

SELF-DISCLOSURE VICTIMS OF ONLINE GENDER-BASED VIOLENCE ON TWITTER SOCIAL MEDIA

¹I Luh Devi Sania, ²Arianto, ³Muhammad Farid

¹²³Communication Science, Hasanuddin University, Makassar, Indonesia

iluiludevi@gmail.com, arianto@unhas.ac.id, faridemsil@yahoo.com

Abstract

Online gender-based violence (GBV) is a form of violence that has the intention or meaning of harassing victims based on gender or sexual activity online or the use of internet technology. The objective study is to analyze reasons why victims of Online gender-based violence (GBV) choose to do self-disclosure on Twitter compared to other social media or directly disclose themselves. The result of the study shows that encouragement for online GBV victims to disclose themselves on social media Twitter is more comfortable with features such as Twitter's anonymity and speed, which make some topics popular. Social media such as Instagram, Facebook, TikTok, and Drip emphasize visual and audio-visual content that makes victims uncomfortable enough to self-disclose with content like That. The second is what the victims revealed about themselves as a form of concern against others on Twitter who can become online GBV victims. Third, online GBV victims need a place and encouragement from other victims who have revealed themselves on social media, so disclosure on Twitter can motivate other victims to reveal themselves bravely.

Keywords: Self Disclosure, Online GBV Victims, Twitter.

1. Introduction

1.1. Background

Man is a social creature. No one can, regardless of his interaction with others, so communication becomes important in life. Communication is a process in which two or more people form or exchange information. One another, in turn, will arrive at each other's deep understanding (Rogers and Kincaid in Cangara, 2002: 20).

Along with developments over time, technology, information, and communication have also experienced rapid development. Rogers's book "Communication Technology" divides eras of development communication into The Writing Era, The Printing Era, the Telecommunication Era, and the Interactive Communication Era (Rogers 1986, 26). The division of this era is done with using corner look to use technology communication. That means that the presence of technology is a marker of progress in communication. Development-era Communication now has various communication media platforms, one of which is social media makes communication online more complex. Social media is now used by almost all circles for simple communication or as a medium for expression. Social media is a bunch of internet-based applications based on Web 2.0 ideology and technology, so it is possible to create and exchange content with its users (Kaplan, Andreas M. and Michael Haenlein, 2010, 59–68).

The presence of social media as part of new media provides a new color to communication activities. Now, humans can convey messages in written form and share messages in audio, visual, and audio-visual form even over long distances. Messages contained on social media are usually called content. Every account on social media has the right to produce content, whether writing sentences or uploading images, videos, voice messages, etc.

Social media is an interactive media. Content produced and disseminated can be responded to directly by other connected social media users. Often, These responses or responses from fellow social media users give rise to friction or misunderstanding between them. This is because everyone has a different understanding of the content produced, or indeed, the content produced contains things that are inappropriate to be disseminated to the public. This problem often causes chaos on social media, which leads to online violence. One of the cases that is rife is online gender-based violence Online gender-based violence (GBV).

Online gender-based violence (GBV) is a form of violence that has the intention or meaning of harassing victims based on gender or sexual online activity or the use of internet technology. Online GBV can just experience external trauma normally and have their psychology disturbed. Of course, the victim needs available space, so a place to tell the whole story. When it doesn't find the right person to solve the problem, social media is one of choice for the victims to disclose themselves. Twitter is a medium used by many races, and there are also many young people experiencing Online GBV. As reported by datareportal.com, Twitter occupies the fifth as the most frequent social media application used in Indonesia in 2021, with a percentage of 63.6%.

Twitter has microblogging services that allow its users to send content in real-time. Content on Twitter is usually called a tweet. Twitter is also a simple and accessible social media trending topic system that can make a topic easily go viral, so Twitter became a choice for Online GBV victims to uncover and search for solutions to the cases they experienced more quickly. So this research becomes interesting because it

will analyze how Online GBV victims usually do self-disclosure interpersonally with people around them, which is now being carried out on social media Twitter. Researchers also want to analyze the reason or encouragement for Online GBV victims to do self-disclosure on social media Twitter and the extent to which self-disclosure on social media Twitter can help Online GBV victims.

