

Chapter I

Introduction

1.1 Background

Advances in technology have encouraged humans to create new forms of interaction and communication. Likewise with the development of digital technology, the rapid technological advances today have made almost no area of human life free from its use, either directly or indirectly. As globalization flows with the demands of the rapid exchange of information, the role of communication technology is very important. As Trisnani (2017) said that WhatsApp as one of the social media is currently using it for the benefit of socializing as well as conveying messages both by individuals and groups.

Based on Hootsuite 2021 data, WhatsApp ranks the third most popular or most used social media platform, and WhatsApp ranks as the second most popular or most used digital communication media. Apart from Facebook, WhatsApp is also one of the most widely used communication media throughout the world, including in Timor Leste.

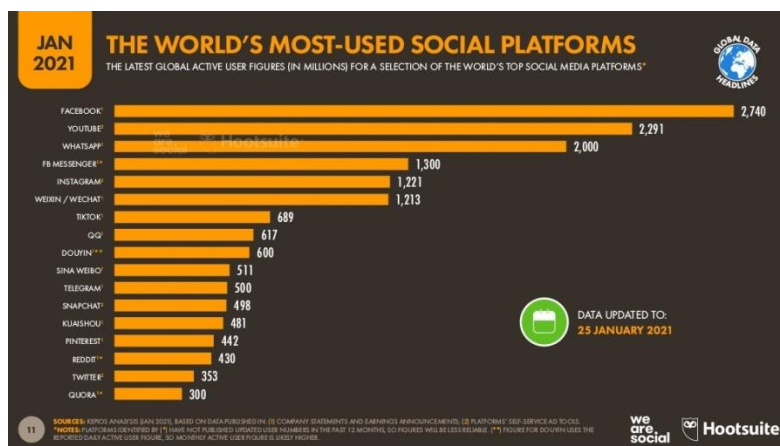


Figure 1.1
The World's Most-Used Social Platforms, Jan 2021
Source: <https://digitalreport.wearesocial.com>

The image above shows that WhatsApp is also the most widely used social media platform today, thus motivating researchers to learn more about the benefits of WhatsApp as a communication media for families in Dili, Timor-Leste.

In addition, based on the news from **Tatoli**, one of Timor Leste's national media said that WhatsApp valuable resource during covid-19 and helps students' abroad lead normal life. Using the messaging platform WhatsApp is an important coping mechanism for people living in areas characterized by conflict and the areas that impose the lockdown due to covid-19.

Quoted by Tatoli.Tl



Figure 1.2
WhatsApp valuable resource during covid-19
Source: www.tatoli.tl

On the other hand, in the news **Tatoli** also stated that, a new study carried out by BGU's Communication Department found that for most people and parents specifically who live in an area characterized by ongoing violent conflict, being part of a communal WhatsApp group serves an important role in providing emotional support and sense of security.

Furthermore, according to Genoveva (2021) in Tatoli news stated that, During Covid 19 WhatsApp Becomes a Communication Media for Families in Timor Leste. As the Corona virus spreads throughout the world, family communication patterns and human lifestyles have changed. Everyone values health more by changing their lifestyle to be cleaner and healthier, and face-to-face communication between family members begins to decline.

According to Tatoli various changes have been experienced by the community since the Covid-19 pandemic hit in early 2020. Start from the economic, social and communication sectors. One of the sectors most affected in terms of communication is family communication. People must stay at home, communicate with family and relatives only through social media and virtual applications. The social media that is most widely used today in Timor Leste is the WhatsApp media.

Based on Tatoli news, WhatsApp is now a communication media for families in Timor Leste. To maintain communication relations, almost all families in Timor Leste have also created WhatsApp groups to be able to interact and communicate with each other.

The development of technology in Timor Leste is very fast, where everyone from urbanto remote areas has used digital technology and the internet as a means of communication, especially young people and family members in Dili, Timor Leste. Digital technology and the internet have been recognized by everyone in Timor Leste, as a means of communication, through existing digital media, such as: Facebook, Instagram, WhatsApp, skype, email, YouTubeand others.

