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## Communication Needs and Social Resilience in the Era of Capital Relocation: Evidence from the Nusantara Capital Region

**Sitti Syahar Inayah**

UIN Antasari Banjarmasin

[sittisyahar@uin-antasari.ac.id](mailto:sittisyahar@uin-antasari.ac.id)

**Abubakar Idham Madani**

UIN Sultan Aji Muhammad Idris Samarinda

[abubakaridhammadani@gmail.com](mailto:abubakaridhammadani@gmail.com)

**A. Rivai Beta**

UIN Sultan Aji Muhammad Idris Samarinda

[arivaibeta4@gmail.com](mailto:arivaibeta4@gmail.com)

**Miftahul Huda**

UIN Sultan Aji Muhammad Idris Samarinda

[miftahulh2@gmail.com](mailto:miftahulh2@gmail.com)

### Abstract

This research aimed to examine how education level, communication needs, and social resilience were interconnected in communities in the Nusantara Capital City (IKN). Researchers surveyed 95 randomly selected people from three villages in Sepaku District using questionnaires to measure cognitive, affective, and integrative communication needs, as well as social resilience. The data were analyzed with Pearson's correlation and the Kruskal–Wallis test. The results showed a significant association between education level and social resilience ( $p = 0.034$ ), indicating that higher education can help people adapt more effectively. Communication needs also showed a significant, albeit weak, positive relationship with social resilience ( $r = 0.249$ ;  $p = 0.015$ ). Of the different communication needs, integrative needs had the strongest influence ( $p = 0.011$ ), while cognitive and affective needs were not significant. These results suggest that social resilience depends on how people interact, build

trust, and work together in their communities. The study adds to academic discussions by highlighting the importance of integrative communication during times of rapid social change. It also expands social resilience theory by showing that communication helps people share information and adapt socially. The research offers new evidence from the less-studied Nusantara Capital City (IKN). In practical terms, the study suggests a hybrid communication model that combines community interaction, leadership, and technology. This approach can improve public communication in development settings and highlights the need for participatory, inclusive, and culturally sensitive ways to build lasting social resilience.

**Keywords:** public communication, social change, urban transformation

### **Abstract**

Penelitian ini bertujuan untuk melihat hubungan antara tingkat pendidikan, kebutuhan komunikasi, dan ketahanan sosial yang saling terkait dalam masyarakat di kawasan inti Ibu Kota Nusantara (IKN), Kabupaten Penajam Paser Utara. Para peneliti menyurvei 95 orang yang dipilih secara acak dari tiga desa di Kabupaten Sepaku menggunakan kuesioner yang mengukur kebutuhan komunikasi kognitif, afektif, dan integratif, serta ketahanan sosial. Data dianalisis dengan korelasi Pearson dan uji Kruskal-Wallis. Hasil penelitian menunjukkan keterkaitan yang signifikan antara tingkat pendidikan dan ketahanan sosial ( $p = 0,034$ ), yang berarti bahwa pendidikan tinggi dapat membantu masyarakat beradaptasi dengan lebih baik. Kebutuhan komunikasi juga menunjukkan hubungan positif yang signifikan, meskipun lemah, dengan ketahanan sosial ( $r = 0,249$ ;  $p = 0,015$ ). Dari kebutuhan komunikasi yang berbeda, kebutuhan integratif memiliki pengaruh paling kuat ( $p = 0,011$ ), sedangkan kebutuhan kognitif dan afektif tidak signifikan. Hasil ini menunjukkan bahwa ketahanan sosial bergantung pada bagaimana orang berinteraksi, membangun kepercayaan, dan bekerja sama di komunitas mereka. Studi ini memperkaya diskusi akademis dengan menyoroti pentingnya komunikasi integratif selama masa perubahan sosial yang cepat. Ini juga memperluas teori ketahanan sosial dengan menunjukkan bahwa komunikasi membantu orang berbagi informasi dan beradaptasi secara sosial. Penelitian ini menawarkan bukti baru dari area Ibu Kota Nusantara (IKN) yang kurang dipelajari. Secara praktis, penelitian ini menyarankan model komunikasi hibrida yang menggabungkan interaksi komunitas, kepemimpinan, dan teknologi. Pendekatan ini dapat meningkatkan komunikasi publik dalam pengaturan pembangunan dan menyoroti perlunya cara-cara partisipatif, inklusif, dan sensitif terhadap budaya untuk membangun ketahanan sosial yang langgeng.

