

COMPUTER MEDIATED COMMUNICATION BY GEN-Z IN THE WAG EXTENDED FAMILY

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Abstrak

Whatsapp sebagai salah satu platform CMC, kini menjadi penghubung interaksi komunikasi antara individu dengan kelompok dalam keluarga yang terbatas jarak, waktu bahkan usia. Peneliti tertarik untuk mengetahui penggunaan komunikasi bermediasi komputer oleh Gen Z pada WAG extended family. Menggunakan teori penarikan diri dan defisit approach. Menggunakan deskriptif kualitatif dengan *in-depth interview*. Tujuan dari penelitian ini untuk mengetahui dan mengeksplorasi lebih dalam bagaimana perilaku dan kebiasaan yang dimunculkan generasi Z pada penggunaan WAG extended family. Data penelitian didapatkan melalui wawancara terhadap 6 orang sebagai representasi Gen Z yang tergabung dalam Whatsapp group extended family. Hasil dari penelitian ini menemukan bahwa generasi Z cenderung minim atau terbatas dalam berkomunikasi di WAG meskipun telah bergabung bertahun-tahun, generasi Z terlibat dalam komunikasi dalam WAG didasari situasi kebutuhan dan diharuskan (diminta mengirim foto, membagikan lokasi, mendapat tag/mention), generasi Z merasa tidak nyaman dalam berkomunikasi di WAG beralasan karena memiliki perbedaan topik, ketertarikan, kendala bahasa, potensi menerima timbal-balik negatif dan menghasilkan persepsi yang salah dalam berkomunikasi, Generasi Z menggunakan fitur bisukan notifikasi dan arsip pada WAG, generasi Z tetap menganggap bahwa WAG Extended Family bermanfaat dan ingin terus tergabung didalamnya.

Kata kunci: Komunikasi Bermediasi Komputer, Penghindaran Sosial, Pendekatan Defisit, Gen Z, Whatsapp.

Abstract

WhatsApp as one of the CMC platforms, is now a link for communication interactions between individuals and groups within the family who are limited by distance, time and even age. Researchers are interested in knowing the use of computer-mediated communication by Gen Z in the WAG extended family. Using withdrawal theory and deficit approach. Using qualitative descriptive with in-depth interviews. The aim of this research is to find out and explore more deeply the behavior and habits that generation Z develops when using the WAG extended family. Research data was obtained through interviews with 6 people as representatives of Gen Z who are members of the WhatsApp extended family group. The results of this research found that generation Z tends to have minimal or limited communication in WAG even though they have been joining for years, generation Z is involved in communication in WAG based on situations of need and is required (asked to send photos, share location, get tags/mentions), generation Z feels uncomfortable communicating on WAG because they have different topics, interests, language barriers, the potential to receive negative feedback and produce wrong perceptions in communicating, Generation Z uses the mute notification and archive features on WAG, Generation Z still thinks that WAG Extended Family is useful and I want to continue to be part of it.

Keywords: *Computer Mediated Communication, Social Withdrawal, Deficit Approach, Gen Z, Whatsapp.*

1. INTRODUCTION

Technology continues to develop from time to time, providing various conveniences that change the course of civilization. And among so many things that are developing, communication is one of the main keys. Communication is like a toll road that makes it easier for technological developments to be conveyed from upstream to downstream. Communication technology has given rise to various media as a means. Everett M. Rogers (1986:2) knows that communication technology is hardware in an organizational structure that contains social values, which allows each individual to collect, process and exchange information with other individuals. This media has brought humans to an era previously unimaginable. According to Croteau (1997:2) that new media emerged as a result of technological innovation in the media field.

As the era of communication grows, new media has influenced humans to interact, new media offers digitization, convergence, interaction, and development of networks related to creating and delivering messages (Flew, 2002: 11). Whatsapp can be categorized as a CMC platform because Whatsapp is an application on a smartphone that is used as media. Computer Mediated Communication (CMC) is a term used to communicate between two or more people who can interact with each other via a computer. What is meant is not how two machines interact with each other, but rather two or more people can use computer tools through application programs on the computer (Trisnani, 2017).

According to Kupperschmidt's (2000) statement, a generation is a group of individuals who identify their group based on similarities in year of birth, age, location, and events in the lives of that group of individuals that have a significant influence on their growth phase. According to Yanuar Surya Putra (2016) in his research, six generation groups have different characteristics. The youngest generation that has just entered the workforce is generation Z, also called iGeneration or the internet generation. Generation Z has similarities with generation Y, but generation Z is able to apply all activities at one time (multi-tasking) such as: running social media using a cellphone, browsing using a PC, and listening to music using a headset. Whatever is done is mostly related to cyberspace. Since childhood, this generation has been familiar with technology and is familiar with sophisticated gadgets which indirectly influence personality. This supports Manheim in 1952, to discover the idea that the younger generation cannot socialize perfectly because there is a gap between the ideal values taught by the older generation and the reality faced by the younger generation, further saying that social location has a big effect on the

