

Communication management of long distance marriage (LDM) couples to resolve marital conflicts

SALSA ADININGSIH

Universitas Negeri Yogyakarta, Indonesia

Email: salsaadiningsih.2021@student.uny.ac.id

AYU USADA REKANINGTIAS

Universitas Negeri Yogyakarta, Indonesia

Email: ayuusadarengkaningtias@uny.ac.id

ABSTRACT

This study aims to examine how communication management is conducted in long-distance marriage (LDM) couples based on the Matouschka Dolls communication management theory by Michael Kaye and to identify the factors that hinder communication management in LDM couples in resolving household conflicts. This research employs a qualitative approach with a descriptive method, using data collection techniques through in-depth interviews and documentation conducted from September to November 2024. The findings reveal that: (1) Communication management in LDM couples at the *self* layer is demonstrated through routine communication, such as chatting, video calls, voice notes, and phone calls, to recognize and understand each other's desires. (2) Communication management at the *interpersonal* layer is reflected in routine communication, which is key to maintaining the marital relationship. (3) Communication management at the *people in system* layer shows that work influences the smoothness of communication between couples. (4) Communication management at the *competence* layer is demonstrated through emotional regulation, attitudes, thoughts, and varying conflict resolution strategies for each couple. (5) Factors that hinder communication in LDM couples include distance, work related busyness, and limited signal availability. This research is expected to serve as a reference and source of knowledge in the development of Communication Studies in general, including interpersonal communication, communication psychology, and conflict management studies for further research. Additionally, it aims to provide information and evaluation for couples in Long Distance Marriages.

Keywords : Communication Management, Long Distance Marriage, Matouschka Dolls, Domestic Conflict.

INTRODUCTION

The family is the first and foremost place for social interaction between individuals and groups. It is the smallest social unit in society, consisting of a father, mother, and children who interact and influence one another, resulting in various forms of interaction among family members (Ulfiyah, 2016). An ideal family can be defined as one that embodies values of harmony, tranquility, peace, and adequate provision of shelter, food, and clothing, while also upholding openness, honesty, and sincerity as essential elements within the family (Sukarno et al., 2021). The steps taken by an ideal family to build and instill these values are carried out through communication activities.

Communication is a linear process or a cause-and-effect process that involves the activity of sending messages by the communicator or source with the aim of changing the perceptions and behavior of the communicant or receiver (Mulyana, 2010). Communication occurs between individuals as well as between individuals and groups, with one of the smallest groups engaging in daily communication activities being the family, commonly referred to as family communication.

Family communication is understood as the willingness of individuals to openly discuss all matters with family members—whether pleasant or unpleasant—and to resolve family issues based on values of patience, honesty, and openness (Sukarno et al., 2021). This can be achieved through regular communication, exchanging ideas, expressing concerns, practicing tolerance, understanding each other's needs and desires, and solving problems together. One effort to achieve an ideal family is by engaging in routine communication, enabling each family member to convey, manage, or organize the messages they wish to communicate to others.

Management is defined as a structured discipline aimed at understanding and explaining the reasons and methods by which humans collaborate to achieve goals or results that are beneficial for both individuals and groups effectively (Riinawati, 2019). Management is also defined as a series of steps for planning, organizing, executing, and evaluating all activities or actions undertaken by individuals or groups to achieve a specific goal (Patton, 2020). Based on these definitions, management serves as a field of knowledge that helps humans determine strategies to achieve their goals and the processes required to attain those objectives.

Management is defined as a structured discipline aimed at understanding and explaining the reasons and methods by which humans collaborate to achieve goals or results that are beneficial for both individuals and groups effectively (Riinawati, 2019). Management is also defined as a series of steps for planning, organizing, executing, and evaluating all activities or actions undertaken by individuals or groups to achieve a specific goal (Patton, 2020). Based on these definitions, management serves as a field of knowledge that helps humans determine strategies to achieve their goals and the processes required to attain those objectives.

Marriage is a formal bond, both physically and spiritually, between a husband and wife with the aim of establishing a harmonious, peaceful, and happy family based on belief in God Almighty, as stated in Article 1 of Law No. 1 of 1974 on Marriage. Marriage is believed to bring happiness, peace, and affection to individuals (Ariani, 2019). However, with the advancement of technology and cultural shifts, individuals have begun to redefine their perception of marriage as a life goal. This shift is influenced by various social factors contributing to a decline in marriage rates in Indonesia.

The decline in marriage rates in Indonesia is influenced by the advancement of technology and changes in societal lifestyles. Additionally, economic problems within families, such as insufficient or excessive financial conditions, can lead to disputes and conflicts within households (Sukarno et al., 2021). Kekerasan Dalam Rumah Tangga (KDRT) remains a prevalent issue reported in online media, television, and other conventional media. Violence is not limited to physical abuse but can also include psychological, verbal, and even sexual abuse (Sukarno et al., 2021).

According to data from Badan Pusat Statistik Indonesia (BPS), the number of marriages in Indonesia in 2021 was 1,742,049. A year later, in 2022, the number of marriages decreased by 36,701, resulting in a total of 1,705,348 marriages. In 2023, the marriage rate showed an even sharper decline of 128,093, with a total of 1,577,255 marriages recorded. The rise in reports of KDRT, sexual harassment, family economic problems, and other family-related issues has significantly reduced the number of marriage applications submitted, particularly among the Javanese community in the Special Region of Yogyakarta (DIY). According to BPS, the number of marriage applications submitted by DIY residents in 2023 was 20,123, a decrease of 1,325 compared to the 21,448 applications submitted in 2022.

Long Distance Marriage (LDM) is known as a long-distance marriage, which has become a phenomenon in contemporary society. A long-distance marriage, or LDM, refers to the separation of married couples, where one partner must live or work in a different location for a specific purpose, such as working to support the family (Noor et al., 2022). This study aims to explore how LDM couples manage their communication to address household issues, with informants being LDM couples from Daerah Istimewa Yogyakarta (DIY), where the wife resides in the DIY province and the husband lives in a different province.

