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## Self-Disclosure in Interpersonal Communication on Victims of the Domestic Violence (KDRT) in Medan

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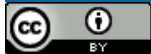
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### ABSTRACT

This study aims to analyze self-disclosure in interpersonal communication and the causes of the victim's decision to self-disclose, so that the victim filed a complaint against the violence she experienced to the KOMNAS Perempuan Partner Service Institute. The research method used descriptive analysis with a qualitative approach. Data were collected through interviews with eight main informants and six triangulation informants. The results showed that self-disclosure in interpersonal communication was carried out to the people closest to the victim, namely friends, biological mothers, adoptive mothers, nephews, and lawyers who handled the case, by conveying messages in the form of domestic events aimed at getting a way out of solving the problem, through direct and indirect communication channels (WhatsApp), causing effects, namely awareness of the right to protection from the state, the courage to sue and report the perpetrator, get help with case fees, the willingness of the communicant to become a trial witness, and the acceptance of the victim to return to live with the communicant. Two informants were in the open window because they realized the violence they experienced and intended to disclose it, two informants were in the blind window because they did not realize the violence they experienced, and four informants were in the hidden window because they realized the violence they experienced but had hidden it. Self-disclosure was done by four informants openly and four informants covertly

**INTRODUCTION**

Violence against women (VAW) is still a global problem that continues to receive special attention. Various institutions and organizations have been established to prevent and eliminate VAW and protect women's rights. According to WHO, most of this violence is triggered by social and cultural factors, especially in societies where men have authority over women, supported by a strong patriarchal culture (Sabri, 2020).

The United Nations (UN) proclaimed the Declaration on the Elimination of Violence Against

Women on December 20, 1993, which defines VAW as acts that cause physical, sexual, or psychological suffering to women. Article 4 of this declaration urges countries to condemn and

eliminate VAW. In Indonesia, the government established the Ministry of Women's Empowerment and Child Protection (KPPPAI) to address this issue, while KOMNAS Perempuan releases an annual report (CATAHU) that uncovers cases of violence against women from partner agencies across Indonesia.

Table 1. Number of Reports of Violence against Women in Indonesia

No.	Year	Quantity
1	2015	321.752
2	2016	259.150
3	2017	348.446
4	2018	406.178
5	2019	431.471
6	2020	299.911

According to KOMNAS Perempuan's CATAHU, the decrease in the number of cases of Violence against Women (VAW) recorded is not because cases have decreased, but because of a decrease in the return of questionnaires from Partner Service Institutions. In 2019, only 239 agencies returned questionnaires, and in 2020 only 120 agencies. This results in the data presented not reflecting the actual number of cases, despite the increase in reported cases.

The CATAHU report also shows that most cases of violence occur in

the Personal Domain (RP), especially Violence Against Wives (KTI), making domestic violence the dominant case in RP. To address this, the Indonesian government has passed Law No. 23 Year 2004 on the Elimination of Domestic Violence (PKDRT) which aims to prevent, take action against, and protect victims of domestic violence. This law defines domestic violence as an act that causes physical, sexual, or psychological suffering within the scope of a household.

Table 2. Number of Domestic Violence Reports in Indonesia

No.	Year	Quantity
1	2015	11.207
2	2016	10.205
3	2017	6.609
4	2018	9.637
5	2019	11.105
6	2020	6.480

The forms of domestic violence outlined in Article 5 of the Law on the Elimination of Domestic Violence (PKDRT) consist of physical violence,

psychological violence, sexual violence, and or domestic neglect. Meanwhile, Article 2 reads who is included in the scope of the household, namely husband, wife, children, siblings, and workers who live in the house.

In relation to domestic violence in Indonesia, the North Sumatra Provincial Government also has the Office of Women's Empowerment and Child Protection (DPPPA)

which has an Integrated Service Unit (UPT), namely the Integrated Service Center for the Protection of Women and Children (P2TP2A). The Medan City Government has its own Women's Empowerment,

Child Protection, and Community Empowerment Office (DP3APM), and there are many other institutions formed by the community such as various Legal Aid Institutions (LBH) and Community Social Institutions (NGOs).

In general, all institutions have the same concerns and goals for women and children cases, including domestic violence cases, by providing counseling, receiving complaints, providing protection, assisting with mediation, providing legal assistance, and other assistance such as providing various counseling for recovery to victims for free.

Table 3. Number of Domestic Violence Reports at LBH APIK Medan

No.	Year	Quantity
1	2013	154
2	2014	112
3	2015	83
4	2016	78
5	2017	77
6	2018	68

According to KOMNAS Perempuan's press release, a 2020 online survey with 2,285 respondents showed that 80.3% of domestic violence victims did not report their cases, and only 10% reported them. As many as 79% of victims who did not report their cases had an undergraduate or postgraduate education. The lack of information about domestic violence often makes victims unaware of what they are experiencing, and it is difficult for them to take steps to get out of the situation.

Victims of domestic violence who decide to speak out, whether to family, relatives, or related parties, have gone through a process that is not easy. Interpersonal communication is important in handling this case, because effective dialog can help victims get the right solution. According to Effendy, interpersonal communication is most effective in changing attitudes and behavior because it is dialogic and direct (Novianti, 2019).