The use of smartphones and the WhatsApp application can also be found among families in Dili Timor Leste. Almost all families in Dili Timor Leste use smartphones and

most have a WhatsApp application. This allows family members to communicate with other family members without having to meet face to face. From just chatting casually, to discussing activities, we can do it using the WhatsApp application. Through smartphones and the WhatsApp application, it makes it easier for family members to interact socially with others.

The actions they take are of course to meet non-communication needs where humans must interact with other people.

The following is data on digital technology users in Timor Leste;



Figure 1.3
Digital Technology Users in Timor Leste, Jan 2021
 Source: <https://digitalreport.wearesocial.com>

Communication technology all the time, along with the development of science there are always developments. We never know that now we have entered an era where communication technology has changed people's behavior, not only at the level of individuals, communities, groups and organizations. However, it has become a communication medium to convey mutual agreement in resolving problems. Communication technology develops along with the level of human needs, the more modern human life, the more modern technology will be. Every technology has positive and negative effects, as well as communication technology.

Has a positive impact because it can encourage the birth of various new innovations that facilitate human life. At the same time it has a negative impact because communication technology has an impact on socio-cultural life, one of which is the norms that apply in society are often ignored.

Huda (2020) has stated that developments in the field of communication technology are the most rapid developments in the current era because communication technology is everything related to the use of tools to process and transfer data from one device to another. So that in this modern era, humans will not be able to avoid the development of communication technology from children to adults and almost all humans already know and take advantage of communication technology in their lives. Technology is very helpful for simplifying work and daily needs, as well as providing a variety of entertainment for those who want it.

According to Mega, Nailariza and Imam (2019) quoted by (Fauzi, 2017) about WhatsApp is a social media application that can text / voice chat, send photos, send videos, send documents, and send locations. So that with WhatsApp social media, it can build a culture in the technology literate generation which is also more appropriate to be used as personal or group communication which can be a means of maintaining relationships with other people and sources of information.

Utilization of communication technology, such as the use of the internet which already has various applications such as social media, is a medium where users can search for information, communicate with each other, and make friends online. As is known, the variety of social media is Facebook, Twitter, Line, BBM, WhatsApp, Instagram, LinkedIn, Snapchat

and several other social media. The use of social media can also easily create forums where individuals can communicate with each other and exchange ideas with one another. In this case, it is very easy for individuals to communicate and comment on various topics and cases discussed by other individuals. Individuals can also build assumptions, emotions and beliefs through comments and perspectives and thoughts of other individuals on social media, this allows us to reactively comment and conclude.

One of the communication applications on smartphones is WhatsApp. WhatsApp is a cross-platform message sending and receiving application that allows users to exchange messages without the cost of SMS, because WhatsApp uses the same internet data plan for email, web browsing, and so on. The WhatsApp application uses a 2G to 4G connection or you can also use a Wi-Fi connection for data communication networks. By using WhatsApp, users can chat online, share documents, exchange photos / videos and others.

WhatsApp as a communication application has characteristics that are quite different from other applications. If in using a similar application the user must have a user ID or also use a special pin, then on WhatsApp the user only needs to register a phone number that is active and can be connected to the internet. Through this registered telephone number, WhatsApp users can connect to each other automatically without having to add a user ID or pin. The ease of adding friends is what makes WhatsApp quickly accepted by the wider community. But it's easy to make friends, doesn't make WhatsApp labeled an application that can't maintain confidentiality, because users can only interact with people who are related to each other. Usually WhatsApp users don't give their phone numbers arbitrarily because they want their privacy to be maintained, one of which is that they don't want their WhatsApp account to be able to connect with other people.

WhatsApp is also used as a private chat or discussion group for family members, just as families in Dili Timor Leste use WhatsApp as a discussion group between family members. Previous research by Sukrillah et al. (2017) show that the role of WhatsApp communication is manifested through the function of delivering information, WhatsApp Group also functions as a media for discussion and education, as a medium for entertainment, as well as a medium for influencing and making policies in the campus environment and the environment. In addition, this was confirmed by Andjani et al. (2018) show that social media has a multifunctional impact that can increase employee work effectiveness and company performance. Therefore the researcher took the case in the WhatsApp family group in Dili, Timor Leste.

