



Self-Disclosure of Cyber Account Users on Twitter - A Case Study of Followers' Self-Disclosure of the @Moonareas Autobase Account in Realizing Intimacy

Lathifah Firza Mafaazani*, Suciati**

*Program Ilmu Komunikasi, Universitas Muhammadiyah Yogyakarta,
Lt 2 Gedung Ki Bagus Hadikusumo. Kampus Terpadu UMY
Jl. Brawijaya, Kasihan, Bantul, Yogyakarta 55183.
E-mel: lathifahfirzani@gmail.com

** Program Ilmu Komunikasi, Universitas Muhammadiyah Yogyakarta,
Lt 2 Gedung Ki Bagus Hadikusumo. Kampus Terpadu UMY
Jl. Brawijaya, Kasihan, Bantul, Yogyakarta 55183.
E-mel: Suciatyahono@gmail.com

Article Info

Article history:

Received: 17th October
2022
Accepted: 30th November
2022
Published: 30th November
2022

DOI:

[https://doi.org/
10.33102/jicicom.vol2no2.60](https://doi.org/10.33102/jicicom.vol2no2.60)

ABSTRACT

This research is a research on self-disclosure among cyber account bearers. Self-disclosure in cyber accounts is an important thing to research, because there are many disclosure processes carried out in the realm of cyber accounts. The theory used in this study is the theory of social penetration. This study uses a qualitative descriptive method with primary data sources, data collection techniques with in-depth interviews, informant collection techniques using purposive sampling, data validity testing using source triangulation and data analysis techniques through data reduction, data presentation and drawing conclusions. This study found that the informant pair II, namely Abel & Gia, and the informant partner III, namely Gibran and Fio, had entered a stable exchange stage. Meanwhile, Couple I, Eiji and Mera, is in the affective exchange stage. The factors that affect the openness of the Eiji and Mera couple are the experience of being betrayed, Eiji's Conscientiousness and Neuroticism personality, cyber accounts and kpop which are used as media to share various kinds of information. The factors that affect the openness of the Abel and Gia pair are peers, cyber accounts, competence in speaking because they have experience in the field of organization, the topic of romance and agreeableness and openness personalities. This makes them feel like they don't want to lose each other. The factors that influence the openness of the Gibran and Fio pair are cyber accounts used, competence in public speaking, family topics and openness, extraversion.

Keywords: *Self-disclosure, cyber account, stable exchange stage, affective exchange stage, face to face*

INTRODUCTION

Technological advancements that produce new media do not kill off older media. However, these media work together to create new adaptive media. The media can facilitate communication and engagement in cyberspace. Cyberspace refers to a new media component that can foster an infinite human society. It is a metaphor for symbolic space serving as a location for many individuals, but not in a physical sense (Demartoto, 2013). Cyberspace-generated and -obtained information will also provide remarkable virtual experiences for users.

Twitter is an example of a cyberspace platform frequently used in Indonesia. The research from Hootsuite and We Are Social unveiled that Twitter was among Indonesia's top five social media sites in 2021. Twitter is a microblogging-based social networking idea that allows users to instantly develop networks, post "updates" of up to 280 characters in length, and obtain the most recent news. It is an extensive social network offering several functions, such as tweeting, replies, retweets, direct messages, trending topics, and hashtags (Jackson, 2015). One of Twitter's primary services for business-to-customer communications should also be recognized. Twitter is all about dialogue, which is why so many businesses utilize it as a customer service tool. Therefore, a rising number of academics, students, politicians, and the general public are interested in Twitter (Esrc, 2017).

The presence of base and mention confess (menfess) has become Twitter's benefit compared to other applications. The base is an account where individuals with similar interests meet to share information or exchange messages. Meanwhile, menfess refers to communications given to the base account using the private messaging feature or direct messages, which are then automatically posted by the base owner and viewed by the base account's followers. It is essential since only some have many followers and can reply to what is said. Through the base, people can reach those whose presence is beyond the sphere of influence, allowing them to voice their ideas. A further benefit is that users can transmit menfess anonymously; thus, only the base owner knows who sent the menfess (Ramadhan, 2020).

Furthermore, @moonareas is a base for cyber accounts of former role-players and authors. The @moonareas base account has been operational since August 23, 2020. This account allows followers to post messages to the account on a variety of themes, including making friends, complaining, skincare questions, and personal life. In addition to the several forms of autobase, Twitter offers numerous account types. Personal, role-player, fan, business, and cyber accounts are the many sorts of Twitter accounts. Users can employ the names and profile photos of anybody, as well as tweet about any topic. It might be about K-pop, real life, or anything else; it is not restricted to this internet identity.

This study focuses on a cyber account phenomenon prevalent on Twitter's autobase. This account is a group of interconnected cyber accounts. Cyber account users are unusually reluctant to reveal their identities. They view identification as a highly private matter. The friendship between the two users begins without their names being revealed. Self-disclosure becomes crucial if other users with cyber accounts have disclosed their identities. Over time, individuals acquire a predilection for information comprised of real-world facts, facilitating stronger relationships. It is why the study of self-disclosure in cyber accounts is essential. Self-disclosure on social media appears to be more comfortable than in person. This study analyzed "how does the self-disclosure of the @moonareas Twitter account followers with fellow cyber account users in realizing intimacy?"

LITERATURE REVIEW

Social Penetration Theory

The social penetration theory asserts that social exchange links the development of people and explains the pattern of bond formation. This concept can be applied to human relationships by observing a phenomenon known as "social exchange." People are more inclined to prolong a relationship if the advantages outweigh the drawbacks. Alternatively, if a person thinks there is a bigger sacrifice in a relationship, he or she may end the connection (Wulandari, 2013).

