

STUDENT SELF-DISCLOSURE ON VERBAL BULLYING CASES IN UNIVERSITY



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**By:
CALLISTA HANUN ANINTYA PUTRI
L 101 173 013**

**STUDY PROGRAM OF COMMUNICATION SCIENCE
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Written by:

CALLISTA HANUN ANINTYA PUTRI

L101173013

Has been inspected and approved to be defended by:

Supervisor,

A handwritten signature in blue ink, appearing to be 'Palupi', is written above the printed name.

Palupi, MA

NIK. 1169

VALIDATION PAGE

STUDENT SELF-DISCLOSURE ON VERBAL BULLYING CASES IN UNIVERSITY

WRITTEN BY

CALLISTA HANUN ANINTYA PUTRI

L101173013

Has been defended in front of the board of examiners

Faculty of Communication And Informatics

Muhammadiyah University of Surakarta

On the Saturday, 3 Desember 2022

And declared to have met the requirement

Examiner board:

1. Palupi, MA
(Ketua Dewan Penguji) (.....)
2. Vinisa Nurul Aisyah, M.I.Kom
(Anggota I Dewan Penguji) (.....)
3. Rina Sari Kusuma, M.I.Kom
(Anggota II Dewan Penguji) (.....)

Dean,



Aurigivatna, S.T., M.Sc., Ph. D.

NIK. 881

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Writer



CALLISTA HANUN ANINTYA PUTRI
L101173013

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Abstrak

Perilaku perundungan masih kerap terjadi khususnya di lingkungan institusi perguruan tinggi di Indonesia. Perilaku perundungan dapat menyebabkan individu menutup diri pada lingkungan sosialnya. Peran orang terdekat dapat membantu korban perundungan menjadi lebih terbuka mengenai kasus perundungan yang dialaminya. Penelitian ilmiah ini bertujuan untuk mengetahui bagaimana korban perundungan verbal dapat akhirnya membuka dirinya mengenai kasus perundungan verbal yang di alaminya dan menjelaskan bagaimana korban perundungan verbal mengatur informasi pribadinya dengan berlandaskan 5 aturan manajemen privasi komunikasi (Culture, Gender, Motivasi, Contextual, Risk-Benefit Ratio). Penelitian ilmiah ini merupakan penelitian deskriptif kualitatif dengan teknik pengumpulan data melalui wawancara yang dilakukan kepada 4 informan korban perundungan verbal di lingkungan Universitas Muhammadiyah Surakarta. Penelitian ilmiah ini menggunakan self- Disclosure dan Communication Privacy Management Teori untuk mengetahui bagaimana korban perundungan verbal tersebut akhirnya dapat terbuka mengenai perundungan verbal yang dialaminya. Hasil penelitian ini menunjukkan bahwa korban perundungan verbal dapat lebih terbuka mengenai kasus perundungan tersebut kepada teman dekat yang di rasa dapat mereka percayai, ke empat informan tersebut juga mengatur bagaimana mereka mengungkapkan informasi pribadinya dan informasi apa saja yang di ungkapkan kepada teman dekatnya mengenai kasus perundungan verbal yang di alami oleh keempat informan.

Kata Kunci: *communication privacy management, korban perundungan verbal, komunikasi antarpribadi, self- disclosure*

Abstract

Bullying behavior is still common, especially in higher education institutions in Indonesia. Bullying behavior can cause individuals to close themselves in their social environment. The role of the closest person can help victims of bullying become more open about the cases of bullying they experience. This scientific research aims to find out how victims of verbal bullying can finally open up about their cases of verbal bullying and explain how they manage their personal information based on 5 rules of Communication Privacy Management (Culture, Gender, Motivation, Contextual, Risk-Benefit Ratio). This scientific research is a qualitative descriptive study with data collection techniques through interviews conducted to 4 informants of victims of verbal bullying in the Muhammadiyah University of Surakarta. This scientific research uses the Self-Disclosure and the Communication Privacy Management Theory to find out how the victims of verbal bullying can finally open up about the bullying they are experiencing. The results of this study indicate that victims of verbal bullying can be more open about the bullying case to their close friends that they can trust, the four informants also

regulate how they disclose their personal information and what information they disclosed to their close friends regarding cases of verbal bullying they experience.

Keywords : communication privacy management, interpersonal communication, self-disclosure, victims of verbal bullying

1. INTRODUCTION

1.1 Background of the Study

Bullying behavior in educational institutions is still common, especially in higher education institutions. Bullying behavior still often occurs to university students in Indonesia, both in private universities and public universities. According to Yahaya dan Ahmad (2005) in a survey conducted, 12,307 bullying cases were found in private universities (PTS) and state universities (PTN) (Yahaya dan Ahmad, 2005). The large number of bullying cases that occur in universities experienced by students raises community concerns. According to Suryabrata in Suci, the age of 18 to 25 years is referred to as the actual student age (Suci, 2008). In this age group range, a college student is classified as an adult who is considered to have responsibility for what they have done.

Bullying on students is a negative behavior that aims to intimidate, oppress, and hurt others which is done repeatedly. Bullying behavior is not only manifested in physical violence, violence is done by kicking or hitting, but bullying can also be done verbally. Verbal bullying behavior is usually carried out by insulting, stating statements using inappropriate words, or insulting by saying harsh words. Muhammad stated that bullying is aggressive and suppressive behavior, either in the form of direct physical action or attacking through words (Muhammad, 2009).

In this study, the bullying case that will be raised is verbal bullying that still often occurs to male students and female college students. The Verbal Bullying carried out by insulting, berating, and stating statements with inappropriate words still often occurs at the higher education level.