The phenomenon of long-distance marriage is often associated with various societal assumptions about the continuation of marital relationships. A common assumption about LDM relationships is that the intensity of problems within the household is higher, and the likelihood of divorce is greater compared to couples who do not experience long-distance marriage. According to Sandow (as cited in Pamer, 2013), couples in long-distance marriages have a 40% higher chance of divorce compared to couples who are not in long-distance marriages.

The phenomenon of long-distance marriage (LDM) has become more prevalent due to the advancements in time and technology (Putra, 2017). This can be observed through the current lifestyle principles and the shifting trend toward more idealistic approaches in fulfilling life's needs. The majority of couples in long-distance marriages are primarily motivated by economic reasons (Maghfur, 2021). The lack of face-to-face meetings or direct interaction between LDM couples, combined with unstable communication, makes them vulnerable to household problems or conflicts (Rukmana, 2023). LDM couples are also prone to issues related to an imbalance in role and responsibility distribution. This problem arises when one party feels that the roles and responsibilities, such as household chores, child-rearing, earning a living, managing finances, and other matters, are disproportionately heavy or unfair. Therefore, the issues faced by LDM couples also fall within the realm of interpersonal communication.

Interpersonal communication is a form of communication that occurs between at least two individuals with a close relationship, mutually beneficial, and built on the awareness of each individual to influence each other and maintain a positive outlook on the relationship being carried out (Suciati, 2015). The purpose of interpersonal communication is to express care for the individual, discover oneself, explore the external world, build and maintain relationships, influence behavior and attitudes, spend time, seek happiness, reduce the risk of miscommunication, and offer help or advice (Suranto, 2011).

Meanwhile, the functions of interpersonal communication include building and maintaining good relationships between individuals, conveying messages or information, changing behavior and attitudes, providing a means for problem-solving between individuals, improving self-image, and serving as a pathway to success (Suranto, 2011). The characteristics of interpersonal communication in a husband and wife relationship are marked by empathy, a strong emotional bond, intimacy, positive behaviors, supportive attitudes, and maintaining equality between partners (Suranto, 2011). When interpersonal communication between partners is well established, the couple can understand each other's feelings, needs, thoughts, desires, and ideas, which will support the effectiveness of communication. However, when communication is not well established, the potential outcome for the couple is communication failure.

Interpersonal communication failure in a marital relationship can be identified when the communication between partners fails to achieve the intended goals (Maherni, 2019). Communication failure occurs when the conversations between partners do not develop and remain superficial, increasing the risk of noise and hindering the achievement of communication goals. The factors behind communication failure may stem from differing objectives or misunderstandings. However, communication failure generally leads to conflicts that arise in the husband and wife relationship.

Conflict is a phenomenon that can occur, be experienced, and is normal to arise due to opposing situations or differences in perceptions, goals, and values between individuals or groups (Suciati, 2015). In this context, conflict refers to disagreements experienced between individuals who are interconnected. Conflicts in marital life can be caused by various complex factors. In long-distance marriages (LDM), conflicts may arise due to differing values or needs, and they can occur when expectations do not align with reality. Issues in LDM couples may result from a lack of communication or insufficient communication, the emergence of suspicions between partners, partners not listening or paying attention to each other, insisting on their opinions, choosing to remain silent, or even not giving their partner the opportunity to speak. Additionally, factors contributing to problems in LDM relationships include busy schedules, openness, trust, and honesty.

Busyness and the lack of communication time between long-distance married couples can be the starting point for conflicts in the relationship. In this case, most couples are busy with work responsibilities, which reduces the time available for communication with their spouse, becoming a hindrance in the relationship. If a partner's continuous busyness causes communication between them to break down, it is feared that negative perceptions or suspicions may arise. Additionally, the factor of openness can influence the communication between partners. Open communication encourages partners to form either positive or negative judgments about each other, leading to a questioning of the trust given to the partner.

Honesty in a LDM plays a crucial role for LDM couples. Considering the commitment made by each partner, a lack of honesty in LDM couples opens the door for potential issues in the marriage. This happens when partners hide things they don't want the other to know. If the frequency of conflicts in the LDM relationship increases, it may lead to the worst-case scenario, which is the possibility of divorce.

Divorce is defined as the termination of a marital bond, which is based on specific reasons and legally recognized by a court decision, either through a request from one party or both parties, whether the husband or the wife (Rizani et al., 2022). Divorce becomes a significant issue for couples as it indirectly involves children and close family members. According to data from the BPS, the number of divorce cases in Indonesia in 2023 was 448,126, while the divorce cases in the D.I. Yogyakarta region totaled 5,347.

The dominant factor contributing to divorce in Indonesia in 2023 was constant arguing, with a total of 251,828 cases. This factor can also arise among LDM couples, who are at a higher risk of experiencing conflicts, disputes, and arguments. This may be due to limited communication, a lack of trust, honesty, and reduced face-to-face interactions compared to couples who do not experience long-distance marriages.

The high divorce rate in Indonesia shows that the leading cause of divorce is constant arguing or disputes. The impact of divorce is not only felt by the couple but also affects the family and children. The impact of divorce on children, particularly their emotions, can include emotional conditions that have a greater influence on the personality of children with divorced parents. Negative effects on children are more dominant in those aged 6-12 years (Kusumawati, 2020). This can have both physical and psychological negative effects on the child. Considering the potential impact on children of divorced parents, LDM couples must be more cautious in decision-making to avoid making their child a victim of divorce. This makes communication management an inseparable part of the interpersonal communication of LDM couples.

Based on the explanation above, communication management in LDM couples is crucial in addressing and resolving marital issues. The high number of divorce cases caused by constant disputes or arguments needs to be anticipated by LDM couples, based on data from the Badan Pusat Statistik (BPS) Indonesia. Therefore, this study is important to conduct in order to understand how communication management works for LDM couples in overcoming conflicts within their households.

