

The Role and Challenges of A Mediator To Resolve The International Conflict in The Digital Era (Case Study: The Role of OANA)

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ABSTRACT

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The digital era has been born from the influence of globalization. In this digital era, international relations are beginning to be affected by the existence of various new ways to do diplomacy. Where diplomacy carried out by each country feels easier than in previous eras, communication can also be carried out without having to take a long time, especially when delivering meeting appointments or being willing to attend a meeting. Along with the development of this digital era, the role of third parties in resolving a conflict will also become easier, especially from mediators who are often the liaison between the two countries in conflict. This research was conducted to reveal perspectives related to the role and challenges for mediators in carrying out international conflict resolution in the digital era that continues to progress. The method used is a qualitative research method by presenting secondary data. The results show that the role of the mediator in resolving conflicts will be significantly more challenging because of digital factors that can take conflict actions online or provide fake news and can be widely spread throughout the country in an instant with ease.

INTRODUCTION

From the beginning of globalization influenced after the cold war, the nature of international relations increasingly changing too. A lot of manners and new actors did diplomacy in this contemporary era. The effect of globalization was more rapid and this happening to the appearance of the digital era with the developing eras. Many human roles are replaced by sophisticated technology, even with capacities that are sometimes higher than humans themselves. In this digital era, agendas in international relations are often carried out online based on digital media or technology, especially during the social distancing period in 2020. By the development of technology in the digital era makes the diplomacy movement

which is done by many countries seems easier. In addition to easily communicating, this advanced technology can also facilitate relations between countries to conduct visual meetings with social media networks, especially in 2020, where the Coronavirus or COVID-19 pandemic is widespread and impedes meetings that are mostly scheduled for some countries in conducting diplomacy. But with the development of technology, digital products can be used as a means to conduct meetings between these countries and the scheduled meetings can run well without any delayed.

After the inclusion of digital-based technology, can impact the manners and appear more regulations increasingly to make diplomacy in this contemporary era. Even in

terms of strengthening relations between countries and in problems solving or conflicts between countries that often occurred. Nevertheless, the kind of conflict that happened between countries also can increase. Not just in a military conflict but also digitally conflict will occur significantly. This digital conflict also eventually led to a new role in diplomacy to resolve the dispute.

In contemporary diplomacy, conflict resolution can be done by a third party when negotiation between countries cannot resolve this conflict. The mediator is one of the third parties which often used to resolve the conflict by doing mediation. The mediator is a connector who is not involved in the conflict, where he is chosen by agreement of the two parties who are involved in the conflict. But on the other hand, the social media war in this digital era often makes a long time for two countries to reduce conflict. The reason is, there are often irresponsible persons who trigger the conflict in the media in the name of the two countries in conflict so that the dispute is difficult to quell.

In addition to the existence of war through social media or what is commonly referred to as digital conflicts, the emergence of various media that provides fake news can also create a trigger for an increasingly large conflict experienced by several countries. This is where the role of the mediator increases because the data about the conflict he will mediate must be obtained as valid as possible without any sense of partiality in one of the countries involved in the conflict. Sophisticated technology can also trigger wiretapping by interested parties who do not want peace in these conflicting countries. This research will explain the plot of thought how this digital era situation could impact the new roles and new challenges of mediator as the third party to resolve the conflict between countries with it case study which can be representative.

Mediation is one of the most important ways in helping to resolve conflicts between countries because mediation has a concept

that is also through agreement from the countries involved in the conflict. This concept also can help as much as possible so that conflicting countries can end the conflict with a win-win result based on cooperation. In resolving conflicts, mediation can be carried out on an agreement between the conflicting countries and with the mediator who is also the result of the agreement of the conflicting parties.

Mediation is the art of management challenges. Mediation is designed to identify and prepare certain strategies in certain cases carried out by the mediator (Afshari & Hadian Nasab, 2021). On the one hand, diplomacy is one way to get the goals or needs of the country through negotiation methods (Jonge et al., 2019). And on the other hand, diplomacy is the role of globalization in contemporary diplomacy (Nurika, 2017).

