

A PHENOMENOLOGICAL STUDY OF TOXIC RELATIONSHIPS IN INTERPERSONAL COMMUNICATION IN GENERATION Z WOMEN IN WEST BOGOR CITY

Deasti Lisna Pebriani

Pakuan University

deastilisnaf@gmail.com

ABSTRACT

Communication will be effective if each other gives the desired feedback. Toxic relationships in interpersonal communication in adolescents cannot be said to have chosen healthier relationships because they or teenagers still like to feel each other. Interpersonal communication that is forged by adolescents in their peer environment can actually strengthen the development of a teenager's identity. This study aims to analyze the phenomenon of toxic relationships in interpersonal communication in women of generation Z and to determine the impact of toxic relationships experienced by women of generation Z. This research uses a qualitative descriptive method that is as it is and is carried out through observation, in-depth interviews, and documentation with reliable data sources. derived from data and secondary. Researchers use the theory of Interpersonal Communication Effectiveness which is divided into five parts, namely Openness, Empathy, Support, Positiveness, and Equality. The results of this study indicate that the phenomena and impacts of toxic relationships on generation Z women are physical impacts, economic impacts, social impacts, and also psychological impacts. Other findings from this study indicate that toxic relationship couples prefer to survive in arguments because they already love each other, are already close to each other, have a fear of losing and are afraid of not being accepted by others because they have had sexual relations with their partners.

Keywords: *interpersonal communication, woman, toxic relationship*

1. INTRODUCTION

Communication plays a very important role in human life. There are many types of communication processes, one of which is interpersonal communication. Interpersonal communication is the process of exchanging meaning between people who communicate with each other. This process refers to changes and actions that take place continuously. According to DeVito, 2019 interpersonal communication is the process of sending and receiving messages between two people or a small group of people, with some effects and some instantaneous feedback. Interpersonal communication is considered the best, in activities to change the attitudes, beliefs, opinions, and behavior of communicants. The reason is because interpersonal communication is carried out face-to-face, between communicators and communicants, personal contact occurs; the communicator's person touches the communicant's person so that there is instant feedback (words, facial expressions, or gestures). This communication is considered a human psychological technique (Suryanto, 2015).

Basically, humans also live in a social process that has a high social spirit to get a healthy life. If someone commits an act that deviates from the prevailing norms or customs, it can also be sanctioned by the community, but there are also cases where the community or even the

government does not impose sanctions. Some people consider some of these incidents trivial, even though they are very detrimental to the victim. An example of such a case is toxic. Establishing a relationship is definitely not always successful and is never free from conflict, it can even lead to arbitrary conditions. Victim protection is a natural thing in order to protect the rights of victims. This may be related to Article 7 of Law No. 31 of 2014. Amendment to Law No. 32/2006 on Witness and Victim Protection. This clause includes protection for victims, who can claim damages if they feel offended. Furthermore, Law No. 39/1999 on Human Rights can be used as a form of effort to protect and restore the rights of victims. When it comes to highly personal relationships and dating, things don't always go as expected. In some cases, one of the partners feels uncomfortable and acts violently in the process, which is a toxic relationship. Toxic relationship can be defined as a relationship that breaks down due to the dominance of one of the parties causing distress or discomfort to the other party (Vedasari, 2020).

According to Dr. Lillian Glass (Ducharme, 2018) defines toxic relationship as any relationship that occurs between individuals in which the individuals involved have low cohesiveness, do not support each other, respect each other and even tend to put each other down and compete in an unfavorable context. A person involved in a toxic relationship tends to feel the relationship as unpleasant, draining, and even negative things feel more than positive things. Unlike a healthy relationship, where there is love, mutual care, respect, and a strong concern for the well-being of the partner, a toxic relationship is the opposite. In toxic relationships, communication tends to be one-sided, there is excessive possessiveness, even a desire to know more about what the partner is doing, and the chances of either party developing for the better.

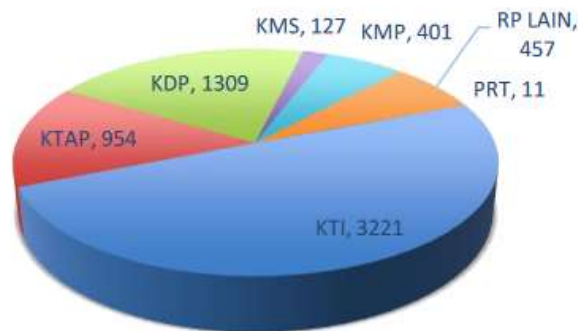
The phenomenon of toxic relationships is now often debated by several Indonesian psychologists, and many psychiatric institutions in Indonesia are also actively campaigning for the dangers of toxic relationships. Sabrina Maidah, a clinical psychologist, often shares content about toxic relationships on her @narasi YouTube channel, 2021. In addition, many medical organizations also share and provide information about toxic relationships, and the Instagram account @menjadihuman.id campaigns, 2021 about the effects, characteristics and how to get out of relationships. The phenomenon of toxic relationships still needs to be discussed because there are still many teenagers or generation Z who do not know about this. The phenomenon of toxic relationships in Indonesia is also getting attention, one of which is due to several Indonesian public figures or artists who share stories related to their experiences who have been trapped in toxic dating relationships.