LITERATURE REVIEW

A. Communication Management

Communication is a linear process or cause-and-effect process that involves the activity of sending messages by the communicator or source with the intention of changing the perception and behavior of the communicator or receiver (Mulyana, 2010). Management is a structured body of knowledge aimed at understanding the reasons and ways humans cooperate effectively to achieve results that are beneficial for individuals (Riinawati, 2019).

Communication management encompasses the ways individuals organize the communication process by understanding the meaning of interactions between people in various contexts, including how people manage communication and behavior in both personal and professional relationships, according to Kaye (in Sjafrizal, 2020). The theory proposed by Michael Kaye, the Russian Doll Theory (Matouschka Dolls), consists of four layers: Self, Interpersonal, People in System, and Competence.

1. Self

Self is the innermost part of the Matouschka Dolls theory as a process toward achieving successful self-management. Self is a component of intrapersonal communication within an individual that functions to understand and manage internal communication with oneself, leading to self-awareness, which serves as the foundation for self-analysis and self-examination to understand one's desires and aspirations.

2. Interpersonal

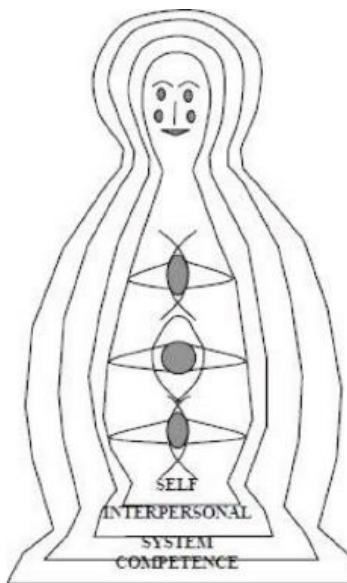
interpersonal layer is the second layer that surrounds the Self layer, focusing on how the Self interacts with others. This layer explains how the interactions an individual has with others create meaning about themselves, their traits, and the dynamics of their relationships. It shows that the communication and interactions between individuals can influence each other and can change an individual as a result of those interactions.

3. People in System

People in System layer explains how human systems or organizations function and interact, influencing the communication methods between individuals within the system as a whole. This third layer illustrates how society has the ability to influence and develop systems according to their desires, focusing on the understanding and management of culture, such as values, norms, and activities within the societal system.

4. Competence

Competence layer is the outermost layer in the Matouschka Dolls theory. The Competence layer means that competence in communication management encompasses all parts or layers of the Matouschka dolls. This competence includes intrapersonal competence, understanding and recognizing one's desires, managing and controlling oneself, as well as giving meaning through interactions with others. The competence element highlights an individual's ability to make changes to the social system as a whole.



Source: Sjafrizal, 2014

B. Communication Management

Interpersonal communication, also known as interpersonal interaction, refers to communication that occurs directly between individuals or groups, allowing them to understand the reactions and emotions of the other party through both verbal and non-verbal

communication (Mulyana, 2010). Furthermore, interpersonal communication is believed to be a process of delivering and receiving messages, meanings, and information by the communicator, where messages are received by the communicant either directly or indirectly. This type of communication can be carried out primarily without specific media or secondarily using certain media as communication aids (Suranto, 2011).

C. Communication Negitiation

Negotiation is a communication process involving two parties, each with different goals, desires, perspectives, and ideas, who strive to reach an agreement on a shared conflict or issue (Djohan, 2018). Negotiation can occur between husband and wife and in specific situations, such as conflicts within a household. In such circumstances, negotiation can function effectively and is considered one of the strategies to strengthen the relationship between partners over the long term (Hapsari, 2020).

D. Long Distance Marriage (LDM)

LDM refers to a situation experienced by married couples where each partner is required to live and reside in different places, not under the same roof (Harsari, 2019). Long-distance marriages are generally a mutual decision made by couples who must be apart for a determined or even undetermined period of time. LDM is often considered less ideal for married couples due to societal perceptions that married partners should ideally live together. Moreover, closeness and intimacy between spouses are believed to be built through face-to-face interactions and direct communication (Tamami, 2023).

E. Conflicts in the Household

Conflict can be defined as a state of debate, dispute, disagreement, and opposition in which the actions of an individual, group, or organization result in actions or activities that obstruct, hinder, or disrupt others (Suciati, 2015). Conflict is a natural occurrence and can arise due to differences in goals, desires, values, and perceptions among individuals, groups, or the general community (Scannel, 2010).

METHODS

This study employs a qualitative research approach with a descriptive method to identify, understand, and provide an overview of the communication management employed by LDM (Long-Distance Marriage) couples and the factors hindering their communication management. The research was conducted in the Special Region of Yogyakarta (DIY) from September to November 2024.

Descriptive qualitative research aims to understand the subject and its surrounding environment, not merely to prove or disprove a theory (Sugiyono, 2013). Primary data were obtained through interviews with three LDM couples, one of whom resides in DIY. Secondary data were collected from research journals, books, official institutional data, and documentation related to the research subject. Informants were selected using a purposive sampling technique. Data collection methods included in-depth interviews and documentation. The validity of the data was ensured through source triangulation, and data analysis was carried out using the Miles and Huberman model, comprising data reduction, data display, and verification.

The qualitative research utilizing a descriptive method in this study was chosen based on the research problem and objectives. It aims to identify, understand, and provide an overview of the real-life situations experienced by LDM couples in managing communication to resolve conflicts in their marriage. Additionally, it seeks to determine the factors that hinder communication management in couples undergoing a Long Distance Marriage.

