Communication Patterns between Generations via Family WhatsApp Groups (Case Study: Amarta Family)

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Abstract

This research is inspired by the rapid development of the digital era which has shifted the place of communication from the real world to social media platforms, in this case the WhatsApp application, so that it has different patterns in each generation. Therefore, in analyzing the generations of WhatsApp group members, researchers tried to divide and classify family members into generation Y and generation Z according to their birth line. The aim of this research is to determine family communication patterns for each generation on the WhatsApp application. This research uses a descriptive qualitative approach. The subjects of this research are members of the Amarta family who are members of the family WhatsApp group. The sampling technique was purposive sampling and direct interviews. The research results show that there is a unique communication pattern in the WhatsApp Family group, each generation has the same communication pattern, namely the star pattern where each generation communicates, and each group member is free to talk and provide feedback. without any restrictions. or persuasive actions from generation Y and generation Z.

Keywords

communication patterns, family, whatsapp

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INTRODUCTION

Humans can become creatures capable of crossing space and time thanks to their ability to communicate. This ability also allows individuals to transmit stories that develop into customs, which then develop into culture and information that is transmitted over the years. There is no doubt that every parent will teach their children about their culture. Both of these things apply both horizontally, from one civilization to the next, and vertically, from one generation to the next. Communication from generation to generation uses certain communication strategies depending on a person's upbringing, education, and financial situation.

Communication styles contribute significantly to generational differences. According to Balson (1999), all human behavior, including language, emotional play, and abilities, is learned and developed through the family, school, and society. Families shape children's personalities by giving them images of their own lives, the lives of others, and images that help them create the values they will uphold throughout their lives.

In terms of formation based on an event recognized by that generation, each generation has different views and points of view and has different communication styles. The social process that underlies the dynamic characteristics of communal life is the process of forming relationships between people. This relationship takes the form of ongoing social involvement that occurs both inside and outside the family. Raising children from parents to their children is an example of social interaction that develops within the family and gives birth to and produces diverse new people.

Each generation has a different way of communicating. Before a child is finally sent to a larger community (social structure), Morgan states that a child's main socialization process occurs at home (Rahardjo, 1996). According to Geertz (1983), the family is a place of deep and continuous socialization and the inheritance of morals, ethics and social ideals among its members from generation to generation.

Humans are not shaped by their environment; rather, they are shaped by the way they interpret the messages they receive from them. We can examine communication patterns based on how one generation understands messages sent by other generations and how one generation conveys these messages to the next generation.

According to Johnson in Derry (2005), interaction analysis, one-way communication hierarchies, and two-way communication hierarchies can all be used to study group communication. (3) Network for communication. By using qualitative research techniques and a case study perspective, the researcher hopes to investigate and evaluate the communication patterns that exist in the Amarta family WhatsApp group based on the description above. We hope that researchers can pinpoint the communication patterns that exist within the Amarta family.

Sutono first formed a large family as head of the family before later marrying Rustini, a widow, and was blessed with two children. The Amarta family was chosen to call this large extended family after Sutono and Rustini were blessed with four additional children bringing the total to seven. With the increasing number of people joining large families due to marriage to date, the number of Amarta families has increased. When this family was first formed. The heads of the family, Sutono and Rustini, provide the same standard of care to their seven children. But as time went by, these seven children married, had children, and their family's financial and educational situation changed.

This development makes the communication system between them more active and interesting to watch. Back when this family was just formed. The heads of the family, Sutono and Rustini, give equal attention to their seven children. These seven children eventually married, had children, and their family's economic and educational conditions changed. As a result of this development, the communication mechanism between them has become more active and interesting to watch.

Although some people have adopted a new communication culture in their environment, including the use of social media to communicate, along with the development of communication technology. The most important part of family ties is often direct communication.

The researcher decided to conduct this research using a case study because the researcher wanted to find and develop an in-depth analysis of a case, so that this method could produce objectively complete data. The researcher is aware that this is prone to research bias because he is a member of the Amarta family, but the researcher tries as much as possible to maintain neutrality in this research. The researcher aims to study how communication patterns occur in the smallest social structures, in the smallest organizations in accordance with the author's expectations by choosing this research topic.

Another encouragement from this research is the fact that the WhatsApp application is widely used as an individual and group communication tool. Because of how widely used Whatsapp is, everyone is using new media technology. Seeing this incident, the researcher attempted to look at the sample of Amarta families that the author was targeting in order to understand the communication patterns found in the Family Whatsapp Group.

