looking at the experience of the informants above, it can be concluded that the digital library application, which is Digilib Praja, is able to support the current digital literacy of Praja. Referring to the results of the interview, it can be concluded that the obstacles felt by the informants when using the Digilib Praja application were that the Praja had to adapt to this new application, Digilib Praja is not compatible on iOS, and borrowing one book could only be borrowed by one user due to the limited number of copies.

B. Praja's Motives in utilizing Digilib Praja Application in the midst of Pandemic to support Digital Literacy.

The writers analyzed the motives using phenomenology theory by Alfred Schutz. There are two phases which shape the motives of social action that leads to the reason of someone does something. Schutz in Wirawan differentiates two types of motives which are: Because-Motive and In-Order-to Motive. The detailed explanations can be read in the following statements (Wirawan, 2012).

Praja's Because-Motive. The result of this research aimed to reveal Praja's rationality in choosing and using Digilib Praja through Because-Motive and In-Order-to Motive. Because-Motive is a motive that causes someone to do an action and leads to situational context in the past. Whereas, In-Order-to motive is a motive of in order to achieve the goal while carrying out the action. In-Order-to motive leads to some circumstances or future situation (Andriani & Sadewo, 2019). Talking about someone's motives, Praja has their own reasons for wanting to do something. A chosen action can benefit them or maybe not. Motives are natural instincts that arise from within, on the basis of love or needs. There is a Because-Motive from the results of the study which will be explained as follows:

1) The Difficulty Factor in Completing Lecture Assignments in the midst of the Covid-19 Pandemic and the Easiness Factor of Digilib Praja. The difficulty factor in completing college assignments and the easiness factor in finding a collection of books from the Digilib Praja application are the most common factors causing the research subjects to

use the Digilib Praja application. Completing college assignments in the midst of a pandemic is a new challenge for Praja due to the limited face-to-face activities. The Covid 19 pandemic has also caused the services of the IPDN Jatinangor Library to be limited and closed. The closed services have an impact on Praja because of the difficulty of obtaining a collection of books needed, especially when they need them to complete college assignments. Based on the results of an interview with an informant, Praja Utama Heru Puji Suwito on July 5th, 2022, at the Jatinangor IPDN Library, that the motive for using the Digilib Praja application was because of the need to find reading materials in the midst of the Covid-19 pandemic that could assist the informants in completing college assignments and his research proposal. In line with the opinion of the informant, Reza Abdul Razak on July 5th, 2022, at the Jatinangor IPDN Library, who said that the motive for using the Digilib Praja application was the Covid-19 pandemic, informants used the Digilib Praja application not only because of the need to complete college assignments to undergraduate thesis.

The easiness factor that is the reason of the research subject using the Digilib Praja application is also supported by the data that the writers obtained in the field. Based on data obtained by writers regarding the number of book collections provided by Digilib Praja, there are 869 titles, 1,327 copies (Pambayun, 2022a). Referring to the information, it is known that to use the Digilib Praja application, research subjects do not need to come to the library. The Digilib Praja application can be accessed anywhere and anytime. Even more, the collection of books provided by the Digilib Praja application can not only be read on the spot but can also be borrowed by its users. The various conveniences obtained by the research subjects are the reason of the use and utilization of the Digilib Praja application.

2) Facility Factor. IPDN campuses are not only located in Jatinangor, but also in other areas, such as IPDN campuses in South Sulawesi, West Kalimantan, West Sumatra to Papua. Referring to information from research subjects, one of the motives for using the Digilib Praja application is because the facilities provided by the IPDN Campus in the area are inadequate. The because-motive made the research subject upload the Digilib Praja application while still studying at the third year at the regional campus. Furthermore, the research subjects consistently used the Digilib Praja application until the informant continued his education at the fourth year and moved to the IPDN Jatinangor campus. Based on the results of an interview with informant Heru Puji Suwito on July 5th, 2022, at the Jatinangor IPDN Library, he said that it was very necessary to have digital-based library facilities on the IPDN campus during the Covid-19 pandemic, to assist students in accessing desired information sources or reading materials. This is also in line with what was conveyed by the informant Reza Abdul Razak regarding this matter. From the explanation above, it can be inferred that one of the facilities needed by research subjects is related to the availability of IPDN library book collections. IPDN library collections in regional campuses can be accessed offline. Before the pandemic, the research subjects can come at any time to the library to read and borrow the collection of reading materials. However, in the midst of the Covid-19 pandemic, library services were closed so that access to borrow and read books could not be done. Meanwhile, facilities in the form of applications that can be accessed online are not provided by the IPDN Library at the Regional Campus, so the research subjects consider that these facilities are less able to support the learning process and increase digital literacy skills.

