# Students' Perceptions In Interpersonal Communication About Deactivating The Blue Check And Last Seen Of Whatsapp Application

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**Abstract:** This study aims to determine students' perceptions about the deactivation of the blue check and Last Seen WhatsApp application. Testing in this study used qualitative methods. The informants in this study were students at Dehasen University of Communication Science Study Program. The informant selection technique used purposive sampling. The analysis used is qualitative analysis in the form of a collection of tangible words consisting of three streams of activities that occur simultaneously, namely data reduction, data presentation, and conclusion drawing / verification. The results showed that disabling blue check and Last Seen did not make them feel objected and disturbed by disabling blue check and Last Seen. From disabling blue check and Last Seen, it is hoped that it can give themselves more time to reply to messages on WhatsApp, but disabling blue check and Last Seen which shows the negative side of themselves is still considered arrogant for people who are not used to it.

**Keywords:** Perception, Deactivation, Blue Check, Last Seen, WhatsApp

## Introduction

The exponential advancement of communication technology has led to the emergence of innovations that facilitate human interaction. These innovations are designed to increase the effectiveness of the communication process, making it possible to communicate not only face-to-face but also remotely.

While engaged in the learning process, students form evaluations or judgments of their peers. The formation of positive perceptions is expected to facilitate students in establishing interactions with their peers. Conversely, negative perceptions will hinder students' ability to establish social relationships with their peers. Perception is considered the main aspect of communication from the point of view of communication research. Interpretation is a fundamental aspect of perception, and is essentially the same as decoding in the communication process. Perception is considered a fundamental aspect of communication, because humans tend to be imprecise and it is impossible to communicate effectively. Perception is the determining factor that forces individuals to select one message and ignore another. Increasing perceptual similarity between individuals

facilitates and encourages frequent and easy communication. As a result, individuals are increasingly likely to form culture- or identity-based collectives (Mulyana, 2000).

Perception is considered a fundamental aspect of communication from the point of view of communication research. Interpretation is a key aspect of perception, and is essentially the same as decoding in the communication process. Perception is considered a fundamental aspect of communication, as individuals are prone to inaccuracies and are unable to communicate effectively. Perception is the determining factor that forces individuals to select one message and ignore another. Greater perceptual similarity between individuals facilitates and increases the frequency of communication. As a result, individuals are increasingly likely to form culture- or identity-based collectives (Mulyana, 2000).

Interpersonal communication can be defined as the intentional transmission of thoughts and information between individuals, with the aim of ensuring mutual understanding and the effective exchange of desired ideas or messages.

Interpersonal communication has a significant impact in influencing others, especially people. This is because usually, individuals involved in communication have direct and face-to-face interactions, without using any media to convey their messages. As a result, there is no physical or metaphorical distance separating the person delivering the message and the person receiving it (face-to-face).

By engaging in direct, face-to-face interaction, both parties can immediately confirm the response given, thus reducing the possibility of dishonesty during communication. However, when interpersonal communication occurs indirectly through media, the impact of communication is largely determined by the personal qualities of the individuals involved.The Internet is a vast network that connects various forms of communication media, ranging from basic to sophisticated personal communication tools. The internet is the most appropriate platform to deal with innovation in all fields and is designed to meet the demands of society, allowing the connection of almost all media and people's needs to the internet network.

The Whatsapp program covers three aspects that influence the process of smooth and effective communication in response to messages: the read receipt feature, specifically the blue tick, last seen, and online status. The blue tick feature signifies that the message sent by the communicator has been acknowledged as read by the recipient. The "last seen" function provides the communicator with information about the last time the Whatsapp app was accessed. The online status function in Whatsapp indicates whether the person you are chatting with is using the program.
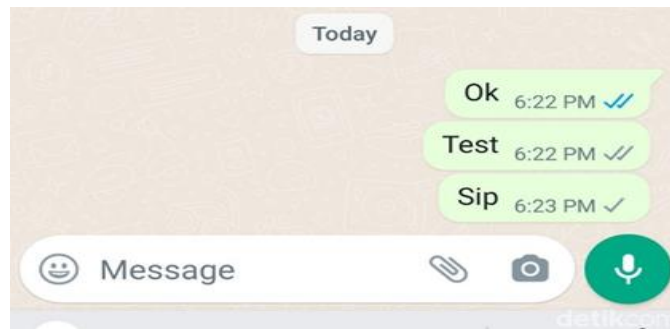
**Figure 1.** Blue Tick On Whatsapp