**Keywords:** *komunikasi publik, perubahan sosial, transformasi urban*

## A. Introduction

The development of the Nusantara Capital City (IKN) through the Nusantara project triggered rapid social changes in East Kalimantan, particularly in Sepaku Sepaku, North Penajam Paser Regency. The transformation of the region from agrarian areas and indigenous communities to new government centers had significant consequences for the economic structure, creating new challenges for the livelihoods of indigenous and rural communities, and changes in spatial planning due to increased infrastructure development (Nurjaman & Rusata, 2023) and a decline in the ability of agrarian land to support community social relations, thereby reducing its sustainability (Anwar et al., 2025). From the designation of the site in 2019 to the start of the initial relocation stage in 2022–2024, the development of basic infrastructure, the relocation of state apparatus, and the projected population growth of up to 1.7–1.9 million people indicated a massive scale of change (Kompas.com, 2022). In this situation, local communities faced not only physical changes but also social uncertainty, particularly regarding relocation processes and land compensation. Thus, the development was not merely an administrative project but a social process that requires community readiness and resilience.

Social dynamics in the context of the Nusantara Capital City (IKN) indicate that rapid structural changes could create social vulnerability if not balanced by adequate public communication (Khan, 2017). The development literature shows that large-scale projects often create tension when communication is top-down, and participation remains limited, leading to increased social vulnerability and perceptions of injustice among affected communities. Information inequality (Reuter et al., 2012), a narrow public deliberation space, and limited public access to legal procedures can magnify perceptions of injustice (Goma et al., 2026). In this context, public communication is crucial because society needs not only economic development but also certainty, recognition, and a sense of security amid change.

Studies on development and social conflict can be grouped into several tendencies. First, studies that emphasize policy, governance, and infrastructure planning as the main factors in development success (Ardani & Silviana, 2024). Second, studies that view development as an opportunity to transform the economy and improve the welfare of local communities through empowerment and training often focus on specific programs that provide skills training and resources to enhance local entrepreneurship and self-sufficiency (Dom & Aid, 2012). Third, studies highlighted the potential for agrarian conflicts and community resistance due to land overlap and relocation. However, these studies did not sufficiently link the community's communication needs to the level of social resilience in facing changes arising from the IKN's development, which was crucial for understanding how effectively communities can adapt to and manage the impacts of such developments.

This research aimed to fill this gap by analyzing the relationship between communication needs and social resilience of communities around the Nusantara

Capital City (IKN) area. This article answers three questions: first, how social changes due to the development of the Nusantara Capital City (IKN) interact with the education levels of the community; second, how communication needs (cognitive, affective, and integrative) relate to social resilience; and third, which factors contributed the most to strengthening community resilience in the midst of regional transformation dynamics.

## B. Methods

This research, conducted in 2023, used a quantitative survey method and employed correlation analysis. The survey method was used because data collection required demographic data, and to examine the relationship with social resilience. This analysis was used to test the relationship between communication needs and the community's social resilience in the core area of Nusantara Capital City in North Penajam Paser Regency.

