

## Personal Information Disclosure Strategies of Cyberbullying Victims to the Family

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### Abstract

Cyberbullying is aggressive and repetitive behavior perpetrated using digital technology to scare, anger or embarrass someone. Victims of cyberbullying often experience negative impacts on their mental health, self-confidence and social relationships. One strategy or way to cope with their problems is to disclose to their family. Self-disclosure is not always easy due to considerations about privacy and the risks involved. Victims of cyberbullying are not always open in sharing their feelings and the bullying incidents they receive. This study aims to find out how the strategy of disclosing personal information of cyberbullying victims to families. This study uses the Communication Privacy Management theory proposed by Petronio to analyze how cyberbullying victims can determine the boundaries of their privacy and the rules used to disclose or hide their personal information. The research conducted used qualitative methods and used a descriptive approach. The sampling technique in this study was to use the snowball sampling method. The data collected using interview techniques with four informants who have experienced cyberbullying, researchers used interview techniques for this study conducted with semi-structured interviews. Researchers use source triangulation which is used as a data collection technique in research. The data analysis technique used in this research is the analysis of the Miles and Huberman model, the analysis is carried out during data collection and after completion of data collection within a certain period. The results showed that cyberbullying victims have different privacy boundaries. This study also found that victims of cyberbullying have certain rules used to disclose or hide their personal information to their family such as the level of trust and expectations and responses.

**Keywords:** Cyberbullying, family, self-disclosure, privacy

### Introduction

Cyberbullying is an image of bullying that is formed when one person or some people use information and communication technology such as email, cell phones, text messages, personal websites and other social media. Used repeatedly and intentionally to hurt others. The features and types of cyberbullying are diverse, from uploading pictures or posting to make the target feel embarrassed, teasing the target, logging into other people's social media to intimidating the target and causing a case or incident (Prahesti & Sari, 2017).

Cyberbullying is becoming increasingly common among teenagers. Cyberbullying has a negative impact that hinders the growth and development of teenagers, which not only causes problems in the short term but also in the long term. As information technology, communication and features develop, it requires the participation of various parties to understand and realize this issue as a serious problem. Understanding the risk factors requires prevention and treatment as there is no single factor that increases the risk of teenagers engaging on cyberbullying (Rusyidi Binahayati, 2020).

Cyberbullying has become familiar to the youth of the present day. There is no denying that cyberbullying has become an incident that disrupts the future youth of present day. This is because cyberbullying has a tremendous impact on its targets. Cyberbullying can affect all parts of their activities, starting from their mental, body, and social life. But unfortunately, in reality, the phenomenon of cyberbullying is considered trivial by most teenagers (Permatasari, 2022).

The adverse effects of cyberbullying can change all parts of the activity (mentally, physically and socially) and certainly affect subsequent changes. Greater access to social media results in cyberbullying, which is too vulnerable for new and psychologically unstable generations or offspring. With high cases of cyberbullying, the number of victims may increase as the cases spread. The condition will be able to increase for targets facing despair, anxiety, and low peace (Sukmawati et al., 2020).

The function of the family, especially parents in the event of cyberbullying is very important. The family is a place for behavior to build relationships. Almost everyone in all societies that have ever existed in the world is bound in a network of family obligations and rights known as relationships and roles (Manaf Muhajir, 2019). Teenagers who are victims of

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cyberbullying consider the family to have an efficient role in leading to individuals that believe in themselves and can overcome problems, because they are victims of cyberbullying consider family to be cared (Azis et al., 2021).

Communication within the family is the presentation of a mandate through parents, grandparents, or the reverse of receiving a mandate. The mandate is transmitted when the relationship is contained in the form of input, messages, information, guidance or direction as well as asking for a favor. Relationships in the family are communication that takes place in the family, is how family parts communicate with each other. In conjunction with other family parts, it becomes a place to grow and spread the quantity needed to be a guide to life. The communication that takes place in a family is not comparable to the communication of other families. The family is the foundation for the child's personal training, because the family has a very significant role when it comes to child guidance and the family is the place where the child grows from presence to age (Rahmah, 2018).

Self-disclosure is talking about ourselves to others and letting them know how we feel and what we think (Gamayanti et al., 2018). Self-disclosure includes information that is public and that is well hidden. As Shertzer and Stone, 2012 explain. To express itself as "feelings, attitudes and beliefs", here the treatment of self-disclosure depends on one-to-one member trust. Self-expression has benefits for all individuals as well as for the relationship between the two parties. For some people opening up to others in their environment will make it easier to solve even the most difficult problems because the person is able to tell and ask about opinions to others (Setianingsih, 2015).

Self-disclosure has an impact as part of the process of resolving difficulties that arise from a person after they have made self-disclosure. Someone who does self-disclosure will support or help those who do disclose the events they experience (Salim et al., 2022). The relationship between children and parents is very influential on children who experience cyberbullying. When the parents are not able to be a good figure for the child, it cannot create a safe closeness for the child. In this case, it is expected to have a closeness with parents who accept and are felt to be able to contribute and support the cyberbullying problems experienced by children (Astuti Dwi Nining & Astuti Kamsih, 2020). Teenagers who are victims of cyberbullying lead to loners, separate themselves and are reluctant to speak honestly because someone who is a victim of bullying does not want to talk openly with the people around them, especially their family. The lack of family relationships, functions and roles are less specific and children do not consider themselves accepted by their environment (Aini & Apriana, 2018).

A meaningful component of the relationship to develop the desire to divert cyberbullying for teenagers is the willingness to communicate, in this study researchers want to examine how victims can be open with their families. The victim needs someone to tell who can understand him, especially the closest person, namely the family. Victims can get a positive emotional concept with the family's role of listening and giving advice and advice. This, a real step by his family can contribute to that determination because it gets direct support (Hendana & Supratman, 2021).