In the picture above, the green check mark on WhatsApp indicates that the message has been acknowledged and read. However, sometimes there are certain people who disable the blue checkmark feature on WhatsApp. One of the reasons is to ensure that the sender of the communication remains unaware whether the message has been read or not.
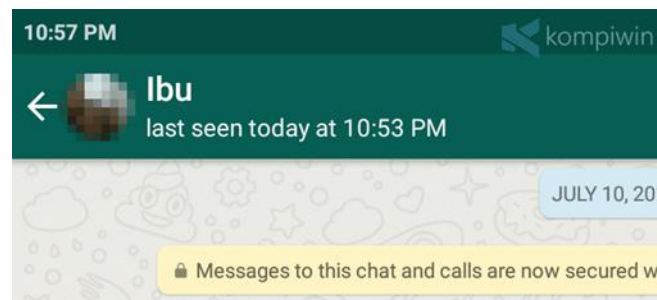


**Figure 2. Last Seen On Whatsapp**

In the image above, the Last Seen feature allows users to notify their contacts of their recent activity on WhatsApp, including their online status. You have the option to disable this feature to make it appear offline. To disable it, simply tap the three-dot button located in the top right corner, select "Settings", then click "Privacy".



**Figure 3. Online Status On Whatsapp**

In the image above, the "online" status is shownFigure 1.3 Online Status on Whatsapp

In the image above, the "online" status is displayed just below the user's contact name. When the online status is displayed, it indicates that the user has accessed the WhatsApp application and may be performing activities such as chatting, browsing the WhatsApp home page, or creating WhatsApp statuses. Upon noticing that another user is active online, individuals may immediately send a message in the hopes that it will be read and responded to.

Not all users take advantage of the read receipt option offered on the WhatsApp app. As a result, one party is less aware of the status of the read message, the user's last use of the Whatsapp app, and even the user's online status.

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Interpersonal communication can take place either through direct or indirect means. Direct interpersonal communication can occur both in person and through intermediary platforms such as Whatsapp. Whatsapp is an internet-based platform that facilitates the exchange of messages, including text, audio, video, and various other forms of media. WhatsApp was launched in 2009, primarily targeting iPhone users. As WhatsApp developed, it became compatible with iPhone, BlackBerry, and Symbian (Nokia) devices.

Based on the data archive of the Communication Science study program, the total number of students enrolled in the program at Dehasen University from 2011 to 2018 is 712 people. Dehasen University Communication Science Study Program has a 99% WhatsApp user base among its students, who have formed friendship groups on the platform. This finding was obtained during the initial observation conducted by the researcher.

Initial observations were made by researchers to one of the 2020 Communication students said:"I'm afraid if I forget to reply. Once I didn't open WhatsApp all night, when I opened it, there were many incoming messages. Then I wanted to reply to an important message first, but because I pressed the wrong button, I ended up opening another

message. Well, usually I ignore it first because I want to prioritize what I think is important. Until I forget to reply to the message that I accidentally opened earlier. Fortunately, I don't use the blue tick. If I used blue tick, I would have been yelled at by my chat partner because I only read the message first" (Student K).

The frequency of interpersonal communication between students will increase when they do collaborative tasks, especially when they work together in producing papers or assignments given from lecturers that must be discussed together. This task sometimes requires time in terms of working on it so that most of the students work on the task outside of lecture hours. The use of the Whatsapp application to communicate is a very effective thing to use between students to communicate. There are several variables that affect the achievement or timeliness of task completion. One aspect is fostering positive interpersonal relationships among students.

Interpersonal connections require proficient interpersonal communication skills between the individuals involved to fulfill their respective roles. When forming group tasks, students evaluate or perceive their peers. The formation of good perceptions is expected to improve students' ability to establish interactions with each other. Conversely, negative perceptions will hinder students' ability to establish social relationships with their peers.

**Methodology**

This research uses qualitative research methods because the subject under study has significant consequences, thus requiring the active involvement of scholars in understanding the complex social dynamics that occur. Qualitative research is an approach that views social reality as a comprehensive, complex, ever-changing, and significant whole. Research is conducted on objects that are natural and experience natural development without any manipulation or intervention by researchers (Sugiyono, 2012: 34). This study describes interpersonal communication and the impact of deactivating the blue tick and last seen Whatsapp application between Communication Science students at Dehasen University.