The development of relationships, following this theory, occurs in stages. Initially, the orientation stage is formed at the public level and might be considered an introductory time. In addition, the exploratory affective stage begins when two people reveal information about themselves, although restricted and careful. People begin to uncover their actual selves to others. Moreover, people learn to apply more intimate and social language or idioms due to communication being somewhat less formal. During this time, there is also a rise in physical interaction and emotional expressiveness.

Furthermore, during the affective exchange stage, interactions are more casual, communication is frequently spontaneous, and people make snappier decisions while paying less attention to the overall relationship. A deeper degree of judgemental and evaluative feelings arises at this phase. Other indicators of this stage include mutual criticism, disagreements, and hatred, but they do not yet threaten the relationship's continuation. The final stage is the stable exchange, in which there is complete openness, including openness to one's thoughts, attitudes, and emotions. This type of intimacy is uncommon. People have demonstrated a highly intimate and synchronous attitude, enabling them to avoid conflict since they have created a communication system that everyone can precisely expect or predict from the other side.

Altman and Taylor employ an onion analogy to describe the social penetration theory. When the outermost skin of an onion is peeled away, another layer is revealed. Likewise, the human character is complex. According to West and Taylor (in Wlandari, 2013), there is a classification of the onion's layer penetration level. The outermost layer is a person's directly visible public image. The subsequent layer is reciprocity, which is the process through which the openness of others prompts a person's openness. Examples of topics that promote reciprocity include tastes, hobbies, music, and teaching. The breadth layer denotes the variety of subjects mentioned in a relationship, such as religious beliefs and viewpoints. This span of time refers to the length of time couples spend conversing about various subjects. In addition, the depth layer refers to the level of closeness that focuses on discourse about a subject, such as the most profound anxieties and dreams of dating and self-concept. At this level, the relationship can be described as having limited breadth and depth.

Self Disclosure

Self-disclosure is a component of social penetration, described as the act of deepening one's relationships with others by revealing oneself (Griffin, 2012). Self-disclosure is one of the abilities necessary for a person to interact with his social environment. Someone will share a personal explanation with others to provide the correct explanation about themselves. The personal explanation covers the following components: (1) personality or opinion, (2) tastes and attention, (2) work or learning, (4) body, (5) finances, and (6) character. Parenting, culture, stereotypes, socioeconomic, gender, and level of education are among the factors contributing to communication problems (Gainau, 2012).

In contrast, according to the Johari Window theory, the level of openness and self-awareness is divided into four quadrants: the open area (quadrant 1), the blind area (quadrant 2), the hidden area (quadrant 3), and the unknown area (quadrant 4). The open area consists of all information known to oneself and others, such as attitudes, behaviors, feelings, desires, motives, and thoughts. Detailed information includes name, gender, and others. The blind area refers to acts, emotions, and intentions that a person displays but is unaware. This position makes it tough to establish communication. The hidden area refers to a person's conscious actions, emotions, and intentions concealed from others. This quadrant often stores extremely sensitive or secret information not viewable. The unknown area refers to behaviors, feelings, and intentions unknown to oneself or others. It is unintentionally kept information or anything that has been overlooked.

According to De Vito (2009), several indicators of self-disclosure include the following: willingness to reveal self-identity, ability to express attitudes, ideas, feelings, and expressions will be used to measure the level of self-disclosure

regardless of self-identity, and willingness to accept others as they are, willingness to listen and understand one's problems, and the level of breadth that will be measured from the breadth of the type of topic discussed. Self-disclosure serves several aims and functions, including self-expression, self-purification, social legitimacy, social control, and relationship development, according to Riadi (2019).

Several prior research on self-disclosure has generated numerous discoveries. As Maulani and Priyambodo (2021) asserted, the source of informant intimacy is the base they follow. Informants selected their followers to control account access. In anonymous accounts, informants possess deep relationships with unrelated friends. People will feel safe and at ease when engaging in self-disclosure when their relationships with each other are intense and intimate. Even though social media communication might be difficult at times, intimacy can still be fostered. After that, Twitter engagements typically lead to face-to-face contact or in-person meetings, allowing them to not only be friends in the virtual world but also to make friends in the actual world and establish more intimate relationships.

A study by Pane (2020) entitled "Self-Disclosure of Twitter Account Users of K-Pop Roleplayer in Medan City" discovered that users' self-disclosure was motivated by the feeling of safety and confidence in the session to maintain a relationship with fellow role-player accounts. Another research by Mardiana and Zi'ni (2020) revealed that users of the @subtanyarl account engaged in evaluative self-disclosure by expressing feelings, grief, and worry through written messages explaining the situation. A further motive is to discharge the weight of one's emotions to feel relaxed and at peace, without fear of interpersonal and social rejection or intrapersonal challenges, because it is conducted anonymously.

Furthermore, Loiacono (2014) conducted a study entitled Self-Disclosure Behavior on Social Networking Websites, revealing that perceived danger and gain, extraversion, agreeableness, and neuroticism, significantly influenced a person's decision to reveal oneself. Meanwhile, a study by Jinyeong Bak and Alice (2012) entitled Self-Disclosure and Relationship Strength in Twitter Conversations discovered that people expressed themselves more to close friends. Social norms and an emotional display of openness would be reflected in the initial Twitter encounter. The challenge arises with recognizing emotions because identifying them is inherently difficult because they are superficial. Thus, the transparency is likewise not discernible. According to research, Twitter users limited self-disclosure based on the strength of their relationships during conversations. Jaidca (2018) studied Facebook Twitter: Cross versus Platform Differences in Self-Disclosure and Trait Prediction, unveiling that informants preferred to express themselves more on Facebook than on Twitter for linguistic and quantitative reasons. Facebook's advantage over Twitter is mostly due to the lack of constraints on post length, providing users greater freedom to express themselves.