In the previous researches, can be found that diplomacy is the main tool to have a relationship with other countries until the country can gain its national interest or gain its goals and needs of each nation. And diplomacy has the main way which makes negotiation. The conflicts between countries can be resolved through negotiations because basically, negotiations are the process without military involvement. On top of that, when negotiations have yet to find a solution to the conflict resolution, then the third party can help bring about peace, with a permanent record through the agreement of both parties to the conflict. Third-party assistance in resolving conflicts can be in the form of mediation or arbitration (oltzman, Maria, Johannes Horner, Gregory Pavlov, 2013). But frequently, mediation is used by the conflicting countries because it also involves the cooperation and involvement of the opinions of the conflicting countries, so the result is most likely a win-win situation. Differently within arbitration cases, which it does not involve the opinion or input of the conflicting party yet the final decision rests with the arbitrator (Hörner, Morelli, & Squintani, 2015). On the other hand, the

change in roles also creates various challenges for mediators in resolving international conflicts in this digital era as well as being a novelty that has never been found in previous studies. Thus, this research with existing concepts is intended to find answers to these problems.

METHOD

The research method which is used to obtain answers to the formulation of the problems in this study is qualitative and the data obtained are secondary. This research happened by the author which gets these data through books, journals, and media based on the internet or the results of previous researches that are processed by analyzing and presented by the author's objectives to answer the existing problem formulation in this paper. And afterward, the author links the results of existing research with the facts which are happening based on the analysis that has been obtained. Similarly, the location and time of this research are carried out in the practice of international relations as a whole, because this research is generalized, in the sense of time.

RESULTS AND DISCUSSION

1. New Roles of Mediator

Since the emergence of the contemporary era and the birth of the digital era, the world of international relations has never been separated from conflicts or conflicts between countries. Different from the previous era, the digital era has been contaminated with global effects so that the conflicts that occur are not only conflicts involving the military, but also digital conflicts or conflicts that occur through social media in international scope. When the two conflicting countries have not been able to dampen the conflict that occurs by way of negotiations, then mediation will play a role by bringing a third party as the culprit. The mediator must reduce the conflict over the agreement of the

two conflicting countries that will have a new role in this digital era. With the media that includes a lot of data, the mediator must sort out well so that he can get the data that is actually because in this era a lot of false data is often debated that is often found (Andika, 2016). Hereinafter, the mediator has a role to make sure that there is no data tapping during his research until he can get the real data and make the resolution happen.

Furthermore, the digital era can facilitate the role of mediators when carrying out their duties as a third party in reducing conflict. This can happen because sometimes the mediator no longer has difficulties when going to hold the meetings with the two conflicting countries. The online-based media can be used to hold virtual meetings or face-to-face meetings without having any physical meetings which are often done especially after the pandemic of COVID-19 takes place which causes social distancing obligations. To avoid any delays or omission of meetings that have been previously scheduled, the countries can continue to hold meetings with notes that are taking place through digital-based media. Nevertheless, the digital era brings a new opportunity to the crime actors slowly in the cyber world by making fake news or hate speech but the suspect cannot be identified well because of their sophisticated technology knowledge (Hamonangan & Assegaf, 2020). In this case, the mediator also has a role to prevent any cybercrime act which caused intervention between two conflict parties during the mediation process. Because frequently, cyber domain security is difficult to be identified even get any deterrence (Orsi, Avgustin, & Nurnus, 2018).

2. New Challenges to Resolve the Conflicts

The increasingly sophisticated digital technology in this era raises new challenges in resolving conflicts so that it can make major changes to the world and give birth to a variety of new technologies that are increasingly advanced. Technology in this digital age brings many benefits from sharing fields such as politics, economy, social, culture, defense, or security as well as information technology, but it cannot be denied that every use has challenges. The development of technology is so fast that it has an impact on the fabric of people's lives, it turns out not only to change the order of social, cultural life but also political life. The sophistication of technology developed by humans is very impacting and exploited by politicians who want to gain sympathy, empathy from the wider community (Richmond, 2018). To find popularity in politics can be done with digital technology such as smartphones, with the smartphone inside it is provided sophisticated features or applications that connect directly in social networks that can connect between individuals with one another, between one group and another group.

The digital world has also changed activities in elections such as internet-based campaigns especially in pandemic events like today where people are not allowed to gather more than five people, so online politics becomes a choice with websites, e-mails, or podcasts. This has become a facility for candidates and political parties to become the easiest and the fastest means of sending messages to the audiences. The use of digital media connected to social networks is very effective, especially in reaching young people, who are often the most difficult parts of society to be involved through conventional strategies (Apuke & Omar, 2020).

