

## **The Influence of Communication Intensity via Smartphone and Intimacy Communication toward Marital Satisfaction on Working Women in Millennial Era**

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### **Abstract**

The purpose of this study is to see the effect of intimate communication and smartphone communication intensity toward marriage satisfaction in working women in Jakarta. Respondent age is between 18 to 40 years old ( $M = 28$ ;  $SD = 0.42$ ). The research method is quantitative method using convenient sampling method and multiple regression statistic to analyze the data. The hypothesis of this study is there is a significant effect between intimate communication and smartphone communication intensity simultaneously toward marriage satisfaction of working women in Jakarta. The result showed that those two independent variables are significantly giving influence to marital satisfaction ( $R = 0.48$ ;  $p = 0.000$ ). According to the result, the intensity of using smartphone for communication had negative influence toward marital satisfaction. Meaning, the more responden using smartphone for communicating the less satisfied their marriage.

**Keywords:** Intimate Communication, The intensity of Smartphone communication, Marital Satisfaction

## **Introduction**

In the millennial era, which was marked by the emergence of communication technology, one of them was a smart phone. With the presence of smart phones, life is not only easier but also presents challenges and threats, one of them is the intimacy of communication between humans (Faulkener & Culwin, 2004). Marriage, which requires communication as one of its pillars, also seems to be influenced by the presence of technology that can be a mediator for the quality of intimate communication between partners (Legget, 2014). However, what and how the effect of using smart phones to communicate, on the quality of romantic relationships such as marriage is still a matter of debate (Coyne, Stokdale, Busby (2011) ; Juhaz & Bradford, 2016).

Marriage satisfaction according to Duval and Miller (in Nihayah, Andriani and Wahyuni, 2012) is the subjective feeling of husband and wife couples in the form of happiness and enjoyment. This happy, enjoy and satisfied condition is one of the determinants of the marriage's continuity. Data in Jakarta in Figures 2016 reveals that out of seventy thousand married people, 15 percent of couples are divorced or 621 cases. One of the causes is the result of disharmony and persistence, which indicates that there is no satisfaction in marriage caused by communication factors.

Communication has an important

role in a relationship, especially in marital relationships. It is undeniable that good or bad the communication between couples have a significant impact to marriage, and this issue have a big portion marriage life (Burluson & Denton 1997). Not only that (Olson & Defrain, 2006) also explained that communication is a tool that is very needed in the stage of a relationship, smooth communication signifies a relationship that is harmonious because, communication is a very effective way for couples to share and express thus satisfaction in marriage will be achieved.

Rita E Chandrasari (2009) in her research revealed that the most important factor in the creation of family harmony is the formation of good communication between partners and effective education which is important for marriage relationships. Effective communication is good communication that is mutually open, mutually supportive, have an equality, empathy, positive attitude (Devito, 1997). The results of the study by Defrain & Olson (1992) state that the happiness of a married couple is to communicate, so by communicating, the couple becomes more understanding each other, understands what is desired by their partners, and how they feel.

Communication is divided into five levels (Olson, 1992) namely, pleasantries, talking about others, expressing ideas and

opinions, expressing the heart or feeling and peak communication. Peak communication is characterized by openness, honesty, understanding and absolute mutual trust between the two parties. Communication is referred to an intimate communication and is not referred to a stale communication if done wholeheartedly, involving mutual understanding and feelings. General intimacy is by attachment and one's closeness to the relationship or commitment formed by mutual agreement (Sternberg, 1988). Express the truth, starting from what they want, what they need to understand and what they are feeling is the core of the good communication. Why is this very necessary because intimacy is one way to make couples find comfort and feel that they have one another so that marriage satisfaction can occur in accordance with the expectations of their partner as a husband and wife As found in aspects of intimacy that is when a couple is able to solve problems with communication well, the attitude of openness and mutual acceptance of deficiencies will be realized Donan & Jhonson (in 1999, Stanley Markman & Whitton.2002).