Cyber Account

The vast majority of Twitter users are anonymous. A separate service is offered to Twitter users to facilitate the establishment of anonymous accounts on the network. According to the Big Indonesian Dictionary, "pseudonym" is a noun with the sense of a pen name used by writers or authors to conceal their true identity.

A cyber account is a term for people hiding behind a pseudonymous account. The proprietors of these cyber accounts construct specific identities. Their Twitter personalities are also affected by the tweets they share and the relationships and activities they participate in on Twitter. The identity connected with this new persona affects the followers' perspective or reflection of themselves.

This constructed persona provides them with a personality that can be vastly different from their everyday personality or be inconsistent with their true nature. It differentiates a "cyber account" user with a pseudonymous identity from a "personal account" user with a true identity and no persona constructed from his everyday personality. This cyber account is particularly intriguing for Twitter users since a person does not have to alter his true identity to match what he says in each tweet. Not to mention the mystery of who is behind the account. It will pique others' interest in following many cyber accounts.

On the other hand, it is not easy to communicate with this cyber account outside of the account's name. In order to become acquainted with each other, cyber account users typically follow each other (mutuals) to obtain content that can appear on the Twitter timeline, such as questions and answers, viral tweets, and random dialogues. Mutuals arise when someone whose account is followed afterward follows the follower.

Autobase

Thanks to Twitter's present features, users can interact and communicate with one another more efficiently. Twitter lives on accounts outside those of celebrities and political officials. Twitter is now becoming more and more user-intensive due to autobase accounts. This autobase account attracts users' attention since it enables them to interact anonymously and serves as a conduit for their common interests or a platform for contrasting opinions. Autobase is derived from the terms "automatic" and "fanbase" and serves as a place for followers to post questions or opinions anonymously through direct messages, subsequently translated into tweets and debated with the account's followers (Kairos, 2020).

Autobase provides an easy method of operation. To begin with, a utilized account has an existing menfess system. Then, some followers send direct messages to the

base Twitter account using trigger phrases, allowing them to be screened and converted into tweets. @moonareas is one of the Twitter autobase accounts with the largest viewership of cyber accounts. A cyber account can be employed for several purposes, including inviting friends, exchanging thoughts, and asking questions. The user of this @moonareas account can freely share or convey his stories using this media platform.

The @moonareas autobase also features a base management system. Similar to sending a direct message to the base using the "moon" trigger, "moon" will eventually become a tweet. Then, every five minutes, the bot base will send eight menfess and delete any remaining menfess. If someone breaks the rules, the "/delvote" option in the menfess reply column can be utilized with at least ten replies; thus, the bot will remove the menfess without waiting for the administrator (<https://moonareas.carrd.co/system#system>).

The @moonareas autobase has imposed several rules, including the prohibitions against sending ethnicity, religion, race, and intergroup (SARA) content, politics, racism, terrorism, hoaxes, inviting war, and hate speech, as well as the prohibitions against offering services and selling in menfess and the reply column, discussing the zodiac, and using the same templates when sending menfess. It must be unique to avoid being considered spam by Twitter.

RESEARCH METHODOLOGY

This study employed a descriptive qualitative method, in which the researcher systematically and accurately summarizes the findings (Pane, 2020). Interviews with cyber account users who met specific criteria provided the primary data for this study. Conversely, the secondary data were obtained from documentation consisting of screenshots of the informants' cyber accounts and some of the menfess communicated.

Data gathering is a crucial step in the scientific research process (Sugiyono, 2019). This study was undertaken by conducting in-depth interviews. Subsequently, the interview results were transformed into data to validate the research. The selection of informants involved the following considerations.

- a. Active cyber account users for at least one year.
- b. Having met face-to-face to ensure that they do know each other and are using their true identities.
- c. Being in a friendly or romantic relationship.

This study applied Miles and Huberman's data analysis technique, specifically qualitative data analysis. It is an interactive analysis that occurs continually until the data are saturated (Sugiyono, 2019). The data analysis underwent three stages: data reduction, data presentation, and conclusion drawing or verification. The validity

approach of source triangulation was applied, making it feasible to analyze the reliability of data derived from numerous sources. Moreover, data source triangulation could determine the veracity of specific information (Pradistya, 2021).

FINDINGS AND DISCUSSION

This chapter divides the interviews with the three pairs of informants (Eiji-Mera, Abel-Gia, and Gibran-Fio) into two parts, analyzing the different phases of social penetration and the factors impacting self-disclosure for each pair.

First Informant Pair (Eiji and Mera)

Alman and Taylor (in Manning, 2019) described four stages traversed from a more superficial process to being close and intimate, explaining many facets of the development of this relationship. In the first stage, known as orientation, people are complete strangers to one another and are just beginning to become acquainted with one another. On the @moonareas base, Eiji and Mera chatted casually about further solidifying their bond. They shared basic information about themselves, such as names, ages, schools attended, and places of residence. As Altman and Taylor (in Penington, 2015) pointed out, there is no tension at this stage. Therefore, it is necessary to steadily develop a comfortable topic and keep in touch even when neither party is "invested" in the relationship. When there is no chance of offending anyone in the discourse, they never get too personal, instead sticking to topics like their shared interests and pastimes. As Salsabila and Maryatmi (2019) asserted, talking about one's idols with sympathetic friends might bring forth a brand of happiness and solace. According to Williams (Tegar, 2019), when people want to become friends, they discover something intriguing about the other person and presume they have similar interests, professions, and hobbies. They utilize straightforward communication throughout this orientation phase.