This research will be conducted in Surakarta City at Universitas Muhammadiyah Surakarta. The research was conducted in Surakarta because the researcher took the subject of Communication Science students, which experienced cyberbullying. The high number of cyberbullying cases in Indonesia is the reason why researchers took the research topic. According to the Coordinating Minister for Human Development and Culture (PMK), Muhadjir Effendy said 45% of children in Indonesia experienced cyberbullying throughout 2020 (Ardiansyah, 2022). Cyberbullying also occurs in Canada and the United States, gaining national media attention as a result of teenage suicides involving cyberbullying (Espelage & Hong, 2017). In subjects ranging in age from 20 to 23 years, it has been suggested that there is a tendency cyberbullying; the subject admits that they have been cyberbullied on the social media they use. In this case, the researcher wants to know the self-disclosure of adolescent victims of cyberbullying to their families.

Previous research examined the role of families in overcoming cyberbullying in the new normal era in Prenggan village, Gede City, Yogyakarta. This study explains that students are a group that is vulnerable to cyberbullying. These conditions require solutions and serious thinking about parenting in the new normal era. The rise of violence in cyberspace due to the pandemic has been going on for almost two years. This makes social media an important thing for teenagers during the pandemic. The purpose of the study was to find out the impact of cyberbullying and family revitalization to overcome it. The results of this study show a program that can increase understanding of the impact of cyberbullying in the era of the COVID-19 pandemic and how to protect yourself and your family from cyberbullying (Anggraini, 2023).

Then, previous research on an individual's self-disclosure on Instagram social media using the instastory feature. Self-disclosure theory, phenomenology theory, and motivation theory were used to analyze self-disclosure in instastory. The data collection techniques used in the study were observation, interview, and documentation. The informants amounted to three people with predetermined characteristics, namely the number of followers, viewers, and the availability of the source's time to be researched and interviewed. The conclusion of this study is that based on the results of interviews and observations of informants by looking at the dimensions of self-disclosure, researchers conclude that individuals feel comfortable and have their needs satisfied in the process of self-disclosure through the instastory feature (Mahardika, 2019).

This research is interesting to study because there are many cases of cyberbullying out there. It is detrimental but many take it lightly and even the victims are fairly numerous. With the effort of self-disclosure to someone, especially the family as the closest person to the victim, it is hoped that it can reduce the sense of suppression due to cyberbullying. Anxiety and anxiety due to cyberbullying are expected to be relieved due to our self-disclosure to the family, so that victims can get the role of family as a form of communicating the problems they are facing. Victims can feel a sense of security,

comfort after opening up to the family about the cyberbullying problems they have faced. So that what can be the formulation of the problem in this study is how the strategy of disclosure personal information by victims of cyberbullying to the family?

## **Theory Literature**

### ***Communication Privacy Management***

Communication Privacy Management (CPM) is a theory that represents a roadmap that suggests personal disclosure is dialectical, that people make decisions about disclosure or hiding based on criteria and conditions that they consider important, and that people fundamentally believe that we have the right to regulate access to our personal information. To fully understand personal disclosure attitudes, we need to consider not only the person who discloses or hides, but also how that decision affects others. Communication Privacy Management (CPM) uses the metaphor of boundaries to illustrate that while there may be a flow of personal information to others, boundaries mark the line of retrieval so that control issues are clearly understood (Petronio, 2002).

This theory states five basic assumptions that support the rule management system. According to these assumptions CPM proposes a rule management process to regulate privacy. The five basic assumptions determine the nature of CPM. First, the theory concentrates on personal information. Second, the boundary metaphor is used to illustrate the dividing line between personal information and public relations. Third, control is an issue for two reasons. One, people believe that personal information is owned by themselves or shared with others, thus they want back the boundaries. Two, revealing or hiding personal information can lead to feelings of vulnerability. Consequently, control is also important to counteract potential vulnerability. Fourth, the theory uses a rule-based management system to aid decision-making on how to set boundaries. Fifth, the idea of privacy management is based on treating privacy and disclosure as dialectical in nature (Petronio, 2002).

Petronio explained that the CPM principles have five main ideas that support the management system, namely personal information, personal boundaries, control and ownership, rule-based management systems and management dialectics (Petronio, 2002):

This first concept of making personal information the content of self-disclosure allows us to explore the way privacy and intimacy are separate, fundamentally linked to the act of disclosure. Parks (1982) argues over a large number of studies and among textbook authors, self-disclosure is often equated with intimacy. In shifting the emphasis to private information, intimacy can be redefined as a possible outcome of self-disclosure to another person. Intimacy reflects all things of a close relationship. Disclosing personal information may be one way of building intimacy, but it cannot replace all dimensions of intimate relationships.

Personal boundaries being the second concept, this assumption emphasizes that individuals can control their personal information with the use of their own personal rules. This includes the boundary between public and private. This general boundary explains the line between being public and being private. When personal information is shared, the boundary around it is called the collective boundary, regarding which not only individuals, but also relationships, belong. When personal information is firmly held by the individual, the boundary is called the personal boundary.

Control and Ownership being the third concept that Communication Privacy Management (CPM) considers individuals view personal information as something that they own, as well as that they will control, disclose and hide. Individuals want to be in control of the risks of how this information is managed. Therefore, individuals feel entitled to determine what others know about them. When others gain access to a person's personal information, that person becomes the second owner of that information.

The fourth concept of Rule-Based Management System assumes that the management system provides a structure for understanding how personal information is handled. A rule-based management system relies on three management processes: the first, the Privacy Rule characteristic, contains rule development and rule properties. Rule development is a way of looking at rules that tries to understand the decision to disclose or hide personal information. The second management process is Boundary Coordination, which refers to how we manage the information we have with co-owners. Three ways of managing personal information pass through boundary linkage, boundary ownership, and boundary permeability. The third management process, Boundary Turbulence, assumes that disruption of control over controlling the flow of information to third parties. It arises from the impact when boundary coordination rules are unclear or when individuals' expectations for personal management conflict with each other.