The population for this research comprised individuals residing in the core area of the archipelago's capital city. The area spanned the villages of Pemaluan, Bumi Harapan, and Bukit Raya in Sepaku District, North Penajam Paser Regency. The target population consisted of individuals registered as either the head of a family or the spouse of the head. Therefore, the population consisted of 2,094 households across the three villages. Pemaluan Village has 420 families, Bumi Harapan Village 689 families, and Bukit Raya Village 985 families. The sample in this research was selected using random sampling. The sampling technique used the Slovin formula with a 10% margin of error. With the Slovin formula, the number of samples for each village was obtained as follows:

**Table 1. Population data and samples**

No.	Village	Population	Number of Respondents	Rounding
1	Pemaluan Village	420	$240/2049 \times 95 = 19$	19
2	Bumi Harapan Village	689	$689/2049 \times 95 = 31$	31
3	Bukit Raya Village	985	$985/2049 \times 95 = 44.68$	45
<b>Total</b>				<b>95</b>

The main data collection technique used in this research was a questionnaire-based survey based on indicators of the two variables. Communication needs were defined as information needs with cognitive, affective, and interactive dimensions. Social resilience was defined as a positive adaptation in the face of difficulties with the dimensions of persistence, strength, and optimism, as well as empathy, which can help individuals and communities effectively cope with challenges and foster supportive relationships. Before data collection, the

instrument was tested for validity and reliability. The validity test was conducted using the Pearson Product-Moment correlation by examining the corrected item-total correlations. The results showed that all items in the communication needs variable had values ranging from 0.369 to 0.754, while the social resilience variable ranged from 0.317 to 0.652. Since all values exceeded the minimum threshold of 0.30, all items were considered valid.

Furthermore, the reliability test using Cronbach's Alpha indicated that the communication needs variable had a value of 0.874, while the social resilience variable had a value of 0.822. Both values exceeded the acceptable threshold of 0.70, indicating that the instruments have high internal consistency and are reliable. The data were then analysed using the product-moment correlation test to examine the relationship between communication needs and social resilience, and the Kruskal-Wallis H test to examine the relationship between demographics and social resilience.

### C. Results and Discussion

The results and discussions in this research explored the relationship between communication needs and social resilience. They also explained the link between education level and support for social resilience. With valid and reliable measurements, the analysis can further examine connections among education levels, communication needs, and social resilience.

#### 1. The Relationship of Education Levels with Social Reliance

Education level was often seen as a factor in an individual's ability to handle social pressures, life challenges, and societal change. Education served not only to transfer knowledge but also to shape character, mindset, and adaptability, thus strengthening social resilience.

In this research, the education level was analysed to assess differences in respondents' social resilience. Education levels included elementary, junior high, high school, and Bachelor (S1). The analysis used a mean rank approach to determine trends in social resilience across these groups. Table 2 presents the distribution of education levels and the mean rank for social resilience in each category, providing an initial overview of their relationship.

**Table 2. Mean Rank of Social Resilience Across Education Levels**

Education Level	N	Mean Rank
Elementary School	33	45.35
Junior High School	27	40.04
High School	28	60.25
Bachelor (S1)	7	42.21
<b>Total</b>	<b>95</b>	

Judging from Table 2, the number of respondents with an elementary education level was 33 (33.95%), junior high school was 27 (28.42%), high school

was 28 (29.47%), and S1 was 7 (7.37%). In addition, the highest level of social resilience was found among high school respondents, with a mean rank of 60.25, while the lowest was found among junior high school respondents, with a mean rank of 40.04. To examine the relationship between education level and social resilience, a Kruskal-Wallis H test was conducted, and the results were presented. Based on the analysis, a Kruskal-Wallis value,  $H = 8.681$ , was obtained with  $df = 3$  and an Asymp. Sig. value = 0.034. The p-value was less than 0.05 ( $0.034 < 0.05$ ), indicating a significant difference in social resilience across education levels.

These results indicated a significant relationship between education level and social resilience among respondents. This finding was highly relevant to the community in the IKN core area in North Penajam Paser Regency. These results confirmed that educational level in this community relates to individual abilities, social resilience, and their effects on the transformation of the IKN area. Throop (2017) noted that education advances individual and community capacity. Education built adaptive mindsets, problem-solving skills, and rational decision-making. This is clear in the community: people with higher education tend to understand and adapt to social changes more easily. Education thus strengthens social resilience, fosters a deeper understanding of community values, and encourages active participation in social and religious activities. Natkhov (Natkhov, 2010) also found that education affects the quality of social interaction. It encouraged rational, normative conflict resolution rather than violence.

