JRSSEM
JOURNAL RESEARCH OF SOCIAL SCIENCE, ECONOMICS, AND MANAGEMENT

THE MEANING OF FRIENDSHIP IN CYBERSPACE: A PHENOMENOLOGICAL STUDY ON COVID-19 SURVIVORS WHO ARE EXPERIENCING ISOLATION IN YOGYAKARTA

Patera Adwiko Priambodo [1]
Wenty Marina Minza [2]
Faculty of Psychology, Gadjah Mada University, Yogyakarta, Indonesia
[*]*e-mail: patera.adwiko.p@mail.ugm.ac.id*
*Correspondence: patera.adwiko.p@mail.ugm.ac.id

Abstract: The WHO announced that COVID-19 has emerged as a global pandemic that threatens world health. Besides the implementation of public health protocols as preventive, curative of positive patients through isolation has also created polemics. Isolation is reported to cause psychological problems for survivors, such as loneliness and depression due to limited social contact. One form of constructive social relations that supports psychological well-being in isolated situations is friendship. The absence of restrictions on using cyberspace during isolation provides an opportunity for survivors to stay connected to get friendly support for healing. This phenomenological study aims to review the meaning of virtual friendship by involving three survivors of COVID-19 who undergo isolation in Yogyakarta. The results found that virtual friendship can reduce various problems during isolation. This friendship is interpreted as providing instrumental, informational, and emotional support, and giving rise to a distinctive meaning in the form of awareness of transcendence.

Keywords: COVID-19; Isolation; Friendship; Cyberspace.

INTRODUCTION

The World Health Organization (WHO) has officially announced that the Corona Virus disease 2019 (COVID-19) has emerged as a global pandemic that threatens world health (World Health Organization, 2020). Now, all levels of the international community are still struggling to deal with these health problems. Statistical data from the Ministry of Health of the Republic of Indonesia, through Kemkes.go.id (2020) reported that COVID-19 cases in Indonesia reached 262,022 cases. A total of 191,853 cases have been declared cured, followed by active cases in treatment totaling 60,064, and mortality cases reaching 10,105 deaths and are projected to continue to increase.

With the potential for an increase in the number of COVID-19 cases in the future, the majority of countries in the world have implemented various health protocols as a step to suppress the spread of the virus infection. The steps taken include limiting all face-to-face activities in schools, and offices, and shortening the operational time of public facilities to efforts to maintain physical distance (Loades et al., 2020);(Kucharski et al., 2020).

In addition to the increasing number of case findings in health aspects, as well as the existence of protocols related to physical activity restrictions described above, socioeconomic, political, and psycho-social impacts were also found to be felt as a domino effect of the existence of the outbreak (Banerjee & Rai, 2020). One of the real illustrations of the problem is in the case of individuals who are identified as positive for COVID-19 and carry out

medical isolation procedures. Applied isolation does not mean that it is without consequences. In the physical aspect, individuals who undergo medical isolation have the potential to increase the risk of disease and cardiovascular function disorders due to limited space as a comorbidity of their primary disease (Peçanha et al., 2020). On the other hand, the restriction of the interaction space of the individual also restrains a person from being able to establish social relations actively and directly with others. This can have an impact on psychological aspects that have the potential to cause loneliness and chronic boredom (Banerjee & Rai, 2020). Another possibility that can interfere with psychological stability is the potential for stress, anxiety, depression, frustration, and feelings of uncertainty (Serafini et al., 2020). On the other hand, (Serafini et al., 2020) also found that the general population of the community, employees are a vulnerable group that experiences multi-faceted negative impacts (health, economic, psychological) from COVID-19, especially if they undergo isolation in a pandemic situation like now.

From the findings above, the factor of limited space in establishing social relations in individuals undergoing isolation is one of the main contributors to the emergence of various problems in survivors. In a situation of isolation, of course, the support of constructive social relations is something that is highly expected to be present in the patient's daily life.

As one of the manifestations of social relations, the concept of friendship is still being studied today related to the effect of its usefulness. This is because there is a

contrast regarding the dualism benefits of friendship, especially in the context of being social support for a person. (Baron & Byrne, 2005), and Gareis (2012) said that friendship can cause problems if this relationship is based solely on personal interests without being followed by other friendship factors, such as solidarity, reciprocity, and cooperation. If the relationship is not immediately addressed by the parties involved in it, then this condition has the potential to transform into a poison of friendship or commonly known as a toxic relationship (Gareis, 2012). Instead of providing the support expected by the individual, the situation is very likely to cause an uncomfortable atmosphere both psychologically and physically. The appearance of anger, resentment, and aggressive hostile behavior can cause estrangement between individuals who are in it, so the worst possibility is the cessation of friendship ropes in situations that are not conducive. Behavior-attacking friendships that exist on social media can also trigger cyberbullying. (Felmlee & Faris, 2016) in their study of virtual friendships found that violence and assault virtually, through abusive comments and dropping can have adverse psychological and physical effects on individuals.

