



RESEARCH ARTICLE

ROLE OF DIGITAL TECHNOLOGY IN INTERPERSONAL RELATIONSHIPS IN THE ERA SOCIETY 5.0

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ABSTRACT

Technology has changed most of human life, but with the ease with which it is obtained in social interaction, there is a need for limitations in the use of technology. Most of the interactions today have been connected through technological sophistication so that there is no limit to the time and distance to be able to communicate. However, there are impacts that need to be studied more deeply regarding technology in interpersonal life, such as the emergence of mental and psychological illnesses that result in social inequality. Therefore, the purpose of writing this article is to determine the role and impact of technology on interpersonal relationships in the era of society 5.0. The method in writing this article from the results of the identified journal collection was then analyzed and described in the results of qualitative discussion using literature review technique. articles obtained from Google Scholar and Emerald publishing search engines from national and international journals. It can be concluded that current communication technology makes it easier for humans to interact socially and is able to meet individual interpersonal needs, but of course with limitations and in accordance with the norms prevailing in society.

KEYWORDS

Digital Technology, Interpersonal Relationship, Era Society 5.0

1. INTRODUCTION

According to the National Geographic Society, Globalization is a word used Currently technology has become a basic necessity to make it easier for humans to establish open social relationships. Until now, millions of individuals from various generations have used digital technology as social media to explore their world, especially when the Covid 19 pandemic was striking. Technology has developed according to human needs, but over time human needs are also increasing and developing to create an innovation that is more effective and efficient in social relations between individuals (Hanurawan, 2010; Maslow, 1943).

This phenomenon of change has been created as an effort for humans to interact with each other easily. When returning to the time when the telephone was not invented, other individuals communicated long distances using letters sent for days to the recipient. In the era of the 80s to the 90s especially in Indonesia, (telephone stalls) telephones or coin phones were often found in several places until the discovery of cell phones with their current developments. The emergence of the internet is also a support for technology so that individuals can carry out social interactions without the constraints of distance and time (Ayun, 2015).

Various kinds of activities in interpersonal relationships also change to make it easier for individuals to interact whenever and wherever. By using today's technology, one can easily connect with each other, for example, with spouses, family, relatives, colleagues and even strangers. Every individual has freedom with whom and where they relate to one another because communication interactions are very important in interpersonal relationships in human social life in general (Hanurawan, 2010).

It cannot be denied that gadgets have now become a basic requirement that must be met because communication is very important in social relations between individuals involved in a relationship (Hanurawan, 2010). It is necessary to pay attention to the impact that may occur from various sides that can be a problem in life later. Therefore it is necessary to limit the use of technology in interpersonal relationships (Duck, 2007). Like the blade, technological developments also need to be given special attention to its users so that it has an impact on mental health. Some inequalities and mental illness arise from the lack of control over the use of technology.

Iro (2020) revealed that one of the impacts of advances in digital technology and the development of social media is the increasing number of cases of mental health disorders related to gadget addiction. The importance of the role of parents is needed for children of the current generation because it can be contaminated from various information that accidentally enters the child's mindset. The Health Office of the City of Yogyakarta, Indonesia revealed that 6,753 experienced mental disorders at the productive age between 20 and 45 years, consisting of psychotic and schizophrenic mental disorders (Harian Jogja, 2019).

In addition, there are many cases of harassment that have occurred after getting acquainted through social media such as Facebook, Instagram, YouTube, instant messengers and others. In addition, fraud is also increasingly prevalent in various ways through social media and even telephone numbers. Reporting from the Thomson Reuters Foundation (2019), cases of sexual violence and harassment by utilizing digital technology are increasing in the country of Singapore. This is due to the availability of technology that is easily accessible to anyone without thinking about the impact that will occur. Another impact of social media

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states that in maintaining adolescent interactions with parents is not good (Rajeev & Jobila, 2015). The results of the study reveal that the continuous use of technology in everyday environments can cause tension or conflict that can continue (Blackwell et al, 2016).