Communication will be effective if each other both provide the desired feedback. Toxic relationships in interpersonal communication in adolescents still cannot be said to choose a healthier relationship because they or teenagers still like to offend each other (Astuti, 2022). Interpersonal communication between adolescents in their peer environment can actually strengthen the development of a teenager's identity. Adolescence is indeed a vulnerable age because of low self-control, uncontrolled emotions, and the growth of independence and maturity that has not been formed maturely (Gainau, 2021). Toxic relationships can be

overcome by building good interactions so that later adolescents can understand how they understand each other. Some adolescents describe different interpersonal problems (Astuti, 2022). Many attribute their depressive symptoms to poverty and so on. For example, poverty manifests as a transition in one's condition from being financially secure to being insecure, or as a dispute in which one compares their financial situation with others (indirect dispute) or experiences discrimination related to their low financial status (direct dispute).

National Commission on Violence Against Women (Komnas Perempuan, 2021) recorded data on the number of cases of violence against women, which has increased every year. The number of violence against women by province is different from the previous year, in 2021 DKI Jakarta was the highest (2461 cases), followed by West Java (1,011 cases), and East Java (687 cases). Cases in DKI Jakarta have increased from the previous year, namely 2,222 cases. Meanwhile, based on the number of cases of violence against women in 2021, the National Commission on Violence Against Women received complaints of 4,322 cases of violence and 3,838 cases were gender-based cases against women or violence against women. If divided into 263 working days, every day on average Komnas Perempuan received 16 cases. When compared to 2020, there was an 80% increase in complaints. Komnas Perempuan also noted that throughout 2021 it had issued 723 referral letters, 90 monitoring letters, 92 recommendation letters, 1,025 case responses via email, 74 reporting certificates, 24 clarification letters, 5 expert statements or sanctions and 3 amicus curie (friends of the court).

**Types of Domestic Violence/RP in 2020 (n=6,480)
CATAHU 2021**



Source : <https://www.komnasperempuan.go.id/>

Figure 1. Graph of the number of cases of domestic violence / domestic violence against women (2020)

Based on the data collected above, it shows that the highest number of violence in the realm of domestic violence/personal relationships is the same as the previous year, namely Violence Against Wives (KTI) which reached 3,221 cases or 50% of all cases in the realm of domestic violence/personal relationships, followed by Violence in Courtship (KDP) totaling 1,309 cases or 20% followed by Violence Against Women (KTP) with 954 cases or 15%. The remaining 401 cases (6%) were ex-girlfriend violence, 127 cases (2%) ex-husband violence and 457 cases (7%) were other forms of violence in the personal sphere. This high rate of KTI shows the

consistency of the highest reports compared to other types of domestic violence even during the pandemic. Victims and perpetrators in all contexts of violence are usually in their productive years, 25-40 years old, and victims are also younger in the community or public, 13-18 years old. Based on data from the National Commission on Violence Against Women (Komnas Perempuan, 2021), victims who experience violence are usually high school students. Then the perpetrators are mostly high school students and university students. Cases of dating violence that have been reported are 1,209 cases. (source: <https://www.komnasperempuan.go.id/>).

On December 7, 2021, the detik.com website Eny Kartika reported that acts of violence against women occur during relationships. NWR, who was raped, was forced to have an abortion by her boyfriend Bripda Randy Bagus, a member of Pasuruan Police Station. Here NWR decided to commit suicide because she was not strong with life problems. As a result of Bripda Randy's actions, he has been detained by the East Java Regional Police since Saturday (4/12/2021). Bripda Randy is threatened with dismissal for violating Articles 7 and 11 of the National Police Chief Regulation Number 14 of 2011 concerning the National Police Code of Ethics. In this case, Andy said their courtship resulted in the victim viewing the sexual violence she experienced as consensual, one of 4,500 cases of violence against women reported to Komnas Perempuan. These acts of violence against women remain the most common example of adolescent mental health disorders from start to finish.

Various studies or similar research on violence in dating relationships mention that the victims in this case are mostly women (Sari, 2018). This research also states that there are several reasons why women become victims of violence in dating relationships, namely due to social, psychological and non-psychological factors. However, it is unfortunate that many female victims actually forgive and accept their partners even though their partners have committed violence against them. The reason this study chose women is because 80% of the observations that have been made by researchers are that many women who have been victims of violence in dating relationships also continue their relationships and some even reach the level of marriage. Toxic relationship is indeed an unhealthy relationship that even has an impact on internal conflict. Such a relationship is very vulnerable to making the sufferer unproductive, mentally disturbed, and can trigger an emotional explosion that leads to violence (Praptiningsih & Putra, 2021). From this, we want to aim to show that women's rights need to be respected in society because women are part of the social structure that needs to be well organized and maintained so that the social structure is not damaged and women are the most influential part in the social system so that toxic becomes a disease that needs to be eliminated by all circles in society because this impact is very bad on a woman's personality. Where the woman has no passion for life and does not have a good future and a high-quality life.

