

PENGALAMAN KOMUNIKASI KONFLIK IBU DAN ANAK PEREMPUAN DEWASA AWAL DI WHATSAPP

EUROLIA KHOIRUNNISA

ABSTRAK

Penelitian ini bertujuan untuk memahami pengalaman komunikasi konflik antara ibu dan anak perempuan dewasa awal yang dimediasi oleh aplikasi WhatsApp. Di era digital, pergeseran pola interaksi keluarga menimbulkan tantangan baru—di mana keterbatasan media berbasis teks seringkali memicu distorsi pesan. Pendekatan kualitatif dan metode fenomenologi digunakan untuk menangkap esensi pengalaman para informan secara mendalam. Data dikumpulkan melalui wawancara mendalam terhadap pasangan ibu dan anak perempuan dewasa awal yang memiliki pengalaman komunikasi konflik di WhatsApp. Hasil penelitian menunjukkan bahwa komunikasi konflik dipicu oleh perbedaan kerangka berpikir antar generasi, kondisi emosional saat berkomunikasi, serta keterbatasan intrinsik media digital. Temuan penelitian ini mengidentifikasi bahwa penggunaan simbol-simbol komunikasi, seperti huruf kapital, tanda baca, emoji, dan jeda waktu membalas pesan ditafsirkan secara subjektif oleh para informan. Interpretasi subjektif tersebut membuat konflik berakar pada perbedaan makna simbolik. Proses penyelesaian konflik dilakukan melalui strategi *cooling down*, klarifikasi makna secara sadar, hingga transisi ke komunikasi tatap muka. Berdasarkan perspektif Interaksionisme Simbolik, penelitian ini menyimpulkan bahwa konflik di ruang digital merupakan proses negosiasi makna yang jika dikelola dengan kemampuan *role-taking* yang baik, maka dapat berkontribusi pada kedewasaan emosional dan penguatan ikatan relasional antara ibu dan anak perempuan dewasa awal.

Kata Kunci : komunikasi konflik, ibu dan anak perempuan dewasa awal, WhatsApp, interaksionisme simbolik, konflik makna

**EXPERIENCES OF MOTHER-CHILD CONFLICT
COMMUNICATION AMONG YOUNG ADULT
WOMEN ON WHATSAPP**

EUROLIA KHOIRUNNISA

ABSTRACT

This study aims to understand the experience of conflict communication between mothers and young adult daughters mediated by the WhatsApp application. In the digital age, shifts in family interaction patterns pose new challenges, where the limitations of text-based media often lead to message distortion. A qualitative approach and phenomenological method were used to capture the essence of the informant's experiences in depth. Data were collected through in-depth interviews with pairs of mothers and young adult daughters who had experienced conflict communication on WhatsApp. The results of the study show that conflict communication is triggered by differences in generational thinking, emotional conditions during communication, and the intrinsic limitations of digital media. The findings of this study identify that the use of communication symbols, such as capital letters, punctuation marks, emojis, and pauses in replying to messages, are interpreted subjectively by the informants. These subjective interpretations cause conflicts rooted in differences in symbolic meaning. The conflict resolution process is carried out through cooling down strategies, conscious clarification of meaning, and transition to face-to-face communication. Based on the Symbolic Interactionism perspective, this study concludes that conflict in the digital space is a process of negotiating meaning which, if managed with good role-taking skills, can contribute to emotional maturity and strengthen the relational bond between mothers and young adult daughters.

Keywords : *conflict communication, mothers and young adult daughters, WhatsApp, symbolic interactionism, meaning conflict*