3) The Difficulty to Find Books in Library Shelf. The difficulty factor in finding books on the library shelf is one of the motives for the research subject. One of the important aspects that are the main cause is due to the Covid-19 Pandemic which limits library activities, IPDN Library Services make research subjects unable to independently choose

and directly read the books needed in the library, as the opinion of the informant Sitti Hafsa Sara Batu. Based on the results of an interview on July 5th, 2022, at the IPDN Jatinangor Library, she said that it was difficult to find the desired reading material on the bookshelf in the library due to limited literacy. By using a digital-based library application, informants achieved convenience. In line with the opinion of the informant Auliya Noviyani Sardi as a librarian at the Jatinangor IPDN Library, on Thursday, July 7th 2022 said that "Furthermore, I was interested because the Digilib Praja application was quite helpful and made it easier for me to find the information material. Because to find books on library shelves is sometimes quite difficult because they are not organized and you have to look for them carefully, I think it also wastes a lot of time", (Sardi, Personal Communication, 2022).

Referring to the information above, the research subject emphasized that when using the Digilib Praja application, it can save more time. Although, Praja can still borrow books at the IPDN Library during the Covid-19 Pandemic, but the path from the dormitory to the library takes approximately 10 minutes by walking. The service provided by the IPDN Library during the Covid-19 Pandemic is a closed service where the librarian helps the Praja to receive the books needed on the shelves, because the Praja are not allowed to enter the library. Through the Digilib Praja application, research subjects have easy access and other benefits, which can save time because they do not need to come to the library and have difficulty finding books on library shelves.

4) Factor of the Difficulty to Find Reference/Information Source in the midst of Covid-19 Pandemic. The next factor that became the motive for the subject of the informant was the difficulty of finding references/information sources, especially in the midst of the Covid-19 pandemic. Several informants stated that during the Covid-19 Pandemic, the implications for Praja activities were limited to the library. Meanwhile, the required references are in the library. Therefore, the difficulties experienced by the Praja in the past became one of the motives for the Praja to take advantage of the new Digilib Praja media.

Digilib Praja provides various information needed by Praja, especially in finding the required references. This is in line with the vision of the IPDN Library, which is to become a center for managing and disseminating information based on information technology to support the implementation of teaching, research, and community service as well as the development of science and applied government. Supporting this vision, the Digilib Praja application is also present to provide various information needed by its users, especially for research subjects who have felt the benefits as well as being a motive for the reasons behind the research subjects using the Digilib Praja application.

As information obtained from Heru Puji Suwito on July 5th, 2022 and Auliya Noviyani Sardi on July 7th, 2022, at the Jatinangor IPDN library, both of them agreed that the reason for using Digilib Praja was to look for references or sources of information. The various information provided by the Digilib Praja application can be seen from the titles of the book collections which are also varied and adapted to the needs of the users. Library users are not only looking for information that is relevant to the needs of undergraduate thesis writing or completing assignment, but it also requires a collection of entertainment so that it can create a balance in the activities taken at the IPDN Jatinangor Campus.

Praja's In-Order-to Motive. Schutz in Firsaputri and Utami states that in order to understand the motives and actions taken by humans, they tend to be related to achievements (Firsaputri and Utami, 2020). Referring to the research results, there are two factors related to in order to motive, namely supporting digital literacy and fulfilling information needs.