The fifth idea that supports the management system is Management Dialectics based on personal information, namely the emergence between the desire and need to disclose and hide personal information. In previous research on the analysis of personal disclosure of adolescent victims of sexual abuse to parents who also used self-disclosure theory and Communication Privacy Management (CPM) theory. The study aims to describe the personal communication management carried out by teenage victims of sexual harassment in revealing themselves to their parents (Valen & Supratman, 2021). This theory is used by researcher to assist in answering the problem formulation in the study.

## **Cyberbullying**

The use of information technology in this present-day world is like a double-edged sword. In addition, the magnitude of the uses and functions that we are able to obtain, including from this information technology, is the phenomenon of cyberbullying among children of young and old age. Cyberbullying or bullying in the digital world is increasingly sad when equated with physical violence (Rahayu, 2012).

Cyberbullying is the act of bullying using electronic media, the act of bullying on social media is the act of the perpetrator deliberately for the purpose of causing suffering, the act is always carried out constantly or repetitively, cyberbullying is often associated with ties that are characterized by power gaps. Cyberbullying is broadly defined as the behavior of an individual or group of people towards another person through text messages, photos or narrated videos (Marsinun & Riswanto, 2020).

Additionally, cyberbullying in Indonesia is linked to internet usage which increases every year, especially among teenagers (Rifauddin, 2016). The results of research reported by the Indonesian Internet Service Providers Association (APJII) in 2019, at least 49% of netizens have faced cyberbullying. Since 2020, Bullyid has been responding to complaints related to cyberbullying issues. Bullyid is a non-government-run organization that provides support to victims of cyberbullying. With around 2,700 complaints related to cyberbullying, the most commonly reported cases are online threats and revenge porn (Melisa Mailoa, 2022).

Cyberbullying is very common in Indonesia, but there are still many people who believe that it is normal. Therefore, people need to be educated more about the impact of cyberbullying so that they do not tolerate it. Parents are very important to prevent cyberbullying, in this case parents must teach how to behave properly on social media and always monitor what their children are doing on social media. In addition, it is important for parents to communicate openly in this case in order to find out how children are on social media. This is important because parents often do not know if their children are being cyberbullied. The role of parents is to provide maximum support for their children and reassure them that they are in a safe and comfortable place and will remain that way (Yulieta et al., 2021).

## **Methodology**

Researchers conducted research by taking the main focus, which is to understand how the strategy of disclosure personal information by victims of cyberbullying to the family. In this study, researchers wanted to use qualitative research methods and use a descriptive approach. Regarding qualitative research methods, Creswell (2008) defines as an approach or search, study and master the central phenomenon. In order to master the main facts, the researcher conducts interviews with participants and presents the issues and their ordinary and quite in-depth nature (Raco, 2010).

Qualitative methods represent a contrasting strategy to scientific inquiry compared to quantitative research methods. Qualitative analysis makes use of other philosophical assumptions; analysis strategies, and methods of data collection, analysis, and interpretation. Although the procedures are similar, qualitative methods rely on text and photo information, have unique methods for analyzing information and utilize a variety of inquiry strategies (Creswell, 2009).

This study collected data through data sources through research subjects. The sampling technique used for this research is snowball sampling. Snowball sampling itself has the meaning of a snowball or lump of snow rolling from the top of an iceberg which is getting faster and more numerous. In this case snowball sampling means that to select informants from small and then increasing periods of increasing the total origin of the data, then truly obtained which will be known for the context of the research being conducted. This is for the initial part of the researcher enough to take one informant, then the first informant asks again for informants who know and understand the problems related to the data that are the focus of the research. And so on until the data and information collected is sufficient and the data obtained since the beginning of the research has shown the same results and has not changed anymore (Yusuf Muri, 2017). The research sample that will be used in this study has several criteria, the subject claims to have experienced cyberbullying on the social media they use, this is done on subjects ranging in age from 20-23 years old.

Meanwhile, the data collection technique in this study is to use interview techniques. Interviews are a form of direct communication between researchers and informants. This communication takes place in the form of questions and answers in face-to-face relationships, so that the movements and facial expressions of the informant are media that complement verbal words. Therefore, interviews are not enough to capture knowledge or ideas, but also capture feelings, emotions, experiences, and motives that informants have. Researchers used interviews for this research conducted with semi-structured interviews, this means that the questions that can be answered are freely by informants without being bound by certain patterns (Gulo, 2002).

On data collection techniques, triangulation is a data collection technique that compares various data collection techniques and available data sources. This is carried out by researchers using source triangulation, which is to seek the truth of certain information through various methods and sources of data acquisition. For example, besides interviews, it is also done through observation, documentation, official records, personal notes or writings as well as drawings and photographs. Each of these methods can produce different evidence and data, and subsequently will provide different views on the phenomenon under study. Different views will give birth to a breadth of knowledge in order to obtain reliable truth

(Wahyuningsih, 2013). Source triangulation can also be interpreted as a source that obtains data from different informants or sources but uses the same technique (Sugiyono, 2015).