Human communication has been influenced by the emergence of new media, which offer digitalization, convergence, interactivity, and the growth of networks related to the creation and delivery of messages (Fly, 2002). Modern humans can now communicate through new technology. One of the results of modern media is social media.

WhatsApp is useful for long-distance communication because it is easy to adapt and covers a wide area, which is why the Amarta family often uses it to stay in touch with their

extended family. One of the mass media that was born in the 1920s and is now widely used by people around the world, including Indonesian people, is WhatsApp.

The boundaries of the research will be determined by the author of this research who will also mention the date of the Eid al-Fitr holiday in 1443 AH, the birthday of Qiana Ainun S, the daughter of an Amarta member, and the mourning period in question. following the death of Mbah Hadi, Mbah Tono's older brother, in May. This intergenerational relationship resulted in the development of a unique communication style for each member of the Amarta family, which was then passed down from generation to generation. Therefore, researchers are interested in the topic "Intergenerational communication patterns through family WhatsApp groups (case study of the Amarta family)".

In this case, researchers are aware even though there has been a lot of research on family communication. However, social, technological and cultural changes can influence communication dynamics within the family. Thus, further research is needed to understand how these factors influence the way family communication is conducted, as well as their impact on relationships between family members.

RESEARCH METHODS

This research uses a case study approach. This research uses a qualitative descriptive method which is able to briefly explain various situations, events and phenomena related to communication patterns in the Amarta extended family Whatsapp group. Researchers also used a literature review, commonly known as the literature study approach, in this research. Carrying out research through studying and reading materials related to the problem being studied is known as library research. According to Creswell in the book Research Design, a case study is a research design in which the researcher develops an in-depth analysis of a case, often a program, event, activity, and the researcher collects complete information using various data collection procedures based on a predetermined time (2016). Therefore, case studies are used holistically or comprehensively, allowing researchers to then collect and find different data and combine them to create a complex picture.

LITERATURE REVIEW

Interpersonal communication

Interpersonal communication, according to Griffin, is the process of transferring knowledge, concepts, points of view and emotions between two or more people. Family interactions, conversations between three people, and conversations between two friends are some examples of interpersonal communication. When watching movies, reading, or working, interpersonal communication can occur anywhere.

So what does this have to do with interpersonal communication, according to the Interpersonal Deception Theory proposed by Buller and Burgoon, which identifies when the person we are communicating with is lying?

Communication and Interaction Channels

In the context of communication within families in this research, the types of media that are relevant for family communication can include social media, such as Facebook, Instagram, and Twitter, as well as other instant messaging applications, but the research group WhatsApp took as the research sample, the media acts as the main means for interaction and share information between family members. Different types of media have become an integral part of the lives of modern families, influencing the way they communicate and build relationships. According to Jones (2019), technological developments have changed the landscape of family communication, with digital media such as instant messaging, social media and video calls becoming increasingly dominant. It is important to understand the role of media in the context of family communication and how its use differs between generations. For example, research by Smith et al. (2020) highlighted that generation Y tends to use social media such as Facebook and Instagram to share moments and communicate with family members, while generation Z is more likely to use video sharing platforms such as TikTok and YouTube.

Group Communication Patterns

A group is a number of people who engage with each other face to face or over the course of several meetings. Each individual receives the impression or perception of other people at a certain point and then questions arise which cause each member to respond in their own unique way (Arifin, 2015).

The group communication process is a process in which there are three or more participants and there is interaction between them. The number of members is not clearly limited. Group communication is defined as communication that occurs between a communicator and a group of more than two people and produces a direct response by Onong Uchjana Effendy (Kholil, 2011).

According to Johnson in Derry (2005), there are three methods that can be used to investigate group communication so that it can be done more thoroughly: (A) Interaction analysis is a technique for examining how members of a group interact. (1) Quantity and duration of communication, first. (2) Second, the people we talk to. (3) Next, consider who is being moved and how. Members who have high authority, those who are senior or older, often have more control over members who have low authority, namely those who are younger or lower. (B) One-way and two-way communication hierarchies can be thought of as layers of information flow.

(1) One-way communication, that is, the communicant is not given the opportunity to provide a response and all communication comes from the communicator alone. (2) Two-way communication, or communication between two people who have a reciprocal relationship, for example the communicator and the communicant.