This researcher will discuss the phenomenon of toxic relationships in interpersonal communication among generation Z women in West Bogor City. West Bogor City is one of the areas in West Java where 1,011 cases of violence have been recorded (Adri, 2022). Researchers chose this location because researchers have conducted observations in West Bogor City and found some of these problems regarding toxic relationships. Researchers met with women who had experienced toxic relationships before conducting research. In this modern era, it turns out

that many people are carried away to follow the trends and developments of the times, including in terms of dating. It should also be noted that currently the dating style has many changes and new phenomena in it, including the phenomenon of toxic relationships.

In addition, based on the researchers' initial observations conducted in January 2023, it is known that there are four generation Z women who have experienced toxic relationships or toxic relationships. The impact experienced by these four women is different. Based on this phenomenon, the researcher considers that the phenomenon of toxic relationships needs special attention and is very important to study, because this issue is very detrimental to victims who experience toxic relationships with various impacts. This phenomenon has occurred anywhere and in any domain, even often occurs in the scope of higher education, which is mostly people with broad knowledge, such as students and many occur in women. Researchers took this research because this research is interesting because there have been many cases that have occurred, women who often experience violence in dating always forgive their partners again, then violence is repeated, this cycle always repeats like that, therefore women need to get special attention and be studied more deeply as input for women to be more vigilant and not be consumed by their closest friends or in the realm of their environment.

Based on the description of the background of the problem regarding toxic relationships above, this study aims to analyze the phenomenon of toxic relationships in interpersonal communication in generation Z women.

2. RESEARCH METHODS

This research uses a qualitative approach with descriptive methods. This approach is designed to understand human or social phenomena thoroughly and complexly, describe them in words, and report detailed views from informant sources in a natural setting (Fadli, 2021). Qualitative descriptive methods are used to describe existing phenomena, both natural and man-made, with a focus on activities, characteristics, changes, relationships, similarities, and differences between phenomena.

This research adapts a phenomenological approach with a focus on interview results as the main data source. Phenomenology aims to identify and understand the meaning contained in individual life experiences related to a particular phenomenon. The main data was obtained through in-depth interviews with key informants, namely Generation Z women who have experience in toxic relationships.

This research was conducted in West Bogor City because initial observations showed a toxic relationship problem, with three victims experiencing physical, psychological, economic and social violence. The research took place from January to May 2023. The research subjects were Generation Z women who have experienced toxic relationships, with key informants including YR and HP who have experienced, and PN and ADN who are currently experiencing toxic relationships. Supporting informants, such as RM and TR, provided additional context.

Primary data sources were obtained through in-depth interviews and direct observation of informants. Secondary data was obtained from documents, internet sites, and previous research to support and complement the information. Data collection techniques involved field

observations, in-depth interviews and document studies. Observations were conducted in several areas of West Bogor City, while interviews were directed at key informants and informants. Document study was used to support data analysis.

Data analysis involved data reduction, data presentation, and conclusion drawing and testing. Data reduction was carried out by determining important dimensions, presenting data in narrative form, and drawing conclusions based on the new findings produced. Data validity was obtained through source triangulation techniques by comparing information from different sources and different data collection techniques. For example, information from interviews will be compared with the results of observations and document studies.

Using a phenomenological approach and descriptive qualitative method, this research aims to gain an in-depth understanding of the experiences of Generation Z women in toxic relationships in West Bogor City. Source triangulation is expected to increase the validity and accuracy of the research findings.

3. RESULTS AND DISCUSSION

3.1. Description

This research will explain the phenomenon of toxic relationships in interpersonal communication in generation Z women, various things that happen in the field with the actual results encountered by researchers. The explanation process carried out by this researcher is very important as an answer that the researcher wants to convey by providing various findings in the field.

This research interview was conducted with a tool, namely cellphone voice recording to facilitate researchers in managing the data obtained. Before conducting interviews, researchers first made observations and approaches to key informants who had experienced toxic relationships or were in the toxic relationship phase to complement research data. The first time the researcher approached the key informant was through a short message on the WhatsApp application, then approached by meeting face to face to get closer to the key informant and tell a little about his experience. With so many experiencing toxic relationships, researchers chose 4 key informants as objects in this study. Researchers have provisions and criteria in choosing key informants, such as generation Z adolescent girls who have experienced toxic relationships and women who are still or in the toxic relationship phase. In addition, to strengthen and complement the data in this study, there are 2 supporting informants, namely adolescents who have friends who experience toxic relationships and 1 triangulation of generation Z women from Depok City.