People enter the exploratory affective stage when they have developed confidence. As Penington (2015) mentioned, it is the point in a relationship where partners learn to appreciate and value one another's views on a wider range of issues, allowing people to become better acquainted with one another. This stage aligns with the first pair of informants, regularly discussing menfess on the @moonareas account. On the topic of LGBT, for instance, they were in complete agreement with one another. They regularly shared similar ideas and talked about fashion design. It is consistent with a statement by Sarwono (Putri, 2016), suggesting that interpersonal relationships flourish when people share comparative perspectives or attitudes. Similarities are a strong indicator of a close friendship.

During the exploratory affective stage, both parties begin to explore information using more personal language (Nayiroh, 2021). In this case, Eiji continued to describe

his everyday activities, including his lectures with tons of assignments and the fact that he frequently felt lonely in the dormitory. Meanwhile, Mera discussed her friends' issues and her parents, who did not support her interest in singing. Mera frequently requested Eiji's assistance in completing design jobs. They conversed through direct messages and in person.

At the affective exchange, words, expressions, and behaviors are more specific (Wulandari, 2013). Eiji seldom shared anything of a hidden nature at this point. He solely discussed his everyday tasks, never his personal life. Mera, meantime, had the audacity to admonish and display irritation when Eiji loved to harbor difficulties. In addition, she punished Eiji, who occasionally overslept and missed class. According to Handayani and Kurdaningsih (2022), individuals still attempt to shield themselves from feeling too weak or vulnerable by withholding critical personal information. The penultimate step for Eiji and Mera has yet to reach the stable exchange stage.

In addition to evaluating the stages of social penetration, the elements that impact self-disclosure can also be investigated. According to Pervin (in Putra & Pratitis, 2015), experience significantly impacts openness. It has been demonstrated that prior experiences impact several processes. Due to the experience of being deceived by a buddy in junior high school, Eiji became a more reserved and wary individual. He was rejected by his peers. Andriana and Andhikasari (2019) asserted that when one's self-concept coincides with his experiences, he becomes more receptive. A bad self-perception is the result of a negative environment.

Moreover, Tasya Talitha (2021) stated that the environment's stigma and views influence a person's self-concept. Negative self-perception makes it harder for a person to accept his history. Similarly, Eiji still struggled to accept his previous circumstances. A cyber account is another aspect that promotes sharing of personal information. Today, people are frequently more comfortable presenting themselves through an online account (Almawati, 2021). As a huge admirer of Korean culture, including Korean music and films, Eiji utilized his cyber account to distribute many types of information, such as recent news about his interests, favorite musicians, and everyday activities. It possessed a significant impact on Eiji's self-disclosure to Mera.

Additionally, personality is a component influencing self-disclosure. The personality component analysis relates to the following five traits: openness, conscientiousness, extraversion, agreeableness, and neuroticism (OCEAN) (Riadi, 2020). Eiji possessed a conscientious and neurotic demeanor. Typically, people with this dimension are trustworthy, cautious, and accountable. He was constantly cautious and watchful while disclosing himself, yet he stayed trustworthy by giving Mera the truth about himself. However, he experienced unpleasant feelings such as fear, anxiety, and insecurity due to his neuroticism. Eiji revealed that he was still scarred by the fact that his best buddy betrayed him in junior high school.

Mera possessed a personality characterized by openness and extraversion. People with such personalities greatly desire to learn and experiment with new things. They tend to be more imaginative, creative, clever, and receptive to new ideas (Simanullang et al., 2021). Mera was a person with several interests and a dynamic speaking style. Therefore, she frequently engaged in self-disclosure. She enjoyed singing, drawing on canvas or digitally, and traveling. A person with an extraversion personality is constantly at ease while interacting with or speaking with others. Positive characteristics of extraversion include being affable, friendly, and socially adept. Mera appeared to enjoy lively conversation, making it simple to disclose herself to Eiji.

In addition, personality is another factor impacting self-disclosure. A person will be more open while discussing frequently addressed things rather than rarely mentioned ones. Self-disclosure of one's interests or favorite items, such as hobbies, will be of more interest to that person (Al-auhi, 2020). It is consistent with the first informant pair, who was fond of K-pop. Salsabila and Maryatmi (2019) discovered that the same idol could cultivate happiness. Because they shared interests, Eiji and Mera believed their relationship would grow more relaxed and frank. As Pandu Bagus Pratama (2021) disclosed, a relationship can be robust if it shares similarities with friendship bonds in several ways.

Second Informant Pair (Abel and Gia)

At the orientation stage, individuals rarely evaluate or criticize each other. Both parties communicate well and in conformity with societal standards. Commodores like "hello" and self-evident truths can initiate interaction (Tryssa & Zarkasi, 2014). It corresponds to what Abel and Gia performed. When they first met, Abel and Gia exchanged greetings and introduced themselves. This stage is sometimes called "small chat" or "initial impression" (Reis & Sprecher, 2013). Abel and Gia engaged in a light discussion regarding their present studies and how they learned about cyber accounts. In addition, the role-player account was also explored. During this phase, communication occurred through Twitter direct messages.

