Sexual Harassment Survivor's Self Disclosure in Twitter

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Abstract

Purpose: Word word word word word word word word word word word word word word word word word word word
Purpose : The purpose of this qualitative study is to investigate how survivors of sexual harassment manage their privacy when disclosing their stories on Twitter, using Communication Privacy Management (CPM) theory.
Methodology : This study collected data through interviews and observations, and analyzed it using Miles and Huberman's technique, while employing source triangulation to ensure data validity.
Results: The results revealed that the informants in the study employed privacy management techniques when disclosing their stories on Twitter, such as restricting private information and avoiding revealing the identity of the perpetrator. The survivors controlled information ownership by double-checking their stories before sharing them, and paying attention to the wording, sentence structure, and language used.
Applications/Originality/Value: The study also identified two perceived criterias for rule management: risk-benefit and dialectical tension. These factors influenced the survivors' decisions to disclose their experiences of sexual harassment, with some individuals feeling more comfortable sharing their experiences than others.
Keywords: self-disclosure, sexual harassment's survivor, twitter, communication privacy management theory

Introduction

The discussion of cases pertaining to sexual harassment is often considered as a taboo topic within contemporary society. The prevalence of social stigma directed towards victims of sexual harassment is concerning, compounded by the lack of clarity within legal frameworks, which frequently fail to ensure that victims receive justice. As Paradiaz (2022) has highlighted, the Indonesian law concerning sexual harassment falls short in regulating strict accountability for perpetrators and protecting the rights of victims. Regrettably, very few cases of sexual harassment are brought to court, primarily due to the strong social stigma surrounding these incidents, which instills fear in victims, and hinders their ability to report the crime to the relevant authorities.

In contemporary times, the issue of sexual harassment has gained significant attention in the public sphere. However, the persisting reality is that a considerable number of victims, also known as survivors, are denied legal justice and are instead marginalized. The insufficiency of robust evidence in some cases renders it arduous for the survivors to pursue justice. This necessitates that the interests of the victims of sexual harassment should be a crucial consideration in the criminal justice and social policies, as well as the existing social institutions and state authorities. These are indispensable factors that require constant attention in ensuring that the protection and welfare of the victims are guaranteed (Surayda, 2006)

Obtaining legal justice in the wake of sexual harassment is a formidable challenge, which often dissuades survivors from reporting their experiences. The act of self-disclosure, which refers to the voluntary revelation of personal information to a specific audience (Masur, 2018), is a critical component of the reporting process. Typically, self-disclosure is reserved for select individuals or trusted confidants. Nonetheless, recent technological and informational advancements have led many individuals to engage in self-expression through social media platforms. This paper delves into the nuances of self-disclosure in the context of sexual harassment, with a particular focus on how survivors utilize social media to share their experiences.

The act of self-disclosure entails a purposeful and willing revelation of one's innermost thoughts, emotions, experiences, preferences, and more, through both verbal and nonverbal expressions (A Chennamaeni, 2015). This phenomenon is intricately tied to private communications, as individuals evaluate the potential consequences of disclosing their private information to others (Petronio, 2002). Notably, each individual possesses a private sphere that is not accessible to the public at large. Given the weighty implications of self-disclosure, a range of factors are weighed before deciding to engage in this behavior. Consequently, self-disclosure increasingly occurs via social media channels such as Twitter.

Twitter is a widely used social media platform that plays a significant role in Computer Mediated Communication (CMC), a communication process where multiple individuals interact via a computer, utilizing various media for a specific purpose(Nasrullah, 2016). The convenience of Twitter enables individuals to communicate and share information without the need for face-to-face interaction. The platform has become a popular medium of communication with a vast user base, especially in Indonesia, where it has gained immense success. The country has 18.45 million Twitter users, making it the fifth most popular Twitter user country in the world. This paper aims to explore the impact of Twitter as a communication tool, specifically in Indonesia, and its influence on the users' communication practices.

The widespread use of social media has created new and unique opportunities for disseminating information, and Twitter has emerged as a particularly advantageous platform in this regard. With its ability to provide rapid access to information and meet user needs, Twitter has become a powerful tool for sharing news, notifications, and other forms of information. As Wardanie (2014) has noted, Twitter's ease of use and accessibility make it an ideal medium for gaining insight and staying up to date with the latest trends. Furthermore, the platform's top trending feature allows users to easily identify the most popular and widely shared tweets, facilitating the viral spread of information among the public. In light of these benefits, it is clear that Twitter has become an indispensable tool for those seeking to share and consume information in the digital age (Rezeki, 2020)

Twitter has emerged as a platform for survivors of sexual harassment to express themselves. Many users have created accounts to openly share their experiences of sexual harassment. Masur (2018) suggests that individuals who refrain from disclosing their experiences are more prone to mental health issues. The pressure of sharing one's traumatic experiences may lead to a survivor's decision to remain silent. It is plausible that survivors may undergo a lengthy process of healing and justice-seeking before they feel comfortable sharing their stories on Twitter. This paper aims to explore the role of Twitter in facilitating survivor's narratives of sexual harassment and its impact on the survivors themselves.