formation of individual consciousness. In generation theory, put forward by Graeme Codrington & Sue Grant Marshall, Penguin (2004) draws the conclusion that Generation Z was born at the end of the 20th century and the beginning of the 21st century, namely in 1997-2012 after the millennial generation or Gen Y. Generation Z has been raised by the internet and social media, have already undergone higher education at university and some have completed it and entered the workforce in 2020. Generation Z grew up with technology, the internet, and social media, which sometimes causes them to be stereotyped as technology addicts, anti-social, or social justice warrior (Business Insider, 2019). Also identified as having the character of respecting diversity, wanting social change, liking to share and being target oriented. Generation Z is not only characterized by year of birth, but also by the socio-historical aspects they face. One of the very strong characteristics of Generation Z is access to and dependence on technology, gadgets and random tracking of information. They are not the generation that diligently reads narratives through printed books. On the contrary, they enjoy the information scattered on the internet, especially in the form of visuals and images.

The existence of differences in location and differences in historical events due to differences in geographic location is also one of the things that is being debated in generational groupings, according to Parry & Uwin, (2010) because the conceptualization of generational groupings is often based on historical events in the United States, there is a need to generalize the basis of generational groupings. acceptable everywhere. In its development, researchers have adopted the same labels in generational groupings, although there are still some differences regarding when a generational group begins and when it ends.

Our era is called the digital era with rapidly developing communication effects and various technologies. While smartphone adoption has taken place across the world in the last decade, instant messaging applications have also spread synchronously and they have become a prominent tool for communication among people. Internet based instant messaging application provides users to share any content (text, video, photos, links, video and voice calls) at any time with the opportunity of being free and easy to use. Hence, people have chosen to embrace new ways of communication and SMS has been replaced by timely instant messaging. Group-based communication is a further level of the instant messaging process, as individuals today prefer to communicate and adapt this new form of communication by sharing unfamiliar content and context. The importance of group-based communication has been underscored by its role in social and natural interactions (Olivera, 2013).

Based on the Statista report, there were 2 billion active users of the WhatsApp application worldwide as of January 2022. With this, it can be said that at least 1 out of every 4 people in the

world is a WhatsApp user. Quoted from Detiknet "Whatsapp users as the most popular instant messenger in the world have reached 1 billion active users every day, an average of 1.3 billion active users use WhatsApp every month, of the 55 billion messages, 4.5 billion of them are in the form of photos, while 1 billion are videos, the majority of messages are written, while in Indonesia WhatsApp users reach 58%." (Usman, et al, 2020).

Indonesia is one of WhatsApp's biggest markets. As of June 2021, the number of WhatsApp users in the country reached 84.8 million users, aka the third largest in the world. Based on data compiled by GWI and adapted by Berita Satu, Whatsapp users in Indonesia are 88% of the total internet users in Indonesia as of 2021. Only one level below YouTube with 94% of users. There are several important features in Whatsapp that make this application popular with many users from all over the world. According to Resende et al. (2019), the first attribute is that communication occurs on WhatsApp end-to-end encrypted, where all messages, images, videos, audio and documents can only be seen by the sender and recipient. Second, the group chat function on WhatsApp allows up to hundreds of members to communicate with each other (Resende et al., 2019).

According to data from the Director General of Population and Civil Registration, Ministry of Home Affairs of the Republic of Indonesia, as of June 2021, the total population in Indonesia was 272 million people. Meanwhile, as of March 2021, InternetWordStats data adapted by Katadata noted that the number of internet users in Indonesia reached 212 million people as of March 2021 (Dirjen Dukcapil Kemdagri, 2021).

At least, around 80% of the population in Indonesia are internet users. And 88% of these internet users are active users or internet users who have used WhatsApp. Apart from looking at total users and total monthly active users, it turns out that WhatsApp is the social media or communication media that has been used the longest. In 2020, as reported by Hootsuite data, the cumulative average monthly use of Whatsapp in Indonesia was 30.8 hours. This is because WhatsApp is seen as a top-of-mind communication and digital technology platform (Hootsuite, 2020).

Based on research by Ismi Nurmawahdah (2019), it revealed the family intimacy of social media users who have family WhatsApp groups. Based on gender, age, education, number and type of WhatsApp owned. Based on this research, the intimacy of families who have WhatsApp groups is at a high level. This is in line with research conducted (Subrahmanyam & Šmahel, 2011), social media is able to maintain communication between family members who live separately. Members provide news to each other with the same intensity so that family members feel that social media closes the distance and maintains harmony between family members. In this study,

there were no differences in intimacy based on family group, between nuclear families and extended families.