Table 1. Informants LDM Couples

| No | Nama | Jenis Kelamin | Usia | Usia Pernikahan | Asal | Jenis Pekerjaan | Tempat Tinggal | Ket. |
|----|------------|---------------|------|-----------------|------|-----------------|----------------|------------------|
| 1. | Informan A | Perempuan | 26 | 3 | DIY | Pegawai Swasta | Yogyakarta | Pasangan Menikah |
| 2. | Informan B | Laki-Laki | 27 | 3 | DIY | POLRI | Kalimantan | |
| 3. | Informan C | Perempuan | 32 | 6 | DIY | Wiraswasta | Yogyakarta | Pasangan Menikah |
| 4. | Informan D | Laki-Laki | 34 | 6 | DIY | Swasta | Magelang | |
| 5. | Informan E | Perempuan | 27 | 3 | DIY | Swasta | Yogyakarta | Pasangan Menikah |
| 6. | Informan F | Laki-Laki | 35 | 3 | DIY | PNS/ASN | NTB | |

RESULTS AND DISCUSSION

A. Background of Partners Engaging in a Long Distance Marriage(LDM)

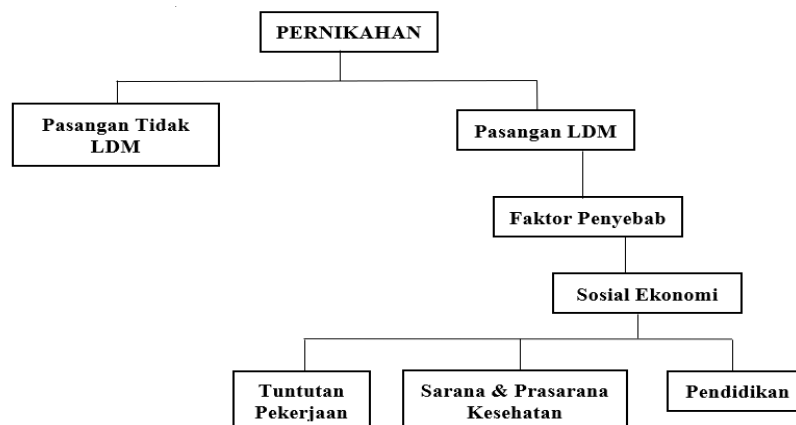
Based on the research conducted, it was found that the reason for the informants' partners engaging in a long distance marriage (LDM) is due to work demands. This result was obtained through the statements of Informant A and Informant B, whose LDM was caused by the husband's work obligations, requiring him to serve in a different province, specifically North Kalimantan. In the case of Informant A and Informant B, another factor contributing to their LDM was the couple's decision to give birth and raise their child in the Special Region of Yogyakarta (DIY). They considered the better healthcare and education infrastructure in DIY, which led them to maintain their LDM.

For Informant C and Informant D, the reason behind their LDM was also due to the husband's work demands, as he was assigned to work in Central Java, specifically in Magelang. Additionally, the business that Informant C (the wife) had been running in DIY for the past two years further strengthened the reason for them to maintain their LDM. From this, it can be understood that the reason Informant C and Informant D are in a LDM

Looking at the background of Informant E and Informant F's long-distance relationship, it is known that the couple's LDM was caused by Informant F's job, which requires him to work in West Nusa Tenggara (NTB). Since Informant E (the wife) had already established her career in DIY, Informant F had to live apart from his wife and child. In an interview, Informant E mentioned that her job responsibilities could not be easily abandoned, so the couple decided to maintain their LDM.

Based on the interviews from all informants, it can be concluded that the main reason for the couples engaging in an LDM is due to the husband's work assignments outside DIY. These findings are supported by the statement that Long Distance Marriage (LDM) is undertaken to achieve a specific goal, such as working to support the family (Noor et al., 2022). The three couples also considered other factors, such as running businesses, and the better healthcare and educational facilities for children in DIY. Through this, a diagram illustrating the background of the couples LDM can be understood, as follows:

Figures 1. Chart of the Background of Informants Engaging in a LDM



B. Communication Management of Long Distance Marriage (LDM) Based on the Matouschka Dolls Theory by Michael Kaye

1. Communication Management of LDM Partners at the Self Layer

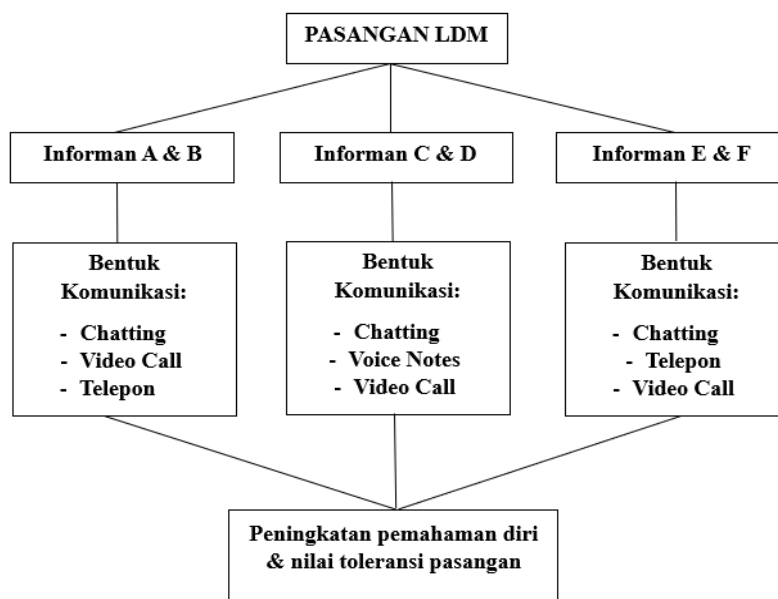
Based on the research conducted to understand how communication management in the Self layer works for LDM couples, it was found that the couples regularly exchange information through daily communication. For Informant A and Informant B, it was observed that they share all their desires, from small things to more specific matters. In cases where one partner's desires are not met with the expected response, it may lead to debates. When disagreements occur in the relationship, both partners try to understand each other, accept criticism, and offer suggestions. This indicates that the Self layer of communication management between Informant A and Informant B has developed, marked by their knowledge of each other's desires, which enhances mutual understanding and tolerance between the couple.

For Informant C and Informant D, the research findings regarding communication management in the Self layer show a clear understanding and comprehension between the partners. Based on the interview statements of Informant C and Informant D, they have learned the best ways to express their own desires. When they communicate their needs, Informant C and Informant D rarely experience disagreements in their marriage. The study revealed that the frequency of their debates is less than five times a year. Most of their communication occurs via WhatsApp, particularly through chatting, voice notes, and video calls.

