

Case Study of Remote Pair Self-Disclosure Through WhatsApp Application Services among Indonesian Crews Family on Holland America Line Cruise Ship

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Abstract: Nowadays, the improvement of technology has been creating a digital transformation that gradually or radically changing people's behavior and habits in almost every aspect of daily life. As a result, the transformation gradually changes the ways in how people interact with each other. This paper is the first contribution towards exploring the reciprocal relationship between married couples who do not have physical closeness by covering aspects of marital satisfaction. The communication carried out by the couple uses the WhatsApp application service, which supports the satisfaction of communicating with each other. Qualitative research using a case study approach and sampling is done by snowball sampling. By taking 12 couples of husband and wife, one of their partners is working at Holland America Line cruise ships, by conducting interviews with married couples who had long-distance relationships mediated by WhatsApp application services. The results of the study related to self-disclosure by different married couples, there are those who have a wide depth of self-openness because couples are able to run problems that occur at home to their partners, there are couples who do not have broad self-disclosure, because of problems regarding certain topics cannot be explained to their partners. Another finding from this study is that the use of the WhatsApp feature can support communication with one another. The video call feature when couples want to see their partners directly. As well as making emoticons as a form of word thickening in the feature send a message that describes the emotions or feelings of the sender of the messages.

Keyword: *disruptive era, self-disclosure, long-distance relationships, Indonesian crews, communication technology*

I. INTRODUCTION

Today's technological advances have a lot of influence on every aspect of human life, one of which is communication. The existence of technological advances that occur gives a lot of influence on every aspect of human life, especially in terms of communication. One form of technological development in terms of communication is the development of communication media, namely WhatsApp.

Computer-mediated communication is a form of communication process that occurs through the use of computer networks and allows people to communicate with each other through different media, including face-to-face,

telephone and internet communication. Computer-Mediated Communication has become a popular domain in social interaction and continues to grow today. [1] [2]. The computer-mediated communication environment can be linked to the new theory of polymedia which is a major concern being shifted from the limits applied by each media technology to the emphasis on social, emotional, and moral consequences of the choice between various media [3].

Previous researches has explored the effects whether positive and negative side of Computer-Mediated Communication which focuses on e-mail and instant messaging [4], internet [5] [6] and text messaging [7] [8] Focusing on text messaging, [7] shows that cellular text messaging has modified the process of interaction between people, because more people use text-based communication, rather than face-to-face meetings to get the latest information with friends, family members, social issues, and their news. Previous researches related to the messaging system stated that they are usually used by teenagers and young people to maintain their social connections and to contact friends and family who are far away or not reachable by meeting face to face. Furthermore, this platform is popular because it is easier to operate, fast, and inexpensive, practice and can be accessed everywhere as long as the area are covered by internet service [9]; [10]; [11]; [12]; [13].

However, several long-distance partners offset physical distance by increasing their communication [14]. This is because marriage cannot be separated from problems, as well as experienced by couples who live separately. The efforts of couples to interact to avoid a little problem or conflict that is by communicating. Long-distance couples will ask their partners to have a little time communicating to maintain a relationship [14] When communication that occurs between two people gets feedback directly, it will make happiness in the life of the couple. Communication is also done is communication in which there is openness to one another. Like [15] found that happy couples confess that they have good communication, communication that includes self-disclosure of thoughts, feelings, and ideas to their partners, namely the acceptance of appropriate nonverbal communication and high exchange information that happened.

The problems to be investigated in this paper are how couples express their self-disclosure which is communicated verbally and nonverbally which is mediated by WhatsApp application services. Self-disclosure includes satisfaction in handling conflicts that occur in long-distance marriage mediated by WhatsApp application services.