In research by Sakari Taipale and Manuela Farinosi (2018), entitled "The big meaning of small messages: The use of WhatsApp in intergenerational family communication." This research explores the use of the WhatsApp instant messenger in large families in two countries. Qualitative research materials were collected in 2014/2015 from families consisting of three or more generations and living either in the same or different households. A directed approach to qualitative content analysis was applied in the analysis of research data. The study results show that WhatsApp is considered to facilitate cross-generational family interaction. WhatsApp's success in the family context accounts for two main factors: first, the possibility of reaching the entire family at once; and second, for its capacity to promote "phatic communion" through small messages. When utilizing WhatsApp's various communicative modalities (text and voice messages, photos, videos), family members take into account the preferences and communication skills of others. Although research related to intimacy on social media (Chambers, 2017; Ma, Hancock, & Naaman, 2016; Sutcliffe et al., 2018) is starting to emerge, however, findings like this are actually questioned by Chambers (2017) about how internet presence involves social media. media can be transformed and transformed by individual relationships, considering that intimacy has so far been conventionally studied offline.

This research is interested in knowing the use of new media in communication carried out by Gen Z in extended family WhatsApp groups. The extended family can be understood as a social unit consisting of the nuclear family and blood relatives, which can include three or more generations (Yulianto B. S., 2018) considering that through WhatsApp family groups there are many generations who have different special characteristics.

This research has a problem formulation, knowing how Gen Z uses computer-mediated communication in the WAG extended family? So the aim of this research is for researchers to find the characteristics of Gen Z in using WAG extended family. And looking at some of the previous research, it still focuses on all generations joining WhatsApp. This research focuses on the use of WhatsApp, especially by Gen-Z, on the WAG extended family feature, and is expected to explore more deeply the behavior & habits of Gen Z that appear in the WhatsApp extended family group.

THEORY

1. Withdrawal theory

In social science studies, CMC is explained by Jones (1998), CMC is not just a tool, CMC has a function as technology, media and an engine for social relations. Jones further explained that CMC not only builds social relationships, CMC is also a space where these relationships occur

and is a tool used to enter that space. Among the various types of social media that make it easier for users to interact and communicate with each other, and can be used as a discussion forum, one of them is Whatsapp (Astika, 2017). And the Whatsapp family group is a feature commonly used by Whatsapp users in Indonesia. Usually divided into several, including nuclear family and extended family.

Social withdrawal theory, which includes the concept of withdrawal from social interactions, through Computer Mediated Communication (CMC) which can be briefly interpreted as communication that occurs between people using computer media and through computers (Herring in Budiargo, 2015) changing the form of social communication conventional offline has now changed to virtual or online. Like using the WhatsApp extended family group as a space for socializing, socialization occurs between family members from across generations. According to (Nelson & Rubin Fox, 2005) social withdrawal is non-social behavior. One of these non-social behaviors is Solidarity Passive Withdrawal, this behavior in the media context is to create boundaries between individuals, because they do not want to be disturbed and withdraw from their environment. can be actualized in cyberspace or online. In the context of Computer-Mediated Communication (CMC), individuals may exhibit patterns of withdrawal or avoidance of social interactions, and there are several ways in which this theory applies:

1. Online Nonresponsiveness: Individuals may tend not to respond to online messages or communications, indicating a pattern of withdrawal from virtual interactions.
2. Lack of Participation in Groups or Forums: In online groups or forums, a person may demonstrate withdrawal by not actively participating in discussions, reducing contributions of ideas or responses to certain topics.
3. Inactivity on Social Media: When someone is less active on social media platforms or rarely interacts with friends' posts, this can also be interpreted as a form of online social withdrawal.
4. Avoidance of Conflict or Negative Comments: Individuals may choose not to engage in online conflict or avoid negative comments by withdrawing from situations that may trigger tension.
5. Withdrawal in Online Groups: In online groups or online communities, a person may tend to withdraw from active interaction, choosing to be a spectator rather than an active participant. It should be noted that online social withdrawal does not necessarily indicate a problem or disability. Some people may choose to be more observative or less intentionally active, while others may face interpersonal challenges that impact their online participation. The context and reasons behind withdrawal patterns need to be explored further for a deeper understanding.

Withdrawal or withdrawal is included in the context of social anxiety and withdrawal is a fear of a social environment or situation that results in aggressive behavior, embarrassment, and

can also be characterized as continuously feeling uncomfortable (American Psychiatric Association in Kearney, 2006). Social withdrawal is a non-social behavior that has two forms, namely, Solitary Passive Withdrawal (silent attitude when playing alone) and Reticence (silence which is a form of fear and anxiety in the context of relationships with friends or other people) (Nelson; Rubin; Fox; 2005).

2. Deficit Approach

2.1. Communication disorders theory

In Zaenal Mukarom's book (2020) entitled communication theory, he says that in the process of exchanging messages, communication does not always run smoothly or according to what is expected. In this context, the communication process is always faced with a number of factors that often hinder the communication process. Including in the virtual communication process through computer mediated communication (CMC). Communication barriers or disruptions can be physical, psychological, semantic, media and so on. Of course, when the message is delivered ineffectively, there will be several technical obstacles that will lead to inappropriate feedback. Noise or obstacles in communication can originate from the sender and recipient, namely in the form of knowledge, communication skills, differences in background and originate from messages such as using ambiguous or unclear words (Liliweri, 2017: 69).