For Informant E and Informant F, their way of understanding the Self layer is through regular communication. It was found that they understand each other's desires by chatting through WhatsApp. When necessary, they use phone calls or video calls to exchange news. The communication between Informant E and Informant F is regular and serves to express their desires and enhance mutual understanding between the partners.

Based on these findings, it can be concluded that couples understand themselves and each other through regular communication. Through communication in the form of chatting, voice notes, phone calls, and video calls, the couples are able to recognize, understand, and enhance tolerance and understanding between them. This reflects Michael Kaye's communication management theory, specifically the Matouschka Dolls model, which explains that the Self is a component of intrapersonal communication, helping individuals understand and manage internal communication with themselves (Sjafrizal, 2020). This leads to self-awareness, forming the foundation for self-analysis and self-examination to recognize one's desires and needs. Below is a diagram to aid in understanding the communication management of LDM partners in the Self layer:

Figures 2. Chart of the Communication Management of LDM Couples at the Self Layer



2. Communication Management of LDM Couples at the Interpersonal Layer

Based on the research conducted, it was found that Informant A and Informant B have an interpersonal relationship that is built through regular communication. Each partner's effort to maintain commitment and relationships with family is facilitated through online communication media. Informant A and Informant B often experience debates caused by miscommunication. However, they make an effort to communicate every day, taking advantage of their free time. The distance does not hinder the couple from maintaining communication with their child. It was found that Informant A and B build closeness with their child through video calls. Additionally, Informant B makes time for family or quality time when they return to DIY Province. The interpersonal relationship between the couple and their child is evident through activities spent playing together.

In the case of Informant C and Informant D, it was observed that the relationship between the father and child, who do not live in the same household, is not as strong as the relationship between the mother (Informant C) and the child. However, when the family of Informant C and Informant D reunites on weekends, the closeness between Informant D and the child improves. In addition to meeting in person, Informant D strengthens the bond with their child through nightly video calls. Despite making efforts to connect with the child through video calls, Informant D mentioned that the child is much more obedient to Informant C (the wife) than to him.

According to the interview, Interpersonal communication is essential in a husband-and-wife relationship, characterized by empathy, a strong emotional bond, intimacy, positive behavior, a supportive attitude, and maintaining equality between partners (Suranto, 2011). Informant E and Informant F build their interpersonal relationship through communication. At the interpersonal level of communication management, it is shown in their LDM marriage through daily communication, both face-to-face and non-face-to-face. The communication between the partners includes the sharing of desires, needs, ideas, and other matters that have been processed at the first layer, the Self. The majority of their communication occurs via WhatsApp chatting. However, the couple prefers to communicate through video calls after work. The interpersonal relationship is also built with the child through quality time spent playing and gathering together. The form of quality time includes taking care of the child while Informant E is working, as well as making time to play with the child. These findings prove that Interpersonal communication is essential in a

husband and wife relationship, characterized by empathy, a strong emotional bond, intimacy, positive behavior, a supportive attitude, and maintaining equality between partners (Suranto, 2011).

3. Communication Management of LDM Partners at the People in System Layer

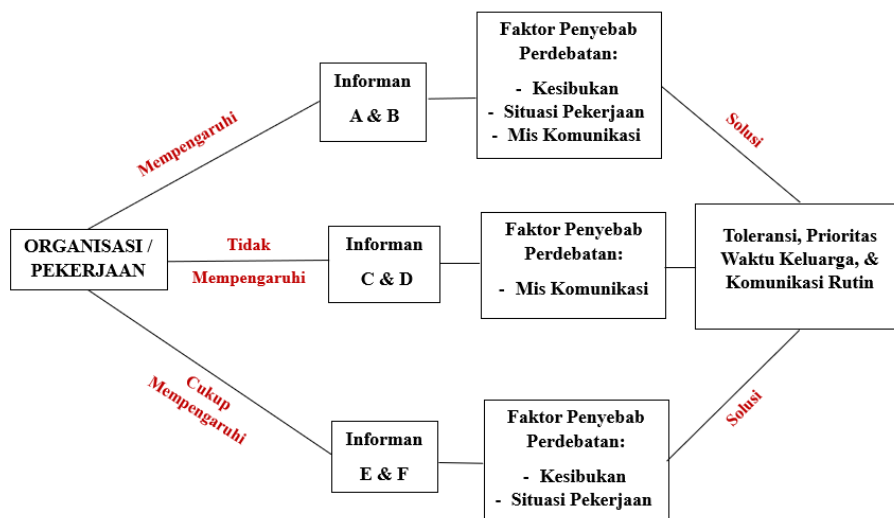
Based on the research findings from Informant A and Informant B, it was revealed that the work environment (organization) significantly influences the smoothness of communication. Poor work situations and the busyness of the partners lead to misunderstandings, causing debates between them. The work situation often carries over into the partner's behavior, especially when they are in unstable conditions. Considering the background of the partner working as a member of the police force assigned as an aide, Informant B has to dedicate more of his time to his work. Therefore, the work situation often affects the communication flow between Informant A and Informant B. Additionally, situations within the organization frequently lead to debates between the couple. However, the solution they have adopted is to make an effort to maintain high-intensity communication and share their daily experiences through phone calls.

For Informant C and Informant D, it was found that they fully trust each other. The work situation does not have a significant impact on their communication with each other and their child. It is known that Informant C is fully aware of the work situation and environment of Informant D. This is because Informant D always shares information about what is happening in the organization or work, and Informant D's colleagues also maintain a good relationship with Informant C. The safe and comfortable work situation is conveyed by Informant D when Informant C (the wife) is running her business from home. Therefore, the work situation or organization is not seen as affecting their communication behavior or emotions. Informant C and Informant D also stated that they have minimal debates or conflicts in their household.

From the research with Informant E and Informant F, it was found that the situation or condition in the work environment (organization) has an influence on the relationship between the couple. The busyness of work is the main reason for the lack of time to communicate. The couple communicates regularly, especially when their work situation is busy. Informant E and Informant F make an effort to maintain regular communication to sustain their relationship. The informants' work rarely affects their emotions or attitudes when communicating, so debates are rare. When debates do occur, the solution they choose is to understand each other's current situation. Therefore, mutual understanding is evident in their relationship through empathy and tolerance towards their daily work activities.