II. LITERATURE REVIEW

A. Theory

One of the theories that may help us understand the importance of the WhatsApp is computer-mediated communication theory. Computer-Mediated Communication can simply be put as a transaction between two or more network computer like chatroom, emails, SNS (Social Networking Sites), text messages, but in this study focusing on Whatsapp application service. This growing topic has been talked and argued by theorists and scholars [16], [17], [18], etc., and has been debated and many other scholars continue to debate and argue on this theory, its scope and reach on a vast field in New Media.

However, if the needs in the household cannot be met, the presence of the baby will frighten and expect rejection of the attachment rate. Those who are high in attachment anxiety are characterized by frightening preoccupations with relationships [19]. If the experience of neglect repeats, one may feel that the other person is unreliable and unreliable and that the self is autonomous and independent. so, he can avoid a closer relationship, assuming it can cause further disappointment. These individuals are high in avoiding attachment, which means that they avoid intercourse [19]

This theory is reexamined in an approach to explain the attachment of infants to dominant caregivers. However, over time, it has been adapted to explain adult relationships, as well as romantic partnerships, as well as emotional functions [20]; [21]; [22], and social self-efficacy [23]. Other studies related to attachment to interpersonal communication and social behavior in adults while they were still in college [24], as well as interpersonal competence [25]. Maintaining the Integrity of the Specifications.

B. Application on this Research

Open communication between partners in it is related to marital satisfaction. As for how to determine marital satisfaction using the aspects used [26], namely 1) husband and wife's social ability (marriage sociability), 2) friendship in marriage, 3) economic affair, 4) strength marriage power, 5) relations with extra family relationships, 6) ideological congruence, 7) marriage intimacy, and interaction tactics. The satisfaction obtained is how husband and wife can communicate by solving conflicts that are present in the household. Marriage satisfaction is obtained if communication between husband and wife can be mutually expressed when a problem/conflict occurs.

Communication skills that are established between husband and wife can experience dissatisfaction in marriage. Although there is no conflict in it, communication is still an important factor in maintaining happiness in the household. Furthermore, they can be satisfied if the conflict is found in a conflict that can be solved by communicating with each other. As explained [26] shows that there is satisfaction in the marriage that is influenced by the couple's expectations of

marriage, namely expectations that are too large, expectations of marital values, unclear expectations, lack of expectations, and different expectation.

As Couple's expectations to make communication going smoothly if in the household the couple can communicate well. The communication ability that exists between husband and wife will bring harmony because it is coupled with a sense of mutual love and mutual love so that the husband and wife feel at peace in the household. [27] states that in each communication model, there are at least two people who send each other some symbols that have certain meanings. Communication is said to be effective if the recipient interprets the message he received as intended by the sender, the reality is that senders and recipients often fail to communicate because of a lack of openness to one another, while in marriage satisfaction it is better if the husband and wife partner are able to open themselves up [38].

[28] explain that there is one big investment in long-term relationships, which makes us willing to maintain by making a larger investment than having to build a new relationship. Husbands and wives will try each other to understand and understand the problems or conflicts that are being and that have passed and become lessons for the future. This as states that willingness to express one's feelings is closely related to the success of marriage, and vice versa it seems that there will be more chaos in marriage if the couple only shares a little feeling without openness.

Resolve conflicts that occur in the household, because there is the same desire to express them. The existence of conflicts about distance makes researchers want to see how the openness of the couple can be established. [29] defines self-disclosure as a process of disclosing information about oneself which is usually hidden and revealed to others. This was agreed by [30] who also said that self-disclosure is disclosing information about oneself. Marriage unites two people requires openness to one another to build meaningful relationships between two people who are bound in marriage.

Nowadays, long-distance couples are found who maintain a connection with constant communication through various types of media, which makes them more connected to their partners so that they are face to face. This distance is the problem of failure to understand the message sent by the husband or accepted by the wife, long-distance relationships are caused by the residence of a couple of different cities or are currently studying or working in a different city from their partners. The distance that separates becomes less effective for couples of husband and wife, who like communication will be effective if they meet face to face. [31] explains how couples are willing to take extra steps to maintain their long-distance relationships that are time-limited.

