Client's Communication Privacy Boundaries in Ruang Refleksi Online Service of Halo Jiwa Indonesia

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ABSTRACT

Ruang Refleksi Online (RRO), or Online Reflection Room, is one of Halo Jiwa Indonesia's online-based counseling services, providing emotional support to people since the COVID-19 pandemic. This online-based counseling is a free and non-professional service provided by peer counselors from Halo Jiwa Indonesia members, which was held in 2020. This study aims to know how the client manages their privacy rules in peer counseling, according to five criteria of Communication Privacy Management in boundary rules, which are culture, motivation, context, gender, and risk-benefit ratio. This research type is a qualitative method with a case study approach. Four clients were chosen from purposive sampling with a specific category. From this study, it can be concluded that clients of Ruang Refleksi Online created their privacy rule according to their motivation, contextual, and risk-benefit ratio factors. This determines how much self-disclosure they can share with the peer counselor during interpersonal communication in the counseling session. The clients could also feel the positive impact, such as feeling calmer and relieved from Ruang Refleksi Online.

Keyword: *Communication Privacy Management, e-counseling, peer counseling, Halo Jiwa Indonesia, Ruang Refleksi Online*

INTRODUCTION

In social life, communication is essential to maintain connectedness. This connectedness refers to the relationship between the individual self and others within their environment. Essentially, communication serves as a medium for every individual to recognize themselves through intrapersonal communication, which is communication with oneself.

The process of communication for self-recognition helps individuals to build confidence, prepare themselves for decision-making, and conduct self-evaluation. Without communication, a person would not be able to express desires, share information, or influence others. One of the form of communication known as interpersonal communication is the process by which a person communicates with others to continuously establish, expand, and maintain relationships as social beings(Rusnali, 2017).

The importance of building interpersonal relationships contributes to cognitive and social growth and development. This is evident from continuous interaction with others, through

which individuals learn from experiences, values, habits, and lifestyles that differ from their own. William Schutz explained three basic human needs: the need for affection (to receive love), the inclusive need (to contribute to social groups), and the need for control (to have a "voice" in leading group interaction). These demonstrate the significance of establishing interpersonal relationships(Rahmi, 2021).

If an individual never communicates with others, they will inevitably feel isolated from their environment. Such isolation can lead to severe consequences, including mental depression, which may ultimately result in psychological imbalance. Interpersonal communication is actually a social process of mutual influence, and the beginning of a psychological bond between people. This is because humans are inherently social beings who continuously engage in socialization and interaction with one another. (Awi et al., 2016)

According to Dr. Everett Kleinjan from the East-West Center in Hawaii, communication is an inseparable part of human life that needs breath. As long as humans live, they must communicate(Cangara, 2014). Undeniably, over time, various forms of communication media utilized by society have continued to develop. In the past, communication was limited to direct, face-to-face interactions, whereas today, people can easily use communication technologies to support their interactions.

In a particular case in 2020, the shift of communication models to fully online platforms using communication technologies became crucial for societies worldwide to survive. This was due to the emergence of the COVID-19 pandemic, which not only negatively affected physical health but also had serious psychological impacts. Consequently, communication processes had to adapt to the situation. Research conducted by Iqbal & Rizqulloh at Universitas Negeri Semarang found that 59% of respondents experienced negative psychological impacts, such as tension, anxiety, or worry; 50% experienced sleep difficulties and inability to think clearly in the past 30 days; and 9% expressed suicidal ideation (Iqbal & Rizqulloh, 2020).

Further research on the emergence of online counseling services(Saptandari et al., 2022) also found negative effects on the psychological conditions of communities during the COVID-19 pandemic. These included anxiety (40%), psychosomatic symptoms (16%), clinical problems such as self-harm and suicidal ideation (11%), and emotional problems (9%). In addition, participants reported challenges related to working and studying from home (9%), relationship issues (7%), stress and adaptation (6%), and the need for further information about COVID-19 (2%).