**Result and Discussion**

1. Interpersonal Communication in Establishing Openness

From the author's observations of DK respondents who are active on Whatsapp from 2019, they state that people who deactivate Blue Tick and Last Seen are their

personal rights, DK also considers that deactivating Blue Tick and Last Seen is also not detrimental to him, DK interprets those who deactivate Blue Tick and Last Seen as people who limit their own privacy or lack openness.



**Figure 4. Screenshoot Of Interviewee DK**

"My view on deactivating Blue Tick and Last Seen is that I think it is their personal right, even if they are activated they are not bothering other people, so if you think about it, it's normal, maybe that's how he maintains his privacy, but just don't respond to incoming messages to Whatsapp at all (Interview on October 5, 2023)."

It is known here that DK has no objection to disabling Blue Tick and Last Seen on the Whatsapp application. DK's response regarding the positive or negative views of deactivating the Blue Tick and Last Seen.

"According to my assessment, disabling the Blue Tick and Last Seen can be seen from the position side and the negative side, the positive side of my feeling is probably that it maintains the person's privacy, the negative is that behind maintaining privacy, the sender of the message will not know whether the message has been read or not (Interview on October 5, 2023)."

From the above statement, it can be seen that DK assesses those who disable the Blue Tick and Last Seen to have positive and negative impressions, because according to DK those who disable the Blue Tick and Last Seen will When looking at WhatsApp, a person may receive a continuous stream of messages from others. By disabling them, you may experience stress reduction and prevent an onslaught of phone calls from individuals. Since DK has been using WhatsApp for a long time, it is not uncommon for DK to know the character of the people who use WhatsApp.

DK, who has been actively using the WhatsApp application since 2019, already knows many types of accounts and privacy provided on WhatsApp.

"If I look at the average WhatsApp account in the message, there are two gray ticks, then it seems that any update still hides its identity, like the profile photo also doesn't show that face (Interview on October 5, 2023)." DK, who has known the characteristics of users who disable Blue Tick and Last Seen, can understand, because according to him most of them WhatsApp users show a more closed nature.

The opinion of DW regarding their openness in deactivating Blue Tick and Last Seen is:



**Figure 5.** Screenshoot Of Interviewee DW

"If I don't mind, whether they are active or not is their personal right, but usually those who disable Blue Tick and Last Seen are those who are less willing to be pushed and open in terms of replying to WhatsApp messages (Interview on October 5, 2023)."

## 2. Interpersonal Communication in Forming an Empathic Attitude

Empathy highlights the importance of understanding and perceiving the emotions of others as a fundamental foundation for fostering strong interpersonal relationships. Empathy involves directing one's focus on understanding the emotions of others. The ability to accurately understand and comprehend one's own emotions increases one's ability to interpret the emotions of others. The results of research on the formation of empathy attitudes in informant JS, who has been using WhatsApp since 2018 and has often sent messages using his WhatsApp application, has a view that assesses that someone disables Blue Check and Last Seen because they are due to their busy schedules, they do not feel worried about social obligations in responding to messages.
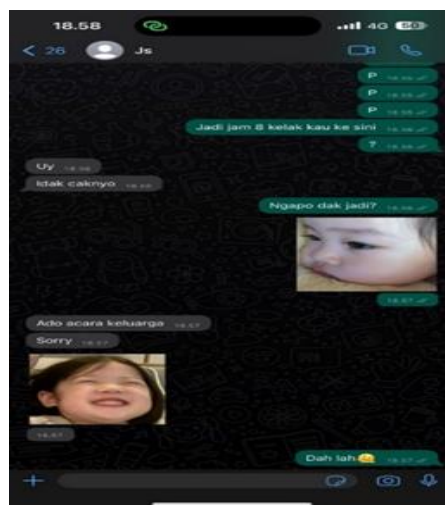
**Figure 6.** Screenshoot of Interviewee JS

"In my view, those who disable Blue Tick and Last Seen have a lot of activities on average, and sometimes they don't want to reply to incoming messages (Interview on October 6, 2023)."

JS considers that those who disable Blue Tick and Last Seen need a more relaxed time to reply to incoming messages to WhatsApp. According to JS, those who disable Blue Tick and Last Seen are people who don't like to be pushed.