1.2. Research Questions

Thus, based on the background and previous research, this article claims that Victims of violence online are more likely to choose to disclose on Twitter compared to other social media or do it directly. That means various reasons encourage victims to disclose themselves on social media Twitter. This article will then answer the question, why do the victims of Online gender-based violence (GBV) choose to do self-disclosure on social media Twitter?

1.3. Purpose and objectives

This article aims to analyze reasons why victims of Online gender-based violence (GBV) choose to self-disclose on social media Twitter. The objectivity of this study is that self-disclosure for victims of Online GBV is an important process to help them finish the problem, so self-disclosure needs to be done in the right and comfortable way for the victims, so self-disclosure via social media and Twitter can be one of the solutions.

2. Literature Review

2.1. Social Penetration Theory

Altman and Taylor explain that social penetration is an explanatory theory related to the communication process that leads to intimacy individual with individuals. There is no simple intimacy in physical, emotional, or intellectual matters, so partner individuals at the stage do activities together. (West and Turner 2014, 176). Unintimate relations develop becomes an intimate connection because of the disclosure of self. This process allows people to know each other through a connection. Disclosure of self helps form a connection, present and future, between two people and makes the self intrinsically satisfying and able to be accessed by others (West and Turner 2014, 178). This is called self-disclosure which is also included in the realm of communication psychology studies.

2.2. Self-Disclosure

Self-disclosure is an effort by someone to disclose information about themselves, what is about themselves, and what happens to them is revealed to others. Self-disclosure was first developed and popularized by Sidney M. Jourard and defined as a good deed verbally and non-verbally, disclosing aspects of self to other people.

Devito mentions that self-disclosure is a form of dripping communication emphasizing disclosure of the usual information saved or hidden, then communicated to others (Devito 2011, 64). Self-disclosure is the process of disclosing someone's personal information to others or the contrary. Self-disclosure is a person's need as a way out of the pressures that occur to themselves. The disclosure process can be done in a closed

way; somebody discloses information about themselves to others secretly through expressions and actions, whereas expressions and actions are open about what happens to someone.

2.3. Johari Window Theory

Seph Luft and Harrington Ingham developed the concept of the Johari Window as a manifestation of how a person relates to other people which is described as a window. The window consists of a matrix of four cells, each cell shows an area of the self, both open and hidden (Jalaluddin 2014, 107-108).

2.3.1. Open Area

Open areas are information about ourselves that is known by others, like name, position, rank, marital status, education, etc. When starting a relationship we will inform others something light about ourselves. The longer it takes, the more information about self. We will keep increasing it vertically to reduce hidden areas. The bigger the open area, the more productive and profitable interpersonal communication (Jalaluddin 2014, 107-108).

2.3.2. Hidden Area

Hidden areas contain information that we know about ourselves but are closed to others. This covers attention to the boss, work, finances, family, health, etc. If we do not share things included in hidden areas, we usually will become inhibitors in relating. This matter will make other people misunderstand us. Besides that matter, this will also reduce the level of other people's trust in us (Jalaluddin 2014, 107-108).

2.3.3. Blind Areas

Blind area determines that other people are aware of something about us, but we are not. For example, how does the method reduce nervousness? How to face lecturers and so on. So that we can accept information from other people regarding things we don't know. We must understand our strengths and weaknesses. These weaknesses and strengths are only known by other people but we are not aware of that (Jalaluddin 2014, 107-108).

2.3.4. Unknown Area

Unknown areas are information that other people and ourselves don't know. This will happen until we gain experience about something or other people see something about us, how we feel or behave. For example, when you like somebody first, for example, when we first like someone, we can express our feelings of love for them (Jalaluddin 2014, 107-108).

2.4. New Media

Straubhar da LaRose in Nasrullah (2014, 3-12) notes that changing terminology regarding the media exists. The emergence of new media did not, regardless

of the emergence of the internet in this world. New media is intended to cover the emergence of the digital era, computers, or network technology and communication in the century 21. Mostly, technology is depicted as a new media in the digital era that has characteristics that can be manipulative, characteristic network, concise, interactive, and engaging.