III. METHODOLOGY

A case study is a model that emphasizes the exploration of a system bounded in a detailed case by extracting information in depth so that it is rich in context [32] The researcher took a case study to find out how the phenomenon of self-disclosure communicated verbally and nonverbally mediated by the WhatsApp application service. Self-disclosure includes satisfaction in handling conflicts that occur in long-distance marriage mediated by WhatsApp application services. As for discussing matters that lead to

marital conflicts that affect the openness of the Indonesian crew who work on the Holland America Line Inc. cruise ship. The technique used is Snowball Sampling, because researchers have certain considerations related to the phenomenon that is the background of the research, explains that in certain situations where the number of research subjects increases because the previous subject did not provide deep information or at a certain time, the researcher does not allow access to the subject to be studied.

In data analysis, as for the things that will be done to facilitate understanding of data According to [33] the technique of analyzing data in interactive models according to Miles and Huberman is a data analysis technique that is easier to understand and more appropriate. The stages are carried out as follows: 1) data collection is done before the research occurs, when the research occurs, and at the end of the study, 2) reduce data that is a merger and uniformity of all forms of data in the form of writing to be analyzed, 3) display data which is processing semi-finished data those who have uniforms in the form of writing and choose clear theme lines and are categorized into more concrete themes, and 4) conclusions/verification is the last stage which contains descriptions of all the subcategories of themes listed in the theme categorization. In qualitative research, researchers must obtain valid data, so that the data obtained is not invalid or defective [33].

Researchers use source triangulation which is comparing or re-checking the degree of trust in information obtained through different sources, such as comparing the results of observations and interviews; comparing with what is said to be common with what is said personally, comparing the results of interviews with existing documents [34].

IV. RESULT AND DISCUSSION

Using WhatsApp Application Services Long-distance couples use special media to communicate their openness to each other. As previous research [32] explained about couples who can survive and their relationships because of the technology that makes them feel significantly closer. The chat application service technology is often called Instant Messenger, which is software that facilitates the sending of short messages and forms of communication between two or more people who directly use typed text/sentences. The text is typed and sent via a computer that is directly connected to the internet network.

"I am among those who rarely use cellphones, so maybe I can only communicate with my wife. The wife was the opposite; she was the freest to ask what had arrived or not. No communication responds to messages every second." (Informant G, husband N)

"I am not a person who is as fussy as an MBA partner, I will not tell anything if it is not an important problem that I have to tell or ask my husband." (Informant N, wife G)

The informant pair G and N did little communication via WhatsApp, because WhatsApp was perceived as only a connector for communication with one another, and not too often using the features available on WhatsApp. This long-distance partner would only use WhatsApp as needed, don't reply broadly, but keep in touch with each other with WhatsApp, but you don't have to make a problem about whether or not to always communicate via WhatsApp.

"Communication via phone-cell most often via WhatsApp, quite economical credit using the only quota, but yes, not often every day, I usually wonder what to do, healthy or not, there is something that is needed or not." (Informant R, wife B)

"If you find it, it's nice that I can let you know, what is the immediate response? But if it's just WhatsApp, we don't know the expression." (Informant M, husband D)

"WhatsApp is easier, moreover the WhatsApp service has free calls as well so it can easily phone or just chat. The application is rarely an error like other apps, faster too, access is good, and it can easily send messages and make calls." (D Informant, wife M)

The features used are considered satisfactory for both pairs of informants. One of them is the voice call feature that can be done by each partner when they want to find out how their partner is if they are far away, while the voice call feature on WhatsApp does not use the main pulse. The video call communication will complete the verbal message because it is emphasized using facial expressions, that communication involves communicators who convey messages both verbally and nonverbally actively with reciprocity. Using video call makes couples feel satisfied to establish communication, while if the couple is in a conflict or a particular problem, the couple can also use video call to see how the couple responds directly to the problem or conflict they are facing.