Verbal bullying behavior on students cannot be separated from several factors that cause bullies to bully others. The factors that cause bullying are divided into two factors, namely internal factors and external factors. Internal factors that cause bullying include personality characteristics, violence that has been experienced in the past, and also family factors (Tumon, 2014). In addition, a sense of distrust from the perpetrator can also be a trigger for bullies to bully

others. External factors that can cause bullying behavior include an unsupported environment and culture. Bullying behavior in college students can cause several negative things that can happen to victims. These negative things include: bullying behavior can cause victims to become depressed, to feel excessive stress, the victims withdraws from the social environment, shut himself off from the association that exist in the university; and also the pattern of interpersonal communication between victims of bullying and other people is disturbed because victims feel afraid and are reluctant to tell the problems they are facing at that time. Bullying behavior does not only attack physically but also psychologically attacks victims of bullying.

When an individual is bullied, so many people ostracize him so he doesn't have many people to trust other than his family and close friends. In this case, the role of parents is needed by victims of bullying to be a place to tell stories where victims of verbal bullying can feel safe to share information and experiences about the verbal bullying cases they face. One of the parental roles is to create a comfortable atmosphere to facilitate a comfortable communication process; a comfortable atmosphere will result in good communication between victims of bullying and their parents. And vice versa, the poor quality of parental communication can be a factor causing behavioral deviations to children (Gunawan, 2013).

Victims of bullying behavior will usually tell and share information with someone they trust about the bullying case they are facing. It is not easy for those victims of bullying to open up to others and share their problems. Therefore, close friends of the victim are expected to be able to help victims of verbal bullying to be brave and willing to open themselves up and believe in communicating the problems they experience. In this study, the researcher will highlight the process of students' self-disclosure regarding verbal bullying cases at universities because there are still many bullying cases that occur at the university level and cause many victims. It is expected that students who are victims of bullying tend to be more open to their close friends to tell their verbal bullying problems because they feel more comfortable for victims of bullying to share information about it. In this case, victims of bullying need support from their peers or close friends, support that can be given to victims of bullying in the form of physical and psychological comfort, assistance, and care so that victims of bullying feel loved, cared for, and valued as part of a social group (Susanti dan Wulanyani, 2019).

The self-disclosure of male and female students who experience bullying can reduce negative causes such as depression, excessive stress, and suicidal thoughts. The previous

research used as a reference in this study entitled "*Keterbukaan Diri Pada Remaja Korban Cyberbullying*" was written by (Sari, 2017). Based on the results of the study, the first subject stated that after getting cyberbullying behavior, the subject felt alienated and shunned by his classmates and he was reluctant to open up to anyone for fear of getting bullied by their friends. The second subject who received cyberbullying in the study stated that he was even more introverted and rarely communicated with his friends about the cyberbullying case being faced by the subject. There was also the latter subject who stated that bullying behavior did not affect certain changes in self-disclosure with other people and chose to ignore the bullying problem that was being faced.

Other previous research used as a reference in this study entitled "*Komunikasi Interpersonal Dalam Menghadapi Anak Korban Bullying*" was written (by (Yohanes et al., 2018) which also discusses the self-disclosure of bullying victims regarding the problem of bullying that is faced, the results are as follows: the victim of bullying needs someone who feels close and trusted to tell the bullying problem that is faced by the subject, so that the subject has the desire to be open about the bullying problem that is being faced.

The similarity between these two studies and the author's research is that they both use the theory of self-disclosure and share the theme of bullying. The difference is in the object to be examined; the object in Sari's research is high school students who experience cyberbullying, the object of research in Yohannes' research is students with cases of physical bullying, while the object of this research is college students with verbal bullying cases at the university level.

Based on the explanation above, it can be concluded that the problem statements is how victims of verbal bullying behavior manage their privacy regarding cases of verbal bullying that they experience.

This scientific research aims to describe in detail how victims of verbal abuse can finally open up about their verbal abuse cases. This scientific research also aims to explain how victims of verbal bullying manage their personal information regarding cases of verbal bullying they experience and manage 'to whom' victims of verbal bullying are open to the problems of verbal bullying they experience. This research is expected to be able to make us understand how the victims of verbal bullying manage their private information and how they make decisions to disclose their private information regarding the verbal bullying cases they experienced.

1.2 Literature Review

1.2.1 Interpersonal Communication

In interpersonal communication there are many theoretical studies that explain the role of communication in carrying out the interpersonal communication process. One theory that can explain self-disclosure is the Self-Disclosure Theory. The concept of self-disclosure was first put forward by Jourard (1971) DeVito (in Chikmah, 2020) which defines self-disclosure as a form of communication in which there are individuals who disclose information about themselves. Littlejohn (in Yohanes et al (2018) explains that Self-Disclosure theory is an expression or statement of social information that is descriptive, affective, or evaluative. Philipp K. Masur (in Chikmah (2020) also explains that self-disclosure is a form of communication in which individuals consciously and intentionally disclose information about themselves to one or another group of individuals both verbally and non-verbally.

Interpersonal communication that can be done with victims of bullying is to foster self-disclosure to victims of verbal bullying. By cultivating interpersonal communication with victims of bullying, they will share information and open themselves up to other individuals. According to Wulandari (2009), how to grow a good relationship is by: (1) trusting, by growing a sense of trust there is an attitude of acceptance, empathy, and honesty; (2) supportive attitude; (3) self-disclosure attitude. By fostering a sense of self-disclosure and carrying out a good interpersonal communication process by showing trust, support, and empathy to victims of bullying, they can also reveal what has happened to them, especially regarding cases of verbal bullying they face.