Many people affected by this drastic life change faced psychological distress. It became increasingly difficult for individuals to manage themselves, particularly since interpersonal communication could no longer be carried out as usual with relatives and family. Supporting this, research by Nasrullah & Sulaiman found that the COVID-19 pandemic became a new source of stress for communities, as many struggled to adapt to the new situation. This condition forced individuals to practice physical distancing and limit direct contact with others, making communication increasingly difficult. Moreover, widespread news about the pandemic generated fear and anxiety among the public(Nasrullah & Sulaiman, 2021).

In response to these issues, online counseling services, or e-counseling, utilizing communication technologies, became increasingly widespread during the pandemic. The presence of online counseling sought to meet the psychological needs of communities affected by the negative impacts of COVID-19.

Technologies used in these services included websites, telephones, emails, video conferences, chats, instant messaging, and various social media platforms that could be easily accessed via smartphones. Importantly, such online counseling services adhered to general counseling ethics, including understanding clients' potential and information, demonstrating

care and consent, acknowledging clients' identities, recognizing risks to online confidentiality, protecting personal communication, and maintaining data security (Haryati, 2020).

The implementation of such services can be found in a social community focused on mental health promotion and education known as Halo Jiwa Indonesia. In 2020, Halo Jiwa Indonesia provided psychological support services as a preventive effort against the impacts of COVID-19. This service was called Ruang Refleksi Online (RRO), a peer counseling service that is free, non-professional, and facilitated directly by peer counselors who are official members of the Halo Jiwa Indonesia team. Participants in this service came from diverse regions across Indonesia, ranging from adolescents to young adults (ages 20–35). Research by Marlischa in 2022 revealed that RRO clients engaged in self-disclosure during peer counseling sessions because they personally needed expert assistance in addressing their problems. Clients sought a sense of relief after counseling, which was evidenced by the high number of registrants across various problem categories (Marlischa & Rahmanto, n.d.).

The Ruang Refleksi Online peer counseling service continues to operate today, consistently utilizing communication technologies while maintaining counseling ethics related to privacy and confidentiality. The aim is to create a safe and comfortable environment for clients. Moreover, interpersonal communication serves as the primary strength of peer counselors in approaching their clients. Although this service is facilitated only by peer counselors, the number of clients continues to grow each year, with many attending sessions more than once. Research by Muhiddin on insights into Ruang Refleksi Online revealed that the service had a positive impact on individuals experiencing psychological pressure(Muhiddin et al., 2021).

Based on these circumstances, this study aims to examine how clients of Ruang Refleksi Online disclose themselves and establish their own privacy rules while participating in peer counseling services. Specifically, RRO clients disclose their problems to peer counselors who were previously unknown to them. Additionally, communication between clients and peer counselors involves mediated, rather than traditional face-to-face, counseling sessions. This study refers to the five boundary management criteria of Sandra Petronio's Communication Privacy Management theory: culture, motivation, context, gender, and risk–benefit ratio. Hence, the study is entitled: **"Clients' Communication Privacy Boundaries in Ruang Refleksi Online Halo Jiwa Indonesia."** Based on the research background, this study addresses the following research questions:

(1) How do clients of Ruang Refleksi Online construct their communication privacy boundaries in online peer counseling sessions?
(2) How do the five criteria of Communication Privacy Management (culture, motivation, context, gender, and risk-benefit ratio) shape clients' decisions to disclose personal information in online peer counseling?

RESEARCH METHODS

This study employed a qualitative research design with a case study approach. This approach was chosen to allow an in-depth exploration of clients' lived experiences in managing communication privacy boundaries within a specific online peer counseling context, rather than aiming for statistical generalization.

According to John Cresswell in Kusmarni (2012), the focus of a case study is to examine an event involving individuals, groups, or a portrait of life related to a specific case through in-depth data collection (Kusmarni, 2012). In this study, the researcher served as the main instrument in collecting data and analyzing research findings.