However, many other studies capture friendships through a more positive perspective. (Yasin, 2010) found that social support through friendship can reduce psychological problems such as stress, depression, and anxiety. This is in line with the findings of (Amati et al., 2018) who found that psychological problems that can be overcome by individuals with the help of friendship relationships, can increase a person's life satisfaction level. In addition to families that are positioned as internal microsystems, research by (Taylor et al., 2016) found that friendship relationships can be an alternative in creating a sense of ownership, and comfort and are an effective source of assistance, both physically and mentally in the crisis conditions that individuals face. Although it has contrasting benefits, from the discussion above, it can be concluded that friendship is a potential variable that should be taken into account to improve a person's resilience ability in dealing with problems, as well as having the opportunity to realize constructive support for COVID-19 survivors.

In the era of modern society like today, friendship relationships can be sought to remain easily established through the existence of cyberspace. Through cyberspace as a mediator, the concept of traditional friendship, which originally could only be started and maintained face-to-face, has now shifted to secondary behavior due to the presence of a variety of online application facilities that allow users to interact virtually. In 2020, according to collaborative research by social media management platform Hoot Suite and social marketing agency, We Are Social (Kumparan.com, 2020), found that around 64% of Indonesians already use the internet to make friends virtually. On the one hand, Achmad Yurianto, Secretary of the Directorate General of P2P of the Ministry of Health (Andayani, 2020; Hijriah, 2018), said that isolation that limits physical movement does not prevent individuals from using cyberspace as a means to stay connected to their social environment.

However, the study of cyberspace in the context of the benefits of social relations, until now, is still a topic that continues to raise pros and cons, both practically and empirically. One study found that the use of cyberspace related to psycho-social contexts tends to have less than expected impacts, such as primacy's research (2017) which concluded that the use of cyberspace and social media at certain levels has the potential to further narrow the directive social interactions built by participants, foster individualist behaviors and cause maladaptive behaviors such as internet addiction. Other cyberspace research, however, suggests otherwise. A literature study conducted by (Newman et al., 2019) concluded that the use of cyberspace is felt to be able to reduce some of the feelings of inclusion, isolation, and solitude because individuals will easily know the actual developments that occur around them and even the world. This statement is then supported by the latest research by (Grey et al., 2020) on COVID-19 patients who are undergoing an isolation process. This quantitative study found that there was a significant positive relationship between social support, one of which came from friendship relationships, which resulted in a decrease in the rate of depression and sleep disturbances during isolation. From this description, it can be seen that although it has some unfavorable impacts, cyberspace still offers several positive benefits that can be felt by its users, including for COVID-19 patients in maintaining their social life.

Therefore, based on the results of previous studies, the problem encountered by researchers is that there is no clear explanation of how the friendship process through cyberspace contributes and is interpreted by COVID-19 patients so that they can survive during the medical isolation process. Information for researchers is currently limited to quantitative findings by (Grey et al., 2020) regarding the existence of a positive relationship between friends through cyberspace and the healing process alone, without elaborating further on how the dynamics of the meaning of friendships lived by these isolated patients.

Study Objectives

The purpose of this study is to review the dynamics of the meaning of cyberspace friendship in COVID-19 survivors undergoing isolation. The importance of this research was carried out because 1. There is still limited qualitative research that explores the dynamics of virtual friendship relations in the current pandemic situation, especially in the context of Indonesian culture. 2. Through the fact of accepting cyberspace as an alternative world to modern human interaction, has the potential to cause typical psychological dynamics, such as social relations that are built virtually, especially in pandemic situations that are worthy of study. 3. The context of cyberspace itself has two meaningful effects, both positive and negative implications in human life today. Therefore, this issue is considered necessary to continue to be studied to enrich science. Through this idea, this research seeks to review potential evidence that can be collected and is widely expected to be able to provide reference knowledge about the dynamics of friendship relationships in cyberspace for

COVID-19 survivors in Yogyakarta, Indonesia.