Messages sent are often not in sync with messages received. This can occur due to noise or obstacles in communication, according to Effendy in Communication disruptions (Maghfiroh, 2018: 41). consist of:

- Semantic noise is an obstacle caused by errors in the language used.
- Psychological noise are obstacles caused by other thoughts in a person's head where he is the recipient of the message, so that the recipient appears different or is unable to properly absorb the message sent by the source or another person.
- Sociological noise has the meaning of a disturbance that occurs regarding the position in an individual's social relationships (gender, age, power)
- Anthropological noise have the meaning of disorders that arise due to the culture that a person has when communicating with other people who are different from him the culture he brought.

2.2. Stigma Management Communication Theory

Stigma Management Communication theory as explained by Meisenbach (2010) in research entitled Stigma Management Communication: A Theory and Agenda for Applied Research on How Individuals Manage Moments of Stigmatized Identity. The need for individual

stigma management stems from a variety of negative outcomes associated with stigma, such as devalued social identity, prejudice, stereotypes, discrimination, and neglect.

When individuals are in this environment, there will be several negative influences, having bad prejudices towards other individuals, having stereotypical feelings due to different circumstances (Adzali and Manalu, 2022). Stigma, as defined by Goffman, is an attribute that discredits someone. The identity as an ex-convict that is attached to someone can trigger a process that causes self-isolation from other people around them (Bernburg, 2019: 9).

Identity has a tremendous impact on the communication process. Identity forms a person's form of how that person communicates with their environment. The stigma that exists in society regarding a person is not an innate attribute of that person, but rather the stigma exists because of deviations from the mainstream that arise from typical forms of certain social interactions that choose to hide their identity to reduce discrimination carried out by society (Furst & Evans, 2015 :131).

2. METHOD

This research method uses descriptive qualitative. Research using this method provides descriptive data presentation, through a description of a phenomenon obtained by the researcher through a direct or indirect data collection process that involves the researcher experiencing the event being researched and packaging it through narrative or descriptive questions (Strauss & Corbin, 2003). The descriptive method aims to describe and provide information about the characteristics of Gen Z in communicating on the WhatsApp group Extended Family. The advantage of the qualitative descriptive research method is that it can produce detailed and in-depth data about the phenomenon being studied. This method also allows researchers to gain a better understanding about individual experiences and the social processes that occur. Data analysis on the qualitative descriptive research method is more descriptive subjective and depends on the researcher's interpretation (Sugiyono, 2018).

Data sources use primary data and secondary data, data is not available in file form, data must be sought through sources, people who are used as research objects. Primary Data consists of In-depth Interviews and Participatory Observation. In-depth Interview is the process of obtaining information for research purposes by means of questions and answers between the interviewer and the respondent, or the person being interviewed, with or without using an interview guide where the interviewer and informant are involved in social life for a relatively long time (Sutopo, 2006) . Apart from that, secondary data is also needed to strengthen research results. Sugiono (2008) explains that secondary data is data that supports the needs of primary

data. Secondary data uses documentation, collecting data by recording past events, such as writing and pictures.

Research subjects are individuals who provide information to researchers relating to the research being conducted. This research conducted interviews and observations on Gen Z consisting of 6 people, 3 students, 3 alumni of Muhammadiyah University of Surakarta, WhatsApp users who by consensus were willing to become informants representing each WhatsApp group of the informant's extended family. The following is the identification of informant data:

Table 1. Informant Data

No	Informant	Sex	Age	Position
1	Informant AN	Female	23	HRD
2	Informant AS	Female	22	Student
3	Informant RN	Female	23	Accountant
4	Informant WM	Female	23	Student
5	Informant IS	Male	24	Employee
6	Informant WS	Male	22	Student

These informants help researchers adjust to the objectives (purposive) until the data collected is deemed satisfactory or saturated (redundancy). In qualitative research, samples function in optimizing the range of information needed by researchers so that the data collected focuses on information related to the problem to be researched. Qualitative researchers focus on the depth and completeness of the data they can obtain. Therefore, purposive sampling was carried out to select subjects according to the data required to focus research on completeness and depth of data according to research needs. Purposive Sampling according to (Sugiono, 2001) states that purposive sampling is a sample collection technique with certain considerations. The selection of a group of subjects in purposive sampling is based on certain characteristics which are considered to be closely related to previously known characteristics of the population (Margono, 2004).

So it can be used to find phenomena experienced by Gen-Z in the WAG Extended Family. This analysis method starts from the data collection process until the researcher draws conclusions

from the research conducted. And it is hoped that this research can produce a more sophisticated and comprehensive study of the phenomena being studied.