Based on the explanations and opinions of the experts above, it can be interpreted that self-disclosure is an interpersonal process of communication in which an individual shares information with others. The information shared can cover many things, including: feelings, personal experiences, and other descriptive information, both verbal and nonverbal. For this reason, researcher is interested in researching the self-disclosure of someone who is a victim of verbal bullying. Verbal bullying is still common in Indonesia, Many victims of bullying choose to remain silent because they are afraid that bullying will get worse. Therefore, the researcher is interested in examining this phenomenon; the researcher wants to know how victims of verbal bullying can finally open up to others about their bullying problems.

1.2.2 Occuring Process of Self- Disclosure

Each individual has different conditions from one to another. They also have different conditions and information for self-disclosure. Several factors that can influence them to do self-disclosure include: (1) the character of each individual, (2) culture, (3) gender, (4) listeners, and (5) topic. According to DeVito (2016) in his book entitled “The Interpersonal Communication”, there are many factors that influence whether a person wants to open himself or not, about what a person opens up to himself, and to whom a person will open himself up. The most important factors according to DeVito (2016) are the following four factors.

Individual characters that differ from one individual to another can affect how the individual performs the self-disclosure process. An individual who prefers to socialize will be different from a person who tends to be closed in self-disclosure. An individual who likes to socialize is easier to open himself to others as well as someone who is more closed and has low self-confidence will find it difficult to open himself to others.

Different cultures can also be a factor on how individuals carry out self-disclosure. Different cultures have different views on self-disclosure. These cultural differences can be seen through an individual who lives in a country will definitely be different in self-disclosure compared with someone in another country.

Gender is also a factor that influences individuals to do self-disclosure. As explained by DeVito (2016) in his book, women are more likely to engage in self-disclosure than men. They are usually more open about feelings, pleasures, and what they don't like to their partners, whereas men are more often secretive about their feelings.

Listeners are also a factor that influences individuals to do self-disclosure. An individual will be more comfortable sharing information about his feelings with those closest to him. A person will open up to people of the same age and to people he trusts. An individual who wants to do self-disclosure to reveal certain information will feel more comfortable when they disclose their personal information with a small group of people, such as close friends or family.

The topic is the last factor for someone to do self-disclosure. General topics will usually be more disclosed by individuals. The general topics are hobbies and work. Meanwhile, topics that are more personal will be less disclosed by individuals to others; these personal topics

include finances, sexual activity, or certain illnesses. The more personal a topic is, the less likely it is for an individual to disclose it to others.

1.2.3 Communication Privacy Management Theory

In addition to using the self-disclosure, this study will use the Communication Privacy Management Theory (CPM) as the theoretical basis for this scientific research. Privacy Management Theory was developed by Sandra Petronio. Petronio in the book (by (Litteljohn & Foss, 2009) explains that Communication Privacy Management is a theory that was created as a mean to understand how an individual makes decisions about how the individual decides whether or not to disclose their personal information to other individuals. This theory also explains how a person manages their privacy when in a social environment, decides what things they want to disclose to other individuals, and what things should be kept secret.

This theory relates to individual experiences in making a decision in managing their personal information to other individuals. An individual has full rights over what information they want to disclose to other individuals and they also have the power to control what information they want to keep private. According to Turner et al (2004) the theory of Communication Privacy Management has basic assumptions about how individuals communicate their lives. The assumptions of West & Turner are as follows: *humans are choice maker, humans are rule makers and rule followers, and human's choices and rules are based on a consideration of others as well as the self.*

Based on these assumptions, it can be concluded that it is individuals who can make decisions about what personal information they want to disclose to other individuals and what personal information they will keep private. In this case, it can be concluded that victims of verbal bullying have the right and can choose who they want to disclose information about their verbal bullying problems. They have choices and restrictions on what they are allowed to ask about their personal information.

Communication Privacy Management theory has five principles in explaining how the process of an individual manages between personal information and information to be kept confidential. These principles are explained in a book by Litteljohn dan Foss (2009) entitled "Encyclopedia of Communication Theory", as follows. The first principle is explained that when an individual believes that he has personal information, the individual believes that he has the right to control his personal information; the individual has the right to whomever he wants to disclose

his personal information. The second principle is explained that when an individual believes that he has the right to have full control over his personal information; the way to control the information is done through privacy rules, namely individuals have the choice to open or close their personal information to other people, and have the right to choose and control to whom the individual wants to disclose his personal information; he also has power over how much information he wants to reveal to others.

The third principle states that when an individual has decided to disclose his personal information to other people, the owner of the information makes the other person the Co-Owner of the information that has been disclosed and assumes that the recipient of the information is responsible for the security of the information that has been disclosed by the owner of the information. The fourth principle states that when an individual has disclosed his personal information to other people, there must be coordination between the owner of the information and the co-owner of the information regarding who can know the information and how much information can be known by third parties. The last principle of communication privacy management states that if there is a failure in coordinating privacy between the owner of the information and the co-owner, misunderstandings and breaches of privacy are likely to arise between the two parties.

Besides using the five principles explained above, Communication Privacy Management proposes that individuals depends on five criteria to create privacy rules for access and protection of their Private Information, those five criteria including: (a) culture, (b) gender, (c) motivations, (d) context, and (e) Risk- Benefit ratio. According (to (Petronio, 2002) in her book entitled “Boundaries of Privacy: Dialectics of Disclosure” explained that each culture has privacy values and different levels of disclosure or privacy, the different of culture that differs from one individual to another can be use to develop rules for regulating their privacy boundaries. Gender also contribute to creating the rules for privacy management, gender differences between man and woman may contribute to create rules boundaries. Men and woman have their own perspective of how they disclose about their private information or maintain their privacy and they also have their own ways on how they create rules of their privacy management. The third criteria of rules of Communication Privacy Management is motivation, that also contribute to create the rules of privacy management, each individual have different motivation when they decided to open their privacy boundaries to other based on

certain individual needs. The needs that individuals have impact the choices they make about creating privacy rules for boundary regulation. Fourth criteria is context, context criteria in this matter are the topic and situation that differ from an individual to another which can also contribute to creating communication privacy management rules. In some situation and certain topics may serve as important element in formulating rules that regulate a person to revealing and concealing their private information. The last criteria is Risk- Benefit ratio, this criteria is form of communication of privacy management rules that the owner of private information and the second party should calculate the risk and benefits of disclosing or concealing the private information, what are the risk they will have if they disclosing their private information and what the benefits they will get. This Criteria can be contributing of creating the rules of managing a private information from an individual.

