

The Phenomenon of Marriage Trust Issues in the Millennial Generation from A Psychological Perspective Communication in Medan City

Syifa Urahmah^{1*}, Lusiana Andriani Lubis², Iskandar Zulkarnain³
Universitas Sumatera Utara

Corresponding Author: Syifa Urahmah syifaurrahmah16@gmail.com

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ABSTRACT

This research aims to analyze the phenomenon of trust issues in marriage among millennials in the city of Medan, the impact of these trust issues, and the attitudes of millennials in dealing with this phenomenon. The paradigm employed is constructivism with a phenomenological method; the research object is trust issues in marriage, and the research subjects are millennials. The research informants consist of six individuals and three triangulation informants, with the information received resulting in data saturation. Data collection techniques include in-depth interviews and observations. The findings of this study indicate that marital trust issues are caused by a lack of effective communication between partners, leading to conflicts and trauma from partner betrayal, infidelity, abusive behavior, and lack of parental approval. This phenomenon is also driven by insufficient family roles, shifts in cultural values of marriage, and the negative impact of social media. Marital trust issues result in difficulties in self-disclosure, delays in marriage, and changes in values related to marriage. The attitudes developed to avoid similar experiences include improving communication with partners, enhancing trust in partners, being selective in choosing partners, and maintaining a positive mindset

INTRODUCTION

Individuals who experience trust issues will feel uncomfortable interacting and tend to avoid other individuals. Researchers are interested in research conducted by Handaningtias et al (2022) which explains that a person's mindset can greatly influence an individual's behavior in forming trust in a marriage bond, and this influence can be influenced by various factors, including traumatic experiences and negative events that have been experienced (Bahfiarti, 2016).

Trust issues can be the main trigger for various problems in the future because they can cause deep loss and disappointment for the individual who experiences them (Diamond et al., 2017). This is supported by research from Jonas Walender (2017), which states that trust issues are caused by psychosocial factors, namely psychological factors and social factors that are interrelated. This is supported by research conducted by Anshor (2022), stating that relationship breakdown is caused by a lack of trust and disappointment which has implications for fear, anxiety and trauma that are felt so that it will have a negative impact on a relationship.

The decline in marriage has hit various countries in the world. Based on data from Eurostat Statistics Explained regarding marriage and divorce statistics for March 2023 which explains that the number of marriages per 1000 people in Europe has decreased in recent years. Marriages in Italy experienced the lowest decline in the last decade at 24% or less than 200,000 marriages, this decline was caused by a lack of jobs, debt, rising property costs and a new culture that caused many young people to live together without getting married. The decline in marriages also occurred in Greece due to changes in lifestyle, behavioral patterns and economic pressure.

The rapid development of the current era has caused the millennial generation to experience changes in the social, cultural, technological and other fields. This generation is experiencing the strong influence of social and technological transformation. According to research by the Boston Consulting Group (2011) (in Silalahi, 2019), the millennial generation, born in 1981-1996, prioritizes the use of the internet as the main element in various aspects of life, starting from various topics and activities that have become a foundation that is very dependent on its use. Internet. As stated by Simpson (2007) trust issues can exacerbate problems or even result in a breakdown in the relationship.

In a relationship, trust is recognized as the main key in building a foundation for success. A relationship that is not based on trust as a foundation will have the potential to hinder the success of the relationship. Trust issues create a low sense of trust, involving distrust, poor communication, and misunderstandings. This is in accordance with research by Benjangjoru & Vongurai (2018) which states that an individual's level of trust will be influenced by what they see and feel, this proves that social media greatly influences the trust issues of its users. Fast-paced modern life often puts pressure on communication and emotional involvement in marriage, which can trigger trust issues (Matondang, 2019). This is in accordance with research from Wang & Taylor (2011), which states that the millennial generation tends to postpone and

considers that marriage is not important, therefore the millennial generation prefers to put aside or not even get married.