1) To Support Digital Literacy. Digital literacy can simply be interpreted as an activity related to an individual's ability to use technology, information and the internet in order to achieve certain results. In the activities of the learning process, digital literacy is needed to assist students in accessing and processing information to solve the problems they face through exploring the use of the internet (Ting, 2015). Digital literacy is increasingly playing an important role because in the digital era, an educator is required to be able to utilize technology and facilitate competency development for students.

The presence of the Digilib Praja application as a new media that utilizes the internet is one of the digital technologies that can support digital literacy for Praja. All research subjects agreed to emphasize that the In-Order-to motive to be achieved through the use of Digilib Praja was to support digital literacy on the IPDN Campus. The motive of the objectives expected by the research subjects is in line with the background because the IPDN Library presents the new Digilib Praja media. The Digilib Praja staffs stated that the motive for the presence of Digilib Praja was due to the needs of users, where during the Covid-19 pandemic, users were very limited to visiting the library directly. Through the Digilib Praja application, it is also expected to be able to increase the number of visits that cannot be obtained during offline visits. Thus, it can also improve digital literacy for Praja. When the use of smartphones was implemented on the IPDN Jatinangor campus during the Covid-19 pandemic, the presence of the new Digilib Praja media immediately had many enthusiasts, which was in line with what was conveyed by the sole manager of Digilib Praja, namely Kuncoro Galih Prambayun on July 7th, 2022 at the IPDN Library who stated that the Digilib Praja new media was considered to be able to support digital literacy because at first Praja were not allowed to own and use smartphones on the IPDN campus.

However, there are informants who stated that digital literacy at the IPDN Jatinangor Campus can not only be measured by the presence of Digilib Praja but also from the willingness and awareness of the Praja to utilize the Digilib Praja in enriching knowledge insights through various collections of books provided by Digilib Praja. As stated by Alvi Dhea Aulia on July 5th, 2022, at the Jatinangor IPDN Library:

"Before the existence of this application, my friends and I did not know how to use digital media, which is actually very developed, maybe because at first we were not allowed to use smartphones. But when it comes to digital literacy, it depends to each person. If people are diligent in reading, they will often use Digilib Praja. I rarely read books, except when I do my homework. Even then, I only read some of the points. I prefer watching movies than reading books. That's it."

The researchers observe that Digilib Praja can support Praja's digital literacy skills, especially in filtering and selecting the sources of reading materials needed. Selection of reading sources through Digilib Praja is the right thing to do because Praja will obtain primary literature from books that are relevant to Praja's needs, especially when preparing thesis. In addition, Digilib Praja is directly proportional to its usefulness for improving literacy. Digital literacy is related to the use of digital media, communication tools, information retrieval, to evaluating information. Through Digilib Praja research subjects gain knowledge with the ease of access provided.

2) Supporting Technology development. Along with technological developments, IPDN libraries which initially intended to provide services conventionally, are now innovating to provide online services to their users through the new media Digilib Praja. The In-Order-to motive obtained by the research subject is Digilib Praja to support technological development. As previously known, in the pre-pandemic period, IPDN Library did not have a digital application yet. It is also in line with current technological developments that require libraries to adapt quickly and create innovations in order to facilitate their users. In

addition, the use of the right technology can help IPDN Libraries achieve the library's vision effectively and efficiently. The objective motive obtained by the research subjects is through the new media Digilib Praja, so the IPDN Library also answers the challenges of the current technological developments. Through the use of this technology, of course, many benefits can be felt by both the IPDN Library and the IPDN Praja. Especially for the fourth year Praja, the existence of Digilib Praja is very helpful. This is reinforced by the observations of researchers related to Praja who utilize Digilib Praja through the assistance of the technology.

Figure 1.

An informant is searching for the information he needs using the new media, Digilib Praja.



Source: Writers' data, 2022

Referring to the results of observations in Figure 1, it was obtained that the informant Reza Abdul Razak used Digilib Praja. Through the help of technology such as applications and the internet, the new Digilib Praja media can provide the features and various collections needed by Praja IPDN. In the midst of the Covid-19 pandemic, Praja chose to use new media at this time. There is no need to spend a lot of time looking for the title of the book like before the Digilib Praja exists, which required the Praja to come directly to the conventional library.