During the exploratory affective stage, the dialogue became increasingly intimate. It is the intimate level of friendship; something has been understood between the pals (Reis & Sprecher, 2013). It aligns with Abel's condition, who described his romantic relationship and preferred fan fiction genre. Meanwhile, Gia discussed her social group, her tendency to self-harm, and her family issues. The honesty that Abel and Gia displayed strengthened their bond. Because of a mutual sense of trust, respect, and admiration, sharing personal concerns will strengthen the partnership (Widodo et al., 2020). In addition, there has been an increase in touch and facial emotions during this period (Faidlatul Habibah et al., 2021). Abel and Gia achieved this by, for example, shaking hands when they met and expressing themselves when they spoke.

The third stage is the affective exchange. At this stage, evaluative and critical feelings arise. According to Littlejohn (in Tryssa & Zarkasi, 2014), the affective exchange stage is concentrated on evaluative and critical feelings. Abel and Gia had reached the point where they dared to criticize each other. Like Abel, who dared to chastise Gia for his unwillingness to accept aid from others, therefore depressing her.

Moreover, he frequently reminded her not to harm herself again. In the meantime, Gia frequently reprimanded Abel for his laziness in completing tasks and sought advice on how to quit his toxic relationship. According to Budyatna and Ganiem (2011), friendship also characterizes this period. It aligns with the fact that Abel and Gia had reached the attachment-characterized stage of their friendship. Attachment style is an individual manner of expressing closeness and intimacy through actions that reflect sentiments toward others in friendly interactions (Aisyah, 2019). Abel and Gia communicated through Twitter and in person during this phase.

According to Pennington (2021), individuals often encourage others to express their thoughts and emotions at this stage. The interlocutor is among the first to be informed whether something truly positive or negative occurs that day. Like Abel and Gia, they claimed to have personal information about their spouses' concerns and everyday lives. At this level, individuals can comprehend one another's emotions, foresee one another's behaviors and responses, and communicate verbally and nonverbally in a way that both parties understand (Tryssa & Zarkasi, 2014). It is consistent with Abel and Gia's current understanding of one another. Abel could anticipate Gia's response to communication. Gia also acknowledged that if they had difficulty together and one sobbed, they would cry while holding one other. According to Agmasari (2015), sobbing in front of friends is immensely therapeutic and strengthens friendship relationships through affection and social support.

The utilization of cyber accounts influenced the self-disclosure of this second informant pair. Today's social media platforms have altered communication styles, especially interpersonal interaction. Formerly possible exclusively in person, interpersonal interaction has shifted to a virtual approach that stresses technical proficiency. Abel and Gia felt more at ease with self-disclosure on cyber accounts than on other social media platforms. Cyber accounts focus more on writing, allowing both parties to concentrate on the message. In addition, they are more adaptable in communicating what they are experiencing and thinking because they do not have to meet in person. It is supported by Bargh's assertion in Ariva (2020) that compared to face-to-face interactions, this sort of social media engagement is more likely to culminate in self-disclosure.

Age was another aspect that helped Abel and Gia to reveal themselves. Age-equivalent communication partners will encourage one another, influence one

another, and provide each other with a strong drive to learn (Nasution, 2018). Gia and Abel, who were the same age, felt close to one another since most of their activities were comparable, and they could satisfy each other's demands for information sharing. Gia frequently urged Abel to complete his assignments because they were in the same department and campus and shared a similar struggle.

Additionally, competence affected Abel and Gia's self-disclosure. In establishing social relationships, each individual must transmit a positive message in their way. Consequently, there must be autonomy or competence. Competence is the capacity to communicate effectively and be receptive (Fitriah, 2020). Abel could convey his thoughts, opinions, hobbies, and emotions since he was actively organized, allowing him to impart a great deal of information to Gia. Abel's organizational expertise enabled him to have communication skills. He was quite adaptable. If interpersonal competence is strong, then self-adjustment, the ability to deal with it, and the ability to express oneself are also high (Tri Dayakisni, 2015).

Moreover, the subject of love might stimulate self-disclosure. They shared all of life's emotions and difficulties. They did not hesitate to discuss their concerns, such as relationship and family issues (Nafi, 2006). The theme of love frequently came up in their conversations. Abel, who had much experience with love due to his lengthy relationship, forced Gia to provide him with her love stories. Since Gia was a solution, Abel frequently conversed with Gia about his love story.

Personality appeared to be another factor supporting Abel and Gia's self-disclosure. Personality consists of the characteristics that distinguish individuals in their conduct, consistency across time, and resilience under duress (Tiyarestu, 2014). The personalities of Abel and Gia were agreeableness and openness. They were adaptable, docile, conflict-avoidant, and continually followed others (Simanullang et al., 2021). This personality trait is exemplified by someone sociable, enjoys assisting others, and is forgiving and empathetic. They acknowledged that if there was a minor disagreement, they promptly apologized and forgave, making them unwilling to part ways. People with open personalities are tolerant, knowledgeable, and adaptable to new ideas or circumstances (Riadi, 2020).

Third Informant Pair (Gibran and Fio)

The orientation stage happens when a person's outermost layer is revealed upon initial acquaintance. This step involves the sharing of extremely general information about oneself. Conversations center on interests, likes, and dislikes regarding a certain topic (Aisyah, 2019). Fio enjoyed praising Gibran's singing pastime, published on his Twitter account, but Fio's pleasure was reading novels. At this moment, their communication was still conducted through Twitter direct messages.

The subsequent stage is the exploratory affective. According to Nayiroh (2021), both parties begin to examine more open information to communicate using more personal language at this stage. Gibran admitted that he had poor pals and frequently returned home late at night. He also stated that he worked as an MC on the side. Fio also acknowledged that he worked part-time as a barista in a café. During this period, there is an increase in facial emotions, as individuals grin and laugh when they meet. At this level, they communicated through Twitter and face-to-face.