Self-disclosure theory also plays an important role, where victims of domestic violence reveal personal information that was previously hidden. This process allows victims to open up, so that action can be taken to solve their problems (DeVito, 2011; Bungin, 2013). However, self-disclosure for victims of domestic violence is not easy because it involves emotional conditions and family considerations.

Law No. 23/2004 on Domestic Violence stipulates that everyone who is aware of domestic violence is obliged to take action according to their ability. However, this action is difficult if the victim is not open or even hides the problem. Commitment from the victim and support from the family, community, and government are needed to resolve domestic violence cases.

## **METHODS**

### **Research Methods**

According to Sugiyono (2016), qualitative research methods are used to examine natural objects with researchers as the main instrument. Kholil (2016) states that this method produces descriptive data in the form of words from people and observed behavior. Qualitative research is inductive, where researchers analyze observed social phenomena to find answers to problems (Bungin, 2015). This research uses qualitative methods with descriptive analysis to describe the

data obtained from the field through primary and secondary data.

A research paradigm, according to Sobur (2014), is a worldview held by a community as an agreed pattern. Kriyantono (2017) states that paradigms include shared beliefs, values, and techniques in research, while Bungin (2011) calls it a scientist's perspective in a discipline. Wimmer and Dominick (in Kriyantono, 2014) state that paradigm is how researchers see the world through certain theories, procedures, and assumptions.

In the constructivism paradigm, according to Littlejohn and Foss (2011), individuals interpret reality based on concepts in their minds. Creswell (2016) added that humans develop subjective meanings from their experiences. This study uses the constructivism paradigm to understand the reality of domestic violence victims in depth, focusing on self-disclosure in interpersonal communication. The researcher tries to construct findings from the field to analyze how victims disclose their experiences.

### **Aspects of Study**

#### **This research examines:**

1. Self-disclosure in interpersonal communication of domestic violence victims in Medan City.
2. The causes of victims to self-disclose and file a domestic violence case to KOMNAS Perempuan Partner Institution.

### **Research Subjects**

This research used purposive sampling and snowball sampling. The subjects are victims of domestic violence who are divorced and have reported cases of domestic violence to the KOMNAS Perempuan Partner Organization.

### **Data Collection Technique**

Data were collected through in-depth interviews, non-participant observation, and documentation. Structured and unstructured interviews were conducted to understand the experiences of domestic violence victims. Additional data was obtained from documents related to domestic violence and observation of non-verbal behavior during interviews.

### **Data Analysis Technique**

Data analysis followed a model of data reduction, data presentation, and conclusion drawing (Sugiyono, 2016). The data obtained were reduced, organized into patterns, and concluded based on evidence obtained from the field.

## **Data Validity Technique**

Triangulation is used to check the validity of the data by comparing the results of interviews from various sources, such as friends of the victim, family, lawyers, women activists, and men who are husbands.

## **RESULTS AND DISCUSSION**

### **Self-Disclosure in Interpersonal Communication of Domestic Violence Victims**

#### **1. Interpersonal Communication**

Harrold Lasswell in Liliweri (2011: 240), says that the best way to explain communication is to answer the question “Who Says What in Which Channel to Whom with What Effects?”. The research findings show that the interpersonal communication of victims of domestic violence has fulfilled the elements of communication with the communicator, namely the victim, the message conveyed is a domestic event, the communicant is the person closest to the victim, the channel is through direct and indirect interpersonal communication, and the effect is caused by support and advice.

Interpersonal communication of victims of domestic violence occurs between victims as communicators who reveal themselves at the desired time of each victim. The various chronologies of the eight informants regarding the domestic violence they experienced during their households certainly made the self-disclosure of the eight communicators different. The findings show that three of the eight informants self-disclosed at the time they wanted, such as U1 who really intended to self-disclose because the domestic violence she experienced would be the first and last domestic violence, because U1 immediately disclosed it on the same day. It is almost the same with U5 and U6 who disclose themselves not just once, but continuously every time there are household problems and every opportunity.

Meanwhile, the other five informants as communicators self-disclosed the domestic violence they experienced due to conditions and situations that forced the victims to self-disclose, previously the victims chose to hide it from anyone. The five informants revealed themselves because there was an event that had to be disclosed in order to get a solution to the problem. This is in line with Ms. Lely and Ms. Herly who said that victims usually

self-disclose because they can no longer stand the domestic violence they have experienced and have hidden during their household.

Three of the eight informants only self-disclosed about one incident of domestic violence, the incident was also the first time they self-disclosed because they did not disclose the previous incident. U1 only disclosed one event and did not disclose other events because the domestic violence experienced by U1 was the first domestic violence, so there was no previous domestic violence. Meanwhile, U2 and U4 did not reveal themselves about the past and they chose to remain silent because they wanted to separate and did not need to be brought up again. This is in line with triangulation informant T2 who claimed that the victim did not disclose other events, apart from the one event that caused the victim to self-disclose.