3) Looking for Entertainment Collections. Another factor that becomes the In-Order-to motive is that the research subject wants to find entertainment collections. As the opinion of the informant Reza Abdul Razak on July 05, 2022, at the IPDN Jatinangor Library, said that: "There are many, I also happen to like reading so it does not only help me in doing research journals or undergraduate thesis but it is also able to entertain me with novels and some the story books that are provided, this is also the reason that makes me fond of Digilib Praja". In line with this opinion, the data obtained by researchers at the research location related to the number of entertainment collections can be seen in table 2.

Table 2.

Total of Entertainment Collections in Digilib Praja Application

Type of Collections	Total Number
Novels	152

Source: Processed by Researchers from the Data of Digilib Praja Staffs, 2022

The entertainment needed by the Praja can be obtained through reading. Reading a collection such as novels is one of the Because-Motive of the research subject. Not only Praja, a librarian also uses Digilib Praja as a medium to obtain information sources in the form of entertainment. As the opinion of the informant "Auliya Noviyani Sardi" on July 7th, 2022, at the Jatinangor IPDN Library, that the purpose of using the Digilib Praja application is because it provides convenience and this digital library collection can help in finding the desired information material, collection of readings about library books, to various kind of novels.

Discussion of Research Findings. Based on the result of interviews with informants, it is indicated that the most common reason why Praja used Digilib Praja in the midst of the Covid-19 Pandemic was the factor of completing college assignments and the factor of easiness of finding reading collections from the Digilib Praja application. Prior to the new media Digilib Praja, Praja had difficulty finding books on the library shelves because it required accuracy in matching the book numbers in the library catalog with the numbers on the library shelves. According to an interview with one of the research subjects, it was also stated that sometimes when looking for books on the library shelves, the books are not there even though they are in the library catalog. This past experience was not experienced by Praja when the new Digilib Praja media was provided by the IPDN Library. The implication is that when Praja finds it easy to find the collection of books they need, then Praja can easily complete their college assignments. Completion of college assignments is an important aspect of learning activities in universities. Through Digilib Praja, the IPDN Library carries out its role to support the Three Pillars of Higher Education. The role of university libraries in the digital era is required to be able to keep up with the times and technology. One of them is to play a role in providing public spaces that can be accessed anywhere and anytime (Istiarni & Kurniasari, 2020). The New Media of Digilib Praja is able to provide equality for all its users. Digilib Praja users can use and utilize it without limitations of space and time. This proves that the IPDN Library has succeeded in providing good quality electronic collections in the new Digilib Praja. Considering that in addition to libraries needing to have an adaptive system, one strategy that a library can do in the era of globalization is to provide various good quality print and electronic collections (Sunu, 2014). Libraries in the digital era are required to provide access to multimedia content through the internet and users can freely access these services. Thus, a library can answer the challenges and demands of its users by providing digital collections that can be accessed via smartphones (Oktavia, 2019).

The digital collection provided by Digilib Praja is considered capable of supporting Praja in completing lecture assignments. Considering that the library collection has been adapted to the needs of its users who need references in the field of government science. Another Because-Motive for the Praja to use Digilib Praja is the convenience provided by the Digilib Praja. The convenience of Digilib Praja consists of the easiness of finding a collection of electronic books because it can be accessed anywhere and anytime. The convenience can be seen in downloading the application, registering to become a member by creating a personal account, then reading electronic books in Indonesian, to being able to borrow the book. The easiness of finding the electronic book collection is directly proportional to the objective motives obtained by Praja in utilizing Digilib Praja's new media. There are at least two motives for these goals, namely to support digital literacy and to obtain information needs. In line with the easiness of Praja in finding a collection of books according to these needs, Praja directly can save time in searching and obtaining information. Referring to the results

of the interviews, the overall research subjects agreed that the new Digilib Praja media could support digital literacy for Praja in IPDN. This is in line with the function of the library as a digital literacy media which is the hope for its users in obtaining the right, fast and accurate information online (Nashihuddin, 2019).