This study uses the Miles and Huberman model of data analysis. The analysis was carried out during data collection, and after completion of data collection within a certain period. At the time of the interview, the researcher had already analyzed the interviewees' answers. When the interview answers are analyzed and still unsatisfactory, the researcher will continue the question until a certain phase, and the data is considered *kerdibel*. Miles and Huberman (1984) suggest that activities in qualitative data analysis are carried out interactively and run continuously until completion, and so that the data is saturated (Sugiyono, 2021). Miles and Huberman model data analysis technique consists of several stages, namely: First there is Data Collection, data collection is the main activity in every research. In this study, data collection was carried out by in-depth interviews and recorded as evidence of data collection. Data collection can be done in days and maybe even months, and the data obtained will be a lot. Second, there is Data Reduction, after collecting data, quite a lot of data will be obtained, this needs to be recorded and examined in detail. The longer the researcher collects data, the longer the information produced, so it is necessary to immediately analyze the data through data reduction. In the data reduction process, researchers must summarize, select and sort out important things, and look for themes and patterns. The data that has been reduced will provide a clearer picture, and can make it easier for researchers to carry out further research if needed. Third, there is Data Display, after going through data reduction then the next step is to display the data. In this study, the presentation of data is in the form of narrative text. When we display data, it will make it easier for us to understand what happened and plan the next work according to what has been understood. Fourth, there is Conclusion / Verification, the last step in qualitative data analysis according to Miles and Huberman is drawing conclusions and verification. In this conclusion making is leading to questions that have been made before.

The results of the interviews will be organized according to the categories in this research. So that the data that has been accumulated will be selected again according to the data that is important and in accordance with the research topic. Then the data that has been obtained and has gone through several processes will be put together and collected to draw conclusions from the data. This is carried out because it will be the answer to the question in this research.

## Result and Discussion

### Result

In this results and discussion stage, the results of the discussion interview are described regarding the Personal Information Disclosure Strategies of Cyberbullying Victims to the Family. The focus of the research is to find out the self-disclosure of cyberbullying victims to the family regarding the cyberbullying problem faced. This research was conducted in the city of Surakarta by looking for informants who have the criteria that have been determined in this study.

In this analysis stage, what the researcher does is prepare a list of questions used for interviews with informants for data collection, which is then analyzed to find out how the information provided by the informants.

This research was conducted through interviews with four informants, male and female, who had a background in experiencing cyberbullying cases, from June to December 2023. The results of the research obtained with intimate interview techniques with four sources as a form of data search with participants in the field and then analyzed.

The analysis focused on victims who experienced cyberbullying problems and saw how they revealed these problems to their families. In this stage of analysis, interviews were used for data collection. The interviews were conducted in depth so that the information obtained was more objective and the information obtained was more accurate. Interviews were also used to obtain information from trusted data sources.

The study found that informants experienced cyberbullying treatment from various periods of education. The treatment was obtained from peers and in the informant's social media when the informant created content on his social media, with types of treatment, verbal, alienation, negative comments and text messages:

From the interview, informants also said that they experienced cyberbullying at various levels of education, some experienced it during junior high school, high school and college. As researchers found in informants 1, 3 and 4.

*"For cyberbullying itself at that time when it was more precisely when I was in high school"* (Informant 1, November 2023).

*"The first one was on Facebook when I was in junior high school and Instagram when I was in high school"* (Informant 3, November 2023).

*"If I got cyberbullying, it was only in college before, never, never if the cyberbullying that I sent yesterday was in college"* (Informant 4, November 2023).

From the cyberbullying treatment, informants admitted that they really got cyberbullying treatment and at various types of education levels. In addition, in interviews that researchers got from informants 1, 3 and 4, these informants admitted that they had received treatment such as getting negative comments and text messages on their social media.

*"Cyberbullying happened when my skin condition was not good, the people commented and made it their joke and in my opinion it was not a joke that made me hurt until now, the social media platforms involved were Instagram and WhatsApp I received treatment from this cyberbullying." (Informant 1, November 2023)*

*"So it happened about a year ago when I made content on Tik Tok, my intention was actually to make a fun video, but it turned out that netizens took it differently" (Informant 4, November 2023).*

The informant also shared in the interview how the details of the cyberbullying occurred and mentioned the social media involved in the cyberbullying.

*"The cyberbullying that I experienced happened when I uploaded a story about a selfie of myself and then some people responded, commented on my story where the message led to body shaming" (Informant 1, November 2023).*

*"In the past there was one but it was just like a misunderstanding from my friend and then he just bullied me on Facebook like spreading his nasty comments like provoking people to hate me but that was on Facebook" (Informant 3, November 2023).*

*"The first thing is that I used to post on Instagram when I was in high school and then suddenly someone commented that, at that time the post was like facing backwards so then after that someone commented that from the back it already looked fat, so it was more like body shaming" (Informant 3, November 2023).*

In the current digital era, body shaming has become uncontrollable through social media. Someone who talks about or insinuates another person who has a different body or physique is called body shaming (Fauziah, 2022). From the cyberbullying treatment experienced by the informant, there are forms of treatment such as getting negative comments and text messages and from the cyberbullying treatment the informant also admits that it leads to body shaming and the cyberbully also provokes others to hate the informant.

### **Personal Information**

Personal information has an understanding of the limited amount of data that can be shared and protecting the information to be shared. Personal data is information that can only be accessed by informants themselves, unless informants choose to share it (Asmayulia & Rohmah, 2023). In this study, personal information looks at how the information is on the parents and sees how the informant's relationship with the parents with the closeness of the informant is closer to who among his parents. From interviews conducted previously, informants admitted that cyberbullying treatment was experienced at several levels of education and in personal information also saw how cyberbullying could or could not be known depending on the informant or victim himself.

Regarding personal information when informants get cyberbullying treatment at various levels of education, the researcher also asked questions during interviews to informants about whether conditions at school or campus themselves are private. As the researcher found the answer during the interview with informant 1.

*"The emphasis on privacy is more precisely used for the victims of cyberbullying themselves because it is like information about their personal data so it is like privacy for the victims. But for the treatment or actions of cyberbullying itself, it is not privacy so in my opinion, the privacy is the victim" (Informant 1, November 2023).*

The informant explained that for the treatment or actions of cyberbullying it does not include privacy, which includes privacy according to the informant more precisely is the victim of cyberbullying itself because it involves the personal data of the cyberbullying victim.

