

Self-Disclosure of Generation Z

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Abstract

Purpose: This study aims to explore the self-disclosure of Generation Z with the premise that high interaction with social media will change the way of pouring one's heart from face to face to other social media.

Methodology: The descriptive qualitative method was chosen to analyze the data obtained from Generation Z's response to a number of questions that the researchers compiled and distributed in the form of a google form link.

Results: Based on the answers from 103 respondents, it is known that Generation Z actually prefers to share their problems through face-to-face rather than through social media with the main reason being that they are afraid of bad things that are not expected before. Meanwhile, close friends or best friends are the first people they choose as a place to share their problems in the real world with the reason that they already have a close and trustworthy relationship.

Applications/Originality/Value: The results of this study indicate that Generation Z, which is identical to the generation that is very close to the advancement of information technology, still needs other media that is used to open up or share their problems. They trust their friends or closest people to share their problems, because they still consider the elements of confidentiality and identity.

Keywords: generation Z, information technology, self-disclosure

Introduction Section

Some researchers identify self-disclosure with different versions but more or less the same meaning. Harahap (2019) explains that self-disclosure is one of the important aspects in interacting with individuals. West and Turner (2008) describe self-disclosure as self-disclosure to others. While De Vito (1997) mentions self-disclosure is a type of communication in which a person discloses self-information that is usually hidden. Submission of self-information can be in the form of expressing feelings, thoughts, beliefs, opinions, responses to something that is usually personal and not easy to convey directly to many people. The most important thing in self-disclosure activities is mutual trust between an individual and others. However, not all individuals can do this due to various reasons, such as lack of confidence in the other person, fear of revealing secrets, lack of courage or shame, and fear of future consequences that encourage them to use other ways of expressing feelings, one of which is through the social media (Harahap, 2019).

Stiadi, Ma'mun, and Juliantine (2020) explain that self-disclosure is a communication process used by individuals to convey information about themselves to others. Information can be both evaluative and descriptive, and can include one's thoughts, feelings, ambitions, goals, failures, successes, fears and dreams, as well as likes and dislikes (Stiadi, Ma'mun, & Juliantine, 2020). Several years earlier, Barker and Gaut (in Rasyid, Apriani, Irianti, & Verlanda, 2017) stated that self-disclosure is an individual's ability to reveal information to others, including feelings, concerns, desires, thoughts, or opinions. or opening up proves that the person is able to adapt to oneself, be active, trust others, be more open and objective. The benefits of self-disclosure according to Floyd (in Sari, 2018) include improving the quality of relationships with others, building trust, freeing negative emotions, and the process of achieving reciprocity, where when one person opens up and then the other person will open to that person. Basically, self-disclosure itself can give a picture of a person's mental health.

DeVito (in Pohan & Dalimunthe, 2017) describes the aspects of Self-disclosure, namely:

- (1) Quantity; The quantity of self-disclosure can be measured by looking at the frequency with whom a person expresses himself and the time it takes to express what he wants to convey to other people or the other person.
- (2) Valence; is a positive or negative side from the point of view of a person's attitude. Individuals can reveal

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pleasant or unpleasant things about their own character by praising their strengths or ridiculing their weaknesses. (3) Accuracy and honesty; the accuracy of one's self-disclosure is limited by the measure by which one knows oneself. Self-disclosure can differ on a measure of honesty. A person can be totally honest or exaggerated, lie, or tell an incomplete story. (4) Intention; The extent to which an individual can be open to the things he wants to convey and how much awareness of an individual in studying the information that will be conveyed to others. (5) Intimacy; a person can convey intimate details of their life, things they think are impersonal or just lies (Pohan & Dalimunthe, 2017).

According to DeVito (in Agustin & Ilyas, 2019), the factors that influence self-disclosure are: (1) the size of the group; Self-disclosure is often conveyed in small groups compared to large groups. (2) Feelings of liking/closeness; openness and self-disclosure will occur if it is done to the person he likes, so it is considered close or intimate. (3) The dyadic effect; with a sense of security and comfort, a person can be more open to others. (4) Competence; Individuals who have high competence have greater potential in self-disclosure compared to people with low competence. (5) Personality; Sociable or outgoing individuals are more able to open up than those who are unfriendly or introverted. (6) Topic; things that are special or personal have very little potential for individuals to reveal them to others. On the other hand, if the topic is general, then someone tends to open up about the topic. (7) Gender; in general, men are less open than women (Agustin & Ilyas, 2019).