## 2. The Relationship between Communication Needs and Social Reliance

Communication needs were found to be vital for social resilience, as they enabled information exchange, social support, and coordinated adaptation to change. In the core area of the Nusantara Capital City (IKN), North Penajam Paser Regency, effective communication directly equipped the community to manage rapid development. Therefore, analyzing the relationship between communication needs and social resilience helped clarify the specific role of communication in enhancing community adaptability.

Table 3. Correlation Test of Communication Needs and Social Reliance

Variables	Communication Needs	Social Resilience
<b>Communication Needs</b>	1	.249*
Sig. (2-tailed)	-	.015
N	95	95
<b>Social Resilience</b>	.249*	1
Sig. (2-tailed)	.015	-
N	95	95

The results of the correlation test indicated a significance value of 0.015, suggesting a statistically significant relationship between communication needs and social resilience. Although the correlation coefficient ( $r = 0.249$ ) indicated a weak positive association, it suggested that higher communication needs were linked to greater social resilience within the community. These findings could be cautiously generalized to the population and highlighted that communication needs were an important factor in strengthening social resilience, particularly in the core area of the Nusantara Capital City (IKN), North Penajam Paser Regency.

In line with social resilience theory, communication played a central role in strengthening the community's capacity to adapt and recover from challenges. Effective communicative processes enhanced social networks, built trust, and supported collective collaboration, all of which were essential elements of social resilience (Vázquez et al., 2024). This finding was also consistent with Stephen W. Littlejohn's (2002) perspective, which argued that communication emerged from the need to reduce uncertainty. In the context of Nusantara Capital City (IKN) development, characterized by significant social transformation, communities were in a transitional phase and needed information to adjust to new social conditions. This argument was further supported by Brent D. Ruben and Lea P. Stewart (2006), who viewed communication as a process of individual adaptation to the social environment. Thus, communication needs served as an adaptive mechanism that directly strengthened social resilience.

Communication needs were also increasingly important due to population mobility and urbanization in the IKN area. Communication functioned as a medium for understanding new norms, cultures, and social systems. This finding aligned with the Push-Pull Theory, in which "pull" factors such as economic opportunities and infrastructure development attract population movement, thereby increasing demand for information and social orientation (Ahmed et al., 2025). In this context, communication reduced uncertainty and accelerated social integration. Therefore, higher communication needs were associated with stronger adaptive capacity, ultimately reinforcing social resilience.

However, the cognitive (sig. 0.69 > 0.05;  $r^2 = 18\%$ ) and affective (sig. 0.82 > 0.05;  $r^2 = 17.9\%$ ) dimensions were not statistically significant and could not be generalized. Despite this, both dimensions continued to play a foundational role in supporting social resilience by enhancing knowledge (cognitive) and fostering empathy and solidarity (affective).

The lack of significance in the cognitive and affective dimensions could be interpreted through the perspective of Karl Marx, who emphasized that communication should be understood as a social practice embedded within structures of power and inequality. Individual-level communication alone was insufficient to produce strong social resilience without structural support. (Danielyan, 2020; Weaver, 2018)

In contrast, the integrative dimension showed a significance value of 0.011 ( $< 0.05$ ) and a contribution of 26.1%, indicating both statistical significance and generalizability. From the perspective of social resilience theory, this finding was particularly important because it confirmed that resilience was strongly influenced by integrative interpersonal relationships. (Qamar, 2024; Vaneeckhaute et al., 2017). Furthermore, Valenzuela (2025) demonstrated that strong social bonds could drive structural change, reduce vulnerability, and promote long-term sustainability and social equality.