"If you look at it from the positive and negative side, maybe the positive side is that they can have free time for themselves without thinking about the need to read incoming messages immediately, but if the negative side is that they can miss important information that comes through their WhatsApp messages (Interview on October 6, 2023)."

JS considers those who disable Blue Check and Last Seen as features that are useful for their own privacy as a negative response, JS considers those who do such things because they do not think about other impacts if they disable these features. Although he has been using WhatsApp since 2018 JS still lacks experience about the importance of not disabling Blue Tick and Last Seen.

"If you have an intense experience, it's just sending a message, if you reply, then thank God, if not, then just wait (Interview on October 6, 2023)."

As a long-time active WhatsApp user, JS certainly knows the characteristics of people who disable Blue Tick and Last Seen.

"If you make sure that disabling Blue Tick and Last Seen for private chats is difficult, but for group chats it is easy to know, because usually at the bottom of the options there is a writing 'read receipts are always set for group chats (Interview on October 6, 2022)."

The attitude of empathy significance is an attitude that holds the main importance in the implementation of interpersonal communication. The empathetic relationship

between superiors and subordinates, both from superiors to subordinates and vice versa, is a mutually beneficial and reciprocal dynamic that is present among students. Without empathy, the quality of communication interactions between students will decrease. An empathic approach is very important to foster a pleasant relationship between fellow students and lecturers in lectures.

3. Interpersonal Communication in Providing Support

Support in interpersonal communication is an activity or strategy provided by peers, teachers, parents, and community members that improves students' overall interpersonal skills to improve social interactions with one or more individuals. Based on the results of this study, the support described from the MRS informant is upholding the value of self-privacy which considers that those who deactivate Blue Tick and Last Seen are not a problem for him, because according to him deactivating Blue Tick and Last Seen limits himself from the demands to reply to messages on WhtasApp.



**Figure 7.** Screenshoot Of Interviewee MRS

"In my opinion, deactivating Blue Tick and Last Seen indicates one's own privacy rights, I am very supportive if it brings goodness (Interview on October 7, 2023)."

It is known that MRS does not mind disabling Blue Tick and Last Seen, because for her they are free to do anything, but most people who disable Blue Tick and Last Seen on WhatsApp are commonplace to do in Indonesia.

"My view on the positives and negatives of disabling Blue Tick and Last Seen depends on the context, if he disables Blue Tick and Last Seen to maintain his privacy it is positive because he can show who he really is, according to his wishes. On the negative side, some people abuse disabling Blue Tick and Last Seen on the grounds that

messages are hoarded because they are not read, because some of them don't reply to these messages at all (Interview on October 7, 2023)." "I have the same experience disabling Blue Tick and Last Seen, and also in other areas who are also friends with people and disable Blue Tick and Last Seen, and it is different, how do people maintain privacy (Interview on October 7, 2023)."

Meanwhile, interviewee TAD stated that disabling Blue Tick and Last Seen makes people hurt, because according to him people can get hurt when their messages are not replied to. Therefore, TAD is less supportive in terms of turning off the blue check can be a place for revenge on people who have been contacting if they only want to.

MRS, who has been using WhatsApp since 2011, has communicated a lot with friends via WhatsApp, MRS also has several friends in various regions who communicate using WhatsApp.



**Figure 8.** Screenshoot Of Interviewee TAD

"Deactivating Blue Tick and Last Seen, I think it's just a gap, because it makes me hurt if the message is not returned or takes a long time, I don't agree (Interview on October 7, 2023)."

TAD, who dislikes disabling Blue Tick and Last Seen, is known to dislike disabling Blue Tick and Last Seen, and has a bad opinion of people who disable Blue Tick and Last Seen.

"Positive or negative views, maybe yes, if the positive is that they are not bothered, if the negative is clear, there are many, because we live in a social and millennial life, and then it just hurts not to be responded to if people ask (Interview on October 7, 2023)."

TAD admitted that he never disabled Blue Tick and Last Seen, TAD stated from the beginning that he did not like disabling Blue Tick and Last Seen. TAD stated that he

knew that people disabled the Blue Tick and Last Seen from his WhatsApp chat page which did not turn blue.

"I knew it was disabling Blue Tick and Last Seen when I tried to send a message but the message was replied to but the tick on WhatsApp did not change color, so I immediately understood that it was disabling Blue Tick and Last Seen from there (Interview on October 7, 2021)."