Based on these findings, it can be concluded that how the couple operates within the People in System layer of the organization or work largely affects communication with their partner. These findings support the research statement in the "People in System" layer, which suggests that human or organizational systems are capable of functioning and interacting, thereby influencing the overall communication dynamics between individuals within the system according to Michael Kaye on (Sjafrizal, 2020). In all three couples, it was found that the influence of the work situation on communication flow varies. The factors leading to debates in the LDM relationship are busyness, work situations, and miscommunication. As a result, the solution they found is to practice tolerance, prioritize family time, and maintain regular communication. Below is a diagram to facilitate understanding of communication management in LDM couples within the People in System layer:

Figures 3. Chart of the Communication Management of LDM Couples at the People In System Layer



4. Communication Management of LDM Partners at the Competence Layer

Based on the research findings from Informant A and Informant B, it was discovered that the couple has their own methods of understanding and controlling themselves. One common method used by the couple is giving themselves personal time to process emotions and situations, as well as creating space to control themselves, preventing emotions from escalating and causing larger conflicts. Once they have calmed down by calming themselves and maintaining silence, the couple will begin discussing the issue at hand with a clear mind. This method is considered effective by the couple for understanding and controlling themselves, reducing the risk of major conflicts.

For Informant C and Informant D, it was found that they have their own way of handling household issues. When minor conflicts arise in daily life, the couple communicates and resolves the issue through WhatsApp, using chatting, voice notes, phone calls, or video calls in an open manner with stable emotions. However, when more serious issues occur, the couple prefers to discuss them in person during their weekend meetings. Through this approach, the couple can control their emotions and each other's emotions, allowing them to resolve the problem calmly.

From the research on Informant E and Informant F, it was found that the couple shares the same perspective on understanding one another. They experience fewer conflicts or debates. Their method of controlling themselves during conflicts is to regulate their emotions and resolve issues with a clear mind, so the conflict doesn't escalate. When debates arise, the couple chooses to resolve the issue by openly expressing their thoughts and feelings to one another. They respond positively and accept each other's views openly, which helps to resolve conflicts easily. From this, it is clear that Informant E and Informant F have a strong understanding of self-control, which reduces the intensity of conflicts in their relationship.

In conclusion, couples in long-distance marriages (LDM) have their own methods of self-control, especially when conflicts arise. Some couples choose to remain silent to calm their emotions and thoughts to control their behavior. Others prefer face-to-face meetings to resolve issues directly. Additionally, some couples are able to resolve conflicts immediately through communication, expressing their thoughts, feelings, opinions, and needs at the same time. Below is a table comparing the communication management of LDM couples within the Competence layer:

Table 2. Comparison of Communication Management of Informants in the Competence Layer

C. Barriers to Communication Management in LDM

Based on the statements made by Informant A and Informant B, it can be seen that the main factors hindering communication between the couple are work commitments and limited signal coverage. The busy work schedules of the couple significantly hinder communication, especially since Informant B is required to be on duty 24/7. Additionally, the limited signal or inadequate signal in rural areas is another obstacle to communication. However, the couple has found a way to manage their communication amid these obstacles by informing each other about their activities or assignments, ensuring that the wife stays aware of her partner's situation when communication is disrupted or may face issues.

For Informant C and Informant D, the main obstacle is the distance. The challenge becomes more evident because they find it more effective to resolve issues when meeting face-to-face, rather than using WhatsApp. They have also mentioned that problems solved via electronic media like WhatsApp tend to be resolved only temporarily and are often revisited when they meet in person during the weekend. Therefore, the main obstacle to communication for Informant C and Informant D is the distance.

In the case of Informant E and Informant F, no major obstacles were encountered during their long-distance relationship. The only obstacle they identified was their busy schedules, where both partners had to divide their time between work and personal life. They made an effort to prioritize family communication while fulfilling their work responsibilities, thus striving to understand and accommodate each other's work situations while managing to communicate despite their busy work lives.

Based on the research findings, it can be concluded that each couple faces different obstacles. However, the majority of the couples experience distance as the primary barrier, which limits communication. Despite modern communication tools and advanced features available today, they do not guarantee that communication between the couples will always be without hindrances. In the case of conflicts or disagreements in their households, the informant couples have applied indirect negotiation

| No. | Informants | Forms of Self Control | Problem Solving |
|-----|------------------|--|--|
| 1. | Informants A & B | Giving time for partner to be silent and calm down when problems or conflicts arise in the relationship. | Communicating all thoughts, feelings, and personal desires to partners. |
| 2. | Informants C & D | Controlling emotions to remain stable and respecting partner's different opinions. | Meeting in person on the weekend to resolve issues directly. |
| 3. | Informants E & F | Controlling one's emotions by processing the situation and issues calmly | Expressing and receiving feelings, ideas, and thoughts from partner with a positive and open response. |

communication concepts, such as the win-win solution, to resolve issues by considering both parties' perspectives. According to Djohan's negotiation concept, the goal of negotiation is to communicate and listen, seek mutually beneficial solutions (win-win), find alignment between both parties, and resolve conflicts. It is known that long-distance couples' communication through chat applications and phone calls is not as effective as when they meet and discuss things in person. Other barriers found include the partners' busy working hours and limited signal availability for communication. Below is a table outlining the obstacles and solutions for communication barriers in LDM

Table 3. Comparison of Barriers & Solutions for Long Distance Marriage Couples Communication

D. Commitment in Long Distance Marriage (LDM)

Based on the interviews, it was found that Informants A and B began their LDM relationship with mutual trust. After considering various factors, Informants A and B agreed to maintain their LDM relationship, which is rooted in trust and mutual commitment. With effective communication between the partners, it is evident that their way of maintaining commitment and trust is through regular communication. Through routine communication, the couple is able to reduce the risk of debates over domestic issues.