MATERIALS AND METHODS
Participants

The selection of participants in this study was carried out through purposive sampling techniques whose data collection results will be processed using a descriptive analysis version of Moustakas (la Kahija, 2017). The researcher has determined specific criteria that have been adjusted to the purpose of this study, the criteria in question will be described as follows:

1. COVID-19 survivors with Indonesian nationality who have the status of employees of an agency or company,

2. Pernah underwent isolation either independently or in a referral agency, and has been declared cured by the relevant health agency,

3. Domiciled in the Special Region of Yogyakarta, and

4. Using cyberspace in communicating with friends during the isolation process.

At the beginning of the preliminary study, four prospective participants contacted the researcher and met the criteria to get an education about the research process.   It's just that at the end of the selection, namely the approval stage of informed consent, one candidate resigned on the grounds of preparation for childbirth.

This study did not limit the variation in isolation locations, which of course has implications for the condition of various symptoms in each participant.   The existence of different locations and symptoms allows the discovery of rich patterns of meaning regarding virtual friendships during which survivors undergo isolation, both independently (iceman) and in hospitals. This is done without prejudice to the homogeneity aspect which is maintained through purposive sampling criteria of the participants themselves. The brief identities of the three participants are described in table 1.

Table 1. Participant Demographic Data

Initials	Gender	Age	Profession	Symptom	Isolation Location	Isolation Duration
And	Woman	28	Dentist	Asymptomatic	House	14 days
In	Woman	28	Clinical Psychologist	Light	RS	10 days
H	Man	30	Dentist	Light	Guesthouse	14 days

Design

The purpose of this study is to capture the dynamics of the meaning of cyberspace friendship in COVID-19 survivors undergoing isolation. The research design used is a qualitative method of phenomenology.   In simple terms, a phenomenology is a form of qualitative study that seeks to look deeply at a personal meaning of an event or phenomenon experienced by an individual (Creswell, 2014).   Phenomenological qualitative studies are useful in describing participants' experiences of the phenomenon they want to deepen in this

study, namely the situation of medical isolation experienced by COVID-19 survivors. The study results are then described in the form of a description of the meaning of the participants' experiences of a phenomenon experienced and lived. Moustakas' version of descriptive analysis (la Kahija, 2017) involves information from various aspects and themes encountered. This qualitative research was carried out as an effort to develop quantitative studies by (Grey et al., 2020), which found a positive relationship between the support of social relations of friendship in reducing the problem of isolation in COVID-19 patients.

Analysis Techniques

The data analysis carried out in the study with this phenomenological qualitative approach is a descriptive analysis of the Moustakas version. (la Kahija, 2017) said that this analysis is an ideal way of identifying the essence of meaning patterned in an experience or phenomenon experienced by an individual, by carrying out epoche and phenomenological reduction. Generally, in this phenomenological study, the themes encountered can be encoded both inductively (data-driven) from raw qualitative data (interview transcripts, biographies, video recordings of conversations, and so on) and deductively (theory-driven) based on theories and previous research results. In conducting the analysis, researchers also used a special application of qualitative analysis, namely QDA Miner Lite v.2.0.7.

Briefly, the analysis in this study was carried out after the data in the field had been collected and organized properly. In other words, the researcher applied Moustakas' version of descriptive analysis to determine the core meaning of the dynamics of cyberspace friendships that each participant lived, to obtain the essence of the experience of all participants. The process will be carried out when the researcher has obtained a verbatim transcript of the interview that has been grouped to make it easier to understand. The analysis is then carried out by regularly identifying important and relevant phenomena and critical moments based on the sequence of events and explaining the processes that occurred during the interview and the possibility of issues in the interview that are important and related to the research theme. Broadly speaking, the steps for implementing descriptive phenomenological analysis according to Moustakas (la Kahija, 2017) are as follows: 1. Researchers run epoche, 2. Researchers read transcripts many times until familiar, 3. Researchers run phenomenological reduction with epoche, horizonalization, a grouping of themes, and textural descriptions, 4. Researchers ran imaginative variations to come up with structural descriptions of structural descriptions for each participant, 5. Researchers made synthesizes for textural descriptions and structural descriptions of all participants, 6. Researchers come to the essence of the experience of all participants, 7. Reporting on the findings. In this study, researchers found three main themes that became the passion of the participants during isolation.

RESULTS AND DISCUSSION

Participant Background

Participant Y

Y is a woman who works as a dentist in a teaching hospital in Yogyakarta. Y has the status of a wife and lives with her husband at the age of one year of marriage and has not been blessed with children. Y first tested positive for COVID-19 at the referral health center in December 2020 after he came into contact with a co-worker who had tested positive first. Because Y is a survivor with the status of an asymptomatic person (OTG), puskemas recommends Y undergo self-isolation at home. Y did insulation in a house building separate from the main building (where her husband lived). In her daily life, Y is assisted by her husband in preparing food, drink, and other necessities that are placed at the door of the room where Y is undergoing isolation. While in isolation, Y also felt devastated, saturated, and worried about the negative stigma of the environment that would be labeled him as a COVID-19 survivor. Y also felt that his work had been delayed, especially with practices that required him to do activities in the hospital. However, Y is trying to complete some of the work and activities online, including in communicating with his friends. Y underwent isolation for 14 days and tested negative after consulting with a referral health center.