The researchers observed and assessed that the development of digital literacy obtained by the IPDN Praja had reached level three. Digital literacy can be classified into 3 levels consisting of: (1) digital competence, which is related to students' knowledge of digital, (2) digital use, which is related to the use of digital applications in everyday life and (3) digital transformation, which is related to the creation of new knowledge as a result of digital use (Martin, 2016). The first level of digital literacy obtained by Praja through the new media Digilib Praja is digital competence. Praja already knows how and can use smartphones to search for information on the internet. Through smartphone technology and internet technology, Praja is able to consciously search for various information needed. Then after uploading Digilib Praja, Praja also knows the business process of Digilib Praja. The second level of digital literacy that Praja gains through the new medium of Digilib Praja is digital use. After knowing the business process, Praja was able to use the new Digilib Praja media independently and all research subjects agreed that Digilib Praja was easy to use because it was based on Android. The third level of digital literacy that Praja gains through the new medium of Digilib Praja is digital transformation. IPDN librarians innovate in creating new media to facilitate library services in the midst of a pandemic. Praja are also required to be able to adapt to changes in conventional services to digital services. Referring to the results of the study, it can be obtained that the Praja was able to adapt to these changes.

Other than examining Praja's motives in utilizing Digilib Praja in the midst of the Covid-19 Pandemic, the writers also examined Praja's experience both before using the new Digilib Praja media and after using it. Referring to the results of the study, there were various changes experienced by Praja after using the new Digilib Praja media. Among them, Praja can easily find the books they need without having to look for them on library shelves, Praja can get various information in one hand because they can access information through smartphones, Praja are getting used to reading electronic books. Schutz in Wirawan (2012:212) puts human nature in subjective experience, especially in taking action and taking attitudes towards the world of everyday life. For Schutz, human actions always have a meaning and are identical with action motives, but the meaning is not real in life. In its development, as stated by Restianty (2018:75) that: "new media states that the condition of traditional media communication has shifted with technological innovation so that there has been a substantial transformation in the growth of communication using media". The experience after using Digilib Praja's new media is in line with Schutz's opinion above, where Praja gains something new and Praja takes action to use Digilib Praja's new media consistently because previously they had gained useful experiences. New media as an innovation that is able to shift conventional media is considered to be able to provide a subjective experience that can benefit its users. Thus, it can be said that Digilib Praja can provide several benefits, including easy access in obtaining information for Praja.

New media essentially requires its users to be actively involved in finding information and on the other hand, new media provides hope for its users to be able to communicate and get broad opportunities to participate (Rianto, 2016). These demands and expectations

were answered by the IPDN Library through the innovation of new media Digilib Praja. The new Digilib Praja media is a digital media that can be accessed online for Praja. Several benefits have been recorded from the existence of digital media, among others, readers can get the text of the article directly as needed due to the ease of access via the internet (Kusmayadi, 2018). According to the research results, the benefits of Digilib Praja's new media not only provide easy access to Praja but also can support Praja's digital literacy in everyday life.

Discussion of Other Interesting Findings. The results also show that there are obstacles in the use of the new Digilib Praja media by the Praja. Some of the obstacles, as described previously, are Praja must adapt to this new application, Digilib Praja cannot be used on iOS, and one user is only allowed to borrow one book. Researchers consider that Digilib Praja Staffs need to find solutions so that these obstacles can be evaluated. The researchers argue that if the system in Digilib Praja is developed on iOS, it can have implications for the broadening of the target beneficiaries of Digilib Praja. Given that on the IPDN Campus, Praja does not only use Android but there are also iOS users. Regarding the borrowing of books that can only be borrowed by one user, it can be considered because Praja tends to need the same book title. Regarding the adaptations that the Praja needs to do, according to the researchers, so that the Praja can be more familiar and understand better in using the features provided by Digilib Praja, the Digilib Praja staffs need to carry out regular and ongoing promotion program. The research findings related to the obstacles faced by new media users Digilib Praja are different from the obstacles faced by other new media users studied by previous researchers. An obstacle that can also occur in the use of new media is the limited character of Twitter which requires staffs to edit content as short as possible (Sau et al., 2019). There are differences in the new media studied by the writers and the previous researchers, and the obstacles that occur are also different. However, there are similar limitations that occur in the two new media. The new media, Digilib Praja, limits books to be borrowed by only one user, while the new media Twitter limits the character of the content.