The increasing number of divorce cases that occur will cause negative impacts for children, such as a high risk of experiencing mental disorders, externalizing behavior (deviation), feeling guilty, doing risky things, decreased academic achievement, risk of experiencing divorce in the future because of the traumatic so that children who have traumatic experiences are reluctant to have long-term relationships (Yanto, 2023). In the current era, the value of marriage has experienced significant changes, especially when viewed from the perspective of the millennial generation which is influenced by technological developments, social dynamics and cultural changes. Limited previous research has highlighted views on marriage including marital trust issues in couples in long distance relationships, trust issues with married couples, self-readiness for marriage, and postponing marriage due to work focus which is analyzed through trust theory, conflict resolution theory, and symbolic interaction. . Meanwhile, this research highlights the millennial generation who have experienced deep heartbreak caused by failure to establish a relationship with their partner and even failure to reach the marriage stage to assess a marriage bond from a communication psychology perspective.

LITERATURE REVIEW

The psychology of communication has a very broad meaning, encompassing all forms of conveying energy, sound waves, and signs between places, systems, or organisms. The term communication is used in various contexts, including as a process, message, influence, or especially as a patient message in psychotherapy (Zulkarnain et al., 2019). According to Fisher (Rakhmat, 2012), communication psychology is a scientific discipline that seeks to explain, predict, and control mental events and behavior in communication. Mental events include the internal mediation of stimuli resulting from communication while behavioral events are what is seen when someone communicates. Communication psychology is concerned with how to achieve effective communication in human interactions. Basically humans are social creatures, the social processes they go through will acquire several characteristics as social creatures which will influence their behavior. This can be grouped into three aspects, namely affective, cognitive and conative (Ritonga, 2019).

Leonard Shedletsky (1997) states that intrapersonal communication involves a lot of judgment and behavior from other individuals. Apart from making judgments about others, intrapersonal communication provides the communicator with the opportunity to assess himself (West & Turner, 2008). According to Nurudin (2017), intrapersonal communication is a process that occurs within each individual, in the form of processing information through the five senses and nervous system. Individuals who are involved in the intrapersonal communication process influence the meaning of an object being observed in their minds. In the interpersonal communication process there are several functions, namely to avoid conflict, ensure cooperative interactions, manage impressions, build power, ensure compliance, show respect and be kind to fellow citizens (Liliweri, 2017).

Environmental factors influence how much a person does self-disclosure in social interactions. According to Alberti & Emmons, aspects such as upbringing, culture, stereotypes, socio-economic status, gender, and level of education play a role in shaping individual communication patterns (Septiani et al., 2019). According to Mcleod and Chaffee (in Rahmah, 2019) explain that family communication is a socially oriented communication process, namely emphasizing good relationships and concept-oriented forms of communication, namely communication that encourages children to develop views from various aspects. Thus, through their communicative interactions, families not only build close relationships, but also play an important role in maintaining the physical and mental well-being of their members (Thadi et al., 2021).

The phenomenon of trust issues reflects the belief that other individuals will carry out actions according to desired expectations. This involves the readiness of the first party (the trust giver) to open up to the second party (the trust recipient), with the assumption that the trust recipient will act in a way that is beneficial to the trust giver (Schilke et al., 2021).

METHODOLOGY

This research applies qualitative methods with a phenomenological approach. According to Sugiyono & Lestari (2021) this research refers to the type of research used to understand a phenomenon from a process perspective. This method is used to investigate aspects related to the subject's background and aims to provide understanding. The object of this research is the phenomenon of marital trust issues. Trust issues in marriage cause individuals to postpone or not get married. Research subjects are informants or sources who have the capability to provide information related to the research object. Determining informants was carried out using a purposive procedure, namely by determining criteria that had been determined by researchers with certain considerations (Bungin, 2015).