The presence of new media is understood simply as a consequence of technology communication that makes the limits of previous media platforms. It has become blurry. New media, of course, is understood with more than one form of technical and technological communication. Especially with the emergence of Internet media as a new medium. The media integrity brought about by new media also has a small social impact on people's lives. New media appear with the development of digital technology, such as in the case of existing media (television, radio, and mail news). The media has characteristics including Interactive, *Hypertextual*, Networking, Virtual or *Virtual*, and Simulation (Narullah 2014, 3-12).

2.5. Twitter

Twitter is a network of real-time information that connects its users with stories, ideas, opinions, and news about what is considered attractive by many people. Twitter is a social network and microblogging service that allows its users to send and read messages of up to 140 characters called tweets. Then tweets increased to 280 characters in November 2017 for one tweet or post.

Twitter was founded in March 2006, by Jack Dorsey, and in July 2006, this networking site social was launched. Twitter Inc. is based in San Francisco, with additional servers and offices in New York City, Boston, and San Antonio. Popularity quickly just got by Twitter because the service is fast. Four hundred thousand tweets were posted per quarter in 2007.

This growth continued to increase until it reached 100 million tweets posted per quarter in 2008. In February 2010, Twitter users sent 50 million tweets per day. In March 2010, the company took more than 70,000 applications registered. As of June 2010, approximately 65 million tweets were posted daily, equivalent to about 750 tweets sent every second. In March 2011, the number became about 140 million tweets, which were posted every day. As noted on Compete.com, Twitter became the third-highest social networking site in January 2009 from its previous ranking of 22nd. Now, more than 500 million users were registered in 2012. yielded more than 340 million tweets each day and handled more than 1.6 billion searches per day.

To date, there are 166 million daily active Twitter users. This data was revealed directly by Jack Dorsey in his conference call. Indonesia owns as many as 14.5 million Twitter users as of January 2021, according to datareportal.com. Enhancement This occurred during the COVID-19 pandemic, which caused the world to focus on looking for the latest information. Together, they solve global problems, share solutions, and request assistance and support from others. In Indonesia, Twitter occupies fifth place, with 63.6% on the list of Most-used social media platforms as of January 2021, according to datareportal.com. This data shows us that Twitter is one of the popular social media in Indonesia.

3. Research Methods

This research was conducted for approximately three months, starting from July–September 2021, with the research object being tweets/posts on Twitter social media about the self-disclosure of victims of online gender-based violence. This research uses a descriptive qualitative method with a case study research method because it is considered most appropriate to the research topic and to obtain research results from in-depth answers from informants who have been determined based on criteria. Case studies are included in descriptive analysis research, namely, research focused on a particular case to be analyzed and observed carefully and in detail. Informants in this research were selected using a purposive sampling technique, namely, a sampling technique that selected sample elements based on certain characteristics considered relevant to the research objectives. The data collection methods used in this research are observation, interviews, literature study, and data collection with documents. Meanwhile, in analyzing the data, this research uses narrative analysis and interactive data analysis by Miles and Huberman, namely, four processes that take place interactively: data collection, data reduction, data presentation, and data verification.

4. Results And Discussions

4.1.Result

Based on the observations and interviews conducted with seven informants, researchers found that three of the seven informants were men, and the other four were women. Furthermore, there are six social media sites where victims experience online gender-based violence. These media include WhatsApp, Instagram, Twitter, TikTok, Ask FM, and the matchmaking application Tinder. Then, three of the seven informants did not use their real identities on Twitter social media when disclosing themselves because they were not confident.

Next, the informant carried out self-disclosure using two models. Firstly, create a thread that only contains the story sequence in written form and does not upload images. Second, the informant created a thread with stories and images supporting self-disclosure in the form of screenshots of messages from the perpetrator containing elements of online gender-based violence.

