Interpersonal communication of dating apps users in digitized relationships among urban communities

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Abstract
Technological advancements connect people across the globe without distance or time constraints. However, this change also presents challenges in terms of face-to-face interaction, as well as dependence on the use of smartphones. The arrival of technology and internet developers of social media dating apps helps users to be able to communicate with strangers and build more intense interpersonal communication. The purpose of this study is to determine the dynamics or phenomenon of interpersonal communication in digital relationships among users of dating apps. The method in this study uses a literature review that is aligned with the topics discussed. The findings in this study are, but in its success, there is a tendency to show negative things and not sustainable to a more severe level. Dating app users use this application as a means of entertainment or to help introverts build social interactions. There is dissatisfaction between couples. So, further research is needed related to interpersonal communication strategies so that users of both couples on dating apps can be more intense and continue to the level of marriage.

Keywords: *technology, social media, interpersonal communication, dating apps*

INTRODUCTION

In the last decade, technological advancements have brought about significant changes in the way we interact and form social relationships. One manifestation of this change is the rise of social media in the search for friends and partners. As social creatures, humans always communicate and depend on each other. With technological advances, communication has become faster and more accessible for everyone, no matter the location or distance (Ferdiana et al., 2020). the development of communication and information technology can provide insights to the public regarding the latest developments in knowledge about the media and tend to be more responsive to new media and technology. On the other hand, the development of new media and technology is only sometimes able to contribute well enough from the perspective of communication. Paragas and Lin (2016) over time, the understanding of technological developments considers that the life of the digital generation actually experiences dependence, which causes it to be unable to be separated from the grasp of gadgets.

Hootsuite (2023) reported that smartphone usage in Indonesia has reached 99.4% of the total population of 358.3 million people using the device. In addition, it

shows that almost the entire population of Indonesia has been connected to mobile technology through smartphones, which further strengthens the vital role of these devices in people's daily lives. Smartphones not only serve as a communication tool but also become the center of digital activities, ranging from access to information and entertainment to public services. However, to maximize the use of smartphones, a reliable internet connection is a crucial requirement. According to Hootsuite (2023), the number of internet users in Indonesia has reached 213 million people. This figure illustrates the rapid development of digital infrastructure in the country and how the Internet has become an integral part of people's lives. The Internet has become the main link in various aspects, including education, economy, and social interaction, which are now mostly done online. In addition, In addition, Dos Reis (2018) states that the use of gadgets will result in reduced social interactions, becoming an unfocused person, and needing more social competence. The use of gadgets for various functions is not only for entertainment needs but also for virtual interpersonal communication. The digital world has revolutionized the way we communicate, including in building interpersonal relationships. Interpersonal communication in cyberspace, often known as online communication, presents a new space to interact and connect with others. Although virtually connected, online communication has the same purpose as face-to-face communication, which is to build relationships, understand each other, and exchange information. Interpersonal communication in the cyber world Development shows the progress of information technology, but this progress has many effects. Like a knife with two sides, if used for good, it will have a positive impact, and if used for evil, it will have a harmful impact, too. Social media also has significant psychological effects. They affect one's self-image and the risk of social comparison, making people often feel trapped in comparison with the lives of others uploaded on social media (Damayanti et al., 2024). Social media not only affects the level of social interaction but also affects the dynamics of personal relationships. Social media has various types and functions. Some social media are used as tools for information and communication, while others are used to find a life partner. Dating apps such as Tinder, Bumble, and OkCupid have changed the way people look for partners. In contrast, social media platforms such as Facebook, Instagram, and Twitter continue to dominate the way we communicate and share information. Interpersonal communication in the context of using dating apps has undergone significant changes due to the development of technology and the popularity of these platforms. Tinder, Bumble, and OkCupid not only offer the convenience of finding potential partners but also change the way people interact with each other interpersonally. Interpersonal communication through dating apps shows a trend where users feel more comfortable communicating online compared to face-to-face communication. Research by Menon (2024) found that digital interactions on dating apps often provide a sense of security and comfort for users, especially those who have social anxiety or feel less confident in face-to-face communication. Through the app, users can have more control over the conversation, choose when and how to respond and manage the impression they create without direct social pressure. One factor

leading to this ease of communication is the asynchronous nature of dating apps, which means there is no need to respond instantly. Sharabi (2024) in her research, found that dating app users often feel more confident when interacting online because they have more time to craft the right message and avoid mistakes that may occur in live conversations. This allows users to be more open and honest about themselves, which is sometimes difficult to do in an in-person meeting. In addition, the digital environment allows for anonymity and emotional distance, which allows users to be more willing to talk about sensitive or personal issues that may not be resolved in a face-to-face conversation. Menon (2024) previous research shows that users of dating apps are more comfortable expressing their feelings, interests, and preferences online because there is protection from immediate rejection, which is often a barrier in face-to-face communication.