Researchers conducted interviews with informants according to predetermined criteria. During the interview process, the researcher found six informants and interviewed them in deep interviews so that they found data saturation. The informants who were interviewed ranged in age from 29-34 years who worked as BUMN employees, entrepreneurs, admins, teachers, pharmacists and students. In this study, researchers used data collection techniques from Matthew Miles and Michael Huberman who identified several activities in the data analysis process

In this research, source triangulation has been carried out where the data obtained comes from different sources but using the same technique. Informant triangulation is carried out on people who understand the problem to be researched from credible informant sources

RESULTS AND DISCUSSIONS

The Phenomenon of Marital Trust Issues

In a relationship, communication plays a very important role. Without communication, a relationship will not work. Communication is closely related to interpersonal relationships, where interpersonal relationships describe how individuals interact with each other, involving thoughts, feelings, physical reactions, and ways of communicating. In every type of relationship, such as romantic couple, husband-wife, parent-child, each individual plays a specific role. In this study, researchers found that the phenomenon of trust issues occurs because communication that occurs in a relationship is not carried out well, causing conflict and causing failure in a relationship. In this study, the researcher found that interpersonal communication within a couple relationship was not effective because several stages of interpersonal communication were disrupted. According to Devito (Putriana et al., 2021) there are five stages of interpersonal communication, namely contact, involvement, familiarity, destruction and termination.

1. Contact is the first stage in a relationship. where this stage is the initial stage of interaction, namely the individual has a first impression of the person they are talking to. In the context of marital trust issues, this stage reflects the process of first meeting and building a first impression of the couple.
2. Involvement in a relationship is a process between individuals choosing to get to know and express themselves more deeply towards their partner. So at this stage it involves individuals who are involved in a relationship to build trust and intimacy to reach the romantic stage.
3. After involvement is established, the relationship enters the intimacy stage. In this familiarity stage, the relationship becomes deeper and more intimate. This can be seen from the research results which show that the informants already know each other's families and are planning a wedding.
4. Entering the destruction stage. In this stage, conflicts begin to arise which cause estrangement in a relationship. Based on research that has been conducted, informants admit that this stage of destruction is caused by various factors such as communication that occurs in a relationship not working effectively, infidelity, betrayal and harsh treatment from a partner.
5. The final stage in an interpersonal relationship is termination. At this stage the individual decides to continue or end the relationship. In this research, it shows that the informants chose to end the relationship they had built so that the phenomenon of marital trust issues occurred due to the experience of failure in the relationship.

A relationship requires good interpersonal communication between the individuals in the relationship. Effective communication can be measured by the extent to which the results of individual behavior match the expectations that have been set. The level of effective interpersonal communication is reflected in an individual's ability to convey information clearly, create the desired impression, and influence others according to intentions or desires. These parameters determine the extent to which interpersonal communication succeeds in meeting the desired goals.

Based on the findings, the researchers stated that the phenomenon of trust problems in marriage is caused by a lack of effective communication in the relationship. This is proven by the statements of all informants who stated that communication in the relationship does not always go both ways, thus causing conflict and having an impact on the success of the relationship. Conflicts that occur in these relationships include infidelity and betrayal. Poor communication in previous relationships caused them to be unable to fix problems and always put each other's ego first. These problems are the main indicators that cause the relationship to end just like that. This has been validated by the first triangulation which states that trust problems in marriage are generally caused by communication problems in the relationship, past experiences, or economic factors.

Likewise, in the context of marital trust issues, lack of open communication and ineffective communication give rise to conflict and cause relationship failure, thereby destroying the trust that has been built. This provides a deeper understanding that solid trust is an important foundation for happy and fulfilling relationships. Therefore, improvements in the quality of interpersonal communication can be a significant step in overcoming trust issues and strengthening the foundation of trust as the core of continuing healthy relationships.

Researchers also found that the phenomenon of marital trust issues involves the family. All informants have characteristics of the communication patterns developed by Mcleod and Chaffe. Researchers see that there is a protective pattern in several individual families, namely that there are parents who set limits for children to choose their partners so that parents impose their will to determine their child's partner. However, there is also a pluralistic communication pattern that implements an open communication model, mutual respect and mutual support. A pluralistic pattern means a form of family communication that carries out open communication in discussing ideas with all family members, respecting and supporting each other when family members are not ready to build new relationships and proceed to the marriage stage caused by past trauma. So researchers can conclude that the role of the family influences individuals in determining their desire to marry.