Related to personal information, researchers also want to know whether cyberbullying is included in privacy or not, after conducting interviews with informants, researchers get answers about this. Researchers found these answers in informants 3 and 4.

*"If cyberbullying doesn't enter privacy anymore because automatically at that time it was also posted in the grub where many people already know and there is also cyberbullying in IG comments, I think some people must have read about the comments so I think it's not the realm of privacy anymore" (Informant 3, November 2023).*

*"It depends, if it's on social media like for example on Tik Tok, I don't think it's private because everyone can read it, except if it's bullied via WhatsApp through something personal, I think it's only private so it's like I won't go out" (Informant 4, November 2023).*

From the statements of the informants above, they said that the treatment was not private because they experienced the treatment on their social media, automatically other people could see the cyberbullying treatment. So it is not personal who knows the victim and the behavior alone, unless the victim tells it to someone else.

In addition, informant 3 explained why the problem of cyberbullying is not privacy.

*"If cyberbullying gets bad comments like earlier, many people automatically know, in my opinion, it is not the realm of privacy, then it would be better if cyberbullying is known to many people so that there is a little defense from people. This person shouldn't have to comment like this, shouldn't make fun of people like this" (Informant 3, November 2023).*

The informant said that cyberbullying is no longer private if it occurs on social media, especially if it takes the form of bad comments, it is good if the cyberbullying is known by many people, so maybe there will be a little defense from others that the cyberbullying treatment is wrong.

Personal information in this study also looks at how close the parents are to the victim or informant. Informants admitted that they had different closeness with their parents. As the researchers found in informants 1 and 4 below.

*"I am very close to both my parents, but I am closer to my mother because maybe they are women, so they understand each other's feelings better."* (Informant 1, June 2023)

*"I'm closer to my father because he can calm me down if I'm in trouble like that. Then he never demands anything from me, unlike my mother"* (Informant 4, October 2023).

As said by each informant, they have their own reasons why they are closer to their father or mother. Informant 1 claimed to have a deep closeness to his mother because they were both women so the informant felt that his mother was more able to understand his feelings. Informant 4 also said that he was close to his father because his father felt more able to calm the informant's feelings if anything happened and his father never demanded a lot of things as the informant said during the interview.

In telling their problems about cyberbullying, they have their own encouragement to tell the problem. As researchers found in informant 1 and informant 3 said that they had their own encouragement to tell their families.

*"Maybe the first time is because I have made peace with myself, my situation and myself. And the second is because this problem must be told, so that my parents know and have the right to know what happened to their child"* (Informant 1, June 2023).

*"Because at that time there was no one who really didn't trust me and I could only tell my family"* (Informant 3, October 2023).

This happens in the Communication Privacy Management theory for personal information has involvement and personal information conveyed to the family and the informant admits that the family has the right to know what happened to the informant and the family is also the person who is always beside the informant so that the informant has more trust in the family. Privacy ownership defines as boundaries that include information, identifying so personal information. Personal boundaries illustrate the conditions and provisions that limit information that is considered private (Petronio, 2013).

In disclosing personal information, not everything goes smoothly, informants also have reasons why they choose not to disclose personal information to their families. As researchers found in Informant 2 and Informant 4.

*"Because as long as I can overcome the cyberbullying myself, I will not tell my parents about the case and I don't want to add to the burden of thoughts they experience"* (Informant 2, August 2023).

*"Because I am a closed person with my family, so if there is anything I usually keep it to myself, I rarely do that because I am not too close to my parents anyway"* (Informant 4, October 2023).

In Communication Privacy Management theory, it is defined that personal information is their claim of ownership. They hold privacy rights that are considered as rights that determine what others know about them. Ownership claims are understood and held with conviction (Petronio, 2010).

## **Personal Boundaries**

Personal boundaries have a difference between being public and being private. In this situation, a person has the right to control their personal information by defining their personal information and determining which information they want to keep and which they want to share with the public or others (Yudha, 2021). In this study, personal boundaries see that each informant has their own boundaries such as what their parents can know about the cyberbullying problem. As said by informants 1 and 3.

*"Actually, there are so many things that I have told my parents. One of them was that I once received a message that used a lot of harsh words, which I shouldn't have deserved"* (Informant 1, June 2023).

*"I only tell them if someone physically bullies me on Instagram and Facebook, that's it"* (Informant 3, October 2023).

In describing the problem, the informant said how the form of treatment from the perpetrator was, only the point is that the informant received cyberbullying treatment. In addition, personal boundaries also see how much personal boundaries the informant has regarding the problem that is not shared with the family and how the informant controls it. In the previous interview, here is what informants 1 and 3 said.

*"I do self-boundaries, I do boundaries where I can tell, which ones are not, because I don't tell all the problems I experience to my family. I control it by only telling the core of my problem"* (Informant 1, June 2023).

*"There are not too many restrictions, especially body shamming. I need support from your family too. So specifically for body shamming and bullying there are no limits. But other personal problems can probably still be solved alone so I don't tell my family"* (Informant 3, October 2023).

Informant 1 has a way to control his personal boundaries regarding issues that may not be shared with his family.

*"The way to control it is because I feel that I need my own privacy space to tell about it, which when I tell it to other people, other people don't necessarily think that the problem is that heavy"* (Informant 1, June 2023).

In this case, each informant has boundaries determined by themselves, which makes the consideration that everyone also has their own privacy limits so not everything must be shared with others.

Each informant has boundaries that they create themselves when telling the problem of cyberbullying to parents, the parents' response affects the informant when telling the story. Regarding how informants create their boundaries and consider the response from parents, there may be things that parents ask informants that cause informants to think less favorably about the cyberbullying problem after informants tell parents. The researcher found this during the interview with informant 1.