Based on the results of observations and interviews, victims of online gender-based violence expressed themselves on Twitter because they felt more comfortable telling stories on Twitter compared to other social media, that on Twitter, a topic also trended or became popular more quickly.

Furthermore, before making self-disclosures on Twitter, five informants made self-disclosures directly in the real world and then decided to make self-disclosures on Twitter social media. The other two informants did not self-disclose directly because they did not want their case to be known by people they knew. Apart from that, three of the seven informants stated that they disclosed themselves on Twitter because they wanted to share their story but were afraid of their true identity being known by people around them, so they used anonymity on Twitter to hide their identity.

4.2.Discussion

This research on self-disclosure of victims of online gender-based violence on Twitter, based on observations and interviews, found that three of the seven informants were men, and the other four were women. It means that the majority of victims of online

gender-based violence who express themselves on Twitter are women. This is also in line with the factors that influence self-disclosure, as stated by De Vito (Devito 2011, 67). He explained that, in general, women have higher openness compared to men. Several studies have proven this, but this does not mean that men do not self-disclose because the influence of gender differences in self-disclosure is very small and is regulated by the individuals disclosing themselves.

The seven informants used two ways to disclose themselves in the cases they experienced. First, two of the seven informants disclosed by creating a thread on Twitter without including images. They only wrote down details of the events they experienced. Furthermore, five other informants used supporting images to express themselves on Twitter. The images consist of message content and evidence of online gender-based violence. This shows that self-disclosure in the new media era fulfills the fifth level of media convergence, as explained in (Nasrullah 2014, 3-12). Media convergence can occur through several data types, such as unifying data, text, sound, and images.

Furthermore, in self-disclosure, three informants chose to use anonymous accounts because they feared their identities being known by many people. These three informants did not want people around them who knew them to look down on them because of the events they experienced. Anonymity is a condition that is quite vulnerable because we know that no one knows who we are, so we will not feel hurt by other people's judgments, no matter how bad their opinions are, because social judgment is important for achieving norms in the welfare of a group. Wallace explains that anonymity is one of the conditions where somebody feels uncomfortable being recognized and displays their identity as false or only a little identity. Wallace explained that anonymity is when a person feels uncomfortable being recognized by displaying a false identity or showing little or no identity. This is in line with the concept of the Johari Window theory in the second part, namely hidden areas. Hidden areas contain information we know about ourselves but are closed to others (Wallace 1999, 23-25).

Four other victims used their real identities on Twitter social media when disclosing themselves. In the Johari Window theory, the first part, namely the open area, explains information about ourselves that other people know, such as name, position, education, work, and so on. When we start a relationship, we will tell something light about ourselves—for example, revealing our identity. The longer it takes, the more information about ourselves increases vertically, thereby reducing the hidden area. The larger the open area, the more productive and profitable interpersonal communication relationships will be. As the informants who showed their identities, they did not feel afraid of their identities being known because the message conveyed in the self-disclosure thread they created focused on warning others to be alert to cases and perpetrators of online gender-based violence. These informants dare to use their real identities so that other people can trust them more easily, making exchanging information and reciprocal self-disclosure easier.

After disclosing themselves on Twitter, the informant received feedback or relief because he could share his story with others. The responses that informants receive from other Twitter users can help them find solutions to their problems. The Johari Window theory explains this in the blind area section. Other people are aware of something, but we are not, for example, aware of how to solve a problem, so we can receive information from others about things we don't know. Devito revealed two of the five functions of self-disclosure, which explain the effects of self-disclosure, namely first,

providing the ability to overcome the problems we face, especially our mistakes, which often come through self-disclosure. Second, it helps release energy. Keeping problems as personal secrets and not revealing them to others will use up much energy and make us run out of energy for other things. Apart from that, the informant felt helped by other Twitter users' responses, such as giving likes, comments, and retweets. From this disclosure, the informant also received responses from other victims who described their experiences of online gender-based violence (DeVito 2011, 285).