2. METHOD

This research design uses a descriptive qualitative method. Qualitative research is an approach that understands humans by studying issues in depth and detail and processing descriptive data such as interview transcripts, field notes, photographs, and other processed data (Poerwandari, 2011). Meanwhile, according to Zellatifanny dan Mudjiyanto (2018) descriptive research aims to provide a detailed description of a phenomenon that occurs or explores social events. This research is a qualitative research in which this research does not focus on numbers but focuses on descriptive explanations.

The population taken in this study were university students who had been victims of verbal bullying at the Muhammadiyah university of Surakarta. This research uses snowball sampling technique data. Snowball sampling is a non -probability sampling method where the sample of this research are recruited by the suggestion from other sample to form part of the sample in this scientific research. Snowball sampling also known as chain sampling where the sampling begins from one or more participants and continues base on referrals by other person, this process continues until reach the sample point. These criteria of the sample in this scientific research include : (1) students aged 18-25 years, (2) students who have experienced verbal bullying within the Muhammadiyah University of Surakarta.

Based on the criteria, the researcher will take research subjects as many as 4 informants to be studied. To avoid research that is too broad in scope, the limitations of this research are 4

students who have experienced cases of verbal bullying in educational institutions.

In this research, researcher employs two techniques, namely primary data collection and secondary data collection. The primary data employed by researcher is interview data conducted directly. Interviews will be conducted based on predetermined sample criteria. Before carrying out the interview process, the researcher will provide a consent form which contains an explanation of the research and what data will be requested in conducting the interview process with the informant.

The informant will also be asked to sign a consent form for the interview stating that the participation is voluntary and the informant is allowed to withdraw from participating in this research at any time. In conducting interviews to collect data for this study, the researcher will maintain the confidentiality of the information provided by the informant so that the informant feels safe and comfortable in conducting the interview process in this study. Because this research has a sensitive theme, the data collection in this study was based on volunteerism and the willingness of the informants to conduct interviews. In addition, secondary data in this study were taken from literacy studies sourced from journals, theses, and other related documents.

The data analysis technique in this study uses the Miles and Huberman models. Miles and Huberman (Miles M.B. dan Huberman, 1984) explain that activities in qualitative data analysis are carried out interactively and take place continuously until they are completed. In analyzing the data in this study using three stages, namely: (1) reduction of data that has been collected through the results of in-depth interview transcripts that have been conducted by researcher to informants who experienced cases of verbal bullying. (2) data presentation, which explains in detail and describes the results of interviews regarding verbal bullying experienced by each of these informants, explaining how each of these informants finally decided to open up about the cases of verbal bullying they had experienced. (3) and concluding the results of the research.

For data validation techniques used in this study, researcher employs data source triangulation. According to (Moleong, 2021) triangulation of data sources is a technique of checking the validity of data that uses things other than data to check or compare data. In this study triangulation of data sources was carried out by comparing the results of interviews from the four different samples that had been determined. Researcher will compare data from the four sources that have been determined. The purpose of the researcher was to conduct

interviews with the 4 samples to compare answers between one and another regarding the experiences of cases of verbal bullying that have been experienced by the informants so that the information obtained can produce validation of information that can be accounted for.

3. RESULTS AND DISCUSSION

3.1 Result

Based on the problem statement in this research is how victims of verbal bullying behavior manage their privacy regarding cases of verbal bullying that they experience. The result obtained from the problem statement in this study by conducting interviews with four informants. The four informants who were interviewed were student at the Muhammadiyah University of Surakarta who had experienced verbal bullying at the Muhammadiyah University of Surakarta. The following is the data of informants who have become participants as subjects in the study.

Table 1. Informant Data Table

	Informant 1	Informant 2	Informant 3	Informant 4
Origin	Jakarta	Demak	Solo	Blora
Age	21 Years	23 Years	23 Years	23 Years
Gender	Male	Male	Female	Female
Status	Student	Student	Student	Student
Religion	Islam	Islam	Islam	Islam

After conducting interviews with four informant, each informant received different verbal bullying behavior. The explanation of the results are divided into several parts, in conducting self-disclosure to other it was divided into several factors.

3.1.1 Culture

Cultural differences between one individual to another individual can be a factor for someone in carrying out the process of self-disclosure to others. Cultural differences from one individual to another can be seen through the differences from where they coming from, which differ from one another and create different process of disclose themselves to other individuals. In the results of the interviews that the researchers conducted with the four informants in this study, the results were obtained; cultural differences from the four informants who participated in this study can be used as a factor in carrying out the process of self-disclosure between one individual to another.

The three informants, namely informant 2, informant 3, and informant 4, who were coming from Central Java, found it easier to open up to their close friends and tell their close friends about the verbal bullying problems they faced. The three informants stated that it was easy for them to tell about the problems in their life when they were really sure that people who listened to them were people that they could trust.

"after sometime, when I've found some friends that we can really understand and trust each other and know each other, I don't only tell about verbal bullying problems that I faced, but I also tell about problems that happened in my life that I start to slowly tell, in the sense of seeking suggestion, advice, or at least sharing my grievances." (Interview with informant 2, April 23, 2022).