According to Taylor and Altman (in Faidlatul Habibah et al., 2021), the affective exchange stage is characterized by the creation of more personal friendships or close relationships and the occurrence of commitment and comfort in more casual and relaxed interactions. At this level, it is allowed to use more personal or unique words, expressions, or actions to have mutual criticism and differences of opinion (Wulandari, 2013). Gibran stated that he had the audacity to criticize Fio's behavior, who sometimes preferred to be alone and whose unexpected bad moods made the environment awkward. Gibran wished that the issue be resolved immediately. However, Fio would rather not chastise Gibran first. Fio also had the courage to admonish Gibran for smoking and drinking excessively, both of which were detrimental to his health. During this phase, Gibran and Fio exchanged direct messages and met face-to-face.

Stable exchange is the final stage. Altman and Taylor (in West, 2008) mentioned that suitable and efficient communication is developed at this level. The conversation's message is crystal clear and unequivocal. In-depth and intimate information, such as values, self-perception, or the most profound emotional experiences, is at issue. They have entered the stage of mutual understanding and developing each other's feelings (Permassanty & Irawan, 2018). In this stage, they exchanged in-depth information regarding personal concerns, rarely shared with others while conversing about lighter topics. Gibran had divulged all personal details to Fio, and both agreed that there was nothing left to conceal. At this point, Gibran and Fio interacted through direct messages and in-person meetings.

Cyber accounts have become one-factor encouraging self-disclosure in this third informant pair. It enables someone to convey things hesitant to say directly to another person. A person in a cyber account is permitted to discuss their difficulties with others and expose their details (Almawati, 2021), as with Fio, who freely formed relationships in cyberspace and expressed herself without reservation.

Additionally, expertise is a driving factor for self-disclosure. According to Gainau (2012), a person's self-disclosure in social connections with others will be more open if his interpersonal competency is positive, trustworthy, and dependable. Gibran was a proficient speaker due to his public speaking talents. He engaged in part-time

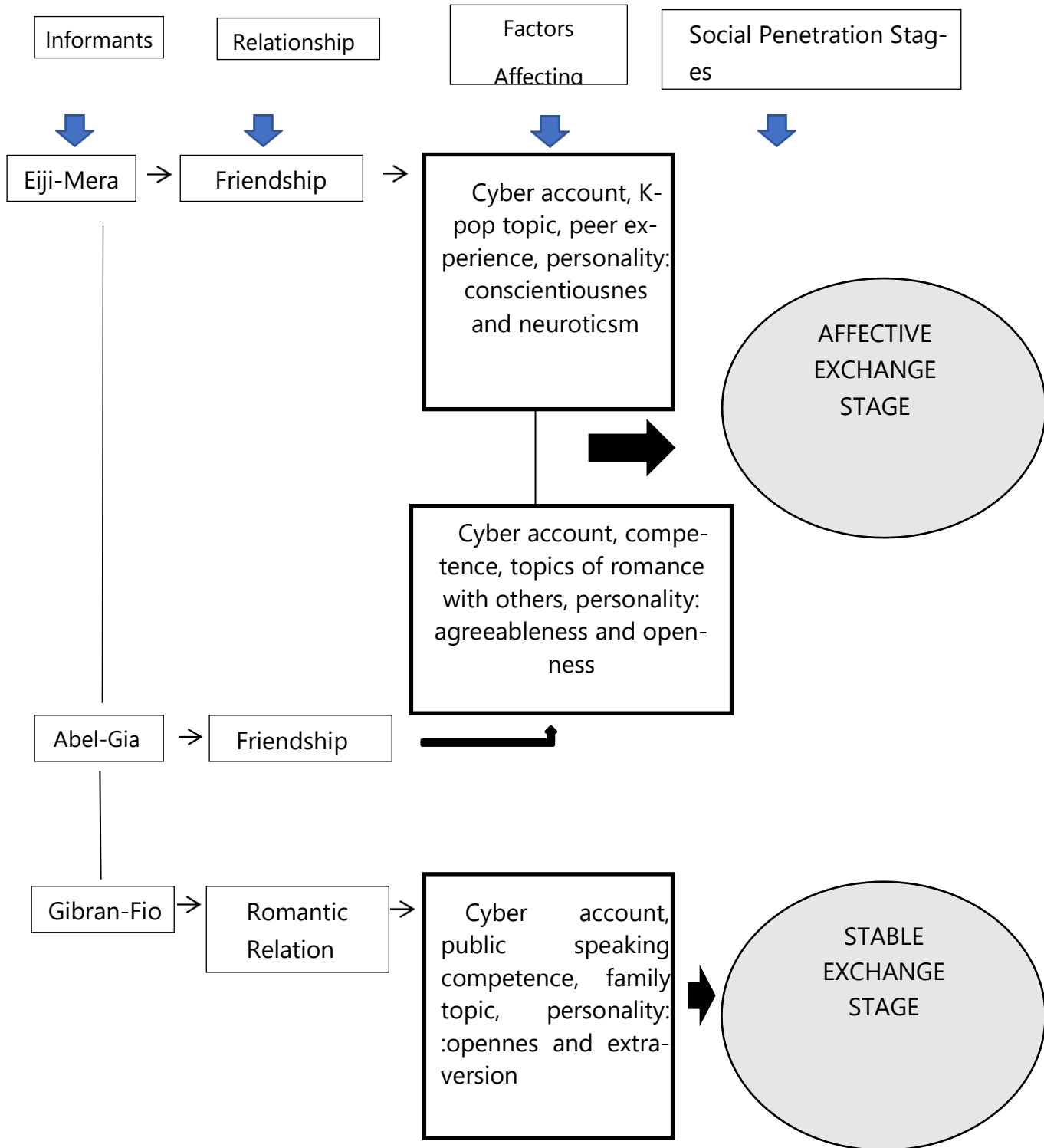
employment, such as hosting an event, and possessed excellent public speaking abilities, allowing him to effectively transmit ideas, facts, and other concepts. In addition, he gained confidence and the ability to influence people.