The other five informants, namely U3, U5, U6, U7, and U8, revealed themselves by conveying many events that occurred related to their experience of domestic violence from their ex-husband, which the victim hid. Including U3 revealed starting from the early life of marriage to every chronology of triggers that led to domestic violence and until they were separated from their children. This was revealed by U3 because of the need for a complete and clear chronology for her case, besides that U3 who really wanted to seriously resolve her household case used the services of a lawyer at a cost that was not cheap for her as a housewife without ever being supported. T3 also recognized that the chronology provided by U3 was the most complete and detailed chronology from the beginning of the marriage to the existence of each problem in detail. Although U3 did not disclose the sexual violence she experienced in the first consultation with T3, but on the next occasion U3 revealed everything. In line with Ms. Lely and Ms. Herly's statements, the violence that is most often covered up is sexual violence because victims feel ashamed and many still do not know that there is sexual violence or rape in married life between husband and wife, which has been considered an obligation of the wife to serve the husband.

Five out of eight informants revealed themselves not only directly by meeting, but also utilizing smartphone technology. U1 self-disclosed through chat by sending photos, as well as through video calls. U3 self-disclosed in person when

consulting and indirectly through smartphones by chatting and phone calls, as well as in writing through compiling a chronology compiled by himself. Informant U4 self-disclosed indirectly through phone calls, and U5 and U6 self-disclosed through smartphones by chatting and voice notes and then met in person when the opportunity arose.

While the other three informants revealed themselves directly, although U2 had previously contacted his mother with a phone call to inform her of his arrival, but U2 had not revealed anything in the phone call. This is in line with T2's confession that U2 did not reveal anything during the phone call, except to inform her of his arrival that night.

Based on the research findings, the informants chose the closest person to each victim as a communicant to reveal themselves. U1 chose to reveal herself to her best friend, T1, because T1 had cared about her since her school days, although the relationship had been strained because T1 did not approve of U1's relationship with her ex-husband, but this did not prevent U1 from choosing T1 to reveal herself. Almost the same as U5 and U6 who revealed themselves to someone they considered appropriate, namely U5 to the adoptive mother as the only parent left for her who had long been abandoned by both biological parents and U6 to her niece, who matched her with her ex-husband so that her niece became the person who knew the most about the history and development of her household. The three informants communicate interpersonally with the aim of creating and maintaining meaningful relationships such as the purpose of communication in Suranto (2011: 19). The three informants apply a form of sharing communication between friends, children with adoptive mothers, and aunts with nephews to exchange opinions, share experiences. This form can be used to enrich personal experience by sharing input (Sari, 2017: 10-11).

In contrast to the other four informants, namely U2, U4, U7, and U8, who prefer to reveal themselves to their biological mothers, the reason is because biological mothers are the closest people who are the only place to go in any circumstances and conditions. Every decision made by the informants should be known by their parents, so they will certainly reveal themselves to their mother even though the three informants had hidden it for a long time. This is in accordance with T2's

confession that the mother is the closest person to the child who will be the place of complaint and protection for her child, because there is no other place other than her biological mother. Interpersonal communication between the victim and the biological mother is part of the interpersonal relationship model with the role model according to Jalaludin Rakhmat in Novianti (2019: 13 - 15), where each individual relationship has its own role to play, in this case the role of the mother and the child who complains to his mother about household problems and then the mother who acts as a parent who is the place to go to provide support and advice to her child in order to solve her household problems and continue living happily. Communication between the victim and the biological mother takes the form of a dialogue in which the victim's biological mother first asks about an action taken by the victim. Dialogue is a conversation that has the intention of understanding each other, understanding, and being able to create peace in working together to meet their needs. Good dialogue will produce many results, both at a personal level that can increase mutual understanding, acceptance, and develop togetherness and live in peace and mutual respect (Sari, 2017: 10-11).

In contrast to U3, revealing oneself to a team of lawyers is not an option, but a necessity because U3 consults in order to find a way out of his household problems so that he can immediately return with his child who needs the services of a professional lawyer to handle his case. This is like one of the characteristics of interpersonal communication according to Weaver in Nurbani (2019: 20), which involves at least two people where U3's team of lawyers consists of more than five people. And in line with the characteristics in Suranto (2011: 19) which states that interpersonal communication is utilized by several professions to carry out their profession, in this case lawyers. The form of interpersonal communication between U3 and lawyers is a form of counseling between clients and lawyers, this form is usually used to clarify the problems of people who ask for help by assisting them in seeing problems, deciding, finding appropriate ways to implement these decisions (Sari, 2017: 10-11).

The selection of communicant by the communicator, namely the victim when disclosing

themselves, is in line with Ms. Lely and Ms. Herly who say that victims will usually disclose themselves to people who are considered close and appropriate as trusted people, because when the victim feels safe and comfortable, especially with someone who has the opportunity to provide solutions, then the victim's self-disclosure will be easier than with strangers who do not have the potential or competence to provide solutions.

The effects obtained by the informants occurred directly after the communicator, namely the victim, expressed themselves to each communicant. There were various forms of support and advice that had several effects on the victim. These effects were in the form of affective, cognitive, and behavioral effects on domestic violence experienced so far by making a decision and action in order to find and obtain a way out to solve the problem.

Three of the eight informants expressed themselves because they felt that the people they chose should know about their experiences in marriage, including domestic violence experienced by the victim. The feedback obtained by U1 was support from T1 by directly visiting U1's parents' residence and accompanying them in making a report to the police station on the same day when the domestic violence incident occurred, as well as accompanying them during the religious divorce that occurred at the police station. Meanwhile, U5 and U6 expressed themselves as also receiving support in the form of a willingness to be a place to express themselves whenever needed, a willingness to accompany them in taking care of the divorce, and a willingness to be witnesses in the divorce trial.

