Multiculturalism transformation in the technological age: Challenges and opportunities

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DOI: https://doi.org/10.61126/dtcs.v1i2.16

ARTICLE INFO

ABSTRACT

This article discusses the transformation of multiculturalism in the technological age, focusing on the challenges and opportunities. Technology's ability to connect people from different cultural backgrounds extends the reach of multiculturalism, enabling the exchange of ideas, values, and experiences. However, challenges such as cultural appropriation and differing interpretations can threaten respect for cultural diversity. Unequal access to technology can lead to inequalities in cultural participation and digital literacy, widening the gap between social groups. To meet this challenge, efforts are needed to ensure equal access to technology and digital inclusion for all groups. However, the technological age also offers opportunities for multiculturalism. Digital technology can be a tool to promote constructive intercultural dialogue, increase knowledge of other cultures and build deeper understanding. It is important to develop applications and platforms that strengthen fair and respectful cultural exchange. To meet the challenges and seize the opportunities, holistic policies and approaches are needed to develop multiculturalism in the technological age. Governments, civil society organizations and civil society must work together to promote digital inclusion, support digital and intercultural literacy, and develop regulations that encourage the responsible use of technology.

Introduction

In an era of increasingly advanced technology, multiculturalism faces new challenges and opportunities. Advances in digital technology have changed the way we interact, communicate, and share information, opening the door to broader and more intense intercultural interactions. With these developments, however, come challenges that must be addressed in order to maintain balance and advance multiculturalism.

The transformation of multiculturalism in the technological age is a phenomenon that is increasingly relevant and significant in today's society. The era of increasingly advanced technology has drastically changed the landscape of social interaction, communication, and information exchange. It has opened the door to more intense intercultural interactions, expanded access to cultural diversity, and provided new opportunities for understanding, respecting, and appreciating cultural differences. Multiculturalism, as an approach that promotes recognition, appreciation, and respect for cultural diversity, is becoming increasingly important in this technological age. This transformation provides challenges and opportunities for multiculturalism to develop and adapt to rapid social change (Fichman & Sanfilippo, 2013).

One of the major challenges facing multiculturalism in the technological age is the emergence of cultural appropriation and differing interpretations, which may threaten the integrity and sustainability of multiculturalism itself. The ability of technology to easily access, share, and imitate cultural elements of other groups has raised concerns about respect for indigenous cultural sources and contexts, as well as unethical use (Lee-Smith, 2019). In addition, the digital divide is also a significant challenge. Inequalities in access to technology and digital literacy can deepen inequalities between social groups. This can hinder full participation in digital life, reduce opportunities for cultural sharing, and affect equality in taking advantage of the opportunities offered by the technological age.

On the other hand, the technological age also offers great opportunities for multiculturalism. Digital technologies enable a wider exchange of ideas, information, and cultural experiences, enriching our understanding of the diversity of cultures around the world. Social media and digital platforms facilitate intercultural dialogue, enable the exchange of ideas and provide spaces for inclusive learning and experiences. In this context, a deep understanding of the transformation of multiculturalism in the technological age becomes important. Understanding the challenges and opportunities can help formulate appropriate policies, strategies, and approaches to promote inclusive, mutually respectful and sustainable multiculturalism in the digital age.

Method

The literature review method was a critical cornerstone of this research, enabling an in- depth understanding of the development of related concepts and theories. The approach involved a detailed analysis of the relevant literature, identifying knowledge gaps and detailing the contribution of this research to the existing conceptual framework. Methodological procedures included the selection of information sources, evaluation of credibility, and synthesis of information supporting the research arguments. Critical analysis of key concepts provided a solid foundation for the development of the theoretical framework. By adopting the literature review method, this study aims to present a comprehensive synthesis and direct future research directions.