On the other hand, other researchers have found that dating apps raise issues of identity. Thomas et al., (2023) in their research found that dating apps affect the dynamics of interpersonal communication by introducing aspects of speed and efficiency. However, they also create new challenges regarding the authenticity and depth of relationships formed online. Dating app users often start conversations by focusing on visual aspects, such as profile photos and limited brief information, which speeds up the recognition process. However, this approach also carries the risk that communication can be superficial or lack depth. Heino (2010) in her research, found that although dating apps facilitate quick encounters between individuals who do not know each other, the quality of communication that takes place between them is often affected by unrealistic expectations and dishonesty, whether intentional or not. In addition, another researcher Karasavva & Forth (2020) also found that the use of dating apps gave rise to the phenomenon of "swiping culture," which allows users to assess and select potential partners based on external appearance quickly. This potentially reduces the level of attention to important aspects of interpersonal communication, such as trust, openness, and empathy. However, these individuals are socially shy or have difficulties in initiating *face-to-face* interactions to build confidence in communication.

Online dating apps are known as dating apps in that these platforms are supposed to build long-term relationships. Although apps like *Tinder, Bumble,* and *Hinge* were created to allow people to meet each other, there is still debate about whether relationships that start on these apps can develop into long-term relationships. Dating apps can connect many people quickly and effectively. However, according to research by Rahmat & Irwansyah (2021), only some of the relationships formed through these apps progress to a more advanced stage of the relationship.

The "swiping" culture that dominates interactions on dating platforms makes it difficult for users to establish long-term relationships. This phenomenon causes people to make quick decisions based on their appearance, which can distract them from concentrating on essential elements in interpersonal relationships such as values, personality, and alignment of life goals. Relationships tend to need more depth and are fragile, as research by Sharabi (2024) shows that quick decisions made in digital

environments are often based on superficial initial impressions. Dating apps also create unreasonable expectations about partner availability. Users often believe that there is always a "better option" due to having multiple profiles accessible, which can hinder commitment in relationships. Other researchers, such as Bruch & Newman (2019), explained that relationships that start through in-person interactions tend to end sooner than many relationships formed on dating apps. They say that dating apps help people talk, but they do not necessarily result in long-term relationships.

A study conducted by Tanner (2024) showed that expectations from both parties to build emotionally and materially equal relationships often color the interpersonal communication that occurs in dating apps. Dating app users often expect to gain emotional benefits such as a sense of security and acceptance when interacting. They also expect their interlocutors to show equal concern during the exchange process. If these expectations are not met, users are likely to become disappointed and may decide to stop communication or look for another partner who better matches their expectations.

Interpersonal exchange communication theory in the context of dating apps offers the perspective that interactions between individuals on these platforms are based on the principle of social exchange. According to this theory, interpersonal relationships are formed through an evaluation of the advantages and disadvantages gained from the interaction, where each party expects to get balanced benefits. In the use of dating apps, these expectations play an essential role in determining the continuation of the relationship, where users expect to receive reciprocity in the form of attention, honesty, and commitment from their interlocutors. Rusbult (2011) revealed that expectations in social exchange on dating apps are not only related to emotional aspects but also to practical aspects such as time and energy commitments. Both parties are expected to communicate equally in order to establish deeper communication. If one party feels like they are giving more than they are receiving, the relationship is less likely to continue. This research has been widely researched about dating apps, but this study aims to examine the resilience of digital relationships using dating apps.

RESEARCH METHOD

This study uses the Systematic Literature Review (SLR) method, which is an approach that identifies, reviews, evaluates, and interprets research findings from smartphone and internet users in various developing countries. In general, SLR is a research design that systematically synthesizes evidence from previous studies to answer research questions. Data was collected from international articles, which can be accessed through Google Scholar for a period of 5 years from now. The journal articles were published with the keyword interpersonal communication in digital, digital relationships, and dating apps.

RESULT AND DISCUSSION
Result

The results of this published research were analyzed and summarized based on the subject matter related to the keys of interpersonal communication, digital relationships, and dating apps. The results of the scientific article data are presented in Table 1.

Table 1.

Previous Research

Title	Authors and Year	Research results
Understanding the motivations for using Tinder	(Kallis, 2020)	Researchers found that users of dating apps like Tinder are used as entertainment. This does not rule out the possibility of relationships lasting long-term, and dating apps do not guarantee commitment to their partners because they offer profiles by swiping.
Planned Behavior in the Use of Dating Apps by Women in Korea	(Baek & Lee, 2024)	Researchers found that dating apps are beneficial in finding a partner, but not all dating apps contain positive elements. The data shows that dating apps can lead to harmful elements, one of which is harassment. Thus, those who use dating apps never feel romantic with their partner.
The association between mobile dating app use and relationship status satisfaction: A survey study	(Bleize et al., 2023)	Researchers found that satisfaction in using dating apps to find a partner showed dissatisfaction.
The Enduring Effect of Internet Dating: Meeting Online and the Road to Marriage	(Sharabi, 2024)	Researchers found, when conducting interviews with respondents aged 21-62, that users of dating apps convey positive effects and that their relationships can last until marriage.
The Propensity for Dating Apps Usage and the Millennials' Interpersonal Skills Development	(Rosean et al., 2023)	Researchers found that dating apps are helpful for introverts as they allow for easy social interaction online.