Participant W

W is a woman who works as a clinical psychologist affiliated with two public service agencies and one research agency in Yogyakarta. W was the second of three children, single and living with his nuclear family consisting of his parents, grandfather, and sister. W first tested positive for COVID-19 at the referral health center in late December 2020 after undergoing testing with his entire family. Because W and his family have mild to moderate symptoms, puskemas recommends undergoing isolation at a special COVID-19 emergency hospital. W runs solitary confinement together in a room with his mother and sister. In her daily life, she undergoes independent activities online and continues to coordinate with the nurse who handles her father, because she is in isolation in other hospitals due to her condition more severe. While undergoing isolation, W also felt worried about work, anxious about the health conditions of his father and grandfather, and Saturated. However, he tries to complete some of the work and activities online, including communicating with his friends to find solutions to the problems he faces. W underwent isolation for 10 days and was allowed to go home by doctors at the hospital in early January 2021.

Participant H

H is a man who works as a dentist in a teaching hospital in Yogyakarta. H is a husband and lives with his wife and two-year-old child. H and his family first tested positive for COVID-19 by the referral health center in early January 2021 with an unidentified source of contact. Because H is a survivor with mild to moderate symptoms, puskemas recommends that H undergo isolation with his family at a COVID-19 referral guesthouse. H isolated themselves in one room of the house with his wife and child. While in isolation, H also felt

devastated, worried about the health of his family and work, and worried about the negative stigma of the neighboring environment that would be labeled him and his family as COVID-19 survivors. H also felt that his work became delayed, especially with practices that required him to do activities in the hospital. However, he tried to complete some of the work and activities online, including in communicating with his friends. Hunderwent 14 days of isolation and tested negative in late January 2021 by doctors who control H's condition and his family.

Participant Background Summary

From the interviews conducted, it was found that the three participants experienced problems, both personal and interpersonal during isolation. This problem can be encountered by survivors in various isolation locations (both independently and in hospitals) and forms a uniform pattern. The participants' activities were mostly carried out online when compared to before undergoing isolation. These activities can be related to work, as well as related to social interactions that are carried out to reduce negative feelings experienced during isolation.

Main Themes

After going through the verbatim process, several main themes were found which were further identified by each participant as an effort to understand the dynamics of the situation and the meaning of friendship through cyberspace as survivors of COVID-19 who are in isolation. Several k utopians from verbatim interviews are displayed to provide illustrations of the themes presented. The themes referred to

in this study include 1. The transition of the relation pattern in survivors, and 2. The meaning of friendship in cyberspace.

The transition of Friendship Relationship Patterns in Survivors

Participants agreed that there was a change in relational patterns before and during isolation. The communication pattern that participants lived before isolation was mostly carried out face-to-face by implementing health protocols, both in daily activities and at work.

"It's like that, anyway, I'll try to get us to see you." W.810

"Since the father entered the hospital, I have been working with the assistant at my place of practice because that Monday I still have time for offline counseling, a normal activity." W.85-87

While undergoing isolation, the interaction patterns described above undergo a process of adaptation. This adaptation appears as a natural effort of participants in reducing the problems faced. The three participants said that during isolation they faced various forms of problems. These problems can be grouped into problems that are personal, as well as interpersonal.

Personal problems are caused by the perceived positive status of COVID-19 and limited mobilization. This form of the problem includes sadness, boredom, and concern for personal health conditions.

"It turned out to have tested positive. Oh yes, like that. In the beginning, it must be like deg like that, how come you hit it like that." Y.37-38

"Sad, sad because yes positive too." P.168

Interpersonal problems, on the other hand, are obstacles related to the relational relationship between the survivor and others. This issue arises about the responsibilities as well as the role of unfulfilled survivors in the environmental context.

"Actually, in the beginning, actually at the beginning, I was a little worried, like I didn't have to be in the hospital, I was at home. If I'm at home, I can be flexible in preparing a chapter on my father's work and needs." W.533-535

This means that communication during isolation is intensely established through virtual as survivors are limited to meeting in person. On the other hand, participants felt that they needed the help of friends in reducing the problems encountered during isolation.