*"Yes, sometimes telling bad things that we have experienced to parents and then parents respond with one of them like this, who is the child who dares to be like that and like including things about the perpetrator. It makes me uncomfortable and sometimes when I tell my story, I just explain why I got treated like that like straight to the point"* (Informant 1, November 2023).

From the interview, the informant felt uncomfortable when he saw the response from the parents which was considered excessive, but their parents' intention was only to find out who was doing bad things to their children. For this reason, informants are more limited to telling their parents by telling how the treatment was received and the core of the problem at hand. In addition, each informant also pays attention to their personal boundaries in their family. According to the statements of informant 2 and informant 3.

*"Yes because of how we are, we also have our own privacy that must be maintained for ourselves that the family does not have to know"* (Informant 2, August 2023).

*"Yes, surely everyone has their own privacy space so not everyone, even if it's the closest person like family, still has their own privacy"* (Informant 3, October 2023).

In Communication Privacy Management theory, it is the control of personal information which states that privacy is the most meaningful condition for each person to interact with other individuals. Privacy also has a definition as an individual's claim to limit when, how, and to what depth information about them will be conveyed to others (Murwani, 2020).

### **Control and Ownership**

Control and ownership have the assumption that information is contingent upon people perceiving that they own personal information. As the person who owns the information, individuals believe they need to control who can access or know it (Indriyani, 2021). In this study, each informant has control over what the family can know and what the family cannot know. As in informants 2 and 3.

*"Yes because in my opinion, I have my own privacy boundaries for my problems, I have my own life about the privacy of my life and my family also has their own privacy about their lives, so not all problems have to be told and not all problems we have to reveal to them"* (Informant 2, August 2023).

*"Yes, what was mentioned earlier, because there is the realm of each person's own privacy so if it is for privacy, I still keep it to myself. But if there are things that can be told or shared that are not in the realm of privacy, I tell my family, that's how I control it"* (Informant 3, October 2023).

In this case, there is a connection with Communication Privacy Management theory for control and ownership because the two informants prefer to prioritize which ones belong to privacy. But informants will also tell a problem if it is not in their privacy, so they will sort out which ones the family can know and which ones the family cannot know.

The informant's ownership of trust in family members owned by the informant is different. In telling the cyberbullying problem, informants have reasons why they can trust their parents or siblings. This is what informant 1 said that he told his mother and the informant also felt that he had trust in his mother.

*"I dare to confide because of my openness to tell this problem to my mother even though it happened quite a long time ago but it makes me feel like I have to tell it, I can't keep it to myself because when I tell it there is a sense of relief, again because maybe the bond between mother and child makes me comfortable so I dare to tell my mother"* (Informant 1, November 2023).

In telling their problems to their parents, informants can also control the story to be known by anyone. They tell the problem to one of their fathers or mothers, for that other family members may or may not know about the problem depending on the informant as well. This is what researchers found in informant 1.

*"It's okay, I tell the cyberbullying to people who make me comfortable like my mom, not that other families are uncomfortable. But because if I tell my mom, I feel comfortable and sometimes my mom can be a friend and provide solutions on how to deal with it. So it's like my mother's response, which is sometimes very positive and very constructive, makes me dare to tell again"* (Informant 1, November 2023).

So the informant has control over the story of the problem, the informant said that the story is fine if it is known by other family members, such as the informant's father or siblings. When informants get cyberbullying treatment, informants' parents have different reactions to friends who do this cyberbullying. This is what researchers found in informants 1 and 3.

*"Parents want to act like going to school to reprimand everything like that but I don't allow it like no need, no need to go to school like this and everything like that anyway"* (Informant 1, November 2023).

*"If you react, maybe it's more like giving advice to me so that I don't listen to what other people say, if my own parents don't really know this friend"* (Informant 3, November 2023).



The different reactions to cyberbullying from informants' parents indicate that parents are also worried about what is happening with their children. Control and ownership also look at how these cyberbullying informants control who can know and who cannot know about the cyberbullying problem. As informant 3 said in the previous interview.

*"Everyone is allowed to know but it would be nice if it is resolved by yourself but for those who are not allowed to know some people, for example, I hope that my classmates do not know about the negative comments sent by one of my friends in the group"* (Informant 3, November 2023).

From the informant's statement, the informant admitted that all were allowed to know about the cyberbullying problem in the sense of family and close friends of the informant. But what is not allowed and the informant hopes to know about the problem is the informant's classmates. In control and ownership, informants can also control themselves so as not to tell stories other than to family. As researchers found in informants 1, 3 and 4.

*"I set the boundaries by not oversharing when telling problems because even when oversharing we can't control the boundaries of what we want to talk about."* (Informant 1, June 2023)

*"Yes, that's what it is, like I still don't sort myself out if the person is close and I can communicate about other things besides privacy things, I can still maybe choose the person to not tell but if it's not right with the person, I don't tell it"* (Informant 3, October 2023).

*"How strong, yes, it is strengthened because sometimes if I don't tell my family, I only tell my close friends, so to friends who are really close, stories that don't fully tell what I've experienced, maybe only the covers. So, yes, it's like something light, that's what I tell if I'm really not strong enough"* (Informant 4, October 2023).

In the interview, informant 1 said that not oversharing when telling stories is aimed at the informant's own friends because it is felt that it may not necessarily be able to provide solutions or provide a sense of calm to the informant. The relationship with Communication Privacy Management theory on control and ownership for the three informants above is that before providing personal information, they exercise very strict control so that information or types of informant disclosure can be managed wisely.

### **Rule-based Management System**

The rule-based management system in Communication Privacy Management theory means that it will support the sharing of decisions on how to set privacy boundaries. The management system provides a system for knowing how the rules handle personal data. In a management system that influences a person's choice to disclose or cover personal data (Arundati Putri et al., 2022). The rule-based management system in this study saw that like the informants they chose the decision to disclose the problem to the family. As researchers found in informants 1 and 3.