Numerous Twitter accounts have been observed to openly discuss sexual harassment, with some employing real accounts while others opting for anonymity. Instances of sexual harassment survivors sharing their experiences on social media and inspiring others to do the same are not uncommon. The current media buzz surrounding sexual harassment may also instigate self-disclosure. In fact, several survivors of sexual harassment have found comfort in disclosing their experiences on Twitter. Notably, Twitter's convenience as an emotional outlet appears to surpass direct individual expressions(Mardiana & Zi'ni, 2020).

The expression of sexual harassment survivors on social media, specifically Twitter, is influenced by various factors, one of which is the accessibility and immediacy of information dissemination. The proliferation of social media platforms has led to the emergence of digital social networks that facilitate efficient communication, information-sharing, and expression of opinions(Housley et al., 2018). Notably, the ease of interaction on Twitter has fostered support for sexual harassment survivors from other users, which can alleviate their burden when disclosing their experiences. Therefore, understanding the dynamics of Twitter as a platform for sexual harassment survivors is crucial in advancing research on the role of social media in addressing gender-based violence.

The present study explores the phenomenon of self-disclosure among victims of sexual harassment, building on previous research by Defi Lufiana. The study reveals that self-disclosure is contingent upon two pivotal factors: trust and time. Indeed, it is often the case that victims of sexual harassment will take an extended period to express their experiences and select a confidant with whom they feel safe to share their story. Typically, individuals engage in self-disclosure in relation to both active and concealed information, as per Lufiana's (2021)

previous findings. The current paper aims to provide a nuanced understanding of the complexities surrounding self-disclosure among victims of sexual harassment, highlighting the crucial role of trust and time in this process.

Pulido et al. (2017) conducted a study on "Collegiate Student-Athletes' Privacy Management Strategies and Their Impact on Twitter Usage Behaviors" to examine the intricate role of individuals in revealing or concealing personal information on Twitter. The study highlights the motivations that lead college student-athletes to divulge themselves on this social media platform. Moreover, the research presents a privacy management system that delineates the risk-benefit features of self-disclosure on Twitter. This study contributes to the understanding of privacy management practices and their impact on social media behaviors, specifically in the context of collegiate sports.

The present study endeavors to investigate the privacy management strategies utilized by survivors of sexual harassment when engaging in self-disclosure. The Communication Privacy Management (CPM) theory posits that individuals have the capability to regulate and restrict the access and dissemination of their personal information (Petronio, 2002), thereby establishing personal boundaries with others. Against this backdrop, this research aims to address the following research question: how can the privacy of sexual harassment survivors' accounts be effectively managed when they self-disclose on the social media platform Twitter?

Literature review

Self-disclosure refers to the intentional act of sharing personal information with others. As noted by Turner (2008), self-disclosure can foster closeness and familiarity with others. Gainau (2009) further defines self-disclosure as the voluntary provision of precise and accurate personal information by an individual. Jourard's classification of personal data, encompassing attitudes, interests, education, physical and financial aspects, and personality traits (Denok, 2012). Underscores the breadth of information that may be divulged through self-disclosure. In sum, self-disclosure entails the intentional sharing of confidential personal information pertaining to emotions, actions, and thoughts with unknown third parties.

According to Farid Hamid, self-disclosure entails both benefits and drawbacks. On the one hand, it enables individuals to imbibe life lessons by actively listening to the experiences of others. Additionally, self-disclosure aids individuals in gauging how they are perceived by others, thereby facilitating a deeper understanding of their relationships. Conversely, withholding self-disclosure hinders effective communication, giving rise to misunderstandings and complications. Thus, individuals must exercise caution when engaging in self-disclosure, especially with individuals they trust(Gainau, 2019).