Apart from family communication patterns that occur, researchers also found that relationships with parents affect mental health. According to Sinaga et al in 2024, children with divorced parents have trauma which causes impacts that affect the child's mental state, one of the impacts is being afraid to build a household. This is in line with research findings, that individuals who come from

broken homes will experience special impacts related to marriage. This impact is in the form of trauma in itself because the experiences felt in childhood give rise to fears about building a marriage bond, coupled with the experience of failure that has been faced as an adult, creates an even greater desire to postpone marriage.

Researchers also found that cultural forms of communication influence this trust issues phenomenon. Communication has become part of culture, with communication determining, inheriting, maintaining and developing existing culture. Different cultures include racial, ethnic, or socio-economic differences. In the phenomenon of trust issues in marriage, researchers found that there are obstacles that occur in the millennial generation regarding views on marriage. These obstacles are differences in values and differences in cultural behavior patterns. The difference in values can be seen in the meaning of marriage itself because according to the millennial generation, marriage is no longer an indicator of happiness. This causes differences in the views of the millennial generation, who don't mind spending a long time focusing on themselves and improving themselves before entering the marriage stage.

The findings state that individuals choose to work and focus on themselves while improving themselves, in line with July Natalia Silalahi's research in 2018 with research entitled "Life Challenges for Millennial Generation Women: Career or Marriage". This research aims to explore the life challenges faced by millennial generation women in Japan, especially in choosing between career and marriage. The findings state that individuals choose to work and focus on themselves while improving themselves. Likewise in the context of marital trust issues. Individuals who experience marital trust issues state that marriage is no longer considered the main indicator of happiness. This is influenced by different cultural attitudes, thereby changing the perspective of the millennial generation who prefer to postpone marriage and do not view age as a limit to marriage, because they prefer to heal themselves from past trauma by focusing on career and self-development. This is validated by the third triangulation which states that currently many individuals consider marriage to be a burden due to demands that must be met, so many individuals prefer to live alone without getting married.

In the context of marriage in the millennial generation, the problem of trust issues can be analyzed through a worldview which includes three main elements, namely religion or belief, values, and behavior, as proposed by Larry A. Samovar, Richard E. Porter, and Edwin R. McDaniel.

1. Religious or belief factors play a key role in shaping an individual's view of marriage. Traumatic experiences in previous relationships, such as betrayal and infidelity, may make individuals more skeptical about the possibility of a successful marriage. However, overall informants still have an understanding of their religion or beliefs as a source of strength and moral guidance in understanding the meaning of marriage and in rebuilding trust after a traumatic experience.
2. The values held by individuals or groups also play an important role in shaping their views on marriage. Values such as loyalty, honesty, and

good communication are the main foundations in building a healthy relationship. However, traumatic experiences in previous relationships can shake an individual's belief in these values, causing them to be more selective in choosing a partner and more careful in building trust.

3. Individual behavior in a marriage relationship reflects the application of their religion or beliefs and the values they adhere to. An attitude of caution, caution, or even delay in marriage may be a direct result of traumatic experiences in previous relationships. In addition, daily behavior in a relationship, such as communication and interaction, can be strong indicators of the level of trust that exists in the relationship.

Impact of the Trust Issues Phenomenon on Marriage

Trauma resulting from past failures is processed in the form of intrapersonal communication. Researchers found that all informants had unpleasant experiences from past relationships, such as being betrayed, cheated on, treated harshly, and even leaving their marriage. This trauma is included in the type of developmental trauma. Developmental trauma According to Chavangh (in Hatta, 2016), states that trauma or stress will be experienced at all stages of development, such as rejected love, or an unwanted birth, an incident that occurs during dating, family, and so on.

A person's traumatic experience can influence an individual to process messages in communication. Intrapersonal communication is a form of communication that occurs within oneself, in the form of managing information through the five senses and nervous system. Intrapersonal communication involves many assessments and behavior of other individuals in influencing a decision. While the communication process is ongoing, intrapersonal communication has stages that must be gone through before individuals decide on their choice in determining marriage. According to Rakhmat (in Kustiawan et al., 2022), the processes in intrapersonal communication include sensation, perception, memory and transmission.