Communication networks describe "how to tell whom" in a social system. Alternatively, we can view it as a series of decisions about who can communicate and how (directly or indirectly through other members). There are different types of communication networks, including those listed below: Scheme, Y-Scheme, Chain Scheme, Circle Scheme, Wheel Scheme, and Each Channel. Communication patterns that exist in a group, such as the leader as communicator, members as communicators, and so on, can be understood by understanding the description of the communication process, communication, message delivery, and other related topics.

RESULTS AND DISCUSSION

Intergenerational Communication

One of the family communication facilities for selling, sharing information, communicating and building ties between distant relatives is the Amarta family Whatsapp group, which now has 34 active members.

Therefore, the researchers attempted to group and categorize family members into different generations based on their lineage while studying the generations of Whatsapp group members (a). The first generation or founding generation is called Generation X and consists of only two individuals: Mbah Tono and Mbah Rusini (b). The second generation after generation X, known as generation Y, mostly consists of the children of Mbah Tono and Mbah Rustini. However, there are also family members who are descendants of Mbah Tono and Mbah Rustini's brothers; in this generation, they are only called Bude/Pakde and Uncle/Auntie by researchers. (C). The third generation after Generation Y, which is mostly full, is Generation Z. In this study, Generation Y tends to use group social media to communicate within the extended family, bring those who are far away closer and build relationships, but this is different from Generation Z who uses family group social media only as a condition. formality is part of the family, and tend to prefer communicating with and to whom they want.

We can start by examining the level of communication carried out by each member of the Amarta family Whatsapp group by knowing the description of the grouping of each generation.

To analyze the intensity of communication, researchers focused on the intensity of communication that occurred in the Amarta Family Whatsapp Group, when the Eid al-Fitr 1443 H moment occurred, the day a baby named Qiana Ainun S was born, who was the child of one of the Amarta members, as well as the moment of mourning for Mbah's death. Hadi is MB's older sister. There needs to be restrictions in conducting research so that research can be carried out.

Every message that will be conveyed by a person or group to members of a group will have a different purpose. Therefore, delivery times vary for each batch.

When examining the Amarta family Whatsapp group, researchers saw how the messages expressed in the group started from the moment of Eid al-Fitr 1443 H, the birth of a baby named Qiana Ainun S, and the moment of Condolence. The death of Mbah Hadi, Mbah Tono's older brother, which occurred in 1 month, namely May.

From the findings of observations made by researchers in the Amarta family group, the researchers tried to analyze the subject matter or content of the conversation, the intensity of the conversation, and the purpose of the communication. For this purpose, the researcher compiled the data into a research table.

Material and content of the message.

When a message or communication is delivered, the aims and objectives of the communicator are communicated to the communicant. The substance of a message is one of the many components that can be interpreted. The substance of the message consists of objects or materials selected and concluded by the communicator that best convey the meaning to the communicant. The messages and goals conveyed by communicators can be expressed in various ways, including through marketing, personal branding, business location, and other means.

It is interesting to note that 286 conversations took place in the family WhatsApp group between May 1 and May 31, 2022, and there were 115 conversations about friendship, 34 general information chats provided to WhatsApp group members via images or text, and 137 positive responses. text or emoticons/stickers in incoming chat.

And based on these observation findings, it is known that the chats that occur in the Amarta family WhatsApp group contain a lot of general information and media to build ties between families who are far apart geographically and chronologically. Therefore, the Whatsapp group for the Amarta family is the best choice for establishing relationships between distant relatives.

Conversation Intensity

The main goal of the communication intensity process is to help a person improve personal effectiveness and interpersonal effectiveness. Communication intensity is very important in fostering a culture of openness and instilling a sense of mutual trust between fellow group members.

In this study, researchers found that there was a striking difference between generation Z and generation Y in the intensity of conversations that occurred in the group during the period 1 May to 31 May 2022. There were 62 recorded conversations from generation Z and this was

different from generation Y which could reach 224 conversations. in 1 month. Generation Y received the highest number of chats with 37 chats and 1 lowest number of chats from 1 group member, while generation Z received the highest number of 23 chats and the lowest number of 0 chats. In fact, there are 7 chat members who have never spoken in the Whatsapp Group.

And I tried my best to categorize the intensity of communication between the two generations using code A, code A for talk intensity of twenty or more in one month, code B for talk intensity of ten to twenty in one month, and code C for chat intensity of ten or less in one month.