"Some of those colleagues are very supportive, not only this kind of support but they are sometimes called children, new, maybe because in my work environment, I am the one who gets hit. So at that time, there was a barrage of submissions coming like that. This is who eats, at home, it's just two woi like that, right." Y.212-216

"When I can't find it, it doesn't matter, yes I try to use a cellphone, one WA, there is an IG, use zoom like this, my friends will also try to get close to me, contact me. Technology is advanced and it makes it easier for us, right? If it's difficult it's not, so far it's still at the stage of being able to adapt to the situation, it's different maybe if it's with me, pegging ya ngeWA, call." H.244-247

The Meaning of Friendship in Cyberspace

Each participant had a similar pattern of experience, particularly regarding friendship. Friendship can be interpreted into four components of support, each of which has its capacity according to the problem at hand to meet the actual needs needed by survivors. These four meanings can also be categorized into three direct supports and one indirect support.

Direct support means that assistance that is, intentionally and visibly given to participants, can be verbal or material. The meanings included in this category are:

1. Emotional support, providing support in reducing emotional and psychological problems, such as giving affirmations positive and sharing stories.

"So whether it's support from those who ask how it's going. It's like I'm just happy like that." Y.218

2. Informational support, providing support in the form of knowledge and facts related to the problems faced at that time, such as providing advice and information.

"But the information they provided made me understand what I was dealing with. " W. 631

3. Instrumental support, which is real, can be material and help meet a need or complete a specific task, such as delivering vitamins, medicine, and food.

"So finally, also friends who are almost in need of vitamins. So I went straight to WA this is the vitamins that this needs and the friends who help find it continue to send it home, like that." W.688-689

While indirect support is assistance that is not intended to be given clearly, but it can unwittingly be a source of strength in regulating the problem they faced. This support arises because of the personal passion experienced by the recipient of

support.   The meanings that fall into this category are

1. Transcendence awareness, is the support received is spiritual and helps participants in making aware of the existence of great energy beyond human potential. In this context, survivors feel that the situation they are facing and the help of friends are virtual manifestations of God's presence in their lives.

> "The conclusion is that yes maybe this is indeed the wisdom of friendship from God, yes, God's way of speaking, God's way of speaking to His people that let's remember me again. " P.553

Discussion

Transitioning Patterns of Cyberspace Friendship Relationships in Survivors

The emergence of COVID-19 has now transformed not only into a pandemic but also transformed into a nightmare for an uncertain global situation. World governments and people have flocked to protect their citizens to save the survival of their citizens. Physical restrictions and operating hours are now commonly applied to primary public facilities (such as banks, hospitals, government offices, and others) as a preventive measure to overcome the spread of COVID-19. This is of course by still paying attention to the opportunities for every worker and consumer to interact, provide and receive services normally (Kucharski et al., 2020).

When participants have not tested positive for COVID-19 and are in isolation, in the new normal situation like today they claim to still be able to carry out activities like individuals in general. They can serve, tell stories, discuss, and interact directly.

Work and social interactions that are established can still be carried out without significant obstacles, even though in practice health protocols such as wearing masks, maintaining distance, and cleaning yourself immediately after traveling.

> "Try to keep 5M, which means keep wearing a mask. If I still wear a mask yesterday, wash my hands, go back and forth to the bathroom like that." Y.84-85
> "It's like that, anyway, I'll try to get us to see you." W.810

However, when survivors tested positive for COVID-19 and were in isolation, the new normal as described above changed. Participants in this study then positioned online media such as Whatsapp, Zoom, and Instagram as primary needs in socially related life.

Self-isolation is one of the curative efforts that can be applied globally to individuals who test positive for COVID-19 (Kucharski et al., 2020). The provision of undergoing isolation both independently and through health agencies is one of the absolute regulations that is still universally valid and is considered medically effective to suppress the spread of COVID-19 to date (Kucharski et al., 2020).

On the other hand, the effectiveness arising from the self-isolation process still raises pros and cons in its application. Several recent studies involving COVID-19 survivors in various countries have found that isolation can create new problems in the survivor's life sector, both physical and psychological (Banerjee & Rai, 2020); (Serafini et al., 2020). From the psychological side, the problems that are commonly felt are related to loneliness and chronic boredom (Banerjee & Rai, 2020).

Another possibility that can interfere with stability from the psychological aspect is the potential for the emergence of stress, anxiety, depression, fruit and breast milk, and feelings of anxiety and uncertainty (Serafini et al., 2020). This condition can arise due to the unpreparedness of individuals to be limited in their activities spontaneously, resulting in a drastic break in social contact, either interaction with family, spouses, or work within a certain period (Serafini et al., 2020).