Self-disclosure is an integral aspect of mental health, wherein a positive correlation exists between healthy mental well-being and high self-disclosure, and conversely, a negative correlation with low self-disclosure. As individuals begin to feel comfortable disclosing their innermost thoughts and emotions, their mental health gradually improves. It is thus a gradual process, wherein the decision to engage in self-disclosure can take time. The therapeutic function of self-disclosure lies in its ability to alleviate stress and tension arising from personal experiences (Masur, 2018).

Self-disclosure is a phenomenon that occurs not only in face-to-face interactions, but also through intermediary platforms such as social media. As Setiadi (2019) notes, individuals utilize social media to disclose personal information, with one prominent form being the sharing of private stories or venting. Twitter is a popular platform for venting and expressing emotions, as it allows individuals to release anxiety and stress (Tamaraya & Ubaedullah, 2021). Through this medium, individuals can communicate their thoughts and feelings to a wider audience, enabling others to gain insight into their experiences and emotions. As such, social media has become an important channel for self-expression and communication in modern society.

Self-disclosure in Computer Mediated Communication

Computer Mediated Communication (CMC) is a prevalent communication practice that involves multiple individuals interacting through a computer-mediated platform (Laksana & Fadhilah, 2021). The scope of CMC encompasses a wide range of computer-based devices, including smartphones, tablets, PDAs, and other emerging communication technologies, which are commonly referred to as new communication media (Arnus,

2015). In today's fast-paced digital age, CMC has become an integral part of modern-day society, facilitating easy and efficient interactions amongst individuals.

The rapid advancement of technology has led to an unprecedented speed of information flow, facilitating quick and easy communication. Sri Hadijah asserts that Computer-Mediated Communication (CMC) has brought about a shift in traditional community communication patterns, previously reliant on face-to-face interaction, towards social networking media (in Arnus, 2015). This has resulted in a novel form of communication that offers individuals a sense of gratification when communicating via social media.

There are two types of communication that take place in computer-mediated communication (CMC): synchronous communication, which occurs in real-time, and asynchronous communication, which does not occur in real-time(Muffiddah, 2012). Social media platforms allow users to display different facets of their personalities. The asynchronous nature of CMC permits users to carefully manage and control the information that they share with the public over a period of time(Apriliani, 2020). When individuals engage in self-disclosure on Twitter, it constitutes a form of asynchronous communication, since their followers are able to access the information they share over a set duration of time, as opposed to accounts of survivors of sexual harassment, where communication occurs in real-time.

The Communication Privacy Management (CPM) Theory, was introduced by Petronio (2002). This theory highlights that individuals possess the ability to govern and uphold their personal boundaries with others (Masur, 2018). Consequently, individuals have complete control over their personal information and can decide which information to reveal or conceal from others.

Sandra Petronio has proposed that individuals may have diverse motivations for revealing personal information. These motivations may include the desire to deny guilt, alleviate emotional burden, maintain control, or simply express oneself (Petronio, 2002). Additionally, this theory aligns with the concept of dialectical change, where opposing and covert forces are constantly present. Disclosure of personal information ultimately leads to the establishment of privacy boundaries, which are dynamic and constantly evolving. Change is a fundamental aspect of the CPM theory (Masur, 2018).

The majority of social media users are aware of the need for information shared to be consumed and known to others, including the public. As such, the theory of communication privacy management (CPM) is utilized not only to investigate human interaction, but also to regulate privacy boundaries between computers and humans (Chung et al, 2021). This theory guides researchers in understanding the complex decision-making processes involved in selecting what information is shared and what is stored, particularly in cases where account owners have experienced sexual harassment. At a theoretical level, CPM theory highlights the relationship between privacy and self-disclosure, recognizing that it is dialectical (Petronio, 2002).

The theory of CPM posits five fundamental assumptions. First, personal data represents an individual's control over their own information. Sandra Petronio clarifies that personal information shared with others pertains to information about others, not just oneself (Petronio, 2002). This assumption aids researchers in categorizing personal data. Second, privacy restrictions refer to the rules governing the management of personal information. Individuals establish and apply privacy rules based on their personal interests (Waters & Ackerman, 2011). Third, ownership control indicates that personal information divulged to others renders it public property. When individuals reveal personal information via self-identification, it becomes a shared resource (Child et al, 2009). Fourth, the rules management system states that the recipient of personal data has the authority to negotiate the established privacy rules (Child, etal., 2009). Lastly, dialectical privacy management theory highlights the existence of interpersonal tension. Dialectical tension occurs when individuals weigh the benefits and drawbacks of disclosing or withholding information (Waters & Ackerman, 2011).