"If you use WhatsApp the signal is stable, if you use anything else, it's pending." (Informant B, husband R)

"Sending pictures or sound recordings, but more often send regular messages, for example, there are things that don't feel like asking, what do you mean to explain?" (Informant D, wife M)

"So it used to be written like SMS. Now, if the text is not easy, it's usually a voice note. Moreover, let's say my wife wants more items to be sent and sent, right? He likes novels so he often sends novels." (Informant M, husband D)

The two informants used the feature of sending photos and videos which can also be classified as including nonverbal communication [35] concluded that 90% of married couples feel happy in relation to communicating with each other, so that they can feel and understand the wishes and feelings of partners and if there is a difference or conflict can be resolved by communication. identified that WhatsApp makes interpersonal communication interwoven potential to influence or persuade others because this application service can use the five sensory devices to clarify the power of persuading messages communicated.

Seeing how couples who communicate by utilizing the features available in the WhatsApp application service, allows couples to feel and understand their partner's desires and feelings for each other. Self-Disclosure of Married Couples A love relationship can be described in terms of the breadth and depth of self-disclosure [36] classifies the depth of self-disclosure by looking at the type of information that can be seen from four concentric stages, namely clichés, facts, opinions, and feelings. To see the depth of self-disclosure of husband and wife through mediated

communication, the researcher will categorize the depth of information based on four concentric circles [36]

Cliché is the outer most part in concentric circles which is part of the response to social situations where the level of self-disclosure is still superficial, although there is self-disclosure between individuals but interpersonal relationships are not established on both [36]. The stages of self-disclosure by married couples who communicate through different media applications from each individual.

"If my wife is in Solo usually the night before I go to bed, she just asks what I'm doing, and then I ask back about the weather, home, families, etc." I only have to talk to my wife, what do I like the most of what happens at home. (Informant B, husband R)

"Just what is the most interesting thing, where do you go home from work or not?" (Informant R, wife B)

"I told him but usually wait for him to say it, meaning that it is right when he is not busy so he can talk." (Informant D, wife M)

The three pairs are just to open a regular chat about activities carried out in everyday life such as what questions are being worked on. The form of communication that occurs is only related to general information as a form of habit without involving interpersonal relationships. [36] explained that while doing self-disclosure, the forms carried out were limited to habits and interpersonal relationships were not established. Communication that occurs is only about chat about what is being done and does not include things that are too serious or things like problems or conflicts.

Facts The stages after opinion are facts; married couples begin to tell things that are important and intentionally expressed, that self-disclosure is a process of disclosing information that is unknown to others who are usually deliberately disclosed.

"My parents-in-law often go home, usually the stories are my mother's, too, if they are from where they are, and then what questions are cooking, ask what my husband is doing, chat with neighbors. I am used to anything to tell my husband if for example my father-in-law's house has been chatting and talking like that, it is usually told to my husband too. (Informant D, Wife M)

"Big family doesn't have any problems what I see, just be safe. (Informant M, husband D)

"There is no problem; most in-laws often ask what the content is? Normally like that usually, I only answer if I still don't trust God. My wife and I often discuss what the program is or how, but my wife always says that if I have a fortune, where will I not? Just wait, he often said that. (Informant G, N's husband)

This stage has also begun to go into things that are important and want to express them to the couple and explained that self-disclosure can improve communication and can increase the effectiveness in communication. Couples can better understand what their partner is saying if the husband and wife know well and close. Feelings of needing each other in the relationship between husband and wife are the basis of husband and wife communication efficiency.

The next stage is the opinion. At this stage, individuals begin to express themselves to others as done by the three married couples who communicate through application mediation.