A topic emerged as one of the causes encouraging the self-disclosure of this informant pair. The family was frequently the subject of conversation. Fio encountered frequent disagreements with her parents. Family conflict could not necessarily involve fighting and turmoil, but she did not want it. Meanwhile, Gibran became a getaway to calm down and seek aid. As John and Pitman (in J. Putri et al., 2021) highlighted, the definition of the supplication technique is a person's method for displaying his difficult condition to demonstrate suffering and obtain support from others.

In addition to the subject of family, personality also influences self-disclosure. Gibran and Fio exhibited characteristics of openness and extraversion. They had qualities that set them apart from introverts. They were at ease in their interactions with the people they knew and were willing and eager to spend time enjoying and sustaining their ties with their social surroundings. In addition, this personality type maintains an open mind and avoids passing judgment on others. Gibran liked spending time with Fio. Hence, he frequently revealed himself when conversing. He was also receptive, allowing Fio to reveal more about herself without fear of being condemned. Extraversion and a person's sense of comfort with other people are strongly connected. Positive characteristics of this personality include being cheerful, untemperamental, and sociable (Gunawan, 2017).

The level of relationship development and the factors impacting the self-disclosure process for the three pairs of informants generated the following chart.

Chart of Informant Social Penetration Stages



CONCLUSION AND IMPLICATIONS

In the current age of digital technology, all communication situations can be mediated to obtain immediate feedback, infinite distance, and time. Even closeness in interpersonal communication can be initiated with a Twitter account. Three pairs of informants as cyber account users acknowledged that their interpersonal communication was fairly excellent, indicating that they had obtained the desired gratification from the media. Cyber accounts are where individuals can appear anonymously and engage in interpersonal interactions, information gathering, and the closure of distance and inner fulfillment. Using this account can form a friendship that, if pursued in person, can develop into a romantic relationship.

The findings from the three pairs of informants unveiled that Twitter with direct messages was employed throughout the first relationship development stage of orientation. During the affective exchange stage, Twitter direct messages and face-to-face interactions were utilized to conduct the affective assessment and stable exchange of informants, causing individual identities to no longer be concealed as they were in cyber accounts.

The first pair of informants, Eiji and Mera, underwent a less-than-optimal process of self-disclosure, with social penetration solely reaching the affective exchange stage. As a result of being deceived by a buddy in junior high school, Eiji became more reclusive and cautious around people. Mera still wanted the connection to evolve into a solid exchange. The experience of being deceived, Eiji's conscientiousness, neuroticism personality traits, and the function of cyber accounts to communicate various types of information, such as their passion for K-pop, influenced Eiji and Mera's self-disclosure.

In the friendship of the second pair of informants, Abel and Gia, the level of social penetration has reached the affective exchange stage. At this point, they were no longer uneasy around one another and were already intimate. The issues mentioned were intimate, notably love. Peer age, cyber account, skill in the organization sphere, romance and personality, agreeableness, and openness impacted their self-disclosure, encouraging them to stay together.

The relationship of the third pair of informants, Gibran and Fio, achieved a stable exchange stage of social penetration. At this point, both parties were receptive to one another. The subjects of the conversation centered on their family and professional issues. Their self-disclosure was influenced by their personalities, extraversion, and openness. They felt secure in their connection and could express themselves freely.

REFERENCES

- Agmasari, S. (2015). *Imbas Baik Menangis bersama Sahabat*. Lifestyle.Kompas.com. <https://lifestyle.kompas.com/read/2015/04/23/193000820/Imbas.Baik.Menangis.bersama.Sahabat>
- Aisyah, S. (2019). *Hubungan antara Kelekatan Teman Sebaya dengan Kualitas Persahabatan pada Remaja di SMAN 15 Pekanbaru*. 13–29. <http://repository.uin-suska.ac.id/14627/>
- Al-auhi, I. F. (2020). *Pengaruh Kepribadian Terhadap Pengungkapan Diri Melalui Whatsapp Status Di kalangan Siswa Man 02 Kota Serang*. 1–49. <https://repository.uinjkt.ac.id/dspace/bitstream/123456789/54801/1/IRBITHULFI.KRIYAH-FDK.pdf>
- Almawati, D. E. (2021). *Self Disclosure Pada Pertemanan Dunia Maya Melalui Media Sosial Twitter*. Skripsi.
- Andriana, D., & Andhikasari, R. (2019). Sistem Komunikasi Interpersonal. *Repository Bina Sarana Informatika*, September, 1–10.
- Ariva, S. (2020). *Pengaruh Media Sosial Twitter terhadap Self Disclosure Mahasiswa Fakultas Ilmu Sosisal dan Ilmu Politik Universitas Sumatera Utara*. <http://repositori.usu.ac.id/handle/123456789/32512>
- Budyatna, M., Ganiem, L., M. (2011). *Teori Komunikasi Antar Pribadi*. Jakarta: Kencana
- Demartoto, A. (2013). *Realitas Virtual Realitas Sosiologi*. *Cakrawala*, 2(1), 326–352.
- Devi, S. S. (2018). Hubungan Antara Pengungkapan Diri Melalui Media Sosial Whatsapp Dengan Komunikasi Interpersonal pada Siswa Semester Empat SMA Negeri 1 Salatiga. *Empati*, 7(3), 58–62.
- Devito, J. A. (2009). *The Interpersonal Communication Book*. Boston: Pearson
- Esrc. (2017). *What is Twitter and why should you use it?* <https://esrc.ukri.org/>. <https://esrc.ukri.org/research/impact-toolkit/social-media/twitter/what-is-twitter/>
- Em, Griffin. 2012. *A first look at communication theory*. New York: McGraw-Hill Companies
- Faidlatul Habibah, A., Shabira, F., & Irwansyah, I. (2021). Pengaplikasian Teori Penetrasi Sosial pada Aplikasi Online Dating. *Jurnal Teknologi Dan Sistem Informasi Bisnis*, 3(1), 44–53. <https://doi.org/10.47233/jteksis.v3i1.183>
- Fitriah, R. (2020). *Kompetensi Interpersonal Remaja Terhadap Self-Disclosure*. 1–31.
- Gainau, M. B. (2012). *Keterbukaan Diri*. Sekolah Tinggi Agama Kristen Protestan Negeri (STAKPN) Papua, 12–36.