At the beginning of March 2023, researchers began to observe and approach informants who had experienced toxic relationships, after which the researchers conducted interviews. Direct interviews with 4 key informants, researchers interviewed key informants in the place desired by the key informant which was conducted on March 19, 2023, March 25, 2023, April 1, 2023, April 3, 2023, April 6, 2023 and April 10, 2021. Researchers met with key informants not only once, because researchers needed to know more about their experiences of toxic relationships.

3.2. Description of Informant Indentify

In this study, researchers conducted interviews by visiting informants regarding matters of interest in the study. From the data collection obtained by researchers, the informants in this study amounted to 7 (seven) people consisting of 4 key informants who experienced toxic relationships or were in their phase, 2 supporting informants, and 1 triangulation.

In the search for key informants, the researcher previously conducted a survey and observation to the location of the key informant and approached for 2 weeks, so that the researcher could get very accurate information about this research. Although many have experienced toxic relationships, not all are willing to be interviewed because this is sensitive. The following are the informants in this study:

a) Key Informant 1 YR

YR is a 22-year-old woman, the fifth of five children. Her older siblings are now married and have separated from their parents, but there is one sister who still lives with her parents. YR was left by her father at the age of 12 and now lives with her mother and one older brother who is married. YR works in a government agency and is studying at a university. YR can be called the backbone of the family, because her is the one who pays for the needs at home and his mother, YR always fights with his siblings, you could say that YR is a broken home child or lack of affection from a father and what he wants her always buys it himself with the results of his hard work.

YR is currently in a toxic relationship phase that has been running for approximately 7 years, from 2016 to 2023. During her dating period, YR experienced various violence, both verbally and nonverbally. Verbally, YR was often abused with the words "dog" and various other inappropriate designations. Physical violence that YR also received was in the form of sexual violence carried out by force. YR had sexual intercourse the first time because of coercion, but YR increasingly had sexual intercourse because they both wanted to, which had been done several times. YR admitted that for the past 2 years she has been in this relationship, she has not felt comfortable, hurt, physically and mentally exhausted until one day YR was cheated on by her boyfriend. However, every time they fought and were hurt by her boyfriend, he always apologized to convince YR again and YR forgave him and even maintained the relationship.

From the conclusion above, the verbal and nonverbal theories felt by YR are verbal by saying "dog" "cheap". While the nonverbal that YR felt was like physical violence by having sexual intercourse. The interview between the researcher and YR went smoothly, the researcher asked about YR's experience of toxic relationships, this interview was conducted on March 19, 2023 at 14.25 WIB at one of the coffeshops in Bogor City.

b) Key Informant 2 HP

HP is a research subject who comes from Bogor and is a worker at one of the health centers in Bogor Regency. HP is 23 years old, HP is the second of two children. Her brother's status is now married and has a son 1, her brother still lives with his parents at his parents' house. HP's

mother is a housewife and her father works as a shoe entrepreneur in his house. HP is the only woman in her family because her brother is married, so HP is the one who helps her parents to fulfill their needs. When the interview took place, HP was someone who was very open and always answered questions from researchers. HP has experienced a toxic relationship that lasted for 1 year, according to HP, her dating relationship was very unnatural because her boyfriend often spoke harshly, such as "dog", "pig". Not only that, HP's boyfriend also often pulls HP's hand when he is angry, HP's boyfriend has a very temperament and possessive nature towards HP and always forbids HP to chat with his male friends.

HP considers this kind of relationship to be very toxic and her does not feel comfortable when with her boyfriend who when angry always plays hands, therefore HP decided not to continue with her boyfriend. Similar to YR, she also felt verbal and non-verbal communication in HP's dating. The interview process between researchers and HP was conducted at HP's house on March 25, 2023 at 19:42 WIB. The interview process with HP went smoothly because previously the researcher had approached HP and got approval from HP.

c) Key Informant 3 PN

PN is the 3rd key informant who experienced a toxic relationship, PN is a 22-year-old woman who works at an onlineshop in Bogor City. PN is the second of three children, PN lives in her house alone because her parents, brother, and sister live in Jakarta. PN is a very independent child, she works very hard to fulfill his own desires. When the interview took place, PN was someone who was very open and always answered questions from researchers. PN has experienced toxic almost 8 years of dating, PN's relationship began to be toxic when her boyfriend was excessively possessive of PN. Not only that, when they were fighting, PN was always yelled at by her partner, billed back the money that had been used, even PN actually survived not because of love but it was difficult to let go because they had sexual intercourse. The interview process between researcher and PN was conducted at a coffee shop on April 1, 2023 at 17.10 WIB. The interview process with PN went smoothly because previously the researcher had approached PN and received approval from PN.