Furthermore, the effects obtained from self-disclosure on Twitter social media are not as intimate as when disclosing directly. This is explained in the dimensions of self-disclosure proposed by DeVito that there are five dimensions of self-disclosure, and self-disclosure on social media does not fulfill several of these dimensions, first, namely Amount (DeVito 2011, 38). Amount is a measure or amount of self-disclosure that explains the quantity of self-disclosure. This can be measured by knowing the frequency with whom an individual discloses themselves and the duration of the self-disclosure message or the time required to express the individual's self-disclosure to others. When expressing ourselves on social media, we cannot measure how strong the frequency of communication is and how long it takes for the message we convey to be accepted or ignored by the person communicating. Therefore, De Vito also explained that audience size influences self-disclosure.

Furthermore, in the dimension of accuracy, self-disclosure on social media makes it difficult to detect the accuracy of self-disclosure, especially in disclosures that only use threads in the form of writing without images as evidence. When self-disclosure is done directly, we can see the gestures or body language of the communicator, which can be psychologically assessed as to whether they are honest or lying. Self-disclosure on social media, such as Twitter, cannot provide this, so it does not meet the accuracy dimension. The familiarity dimension also cannot be met because cyber media has so many limitations that it is quite difficult to achieve the same familiarity as direct self-disclosure.

Self-disclosure on social media only fulfills the dimensions of valence and intention. In the valence dimension, whether self-disclosure directly or on social media, communicators can still express positive and negative things that will be expressed. In the intention dimension, self-disclosure on social media can also control how widely we reveal ourselves and the information that will be shared with the public.

Furthermore, the interviews and observations show why the informants chose Twitter as a medium for self-disclosure. The reason was that informants felt more comfortable telling stories on Twitter than on other social media. Even in communicating, when we feel comfortable, we can involve empathy, sympathy, honesty, and responsibility (Albertia & Emmons, 2002). Apart from that, on Twitter, a topic trends more quickly or becomes popular, so informants can quickly disseminate the information they want to convey.

In the results of subsequent research, three out of seven informants chose Twitter as a medium for self-disclosure based on their concern for other people to increase self-awareness because everyone has the potential to become a victim of online gender-based violence. DeVito explains the benefits of self-knowledge; self-disclosure gives us a new perspective and a deeper understanding of our behavior. In providing information to other people, we will more clearly assess our feelings and psychological needs. Apart from that, other people will help you understand yourself through various inputs and vice versa. Apart from that, informants also made self-disclosures as motivation for other

victims who did not yet dare to reveal themselves, that they could make disclosures on Twitter as these three informants did. This was also stated by Sidney Jourard (Rahmawati 2014:19-20), a pioneering researcher on self-disclosure, noting that self-disclosure is a reciprocal phenomenon in social relationships. Individuals express thoughts, feelings, actions, etc., because the person they are talking to makes the same self-disclosure. DeVito (Devito 2011, 4) states that a person's urge to self-disclose is based on dyadic effects. The dyadic effect is an effect that explains that self-disclosure is reciprocal so that self-disclosure is responded to by the opponent's openness, which allows interaction between the communicator and the communicant to take place. Our openness encourages our communication partners to open themselves up, too. This also underlies the informant's self-disclosure due to the motivating factor of friends and other victims who have also revealed themselves on Twitter.

Furthermore, two other informants stated that the reason for disclosing themselves on Twitter was that they needed a place to tell their story but were afraid that people around them would know their true identity, so they used anonymity on Twitter social media to hide their identity. Twitter provides its users the freedom to use their identity according to the user's wishes. The fake identity on the account displayed on Twitter is usually called an alter account. An altered account is an identity that an individual has and describes the other parts of the personality he forms. It's a world filled with anonymous accounts or accounts that show a different side of their users. Alter accounts change personality or information but have a big impact.

DeVito explains the obstacles and risks of self-disclosure. Choosing not to reveal one's identity is an effort to avoid societal bias. What can cause our reluctance to self-disclosure is that we have internalized societal bias, meaning the society around us has conditioned us to reject self-disclosure (DeVito 2011, 69). We must solve problems ourselves, have high self-confidence, and not seem to need other people's help. Social assessment is important for achieving norms in group well-being. Second is the worry about punishment, many people are reluctant to self-disclose because they are worried about being punished, which is generally rejection. We worry that other people will laugh at us, this worry can even take the form of fear of losing a job or friendship. So, social punishment can be avoided by covering up information related to personal identity.