Informants C and D maintain their LDM relationship based on trust. Informant C expressed that the presence of colleagues working with Informant D increases their level of trust. Meanwhile, Informant D fully trusts Informant C, who works independently at home with the child. Thus, Informants C and D navigate their LDM marriage with openness and mutual trust.

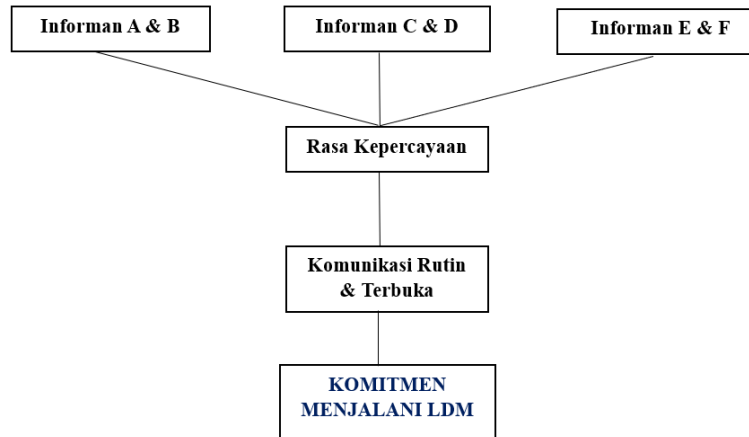
From the statements of Informants E and F, it is clear that they maintain their commitment to the LDM relationship by building mutual trust. Informant E fully trusts Informant F, who works outside the DIY Province, while Informant E works within the DIY Province. Similarly, Informant F places full trust in Informant E to care for their child, who lives with the family. Therefore, Informants E and F have a strong commitment to their LDM relationship.

Based on these findings, it is evident that the commitment in these relationships begins with mutual trust. This commitment is maintained through regular communication and sharing the challenges faced in daily life. Below is a diagram to facilitate understanding of the commitment shared by the LDM

| No. | Informants | Barriers in Managing Communication in LDM Couples | Problem Solving |
|-----|----------------|--|---|
| 1. | Informan A & B | <ul style="list-style-type: none"> • The busyness and long working hours of LDM couples. • imited signal in remote areas. • Distance. | <ul style="list-style-type: none"> • Sharing information about the partner's activities or work assignments at specific times. • Openness in communication and mutual trust between partners. |
| 2. | Informan C & D | <ul style="list-style-type: none"> • The distance between the partners places of residence. | <ul style="list-style-type: none"> • Problem solving through direct communication or face-to-face meetings on weekends |
| 3. | Informan E & F | <ul style="list-style-type: none"> • The busyness of each partner's work. | <ul style="list-style-type: none"> • Sharing information or updates with the partner about work tasks. • Prioritizing communication time with the family. |

informants:

Figures 4. Chart of the Understanding Commitment in Long Distance Marriage (LDM)



E. Division of Household Responsibilities

Based on the research conducted with Informants A and B, it can be understood that Informant A and Informant B have reached an agreement and believe that the division of household tasks is running smoothly and fairly. If the couple encounters differences in perspective that lead to debates within the household regarding the division of tasks and responsibilities, they will communicate to resolve and find the best solution to the issue.

From the research on Informants C and D, it is known that, in the early years of marriage, Informant D had a perspective that household chores were entirely the wife's responsibility. Informant D believed that the husband's role was to be served by the wife. However, over time, Informant D became self-aware and realized that this was not correct, leading Informant D to start improving by helping with the household chores that could be done. After living in a long-distance marriage (LDM), Informant C and Informant D began sharing household tasks more equally. For example, when Informant C and the child visit Magelang, Informant D will take over caring for and looking after the child. If there are other household chores left, Informant D will help Informant C finish the tasks.

From the research on Informants E and F, it is known that both of them have a fairly good division of household chores. The couple does not experience serious debates regarding the division of household tasks. Informant F will take care of all household chores when returning to Yogyakarta, such as washing clothes, drying clothes, cleaning the house, picking up the child from daycare, and other tasks. Therefore, Informants E and F have an equitable distribution of tasks based on the activities and work schedules of each partner.

CONCLUSION

Based on the research findings, it can be concluded that the communication management of LDM couples plays an important role in maintaining relationship harmony. Regular communication through various media such as chatting, video calls, voice notes, and phone calls helps couples recognize and understand each other's needs. Work situations and each partner's busy schedule also affect communication flow, but this can be addressed by increasing tolerance, prioritizing family time, and maintaining regular communication. Each couple has their own way of controlling emotions and resolving conflicts calmly. The main barriers to communication are distance, busy work schedules, and limited signal coverage, which are overcome by open communication, sharing work assignments, and prioritizing family time. The limitation of this study lies in the data collection technique, as documentation in the form of chat screenshots from LDM couples was not obtained from all informants due to restrictions related to consent and privacy. Therefore, the chat screenshot documentation was only obtained from one of the LDM informant couples in this study. For future research on the phenomenon of LDM couples, the author suggests expanding and deepening the study of conflict management dynamics among LDM couples with

different cultural backgrounds. This research can focus on the role of culture, including differences in values, norms, language, and cultural perceptions that influence conflict management in LDM households. This research recommendation is based on the theories of interpersonal communication, intercultural communication, and conflict management.