In the research process, a preliminary study was first conducted to gather initial data. Primary data sources were obtained through observation and in-depth interviews with

informants. Data were collected through in-depth, semi-structured interviews and observation. A preliminary study was conducted to gain contextual understanding of the Ruang Refleksi Online (RRO) service and its operational procedures.

The interview guide focused on several key domains: (1) clients' motivations for participating in Ruang Refleksi Online, (2) considerations in selecting peer counselors, (3) types of personal information disclosed during counseling, (4) perceptions of privacy and confidentiality, and (5) perceived risks and benefits of self-disclosure.

Secondary data were obtained from documents and digital archives, including program guidelines, informed consent forms, and social media content and internal documentation from Halo Jiwa Indonesia. These materials were used to support and contextualize interview findings.

During the observation stage, the researcher approached informants, interacted with relevant figures connected to the research subject, conducted direct field observations, and engaged with informants. The researcher also complemented the data with documents or archives and documentation obtained from informants, which served as secondary data sources.

Field data collection through in-depth interviews was conducted openly. The researcher did not merely rely on the informants' statements but also cross-checked them with actual observations by comparing information across multiple informants. Secondary data were obtained from documents that served as additional sources of information, such as letters, diaries, reports, journals, online data, and other records. The primary characteristic of documents is that they are not limited by space and time, allowing the researcher to trace information from past events(Bungin, 2007).

The researcher identified aspects that became the main focus, delimited the research objects, and recorded relevant data. In this process, the researcher's senses, sight, and hearing as well as knowledge were crucial in observing the research subjects to avoid altering the ongoing activities/events/objects being studied. Observation also required attention to three main components: space, actors, and activities (Nugrahani & Hum, 2014).

This research was conducted in Makassar through online platforms using communication platforms such as Zoom, Google Meet, and WhatsApp in line with the operational model of Ruang Refleksi Online. The study was carried out over three months, from January 4, 2023, to March 24, 2023. The data analysis technique employed was the interactive analysis model from Miles & Huberman(Dr. Umar Sidiq, M.Ag Dr. Moh. Miftachul Choiri, 2019), which consists of data reduction, data display, and conclusion drawing. Interview transcripts were carefully reviewed and coded thematically.

The analysis was theoretically guided by Communication Privacy Management (CPM) theory. The five CPM criteria are culture, motivation, context, gender, and risk–benefit ratio served as analytical lenses rather than predefined outcomes. Coding was conducted to identify how each criterion shaped clients' decisions to disclose or withhold personal information during online peer counseling. This theory-driven yet flexible coding process allowed the researcher to connect empirical data with conceptual explanations, strengthening the interpretive depth of the analysis.

Informants were selected using a purposive sampling technique, based on the following criteria:
1. Having participated as clients in Ruang Refleksi Online peer counseling
2. Independently selecting their peer counselors
3. Representing diverse backgrounds in terms of gender, age, domicile, and problem categories
4. Using different communication media during counseling sessions

Four informants met these criteria and were included in the study. In qualitative case study research, the emphasis is placed on analytical depth rather than sample size. The selection

of four informants was considered sufficient, as the study aimed to explore in-depth experiences of privacy boundary management rather than to identify statistically generalizable patterns. Data saturation was achieved when recurring themes related to motivation, contextual factors, and risk–benefit evaluations consistently emerged across interviews.

Informant 1 (male, 23 years old), based in Makassar, experienced mood disorders and depression. He accessed the Ruang Refleksi service twice via Zoom meetings and WhatsApp chats. He learned about the Halo Jiwa peer counseling service through a friend in his community, who at that time was also a member of the Halo Jiwa Indonesia team.

Informant 2 (male, 24 years old), based in Lombok, experienced academic and social relationship problems. He participated in the service once via a WhatsApp video call. He was recommended by a friend studying in the Islamic Guidance and Counseling Department to access the service. Initially, he intended to seek services at the nearest Mental Hospital (RSJ), but due to high costs, he chose Ruang Refleksi as it was free and accessible online.