Meanwhile, the other four informants not only received feedback in the form of support but also advice with questions regarding the continuation of their households which were doubted by their respective mothers and more impressed with advice to separate. In addition, the informants who expressed themselves to their biological mothers received support in the form of being accepted back to live with their mothers at their residence and bringing their children. This was confirmed by the confession of triangulation informant T2 who questioned the feasibility of the household to continue with a husband abusing his children and wife which would have fatal consequences in the

future. Likewise with U3 who received feedback in the form of support and advice from the team of lawyers. There were effects that arose after consulting with a lawyer, namely the emergence of awareness regarding what U3 experienced, namely domestic violence which has been regulated in the law and can be reported and the victim has the right to be protected and U3 had not realized this all this time, the emergence of courage to report her ex-husband because of advice to take action which is included in efforts to obtain and maintain child custody. This is in accordance with the statement of triangulation informant T3 who said that reporting U3's ex-husband for domestic violence was one of the suggestions and efforts from the legal team for U3's togetherness with her child immediately and forever. As according to Weaver in Nurbani (2019: 20) that there is feedback which is a reaction or reply to a message given by the recipient to the sender and produces some influence. When there is feedback or effects obtained and caused by interpersonal communication, then interpersonal communication is said to be successful. The eight informants succeeded in carrying out interpersonal communication with the effects or feedback obtained. Likewise, one of the goals of interpersonal communication is to change the attitudes and behavior of others according to the wishes or situation at that time (Suranto, 2011: 19). Feedback that causes certain effects can change the attitudes and behavior of the victim, especially in this case informant U3 who received the most beneficial effects for himself and the resolution of his problems from the team of lawyers.

Interpersonal communication between the victim as a communicator with each of their communicants has been effective with openness, empathy, support, positive attitudes, and equality according to DeVito (2011: 285-291) between the communicator and the communicant. The communicator openly conveys information and shares his/her experiences which are also welcomed openly by the communicant in accepting the experience. The openness of the informants to friends, family, relatives, lawyers, and police will make it easier for further action. If the informants are not open, then no one will know and perhaps the victims will never be free from the domestic violence they experienced. The findings show that U1, U5, and U6 are the most open victims of the

domestic violence they experienced, because the three informants never intended to hide it, they revealed all their domestic experiences, especially to people who they think should know at the time they want. Meanwhile, the other five informants, namely U2, U3, U4, U7, and U8 chose to hide it from everyone, including their parents, before it was finally revealed when certain circumstances and situations from the many events required them to openly express themselves openly because they already had a way out of the decision that had been thought about while they were surviving.

This is in line with the confessions of triangulation informants who said that the victims did not reveal all their experiences in detail, some even only revealed one event, but it had been expressed as it was. Sidney Jourard in Nurdin (2020: 126), marks the health of interpersonal communication by looking at the openness that occurs in communication. When the victims express themselves, it is because the victims have been open to their communicants when communicating interpersonally. The factors of empathy, support, positive attitudes, and equality shown by the communicant are also important in interpersonal communication of victims of domestic violence they experience. T2, who even though he initially did not agree with U1's marriage, still chose to visit U1's parents' residence and accompany U1 in making a report and taking care of the divorce. T2, who initially did not agree with U2's marriage, accepted U2 to live with him again and bring her two children after the divorce, even taking care of her first child until he was an adult.

Likewise, the mothers of U4, U7, and U8 supported by providing funds to take care of the divorce and accompanying and being witnesses in the divorce trial, even accepting the victim to live with her child at her residence. T3, who cared about U3's case, provided advice on efforts to obtain and maintain child custody by reporting to P2TP2A and the option of reporting her ex-husband, as well as alternatives regarding attorney fees because U3 did not have sufficient funds at that time. T3 was also willing to help U3 by consulting for free even though U3 had not signed a power of attorney stating that she was using their services. This is in line with Mrs. Lely's statement that the victim will be open to people who have also experienced domestic violence so that the victim will find it

easier to express themselves because they trust the communicant who has the potential to provide assistance with their problems, in this case domestic violence.

The results of the study showed that the informant as a communicator communicated interpersonally with the communicant who was the closest person to him and was considered appropriate to reveal the events in the household experienced by getting feedback in the form of support and suggestions that caused affective, cognitive, and behavioral effects in the victim and the communicant. Interpersonal communication has been effective with openness, empathy, support, positive attitudes, and equality between the victim and the communicant.

### **Self-Disclosure**

Joseph A. Devito (2011: 64), states that self-disclosure is communication where information about ourselves that is usually hidden is then revealed. The eight informants have revealed themselves to those closest to them, where some of the eight informants had hidden the domestic violence they experienced for quite a long time until in a situation the victim indirectly and inevitably had to reveal the reality that actually happened and was experienced by the victims during their marriage.

Along with developments, the process of someone's self-disclosure is not only through face-to-face communication, but has also spread to written, auditory, and even visual forms through internet technology networks (Nurdin, 2020: 125). Like four informants out of eight informants who revealed themselves via smartphones due to differences in distance and time, and via computers by compiling a chronology in writing.