Results and Discussion

Multiculturalism is always related to the question of how to deal with heterogeneity (Werbner, 2002). Multiculturalism, tolerance, and respect for other cultures are skills that are needed by each individual and all components of society in order to build an agreement to live together. In addition, multiculturalism is an important condition for the continuity and continuation of the democratization process for a nation that is ethnically, linguistically, and culturally plural. A nation that is plural but does not minimize ethnocentric understanding will certainly have an impact on the process of continuity of the nation in realizing its national goals. Ethnocentrism, which has various names and definitions, is a term that refers to the process of prejudice and stereotyping that takes place within and between individuals, which can lead to negative behavior. Prejudice is an attitude and act of judging a person or group of people based on inadequate data. A person with prejudice may justify labeling and stereotyping other people or groups because they are not from the same group as themselves. If prejudice is not overcome, labeling and stereotyping will lead to discriminatory behavior and evenviolence.

These challenges are even more dynamic today because the world is in an era where technology plays an important role. Technology is something that almost always characterizes modernity. An individual does not seem to be worthy of being called a modern human being if he does not come into contact with technology (Sarkawi, 2016). Information from all corners of the world can be disseminated in a very short time because the world seems to be "shrinking". Interdependence, interconnectedness between countries and between countries and between people is taking place (Mansouri & Modood, 2021). The interaction of people from different continents does not find significant obstacles to be carried out. This is a necessity due to technological developments, especially the development of the internet. Sztompka revealed that the internet is increasingly turning the world into a "global village" (Levrau & Loobuyck, 2018). The internet has now become an increasingly open space, a wider area of interaction, where the space for the exchange of cultural ideas becomes continuous and multidirectional, as Ulf Hanners stated with the theory of ecumenical culture.

Can the Internet, as a public space, contribute to the discussion of multiculturalism? Is technology a place that provides space for the participation of all groups and does the online environment have an impact on the development of the discourse of multiculturalism? This is an interesting discussion. The Internet as a tool is of course value-free. It is like a double-edged sword, depending on how the human being as a subject uses the tool. The Internet is a free space that can be used for intercultural interaction. Communication through internet technology can bring closer understanding and mutual appreciation between different cultures, values, and norms (Mahfud, 2011).

However, on the other hand, the Internet also presents potential problems. This is caused by the search engine mechanisms on the internet, or more commonly referred to as algorithms. The algorithm is a systemic mechanism that provides recommendations to internet users according to their behavior. Although it looks simple, the fact is that this algorithm can also be a threat to users and society. Algorithms are known as the way the system determines what content to suggest to users, such as videos or what topics to listen to on social media. CNN writes that an algorithm is a set of rules or steps that are followed, usually by a computer, with the goal of producing something. The algorithm

In today's interconnected world, technology has played a significant role in transforming various aspects of our lives, including the way we communicate, work, and interact with people from different cultures. The rise of multiculturalism in the technological age presents both challenges and opportunities. In this discussion, we will explore the challenges of multiculturalism in the technological age and the opportunities it presents for fostering understanding, innovation, and collaboration.

The challenges

1. Digital divide: While technology has made information more accessible, a significant challenge is the digital divide, which refers to the unequal access to technology and Internet resources among different cultural and socioeconomic groups (Riikonen & Dervin, 2012). This divide can further marginalize already disadvantaged communities, hindering their ability to fully participate in the digital world and benefit from the opportunities it offers.

2. Language barriers: Although technology has facilitated communication, language barriers still exist. The global nature of technology requires effective communication across cultures, and language diversity can pose challenges to understanding and collaboration. Developing inclusive and multilingual technology solutions can help overcome these barriers and foster multicultural collaboration.

3. Bias and discrimination: Technology is not immune to the biases and discrimination that exist in society. Algorithms, machine learning systems, and artificial intelligence can inadvertently perpetuate existing biases if not carefully designed and monitored. This can lead to unfair treatment or exclusion of certain cultural groups. Ensuring diversity and inclusivity in technology development

is essential to address these challenges (de Vries, 2020).