Informant 3 (female, 22 years old), based in Surabaya, sought counseling regarding family issues. She accessed the Ruang Refleksi service once in 2021 via WhatsApp call, after learning about the service from a friend. Informant 4 (female, 31 years old) learned about the service through Instagram and LinkedIn. She accessed the Ruang Refleksi peer counseling service twice in 2021 and 2022 via WhatsApp chat, seeking help for problems in her romantic relationship, which involved experiences of violence (toxic relationship).

This study applied Communication Privacy Management (CPM) theory. The theory posits that individuals exercise control over their private information boundaries, determining what information can or cannot be accessed by others in interpersonal communication. According to CPM, individuals construct personal boundaries to regulate information that is either shared with others or kept private. These boundaries are managed and negotiated by individuals as the owners of information. When someone discloses private information to another person, ownership of that information shifts from being solely private to becoming co-owned (Sholihah et al., 2020).

RESULT AND DISCUSSION

Halo Jiwa Indonesia is a social community engaged in promoting and supporting mental health in Indonesia, focusing on providing education and advocacy through various media, both online and offline.

Ruang Refleksi is a peer counseling service established by Halo Jiwa Indonesia to provide a psychological support space for people to share their private stories in an online mode. This program, initially launched in 2019, was conducted offline in Makassar as a support group for high school students (SMA/SMK) and their parents. It was named Ruang Refleksi to encourage the younger generation to create space for continuous self-reflection.

In 2020, the service was transformed into Ruang Refleksi Online (RRO) due to the COVID-19 pandemic, which required all offline activities to shift into online formats. RRO then became an individual-focused service rather than a group support program, providing peer counseling in an online setting. This adaptation was designed as an implementation of Psychological First Aid (PFA), serving as a preventive measure during the pandemic.

Picture 1: Ruang Refleksi Online Instagram Post in 2020
(Source: Halo Jiwa Indonesia Instagram)
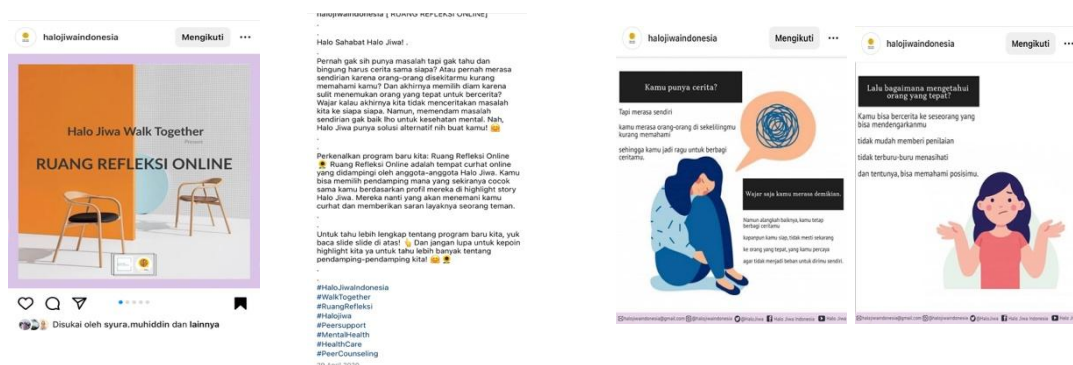
The psychological intervention provided by peer counselors in RRO was limited to offering companionship. Their primary role was to actively listen and accompany clients. Interventions typically practiced by professional psychologists, such as psychological testing and therapy for severe mental disorders, could not be conducted in this service due to its non-formal nature. If peer counselors identified that clients required professional intervention, they referred them to licensed psychologists.