Informant 2 stated that he not only told his close friend about the verbal bullying problems he faced, informant 2 also told about other problems that occurred in his life to seek advice and suggestion from close friends he trusted, informants 3 and 4 also stated the same thing, they found it easier to open up about the problems they faced to their close friends. Different from informant 1 who came from Jakarta who was much more closed about the problems he faced,

"I rarely tell my problems to my friends and my parents, I prefer to keep them to myself while I can." (Interview with Informant 1, April 25, 2022).

Informant 1 is an individual who prefers to keep his problems to himself and only will tell his problems that he thinks he can't hold back anymore, informant 1 prefers not to tell much to other people except to someone he really can trust that person.

3.1.2 Gender

Gender is also contribute to create a rules for privacy management and also can be a factor whether a person wants to do the self-disclosure process. A man and woman have different ways of carrying out the process of self-disclosure to others about their private information. For a man, they will be seen by others to look strong and unemotional. That what makes a man less able to disclose about their self to other individual and choose to keep their private information by themselves. While it is different for a woman, it is easier for a woman to carry out the process of self-disclosure to other individual. The result in this study, it found that Informant 1 which is a man, he prefers not to tell his private information about his verbal bullying cases in detail and choose to keep his problems by himself. Similar to what was done by informant 1, informant 2

who was also a man initially chose to tell about the verbal bullying problems he faced without going into detail because he found it difficult to find someone that he could trust to listen to the bullying problem he was facing, but after he found someone that he could trust he began to tell his problems in detail to his close friends.

"I told some of the information to close friends that I trusted, but not too detailed, mostly I kept it to myself and tried not to tell anyone." (Interview with informant 1, 25 April 2022).

In contrast to informants 3 and 4 who were women, they stated that they told all their problems to their close friends they trusted, with the intention of seeking input on what actions they should take to solve these problems. With this statement it can be concluded that a man and a woman have different ways of carrying out the process of self-disclosure to other individuals and have different ways on managing their private information to other individual.

"I tell all the problems to my best friend and partner, to find out whether the action I'm going to take is right or wrong, actually that's my goal to tell them." (Interview with informant 3, 13 May 2022).

3.1.3 Motivations

Each individual has different motivations from one individual to another in deciding to disclose his personal information to others or wanting to keep his personal information confidential. The four informants in this scientific study had different motivations and reasons from one another. The four informants in this study stated what motivated them to disclose the verbal bullying problems they had experienced to their close friends because they felt their close friends were one of the people they could trust to listen to private information regarding the cases of verbal bullying that the four informant had experienced.

"Because I trust that person, and I can say that person is someone who can understand my situation or a friend who was close to me at that time, a person who can understand my situation at that time." (Interview with informant 2, April 23, 2022)

Informant 2 stated that the reason that motivated him to tell about his bullying problems was because he felt the person he told about the verbal bullying that he experienced was someone that he could be trusted and also someone who can understand the condition experienced by informant 2 when getting verbal bullying behavior. Likewise, what was stated by informant 3 who stated something similar to informant 2 that she also wants to tell about the

verbal bullying she experienced to her close friends because she felt that her close friend is someone that she can really trust to hear about that private information owned by informant 3, Meanwhile informant 1 and 4 stated that what motivated them to be open about the verbal bullying they had experienced with their close friends was because they felt that only these close friends could provide support and calm them when they feel sad, so they feel more comfortable giving personal information about the verbal bullying cases they had experienced to their close friends.

3.1.4 Context

Context in certain situations can also contribute so that a person can decide to disclose his personal information to other individuals and also can be one of the factors for creating a rule in managing a personal information. The situational context in the results of this study is the problem of verbal bullying that has been experienced by the four informants in this scientific research. These four informants had different experiences with verbal bullying. In the results of the interviews that were conducted with the four informants, the two informants namely informant 1 and informant 4 stated that they received verbal bullying behavior by having a body shamming verbally by their classmates, this made them feel a little traumatized and insecure.

"Back when I was still in college I was a little obese, you could say I was fat, maybe people judged how come an adult but can't take care of her body, often when I join in with my friends, my friends are joking like they say, uh, you're with your mother right, maybe it was meant as a joke but it was quite painful for me." (Interview with informant 4, May 17, 2022)

Informant 4 stated that the verbal bullying she experienced was verbal bullying regarding her obese physique, the verbal bullying behavior she experienced made her feel disappointed and felt she was not beautiful and caused her to feel insecure. The incident of body shamming experienced by informant 4 made her create rules in regulating her personal information about body shamming that she had experienced to be disclosed to other individuals. This body shamming behavior also happened to informant 1, informant 1 stated that the body shamming he experienced was body shamming which was carried out verbally by earning the nickname "badan kayak gentong". In contrast to informants 1 and 4, informant 3 received verbal bullying by being called a strange person and avoided by her friends, she did not accept being called a strange person and felt annoyed to be called a strange person, in contrast to informant 3,

informant 2 received verbal bullying behavior by way of being slandered and rumored with negative accusations until his good name was dropped.

3.1.5 Risk-Benefit Ratio

In disclosing personal information about an individual, it is necessary to have some control regarding the privacy boundaries that each individual has, considering the risks that will occur if disclosing personal information to other individuals. In addition to the risks that can be obtained in disclosing personal information, an individual must also consider what benefits will be obtained after disclosing personal information to other parties. In the results of the interviews that the researchers conducted with the four informants, they stated that they felt calmer and felt the burden they felt was a little lighter because they could share problems regarding verbal bullying that the four informants had experienced.