Another obstacle that can occur in the use of new media for digital library applications is the problem of the internet network, inadequate digital collections, and lack of promotion program (Fatmawati, 2017). Meanwhile, the Digilib Praja new media application did not find any obstacles related to the internet network, but it needs to increase the number of library collections and promotion program, Digilib Praja staffs should also pay attention to it. The researchers consider that increasing the number of library collections is needed so that Praja who need the same number of copies of books do not have to wait long to borrow the books and do not have to compete to borrow the books they need. In addition, regular and ongoing promotion program is needed so that Praja can adapt more quickly to understand the features available in Digilib Praja.

Meanwhile, on the use of new media for the E-Library application which was previously studied, it was found that the application functions as providing digital collections to fulfill reference and information needs during the Covid-19 Pandemic (Alfaris, 2021). This is in line with the findings of this study that during the Covid-19 Pandemic, Digilib Praja's new media also functions as providing electronic book collections that can be accessed online in order to fulfill user information, especially for Praja.

Based on the description above, the construction of meaning that occurs is Praja interprets Digilib Praja as a forum that makes it easier for Praja to develop digital literacy skills and as a place to find relevant information as needed without being limited by space and time. The new media is considered capable of being a useful forum for increasing Praja's digital literacy. Thus, the presence of Digilib Praja can facilitate IPDN Libraries to answer challenges in the midst of the Covid-19 Pandemic. IPDN libraries innovate in providing library services to become digital libraries in order to provide convenience for Praja while increasing Praja's digital literacy skills.

Research limitation is the researchers have not been able to collect data in the form of survey which provide information of Praja digital literacy index. The solution is to use primary data in the form of interviews to Digilib Praja staffs.

IV CONCLUSION

Praja's experience in utilizing Digilib Praja application in the midst of Covid-19 Pandemic shows that Praja gained new useful experience which is Praja can find books easily without searching in library shelves. Praja could achieve information in one touch because they can access their needed information through smartphone. Praja also began to be used to reading electronic books. Meanwhile, Praja also encountered obstacles in utilizing the Digilib Praja Application, for instance there are only limited number of book copies and applications that could not be used on iOS and Praja needed to adapt to the new media. Praja's motive in utilizing the Digilib Praja Application in the midst of the Covid-19 Pandemic in supporting digital literacy consists of two motives, Because Motive and In-Order-to Motive. The reason why Praja uses the Digilib Praja application in the midst of the Covid-19 pandemic to support digital literacy is largely due to the easiness of finding reading collections from the Digilib Praja application and the difficulty of completing college assignments in the midst of the Covid-19 pandemic. Other factors are due to: 1) the difficulty in finding references/information sources in the midst of the Covid-19 pandemic; 2) the inadequate facilities at regional IPDN campuses; and 3) the difficulty finding books on library shelves. Meanwhile, the because motives for Praja in utilizing the Digilib Praja Application in the midst of the Covid-19 Pandemic are to support digital literacy, to support technological developments and to seek entertainment collections. Thus, the researchers suggested that: For Digilib Praja Staffs, the researchers hope that they can increase the frequency of promotion program regularly and continuously in order to make it easier for Praja to adapt more quickly to the features provided by Digilib Praja; For Digilib Praja Staffs, the researchers hope that they can consider increasing the number of copies of electronic book collections in order to make it easier for Praja to borrow the same book titles without queuing any longer; For Digilib Praja Staffs, the researchers hope that they can consider providing an iOS system in order to broaden the target beneficiaries of Digilib Praja's new media; For Digilib Praja Staffs, the researchers hope that they can develop new media such as Digilib Praja that can provide the widest possible benefits for users, especially Praja; For Praja the researchers expected them to be more active in providing suggestions and critics for the development of new media Digilib Praja.

The results of this study can be the basis for further researchers who will conduct research with the same object, which is new media with a phenomenological approach. The next researchers can examine other objects and produce more interesting findings.

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