Picture 2: Ruang Refleksi Online Instagram Profile in 2020
(Source: Halo Jiwa Indonesia Instagram)

Before serving as peer counselors, members of Halo Jiwa Indonesia received basic counseling training. Those selected were official members of the organization with educational backgrounds in psychology, ensuring they had prior knowledge of basic counseling practices and ethical principles. The registration process for RRO was carried out online via a link in the Instagram bio of Halo Jiwa Indonesia, directing prospective clients to complete a Google Form. The stages included:

1. Clients read the RRO guidelines and completed the registration form with personal data, a brief description of their problems, contact details, and their chosen counselor and counseling medium. The counselors' profiles were available on the Instagram account of Halo Jiwa Indonesia.
2. Clients awaited confirmation from the RRO team, who arranged the schedule with peer counselors. The day before the session, the team reminded both parties, shared a Zoom link if applicable, and informed clients about lateness policies.
3. Clients signed an informed consent form, agreeing to share their personal information during counseling sessions. The form explained that the client-counselor relationship was limited to the counseling space, outlined ethical guidelines, and assured clients of confidentiality.
4. Clients were first contacted by their peer counselor via WhatsApp before proceeding to the scheduled session.
5. Counseling sessions lasted approximately 60 minutes. Afterward, both clients and counselors completed a feedback form to evaluate the service, including reflections on the session, clients' action plans, and mutual assessments.

The rights of clients were protected under psychological ethics, ensuring full confidentiality of personal data and counseling processes. The four informants in this study used different communication media, requiring peer counselors to adapt their approaches to build trust effectively.

This study focused on boundary rule formation within Sandra Petronio's Communication Privacy Management (CPM) theory, which identifies five criteria that shape privacy boundaries: culture, context, motivation, gender, and risk–benefit ratio (Liu & Wang, 2018).

These criteria are used as analytical lenses to understand how clients of Ruang Refleksi Online (RRO) construct and manage their communication privacy boundaries during online peer counseling sessions.

(1) Cultural factors in privacy boundary construction. Cultural background plays a role in shaping individuals' openness in interpersonal communication. In the context of Ruang Refleksi Online, informants generally demonstrated a tendency toward openness when sharing personal problems. This openness was influenced not only by cultural norms but also by prior exposure to counseling practices and mental health discussions.

One informant explained that sharing personal struggles in counseling felt acceptable because emotional expression was perceived as a necessary step toward recovery: "I think it's normal to talk about mental problems now. Keeping it to myself only made it worse." (Informant 2)

This finding aligns with CPM theory, which emphasizes that cultural norms influence how individuals define what information is considered private and what can be shared. However, in this study, cultural factors were less dominant compared to motivational and contextual considerations, as informants prioritized emotional relief over cultural restraint.

(2) Gender differences influenced how clients approached self-disclosure. Female informants tended to disclose personal issues more openly, particularly regarding family and romantic relationships. In contrast, male informants initially expressed hesitation before gradually opening up during counseling sessions.

One female informant stated: "I feel more comfortable telling my story because I know the counselor won't judge me." (Informant 4)

This finding supports existing research suggesting that women are generally more expressive in discussing emotional matters, while men often require a stronger sense of trust before engaging in deep self-disclosure. Within CPM theory, gender functions as a factor that shapes privacy rules and boundary permeability.

(3) Motivation emerged as a key factor influencing clients' decisions to disclose private information. All informants reported emotional distress as their primary motivation for participating in Ruang Refleksi Online. They sought a safe space to express emotions and gain emotional relief rather than professional diagnosis or therapy.

One informant described: "I didn't expect solutions. I just wanted someone to listen and understand." (Informant 1)

This motivation led clients to relax their privacy boundaries, allowing deeper self-disclosure despite the absence of prior relationships with peer counselors. According to CPM theory, individuals disclose private information when the perceived benefits of disclosure outweigh the risks. In this case, emotional relief functioned as the main perceived benefit.