The use of devices that are too intense and uncontrolled can result in decreased prosocial, therefore individuals can become autistic about their devices and be skeptical of their surroundings. A person can be prosocial if the parenting process is monitored by each parent with an appropriate parenting style, because it is in this cognitive process that it can shape mental and personality in adulthood, so it needs limitations in the use of technology in social relationships (Duck, 2007). Because not all interactions can be done by utilizing technology as a means of communication intensely.

The youth generation is referred to as the millennial generation or digital natives, namely the generation of humans who were born when technology has developed rapidly and cannot be separated from its development. Adolescents are an easy age for technology to explore in everyday life, the results of the study found that adolescents are the most productive users on social networks and spend almost every day on social media and other electronic communication tools (Ahn, 2011; Subrahmanyam & Greenfield, 2008). So, it is necessary to limit in an effort to avoid the symptoms that arise due to lack of control over the use of technology. Therefore, the purpose of writing this article is to find out the role and impact of technological development on interpersonal relationships in the era of society 5.0.

2. METHODS

The method in writing this research article uses the desk research method with a qualitative approach. The desk research method is a research method that aims to collect data and information with the help of materials found in the library room. Data collection is done by utilizing secondary data available in various forms, usually in the form of documentation or existing report data (Azwar, 2013). Sources of data in writing this research article come from various literature reviews consisting of published scientific journals and the results of previous research.

The qualitative approach is the result of research that reveals the specific meaning of each subjective point of view and aims to explore the deepest meaning of research sources about a phenomenon. Qualitative research is research that departs from naturalistic inquiry whose findings are not obtained from statistical calculations (Basrowi & Suwandi, 2008). The literature source of this research article comes from searching for published journals with the help of google search engines and Emerald Publishing from reviewed national and international journals. The results of the collection of journals were identified and then analyzed and described descriptively on the results of qualitative discussions with a systematic review of the literature.

3. RESULTS

3.1 Definition of Society 5.0

The term society 5.0 first appeared in Japan in 2019, which is one of the efforts to implement sustainable development that Japan intends to promote to other countries globally. It is hoped that humans can intelligently have agility, mobility, reactivity and the ability to adapt by integrating technology (Patel & Patel, 2016). Japan has created society 5.0 based on five taxonomies of historical societal development, namely hunting societies, farming communities, industrial societies, information societies, and smart societies (Salgues, 2018).

Hunting communities are people who live side by side with nature to make ends meet in 13,000 BC. For farming communities are people who lived by developing irrigation and settlements in 13,000 BC until the end of the 18th century. Industrial society is a society in the period from the end of the 18th century to the end of the 20th century which made sharing of industrial scale innovations. Information society is a society in the period from the end of the 20th century to the beginning of the 21st century which invented computers to develop the distribution of information widely. Meanwhile, smart society is Japanese society 5.0 which will be achieved in the near future (Anshori, 2020 dan Salgues, 2018). Recent study argues that society 5.0 is expected to be able to improve intellectual property development, global standardization, IoT (Internet of Things) system construction technology, big data analysis technology, artificial intelligence technology, and so on and is expected to boost Japan's competitiveness in a "super smart society" (Hayashi et al., 2017).

It has been stated that society 5.0 is the beginning of change that relies on

most of the technology to connect the global world today. Through the development of adequate natural and human resources, technology develops as a basic human need. Society 5.0 was created in order to solve a significant social problem in today's modern society (Nakashihi, 2019). A study defines society 5.0 as a human-centered society that balances economic progress with solving social problems through an integrated system by technology (Keidanren, 2016). It can be concluded that society 5.0 is the ability to solve complex problems critically and can be a problem solver for itself and innovative interpersonal relationships.

3.2 The Role of Technology

Technology in KBBI is a whole means of providing goods and services necessary for human continuity and comfort. Literally technology comes from the Greek language, namely "technologia" which means a systematic discussion of all artists and crafts (Ngafifi, 2014). From the term technology, it can be defined as the art of producing production equipment and its use. Then from this definition it develops into science according to human needs until now.