4. Interpersonal Communication in Forming a Positive Attitude

A positive attitude can help foster better communication between team members. When everyone is in a positive frame of mind, communication will be easier to do clearly and effectively, so it can help reduce misunderstandings and conflict. Based on interviews with MSD interviewees who use WhatsApp to fill empty time and also see the WhatsApp status of their contacts, they think there is no problem with disabling Blue Tick and Last Seen which are synonymous with privacy.
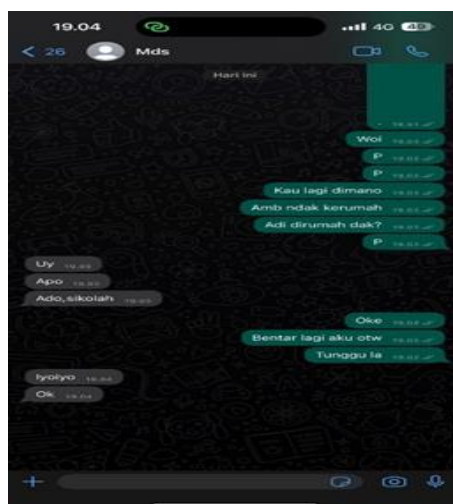


**Figure 9.** Screenshoot Of Interviewee MDS

"My view on disabling Blue Tick and Last Seen is that it's up to him if he wants to disable it, because WhatsApp is a platform for communication (Interview on October 11, 2023)."

It is known that MDS allows anyone to freely disable Blue Tick and Last Seen on WhatsApp, but MDS also considers that disabling Blue Tick and Last Seen on WhatsApp can also be a blunder for himself because of the negative views about him.

"The positive and negative views of deactivating Blue Tick and Last Seen in my opinion, yes, from the positive, maybe because of the deactivation of Blue Tick and Last Seen they can be themselves, which they cannot show in real life, if the negative is because of their ignorance, they can lose themselves too, like people lead the opinion

that they are arrogant people who do not reply to messages (Interview on October 11, 2023)."

It is known that his WhatsApp also disables Blue Tick and Last Seen. As a fairly active WhatsApp user, it is not uncommon for MDS to meet friends who disable Blue Tick and Last Seen, it is not uncommon for messages sent to be replied to for quite a long time.

"If the experience with disabling Blue Tick and Last Seen, I only use WhtasApp to communicate while seeing the status of my friend's WhastApp (Interview on October 11, 2023)."

5. Interpersonal Communication in Equality

In any circumstance, there is the potential for inconsistency. Despite these inconsistencies, interpersonal communication will be more efficient when the environment is fair. This implies the need to recognize the inherent value of each individual involved, as well as recognizing that each individual has significant contributions and offerings.

The results of research that have been conducted on MNH informants state that he does not mind the existence of people who disable Blue Tick and Last Seen, according to him those who disable Blue Tick and Last Seen to be themselves they want to limit.



**Figure 10 Screenshoot Of Interviewee MNH**

"Disabling Blue Tick and Last Seen is okay with me, it's their business, they disable Blue Tick and Last Seen to remain themselves, not to harm others too (Interview on October 12, 2023)."

It is known that MNH regrets what people who disable Blue Tick and Last Seen do by not replying to messages sent, because according to him this can make other people wait and ask why their messages have not been replied to.

"If the positives and negatives of disabling Blue Tick and Last Seen are yes, if the positive is that the public doesn't know, if the negative is maybe they make people wonder whether the message sent has been read or not? (Interview on October 12, 2023)."

As an active WhatsApp user, GLG has often come across people who disable Blue Tick and Last Seen in their WhatsApp message field.

**Discussion**

After analyzing the interview findings, the researcher found that the interviewees had different opinions regarding the principle of presumptive perception. Specifically, 8 out of 9 interviewees expressed indifference to it by disabling Blue Tick and Last Seen on WhatsApp app, but a different opinion was expressed by TAD who claimed to object to disabling Blue Tick and Last Seen which he found very annoying.

After analyzing the interview findings, the researcher found that the interviewees had different opinions regarding the presumptive perception principle. Specifically, 8 out of 9 interviewees expressed indifference to that disabling Blue Tick and Last Seen could be bad for those who disable Blue Tick and Last Seen.