Outward self-disclosure means that someone involves other people to overcome the problems they face, while inward self-disclosure means that someone fights with themselves in overcoming problems (Bo'a, 2020: 185). Self-disclosure is carried out by informants outside, namely needing other people to help with their problems, in this case domestic violence. Like U1 who needs her best friend, U5 needs her adoptive mother, and U6 who needs her niece for each of the victims to have someone to pour out their hearts to by sharing household experiences. Likewise with the other five informants, four of them need their biological

mother as a place to complain and return home, and one victim who needs the services of a lawyer to handle her case.

Julia Omarzu in Nurdin (2020: 125), explains that before the self-disclosure process occurs, a person will study the situation of the interlocutor and to what extent the level of self-disclosure can be done. Like a victim who reveals herself to a best friend, adoptive mother, and niece will be different from revealing herself to her biological mother and a lawyer. Self-disclosure to friends, adoptive mothers, and nieces can be done as it is without fear of the response from the communicant, in contrast to self-disclosure to her biological mother who of course will tend to protect her mother's feelings. Meanwhile, self-disclosure to a lawyer will be done as well as possible to find a way out of the problem.

This is also due to the characteristics of interpersonal communication according to Weaver in Nurbani (2019: 20), namely the influence of disturbing noise in the process of delivering messages consisting of external, internal, and semantic noise. The eight informants who felt the most noise were victims who expressed themselves to their biological mother and their noise came from within themselves who were worried about the feelings and health of their mother who knew that she was a victim of domestic violence during their marriage. Internal noise was also felt by U3 who expressed herself to a lawyer, her noise was sadness and worry because she was separated from her baby child, so that U3 always had tears in her eyes when expressing herself.

The process of self-disclosure to someone or vice versa is a person's need as a way out of the pressures that occur in him, the process of self-disclosure can be done in two forms, namely closed and open (Gora, 2019: 158). Victims in reducing the burden of household experiences, especially domestic violence that they experience, will certainly look for ways to reduce the burden and overcome their problems with the first step, namely having to reveal themselves about the domestic violence they experience, because only by expressing themselves can the victim solve their problems. Self-disclosure of the main informant in this study occurred in two forms, namely closed and open. Someone expresses themselves in a closed way in secret through expressions or actions that are an openness to what happened to someone. Closed

self-disclosure was carried out by four informants who expressed themselves because of an event that made the victim take action and the action became the victim's openness indirectly revealing themselves about the domestic violence they experienced.

U2 took action, namely protecting her child who was a victim of domestic violence to her mother's residence and made U2 inevitably have to reveal the real incident. U4 revealed herself because the domestic violence incident occurred at her parents' residence witnessed by her two in-laws, causing U4 to contact her mother to return immediately and U4 revealed the real incident. Likewise, U7 and U8 revealed themselves because the incident that occurred at her parents' residence could not be hidden continuously because U7 could not stand it anymore, and U8 revealed herself because she could not stand it anymore and had already decided to divorce her ex-husband.

The four informants revealed themselves privately because a situation forced them to reveal themselves to their mother, even though previously the victims had chosen to hide all the events in their household. Open self-disclosure was carried out by the other four informants, although there were differences in the process of revealing themselves. U1, U5, and U6 did reveal themselves openly without any intention of hiding and without anything being covered up.

U1 was open to anyone such as on social media, even people they had just met and had never met before such as on dating applications. This was different from U5 and U6 who only revealed themselves to people of their choice. While U3 initially expressed herself privately because she was separated from her child, U3 went to a lawyer's office for consultation, after the consultation U3 then expressed herself openly. Joshep A. DeVito (2011) explains several dimensions of self-disclosure, namely quantity, valence, accuracy and honesty, flexibility, and depth. Several of these things will support the victim's self-disclosure process in order to find a way out of the problem. Self-disclosure must be based on honesty and openness in providing information and not just lies (Bungin, 2013: 267). Victims must be open and honest when expressing themselves to make it easier to find a way out.

Based on the findings, the self-disclosure made by the eight informants occurred over time. U1 only revealed herself once for the first time T1 who then U1 was used to revealing herself to anyone even though she did not know him, even sharing it on social media. U1 was in the open window because U1 did not hide anything from anyone, even to other people who were not yet known, such as through a dating application which was none other than the researcher's ex-husband. The researcher's ex-husband said that U1 was the first to claim to be a widow, then U1 told the reason for becoming a widow, namely as a victim of domestic violence to the researcher's ex-husband who had only met through one chat on a dating application and had never met. The conversation took place after the researcher contacted U1 to conduct research and arrange an interview schedule, the conversation took place until early morning because the researcher's ex-husband also claimed to be a perpetrator of domestic violence, so the conversation took place between the widow of the victim of domestic violence and the widower of the perpetrator of domestic violence. This coincidence happened without the researcher's knowledge, because the researcher found out about it several months after interviewing U1 and because an incident occurred that was detrimental to the researcher so the researcher only found out that U1 already knew who the researcher was from the version of the story of the researcher's ex-husband. So when the researcher interviewed U1, it turned out that U1 already knew the researcher, but U1 chose not to tell her that U1 had revealed herself to the researcher's ex-husband, so coincidentally this was also a finding in this study. This is one of the evidences of U1's ease of self-disclosure.