The question that remains is whether the intensity of smartphone use and intimate communication will affect the quality of marriage? Because, effective intimate communication generally requires requirements that may not be fulfilled if communication is done indirectly as the

nature of using smart phones (Juhasz & Bradford, 2015). Thus, the purpose of this study was to see the effect of the intensity of couple communication through smart phones on marriage, to see the effect of intimate partner communication on marital satisfaction, and to see whether the influence of smart phone use and intimate communication together affect the satisfaction of marriage in working women in this millennial era. Researchers suspect, there is a simultaneous influence of intimate communication variables and intensity of communication through smart phones to marital satisfaction. Intimate communication is suspect to have a positive effect on marital satisfaction, while the intensity of communication through smart phones is thought to have a negative effect on marital satisfaction.

### **Method**

This study involved 152 married women who worked in Jakarta, the respondents were born at a minimum in year of 2000 so that they were called millennials. Respondents were obtained through convenient sampling method, due to the difficulty of women who want to fill out questionnaires whose content of the question seems too personal. Statistical analysis uses multiple linear regression. The instrument of measurement used was Enrich Marital Satisfaction Scale which was adapted from Blain J. Fowers and David Olson (1993)<sub>2</sub>

This measuring instrument, has 10 multidimensional categories. This includes personality issues such as communication, conflict resolution, financial management, leisure activities, sexual relations, children and care, friends and family, equality of roles and religiosity. In Indonesia, the questionnaire already adapted by Nisfiyaningsih, R. (2009) in her study, the questionnaire trial resulted is in a good item validity and reliability ( $\alpha = 0.96$ ) after 9 items were removed because it had a validity index score below 0.3. so that , after removal the items, only 53 items will be used in this study.

For intimate communication variables, an intimate communication questionnaire was developed by Hajizah (2012) developed by interpersonal communication theory, Virginia Satir (1983), *Interpersonal Communication: Clarity, Confidence and Concern* (1983)

such as Sharing the self, Affirming The Other, Becoming One and Trancending One. In this questionnaire trial, good item validity and reliability were obtained ( $\alpha = 0.92$ ) after aborting items that had discriminant power below 0.3, totaling 7 items, leaving only 45 items used for this study.

The communication intensity variable via cellphone-smart was prepared by the researcher herself, the intensity factors were arranged into 3 factors namely frequency, duration and interaction. Each factor consists of 2 items so that the total item is 6 items (item example: I often communicate any topic with a partner using a cellphone (frequency); my communication with a partner takes longer to use HP (duration); Me and my partner send photos using HP (interaction)) the results of item testing with 30 respondents produced good validity and reliability ( $\alpha = 0.96$ )

## Result of Research and Discussion

**Table 1. Hypothesis Test**

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.693 <sup>a</sup>	.480	.473	6.06499

a. Predictors: (Constant), TOTALKHP, TOTALKI

**Table 2. ANOVA<sup>a</sup>**

No	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	5059.987	2	2529.993	68.780	.000 <sup>b</sup>
	Residual	5480.829	149	36.789		
	Total	10540.816	151			

a. Dependent Variable: TOTALKP

b. Predictors: (Constant), TOTALKHP, TOTALKI

Partial test shows that intimacy communication variable toward marital satisfaction is about 96% (koef  $\beta = 0,968$ ) that lead to positive relationship in the meaning of the higher the beta coefisien score, the marriage is more satisfied. Meanwhile, the variable of communication intencity via smartphone apparently shows the negative influence to the satisfaction of marriage, as showed at the beta coefficient ( $\beta$ ) about -0.344, which means the more intensive of communication using smartphone, the lessen of satisfactory in marriage to be gained. The result of this study has the same agreement with previous study that communication, especially intimacy communication is a determine factor in marital satisfaction.

**Table 3. Hypothesis Test**
**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.639 <sup>a</sup>	.480	.473	6.06499
Predictors: (Constant), TOTALKHP, TOTALKI				

**Table 4. Partial Test Two Predictor: Intimacy Communication and Communication Via Smartphone**

Coefficients<sup>a</sup>

No	Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	66.888	8.382	.652	7.980	.000
	TOTALKI	.968	.089		10.833	.000
	TOTALKHP	-.344	.149	-.139	-2.304	.023

a. Dependent Variable: TOTALKP

Partial Test on table 4 shows that variable in intimacy communication towards marital satisfaction is about 96% (koef  $\beta = 0,968$ ) with the trend of the relationship become positive that means, the higher score of beta coefisien of intimacy communication, the more higher the marital satisfaction. Meanwhile, the variable of intensity communication via smartphone apparently influence negatively towards the marital satisfaction, showed on the beta coefficient beta ( $\beta$ ) is -0.344, that means the more intens communication via smartphone, the less the marital satisfaction.