1. Interpersonal Communication in Establishing Openness

Openness is the fundamental foundation of effective communication. At what point in the process of openness can communicators and communicants be frank with each other in expressing their thoughts and emotions, in order to ensure smooth communication between the two. Communication between students of the Dehasen University Communication Studies Program is very effective, characterized by a transparent exchange of information. Students can use WhatsApp to debate or solve problems related to lectures, as well as have the opportunity to discuss personal matters. It is important to prioritize each other's privacy in these conversations.

2. Interpersonal Communication in Forming an Empathic Attitude

Empathy Empathy is an individual's capacity to understand and comprehend the emotions and experiences of others. Individuals with empathy have the ability to understand and appreciate the emotions, aspirations, and motivating methods of the individuals they engage with. As a result, empathetic individuals have the capacity to effectively express messages to others. Student-to-student interpersonal communication often revolves around challenges faced while learning. Typically, during direct communication, individuals are able to visually see, clearly hear and understand the circumstances faced by each student, thus providing mutual feedback and guidance. According to research, students face various difficulties, regardless of whether they express them explicitly or not. Students in this scenario are consistently ready to help their peers if they encounter difficulties. They serve as a platform to share experiences

and consistently offer resolution to any student in need, especially those in the final year who are completing their concluding assignments.

3. Interpersonal Communication in Providing Support

The support factor plays an important role in interpersonal communication. For communication to be effective, it is important to have a mindset of mutual support. Effective communication relies on individuals having a sense of support. Individuals may exhibit defensive behaviors, characterized by feelings of fear, reduced self-esteem, and worry, which can hinder effective communication. Support is very important for every student, especially in fostering students' confidence so that they can excel and achieve their academic goals. This way of direct communication between individuals is very appropriate when providing assistance. According to the Big Indonesian Dictionary (1996: 666), motivation is defined as the power or spirit that moves a person. Motivation is an innate drive that encourages a person, whether realized or not, to take an action with a specific purpose.

From the results of research through interviews, it is found that among students there are those who support disabling Blue Tick and Last Seen is not a problem for him, because according to him disabling Blue Tick and Last Seen limits him from the demands to reply to messages on WhtasApp.

4. Interpersonal Communication in Forming a Positive Attitude

A positive attitude includes two aspects: our self-perception and our interactions with others. When we have a positive attitude towards ourselves, it manifests in our communication through expressions of positive encouragement, rather than belittling or making others feel inferior or alienated. The importance of motivation and encouragement among students cannot be overstated. The interaction and exchange of help between students to encourage and assist in motivating them does not matter between students disabling Blue Tick and Last Seen.

5. Interpersonal Communication in Equality

This component of equality is related to mutual understanding and appreciation of the value and importance of communicators and communicants. This equality minimizes misinterpretation in communication. Due to limitations such as the disabling of the Blue Tick and Last Seen features, students may hesitate to openly share any challenges they face. According to the statement, students need to have a clear understanding of each other's activities as disabling the Blue Tick and Last Seen features is perceived negatively. This lack of visibility leads to decreased communication and collaboration between students. Undoubtedly, this poses significant challenges for students in reaching the pinnacle of their academic careers.

These five aspects of interpersonal communication have proven to be very suitable for facilitating the process of interpersonal communication among students. Face-to-face communication allows participants to directly observe and interpret the verbal and nonverbal reactions of others, so it is very effective for persuasion, providing encouragement, and fostering positive interactions in the campus environment (Enjang, 2009: 68).

## Conclusion

Based on the results of research and discussion regarding Student Perceptions of the Deactivation of the Blue Tick and Last Seen of the Whatsapp Application, using the principles of perception according to Deddy Mulyana, the researcher reaches a conclusion. Students' perceptions of deactivating the Blue Tick and Last Seen of the Whatsapp application are quite varied, most of them think that deactivating the Blue Tick and Last Seen is a symbol of privacy that everyone has the right to do. Some interviewees have the desire to disable the Blue Tick and Last Seen. According to the results of interviews with informants, disabling Blue Tick and Last Seen does not make them feel objected and disturbed by disabling Blue Tick and Last Seen. Disabling Blue Tick and Last Seen is expected to give themselves more time to reply to messages on WhatsApp, but disabling Blue Tick and Last Seen which shows the negative side of themselves is still considered arrogant for people who are not used to it.

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