Methodology

The present study employed a qualitative methodology, specifically the descriptive type. Qualitative research is concerned with the nature of data collection procedures that are critical in ensuring the validity of the study results (Wijaya, H. 2018). The descriptive type facilitates in-depth interviews with the participants and allows for a comprehensive description and analysis of the phenomena under investigation. In this research, the focus is

on the privacy management of Twitter accounts belonging to survivors of sexual harassment, and the manner in which they self-disclose. The aim is to offer an elaborate depiction of the subject matter.

The informants were selected through purposive sampling, with specific criteria. The women chosen were those who had experienced sexual harassment, were active on Twitter, had a public Twitter account, and had made more than one tweet or thread about sexual harassment. Additionally, they needed to be willing to be interviewed about their experiences with self-disclosure on Twitter and privacy management. To find these accounts, the researchers conducted a search on Twitter using keywords such as "sexual harassment," "harassment survivors," and "sexual harassment." Out of the multiple accounts found, the researchers sent Direct Messages to ten accounts, but only four were willing to participate as research informants.

The researchers utilized two distinct data sources, namely primary and secondary sources. The primary data sources were derived from conducting in-depth interviews with informants who shared their experiences regarding self-disclosure and privacy management on Twitter accounts of survivors of sexual harassment. On the other hand, secondary data was collected from documentation of threads and tweets shared by these informants regarding the sexual harassment they faced.

This research involves requesting informants to share their insights on the management of openness and privacy among survivors of sexual harassment. A consent form was created by the researcher and sent to the informants prior to conducting the interview. The form clearly stated that the researcher will uphold the confidentiality of the informant's identity, and that their identity will remain anonymous. Furthermore, all data collected will be kept strictly private and confidential.

This study employed data analysis techniques developed by Miles and Huberman. The data analysis involved collecting, adjusting, selecting, and filtering important data. Subsequently, the researchers grouped the data based on relevant criteria and drew conclusions from the analysis. The validity of the data was tested using a data triangulation technique. The technique involved source triangulation, which revealed the privacy management criteria for self-disclosure among sexual harassment survivors on Twitter (Bachri, 2010)

Results

Based on the results of interviews conducted by researchers with four informants who disclosed personal information through creating threads on Twitter, the researchers were able to categorize the findings into four areas of analysis: information sharing practices, factors that influence self-disclosure, perceived benefits and risks of sharing personal information on Twitter, and communication strategies for opening up. The researchers will now present an overview of the findings, which will be discussed in six distinct categories of analysis.

Table 1. Idetail informants

Name Initials	Gender	Age
P informant	Woman	28 years
Informant X	Woman	21 years
Informant Y	Woman	21 years
Informant Z	Woman	22 years

Sorting Information In Opening Yourself on Twitter

Private Information Shared on Twitter

Private information can be defined as information that not only pertains to an individual, but also includes information about others who are not public figures (Griffin, et al, 2019). In the context of the Communication Privacy Management (CPM) theory and computer-mediated communication (CMC), the disclosure and sharing of private information through social media is a crucial issue. Informant Z disclosed private information on Twitter about incidents of sexual harassment that she had experienced. The sexual harassment incidents were considered private information due to their sensitive nature and the difficulty in disclosing them.

> "Yes, what I told you about sexual harassment was when I was in junior high school. But recently got brave to speak   up. In the past, I didn't dare of anything, especially since this is a sensitive matter in my opinion."(interview with informant Z, 8 October 2022)

This refers to the informant, identified as X, who disclosed confidential information in the form of verbal sexual misconduct. X was subjected to inappropriate behavior resulting in sexual harassment through private WhatsApp conversations. Moreover, X provided proof of conversations with the offenders of the sexual misconduct and expounded on personal feelings and actions taken in a tweet. It appeared that X was held accountable without receiving any form of protection.

> "What I tweeted was about an incident of verbal sexual harassment via chat where the culprit was my senior at the faculty. I complained to the BEM (Student Union) and the lecturers, so I explained everything in a tweet from the initial chronology" (interview with informant X, 1 October 2022)

When survivors of sexual harassment shared their experiences on Twitter, informants P, X, and Y revealed their personal information such as their real names and addresses. They used authentic accounts to narrate their encounters with sexual harassment. Although their identities are publicly known, it is not an issue since the information disclosed falls within the general category.

Informant Y expressed that using real accounts with authentic identities is not an issue for her and is considered normal without any adverse consequences. Additionally, narratives concerning sexual harassment are typically broad in scope and are unknown to many Twitter users with respect to the offender's specific identity or the location where the misconduct occurred.