The opportunities

1. Cross-cultural collaboration: The technology age offers unprecedented opportunities for cross-cultural collaboration. Through platforms such as videoconferencing, instant messaging, and social media, people from different cultural backgrounds can connect, exchange ideas, and collaborate on projects regardless of geographic boundaries. This enables a rich exchange of knowledge, perspectives, and innovative solutions.

2. Cultural exchange and understanding: Technology allow people to explore and engage with different cultures, fostering greater understanding and appreciation of diversity (Chang & Chiou, 2014). Social media, online forums, and digital content platforms provide avenues for individuals to share their cultural experiences, traditions, and perspectives. This can lead to increased cultural empathy, the reduction of stereotypes, and the promotion of a more inclusive society.

3. Innovation and global market reach: Multiculturalism in the technology age opens up new opportunities for innovation and market expansion. By leveraging diverse perspectives, experiences, and skills, organizations can develop products and services that appeal to a global audience. Multicultural teams bring unique insights and approaches to problem solving, leading to more innovative and inclusive technological advancements (Aldosemani & Shepherd, 2014).

4. Access to education and information: Technology has the potential to bridge educational gaps and provide equitable access to information. Online learning platforms, digital libraries, and educational resources enable individuals from different

cultural backgrounds to acquire knowledge and skills, empowering them to participate in the global digital economy (Jayadi et al., 2022).

The transformation of multiculturalism in the age of technology presents both challenges and opportunities. While the digital divide, language barriers, and prejudice pose significant challenges, technology also offers opportunities for cross-cultural collaboration, cultural exchange, innovation, and inclusive education. To realize the full potential of multiculturalism in the age of technology, it is crucial to address the challenges and work towards creating an inclusive and equitable digital environment that respects diversity and promotes intercultural understanding.

Internet use in Indonesia itself is still elitist and, of course, contrary to the basic philosophy of multiculturalism, which ensures that all citizens have opportunities and the ability to maintain their identities (Dalton & Crosby, 2013). Internet elitism in Indonesia relates to the centralization of information flows, which are concentrated on the island of Java. This creates inequalities and gaps in the acquisition and sharing of information and knowledge. For example, by adhering to the principles of verification, because at this point in time, everyone has the potential to find out various things through the Internet and share that information. Of course, the Internet must be used more for the community, without leaving anyone behind, to guarantee the formation of a civilized, tolerant society and the maintenance of multiculturalism.

Conclusion

Transformation of multiculturalism in the technological age presents a challenge and significant opportunity for multiculturalism. In this increasingly digital era forward, interaction intercultural become

easier and expanding, possible exchange of ideas, information and experience more culture broad. However, challenges such as appropriation culture and interpretation of difference need deep understanding and right action for guard integrity multiculturalism. The digital divide also become necessary challenge to overcome in the context of multiculturalism. Efforts must be made to ensure equal access technology and digital inclusion for all group, so that there is lagging group in utilizing the potential offered by the technological age this.

However, the era of technology also give great opportunity for multiculturalism. With use digital technology with wise, we can promote constructive intercultural dialogue, broaden understanding about diversity culture, and build more understanding deep. Digital platforms can be used for facilitating exchange fair culture and respect each other. To face the challenge and utilize this opportunity, a holistic approach is required, involving cooperation between government, organization society and public civil. Effort together needed for develop promoting policies digital inclusion, supports digital literacy and intercultural, as well as develop encouraging regulation use responsible technology answer.

In framework ensure transformation positive multiculturalism in the era of technology, important for guard balance between respect to diversity culture and awareness will context culture original. With deep understanding and right action, multiculturalism can continue to develop in the technological era. This creates an inclusive, just, and mutually respectful society in an increasingly digitally connected world.

Declaration of Ownership

This article is our original work.

Conflict of Interest

There is no conflict of interest to declare in this article.

Ethical Clearance

This study was approved by the institution.

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