"If there are any problems, he immediately says yes, we must always talk to each other, it is customary from the time we go out dating often. Then when I got married, it was the same as there was nothing different. (Informant M, husband D)"

"I am sober when talking to my wife. Not at length like meeting directly, I like what I want the most, let me bring it to Solo. (Informant B, husband R)"

"There is nothing to worry about so far, about the economy I ask for the most money sent if the savings for shopping are up, because now I need more for prospective babies, not for myself anymore." (R Informant, wife B)

In the opinion stage, the husband and wife make themselves open by starting to express themselves even though the information provided is limited to what they feel is appropriate to disclose regarding communication problems in the household revealed that at the opinion stage, individuals express their ideas or opinions so that strong interpersonal relationships begin. Unlike the other two partners, Informant M and D pairs prioritize discussing a problem face-to-face so as not to cause other conflicts. As explained that being open to one another will foster a marital harmony and vice versa if the lack of openness between married couples will lead to prolonged conflict, while the other two couples do not always bring problems in ongoing communication.

"I like my wife because she thinks of me; sometimes I am rather confused about what my wife wants. So maybe I look to spoil my wife, even though my wife doesn't ask for anything. I'm just happy to see my wife happy. (Informant G, husband N)

"I feel pounding or excited when I see my partner. So when the couple comes home, I like to be happy." (Informant N, wife G)

Informant G tends to have greater self-disclosure than his wife N. This can occur because of the factors of each individual because each individual can disclose different selves, proven unable to adjust, lack confidence, and feelings of fear, anxiety, inferiority, and closeness arise. This is because of the factors that influence self-disclosure regarding the topic, someone is more likely to be open about certain topics than other topics. This is also supported by the Johari Window concept developed by [37] how someone relates to others who are described as a window. The N has a small public area, while the hidden area N is bigger, or N has a larger blind area. Because the excess that is an asset for N is not realized or seen by others.

"Usually when I miss my wife, I ask for a video call. Then ask how the fetus develops. Like that. But when we meet, we talk a lot about things, whether about the pregnancy of the wife, whether the neighboring life at home, whatever it is. (Informant B, husband R)

"There are not many things, bro, I see like a husband treating me well. So I feel like marrying him because of religion too. (Informant R, wife B) more trusting is

greater than close relations. The confidence is that must be greater than anything." (Informant M, husband D)

"Trust that in my opinion, the problem is it's a habit from the first. So it's the most important belief." (D informant, wife M).

But unlike if only communication is mediated, the three pairs show flexibility in self-disclosure, of the four stages above, it is known that the three couples both have openness to each other when they are face to face. Problems or conflicts that occur in the household will be better if it is resolved to face to face compared to mediated communication. Opening to discuss conflict is usually only asked what the problem is, after that, it will be discussed or resolved directly. [30], revealed that the depth of relationships is one of the advantages of self-disclosure. If you look at what is expressed in Johari Window as for self-divided into four quadrants, namely the first quadrant / public area, second quadrant / blind area, third quadrant / hidden area and fourth quadrant / unconscious area. Regarding the theory, self-disclosure is carried out by a married couple where when they begin to express themselves, the first quadrant that contains information that is known to others and it will be wider. While the third quadrant containing only information that is known to it is getting narrower. Overall, both partners have different self-disclosures and depth of information. In the case of this husband's self-disclosure, the information conveyed is related to personal information, thoughts or ideas in household matters. One informant couple, G-N, showed that there was a difference in the depth of self-disclosure if it was associated with the Johari Window concept, G showed the first quadrant side or the public containing information known to his wife and himself and became wider. Unlike the wife, N shows a small public area and has a blind area as well as a wide hidden area. This is because there are individual differences, so the magnitude of each quadrant in a person is different from others. [30] suggests that information in self-disclosure varies from insignificant information to very personal information.

Based on the results of interviews with the three pairs of husband and wife, it was found that the feelings that arise after doing self-disclosure in each pair are different. Two pairs have a wide depth of openness, while one partner does not have a wide depth of openness. The three pairs did not show any conflicts or problems that occurred when only communicating through the WhatsApp application media service.