"Yeah, it's like I'm starting to be able to share it with the people I trust, since I've been holding on to all of it by myself." (Interview with informant 2, April 23, 2022)

As was stated by informant 2, that he felt calmer because he could share his private information about the verbal bullying he had experienced, the same things with the other three informants, who stated that they felt quite calm after telling the verbal bullying problem they experienced to their close friends and feel that their close friends are still cared for them. In addition to the benefits obtained in disclosing personal information to their close friends, the four informants also stated that at first they felt doubtful and it was difficult to reveal their personal information regarding the verbal bullying they experienced, they stated that they were afraid that they would be viewed one-sidedly.

"At first it was a bit difficult to tell my friends about the experience of verbal bullying, I was afraid they would look one-sided, afraid they would just want to know, but they really cared about what happened to me, so I decided to tell them." (interview with informant 4, May 17, 2022)

3.1.6 Control the information provided

As owners of information about what happened to them, the four informants have the right to control the personal information they have, they have full power over what information they want to disclose regarding the verbal bullying cases they experienced, they have a choice as to how much information they will disclose to their close friends as people who they trusted. The four informants in this study have different ways to control their personal information, informant 1 and informant 2 admit the same thing that they do not tell in detail about the verbal bullying case they experienced,

"I don't tell my problem in detail to other people, only briefly, because I don't think I need to tell my problem in detail." (Interview with informant 1, 25 April 2022).

Informant 1 chose to tell the verbal bullying problem that happened to him without going into detail with his close friend, informant 1 did not feel the need to tell the verbal bullying problem in detail to his close friend, only a little could be said to his close friend regarding the verbal bullying problem that happened to him. Informant 2 also did the same thing as informant 1, informant 2 also did not share in detail to his close friends regarding of verbal bullying case he faced. In contrast to informant 4 and informant 3 who stated that they told their verbal bullying problems in detail to close friends they trusted.

"Yes, it was quite detailed when I told them about the body shaming that I experienced to my close friends, I told them when and where I got the verbal bullying." (Interview with informant 4, 17 May 2022).

In contrast to informant 1 who only told the verbal bullying problems he faced without going into detail, informants 4 and informant 3 chose to tell about the bullying problems they faced in detail to their close friends. Informant 4 told how, when, and where the bullying she experienced happened to her. Likewise, what was done by informant 3, informant 3 admitted that she told about the verbal bullying problem in detail to his close friend, because she wanted to find a solution from her close friend regarding the verbal bullying problem she faced. It can be concluded that the four informants have different ways to control how much information will be disclosed to their close friends.

3.1.7 Select the Information Provided

In addition to having the power to control what information will be given, the four informants in this study have the choice whether or not they want to disclose their personal information, they have the choice to be able to disclose information about the verbal abuse they are experiencing or to keep their personal information private. Informant 2, informant 3, and informant 4 in this study stated that they shared quite a lot of information about the verbal bullying they experienced,

"Maybe if you think about how much the percentage is, it's around 60-70%" (Interview with informant 2, April 23, 2022).

The three informants shared quite a lot of information with their close friends whom they could really trust, informant 3 chose to tell about the bullying problems she was experiencing because she wanted to get advice and suggestion from her close friends about what informant 3 could do to deal with the cases of verbal bullying she experienced. Likewise with informant 4 who chose to disclose her personal information to her close friends, by disclosing the problem of verbal bullying she was experiencing, informant 4 shared his personal experience with her close friends because she felt her close friends were people she could trust and she already felt very close to these close friends, so that informant 4 did not hesitate to share her personal information. In contrast to informants 2, informant 3, and informant 4 who told and opened up about the cases of verbal bullying they experienced, informant 1 chose to share his private information to his close friends without going into detail, informant 1 disclosed briefly about the verbal bullying he was experiencing because he admitted he was embarrassed to tell about the verbal bullying problem even if he tells it to his close friends.

"Not much and not too detailed to disclose my personal information, because I'm too embarrassed to tell about the body shamming problem in detail, even though I told my close friends about it, so I'll only tell them briefly about the body shamming I experienced." (Interview with informant 1. 25 April 2022).

The body shamming behavior experienced by informant 1 made him difficult to open up to his close friends, he felt embarrassed to tell the body shamming problem he was experiencing in detail even though he told the problem to his own close friends, informant 1 preferred to keep his feelings to himself.

3.1.8 The Informant chose the Co-Owner

The co-owner is a second party who is considered a person who is trusted by the four informants to know about the private information provided by the informant as the owner of the information, therefore the co-owner has the responsibility to maintain the security and confidentiality of the information that has been provided. The four informants and their close friends as co-owners of the information made agreements in different ways from one to another. Informant 1 stated that he did not make a definite agreement based solely on mutual trust between one another, in contrast to informant 4 who asked her friend not to tell other people about the verbal bullying she was experiencing.

"I have never had an agreement with my close friends, because we already trust each other, so we can keep each other's secrets." (Interview with Informant 1, 25 April 2022).

Similar to informant 1, the other two informants namely informants 2 and 3 did not make an agreement as was done by informant 4, informants 2 and 3 based on trust between one another to maintain the confidentiality of the information that was given to their close friend and feel confident that their close friend can maintain the confidentiality of the information that has been provided.

"Firstly, I am sure that this person can be trusted, what makes me sure is that I have known this person that I told about the bullying case that I have experienced, and so far he is part of the people that I can trust, from the many problems I have experienced he is one of the people who always supports me." (Interview with informant 2. 23 April 2022).

Informant 2 felt that he had trusted his close friend to disclose his personal information, and felt that his close friend could maintain the confidentiality of the information he had provided because informant 2 felt he had known his best friend for a long time. So that was the reason that made him feel confident to be open about the verbal bullying case he faced. Similar to what was done by informant 3 who did not have a definite agreement because she felt that her close friend was someone who was very close to her and was someone who could maintain the confidentiality of the information that had been disclosed to her close friend, informant 3 felt that her close friend had known what information can be disclosed to other parties and what information should be kept between the owner of the information and the co-owner.