3. RESULT AND DISCUSSION

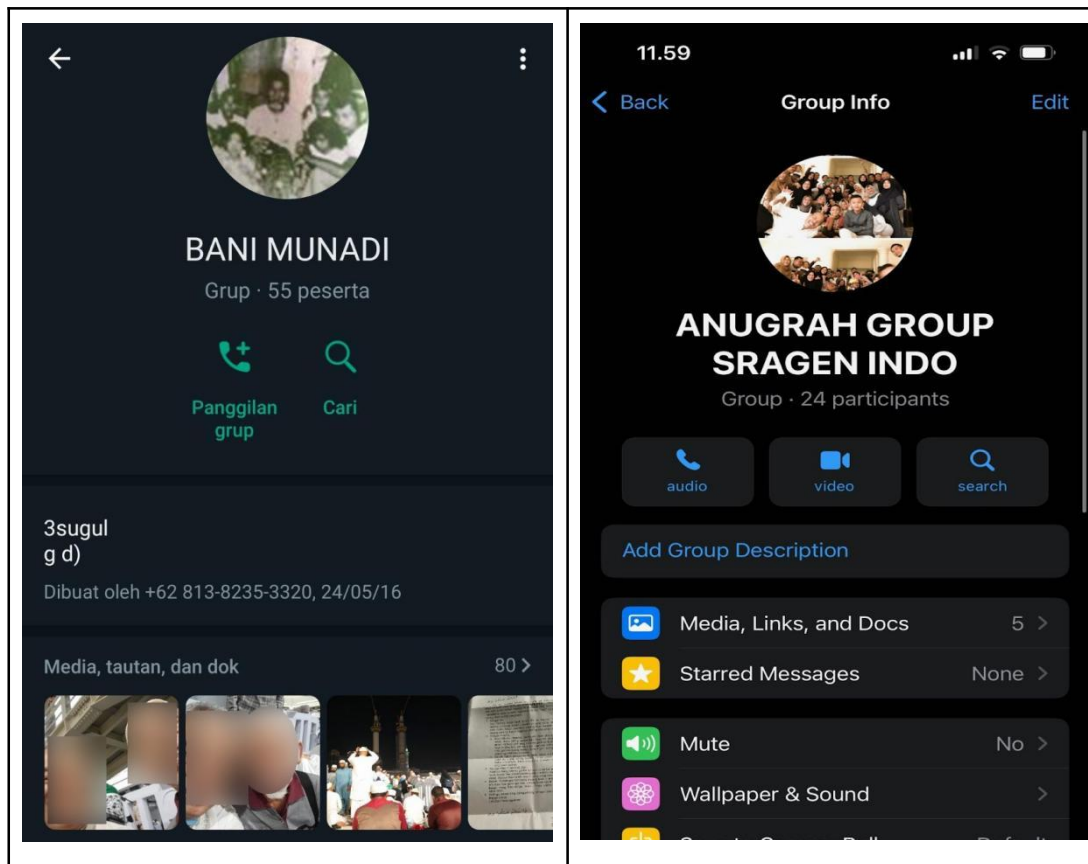
Result

In this chapter the researcher will explain the results of data findings obtained from interviews with five sources regarding the dynamics of Gen Z communication in the WAG extended family. Researchers conducted direct and online interviews with each informant for a week. The data findings obtained are quite similar between sources.

A. WhatsApp Group Extended Family Used by Gen Z

Researchers have interviewed 6 informants who are members of different extended family WhatsApp groups. And a consensus was reached which agreed that the informants were willing and agreed to be interviewed on behalf of their respective extended family WhatsApp groups. Informant AN, is part of the Anugerah Group Sragen Indo, WAG which consists of 24 members. The AS informant is part of the Bani Noor Tjahjanto, WAG which consists of 24 members. Informant RN, is part of Keluarga Mbah Sangat, WAG which consists of 34 members. Informant WM is part of the Keluarga M Jajuli, WAG which consists of 18 members. Informant IS, is part of Trah Mbah Sutinem, WAG which consists of 26 members and Informant WS, is part of Bani Munadi, WAG which consists of 55 members.

It was found that the icon or photo on the extended family WhatsApp group profile consisted of 2 different concepts, in the WAG of the Bani Noor Tjahjanto, Bani Munadi and the Keluarga M Jajuli there were old photos that came from old photos of some of the elders family members. Meanwhile, the whatsapp group of the Anugrah Group Sragen Indo, Keluarga Mbah Sangat and Trah Mbah Sutinem, consist of the latest photos containing a large family consisting of many family members who are members of it.



Pictures 1 & 2: Screenshot of the WAG Extended Family profile

This interview found that 5 of the 6 informants had joined the extended family WhatsApp group for more than 5 years. This shows that the informant has been in the WhatsApp Group Extended Family for a long time. It can be assumed that the informant has long been a member of the WAG Extended Family.

Meanwhile, one informant stated that he had only joined for a relatively shorter period of time than the others, namely for more than 3 years and since the WhatsApp group was first formed, it was included in the membership.

Usefulness of the Whatsapp Group (Extended Family) feature

The Whatsapp Group feature is an advantage in using the Whatsapp application platform. Of the 6 informants, only one person said that the Whatsapp Group feature on the WhatsApp platform, in its use within a large family, was not useful. This informant felt that in communicating in WAG, the informant reasoned about the content of the communication in WAG Extended Family is irrelevant to him.