(4) Contextual considerations also shaped privacy boundary management. Informants adjusted their disclosure based on the relevance between their problems and the peer counselors' areas of focus. Clients actively selected counselors whom they perceived as most suitable for their specific issues.

For instance, an informant dealing with family conflict explained: "I chose a counselor who often talks about family issues, so I felt she would understand my situation better." (Informant 3)

This demonstrates that privacy boundaries are negotiated not only internally but also in relation to situational context. CPM theory highlights that contextual conditions influence how individuals regulate access to their private information. In RRO, contextual alignment increased clients' willingness to disclose sensitive details.

(5) Risk-benefit ratio in online peer counseling. The evaluation of risks and benefits was a decisive factor in clients' privacy management. Informants considered potential risks such as confidentiality breaches or emotional discomfort. However, these risks were perceived as minimal compared to the benefits gained from counseling.

One informant noted: "At first I was afraid my story wouldn't be safe, but after reading the consent and talking to the counselor, I felt more secure." (Informant 2)

Three out of four informants reported feeling calmer and emotionally relieved after the sessions. This positive outcome reinforced their decision to disclose private information. In CPM terms, when benefits outweigh perceived risks, privacy boundaries become more permeable, facilitating self-disclosure.

West and Turner emphasize that CPM theory centers on individuals' active management of private and public boundaries through self-disclosure (Bahfiarti, 2020). The findings of this study show that clients of Ruang Refleksi Online engaged in deliberate boundary negotiation by

considering motivation, context, and risk-benefit evaluation before disclosing personal information.

Trust emerged as an enabling condition for disclosure. Peer counselors fostered trust by demonstrating empathy, acceptance, and non-judgmental listening. This supports Ngalimun's in Rahmi (2021) assertion that trust is a fundamental element in effective interpersonal communication and self-disclosure.

Overall, the findings indicate that trust functions as a key enabling condition for self-disclosure in online peer counseling. Clients were more willing to relax their privacy boundaries when they perceived the counseling space as safe, empathetic, and non-judgmental. This finding is consistent with previous research by Fitriyah & Gunadarma (2025) which shows that trust plays a significant role in encouraging self-disclosure in mediated and online interpersonal interactions.

When individuals perceive relational safety and emotional acceptance, they are more likely to share personal information despite potential privacy risks. Thus, this study reinforces prior research by demonstrating that trust, alongside motivation and perceived benefits, is central to privacy boundary negotiation in online peer counseling contexts.

CONCLUSION

This study examined how clients of Ruang Refleksi Online construct and manage their communication privacy boundaries in online peer counseling settings by applying Communication Privacy Management (CPM) theory. The findings indicate that clients actively regulate their self-disclosure by negotiating private and public boundaries based on five CPM criteria: culture, gender, motivation, context, and risk–benefit ratio.

Among these criteria, motivation, contextual relevance, and risk–benefit evaluation emerged as the most influential factors shaping clients' privacy boundary decisions. Clients were primarily motivated by emotional distress and the need for relief, which encouraged them to disclose personal information despite interacting with previously unknown peer counselors. Contextual alignment between clients' problems and counselors' areas of focus further facilitated openness, while positive evaluations of perceived benefits-such as emotional relief and a sense of being heard-outweighed concerns about potential risks.

The study also highlights the role of trust in enabling effective self-disclosure. Peer counselors' empathetic, accepting, and non-judgmental communication practices contributed to clients' willingness to relax privacy boundaries. This finding reinforces CPM theory's emphasis on boundary coordination and co-ownership of private information in interpersonal communication.

Overall, Ruang Refleksi Online demonstrates that online peer counseling can function as a meaningful space for managing communication privacy and emotional support when ethical guidelines and trust-building practices are maintained. However, this study is limited by its small number of informants and focus on a single case. Future research is encouraged to explore Communication Privacy Management in broader online counseling contexts, including professional counseling settings and diverse digital platforms, to further enrich theoretical and empirical understanding.

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