d) Informan ADN

ADN is an informant who has experienced a toxic relationship, ADN is 24 years old, he is the 2nd of 3 children. ADN already works at one of the onlineshop. ADN's experience while running a toxic relationship, he was once said by his partner when it was noisy, ADN never dared to fight back he could only hold it in himself. ADN's partner also took away ADN's money after breaking up amounting to 600 rb and until now it has not been returned. The interview process with ADN as an informant went smoothly which was conducted on April 3, 2023 at 13.50 WIB at ADN's friend's house, previously the researcher had asked ADN's approval and mentioned the purpose of holding this interview.

e) Supporting Informant 1 RM

RM is a supporting informant about the phenomenon of toxic relationships, RM is a 22-year-old woman from one of the universities in Bogor City. RM is the second of two children,

RM lives with her parents and has an older sister who is married. RM is a close friend of someone who has experienced a toxic relationship that is quite severe, RM tells the experience of her friend who is still experiencing a toxic relationship and RM gives a little response about her friend. The interview process with RM as a supporting informant went smoothly which was conducted on April 6, 2023 at 19.10 WIB at the coffee shop, previously the researcher had asked RM's approval and mentioned the purpose of holding this interview.

f) Supporting Informant 2 TR

TR is a close friend of key informant YR. TR is a woman who is now 22 years old, TR is the first of two children, TR still lives with her parents and sister. TR is here as a supporting informant because she also knows how the toxic relationship story experienced by YR well. Before conducting an interview with TR, the researcher also asked for prior approval from TR to ask several things about YR's very sensitive dating relationship. The interview process with TR as a supporting informant went smoothly, which was conducted on April 10, 2023 at 13.25 WIB at TR's workplace in Bogor City.

g) Triangulation

Verty Sari Pusparini S.Psi, M.Psi is a clinical & adolescent psychologist of about 11 years, she graduated from Gadjah Mada University in 2013 and Sanata Dharma University in 2009. Mrs. verty is practicing at Persona Cousulting Pontianak, West Kalimantan. The interview process with Mrs. Verty as a triangulation went smoothly which was conducted on July 6, 2023 at 12.00 WIB online in the Halodoc application. Descriptive analysis is the processing of sample data with statistical methodology with the help of several statistical data management applications. The aim is to describe or provide an overview of the object under study through sample or population data (Surjaweri, 2014).

3.3. Results and Discussion

In this section of the results and discussion, researchers will describe the findings in the field related to research questions about the phenomenon of toxic relationships in interpersonal communication in generation Z women who have toxic relationships. The findings were obtained from primary data in the form of observations and interviews with key informants and supporting informants. The data were analyzed using the theory of interpersonal communication effectiveness (Liliweri, 2017), which has been chosen by the researcher in order to answer the problem formulation mentioned earlier.

This research on the phenomenon of toxic relationships in relationships among women in Bogor City was conducted using qualitative methods. The qualitative method was chosen because this research aims to describe and analyze the phenomenon of toxic relationships in interpersonal communication and also the impact of toxic relationships. By using this qualitative method, researchers will be helped to get the data and information they are looking for. The purpose of this study is to analyze the phenomenon of toxic relationships in interpersonal communication in generation Z women and find out the impact of toxic relationships. Toxic relationship is a popular term used to refer to an unhealthy relationship. In

addition, this unhealthy relationship has several other characteristics, namely the existence of social restrictions from partners so that they can break relationships with other people or their own close friends, have excessive possessiveness, and there is inequality in the relationship. However, individuals in these relationships do not realize and even consider the problems that arise are common in dating relationships (Rahmadawati et al., 2023). All key informants in this study identified that the dating relationships they experienced did not make them comfortable, were depressed, and even experienced violence in them.

In this toxic relationship phenomenon, researchers also use phenomenological theory where this phenomenological tradition focuses on the conscious experience of an individual (Morissan, 2013). Communication theory in the phenomenological tradition holds that humans actively interpret their perceived experiences, so that they can understand their environment through personal and direct experience with their environment (Morissan, 2013). Supporters of this theory argue that individual stories or experiences are more important and have greater authority than even research hypotheses, (Morissan, 2013). This phenomenological tradition is divided into three parts, namely classical phenomenology, phenomenology of perception and hermeneutic phenomenology. When viewed from the classic phenomenology of the toxic relationship phenomenon, a person who has experienced a toxic relationship should first be able to get rid of the biases that exist in us. For example, from this individual's conscious experience, it is actually the right way to find reality, therefore female victims who have experienced physical violence are actually aware and feel how the experience is obtained but they still choose to survive. Second, namely the phenomenology of perception, if it is related to the findings of researchers regarding the phenomenon of toxic relationships, researchers find that there is economic violence experienced by victims by making online loans forced by their partners to make ends meet. This is influenced by the outside world and our own environment. The third phenomenology is hermeneutic phenomenology, which is almost the same as perceptual phenomenology but its reach is wider and natural experiences, the toxic phenomenon associated with this hermeneutic phenomenology, toxic victims always question trivial things in their daily lives, there are so many natural experiences experienced by victims of toxic relationships in this study. For example, trivial things in everyday life can cause a very big fight and cause harm to the victim.

a) Interpersonal Communication in Generation Z Women in Toxic relationships

There are many interpersonal communication factors in the toxic relationship phenomenon that is being experienced by generation Z teenagers. The positive attitudes that are trying to be applied also affect the effectiveness of communication between each party involved in it. The effectiveness of interpersonal communication according to (Liliweri, 2017) namely openness, empathy, supportive attitude, positive attitude and equality.