This finding not only reinforced the integrative dimension's dominant role in social resilience but also revealed the dynamic interplay among the communication needs dimensions, which shaped the community's adaptive capacity in different ways. To integrate these empirical findings into a more systematic conceptual framework, the relationships among the dimensions of communication needs and their contributions to social resilience were visualized in the conceptual model presented in Figure 1.

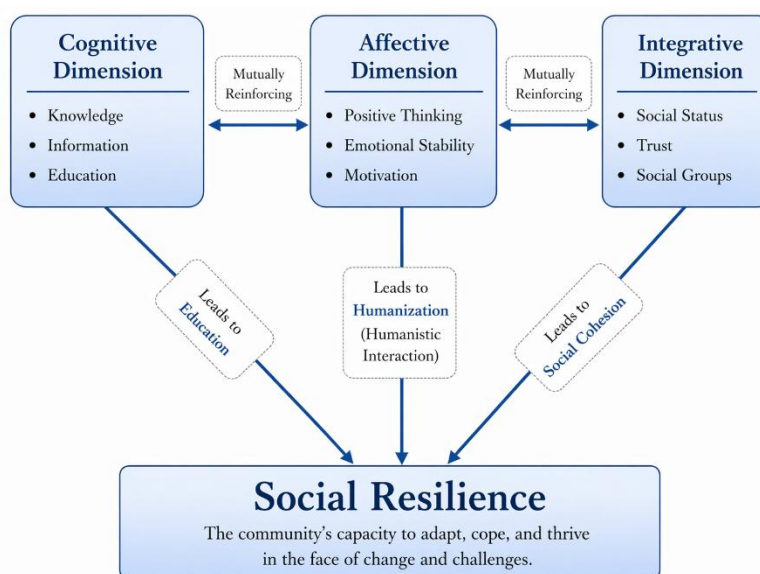


Figure 1. The Relationship between Communication Needs and Social Resilience

The model explained the relationships among all dimensions of communication needs and made two contributions to social resilience, as shown in Figure 1. First, it showed how each group of needs contributed to building community resilience, even though the cognitive and affective dimensions could not be generalized. Second, it demonstrated that the dimensions of communication needs could function independently or in an integrated manner, strengthening community interaction and support. In the context of Nusantara Capital City (IKN) development, meeting the community's communication needs, particularly those in the core government area, was considered essential. The researcher also presented

an additional finding that could inform future decisions about how information is communicated to the public. The additional finding indicated that the community's norms were not aligned with the communicative function of the affective dimension, which typically emphasizes emotional comfort and positivity. Furthermore, media coverage of public dissatisfaction with perceived transparency issues in land compensation further supported this observation. Nevertheless, this issue still required further in-depth investigation before more definitive conclusions could be drawn.

#### **D. Conclusion**

This research concluded that education level and communication needs played a significant role in shaping the social resilience of communities in the core area of Nusantara Capital City (IKN), North Penajam Paser Regency. Education enhanced individuals' adaptive capacity through rational thinking and problem-solving, while communication needs also contributed positively, though the relationship was relatively weak. More specifically, the integrative dimension emerged as the most dominant factor in strengthening social resilience, as it was directly related to trust, social cohesion, and interpersonal relationships within the community. Based on these findings, the IKN Authority was recommended to develop a hybrid integrative communication model that prioritized community-based, in-person communication through public dialogue forums, community meetings, and participatory approaches. This approach was reinforced by the role of community leaders as communication mediators to enhance public trust and legitimacy, and was supported by technology-based communication to deliver transparent, real-time, and accessible information through platforms such as social media, public service applications, and online information systems. Furthermore, inclusive and culturally sensitive communication strategies were implemented to accommodate community diversity and were integrated with education and communication literacy programs, ensuring that communities were not only recipients of information but were also capable of understanding, responding to, and actively participating in the development process. In practical terms, this was achieved by strengthening in-person community communication as the primary approach, using community leaders as strategic communication channels, and optimizing technology-based communication to expand the reach and effectiveness of public information, thereby ultimately enhancing social resilience in a sustainable manner within the IKN region.

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