> "...Yesterday, if you want to talk about my thread, it's really general, so not too many people know, where is the middle school, who did it, so I think I still think it's safe to speak up about it" (interview with informant Y, 29 September 2022)

In contrast to informant Z, the individual in question utilized an anonymous Twitter account to share their experiences with sexual harassment. While the account currently only contains general details and does not reveal the identity of the perpetrator, the choice to share their story anonymously is a deliberate one. This is due to the individual's reluctance to disclose their identity to a wider audience, particularly given the possibility that others in their personal life may be aware of the instances of sexual harassment they have faced. As such, the individual takes great care to ensure that their personal identity is not linked to the anonymous account.

According to Informant Z, expressing oneself on social media is not something he feels confident about. Despite the incident taking place several years ago, the lack of preparedness in revealing personal identity remains a present issue. Consequently, the private information shared is limited to the story of the sexual harassment incident without any personal or perpetrator identification.

> "I personally don't think I'm ready yet. The problem is if you use a real account, it will be seen by many people and you will know that this is my experience, especially if people in my real life know it, it's like I'm not ready yet." (interview with informant Z, 8 October 2022)

Source: twitter.com/informant Z

Figure 1: The thread shared by informant Z

Informant Z shared the thread displayed in Picture 1 via her anonymous account. She disclosed private information in the form of sexual harassment that she had experienced during her junior high school years. Her identity remained unknown to others as she chose to reveal herself only through her anonymous account.

Privacy Limits Self-Disclosing on Twitter

Social media serves as a platform for individuals to express themselves and share their stories. Nonetheless, it is imperative to establish boundaries when it comes to divulging personal information on Twitter. Informant Z adopts a discrete approach by concealing her identity through an anonymous account, which sets her apart from the other three informants. Additionally, she selectively discloses information by only revealing fundamental details, while avoiding intricate or explicit content.

"I just like basic stories, just like general ones. I don't go into very much detail, but what I tell you is like a kind of summary like this" (interview with informant Z, 8 October 2022)

Sexual harassment survivors may choose not to disclose certain private information on Twitter. Informant Y, for example, did not disclose the location of the junior high school where the sexual harassment occurred, nor did she reveal the identity of the perpetrator, who happened to be her own teacher at the time. Such decisions allow survivors to carefully consider what information to share and what to keep private.

"Yesterday, I can't tell the name of the middle school where it's located, right, who's the teacher" (interview with informant Y, 29 September 2022)

Similar to other survivors of sexual harassment, she only revealed that she had encountered incidents of sexual harassment in a vague manner. The informant, P, clarified that they refrained from disclosing specifics on their Twitter account, thereby limiting the scope of their written expression to ensure the safety of themselves and the perpetrator's identity.

At times, informant P only responded to a limited number of tweets concerning sexual harassment; however, these tweets did not necessitate detailed answers. Additionally, the informant replied to tweets from other Twitter users who also discussed sexual harassment. As a result, informant P also shared personal accounts of enduring and pervasive sexual harassment.

"… the thing is, the questions there aren't that complicated, not ones that require me to answer things in detail." (interview with informant P, 29 September 2022)

Source: twitter.com/informant P

Figure 2: The reply tweet sent by informant P

Picture 2 is a response to a tweet composed by informant P on their personal Twitter account. Additionally, they replied to quotes from other Twitter users. Informant P recounted a sexual harassment incident in their response, albeit in a general and non-specific manner.

The incident of sexual harassment experienced is not explicitly described; however, the account is presented in chronological order, accompanied by evidence of the perpetrator's chat. The shared information is sorted while maintaining anonymity, ensuring that the chat evidence does not reveal the names and profile pictures of the offenders involved in the sexual harassment. According to informant X, there was no disclosure of any aspect related to sexual harassment.

In this case, Informant X engaged in self-disclosure through a lengthy and ongoing thread, which was not created all at once but rather over time. As a result, the thread provides a continuous and chronological narrative of their experiences. However, Informant X did not fully address the issue of sexual harassment until later in the thread, as they believed that the information already provided was sufficient and did not see the need to divulge further details until the current case developed.