"No, because I rarely comment or join in conversations in the group, I feel it's better to leave because it only contains adult discussion which I feel uncomfortable if I continue to join" (AN, 15 June 2023).

And others said that the Whatsapp Group was quite and very useful in communicating between individuals and families, most felt the benefits resulting from the WAG Extended family, because they knew various information related to news, situation developments, current conditions from other families who were separated by a distance. Through this WAG, the informant also felt that it helped a lot.

"Very useful, Sis, my extended family's Whatsapp group usually exchanges information about relatives who have birthdays, graduated, or who have had misfortunes such as illness or death. because the extended family comes from a city that is far away, the WhatsApp group can be enough for relatives to exchange news" (AS, 15 June 2023).

"It is very useful, because it can strengthen relationships and even communicate with extended family every day" (RN, 21 June 2023). "Useful, because you can find out news from relatives who live far away, and can send information for example regarding health, finances and other information" (IS, 22 June 2023).

Use the mute and archive message features on Whatsapp Group

All interviewees utilized the mute feature option in their respective Whatsapp extended family groups. Informants use the mute message feature to limit incoming notifications. Notifications in WhatsApp groups are often excessive so that some informants feel quite disturbed in certain situations, when working and studying. Through these notifications, it is often difficult for informants to distinguish important incoming messages, so this mute feature is quite helpful.

."Yes, I muted the WAG of the extended family" (IS, 22 June 2023). "That's right, I had to mute the WhatsApp group, because the intensity of the conversations were very frequent, it was quite troublesome with so many incoming notifications." (RN, 21 June 2023).

There was one person among the 6 sources who deliberately archived the message. This informant felt uncomfortable with the presence of the WAG extended family, he felt the WAG

was not useful, through interviews it was found that the informant's extended family lived close together and had a joint business, without the WAG extended family communication within the extended family could still be established. so the informant chose to archive his WAG extended family,

"Yes, sometimes it's too busy discussing things I don't know, so I archive it. and there are other WhatsApp groups that are more urgent, such as work." (AN, June 15, 2023).

This feature of muting messages is also preferred by informants, because informants still want to know about incoming messages within the extended family group,

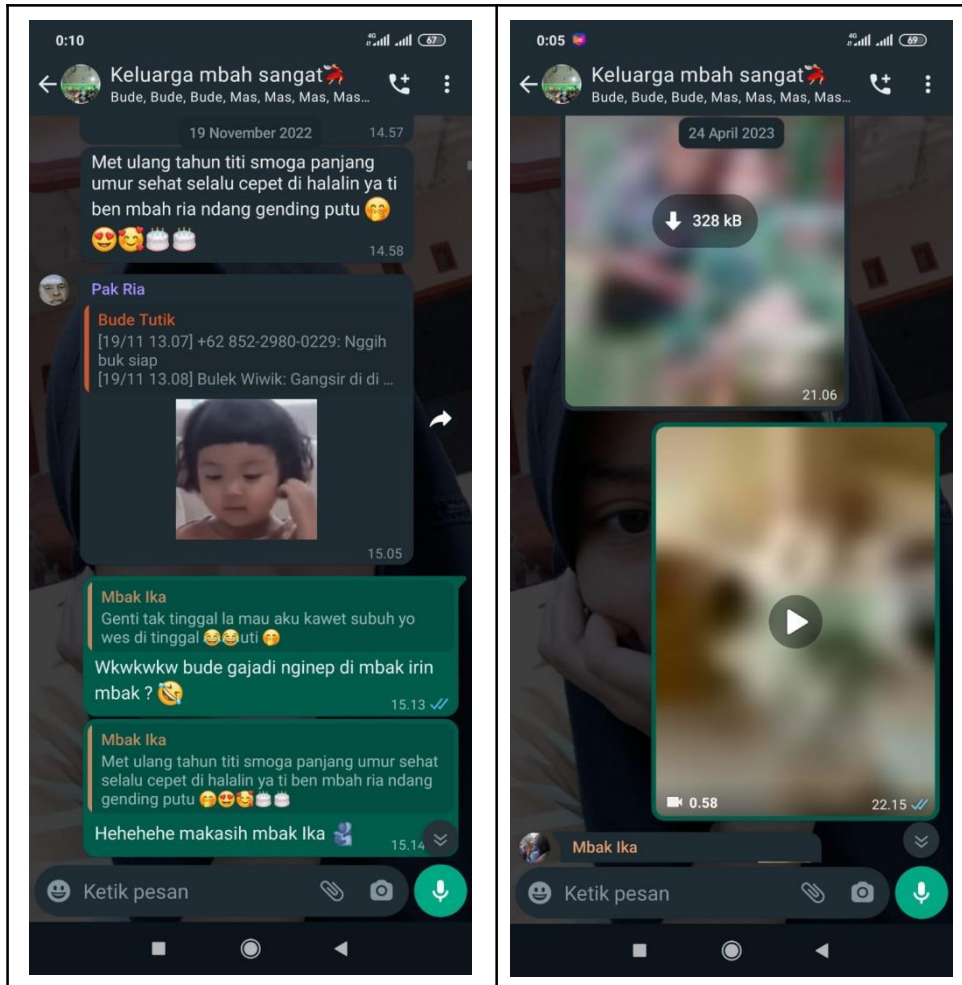
"I mute incoming messages, because sometimes it's too busy in inappropriate situations, such as when I'm studying or resting. I don't archive, because even though I'm rarely actively involved. I always read messages periodically" (AS, 15 June 2023).