According to previous research by Ditha Prasanti and Sri Seti Indriani (2017) on *Peristiwa Komunikasi Dalam Media Sosial “Whatsapp Group Family SW-6”*. They stated that the presence of WhatsApp Group Family has also triggered the emergence of various communication events. Unique communication events occur in family conversations through WhatsApp Group Family. The results of their study illustrate the uniqueness of communication events in conversations that occur through WhatsApp Group Family SW-6, consisting of: the event of friendship; bullying events; show of self-existence; and satire / reprimand in a conversation through WhatsApp Group Family SW-6.

The objects selected in this research were 3 WhatsApp family groups in Dili, Timor Leste. The CCS WhatsApp Group with a total of 12 members, the WhatsApp Familia Gloriossos with a total of 10 members and the SONEV Family WhatsApp group with a total of 13 members. The researcher was interested because wanted to know the family

communication bond between the 3 WhatsApp groups that had been selected in Dili, Timor Leste.

Families in Dili, Timor-Leste utilize WhatsApp groups as a media of communication. Below is an example of family communication in a WhatsApp group.

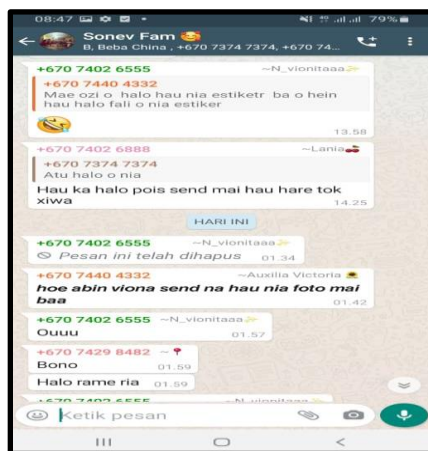


Figure 1.4
SONEV Family WhatsApp Group

Based on observations from the WhatsApp Group, the SONEV, GLORIOSOS and CCS families, shows that WhatsApp plays an important role as a mediam of communication between family members, because WhatsApp Family Group has made family communication easier and strengthened family communication bond.

Based on the description of the problem presented, the researcher wants to conduct a research on "**Utilizing WhatsApp Media Group to Strengthen Family Communication Bond(A Case Study in Dili, Timor Leste)**". Why I chose this title because based on data from *wearesocial* WhatsApp is one of the most widely used digital communication platforms in Dili, Timor-Leste and many families in Dili use WhatsApp groups. That's why I wanted to learn more about the benefits of WhatsApp groups for families in Dili, Timor-Leste.

The reason I chose the population in Dili Timor Leste is because based on observations it can be seen that WhatsApp is the most popular communication application in Timor Leste, some families in Dili Timor Leste use WhatsApp as a communication medium. Therefore, the motive for this study is to determine the communication bond of families using WhatsApp Group in Dili, Timor Leste.

1.2 Research Focus

Based on the background of the problem described above, the researchers formulated the following main problems:

1. How WhatsApp media group strengthens family communication bond in Dili Timor Leste.

1.3 Identification of Problems

The identification of problems in this study is as follows:

1. How Do Timor Leste Families Utilizing WhatsApp Media Group to Strengthen Family Communication Bond?

1.4 Research Purposes

Based on the formulation of the problem that has been stated above, the objectives of this study are as follows:

1. To find out WhatsApp media group strengthens family communication bond in Dili, Timor Leste.

1.5 Benefits of Research

The research benefits expected by researchers are as follows:

1. Practical Benefits

The results of this study are expected to be of benefit for families in Dili Timor Leste regarding the use of WhatsApp as a family communication media.

2. Theoretical Benefits

The results of this study are expected to be a reference or input for the development of communication science and add to studies related to family communication in social media groups (WhatsApp), and are expected to be used as a basis for further research.

1.6 Place and Time of Research

1. Research Place

This research took place in Dili Timor Leste. The location was chosen because it has all the supporting aspects so that the research can run well.

2. Time of research

The research will be conduct in the even semester and odd semester of the 2021 school year, between April 2021 to September 2021 with the following's allocations:

Schedule of Activities	Implementation Month 2021																							
	April				May				June				July				August				September			
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
1. Pre-implementation research																								
a. Survey																								
b. Determining the Title and Topic of the Research																								
c. Preparation of																								