Describing Feelings Communication involves communicators who convey messages both verbally and nonverbally to communicants who directly provide active verbal and nonverbal responses. If generally communication is done verbally / using words, if there are language barriers then communication is carried out through gestures and gestures are used to respond to news and can change the interpretation of a text/sentence through differences in the emotions underlying the news or message, feelings and emotions are more effectively conveyed through nonverbal messages rather than verbal messages.

"I only use thumbs up emoticons or smile when I reply to my wife's message." (Informant G, husband N)

"Emoticons a smile or laugh that looks like teeth that I usually use emoticons." (Informant R, wife B) "Usually I use emoticons, even though the emotion is angry we still laugh. Sometimes if for example, you want to work using an angry emoticon. It's important because I still use emote." (Informant M, husband D)"

"It can be said to be important, if you are lazy to write a long one, you can immediately make emoticons in an indirectly emotional way, you can draw feelings that are felt at that time." (D Informant, wife M)

The three couples use emoticons to emphasize the perceptions said words; perceptions can arise because someone incorporates emotional elements and feelings to process a visual sign, that the appeal of emoticons is how emoticons can be perceived as a form of expression even though in fact they are only a few characters that are lined up side by side. The three pairs of husband and wife perceive the form that the expression/emoticon is as to matters in which there are emotions and feelings. Through emoticons, couples indirectly describe the feeling that is being felt.

V. CONCLUSION

In communicating using WhatsApp, there are no significant conflicts or problems. The exchange of information that occurs only includes daily habits or routines. The depth of self-disclosure becomes one of relationship satisfaction in marriage. The depth of openness by seeing the types of information given to each other through four concentric stages, from the first stage, which is Cliché, the three pairs of informants just open a regular chat about what questions are being worked on.

The second stage was Fact, the three pairs of informants began to tell if when the in-laws visited, discuss things such as activities or about neighbors. In the third stage, the three pairs of informants began to reveal conflicts or problems that occurred in the household, such as being in the mood to discuss conditions at home, regarding in-laws, as well as regarding home needs needed. The fourth stage is Feeling, the two pairs of informants have a wide depth of self-openness, but one of the G-N informant pairs has a different depth of self-openness. G has a wider openness, while his wife N does not have a wide depth of openness. However, the three pairs of informants agreed to resolve conflicts or problems while being face-to-face but will discuss a little about the conflicts/problems that are occurring using the WhatsApp application service.

In line with the use of features in WhatsApp, emoticons are used as a form of thickening words or sentences that take place in the send message feature. The three pairs of informants used emoticons to affirm sentences or words that were delivered. The three pairs of husband and wife indirectly mean that the emoticon feature is something that describes emotions or feelings. Like the thumb-up usage, meaning that the couple agrees or OK. As for the usual emote pair use like emoting smile and a big smile, which illustrates that the couple is smiling. Although the use of emoticons from the three pairs of informants is different, they agree that emoticons describe or thicken sentences or words in the send message feature even when words cannot be explained but emoticons can.

The entire informant agreed that intensive communication via Whatsapp application in this study helps the one who is working far away from home to stay strong and helps the adaptation process on board of Holland America Line Cruise ships and increase the competence of motivation to communicate there.

VI. LIMITATIONS OF THIS RESEARCH

This research is qualitative research using case study method. Limitations of this study are the limitations of researchers in terms of data collection caused by time constraints from the informants to do in-depth interviews because of the busyness of the informants that impact on the difficulty of finding the time to dig deeper data.

Other limitations associated with the selection of resource persons, namely the limitations of foreign cultural categorization crew working on cruise ships. Besides, the existence of a distance when the research is done after the crew from Indonesia began to work in addition to time, as well as an expression when answering questions. Taking conclusions from interview data via email made the challenge of being in this research.

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