B. Gen Z communication in Virtual Spaces

The Reasons Gen Z is interested in joining the WAG Extended Family Conversation

There is a unique finding that Gen Z feels compelled to join in the conversation when someone mentions or quotes their name in a topic. By continuing to read messages included in the WAG extended family, informants can find out when other members of the message quote or mention their name in a message in the conversation.

"I appear when I get a mention or tag" (WS, 22 June 2023). "If there is a conversation that involves me in it, for example, I am mentioned or the topic of the chat is about me, I will answer, sis. I join the conversation because there is a complete obligation to reply because the topic of the chat is about me and at the same time I am mentioned in the conversation." (AS, June 15, 2023). "When there is a need such as sending documentation or being questioned" (RN, 21 June 2023). "I respond if someone mentions my name" (WM, 22 June 2023).



Pictures 3 & 4: Screenshot of RN informant, responding to a message mentioning his name in a situational situation and sending documentation in WAG Extended Family

The reason for the lack of generation Z activity in the WhatsApp Group Extended Family

In several years of joining the Whatsapp Group Extended Family, researchers asked how often the informant participated in conversations while joining the Whatsapp Group Extended Family.

“only a few times, when I have free time” (WS, 22 June 2023), “I don’t appear much in conversations, only when I’m needed” (RN, 21 June 2023) & “for how many times, I don’t remember. but in my opinion, I join the conversation at a situational time only” (AS, 15 June 2023).

The lack of Gen Z communication activity in the Whatsapp Group Extended Family is based on the fact that the informant tend not to be interested in starting and joining in active

communication in the Whatsapp Group Extended Family. There are various reasons why it is difficult for Gen Z to want to join, some of which are due to the age gap,

"Because the people who often chat in groups are the older people in my family, I am less interested in joining chats in groups, maybe because the age group is quite far apart" (RN, 21 June 2023). "not interested, I rarely comment because I think it's an adult's (older) business" (AN, 15 June 2023)

There is a reason based on the fear of receiving feedback that is not in accordance with what is expected due to differences in the state of mind or perspective of each generation.

"Embarrassed or forced, are not, Sis. I'm just more worried if there are wrong words that result in misinformation" (AS, 15 June 2023). "I'm afraid of being judged, afraid that the response will be unpleasant. because I feel like I don't really know them" (WM, 22 June 2023).

It was interesting to find that the informants did not fully know members of the extended family, because not knowing someone personally caused many interpretations to emerge when communicating.

"I'm afraid of being judged, afraid that the response will be unpleasant. because I feel like I don't really know them" (WM, 22 June 2023).

The topic of discussion in the conversation also influences the reasons why Gen Z is passive in WAG.

"I felt uncomfortable because most of them only discussed things like nostalgia for when he was young, and also the activities he was currently doing" (RN, 21 June 2023). "For me discussions in groups are less interesting. And it is usually filled with ladies gossip, health and hometown information" (IS, 22 June 2023). "Of course, keep joining to be given the latest family information" (WS, 22 June 2023).

Continuity of Gen Z membership in the WAG Extended Family

Most of the informant felt that they wanted to remain involved and only one in six informants wanted to leave the Whatsapp Group Extended Family.

"I want to keep joining, because I feel this WhatsApp group is useful" (AS, 15 June 2023). "Emmm, keep joining, so you can stay up to date on what families are like, so you can always remember that there are other families besides the ones at home" (WM, 22 June 2023).

This is quite interesting considering that all informants have minimal participation in the WAG extended family, but they feel that the WAG extended family is useful and the majority of them still want to join it, the informants still communicate in their own ways in the WAG Extended Family.

Discussion

Computer mediated communication (CMC) is defined as the study of the relationship between human communication and technology related to the process of viewing, interpreting and exchanging information through a large network of telecommunications systems (Taufik R, et al. 2022). CMC has a very extensive and text-based system, for example SMS and email. CMC can occur in two conditions, namely synchronous communication and asynchronous communication. Walther (in Griffin, 2011) further said that relationships can develop by finding similarities where the WAG Extended Family is formed because of the same lineage or blood.

In using CMC, it is known that all informants have been using and joining the extended family WhatsApp group for a few years, but have had minimal or limited intensity of participation. Researchers can conclude that informants who withdraw socially have passive, indifferent relationships with the people around them in everyday life, especially in interactions in virtual spaces (Chong and Chan, 2012). With this it can be said that generation Z chooses to limit themselves in communicating in extended family WhatsApp groups, generation Z is not willing to establish massive extended family relationships virtually. Even though, stated that online relationships have the opportunity to be as intimate as face-to-face relationships, Gen Z does not take advantage of this opportunity.