Researchers found that in generation Y there were 5 members who got code A, 3 members got code B, and finally 6 members got code C, in generation Z there was only 1 member who got code A, 2 members got code B, and finally 14 members which received code C. Researchers also found differences in the intensity of the number of chats each day in WhatsApp groups. Based on the data, there were 41 chats recorded in the Family WhatsApp group on 1-3 May 2022, around Eid al-Fitr 1443 H. On 4-6 May 2022, no chats were recorded because no moments occurred. , but on 7–9 May 2022 there was an increase.

Generation Y continues to dominate the Amarta family, and Generation Z is still small in number or underrepresented. And depending on the time it takes place, the dialogues in the Amarta family vary in intensity. When an event or moment occurs, the group's intensity increases; conversely, if there is no moment, the intensity decreases.

Communicate Goals.

To achieve one's goals, one must send and receive messages from the communicator to the communicant. This is known as communication. Because goals are the most important component of communication, researchers attempted to analyze the goals of each member of the Amarta group through direct interviews. To better understand the main informants, researchers divided them into four groups, namely generation Y active informants, generation Y passive informants, generation Z active informants, and generation Z passive informants.

The researcher discussed the phenomenon of the widespread use of the WhatsApp program as a communication medium, both individually and in groups within the Amarta family WhatsApp group, with one of the active members of Generation Y, Om Maryadi, who is an informant from Generation Y. He explained this.

"The Amarta family is also very active. The more often you chat with someone close to you, the more useful your cell phone will be as a communication tool. Among other things, Pakde is Mbah Marto's eldest grandson in this case, he encouraged his nephews to continue Mbah Tono's struggle.

Please maintain our constant closeness. No matter how busy we are, communication is still needed to bring those who are far apart closer. prevents you from becoming someone else. Don't until you waver because of a mere difference of opinion, and don't waver because of a talent or economic gap. Bude Mulat, one of the Y generation who is also active, expressed the same thoughts, saying that:

Of course, maintaining relationships with the next generation of family remains crucial. If there is important information and news related to the teacher's extended family, it will help.

Apart from that, another interesting finding emerged from our conversation with Bibi Sri, one of the Y generation who was somewhat obedient, and who made similar comments.

"Family WhatsApp groups are very important for maintaining relationships and helping the younger generation get to know each other.

Researchers are also trying to talk to active members of Generation Z, including Peni's older sister, he said.

Because social media is widely used and can be accessed by all generations, including generations Y, Z, even the millennial generation, it cannot be denied that generations Y and Z are quite present. Conclusion: In both direct and indirect communication, Generation Y can now beat Generation Z in social media usage, so

Interestingly, this was expressed by Febby, one of the less vocal members of Generation Z

Because I am a member of the Amarta family, I joined the Amarta WhatsApp group. Even though she almost always accesses WA groups, Febby admits that she needs to know family facts when asked about WA groups.

Analyzing the Amarta Family's communication patterns in the Whatsapp Group.

The research team found some interesting information from research findings regarding intergenerational communication patterns in the Whatsapp group of the Amarta family.

The communication patterns used by the Amarta family in their WhatsApp group can be identified based on interviews conducted by researchers with members of generations Y and Z. In particular, this star's communication pattern is a network of all channels that allow its members to communicate with each other. with each other by exchanging information and being able to reply to each other with other members.

When researchers asked group members about the reasons for communication that occurred within the group, almost every group member, both generation Y and generation Z, stated that the Amarta family Whatsapp Group was still needed to connect relationships between families. Yes, this is also supported by the fact that there is no influence of generation Y and generation Z in communication and everyone in the group is free to speak and contribute without being limited or influenced by any of the genes.

CONCLUSION

This research provides a deeper understanding of communication patterns within families and how these patterns may differ between generations. The group communication practice carried out by the Amarta family aims to foster friendship between families who are currently separated and between generations of members of the extended Amarta family.

It is known that by using virtual WhatsApp groups, the Amarta family WhatsApp group contains forms of family communication patterns for each generation. Each generation communicates in the Amarta family WhatsApp group in a star-shaped format, and everyone in the group is free to voice opinions or provide input without being hindered by generation Y or generation Z.

The findings of this research can be a basis for further research in understanding the dynamics of communication within families, both in terms of generational differences and other factors that influence intra-family communication.

Based on research findings and an examination of the volume of communication in the Whatsapp group, the researchers concluded that the Amarta family's Whatsapp group was used as a forum for friendship, communication and data collection. about immediate and distant family.

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