U5 and U6 who revealed themselves as often as possible, namely at every opportunity after the household incident occurred. While U2, U4, U7, and U8 revealed themselves to their mother only once when they had decided to divorce and were never brought up again. In contrast to U3 who did not reveal herself to her family, U3's family found out about the domestic violence she experienced as the case progressed, but U3 revealed herself not only once, but many times with different communicants, namely LBH, DP3APM, NGOs, and the Police.

Likewise, U1, U4, and U7 revealed themselves on several occasions, both to lawyers and police whose meetings were not only once and could take place via smartphone. Valence is the positive and negative things expressed in self-disclosure which are both pleasant and unpleasant. The experiences of the eight informants who experienced domestic violence from their ex-husbands are certainly not good news for their families and relatives. Various forms of violence with a chronology faced for years that were covered up and hidden during marriage are devastating for families who have raised and educated their daughters who are victims. Self-disclosure that is expressed openly and honestly is something that is very devastating to the feelings of the victim's family and relatives.

However, the worst news of the victim's experience is something that is of special concern to be revealed as it is in order to find a way out of the problem and be able to live happily. Because the choice of the informants so far to survive in the hope that their ex-husbands can change is in vain. The sacrifices of the informants who create an image like a harmonious family cannot last forever because the bitter reality that is faced must be revealed in the end. The choice is if the victims only show harmony, then the victims will continue to live in misery with their ex-husbands which does not rule out the possibility of endangering the lives of the victims and their children.

Good self-disclosure is when an individual can provide a statement according to the actual situation without exaggerating or reducing information. If the victim does not disclose accurately and honestly, it is difficult for the victim to find a way out because it is difficult for the communicant to provide support and advice, so that a way out will be easily found with accuracy and honesty. The eight informants in expressing themselves were accurate and honest, although U2 and U4 did not reveal past events, because they only revealed one event, but that one event was expressed accurately and as honestly as possible without anything being covered up. Likewise with U7 and U8 who did not reveal the entire chronology, but had reached the core of their self-disclosure, namely that they were victims of domestic violence from their own ex-husbands. In contrast to U3, who initially revealed that she was not accurate and honest about the sexual violence she experienced, but then U3 revealed the

sexual violence after making a written chronology and a second consultation with a team of lawyers who were female lawyers.

This is in line with Mrs. Herly who stated that not everyone is able to handle sensitive cases in this case sexual violence, it takes certain people with special expertise. U1 expressed herself to her best friend, of course different from U5 to her adoptive mother, U6 to her niece, and U2, U4, U7, and U8 to their biological mother. U1 was more free to express herself to her best friend because they were the same age and emotional. This requires expertise with certain techniques and approaches. Meanwhile, U2, U4, U7, and U8 were not free to express themselves to their mother, because their communicant was the mother who gave birth to and raised the victim, of course the mother's feelings were more sensitive and vulnerable to the risk of bad events that happened to her daughter. In contrast to U3 who was very free to express herself because she felt that her communicant was a professional person and understood the case and its resolution the most. In line with the statements of Mrs. Lely and Mrs. Herly that not everyone can handle, accompany, or deal directly with victims of domestic violence, although everyone has empathy, special techniques are needed so that the victim is willing to express themselves.

The eight informants have reached depth because they have expressed themselves as honestly as possible without hiding anything anymore. U1, U5, and U6 always revealed themselves when they experienced domestic violence by their ex-husbands without hiding or covering anything up from their chosen people. Although other informants experienced domestic violence in the past, the experience was not brought up by U2, U4, U7, and U8 as a whole. U2 only revealed the incident that sacrificed her second child. And some of the incidents revealed by U7 and U8 were very deep because they reached the core of the domestic violence they experienced, although they did not reveal the details of each chronology to their biological mother.

Meanwhile, U3 certainly revealed herself as deeply as possible because all the incidents throughout her marriage regarding the four forms of domestic violence, namely physical, psychological, sexual violence, and domestic neglect that she experienced, had been revealed verbally and in

writing to the team of lawyers. An open window indicates that individuals are open to themselves and can be known by others. Like U1, U5 and U6 are in the open window because they know and realize that the domestic violence they experienced is violence and has been regulated by law, where victims have the right to protection and perpetrators can be reported. U1 is open to anyone, unlike U5 and U6 which are also in the open window but only to people of their choice, because they feel embarrassed and do not need to reveal it to just anyone.

Both informants, U3 and U6, were in a blind window, because both informants did not realize what they had experienced all this time, while other people could know that what they had experienced was domestic violence. U3 began to realize that she was a victim when consulting a lawyer, as the case progressed by finding out from various internet sources and laws. Then U3's awareness of what had happened to her all this time brought U3 to an open window to immediately return with her child and end her marriage. Likewise with U6 who did not know that neglect of a household with an ex-husband who did not provide a living for 14 years was a form of domestic violence.

This is in line with the statements of Mrs. Lely and Mrs. Herly that the dissemination of information about domestic violence still needs to be done so that every woman is informed to be able to prevent or overcome domestic violence that may be experienced by herself or those around her. Mrs. Herly also stated that the most common thing that happens unconsciously is the large number of neglect of a household or a husband who does not provide a living, which is also a form of domestic violence that is rarely known by the public.