"What I did on Twitter, I included proof of chat too, right? It's really from the first chronology to the end but now I'm not updating it anyway, because I think I feel this is enough. I sort it out like other people, I don't need to know the identity of the perpetrator in that thread, right? I won't tell you, OK? informant X, October 1, 2022)
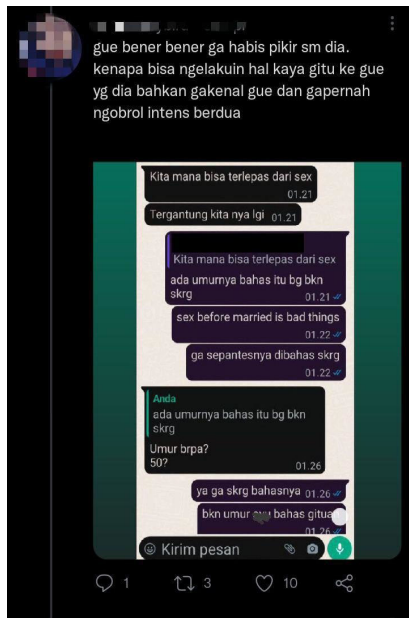
Source: twitter.com/informant X

Figure 3: The thread shared by informant X
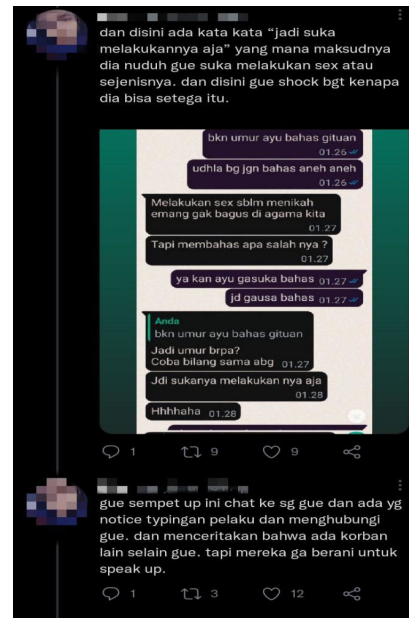
Source: twitter.com/informant X

Figure 4: The thread shared by informant X

The above images, labeled as Picture 3 and Picture 4, are excerpts from a lengthy thread that was shared by an individual known as Informant X on their Twitter account. In this thread, Informant X presented evidence of a chat log between the perpetrators of sexual harassment and provided a detailed chronological account of the events that transpired. To protect the privacy of the perpetrator, their name and profile photo have been concealed in the shared chat log. The harassment in question was verbal in nature and occurred through WhatsApp messages.

The Risk and Benefit in Self-Disclosing on Twitter

Self-disclosure on social media platforms such as Twitter can provide various benefits for individuals. At times, an individual may find it necessary to divulge personal information in order to experience emotional relief. In addition, disclosing personal information on such platforms can lead to a sense of personal satisfaction as it allows for a more authentic expression of one's self. An informant, referred to as P, shared that she experienced a sense of relief and satisfaction upon sharing personal information on Twitter. Interestingly, P also noted that if others did not respond to her disclosures, she still felt happier compared to receiving feedback from others.

"Just personal relief, just personal pleasure. Personally, for personal relief, if other people don't care, I'm actually happier" (interview with informant P, 29 September 2022)

Different from Informant X, she did not receive a positive response from individuals in her campus environment. However, after sharing her experience of sexual harassment on Twitter, she was met with an outpouring of support and assistance from fellow users. Through her posts, she was able to obtain valuable advice and guidance from various sources. As a result, Informant X was directed to report the incident to LBH APIK Jakarta, despite the distance from her domicile. Ultimately, due to the distance, the case was transferred to LBH APIK Pekan Baru, Riau, where it is currently undergoing legal proceedings in pursuit of justice.

Informant X has experienced tangible benefits from sharing her story on Twitter. In addition to receiving much-needed assistance, she reported a sense of relief from telling her story. Despite encountering obstacles in seeking justice in her campus environment, she has since received support from LBH APIK. Notably, the aid and solutions she obtained were largely thanks to other Twitter users, who offered overwhelmingly positive responses.

"When I made a thread on Twitter about this case, it made a few people notice about this and my comments got lots of suggestions from A B C said give me the contact number of this mother for me this story,then for me I came to know that there are several solutions to the problem that I told you about" (interview with informant X, October 1, 2022)

Twitter is a widely used social media platform that has an extensive and limitless scope. While the potential dangers of social media are well-known, their impact can vary based on how we engage and respond to the content, particularly on Twitter. Every piece of information shared can have a positive or negative impact on the user, depending on its nature. Therefore, prudently using social media can reduce risks for users.

Informant Y expressed herself on Twitter about incidents of sexual harassment without feeling any risk. Currently, she still feels safe after disclosing the acts committed by her junior high school teacher. One of the contributing factors to her safety was that she refrained from disclosing the perpetrator's identity or the location of the incident of sexual harassment. Consequently, no negative reactions or threats were directed towards her.