1) Openness

An attitude that can receive input from others, and is willing to convey important information to others with a willingness to openly disclose information that is usually hidden, provided that self-disclosure of this information does not conflict with the principle of propriety.

Openness also means that the attitude in which a person gives trust to others to know information, thoughts and feelings about himself that are personal. Openness is also said to be an attitude in which there is no feeling of pressure when carrying out communication activities characterized by a willingness to be honest in conveying what is being felt and thought. The openness carried out by this dating couple is not very open, they only tell a few problems that exist in themselves. This was explained by key informant YR when interviewed on March 19, 2023 at 14.25 WIB :

“Yes, the openness in communication must exist from us. Since we graduated from high school, we often tell each other stories if there is anything, but when we graduated, our openness to each other decreased. From the time I started working first while studying, well he didn't work yet, I often complained to him because I was the backbone of my own mother, my brother was married, every time I complained to him about my personal life. He just said that it's okay to be patient, what else can I do. I really want to be asked first, but there's nothing at all, in fact, almost every day it's noisy. On the other hand, he is also always open about personal matters, of course.”

Slightly different from what HP experienced, HP said that his partner was not very open, they ran a toxic relationship just to run it, there was no more openness, the following is an explanation from HP:

“During this year, my relationship with him is not too open, so I just go for a walk, we are still young, so we often play together. It's very rare for us to talk about family problems or anything like that. Maybe because we are prestigious, not all in relationships also have an open attitude.”

The openness that exists in PN's relationship is the same as that experienced by YR, PN feels comfortable when talking with her partner because PN if there is a problem or complains about her situation can only talk to her partner. This statement is proven by PN's expression when interviewed by researchers, as follows :

“Communication must really exist with him, whatever I do I have to tell him. Even work problems I keep telling him, he often tells me about it too. So we just open up to each other like that mba, because I also live alone at home, so who else do I want to tell besides him, to my mother at most via telephone only, and not every problem mba. I confide in her more if there is a problem.”

The findings of researchers when conducting interviews with key informants and informants in this case show that every openness has generally been applied by several couples who experience toxic relationships. There are couples who always provide willingness to tell stories and some who don't, informant PN said that if he was open to telling his partner whatever the problem was, PN felt comfortable, unlike the HP couple who were rarely open with their partners.

The attitude of openness that occurs in the dating environment can be said to be still lacking, especially for couples who always keep their privacy, but in some couples that researchers met there was openness in both directions, fair, and nothing was covered up from

each party. Although the openness that exists in their relationship is considered still lacking, especially for couples who still maintain their privacy compared to those who like to tell their partners.

2) Empathy

Empathy according to Goleman (Nugraha et al., 2017), is a person's ability to feel if he were to become someone else, can understand something that is being experienced by others, can feel what others feel, and can understand a problem from another person's point of view, through other people's glasses. People who have an empathetic attitude are basically able to understand other people's motivations and experiences, other people's feelings and attitudes and other people's hopes and desires. Empathy in relationships should have a sensitive attitude towards what and how to understand what kind of problems experienced by their own partner. In a dating environment that experiences toxic relationships by various couples, each of them is empathetic and not.

Empathy asks the hurt person to see, feel and understand the thoughts, feelings and behaviors again. This does not mean the person agrees with the hurting person's behavior, or even likes the person. However, empathy asks the hurt person to try and see why they have to say and do what they say and do. In the interviews that researchers conducted with several informants in this case, they suggested that there are relationships that show enough empathy. Informant PN said that his partner has empathy :

“The response is good, mba, always giving advice to me. Then I like mba when I'm sad, anyway if there is a problem I am always understood and talked to mba.”

It was different with key informant YR, who was not given any empathy from her partner. Her partner always assumed that it was just a normal problem. YR's interview quote reveals that:

“Not at all, what's there is that I continue to understand his condition. He never feels what I feel, even though I also want to be cared for more. But on the other hand, when he tells me stories, I always feel sorry for him, and I myself am also an indulgent person and I have a working position when he needs something to ask me whether I want it or not, I always give it and I sacrifice all means because I am that dear to him and I don't want to lose it either.”