In the socio-cultural field, the digital era also has positive influences and negative impacts that make challenges and solve them. The work is hampered due to several things, maybe some people complain nowadays. The presence of digital interaction among people has changed with the presence of digital age technologies such as computers, especially in the upper-middle class. Computers connected by telephone make it easier for humans to interact and communicate via computers especially with the COVID-19 pandemic. The government has ordered to work from home, this is felt by people to communicate and meet through features or applications available to complete their work.

In the field of defense and security, the use of technology in the digital age plays a role in helping national defense and security includes military institutions. It has placed information technology as one of the weapons that support military power and unity. In line with the military work system that always demands the speed and accuracy of information before making a military decision or strategy. The existence of digital technology strongly supports the program. Information technology has influenced changes in military strategy, challenges in the field of defense such as facing external threats such as hacker activities that can damage the defense system become a serious concern (Apandi, 2020). The solution is by balancing the strength of the power of information technology, strengthening the information system so that there are no more external threats.

Above all, In conflict resolution, the mediator has a quite challenge which he must also cooperate with various parties, such as technology experts to prevent wiretapping or falsification of

data, intelligence parties to prevent misunderstandings, and cooperate with politicians who have full power over the two countries conflict. This is done to prevent failure in conducting mediation in this digitalization era. The existence of cooperation with various parties can make it easier for a mediator to carry out his duties for conflict resolution without having to side with one of the parties to the conflict. On the one hand, the advances of technology in the globalization era had presented various kinds of unpredictable challenges for countries in conflict, but on the other hand, they also have various kinds of positive benefits.

3. The Technological Developments Can Aggravate the Conflict

Technological developments in the digital era at this time are felt to greatly influence the direction of the current community, the presence of social media such as Instagram, Facebook, WhatsApp, and so on can open a new face in the development and dissemination of information news so that news information can quickly spread in the community, but the ease it has turned out to have a serious impact, social media turned out to be a fertile ground for news - hoax stories. Hoax is fake news that is spread by irresponsible actors just to get profit, so that hoax news only harms others. That is because the information obtained by the perpetrators of hoax distribution is unilateral information without knowing the truth. And in modern politics, fake news or hoax news is information that is not true but is made as if it is (Utami, 2018).

Since the coronavirus has infected China and most of the world's countries, a lot of hoax news spread about the virus which turned out to be false information. In this case, one of a brand that becomes fake news victims was the

news about the disease could spread through a Xiaomi-branded cellphone. It makes some people who believe in care, will keep their distance from everyone who uses a Xiaomi cellphone. And it will make a bad situation if all the hoax news is trusted by the public. The dissemination of the Hoax news if not prevented as soon as possible can adversely affect the community especially for a mediator who has to resolve the conflict as a part of modern diplomacy (Constantinou, Gloster, & Karekla, 2021).

To maintain the hoax news mediator will also engage the millennial generation to take a role in bringing society towards better way changes. In maintaining the comfort of community-related to the spread of the Hoax virus news, there are several things that the millennial generation needs to do, the first one is to be wise in using the internet and use the internet sufficiently. Seeing how social media is currently growing media hoax news, then to prevent the big opportunities they are affected should limit with more positive activities. Secondly, to cultivate good and correct reading to get the core of a news story, we are required to understand the contents of the news more. And it required not just reading a piece of news but overall contents of the noble news from the title to the final sentence. So that they are not easily fooled by the headlines, it can be merely a mere provocation.

If millennial generations join in disseminating hoax news, it will affect the mediator who wants to resolve the conflict because of difficulties to filter the media in this digital era. Therefore students must be a news filter amid society. Furthermore, to give definite information to the public and being a protector in preventing hoax news about the coronavirus that tries to damage the

order of the Indonesian people is where the millennial generation are as agents of change and as agents of social change in society. They have to give a discipline situation, safe condition, and peaceful atmosphere amid the hoax news about the COVID-19 pandemic. Because basically, diplomacy strategies have been transformed in this digital era (Dwikardana et al., 2017).