*"The reason I made the decision to disclose my information to my family is because my family is like a place to tell stories and I already consider it a home where they are very, very open, very welcome to what I experience to tell stories and so on"* (Informant 1, June 2023).

*"Because at that time I didn't know what else to do, maybe I wanted to tell other people but it was a bit awkward to tell outsiders, so it was better to go to my own family"* (Informant 3, October 2023).

This is related to the Communication Privacy Management theory in the rule-based management system of the two informants making rules related to a problem and they choose to share the story with their family. In addition, they have special reasons why they choose to share these problems with their families.

In telling the problem, it does not escape the other party who often knows the problems faced. Each informant has a way to deal with this and they make adjustments and reduce and control this so that it is not known more deeply by other parties besides the family. As researchers found in informants 1, 2 and 3.

*"Even in telling stories to third parties, I will organize my story so that there is no oversharing or so that I don't get provoked to tell stories that I don't need to tell to third parties. And what I do to find out from the third party is to make adjustments by knowing the character, from the character, from the nature of the third party anyway"* (Informant 1, June 2023).

*"I will reduce and control it not to tell long stories to third parties, third parties or other people"* (Informant 2, August 2023)

*"Yes, if it's not accidental, we can't control it, but if there are some things that can be controlled, if possible, don't let it be known to other people besides family"* (Informant 3, October 2023).

This is related to the Communication Privacy Management theory for rule-based management systems for the three informants, they also set standards for the decisions they make when sharing personal information or disclosure to third parties or other than family. So they choose to further control disclosure so that it is not known in detail or in depth.

### **Management Dialectic**

The management dialectic explains that when a person is faced with the choice to disclose or keep their personal information to others, there is a tug-of-war tendency to disclose or hide the personal information (Sugiarto, 2017). The management dialectic in this study sees that in telling the cyberbullying problem, informants often think for a long time, considering whether to reveal the problem to parents or not. This is what researchers found in informants 1 and 4.

*"Yes, often, I think for a long time because I have to prepare for the response from my family, how to deal with the response to my problem and sometimes I also think if I tell this, will it become a new burden for my family or not, because everyone must have their own problems. So sometimes I feel bad not to tell about it" (Informant 1, June 2023)*

*"Oh yes, it's true that I really take a long time sometimes thinking about this, is it appropriate or not to tell it, I want to tell it but go back to the beginning that this will become a burden on my mind or not to my parents. So I really think long" (Informant 4, October 2023)*

This is related to the Communication Privacy Management theory in the management dialectic for the two informants above is the desire to share these problems with parents. There is a tension between wanting to tell or not, they have their own reasons because they feel uncomfortable with their parents. Thinking about whether the problem is acceptable or even becomes a burden on the mind for their parents.

Another case for informant 3, as said that for this cyberbullying problem, the informant did not think long about telling the problem because the informant also still needed support from the family. However, to tell other than family, for example friends, the informant might think for a long time.

*"For cyberbullying itself, I don't think too long because yes, I still need support from the closest people, especially from family. But if it's for my own friends, maybe I will think for a long time, but if it's for my family, I don't need to think tell about cyberbullying" (Informant 3, October 2023).*

Each informant has their own choice, whether to reveal to the family or choose to keep it to themselves without telling the family. Informants have their own ways and consider telling their families about the problems they are facing. As researchers found in informants 1 and 3.

*"My consideration is my mentality. I myself am a crybaby and to consider the problem I consider more mentally, whether or not I am ready to tell this story. Because when I'm already crying, I don't remember what I want to say. So you have to be mentally prepared" (Informant 1, June 2023)*

*"There are many considerations, namely because what was the name because I was confused about who to tell, precisely because I was afraid that if I told my own friends or even to other people, I would be judged. So if it's with family, especially with mom, it's definitely like being able to calm down and get support" (Informant 3, October 2023)*

In this case, the relationship between Communication Privacy Management theory and management dialectics for the two informants is that informants think more about themselves and the mental health of these informants. In addition, support from the family is also very much needed for informants. A person's insistence on revealing their data to others is related to motivation. The urge comes from within and outside a person. The pressure from within joins a person's ambition to tell their own data (Suriana & Dewi, 2013).

## **Discussion**

According to the results of the interview above, it is obtained how a person's condition in managing their privacy is related to the cyberbullying problems they experience. In the explanation given related to the results of interviews that have been conducted regarding how the strategy of disclosing personal information of cyberbullying victims in the family. The factors that influence them on how to manage their personal information are based on the five rules of communication privacy with Communication Privacy Management theory, namely: Personal Information, Personal Boundaries, Control and Ownership, Rule-Based Management System, and Management Dialectics.

### **Bully as Personal Information**

The results showed that the bullying events experienced by informants were responded to differently. Petronio (2002) in his book explains that personal information is as the content of personal information disclosure allows us to explore how privacy and intimacy are separate things but are fundamentally tied to disclosure activities. Personal disclosure, on the other hand, relates to the process of telling and reflecting the content of personal information about the information owner. However, in addition to intimacy there are many reasons that people disclose their personal information (Petronio, 2002).

The informant's disclosure of personal information to the family is based on the context and specific situation that the informant has. It is this particular situation that occurs and influences how the informant decides whether or not to disclose his personal information to his family. Although some information about a person is public, there is other information about a person that is private or intimate and disclosed in special circumstances (Goodstein, 1974).

In addition, informants manage their personal information and disclose it to their families by controlling all personal information that informants must disclose and control to whom and how their personal information can be disclosed. In this case privacy is the ability to make choices about information and interaction strategies. In addition, how much control they make depends on the interpersonal context (Bélanger & James, 2020).