3.1.9 The Informant coordinates with the Co-Owner

When they have decided to disclose their private information to their close friends, then the owner of the information and the co-owner of the information must have coordination over who is allowed to know about the information on the verbal bullying problems experienced by the four informants, and also how much of information that can be disclosed to third parties, in this study informant 2 stated that several things had to be coordinated between himself and his close friends for who was allowed to know about the verbal bullying problem he was facing.

"Some things have to be coordinated between me and a friend that I tell about my problem, I'll say "oh it's enough just me and you who know, or I'll say please don't tell anyone", not everything has to be published". (Interview with informant 2, 23 April 2022).

In his explanation, informant 2 stated that he had coordination with his close friends to control who his close friends could tell about the verbal bullying problems he had experienced and asked his close friends to reveal certain information that he felt did not need to be disclosed to keep it stored and not disclosed to third parties. Same with informants 3 and 4 who stated that they also had coordination with their close friends by giving them the requirement to ask permission and approval from them first before giving the information to other parties and to did not mention names and detailed information about the informants. In contrast to informant 1 who stated that he had no coordination with his close friends regarding his personal information because informant 1 had full trust in his close friends and thought they could maintain the confidentiality of the information that had been disclosed.

3.1.10 How to avoid Misunderstandings between Owner and Co-Owner

To avoid conflicts that would occur if there was a failure in coordinating between one party and another, the four informants admitted that they trusted their best friend and they were sure that their best friend would be able to maintain the confidentiality of the information they had given to them. As stated by informant 1 and informant 2 that they had been friends with their close friends for a long time and during this time they exchanged stories about the problems they faced and both maintained the confidentiality of the information they disclosed to each other.

"Because I have been friends with my close friend for a long time, I'm sure he can keep the information I provide, and so far it's been safe and there's never been a conflict." (Interview with Informant 1, April 25, 2022).

In contrast to informants 1 and 2, informant 3 had certain coordination to avoid conflicts and misunderstandings that would occur if they failed to coordinate regarding this matter, informant 3 asked her friend to retell her about what information his close friend would give to the third party.

"I asked my friend to retelling the information to me what she was going to tell the other party, before she told the other party she had to tell me first what she was going to talk about to the other party, if for example there were some things that I felt were unnecessary to be told I will give her suggestion and ask her not to mention those particular parts." (Interview with Informant 3, 13 May 2022).

By knowing how a close friend of informant 3 will tell about her problem to the third party, conflicts and misunderstandings can be avoided from informant 3 as the owner of the information and co-owner of the information regarding the verbal bullying problem, with informant 3 asking his close friend to retelling how his close friend will tell about the bullying case she experienced to the third party is a way so that they can control what information can be disclosed to the third party. Similar to what was done by informant 3, informant 4 stated to avoid conflicts and misunderstandings, informant 4 asked his close friend not to provide personal information about the verbal abuse to other people who were not close to informant 4, then informant 4 stated that her close friend must ask permission from her if they want to provide this information to the third party, if the third party is still close to informant 4 then she didn't mind if they know information about the verbal bullying that has occurred to informant 4.

3.2 Discussion

Based on the description of the results of the interviews above, it can be seen how an individual manage their privacy regarding verbal bullying they had experienced, base on the explanation on the result of the interview that has been conducted on how they manage their personal information it is influenced by several factors. The factors that influence them on how to manage their private information is base on the five rules of communication privacy management or known as rules of CPM namely; Culture, Gender, Motivational, Contextual, and Risk-Benefit Ratio Criteria. In addition to these factors, there are also things that can influence how a person manage their Private information to be disclosed to other individual, namely how an individual controls all personal information they have to disclose and controls to whom and how their personal information can be disclosed to other individuals.

Cultural differences between individuals can be a factor on how a person manage their

personal information regarding his personality. Indonesia is a country that consists of many different ethnic groups and cultures, the difference in the variety of cultures means that Indonesian people have different levels on managing their privacy. Boentoro dan Murwani (2018) stated that the Javanese try to present themselves as refined and polite people, but do not want to open up to others. Petronio stated that cultural issue play an important role in determining rules especially decisions about doing a disclosure of private information (Petronio, 2002). However, the results in this study which found that the three informants in this study were Javanese and admitted that they were easy to socialize with other individuals and were open to their closest friend that they trusted about the verbal bullying cases that they experienced, in contrast to other one informant that came from betawi culture and stated that it is quiet difficult for him to disclose about his private information regarding verbal bullying that he experienced.

In addition to cultural differences that influence on how an individual manage their private information to other individuals, gender differences also contribute on how a person manage their privacy of his personality to others. A man and a woman have their own way of disclosing themselves to other individuals, according (to (R. P. Sari et al., 2006) states that differences in the way of self-disclosure between men and women occur because of different expectations between men and women. This expectation is the expectation for a man to look strong, that expactation makes a man more closed about his personality compared to a woman who is easier to open about her personal information, experiences, and feelings. Petronio in her book entitled “ *Boundareies of Privacy: Dialectics of Disclosure*” (Petronio, 2002) stated that gender differences has potential to influence the way men and woman define the nature of their privacy and the way it is controlled. In the results of this study it was found that men choose to keep their feelings hidden and keep them to themselves as long as they are able to suppress these feelings. Meanwhile, a woman can be more open about her feelings to other people and express her personal experiences to other individuals. It is show that a man and woman have different ways to controll their privacy and their private information regarding the verbal bullying cases that they experienced.