The results of further research found that two of the seven informants self-disclosed on Twitter without disclosing themselves to other people directly. In comparison, the other five informants chose to make self-disclosures on Twitter even though they had made the disclosures directly to people around them whom they trusted. This happened based on observations and interviews because the informants received insufficient responses when making direct self-disclosures. Carrying out self-disclosure directly does have limitations for a small audience, but the level of intimacy is quite high. This is in line with what Devito (Devito 2011, 139) stated. Self-disclosure is one of the characteristics of interpersonal communication, so self-disclosure is more likely to be carried out in communication with small audiences. If the communication audience is large, it will be easier to control or receive feedback from opponents and vice versa.

However, in this study, researchers found that individuals who express themselves on Twitter require more responses or recognition from the audience even though the level of intimacy is low. One of the four functions of self-disclosure that can support self-disclosure on social media is that self-disclosure functions to increase self-acceptance. If other people can accept us, then we can also accept ourselves. This can be seen from other Twitter users' acceptance of the victim by showing the many positive

responses the victim received. When we cannot accept ourselves, we do not know or are not aware of the factors that can make us able to accept ourselves again, and the person we are talking to will not know when we will be able to accept ourselves. After making a disclosure, we and the person we are talking to will finally get to know each other. This is explained in the fourth part of the Johari window theory, namely the unknown area, where information is unknown to others and ourselves. However, when we have experienced something together, such as the final result of self-disclosure, we become mutually aware of each other. Know that the unknown area or window will shrink as time goes by.

The next function is to solve various conflicts and communication problems. If other people know our needs, it is easier for them to sympathize or provide assistance so that it meets what is expected. Although not all responses received by the informant were considered helpful, through self-disclosure and the responses obtained, the informant gained additional energy and was more spontaneous. Keeping a secret requires much energy; in such conditions, a person will become angry more quickly, quieter, and less cheerful. The burden a person feels due to harboring a secret will disappear or decrease. This is what the seven informants then felt after disclosing themselves on Twitter.

5. Conclusions and Recommendations

Based on the research results described in the previous discussion regarding self-disclosure of victims of online gender-based violence on Twitter social media, researchers can draw the conclusion that the reason or background for self-disclosure of KBGO victims on Twitter social media compared to other social media is that they feel more comfortable with the features provided. Available on Twitter, such as anonymity and Twitter's speed in making a topic popular. Twitter users can also respond to various forms, which is very helpful to the victims. Other social media do not have the same characteristics as Twitter; apart from that, social media such as Instagram, Facebook, TikTok, and so on emphasize visual and audio-visual content, making victims feel less comfortable disclosing themselves in that way. Then, four other impulses cause self-disclosure on Twitter.

The first is based on concern for other people who could become victims of KBGO. Second, as motivation for other victims who have not dared to reveal themselves, they can do so on Twitter. Third, they need a place to tell their story but are afraid that people around them will know their true identity, so they use anonymity on Twitter social media to hide their identity. Fourth, there was encouragement from friends and other victims who also revealed themselves on Twitter. Most of the KBGO victims have disclosed themselves directly to those closest to them and then disclosed themselves on Twitter. This happened because the informant received an insufficient response when disclosing himself directly. They need recognition and support from various parties. This was obtained from the responses of other Twitter users. Some do not disclose themselves directly because they fear social sanctions if their identity and case become known to those around them.

Advice from researchers for KBGO victims and anyone who has the potential to become a victim is always to be careful about modes of gender-based violence, which are increasingly common. Suppose you experience this incident while making disclosures on Twitter social media. In that case, you should also disclose it to

the appropriate parties, such as psychiatrists, family, or parties competent in handling this problem. In addition, because the communication that occurs on social media is more complex, researchers recommend being more careful in making disclosures and being more prepared for the big risks that might occur, considering that social media is accessed by many people with different points of view when assessing something.

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