Marriage satisfaction is a broad construct because it involves many factors, but the factor that is always called capable of predicting marital satisfaction is the communication factor (Miller & Duval, 1985; Mackey & O'brien, 1995; Nihayah, Andriani and Wahyuni, 2012, Bouchard, 2017).

Intimate communication as a communication that is very close to a partner, has a fairly complicated relationship with marital satisfaction, in a study conducted by Hana Yoo, Suzane Bartle Haring, Randal, D.Day, Rashmi Gangama (2014) found that the path analysis carried out in his research

states that sexual satisfaction significantly predicts a partner's emotional intimacy, while emotional intimacy has no effect on sexual satisfaction, furthermore on each partner emotional intimacy and sexual satisfaction mediate the relationship between communication between partners and their relationship satisfaction. The results of this study are in line with several previous studies in Indonesia, which states that communication, especially intimate communication is a determining factor in marital satisfaction (Nisfiyaningsih,2009; Hajizah, 2012). Intimate communication that contains elements of openness, honesty, understanding and absolute mutual trust between the two parties, so that they are not only at the level of ado (Olson, 1992). Intimacy is generally by attachment and closeness to one's relationship or commitment. formed by mutual agreement (Sternberg, 1988). The results of this study confirm the communication theory proposed by Virginia Satir (1983) which states that effective communication generally consists of Interpersonal Communication: Clarity, Confidence and Concern (1983) such as Sharing the self, Affirming The Other, Becoming One and Trancending One . In the study

of intimate communication conducted directly proved to have a positive effect on marital satisfaction.

However, the existence of internet technology in which there are social media and incomplete elements of intimate communication lead to reduced marital satisfaction, as found in research (Norton, 2017) which surveyed 6,756 European couples to see the relationship between border violations committed online boundary crossing, disturbances that occur when in the network, marital satisfaction, and partner responsiveness. Similarly, qualitative research conducted by Mc.Cormack (2009) which uses in-depth and qualitative interviews in 30 people from various backgrounds in the UK, this study shows that although smartphones are the center of contemporary romantic relationships, they also cause stress and tension. This tension can be subtle and complex, but has the potential to have a negative impact on the relationship if they do not handle it properly. While the participants have a strategy to deal with some of these problems, there is also dissatisfaction with smartphone usage in their lives.

In this study, the influence of communication through smart phones has a negative effect on marital

satisfaction, this adds to the treasure of knowledge that without being managed properly, it turns out that the use of smart phones even though it is done to interact with partners, is inversely proportional to marital satisfaction. This may be because the elements of effective communication are not entirely fulfilled, if communication is done through 'third parties' such as smart phones. Marital dissatisfaction could be negatively affected by communication through this smartphone, caused by several things such as: an unsupportive internet network, unable to directly see the couple's gesture when communicating, cannot ensure that the couple really concentrates on the communication process that took place, as described in a descriptive study conducted by Coyne, Stokdale, Busby, Iverson, & Grant (2011).

### **Conclusion**

Marriage satisfaction is one of the determining factors is communication, especially intimate communication, however, the presence of smart phones seems to have a significant and important influence, which can affect marital satisfaction. This study concludes that intimate communication in marriage affects the satisfaction of marriage together with communication using a smartphone with a partner.

The interesting is, in contrast to intimate communication that is positively related to marital satisfaction, it was found that communication through smart phones with partners negatively affects marital satisfaction. The results in this study imply the message that intimate communication should be carried out constantly with a partner to produce marital satisfaction, while communication through a smart phone should be reduced in intensity, because it reduces marital satisfaction.

Based on the results of this study, it is open the possibility for further researchers to

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- see whether communication using smart phones becomes a mediator variable between intimate communication with marital satisfaction, in which the analysis has not been carried out in this study.
- Subsequent researchers also need to pay attention to the limitations of this study, namely that the scale of communication through cellphone-smart with a partner, is still not significantly tested with large samples and in different contexts, because the scale of communication through smart phones with partners will produce different data with different contexts.
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