The other four informants, namely U2, U4, U7, and U8, were in the hidden window which then revealed themselves and headed towards the open window, because the four informants knew and realized that the domestic violence they experienced was violence and had been regulated in the law, where victims had the right to protection and perpetrators could be reported. However, the four informants chose to survive by hiding the domestic violence they experienced, until finally heading towards the open window for various reasons made the victims reveal themselves openly.

### **Causes of Decision to Disclosure of Victims of Domestic Violence**

Cognitive dissonance is a theory put forward by Leon Festinger. Leon Festinger in Kriyantono (2017: 292), states that dissonance is when an individual does something that is not in accordance with his knowledge or has an opinion that is not in accordance with his previous opinion. The theory of cognitive dissonance focuses on the individual's reaction to inconsistent mental conditions, namely a discrepancy between cognition as an aspect of attitude and behavior that occurs in a person. If someone feels psychological discomfort, then that person will be motivated to reduce that feeling of discomfort by restoring their mental condition to balance again.

The eight informants expressed themselves and sued the domestic violence they experienced based on their own will, although the process was different. Domestic life and experiences of domestic violence experienced may be similar, but the chronology is certainly different between one informant and another with the character of their ex-husband which is clearly different. In general, there was a discrepancy felt by the informants regarding what they received and experienced from their ex-husbands with what they should and should feel as wives and mothers of their children.

U1 reported her ex-husband of her own free will because according to her history, she had reported people who disturbed her life several times, so going to the police station was nothing new to her. U1 reported because she wanted to defend herself and her family who she felt were no longer respected by her ex-husband. U1 wanted to give a deterrent effect to her ex-husband which would certainly have an impact on the future. U1, who felt that her life had been destroyed by having one child, for her, her ex-husband's life must also be destroyed with a digital footprint because he had been a convict for domestic violence. So she wanted her life in the future not to be easy because women and women's families would be very considerate in accepting her ex-husband. U1 also did not want her child to see a household life that was always fighting.

U2 sued her ex-husband because she could no longer stand her ex-husband's treatment for six years of marriage. U2 felt that her ex-husband's actions that always embarrassed her in the office so

that no men were interested in her had been enough, she worked professionally but was always jealous of her ex-husband, even though she worked as the backbone of the family and supported her two children. The life she had lived in the backstreet for a while because her ex-husband had asked for reconciliation for the umpteenth time was something she did not want to continue, so that it also made her want to end her marriage immediately. U2 no longer wanted to live with her ex-husband and wanted to start a new life with her two daughters. U2 had a steady education and job to support her two children, and she was sure and optimistic that she could raise her two children well if she continued her marriage with her ex-husband who committed domestic violence against her and her two children. In addition, she was sure that supporting her two children herself would be better than continuing her marriage but her money was always used up for her ex-husband's business capital which had no results and continued to experience domestic violence that not only sacrificed her but also her two children.

U3 reported because of her desire to immediately return with her baby. The desire to be with the baby is her desire while the desire to report is the advice of the lawyer to fight for child custody and maintain child custody forever. Then the advice was realized by her until she was willing to report her ex-husband. U3 also felt that continuing her life with her ex-husband would waste her life who had to be tortured without any progress, progress in terms of faith, finances, career, and especially for her child's life in the future. The dissonance she felt by separating from her baby was wanting to be with her baby like a mother and child when they had just given birth who still had a strong emotional bond with breast milk that was still being produced. Because if she reported her ex-husband, the child that her ex-husband was carrying would automatically be handed over to her and thus she could get custody and maintain custody. U3 considered that her future could still be reorganized compared to living in a household suffering and always being hurt by her husband's embarrassing actions. U3 was sure that she could live better if she was with her child than with the presence of her ex-husband in the middle of her and her child. U3 also wanted to make her family happy who had helped her a lot and helped her in any condition, because if

she was with her ex-husband, she was forbidden to be devoted or do anything for her family. Because if she continued to be with her ex-husband and tried to make her ex-husband happy, it would be in vain because her ex-husband was never grateful for having an understanding wife and children by continuing to make mistakes that led to domestic violence.

U4 reported domestic violence from her ex-husband because of her desire that she felt very unexpected with her ex-husband who was cruel. U4 did not accept being treated rudely in front of her ex-husband's family and even at her parents' house. U4 did not get happiness but instead suffered, because her ex-husband never tried to make her happy, but only she made her ex-husband and her two children happy. So for her, her ex-husband did not deserve to treat her like that because her ex-husband's life was still supported by her. Even though she always made her ex-husband happy, the response from her ex-husband's family was slander and incitement. U4 was often slandered which was the opposite of the reality. So, she could not stand all the slander and provocation anymore, plus because her ex-husband never defended her even though he knew that it was all slander. This made U4 report her ex-husband to the police.

The most important dissonance felt by U5 was not being supported but instead being slandered for her efforts in supporting her family, including her ex-husband. Her job as a singer who travels from region to region to meet household needs is actually criticized by her ex-husband who often slanders her for her job, while she has to continue working as a singer according to her skills to support the family's economy, because her ex-husband does not work and is not responsible at all. In addition, there is a second marriage by her ex-husband, namely polygamy without her knowledge and permission as a legal wife according to state and religious law. Therefore, she wants to clarify her status because her ex-husband who is irresponsible continues to pressure her to submit a divorce certificate which means she must immediately sue her ex-husband to the Medan PA. The lawsuit is also because she has married for the second time according to religion and needs complete documents for her child to go to school.