Until now, the potential for transmission of COVID-19 itself is still quite high in various walks of life. One group that is at very high risk of contracting is the professional medical worker in a health agency. This profession has an important role in society as the frontline of the COVID-19 response and is included in the group with a high risk of exposure, compared to jobs in other sectors (Giorgi et al., 2020). This is because this type of work very often involves workers making contact and interacting directly with individuals who may be carrying COVID-19, both those who have tested positive and asymptomatic people (OTG) (Giorgi et al., 2020).

In this study involving medical personnel who have the status of employees in health agencies, problems were also found that intersect with the results of the studies above, especially during the time the survivors are exposed to COVID-19 and undergo isolation. Through the interview process and analysis carried out, psychological problems and other negative impacts were identified. The problems encountered in this study can then be grouped into:

1. Personal-psychological problems: These problems are very individual conditions and are closely related to emotional stability. When this problem cannot be handled properly immediately, the consequences affected are the psychological well-being of the individual concerned, especially in self-functioning to respond to the situation while undergoing isolation. Examples of problems in this category such as the appearance of sadness, boredom, and concern for personal health conditions. This problem is common in all study participants and its occurrence is caused by a lack of optimal sense of self-acceptance of status as a COVID-19 survivor and reactions to normal activity cycles that change suddenly.

> "It turned out to have tested positive. Oh yes, like that. In the beginning, it must be like deg like that, how come you hit it like that." Y.37-38

> "Sad, sad because yes positive too." P.168

2. Interpersonal-professional problems: these problems relate to relational relationships that involve the role of a survivor in his or her social environment. The relationship in question also talks about the roles that must be fulfilled as responsibilities in the family, friendships, and professional context of the work. The problems that fall into the interpersonal-professional category in the study's findings relate to concerns about the health of other family members (particularly those under the care of survivors, such as children and the elderly), delayed work practices, and negative stigma from the environment. The consequences that are obtained when this problem is not addressed immediately

are that it can affect the health of the survivor's family members, decrease in work performance, and the image of participants in the context of being citizens and employees of an agency.

"Actually, in the beginning, actually at the beginning, I was a little worried, like I didn't have to be in the hospital, I was at home. If I'm at home, I can be flexible in preparing a chapter on my father's work and needs." W.533-535

One of the reasons cyberspace is a major need for participants is because of the factors that arise from problems that cause discomfort, both psychologically and professionally at work. Psychologically, humans will try to solve various problems to reduce the discomfort encountered in their lives (Amati et al., 2018). However, not all individuals have the capacity and can optimize their ability to face these obstacles independently. Generally, individuals, including participants in the study sought help that was believed to support them through the barriers. These friendships then offer effective solutions such as social support that can provide the help that the individual hopes to reduce psychological problems, such as anxiety, stress, or depression, as well as help in completing work (Amati et al., 2018); (Taylor et al., 2016). On the other hand, the transitional behavior can arise as a consequence of the fact of limited space of mobilization which is directive in nature, while at the same time each productive individual, such as participants in this study, still needs to coordinate and carry out many agendas related to work (Bridgman et al., 2020).

"Bring the laptop just now, because I can't keep working on it." W.415

"So for work, there is nothing for me to meet with patients or co-workers, but we still meet online, like that". Y.201-203

The second reason that also plays a role apart from psychological and occupational problems is the development of the times, technology, and adapting instincts as an effort by survivors to reduce saturation and seek solutions to the obstacles they encountered during isolation (Bridgman et al., 2020). (Sikali, 2020) also conveyed a similar concept that the condition in establishing interactions virtually tends to strengthen when there is no individual opportunity to interact face-to-face with other people, both with family, friends, and relationships at work. On the one hand, humans naturally can try to survive by adapting to maximize their lives to be stable, including adapting to communication ((Sikali, 2020). Therefore, establishing virtual communication is the most likely option to fulfill this aspect as a manifestation of adaptability to complete tasks and responsibilities owned by survivors. The virtual behavior also emerged as a form of participants' efforts to maintain the actualization of knowledge about the development that they have made in their social environment when they do not have the opportunity to interact in person to create a sense of security.

"Some of the colleagues are very supportive, not only this kind of support, but they help coordinate work, sometimes it's called a child, new, maybe because in my work environment, I'm the one who gets it. So at that time, there was a barrage of submissions coming like that. This is who eats, at

home, it's just two woi like that, right." Y.212-216

In addition, social humans essentially need to establish and maintain a relational life or what is known as the need for affiliation (Sikali, 2020). The situation of making friends will certainly be different if it is aligned with the situation of a group of individuals who are not undergoing isolation because this group still has the opportunity to interact and work directly, while still implementing applicable health protocols. Therefore, the position of cyberspace as a related mediator is in secondary needs for non-isolating groups (Bridgman et al., 2020). Therefore, cyberspace is a practical step chosen as a medium to realize these needs during isolation for COVID-19 survivors.