The majority of informants' involvement in communication was based on other considerations, such as mentions, being asked to send photos, sharing locations, involvement in communication in the WAG Extended family did not arise through personal initiative. When

communicating in Whatsapp groups, Generation Z extended families can utilize the asynchronous communication model, so that this CMC pattern gives the sender (Generation Z) and the recipient enough time to edit their communication when they are required to participate in conversations in the Whatsapp Group Extended Family. This makes interactions in CMC more controllable and reduces the pressure of providing immediate feedback in face to face (FTF) interactions so that for some people, especially generation Z, this pattern is more interesting and everyone can provide feedback by expressing themselves in this media.

Manheim (1952) discovered the idea that the younger generation cannot socialize perfectly because there is a gap between the ideal values taught by the older generation and the reality faced by the younger generation. He further stated that social location has a big effect. Towards the formation of individual consciousness. Some informants felt uncomfortable or used to communicating on WAG because they felt they had different topics, discussions, interests, language barriers and fear of receiving negative feedback, such as being considered impolite and potentially resulting in wrong perceptions. In communicating, it is normal for noise to occur in the process of sending a message to the recipient, such as language barriers. Messages sent are often not in sync with messages received. This can occur due to interference or obstacles in communication (Maghfiroh, 2018: 41). based on Effendy in the book *Science, Theory and Philosophy of Communication* (2003), in this case communication disorders were found in the form of anthropological noise caused by cultural differences resulting in differences in the language used. and in communication between Gen Z and other generations in the Whatsapp extended family group, sociological noise arise which are motivated by age differences, psychological noise also arise, because there are other thoughts from Gen Z as recipients of messages, because of fears that may arise from Miscommunication towards other members in the WhatsApp group which could violate politeness norms, several informants said they were afraid of semantic disturbances resulting from errors in language use. This is a challenge for Gen Z in managing themselves in communicating via CMC so that they have standards that are in line with what is expected by other people who consist of several generations who are members of the extended family WhatsApp group. This difficulty is the cause of Gen Z to think twice about being active in the WAG Extended Family.

When a large family joins WhatsApp to become one in the virtual sphere, it can be called a virtual community, where they can communicate with each other without being limited by time and place as long as they have an internet network or it can also be called CMC. According to Liliweri (2015), there are several types of obstacles to the smooth communication process, one of which is process obstacles, these obstacles can mean messages that are not conveyed or are not

clear between the communicator and the communicant, can be influenced by the situation and conditions that occur in the field. Each individual sees himself through how other people see, treat and interpret that individual (West and Turner, 2010: 87). Most of the informants from generation Z chose to mute conversation notifications, rather than using the message archive feature on the WhatsApp extended family group, this aims to ensure that informants can still see and observe messages and what is included in the conversation. Through this, generation Z in the Whatsapp Group Extended family begins to involve themselves in the WAG Extended Family when they get a mention/tag in the Whatsapp group. and when asked for help by sending photos, sharing the location, Generation Z then started to provide content, while interacting in several discussions by occasionally commenting and posting needs requested by other members of the Whatsapp group Extended Family.

Identity has a tremendous impact on the communication process. Identity forms a person's form of how that person communicates with their environment. The stigma that exists in society regarding a person is not an innate attribute of that person, but rather the stigma exists because of deviations from the mainstream that arise from typical forms of certain social interactions that choose to hide their identity to reduce discrimination carried out by society (Furst & Evans, 2015 :131). In line with what West & Turner (2006) said that computer-mediated communication provides a unique opportunity for individuals to connect with other. Through this, the informant predominantly felt that the WhatsApp group was useful, therefore the informant stated that he still wanted to join the Extended Family WhatsApp group to communicate in the way that Generation Z likes, by limiting themselves and ensuring a safe space in building a favorable impression.

4. CONCLUSION

The Researchers explored and discovered the characteristics that generation Z displays in the use of computer-mediated communication using the Whatsapp Group Extended Family platform. It was found that generation Z tends to have minimal or limited communication in WAG even though they have been joining for years, generation Z is involved in communication in WAG based on situations of need and is required (asked to send photos, share location, get tags/mentions), generation Z feels they don't comfortable in communicating on WAG reasons because there are differences in topics/discussions, interests, language barriers, the potential for receiving negative feedback and resulting in wrong perceptions in communicating, Generation Z uses the mute notification and archive

features on WAG, Generation Z still thinks that WAG is Extended Family is useful and wants to continue to be part of it. Generation Z considers that with these methods or characteristics, generation Z can manage their identity socially so that it conforms to what is expected in the virtual community as members of the extended family WhatsApp group and benefits it to create an ideal image.

This research does not discuss and explore gender aspects in the use of computer mediated communication by Gen Z in the extended family WhatsApp group. It is hoped that future researchers can find differences or special things within gender.

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