Motivational factor also can contribute on the making rule of privacy management for an indivual. In doing self-disclosure about their private information each indivuals must have different motivation from one another. There are several reasons that can motivate an individual

to disclose personal information to other individuals, as explained by (Njotorahardjo, 2014) that the reasons that motivate someone to disclose private information are to build trust in a relationship, reduce the burden when the individual is experiencing stress, and because there is a very big curiosity. In the result of the interview that conducted with the four informant they stated that what motivated them to disclose about their private information to their closest friends because they feel more comfortable to express their feelings to their close friends and that their close friends can undersand their condition. According (to (Petronio, 2002) explained that the act of disclosure to others is itself rewarding and therefore fulfills an individual's need to express feelings and thoughts to others.

In disclosing the personal information of an individual to another individual is based on the context and certain situations that are owned by that person. It is this particular situation that influences how a person decides whether or not an individual wants to disclose his personal information to other individuals and helps a person create privacy rules regarding his personal information (Rahma Hidayati & Irwansyah, 2021). Petronio explained that contextual is a problem that affects the way privacy rules are set, some of these events are divided into three major groups, including; traumatic event. therapeutic situations, and living circumstances (Petronio, 2002). In the results of the interviews that were conducted with the four informants in this study which encouraged the four informants to disclose about their experienced about verbal bullying to their close friends, the four informants in this study had verbal bullying situations or behaviors that different from one another, the verbal bullying experienced by them namely; verbal body shamming, slander, and ridicule by their classmates which causes them to feel traumatized and insecure, this situations that they experiences is counted as traumatic event.

To control someone privacy boundaries we need to balance the risk and benefit in revealing our private information to other individual. Before revealing their private information they have to estimate the risk that they gain in revealing private information and benefit that they get. According (to Petronio (2002) the beefits of doing private disclosure is that we can express about our feeling to other person, By telling others something private, we may be more able to cope with the information and through revealing private thoughts, we may be able to understand their meaning. The four informant in this research stated that after they disclose their private information about the verbal bullying that they experienced, they feel more calmer

after they share their verbal bullying experience to their close friends, beside feeling calmer after revealing their private information they feel that the burden that they felt was finally a little lighter because they have been hold all the burden by their self. They were afraid to revealing the verbal bullying that they experience to their close friends because they were afraid that they would be viewed one-sidedly.

In disclosing his personal information, an individual must carry out several processes of negotiation and coordination between the owner of the information and a second party who is a close friend of the four informants in this study in disclosing his personal information, (Sugiarto, 2017) states that people define private information as information about things that really matter to them. The four informants in this study coordinated with their close friends as co-owner who were considered trustworthy to know about cases of verbal bullying experienced by the four informants. The four informants in this study asked their close friends to maintain the confidentiality of their personal information and not to share their personal information to other people who they feel are not so close to know about it. Other coordination carried out by both parties such as; asked their close friends to keep the information and personal identities of the four informants and not share their identities with others and also coordinate what information could be disclosed to other parties and what information had to be kept private.

Appart from coordinating with their close friends, as the owner of the information and have full authority over the ownership of the personal information, the four informants also have the right to control the personal information they have. The four informants in this study have different ways of controlling the personal information they have regarding the cases of verbal bullying they experienced. Two informants in this study admitted that they did not disclose personal information in detail to close friends because they felt that not everything had to be disclosed even though they had been friends for a long time, the other two informants had different opinions, the other two informants disclosed their personal information in detail because they feel they can get a solution from their close friend. As owners who have full authority over personal information, the four informants also coordinated who may know about the private information they owned, this coordination was carried out to the co-owner as a trusted person. According to West&Turner (in (Sugiarto, 2017) states that when an individual owns an information, the individual believes that he should be in a position to control who is allowed to gain access to information, how much information can be disclosed, and to whom

this information can be disclosed.

When an individual has decided to disclosed themselves, there must be a limit made by the owner of the information to the co-owner as a second party who knows about the private information of the four informants regarding the cases of verbal bullying they experienced. So that there are no disturbances and misunderstandings in carrying out coordination that has been agreed between the owner of the private information and the Co-owner, there must be certain limits regarding how the personal information that has been disclosed is disclosed, who is a third party is allowed to know about personal information, and how they coordinated to maintain the confidentiality of the cases of verbal bullying information experienced by the four informants. In the results of the research that has been carried out, it was found that the four informants in this study stated that they trusted their close friends and they believed that their close friends who had become co-owners of their personal information could maintain the confidentiality of the information that had been disclosed.

To avoid conflicts that would occur if there was a failure to coordinate and violate existing boundaries, the four informants asked their close friends to ask permission beforehand if they wanted to share their experiences of verbal bullying with others. According (to (Johanes Aron Valen, 2021) argues that when individuals experience boundary disorder, they will try to make adjustments so that they can reduce the distraction and achieve coordination. So in this study the four informants and the co-owner have coordinated to avoid disturbances or conflicts that will occur in managing the private information that has been disclosed.

4. CLOSING

Based on the results and discussion described above, the researcher concludes that the four victims of verbal bullying regulated how they manage their personal information to their close friends regarding the cases of verbal bullying they experienced based on the rules of communication privacy management namely; Culture differences, Gender differences, Motivational Criteria, Contextual, and Risk-Benefit Ratio Cr. To avoid conflicts that occur when there is a failure to coordinate between owners of personal information and co-owners, they have an agreement between one individual and another based on mutual trust between each other to maintain the confidentiality of personal information and also create privacy boundaries that have been agreed between both sides.

The advice that researchers can give in this study is for close friends who have been trusted to maintain the confidentiality of the information that has been given by victims of verbal bullying because they are considered as someone who is able to maintain the confidentiality of the information that has been given and gives hope to victims of verbal bullying that there are still people closest to them who can still be someone who are felt very close to complaining about or looking for support.

Researchers hope that victims of bullying can provide their personal information to people they feel are appropriate so they can be more open about their personalities.

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