4. The New Diplomacy Ways

Diplomacy in this globalization era underwent many significant changes as a result of the development of information and communication technology. The main characteristic of this era is the ease of communication and the emergence of social media or netizens. This computer-based technology allows everyone to share information, images, and data in real-time. The world community no longer has restrictions in politics and ideology that were rigid in the cold war era, so that in this era they can communicate directly with each other without any obstacle. These various communication patterns are supported by various social media such as Facebook, Twitter, Instagram, YouTube, and so on and can make words blended as well (Safitri, Diah Arifiana, 2018). These changes allow everyone including heads of state to communicate directly with each other without going through ambassadors or diplomats as deputy heads of state overseas. Negotiation functions, information, and services to citizens such as visa management and others. It can be done on an online basis and afterward that the term Virtual Diplomacy comes up. This has an impact on the reduced role of ambassadors and diplomats as state representation. This change will lead to the removal of the embassy because diplomatic activities can be represented through the Virtual Embassy (Nejad, Sajad Bakhshi, 2019).

Changes also occur in global issues, which are no longer dominated by political, defense, and military problems yet humanitarian problems too. Although various diplomatic tasks have now been replaced by information technology such as computers, the function of representation as a sign of state sovereignty, negotiation, protection of citizens, and building good relations with recipient countries still requires face-to-face communication as well as personal. To overcome this, various systems and media diplomacy are needed. As an example, if the target country of the country of diplomacy is a young age group, then the actors, methods, and communication media need to be adjusted to the situation and conditions in the recipient country. Changes in mindset and the ability to use communication and information technology also greatly affect the success of diplomacy today. The development of the media can cause the occurrence of globalization, revolution, and decentralization of government. The existing media makes the world increasingly unlimited the information provided by the media is now not limited by national boundaries. Sophisticated advances in information technology have made the world more open to one another. These developments make access to information easier, faster, and more open. The diplomacy system that was previously only conducted at the negotiating table is now developing along with the development of media and information technology. This then gave birth to new concepts in diplomacy such as public diplomacy, personal diplomacy, network diplomacy, and cyber diplomacy or digital diplomacy (Pamment, 2013).

Diplomats today must also be able to master technology, diplomacy must be able to adapt to the development of the

world that exists today. There are many matters between government, inter-company, and between individuals that do not require embassy intermediaries. That way diplomats as trusted interpreters are required to know everything without depending on the availability of information from the center (Hamonangan & Assegaf, 2020). Diplomats in the era of advancement in media and information technology also cannot cover up information or in other words, diplomats must have restrictions when hiding information from the public and the media. The development of media and information technology has become more advanced and unlimited. It is an obligation for diplomats and the public who are participating in being diplomatic agents to be wiser in responding to this fact and continue to adapt.

5. Case Study: The Role of OANA to Solve Fake News

The Organization of Asian News Agencies (OANA) is an organization that works in all aspects related to news in the Asia Pacific region and it was under the auspices of the United Nations of Educational, Scientific and Cultural Organization (UNESCO) (Fernandez, 2016). Almost every day OANA often finds fake news all over social media. And definitely, that fake news is made by the parties who are not responsible and do that just for their interests obtained. From that fake news that often circulates, OANA argues that digital-based online sites can trigger international conflicts. It was due to the large number of social media users who enjoy news from digital sites and it is very unlikely that they will seek the truth from the news first.

In resolving conflicts between countries through mediation, the mediator can work together with OANA to find the actual data as a means of

knowing the steps that must be taken to resolve the conflict. On the one hand, if an international conflict through digital sites or media conflicts happened, the OANA can be a shortcut to become a mediator for conflicting countries because actually, this organization is part of the neutral actor which can be a mediator for resolving the conflict (Vietnam News, 2019). OANA is also an organization engaged in the field of reporting so that the data from online sites can be traced properly. But on the other hand, in determining the mediator will not be separated from the same decision made by both parties to the conflict. It happened because basically mediation is also carried out based on joint decisions, especially to achieve peace between countries with the concept of win-win through cooperation (Horne, 2013).

CONCLUSION

On the one hand, by the influence of globalization, technological developments are also developing and experiencing a very significant increase in sophistication in the digital world, so often referred to as the digital era. In this digital era, news from every corner of the country can be obtained easily through online media. This makes it easier for data seekers in the international sphere to obtain it. But on the other hand, widespread data in online media is not entirely true, so it requires intelligence in sorting and retrieving these data. In conflicts between countries that cannot yet be resolved through negotiations between the two, mediation is often used as a shortcut to deal with them. It is in this digital era that mediators will find many new roles and many challenges when resolving conflicts. Mediators are required to be able to retrieve the most actual data through digital networks and can reduce conflicts that are often also based on online media networks. It happens because in this digital era the conflicts between countries

through digital-based sites are more common where inter-country relations can occur.

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