From the sense of empathy that has been asked of several informants who have experienced toxic relationships, it is said that some have applied empathy to each other and some have not. An empathetic attitude that is not built is actually a problem in every relationship that will make a fuss, as said by YR when he told me there was no response from his partner. This sense of empathy does not have to exist in dating relationships alone but in all relationships with friends, friends, family and close relatives because this sense of empathy is very important for us to apply.

3) Supportive Attitude

A relationship in which there is a supportive attitude from each communicating party has a commitment to support the implementation of open interaction. A supportive attitude is also an attitude that provides a good response to what is stated in communication activities, so that in communication activities there is a two-way pattern. Supportive attitudes in terms of relationships can take any form that includes care, presence, willingness, respect and love. Likewise, what happens in this dating environment, it is not uncommon for couples to support their own partners in carrying out the desired activities. Actually, this supportive attitude is an encouragement or motivation that can make the relationship better (DeVito, 2018).

This is said by the informants who have been interviewed, they provide information that shows the support of their spouses, the following quotation is felt by informant YR which was conducted on March 19, 2023 at 14.25 WIB :

“He always supports me, whether I want to work anywhere or go to college, he always supports me. As for his concern, sometimes there is, at most he only invites me out to entertain me a little, even if I give him the code first.”

The form of support provided by YR's partner is that they never prohibit her from doing positive things such as studying while working, YR's partner also always helps YR to help with her coursework or work. This is the same as informant PN who is always supported by her partner when doing positive things. PN explained that:

“The sense of support, mba, he really has support mba. I work with a motorcycle, and I live in Bogor alone because my parents are all in Jakarta, so if I need anything I go to him and he always supports whatever I do. Anyway, he never forbids me to do positive things and as long as it's good for me. He also likes to motivate me, if I can't be weak, maybe it's because I live alone so he says that.”

What YR and PN experienced was the same as that experienced by HP, the difference was that HP always supported his partner's activities but there was a condition that there should be no boys. The following is what the HP informant said:

“Hmm... For myself, I really support him, I always support him whatever his activities are, if he is also the opposite, he supports but there are exceptions like for example he avoids me to chat with cowo friends like that, smells like cowo but he supports me in any activity as long as it's with a girl.”

Not only YR, HP and PN who experience support from their partners, ADN is also supported by her partner when doing the activities she wants and they even support each other. ADN said as follows:

“When it comes to college, he is always supportive, from me joining the organization he also joins but we are from different universities so we just support each other and understand each other too.”

The questions that have been asked directly to the key informants during the interview show that in their relationship, the supportive attitude has actually been built between each other. Especially in relationships that have been years, their partners always provide any support and provide motivation and even provide solutions to their partners.

4) Positive Attitude

Positive attitude is shown in the form of attitude and behavior. If a positive attitude is shown in the form of attitude and behavior, it means that the parties involved in interpersonal communication must have positive feelings and thoughts, not prejudice and suspicion. But if in the form of behavior, it means that the chosen action is relevant to the purpose of interpersonal communication, which is to actually carry out activities for the establishment of cooperation. This positive attitude should be applied to a relationship such as the absence of excessive jealousy, the absence of overthinking to one's partner. This positive attitude not only reduces jealousy but also reduces worry, anxiety, and doubt about the seriousness of the partner (El Fiah & Anggralisa, 2015).

In interviews that have been asked by researchers to key informants, many of them say that their partners were a lot of good at first, but increasingly their partners have an excessive jealous attitude and end up possessive. As experienced by informant YR, he accepted his partner at first because his partner had a good attitude towards YR, the following quote is said by YR:

“The reason I chose him to be my partner is because he is a good person and always has effort when there is anything and any condition at that time. He always defends me if I need anything.”

Likewise experienced by HP, the reason for accepting his partner is because his partner has a very high effort.

“I'm the type of person who likes to be humorous, he happens to be one of the people whose characteristics I like, he's humorous. So he gives effort to me every day, until he likes to pick up school even though it's in different directions. Then he's a generous person, so that's why I like him. I immediately broke up with my boyfriend and chose to date him. Indeed, there I felt really wrong with my boyfriend, but I liked him more so that's why I accepted his invitation to date.”

The results of the researcher's findings during the interview showed that the positive attitude carried out by this toxic relationship was only at the beginning, the positive attitude that was initially good and was also accepted by the partner but at the end it was excessive. Actually, a positive attitude must be accepted by both parties so that the communication relationship will appear a pleasant atmosphere and communication disconnection cannot occur.

5) Equality

Recognition from both parties who have interests, both parties are equally valuable and valuable, and need each other. Equality in this toxic relationship can be interpreted as caring for each other and putting themselves equal to their partners. As happened in this toxic relationship, they can actually be said to have completely destroyed the relationship but they still need each other. Participation is also a feeling of being equal to others. recognition from YR the equality carried out by his partner, namely:

“Hmm, if you need each other, definitely yes sis. Even though my relationship is already toxic like this he still always helps me, he likes to do my college assignments too and then if he needs me too, I like to help him so we just need each other.”