- Gunawan, W. M. (2017). *Apa yang dimaksud dengan The Big Five Factor Model?* Dictio.Id.<https://www.dictio.id/t/apa-yang-dimaksud-dengan-the-big-five-factor-model/4393>
- Handayani, D., & Kurdaningsih, D. M. (2022). Social Penetration and Digital Media Communication Experiences in Reconciled Marriages, A Case Study in Indonesia. *Journal of Social Science and Humanities*, 4(4), 44–51. [https://doi.org/10.53469/jssh.2022.4\(04\).09](https://doi.org/10.53469/jssh.2022.4(04).09)
- Jackson, D. (2015). *Twitter vs. Instagram: Which is Best for Your Brand*. Sproutsocial. <https://sproutsocial.com/insights/twitter-vs-instagram/>
- Jaidka, Kokil, et.all. (2018). Facebook Twitter: Cross versus -PlatformDifferences in Self-Disclosure and Trait Prediction, Proceedings of the Twelfth International AAAI Conference on Web and Social Media (ICWSM 2018) accessed <https://ojs.aaai.org/index.php/ICWSM/article/view/15026/14876>, August 11, 2022
- Jinyeong Bak dan Alice. 2012. *Self-Disclosure and Relationship Strength in Twitter Conversations*, accessed from <https://www.semanticscholar.org/paper/Self-Disclosure-and-Relationship-Strength-in-Bak-Kim/c07dbde5ea77dd4a7d35fbb10bd46a9c9c7681d3> [October, 3,2022]
- Kairos. (2020). Twitter. [online] Tersedia: <https://twitter.com/kairoshq?lang=en> [26 November 2022]
- Loiacono, Eleanor T. (2014). Self-Disclosure Behavior on Social Networking Web Sites accessed <https://www.tandfonline.com/doi/full/10.1080/10864415.2015.979479?scroll=top&needAccess=true> o August 11, 2022
- (2019). Thinking About Interpersonal Relationships and Social Penetration Theory: Is It the Same for Lesbian, Gay, or Bisexual People? *Casing Communication Theory, January*, 293–305.
- Mardiana, L., & Zi"ni, A. F. (2020). Pengungkapan Diri Pengguna Akun Autobase Twitter @Subtanyarl. *Jurnal Audience*, 3(1), 34–54. <https://doi.org/10.33633/ja.v3i1.4134>
- Maulani, N. M., & Priyambodo, B. (2021). *Pengungkapan Diri pada Pengguna Akun Alter Twitter Dewasa Awal di Kota Malang. April*, 318–330.
- Riadi, Muchlisin. (2019). *Pengungkapan Diri (Self Disclosure)*.
- Riadi, Muchlisin.(2020). *Big Five Personality (Kepribadian Lima Besar)*.
- Nafi, G. (2006). *Lingkup Pertemanan Teman Sebaya*. 11–46, diakses dari <https://eprints.umm.ac.id/75720/1/PENDAHULUAN.pdf>, pada 1 Oktober 2022

- Nasution, N. C. (2018). Dukungan Teman Sebaya Dalam Meningkatkan Motivasi Belajar. *Al-Hikmah*, 12(2), 159–174. <https://doi.org/10.24260/al-hikmah.v12i2.1135>
- Nayiroh, L. (2021). *Proses Penetrasi Sosial Hubungan Pasangan Pengguna Aplikasi Kencan Online (Tinder) Dimasa Pandemi Covid-19*. 3(2), 57–66.
- Pandu Bagus Pratama. (2021). *Symbolisme Bromance Raditya Dika dan Pandu Winoto dalam Channel Youtube Raditya Dika*. Yogyakarta: Universitas Islam Indonesia
- Pane, N. M. S. (2020). *Keterbukaan Diri Pengguna Akun K-Po Role player Twitter Di Kota Medan*. <https://www.usu.ac.id/id/fakultas.html>
- Penington, N. (2015). Building and Maintaining Relationships in the Digital Age: Using Social Penetration Theory to Explore Communication through Social Networking Sites. *ProQuest Dissertations and Theses*, 140. <https://search.proquest.com/docview/1695847200?accountid=14169>
- Pennington, N. (2021). *Extending Social Penetration Theory to Facebook*. 10(2), 325–343.
- Permassanty, T. D., & Irawan, C. H. (2018). Proses Penetrasi Sosial Antar Pemain Pada Game Mobile Legends. *LONTAR: Jurnal Ilmu Komunikasi*, 6(2), 111. <https://doi.org/10.30656/lontar.v6i2.950>