Discussion

Previous research by Khallis (2020) showed that users of dating apps use them not only to find romantic partners, but also as a means of entertainment. This phenomenon arises because of the app's features, especially the swiping mechanism,

which allows users to quickly assess other people's profiles based on appearance. Users often feel entertained by the swiping activity, even without the serious goal of finding a long-term partner. Most users of dating apps are introverts as research conducted by Rosean (2023) found that dating apps are very helpful for introverts in building social interactions. For individuals who tend to struggle or feel anxious when interacting in person, dating apps offer a more comfortable and controlled space to start a conversation. Through these online platforms, introverts can avoid the pressure of face-to-face interactions that often make them feel uncomfortable. These apps give them the time and space to plan their responses and initiate conversations with more confidence. However, while dating apps are often used for entertainment, it is possible that relationships formed through these apps can be long-term. Although the initial motivation for using a dating app is mediocre, some users manage to find a suitable partner and build an ongoing relationship. However, long-term relationships are not the main goal for many dating app users. This is also in line with research by Rahmat & Irwansyah (2021), only a few of the relationships formed through this application continue to a more advanced relationship stage due to the high level of uncertainty regarding what profile is shown. Baek & Lee (2024) in their research found dating App friendships have benefits, but not all interactions that occur in them have positive aspects. New data shows that these apps can also harbor negative behaviors, such as verbal or even sexual harassment. Most female users experience harassment on dating apps, ranging from inappropriate comments to worse actions. This situation not only makes you uncomfortable, but also makes dating more difficult. harassment on dating apps often prevents users from experiencing romance with their partners. Some users report that these negative experiences lead to anxiety and insecurity in interacting with potential partners. As a result, hopes of finding a romantic and intimate relationship are often lost amidst the uncertainty and fear triggered by inappropriate behavior. This is in line with research by Heino et al., (2010) explaining that although dating apps facilitate quick encounters between individuals who do not know each other, the quality of communication that occurs within them is often affected by unrealistic expectations and dishonesty, whether intentional or not.

Research conducted by Bleize et al., (2023) found that although dating apps are very popular for finding a partner, the level of satisfaction felt by users often shows dissatisfaction. Many users initially feel that dating apps offer a practical and quick solution to meeting new people, especially with features that facilitate interactions such as swiping and algorithms that adjust preferences. However, over time, users' expectations about finding an ideal partner through these apps are often not met. This is in line with research by Sharabi (2024) that relationships tend to lack depth and fragility, shows that quick decisions made in digital environments are often based on superficial initial impressions. Dating apps also create unreasonable expectations about partner availability. Users often believe that there is always a "better option" due to having multiple profiles accessible, which can hinder commitment in relationships.

Research conducted by Sharabi (2024) revealed that while dating apps are often perceived as a means for short-term interaction, there is evidence to suggest a positive impact for many of their users. In interviews with respondents aged between 21 and 62, many reported that their experiences using dating apps resulted in long-lasting relationships, even leading to marriage. This finding contradicts the common notion that dating apps only facilitate short and superficial relationships. Users who manage to build long-term relationships through dating apps tend to have a more serious attitude towards using the app. They do not rely solely on physical appearance or speed of conversation, but also take the time to get to know their potential partners through ongoing communication. Some of them stated that similarity of values, life goals, and personality compatibility are key factors in the success of the relationship. Rusbult (2011) research is in line with Sharabi (2024) research, which supports that interpersonal exchange communication theory works, namely expectations in social exchange in dating apps are not only related to emotional aspects, but also to practical aspects such as time and energy commitment. Both parties are expected to show equal dedication and interest in establishing deeper communication.

CONCLUSION

Dating apps have a variety of impacts, both positive and negative, depending on the user's experience and motivation. Many users use these apps as a means of entertainment or to help introverts build social interactions more comfortably. However, dating apps are not only used for entertainment; some users also manage to build good interpersonal communication relationships, although the initial motivation is not always serious. For the most part, the study found that there was dissatisfaction between couples despite hoping to find a deeper and more sustainable relationship that would lead to marriage. On the other hand, the harassment that occurs in these dating apps also creates a barrier to good relationships, especially for female dating app users, which is a concern. Negative behaviors such as verbal and sexual harassment can ruin users' experience and prevent them from building meaningful relationships. The discomfort caused by such harassment often leads to anxiety, making it difficult for users to experience romance and intimacy.

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