Marx argues that technology is an instrument in the view of historical materialism which points to a number of tools used to achieve prosperity (Martono, 2012). Technology is a symbol of progress, anyone who is able to adapt to technology will experience less and more towards progress in any form (Ngafifi, 2014). A technology has been created to make it easy for each individual, of course. The development of technology has been preceded by the development of natural resources into a sophisticated tool. A technological development has reduced the physical barriers to communication and allowed individuals to interact freely on a global scale.

Until now, technological developments have had a major impact on the wider community and other activities. Changes in socio-cultural behavior in interpersonal relationships due to technological advances have positive and negative impacts (Ngafifi, 2014). Advanced and rapidly developing technology covers various areas of human life. Until now, it is very difficult to separate human life from technology because until now the existence of technology has become a basic human need. The role of technology itself can be used as an effort to increase new science, for example in the invention of computers, cell phones and satellites (Dwiningrum, 2012).

The role of technology in communication and information has been positively related to the use of an information system in community groups (Anwar, 2009). Technological advances in Indonesia have stated that mobile application users have increased by 45 percent since 2013 (Ayun, 2015). This indicates that the use of technology as social media has encouraged humans to socialize instantly. From the above discussion, it can be concluded that the role of technology can increase new knowledge in various fields of science and be able to connect communication and coordination between individuals without being constrained by distance and time by using advanced electronic devices until they are found today.

4. DISCUSSION

Technology has played a role in human life through various developments and uses. It has been stated that the use of technology can occur in human relationships, therefore there is a need for limitations in every use of technology (Duck, 2007). The dynamics of complex interpersonal relationships today are strongly influenced by digital technology which contributes significantly and directly to each individual (Lee & Groover, 2000). Although technological advances have developed rapidly to date, there is a need for limitations that must be considered, especially in social relations.

A study argue that changes in behavior when related can be influenced by technology that is currently penetrating social media (Reis et al., 2000). Social interaction cannot be done alone but in groups or more than between individuals (Berscheid & Ammazalorso, 2004; Hanurawan 2010). There needs to be limitations in the use of social media, especially among adolescents because there are positive and negative impacts that can be accepted by individuals (Duck, 2007; Qonitatin et al, 2020). In dealing with a change in social interaction, each individual must be able to manage interdependent interactions and social networks in interpersonal relationships (Bandura, 1995).

The negative impact of the use of technology on interpersonal relationships has been revealed by (McGrath, 2012), that the intense use of social media can damage households because it leads to independent isolation from the environment. In addition, the intense use of social media actually reduces interaction time with families (Moawad & Ebrahim, 2016). The findings also state that frequent use of social media can reduce interaction and attention to partners (Sharaiveska, 2012), Then there will

be mental disorders such as being paranoid about the environment around the community (Odendaal et al, 2006).

In addition, for the positive impact of the use of digital technology on interpersonal relationships, it is revealed that the more individuals can use technology appropriately, it can be used as monitoring of children from cell phone use (Greefield, 2008). Through proper use of social media or cell phones, the closeness of the relationship is increasing (Christensen, 2009). In addition, the role of digital technology is increasingly easy to connect to other individuals without having to go through postal or courier services that take a long time (Coynce et al, 2012). Social online media can be a mediator in bringing individuals together without distance and time limitations (Peris et al, 2002).

From the above understanding it can be concluded that the development of increasingly sophisticated technology can have a negative and positive impact, especially in adolescence. Limits in the use of digital technology are needed to avoid social symptoms that can reduce the level of social interaction in the surrounding environment. Because the use of social media can influence every action or action in society on different perceptions.

5. CONCLUSIONS

From the results of the discussion it has been stated that advances in digital technology cannot be avoided and will continue to develop according to human needs. A media can be any action or action in society. The role of technology can be problem solved for most individuals who are constrained by distance and time. Technological advances can have negative and positive impacts on individuals, so that their use must be in accordance with applicable limits so that there are no gaps in social life, especially among adolescents, especially in the era of society 5.0. The use of digital technology is expected to be able to encourage social interaction and improve psychological well-being which can reduce depression due to lack of social interaction. The need for education and supervision of the use of social media to suppress the occurrence of social deviations.

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