Similarly, informant Z has not encountered any risks while sharing her stories on Twitter. As per her account, she is currently in a secure phase after disclosing incidents of sexual harassment that she faced some years back. She asserts that up until now, she has been cautious in her conduct on Twitter, and has not attracted any negative repercussions.

"Until now, nothing, I'm playing it safe, so it's been safe until now" (interview with informant Z, October 8, 2022)

Communication Settings in Self-Disclosing on Twitter

Sharing about experiences of sexual harassment on Twitter is a challenging task, given the sensitivity of the topic in society. It is essential to regulate communication when survivors of sexual harassment open up on this platform. For instance, informant Z took precautions before sharing her story by paying attention to the language and words used in the thread. She also made sure to re-read her writings before posting them to avoid careless sharing without considering various aspects.

Proper arrangement of sentences is a crucial consideration. Twitter threads are likely to be read by numerous users. Failure to manage communication by taking into account the written elements could potentially endanger the platform's users. Like informant Y, she also paid attention to language and sentence structure when expressing herself on Twitter. Not only does this enhance clarity for the audience, but it also mitigates possible hazards.

"Yes, it's like setting the language, how to arrange the sentences and who do we want to talk about" (interview with informant Y, 29 September 2022)

Source: twitter.com/informant Y
Figure 5: The thread shared by informant Y
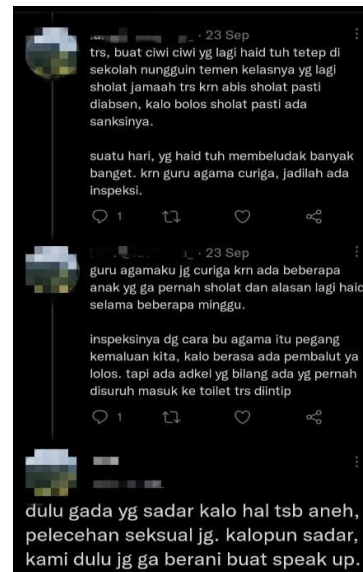
Source: twitter.com/informant Y
Figure 6 :thread shared by informant Y

Pictures 5 and 6 displayed above illustrate threads from the personal account of informant Y, where she recounted her experiences of sexual harassment. Upon close examination, it is evident that informant Y employs a lucid form of language, using simple words and sentences, thereby enhancing ease of comprehension for other Twitter users and ultimately minimizing the likelihood of misinterpretation.

Informant P revealed that to regulate her communication on Twitter, she resorted to reading books. She opined that reading books can sharpen her thought process and aid her in composing tweets. The structured flow of writing in books motivates readers to organize their sentences well, making it simpler for Twitter users to comprehend their messages.

"First read the book, why? In that book, if we read the book, it has plots like that, plots from the prologue from the beginning to the end, right? From there, I was trained to think like that to post something like that. with informant P, 29 September 2022).

Doubt and Fear in Self-Disclosing on Twitter

During the self-disclosure provided by Informant P, she stated that she currently does not have any doubts due to her stable mental condition, which enables her to take risks. However, last year, she had several concerns and reservations because her mental state was not yet stable.

Like informant X, she also expressed no doubt when discussing her experience of sexual harassment on Twitter. She believed that the perpetrator may have been motivated by anger since the educational environment should have been a secure space, yet it was not. Informant X aimed to raise awareness about the persistence of sexual harassment in educational settings, both verbally and physically.

Furthermore, Informant X expressed concerns about potential negative feedback from others. As Twitter allows for a wide reach, there is a possibility that individuals known in real life may come across the story. Nonetheless, Informant X acknowledged the need to remain vigilant and anticipate any risks, including negative responses from others.

"If you're only afraid of it, like if it goes up, I have to be prepared for negative things from other people who don't agree with me because I have to be prepared for negative responses and responses from people in my real life who finally know and think that's too much" (interview with informant X, October 1, 2022).

In contrast to informant Y, who exhibited hesitancy in recounting her story, informant X expressed a willingness to speak up from the onset. While discussing the issue of sexual harassment on Twitter, informant

X's timing was fortuitous, coinciding with a period of heightened public interest in related news. Though she did harbor some doubts, informant X was not intimidated to the extent that she felt fear.