REFERENCES

- Abdussamad, Z. (2021). *Metode Penelitian Kualitatif*. Makassar: Syakir Media Press.
- Aj Djohan, M. M. (2021). *Negosiasi Dan Komunikasi*. Media Nusa Creative (Mnc Publishing).
- Akbar, A. A. (2023). Hubungan Antara Intensitas Komunikasi Dengan Komitmen Pernikahan Pada Pasangan Long Distance Marriage (LDM). *Jurnal At-Taujih*, 3(1), 67-79.
- Alwisol. (2018). *Psikologi Kepribadian (Edisi Revisi)*. Malang: Universitas Muhammadiyah Malang.
- Ariani, A. I. (2019). Dampak Perceraian Orang Tua Dalam Kehidupan Sosial Anak. *Phinisi Integration Review*, 2(2), 257-270.
- Budayatna, Muhammad, & Ganiem, M. (2011). *Teori Komunikasi Antar Pribadi*. Jakarta: Kencana.
- Cresswell, J. W. (2014). *Research Design Qualitative, Quantitative, And Mixed Methods Approaches (Fourth Edition)*. America: Sage Publications.
- Hapsari, P. S. D. (2021). Negosiasi Dalam Komunikasi Antarpribadi Suami Dan Istri Ketika Memutuskan Istri Bekerja Atau Tidak. *Jurnal Audiens*, 2(1), 119-133. DOI: <https://doi.org/10.18196/jas.v2i1.9242>
- Harsari, R. J. T. (2020, January). A Perspective Of Husband And Wife Roles In Long-Distance Marriage. In *5th Asean Conference On Psychology, Counselling, And Humanities (Acpc 2019)* (Pp. 268-271). Atlantis Press. DOI: <https://doi.org/10.2991/assehr.k.200120.056>
- Hasmawati, F. (2019). Manajemen Dalam Komunikasi. *Al-Idarah: Jurnal Pengkajian Dakwah Dan Manajemen*, 7(2), 1-11. DOI: <http://dx.doi.org/10.37064/ai.v7i2.7587>
- Mccorkle, S. & Reese, M. J. (2017). *Personal Conflict Management*. New York: Routledge.
- Mulyana, D. (2010). *Ilmu Komunikasi Suatu Pengantar*. Bandung: Remaja Rosdakarya Offset.
- Noor, D. S. M., Tayo, Y., & Utamidewi, W. (2022). Komunikasi Dan Manajemen Konflik Pada Pasangan Yang Menjalani Pernikahan Jarak Jauh Di Kabupaten Karawang. *Nusantara: Jurnal Ilmu Pengetahuan Sosial*, 9(5), 1755-1768. URL: <http://jurnal.um-tapsel.ac.id/index.php/nusantara/index>
- Nugraheni, A. F. D., & Pratiwi, P. H. (2020). Pernikahan Jarak Jauh (Long Distance Marriage) Pada Masyarakat Perkotaan (Studi Di Kecamatan Kalikotes, Kabupaten Klaten). *E-Societas: Jurnal Pendidikan Sosiologi*, 9(4). URL: <https://r.search.yahoo.com/?yit=Awr92K9EdM5nZR0QfG1XNyoA; ylu=Y29sbwNncTEEcG9zAzIEdnRpZAMEc2VjA3Ny/RV=2/RE=1742793029/RO=10/RU=https%3a%2f%2fjournal.student.uny.ac.id%2findex.php%2fsocietas%2farticle%2fdownload%2f17130%2f16539/RK=2/RS=.8mWY1ViQVmkkVd7UCJf8V1i Eo->
- Pamer, M. (2013). Long Commuter Take A Toll On Marriages, Relationship, Study Finds. Retrieved URL: <https://www.nbcalosangeles.com/news/local/long-commutes-take-toll-marriage-relationships-study/1957838/>

- Putra, Aldilla Suwita And , Dra. Zahrotul Uyun, M.Si, Psi. (2017) Pola Komunikasi Pada Istri Pasangan Pernikahan Jarak Jauh. Skripsi Thesis, Universitas Muhammadiyah Surakarta. URL: <http://eprints.ums.ac.id/id/eprint/51626>
- Rachman, A. A. (2020). Fenomena Long Distance Marriage Dalam Mempertahankan Keharmonisan Keluarga (Studi Kasus: Satsurvei Hidros). URL: <https://repository.uinjkt.ac.id/dspace/handle/123456789/57178>
- Republik Indonesia. (1974). Undang-Undang RI Nomor 1, Tahun 1974, Tentang Perkawinan.
- Riinawati. (2019). Pengantar Teori Manajemen Komunikasi Dan Organisasi. Yogyakarta: Pustaka Baru Press.
- Rizani, A. N. (2022). Akibat Hukum Tentang Kedudukan Gugat Cerai Terhadap Hak-Hak Isteri (Doctoral Dissertation, Universitas Islam Kalimantan Mab). URL: <https://eprints.uniska-bjm.ac.id/id/eprint/10335>
- Scannell, Mary. 2010. The Big Book Of Conflict Resolution Games. United States Of America: Mcgraw – Hill Companies, Inc.
- Sjafrizal, T. (2020). Manajemen Komunikasi Pekerja Asing Di Indonesia Dalam Perspektif Matouschkanian Michael Kaye. Jurnal Ekonomi, Sosial & Humaniora, 1(06), 43-54. URL: <https://www.jurnalintelektiva.com/index.php/jurnal/article/view/69>
- Suciati. (2015). Komunikasi Interpersonal Sebuah Tinjauan Psikologis Dan Perspektif Islam. Yogyakarta: Buku Litera Yogyakarta.
- Sugiyono. (2013). Metode Penelitian Kuantitatif. Bandung: Alfabeta.
- Sukarno, B., & Fatimah, N. S. (2021). Pentingnya Komunkasi Interpersonal Dalam Membangun Keluarga Ideal. Jurnal Ekonomi, Sosial & Humaniora, 2(08), 80-86. URL: <https://www.jurnalintelektiva.com/index.php/jurnal/article/view/517>
- Suranto, A. W. (2011). Komunikasi Interpersonal. Yogyakarta: Graha Ilmu.
- Tamami, A. H., Nafisa, S., Triandani, T. S., & Zuhro'fitriana, A. Q. (2023). Strategi Manajemen Konflik Kepercayaan Dalam Hubungan Pernikahan (Studi Kasus Long Distance Marriage). Jurnal Ilmu Sosial, Humaniora Dan Seni, 1(2), 286-292.
- Ulfiah. (2016). Psikologi Keluarga Pemhaman Hakikat Keluarga & Penanganan Problematika
- Yusuf, M. (2014). Metode Penelitian: Kuantitatif, Kualitatif, Dan Peneletian Gabungan (Edisi Pertama). Jakarta: Kencana.