The most important dissonance felt by U6 is pity for her first child who is hated by her ex-

husband for no clear reason, even though her first child plays an important role in helping the family's economy. U6 was willing to be the breadwinner of the family for 14 years without questioning her ex-husband who never provided for her, even so she always maintained her ex-husband's good name by covering up all her family's economic shortcomings from everyone. However, her efforts to be the breadwinner of the family were met with slander from her ex-husband who slandered her as the worst woman. Not only her ex-husband, slander was also made by her stepdaughter who accused her of renovating her ex-husband's residence because she wanted to take over her ex-husband's residence. All the slander and neglect of the household she experienced seemed to disrespect her as a wife who had been willing to be the breadwinner of the family for dozens of years, her ex-husband actually added to her suffering by rejecting her first child from her first marriage who was always thrown out by her ex-husband. So she wanted to live with her four children without any less than one child, therefore she decided to take her four children away from her ex-husband's residence when her first child was thrown out for the umpteenth time and immediately sued her ex-husband to the Medan PA.

The dissonance felt by U7 was that she could not stand her ex-husband who had a bad habit of hitting and threatening. U7 works and has her own business that does not really interfere with her ex-husband's income, but her ex-husband neglects his responsibilities because he feels that U7 can support them. U7 feels that all the efforts she has made for her small family have not yielded any results because her ex-husband never plays a role as a husband and father to her child. In addition, she is worried about her child who already understands all the problems that occur in her household, such as when her child was threatened with a knife and her child was used by her ex-husband to get money. U7 wants to make her child happy without her ex-husband whose presence she and her child have never felt during their marriage, for her the presence of her ex-husband is only a suffering. U7 cannot stand her ex-husband's habits which also cause misery for her and her son, making her decide to sue her ex-husband on the grounds of domestic violence.

The dissonance that U8 felt was that she could not stand her ex-husband who was a drug addict

who always abused her physically and disturbed her mentally. Her ex-husband's addiction to drugs did not change when he was released from prison, but instead he used it more often and even went too far by bringing other people to use drugs at their residence. As a result of this addiction, her ex-husband became more violent, he always had sex with her roughly which hurt her physically and mentally, and endangered her life. In addition, the thing she felt most was the discomfort as a wife, where she was not given the freedom to play her role as a wife who was also responsible for housework and family finances. U8 did not feel happy just by being given food that was always served, for her as a wife is a woman who is fully supported by her husband, not just food and a place to live.

U8 did not feel like she was living in her own residence comfortably, her ex-husband also did not give her trust regarding the family's finances so that all her activities were limited, especially her presence with her own parents. She suspected that this was because her ex-husband did not work and the household was supported by his in-laws, so that her ex-husband could not do much to fulfill her needs as a wife. U8 felt sorry for the child who had begun to understand the commotion and rudeness of her ex-husband towards her which had made her children afraid. So, U8 felt that the household she was living in was not like a normal and proper household, therefore she decided to sue her ex-husband on the grounds of domestic violence.

## CONCLUSION

Based on the research findings that have been described in the researcher can draw the following conclusions:

1. Self-disclosure in interpersonal communication is carried out by the victim to the victim's chosen and closest people, namely friends, biological mother, adoptive mother, niece, and also the lawyer who handles the victim's case. The victim reveals events in her household to find a way out of the problem. Self-disclosure is carried out by the victim through direct interpersonal communication channels that occur in three forms, namely sharing with friends, adoptive mother, and niece, dialogue with biological mother, and counseling with a lawyer, while indirectly

through WhatsApp such as messages, voice notes, photos, videos, phone calls, video calls, and the preparation of a written chronology by the victim. The victim's self-disclosure has various effects on the victim, namely awareness of the existence of protection from the state, courage to report and sue the perpetrator, and effects on the communicant, namely the provision of assistance with legal costs, willingness to be a witness at trial, and acceptance of the victim back by bringing the victim's child to live together at the communicant's residence. The process of self-disclosure was carried out openly by four informants who intended to reveal themselves without anything being covered up, and secretly by four other informants who revealed themselves under duress due to an act of violence. The eight informants were in the open window, but before heading to the open window, two of them were in the blind window because the victim was not aware of what she was experiencing and four of them were in the hidden window because the victim was aware of what she was experiencing but had chosen to hide it.

2. The eight informants revealed themselves and took legal action against the domestic violence they experienced to the KOMNAS Perempuan Partner Service Institution, either in the form of a report or a lawsuit because the life of a household with domestic violence experienced by the victim so far has put the victim in a position of inconsistency and the emergence of cognitive dissonance originating from internal and external sources has made the victim make decisions and take action to become consistent. These feelings include, defending self-esteem and family, not being able to stand it anymore, wanting to separate, not accepting, giving a deterrent effect, independence, not being supported, polygamous husband, drug addict husband, slander from husband and husband's family, pity for children who witness or even become victims of violence, optimism about being able to become a single parent, continuing life with children, getting and maintaining custody of children, wanting a better life, wanting to make family happy, clarity of status, administrative needs. Asman.

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