This is in line with research conducted by Rachel M. Diamond, Andrew S. Brimhall and Kosha D. Bramesfeld (2017) entitled "Got Trust? A Mixed-Method Consideration of How Past Relationships Influence Perceptions of Trust", this research aims to determine how trust develops and is maintained in a marriage bond with individuals who have had the experience of being married and individuals who have never been married. Thus, this research shows that past experiences, both positive and negative, greatly influence an individual's ability to trust their partner in marriage. Previous negative experiences tend to make it more difficult for individuals to build trust, whereas positive experiences make it easier for them to trust new partners. A partner's response that is consistent and different from previous negative experiences can help build trust. Similar to previous research, research related to trust issues shows that when individuals have trauma due to failed previous relationships, they need a lot of trust. So trust is needed more by people who have experienced failure than by people who have never experienced failure before.

Likewise, in the context of marital trust issues, this is a complex problem that is influenced by experiences of trauma in previous relationships, the influence of the social environment, and family pressure. Traumatic experiences such as betrayal, infidelity, and abusive behavior leave deep scars and create fear of repeating the painful experience. Individuals with negative experiences tend to be more selective in choosing a partner and delay the marriage decision to ensure compatibility and rebuild trust. In addition, developments in technology and social media amplify doubts and fears in forming new relationships. Postponing marriage is often chosen as an effort to focus on self-recovery and ensure full readiness before moving on to the wedding stage.

The impact of the phenomenon of marital trust issues also causes individuals to find it difficult to open up to new people, making it difficult for these individuals to build new relationships. According to Altman and Taylor, self-disclosure is the ability a person has to express information about themselves to other people with the aim of establishing close relationships. Self-disclosure is influenced by the environment when someone interacts. Factors that cause difficulties in communicating are environmental factors including parenting patterns and stereotypes. Researchers also found that all informants stated that experiences of failure from previous relationships which caused trauma resulted in the informants finding it difficult to open up.

This research also found that technology and social media can worsen the phenomenon of marital trust issues. Media exposure has become increasingly complex with the existence of new media. Individuals are not only exposed to information through traditional media, but also through various digital platforms. This can influence people's perception and knowledge regarding the increasing fear of getting married, because there is exposure to social media information about failure in a relationship.

Researchers found that parental failure had an impact on marital trust issues and had an impact on self-disclosure. A broken home family environment, which causes individuals to never experience the upbringing of harmonious family relationships. So when an individual does not have a good role model at the marriage stage, this condition makes the individual tend to have a negative view of marriage and is supported by the experience of experiencing trauma when his partner chooses to marry another woman.

Thus, delays in marriage are caused by individuals who are not fully ready to get married because they are still experiencing trauma and lack of role models in their marriage. In marriage trust issues, past experiences and role models play an important role in influencing a person's perception and readiness to take the step towards marriage. The phenomenon of trust issues in marriage shows that past experiences, such as betrayal and infidelity, have a significant impact on an individual's ability to trust their partner in marriage. There is deep doubt in rebuilding trust after a traumatic experience in a previous relationship. This leads to extreme caution in choosing a partner and postponing the marriage decision to ensure compatibility and rebuild trust.

Another impact felt by the millennial generation regarding issues of trust in marriage is postponing marriage. Many people choose to postpone marriage because they have experienced trauma that makes them think that marriage should not be done in a hurry. Even though they still have the desire to marry according to their religion, they chose to postpone the wedding without a definite schedule. Even if there is pressure from their parents, they still choose to wait until they find a partner they can completely trust and are ready to commit to living together until the end of their lives.

The results of this research are in line with research entitled "The Meaning of Marriage for the Millennial Generation Who Delay Marriage and Decide Not to Get Married" written by Nurviana and Hendriani in 2021. This research shows the results of research which states that for the group who postpone, marriage is a stage new life, live with your partner, don't be selfish, must be conducive to raising children, ideally your partner is a loved one, a place where the couple must be mature, worship, don't do it because of other people's pressure, requires the consent of both parties, must be done seriously, a means of giving birth new generation, and carried out by men and women. This research explains that the understanding of marriage for the millennial generation is not just a tradition or social obligation, but an important stage in life that requires emotional maturity and strong commitment. Thus, marriage for the millennial generation who are postponing marriage is a choice accompanied by various deep considerations, including the willingness to enter a new stage of life with a mature and conscious attitude. In the context of marital trust issues, all informants are no longer in a rush to enter into marriage, but prefer to wait until they find a partner who matches the values and commitments they believe in. So this phenomenon of trust issues has resulted in the millennial generation choosing to postpone marriage. This is in line with the findings