Similar to informant PN, he said:

“We need each other, I need him, he also needs me. Moreover, my parents are not in Bogor, so he is the one who accompanies me, if I need anything, I will definitely go to him.”

Based on the questions that have been raised by key informants in the interview, it shows that the attitude of equality is still not applied. Not all couples apply it but some only rely on one party, such as informant ADN who is only needed by his partner to borrow money and then not return it. Equality in the relationship is very necessary not to rely on one party alone and harm the victim.

3.4. Triangulation

Researchers used data source triangulation techniques in this study. Triangulation is a way to eliminate doubts in research, although many still do not know the real meaning and purpose of triangulation in a study, due to a lack of understanding. The nature of triangulation is a multi-method approach taken by a researcher when collecting and analyzing data. The basic idea is that the phenomenon to be and has been studied can be interpreted and understood properly so that a higher level of truth can be obtained if viewed through approaches from various perspectives. Looking at a phenomenon from several points of view will raise the possibility of the level of truth obtained being more reliable. Therefore, triangulation is an attempt to check the validity of data or information from different perspectives on what has been done by researchers, the way is to reduce as much as possible the ambiguity and double meaning that occurs when data is collected and analyzed.

In this study, researchers used source triangulation by testing data from various sources of informants who would be taken data. Source triangulation can sharpen the trustworthiness of the data if it is done by checking the data obtained during the research through several sources or informants (Sugiyono, 2016). Researchers conducted a comparison of the phenomenon of toxic relationships in the interpersonal communication of women in Bogor City with adolescent psychologists, according to the triangulation of psychologist sources Mrs. Verty Sari Pusparini that the phenomenon of toxic relationships is very dangerous in a person. In the interview she said on July 6, 2023 at 12.00 WIB, namely :

“Toxic relationships are unbalanced relationships where someone feels mentally, physically and sexually harmed. They can already be called toxic relationships or dating violence. There are many factors, it can be due to past experiences because they have been hurt, there is trauma. Or there is an inner child that makes you not have self-esteem. So it is easy to fall into the wrong relationship or there is a term victim mentality, victims who feel they cannot get up so they are still trapped in the relationship or experience bonding trauma”

From the triangulation explanation above, the generation of women who are victims is not necessarily the fault of the perpetrator, but this toxic relationship is due to the mentality of the victim who feels he deserves to be hurt, not the fault of the perpetrator so there is an attachment that makes it difficult to get up. Psychologist Verty Sari Pusparini also said several solutions to

leave toxic relationships and not be exposed to toxicity from the surrounding environment, he said that :

“The victim must first realize that it is an inappropriate relationship. It takes awareness, desire and readiness to get out of that relationship. Realize your self worth, you deserve to be happy and loved sincerely.

Have values: what life values should be upheld. For example, we want to be involved in healthy, fun and responsible relationships and have a support system. It is also important for us to have support from others so that we can escape. It is very important, to hold a socialization event or campaign to teenagers starting from education so that people understand what a healthy relationship is like. Education is in the form of promotion as a preventive activity.

Based on the results of psychologists who say toxic relationships are indeed unhealthy relationships or so-called dating violence, this has a huge impact on victims. Before victims get more involved in toxic relationships, it is better for them to make themselves aware of themselves with self-awareness. And for the solution so that we are not trapped in a toxic relationship we must realize that we are very valuable no need to force ourselves to survive if we still survive we make it difficult for ourselves for the future and we cannot change the past. What we can change is the future with our attitude in the present.

4. CLOSING

Based on the information obtained by researchers when conducting research on interpersonal communication in women in Bogor City who experience toxicity, it can be concluded that the interpersonal communication built between their partners can be said to be less effective. This can be seen from the results of theoretical comparisons regarding the effectiveness of interpersonal communication according to (Liliweri, 2017) with information in the field and clear evidence that in the problems of the two couples there is still a lack of good communication between each other. The dating cycle that causes a toxic relationship is by initially giving attention that makes the partner comfortable and interested and even feels dependent, then physical, psychological, social and economic violence appears. After the violence the perpetrator apologizes to the victim in their own way, such as persuading their partner to return, this causes the victim to melt and continue their dating relationship even though they are mentally affected and hurt their own mind.

Based on the research conclusions regarding toxic relationships, researchers provide a number of suggestions that are expected to be useful, especially for teenagers who are dating. First, for victims of toxic relationships, it is recommended to immediately realize their partner's abusive behavior, take action to get out of an unhealthy relationship, stay away from partners who like to over-regulate, and maintain privacy and self-esteem. Second, the government or institutions such as Komnas Perempuan need to conduct socialization and education about toxic relationships to increase public awareness. The need for assistance for women who have experienced dating violence is also important. Third, for future researchers, it is recommended

to continue research on toxic relationships, given the lack of knowledge and awareness of this problem among the public, so further research is still very relevant and necessary.

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