Several studies on self-disclosure patterns in adolescents and adults were carried out by Gusmawati, Taufik, & Ifdil (2016) regarding Guidance and Counseling Student Self-Disclosure which explained that the condition of self-disclosure of Guidance and Counseling students is usually not in a wider category, and Mother is the first target group that is chosen the most. This shows that these Guidance and Counseling students cannot be open to various target groups, but are more open to mothers, as the closest and most trusted people (Gusmawati, Taufik, & Ifdil, 2016). There is also research conducted by Hamzah and Putri (2020) through a survey conducted on a number of students. They found three reasons that encouraged subjects to express feelings on social media, namely first, getting their own satisfaction, second, feeling fulfilled the need to be heard and third, feeling fulfilled the need to be cared for by others (Hamzah & Putri, 2020).

Petronio (in Santoso, 2019) discusses the theory of CPM (Communication Privacy Management) which imposes restrictions on a person's personal information. In principle Petronio states one has privacy management navigation. A person can tell A, B, C, and D about himself in one person, but may only tell A and B information about himself in a second person. Individuals tend to hide privacy matters from close strangers. A person will consider closeness before revealing personal things. According to Petronio, the application of this privacy limitation does not only apply to interpersonal relationships, but also to the wider context of relationships. Petronio divides the privacy management system into 3, namely: (1) Privacy ownership; where privacy restrictions include information that we have but other people do not know, (2) Privacy controls; that is how we share personal information with others. (3) Privacy turbulence; which will only happen if the management of personal information does not work as expected (Santoso, 2019).

Altman & Taylor (1973), explain that self-disclosure is a core concept in Social Penetration Theory or Social Penetration Theory, where a person can gradually express his feelings to others and hear the same thing from that person, which in turn will foster mutual trust, closeness, and a better understanding of each other. Altman & Taylor divide self-information into two levels, namely breadth and depth. Breadth is personal information that is general in nature while Depth is personal information that is confidential and is not just shared with other people, sometimes it is even kept to yourself. The closer a person is to a particular person, the greater the trust in that person. At first someone will tell a general (shallow) thing about himself, but after building trust in the other person, they will open up in more detail (in depth). A person will tend to reveal his secret personal feelings or experiences to others who he trusts or who make him comfortable in communicating (Altman & Taylor, 1973).

Based on the results of an opinion survey conducted by a private United States television channel on 2,000 subjects, it was stated that half of the total subjects agreed that they used social media as a means to convey their inner anxiety. 52%, of them think that their purpose of writing or recording their stories on social media is just to get sympathy from people while 48% of motivated subjects want to relieve their anger. The context of self-disclosure on social media generally includes the way people share information in the form of photos, videos, posts on status, comments, chats, and others (Fauzia, Maslihah, & Ihsan, 2019)

Generation Z (or Generation Z) are those born between 1995 and 2010. Generation Z is often referred to as the internet generation (i-generation). They are experts in operating various technology media (digital natives) and have a unique multi-tasking character that distinguishes them from the previous generation (Christiani & Ikasari, 2020). Therefore, the growth of Gen Z is closely related to technological freedom. Generation Z's upbringing of technology-free access affects changes in their social interaction methods, including providing information about themselves to others (Khairani & Septania, 2020). Generation Z is almost never separated from gadgets and access to social media every day. They access social media not only to seek knowledge, insight or entertainment but also to express feelings, problems, opinions and share personal experiences.

The purpose of this study is to obtain an overview and describe the self-disclosure pattern of Generation Z. Thus, this research will answer a question, namely With the high use of social media by Generation Z, will it affect the way they disclose personal information?

Methods

The research method in this research is to use a descriptive qualitative method. Descriptive research is a type of research that describes, summarizes various conditions, various situations or various phenomena of social reality that exist in the community that is the object of research, and seeks to draw that reality to the surface as a feature, character, nature, model, sign, or description of the condition, certain situations or phenomena (Yunita, 2019). The purpose of this descriptive research is to make a systematic, factual and accurate description, picture or painting of the facts, characteristics and relationships between the phenomena being investigated.

Research Participants

The target respondents are teenagers and early adults who were born in 1995-2010 without specifying a particular gender or status (student or employee), with domicile anywhere in Indonesia.