Attitudes of the Millennial Generation in Facing the Phenomenon of Marital Trust Issues

Marital trust issues are complex problems and have a significant impact on the desire to build a marital relationship. This form of trauma is often influenced by experiences of past relationship failures and various external pressures such as family demands, age and religion, thus influencing the attitudes experienced by individuals who experience the phenomenon of marital trust issues. Every trauma experienced by an individual forms an attitude with the aim of avoiding repeating the pain that has been felt. The phenomenon of trust issues creates a special response so that individuals can distance themselves from similar pain. Attitudes in dealing with the phenomenon of trust issues in marriage can be analyzed through three main aspects, namely affective, cognitive and conative

Self-concept is formed from parents, family and the surrounding environment and then develops through experiences that occur during the individual's life. Self-concept is influenced by several factors, namely experience, competence and self-actualization. This understanding of self-concept is also in accordance with previous research conducted by Shohibah and Fathoni with the title Trust and trustworthiness in Muslim millennial husband-wife relationships in 2022. This research revealed that trust in a couple's relationship will influence the self-concept between individuals in a relationship. . This research explains that

when both individuals have a positive direction, their relationship will have a positive impact, if one partner shows a negative direction it can cause problems, and if both individuals in a relationship are in a negative direction it will cause the end of the relationship. Likewise, in the context of marital trust issues, researchers found that the informant and his partner in a relationship agreed to commit to being faithful, but their partner at that time broke their commitment by betraying them. This causes trust issues to arise, coupled with poor communication between them causing the relationship to end in failure. Failure in the relationship causes lasting damage to trust. The damage to trust experienced by the informant caused deep trauma to rebuild a new relationship. Researchers also found that individuals who have experienced trauma can rebuild their trust to build new relationships.

In accordance with research conducted by Pramudito and Minza in 2019 with the title "Dynamics of Rebuilding Trust and Trustworthiness in Marital Relations After the Disclosure of Infidelity", it is stated that trust that has been damaged can be rebuilt using two aspects, namely the personal aspect and the rational aspect. The personal aspect consists of identifying and preventing risks, this includes recognizing factors that can damage relationships and proactive measures to prevent the recurrence of infidelity, such as improving communication and setting clear boundaries. Then the rational aspect which consists of intimacy and reciprocity, this includes Intimacy involving increasing emotional and physical closeness through in-depth communication and quality time together. Reciprocity refers to reciprocity in relationships, where both parties give and receive equally, building a sense of mutual trust and respect. Likewise, marital trust issues are often caused by ineffective communication, conflict, and trauma that destroys trust, and are influenced by the role of family, cultural differences, and social media in shaping individual decisions and views on marriage. In this case, individuals who have experienced the phenomenon of marital trust issues form a vigilant attitude by indicating what factors will be the cause of relationship failure. Individuals who have experienced trauma often increase the intimacy of their relationships by communicating more intensely, choosing partners selectively to avoid repeat heartbreak.

CONCLUSIONS AND RECOMMENDATIONS

The phenomenon of marital trust issues is caused by experiences of trauma in previous relationships such as infidelity, harsh treatment from a partner resulting in violence in the relationship and problems with parental approval. The phenomenon of marital trust issues has several impacts, such as difficulty opening up, loss of trust, changes in views regarding the value of marriage and postponing marriage. Marital trust issues can form an attitude that aims to reduce the potential for similar pain in the future by improving communication with your partner, being selective, thinking positively, using previous experiences as learning and not easily giving complete trust to other people. Research on the phenomenon of marital trust issues can be studied more deeply by looking at the role of family, the role of culture and social media. Research on other trust issues phenomena can be developed because this problem has become quite a crisis problem in life which can be studied with different theories and concepts.

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Urahmah, Lubis, Zulkarnain

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