In this study, disclosing information about bullying that informants experience always estimates the risks and benefits that informants will receive. In research conducted previously to understand users disclose personal information on social media from an integrative point of view. This is in line with the results of the study showing when experienced functions

and social impacts are significant factors that determine self-disclosure on social media. As the owner of personal information, informants have authority over personal information, the four informants also have coordination of who might know their personal information, this coordination is carried out to the owner as a trusted person. Communication Privacy Management also recognizes that someone believes they have their personal information and they have authority over that information (Petronio & Child, 2020).

An important key to encouraging openness lies in knowing how individuals define and treat their personal information (Petronio, 2007). Some informants chose not to disclose their personal information to their families because the bullying they experienced would only be an additional burden on the family. A person's decision not to share their personal information arises when it is done of their own volition and is driven by a lack of trust, resulting in the decision to hide their personal information (John et al., 2016).

Meanwhile, other informants have disclosed themselves to their families because they still need support and solutions to the problems they face. In addition, informants also feel that the family as the closest and most trusted environment needs to know what is happening to them. This is in line with other studies which state that type and closeness are very important in determining the reasons why informants disclose personal information (Prager, 1989).

In bullying as personal information, it also sees that personal information means that this decision-making helps in making decisions about how to manage privacy. In this study, the result is that the informant has a reason why he revealed the problem to the family. This has to do with the Communication Privacy Management theory that informants make rules related to the problem and informants choose to reveal the story to the family. Self-disclosure is usually positively associated with the development of close and trusting interpersonal relationships, this illustrates how people develop bonds with others through self-disclosure (Dutton et al., 2022).

### ***Information Ownership and How Bullying Information is Responded to***

Petronio explains that ownership of information that has been shared with others will change (Petronio, 2002). In this study, information about bullying experienced by informants shared with the family no longer belongs to the informant, but also to the family. This ownership is also related to how the family follows up on the bully information. Shared ownership elevates the dominant function when protecting personal information with the original owner, there is a development of attention given to recipients who carry out the function of shared ownership (Petronio, 2013). Shared ownership of personal information, which often arises through the process of disclosure, it is no longer useful to assume that disclosure refers only to the disclosure of personal information about oneself (Petronio, 2010).

When the informant has decided to disclose information about the cyberbullying problem which involves his data, there will definitely be restrictions made by the informant as the owner of the information, the family as the second party who knows about the cyberbullying problem. In research conducted previously, namely a study of the influence of social trust, trust in social networking services, and sharing attitudes, on two dimensions of personal information sharing behavior. It tries to investigate SNS users' information and find important factors that affect their sharing behavior. In this case, there are two important dimensions that distinguish the regularity of sharing and the density of sharing. Sharing regularity refers to the frequency of sharing personal information with other SNS users, and as a deep dimension of sharing behavior, sharing density relates to the degree of sharing personal information with others (Salehan et al., 2018).

Therefore, in order to avoid misunderstandings in coordinating what has been agreed between informants and their families, there must be certain boundaries regarding how this personal information is disclosed, who can know other than families who are allowed to know personal information, and how they coordinate to keep information about cyberbullying problems experienced by the four informants confidential. Given that coordinated interventions can provide better support to people who experience cyberbullying, it is important to recognize the importance of coordinated interventions (Broll, 2016).

In the results of the research conducted, it was found that the four informants stated that two informants trusted their parents, especially their mothers and they stated that they trusted their mothers to be the owner of their personal information and to keep secrets, but if other family members, such as fathers or siblings, knew, it did not matter to the informants. Meanwhile, two informants did not have trust in their families, especially their parents. They have the reason that when they tell the problem about the cyberbullying, it will actually add problems for parents, namely a sense of burden because informants think that everyone must also have problems. But of these two informants, one of them dared to reveal his personal information to his close friends, especially regarding the cyberbullying problems he experienced. So once someone discloses their information, they make someone else the owner of the information and assume that the co-owner will follow existing privacy rules or negotiate new rules. This process changes the nature of management practices from individual-based to collective choice (Petronio, 2007).

The results of research conducted previously show that the family has its own way of solving problems that occur with informants. Efforts to report the problem to the agency, which is where the informant got the cyberbullying treatment. But because this cyberbullying is a disgrace and embarrasses the informant, the family is not allowed by the informant to report this to the relevant agency where the cyberbullying treatment occurred. In previous research conducted regarding considerations of legal reporting obligations, ethical issues, and confidentiality constraints, there is no legal requirement to

report bullying. Nonetheless, a practitioner or educator must grapple with the ethical considerations of reporting a situation if a child discloses it (Mishna & Alaggia, 2005).

In this case, the family can only help the informant by giving advice so that he does not always listen to bad words about himself. The family of the informant also does not know the exact perpetrator of this cyberbullying act. Direct questions about cyberbullying will help victims of bullying realize that what they are experiencing is unacceptable and not their fault (Kelly, 2011).

## Conclusion

The results showed that bully victims manage personal information with their families in complex and different ways. This is due to the bullying experience he received and the condition of his family. Some informants felt that the bullying they received was personal information that they had to share with their families. While some others choose to interpret bullying as personal information that only they know themselves. In addition, this study also found that the ownership of information that has been shared with others will change. Information about bullying shared with the family no longer belongs to the informant but also to his family. This ownership is also related to how the family follows up on the bully information.

Limitations refer to the focus of research which only focuses on the communicator as an informant who is a victim of cyberbullying. Future research is recommended to analyze the communicator aspect and text analysis to understand more deeply the problems taken for research, as well as increase knowledge in understanding the phenomenon from the point of view of the research focus if in this study it is the victim of cyberbullying.

## Acknowledgements

Maya Faridatul Ismi and Vinisa Nurul Aisyah conceived the research idea. Maya Faridatul Ismi designed the research, collected the data, and processed it. Vinisa Nurul Aisyah provided input from start to finish and oversaw the research findings. All authors discussed the results and contributed to the final manuscript.

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