Data collection

The questionnaire was distributed in the form of a Google Form link through the status on the researcher's WhatsApp and asked the contacts on the researcher's WhatsApp to participate in filling out the questionnaire and also asked them to share the Google Form link with relatives or friends who fall into the Generation Z category.

Research Questionnaire. The researcher designed a list of closed questions (already available answer options) and open questions (open questions) to dig up more accurate information. Although there are open questions, researchers can group answers into simpler categories because of the similarity of respondents' answers. This makes it easier for researchers to group survey results.

Data analysis technique

The data analysis technique used by the researcher is descriptive qualitative method, where the researcher analyzes the results of the open questionnaire that has been distributed. From the results of these data, the researcher makes a category for the data obtained then chooses one category and assembles a story from the relationship between the categories (Creswell, 2016). The researcher summarizes the results of the responses from the respondents using the Excel program, then groups the same answers in a statistical pattern.

Data Validity

To test the validity of the data obtained, the researcher used the Member Check technique. Member Check technique is a method or process of checking data according to the data source. The aim is, among other things, to ensure that the information obtained in the research report is in accordance with the data source or the intent of the reporter. Member Check can be carried out after the end of the data collection period. This method can be done individually, namely the researcher directly meets the data source or by creating a group discussion forum (Mekarisce, 2020).

Results & Discussion

There are 103 respondents with different backgrounds, the following is a table of subject backgrounds.

Table 1. Informan characteristic based on demographic data

No	Demographic Data	Description	Percentage
1	Sex	Male	35%
		Female	65%
		Total	100%
2	Range Of Ages (In Years)	11-16	1%
		17-20	34%
		21-26	65%
		Total	100%
3	Province	Central Java	73%
		East Java	8%
		West Java	4%
		Banten	4%
		DKI Jakarta	1%
		DI Yogyakarta	1%
		South Kalimantan	1%
		Central Kalimantan	1%
		East Kalimantan	1%
		West Kalimantan	2%
		Lampung	2%
		Bengkulu	2%
		Total	100%
4	States	Students	84%
		Employee	12%
		Non-job	4%
		Total	100%

Generation Z is quite selective in choosing a figure or figures for them to tell stories and express their complaints, where they will be open to people who they feel have close relationships. They choose people who they think are closed, have known for a long time, and are of the same frequency. This can be explained by Altman & Taylor's (1973) Social Penetration theory where a person is more comfortable disclosing deep personal information (depth) only to the closest and trustworthy person. Generation Z's choice is friends instead of family as the results of another study by Gusmawati, Taufik, & Ifdil. (2016). This is because they are usually not much different in age with similar perspectives and insights so that it is easier for them to understand each other (in the language of Generation Z, one frequency) while with families (mother and father for example) there is a generation gap that allows for different points of view.

This is in accordance with DeVito's explanation (in Pohan & Dalimunthe, 2017) which explains about Quantity, where self-disclosure can be measured by looking at the frequency with which a person expresses himself and the time it takes to express what he wants to convey to other people or the interlocutor. Pohan & Dalimunthe, 2017). This is also in accordance with Floyd's explanation (in Sari, 2018) which explains some of the benefits of self-disclosure, including improving the quality of relationships, building trust, freeing negative emotions, and the process of achieving reciprocal relationships, where when someone is open and then others will open up. also on that person (Sari, 2018). This result is different from previous research conducted by Gusmawati, Taufik, & Ifdil (2016) where the mother figure is the first choice for guidance and counseling students to share their problems.

Topics that are often discussed are education, love, family, future, work, and friendship. This showed that Generation Z was often open to things or topics that are considered general, where personal things such as family and the future are very small percentages to tell. DeVito (in Agustin & Ilyas, 2019) explains that things that are special or personal have very little potential for individuals to reveal them to others. On the other hand, if the topic is classified as general, then someone tends to open up about the topic (Agustin & Ilyas, 2019). In Petronio's CPM theory (in Santoso, 2019), they exercise privacy controls according to their needs. They choose for themselves which is the right means for them to share their problems

The positive impact felt after venting in the form of feelings of relief, getting solutions, getting other perspectives, and strengthening relationships with people who are invited to tell stories or share the problems. This showed that Generation Z was aware of the need and benefits of self-disclosure to others, including freeing negative emotions, building trust, and strengthening relationships. This is also in accordance with Floyd's explanation (in Sari, 2018) which explains some of the benefits of self-disclosure, including improving the quality of relationships, building trust, freeing negative emotions, and the process of achieving reciprocal relationships, where when someone is open and then others will open up. also on that person (Sari, 2018).