Then, if the concept of affiliation is linked to the study of developmental psychology, the need for affiliation can be connected with the status of the participants as a group of young adult individuals (early / emerging adulthood). The need for affiliation and the young adult phase are two interrelated variables in understanding the meaning of the affiliate itself. This passion for the need for affiliation at this stage of young adult development is not only limited to the pattern of individual close relationships and pouring out affection alone, or in Eric Erik's son's Psychosocial theory known as the intimacy vs. isolation stage. However, the meaning of this concept has evolved, that building a bond of affiliation in the system of social relations, including friendships, also talks about how a person maintains and maintains the existence of his interpersonal relationships as in the

professional component to support an established career journey (Saladino et al., 2020). In the young adult stage, the participants of this study, are trying to organize the future independently and in the process of breaking away from the nuclear family environment (parents), building productivity and financial resilience independently, and maintaining existence in their environment (Hochberg & Konner, 2020).

On the other hand, the ease of adapting to the application of technology, to maximize online-based communication, is a plus for research participants who were overall born in the era after the 90s. This generation became known as digital natives (Kivunja, 2014); Kreighton, 2018) a group of millennials who are capable of learning the development and operating technology. Their activeness in operating technology wisely can ideally help them in maximizing the fulfillment of aspects of their lives (Kivunja, 2014).

Therefore, to meet complex needs as stated above, when undergoing isolation, survivors try to adapt by changing their communication patterns through cyberspace as a concrete step to meet these needs by creating and maintaining these social-professional relationships virtually (Sikali, 2020); (Saladino et al., 2020).

"When I can't find it, it doesn't matter, yes I try to use a cellphone, one WA, there is an IG, use zoom like this, my friends will also try to get close to me, contact me. Technology is advanced and it makes it easier for us, right? If it's difficult it's not, so far it's still at the stage of being able to adapt to the situation,

it's different maybe if it's with me, I'm pegging ya to WA, call." H.244-247

The Meaning of Friendship in Cyberspace

With the ease of making friends through cyberspace, the forms of support provided in virtual friendship relationships for survivors have also become very diverse. Not only in the form of information, suggestions, and positive verbal affirmations but also support in meeting physical and material needs during the course of living days in an isolated environment. Of course, this is also facilitated by the ease of accessing technology as a communication bridge in the friendship relationships of survivors.

"So he told people, he told people to be close. So the point is, thank God, for such help, which then feels that I can be quiet, and have a cellphone, but can coordinate everything from afar because friends there can provide education, and some can also provide direct assistance to meet what needs are needed and so on, like that." W.660-664

It is this variation of several forms of support that then presents its value to survivors in bringing out the meaning of the friendships they run during isolation. In this study, four outlines of the meaning of friendship through cyberspace have been found in COVID-19 survivors undergoing isolation, where these four meanings will be explained as follows:

1. Informational support

As long as they are unable to interact freely while undergoing isolation, the friendship relationships that are lived virtually turn out to assist survivors to remain exposed to the development of the outside world. Support in the form of this information is in the form of public information (the latest COVID developments or national and world government agendas and regulations in overcoming COVID) as well as personal information such as advice on medical that must be consumed, work developments, and how to care for families when undergoing isolation.

These two types of information are important, given that as medical personnel, participants still need to actualize universal knowledge about the progress of COVID development, with the intention that when these survivors have returned to work and society, they can adapt to the existing situation given that the current COVID-19-related conditions are very dynamic. In addition, as an individual who works and is bound in a family system, of course, survivors have certain roles that must be fulfilled, either as a person himself or as an employee, wife, father, brother, and so on. The personal advice that participants get from the friendship environment during isolation can provide relief to strengthen themselves, educate, and find alternative ways to fill the gaps in carrying out these roles.

2. Emotional support

As we know, psychological problems that arise during isolation are also the main highlights that are often encountered by survivors, including the participants of this study. Therefore, emotional support has a significant portion in improving mental well-being. From the statements of the three participants, this study found that the emotional support of friendship can be present in various forms such as through positive affirmations, listening both ways,

or being a medium in exchanging affection with each other (venting). This fundamental ability can present its benefits in eliminating confusion amid saturation and uncertainty faced by survivors. This meaning of support can also help survivors to become much calmer, bring out a sense of belonging, and better prepare themselves for the days during isolation.