> "I'm not afraid, sis, it's been a long time, hasn't it, the same thing happened to me, all of this. Yes, it's normal, I'm not scared" (interview with informant Y, 29 September 2022)

Discussion

The researcher's analysis indicates that Twitter users who engage in self-disclosure are capable of effectively managing their privacy rules by applying the five fundamental assumption processes posited by Waters and Ackerman (2011). These include principles related to private information, private boundaries, control and ownership, rule management systems, and dialectical management. Similarly, Petronio's (2002) Communication Privacy Management theory emphasizes the significance of employing strategies to regulate the privacy of personal accounts, especially for sexual harassment survivors who share their experiences on Twitter.

Initially, the informant disclosed private information concerning their experiences with sexual harassment. Such information is generally regarded as confidential (Johanes & Lucy, 2021). Additionally, the three informants divulged private information such as their real names and basic personal identities through their genuine accounts. Disclosing private information through real accounts offers a sense of security because the information shared is not too detailed, thus reducing the likelihood of revealing the identity of sexual harassment offenders. The informants avoid using anonymous accounts as they feel secure and can minimize risks. However, this contrasts with the results of Nazanin Andalibi et al.'s study (2016).

Secondly, the concept of privacy limits is crucial when considering self-disclosure on social media platforms like Twitter. Individuals who choose to share personal information online set boundaries for what they want to keep private. The participants in this study also showed a sense of ownership over their information and a desire to control it (Indriyani et al., 2021). Privacy restrictions vary across different contexts, and it is essential to manage them effectively. Therefore, information owners need to continuously adjust their boundaries to strike a balance between disclosing information and preventing privacy breaches (Chung, et al., 2021). When sharing private information, individuals create private boundaries to determine which information is appropriate to share. In this study, all participants revealed that they shared general information and did not disclose specific details about the perpetrators of sexual harassment.

Thirdly, control and ownership of information are important factors to consider. Njotorahardjo (2014) found that individuals who perceive themselves as the primary owners of information actively seek to regulate what, when, and with whom their personal information is shared. When survivors of sexual harassment choose to express themselves on Twitter, their personal information becomes public property (Child et al., 2009). Despite the fact that the information is shared with the public and automatically becomes public property, the informants in this study still have control over what information is shared. Before distribution, the informants double-checked the accuracy of the information, the sentence structure, and the use of language. These findings align with the research conducted by Anna Herrman & Kelly Tenzek, which highlights a person's right to regulate the flow of information and control their personal information (Herrman & Tenzek, 2017).

The fourth aspect discussed in this study is dialectical management. Management based on rules is characterized by the features of rules, and the motivation criteria are prominent in this study. The informants' motivation for expressing themselves on their Twitter accounts was to attain personal relief (Mahardika & Farida, 2019). Contextual criteria were utilized when informants faced situations that demanded expression. Furthermore, the risk-benefit criteria indicated that informants did not face risks when disclosing themselves on Twitter; rather, one informant benefited from having a solution to a problem that was subsequently brought before the law. This aligns with research conducted by Christy Cheung, Zach WY Lee, and Tommy Chan, which found that informants do not face risks but rather gain benefits from self-disclosure(Cheung, et al, 2015).

Lastly, the concept of dialectical management is discussed in this study. According to Saputri (2022), informants experienced dialectical tension prior to their decision to open up on Twitter. One informant, in particular, expressed concern over the possibility of receiving a negative response from the public in response

to their shared thread. Other informants also experienced doubt and hesitation when it came to self-disclosure on Twitter. However, despite the potential risks involved, the informant in question ultimately felt ready to engage in self-disclosure (Nugroho, 2022). In contrast, two other informants reported experiencing minimal dialectical tension and were not particularly fearful or hesitant when expressing themselves on Twitter.

Conclusion

The Communication Privacy Management (CPM) theory was applied to analyze the self-disclosure of sexual harassment survivors on Twitter. The findings indicate that all of the informants disclosed private information about their experiences of sexual harassment through their Twitter accounts. While three of the informants used their real accounts to reveal themselves, one informant chose to remain anonymous. Moreover, each informant demonstrated a keen awareness of privacy limits when disclosing personal information on Twitter, specifically by communicating in general terms and refraining from identifying the perpetrators of the harassment.

The informant plays a crucial role in managing and controlling the information shared on Twitter by maintaining private ownership. This is achieved by monitoring the tweets and threads and paying close attention to the choice of words, sentences, and language used. There are two key factors that inform the decision-making process for informants when it comes to disclosing private information on Twitter. Firstly, motivational criteria and secondly, a careful consideration of the potential risks and benefits involved. In instances of self-disclosure, some informants experienced a sense of dialectical tension, which led them to carefully consider whether or not to share certain information. However, this tension was not experienced by the other two informants.

Acknowledgments

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