The negative impact of telling stories or venting to others is that they are afraid of being disseminated, afraid of adding to the burden of others and worrying about being ignored. In proces of share their problems, generation Z considers the negative impact so that they are more selective in choosing the problems to be shared.

Based on respondents' answers, as many as 70% of respondents said they had done it, while 30% had never told or vented on social media. Although Generation Z's upbringing of technology-free access affects changes in their social interaction methods, including providing information about themselves to others (Khairani & Septania, 2020). However, with the massive development of technology and social media, it turns out that some of Generation Z still choose the conventional method by meeting face to face.

Generation Z used 2 media to share their problems, namely the real world and social media. The choice of topics turned out to be the same, namely education and romance, but in the third option, Generation Z chose to share family problems face-to-face, while hobbies were shared on social media. It was interesting that Generation Z manages privacy management in such a way by placing family as self-information at the depth level according to Altman & Taylor (1973). This is also in accordance with Petronio's theory (in Santoso 2019), where Generation Z continues to consider the privacy turbulence that may occur (Santoso, 2019).

The reason of they share their problems on social media was because (1) they did not have figures to tell stories, so social media is the right place for them to enlighten their complaints, (2) seek attention because social media reaches more parties, (3) there are the assumption that through social media a person can be more comfortable and expressive in telling stories, was easily accessible, and hopes to get a solution to the problems they are experiencing. This shows that Generation Z is aware that their generation's ease of access to technology influences changes in the methods of social interaction for some of them, including in providing information about themselves to others. This is in accordance with what was stated by Khairani & Septiana (2020) that the parenting pattern of Generation Z on free access to technology affects changes in their social interaction methods, including providing information about themselves to others (Khairani & Septania, 2020).

In general, the results of this study indicate that Generation Z shows that they are aware that social media can reach many parties, so they are very considerate of their concerns about the consequences that will occur, such as being known by many people and being bullied or judged. This was in accordance with what was revealed by Harahap (2019), where the important thing that needs to be considered in self-disclosure is that there must be mutual trust between an individual and another person. However, not all individuals can do this for various reasons, such as lack of confidence in interpersonal interaction, fear of revealing secrets, lack of courage or shame, and fear of future consequences (Harahap, 2019).

Conclusion

Generation Z (or Generation Z) are those born between 1995 and 2010. Generation Z is often referred to as the internet generation (i-generation). They are experts in operating various technology media (digital natives) and have a unique multi-tasking character that distinguishes them from the previous generation (Christiani & Ikasari,

2020). Therefore, the growth of Gen Z is closely related to technological freedom. However, the results of this study indicate that generation Z does not necessarily share their problems on social media, a media that was very close to Generation Z.

The underlying reasons for Generation Z to share problems with others, as a way of self-disclosure, are in the form of (1) they did not have figures to tell stories, so social media is the right place for them to enlighten their complaints, (2) seek attention because social media reaches more parties, (3) there are the assumption that through social media a person can be more comfortable and expressive in telling stories, was easily accessible, and hopes to get a solution to the problems they are experiencing. However, the surprising fact is that some of them still choose the conventional way of self-disclosure activities, namely through the real world or direct verbal communication for the reason that they are afraid that there will be an unexpected negative impact in the future (privacy turbulence).

Some things to consider when sharing problems as a way of self-disclosure were (1) emotional closeness and trust in friends who share problems. Generation Z prefers people who are the same age and have the same frequency, compared to their parents; (2) the positive and negative sides of sharing with others. Generation Z realizes the importance of sharing problems with other people because it will make them relieved, get solutions to their problems, get views from others, increase friendship with friends who share problems. Generation Z also realizes the importance of being careful in sharing problems in order to avoid spreading the problem to many people, adding to the burden on others, being ignored, bullied or judged; (3) the contents of the problem to be shared. The main problems that are shared with others are education and romance. Most of the research informants are students and employees so that conversations about education and romance are normal. However, more personal problems, such as family problems, are only shared with the closest people, whereas general problems can be shared through social media.

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