3. Support Instrumental

Instrumental support is a related meaning of assistance that is physical, and tangible and can be used in solving a specific task. Instrumental support in this research can be divided into two types, namely professional and personal. Professional instrumental support is motivated by the inability of participants to be physically present to complete work in the office, so support such as shift shifts, practical handling for scheduled patients, or representing attending meetings, indirectly helps survivors undergoing isolation in maintaining a smooth work career. Meanwhile, in instrumental-personal support, assistance such as sending vitamins, food, and entertainment to children, as well as families left behind during isolation is also necessary. This instrumental aid also has a close relationship with psychological conditions, since some contexts of psychological problems during isolation that arise are also related to temporary physical limitations that survivors cannot avoid.

4. Transcendence Consciousness

This type of support is essential to support that is found specifically related to the presence of friends and that activates the individual's beliefs about spiritual energy beyond human ability. (Gorelik & Shackelford, 2017) define transcendence consciousness as a person's meaning of the vertical relationship between each human being and the highest entity that is the source of power for the universe. Specifically, this study discusses the relationship between participants and God. Based on the statements of all participants, the virtual presence of friends is interpreted as a mediator of attendance and a decrease in help in life. Friends are described as manifestations of God's presence that are sometimes forgotten at a time when life is stable and pleasant, and make them aware that God possesses supreme power over life, including in unpleasant situations. Friends are likened to help from God in helping someone to get out of trouble, as well as God's natural gift for people to need each other as social beings. This awareness of transcendence can further influence creating a sense of gratitude, and tranquility related to religious coping, and increased worship behavior for survivors (Gorelik & Shackelford, 2017).

> "Well and I think it's like the presence of my friends is the bridge that God presents to help me. I learned from them, calmed me down and yes it was like I felt they were God's way of providing a way out for me and my family to deal with Covid and all its effects. Because of what, because in that condition, I really can't hang on to my family, right? Because the position is a family that must be taken care of." W.614-619

Looking further into the tradition of earlier social support theory by Don Drennon-Gala and Francis Cullen (in Kort-Butler, 2017), the four essences of the

meaning findings that have been put forward above can then be regrouped according to the form of support. This theory divides into three main categories, namely: emotional support (related to psychological stability), informational (providing information and advice in dealing with problems), and instrumental support (real assistance, materially and physically).

The results of this study are also in line with the above concepts, as well as supporting some of the latest similar findings in the context of social support in the COVID-19 situation in China carried out by (Zhuo et al., 2021) so that if categorized, the findings of this study can be described as 1. emotional support (sharing positive affirmations with survivors with each other), 2. informational support (providing information and advice needed during isolation), 3. instrumental support (material support/fulfillment of physical needs and professional needs).

However, the three categories proposed by Gala-Cullen (in Kort-Butler, 2017) which were later replicated are not enough to bridge the dynamics and complement the context of support found in this study. There is an additional form of support that is a strength in this study and lies in one additional dimension that has not been discussed before, namely regarding transcendence awareness. This awareness of transcendence means that friendship can be present as a reminder of drawing closer to God, and friendship itself is a means of God's help and gift from an absolute natural consensus in human social life.

The emergence of transcendence in addition to being influenced by friendship can also be closely related to the solidity of individual passion and cognition as internal factors, in responding to the spiritual norms of Indonesian society which developing society as an external factor (Liem, 2020); (Ramakrishnan et al., 2015). This condition explains that the capacity of cognition and the value of spirituality that is lived and influenced by the conditions of the social environment are aspects that contribute to the presence of transcendence which remains firmly held to the life of Indonesian society in general, especially in Yogyakarta.

On the other hand, the meaning of an individual regarding a phenomenon in the lens of transcendence itself has often been associated also as correlating with the situation at hand, meaning that a person will tend to be closer to God when they are faced with an urgent, unpleasant and death-related situation, and vice versa (Ramakrishnan et al., 2015). Therefore, when referring to this concept, the isolation situation for COVID-19 survivors can be categorized into these urgent situations, so the concept of spirituality may become very strong to live as well dominant as long as the survivors undergo isolation and this will tend to be difficult encountered when reviewed in individuals with more stable living situations.

"Even though we never know what age it will die, when, in what way. Well with this finally yes I was also reprimanded by my wife, there was a discussion, and then also by my friends. The conclusion is that yes maybe this is indeed the wisdom from God, yes, the way God speaks, the way God speaks to His

people that let's remember me again." H.549-553

In addition, the study found that the degree of strength of the weak meaning of friendship support lived by survivors is determined by what type of needs the recipient is expecting and what urgency of support is needed at the time, so the needs between One individual to another may be different even though they generally share the same pattern of meaning during isolation.

Using cyberspace in general during isolation also provides other advantages. Among them, this study found an opportunity to reconnect communication between survivors and old friends or social media friends who after a long time did not interact with each other. The sophistication of technology in disseminating information widely and instantly, such as in status uploads, stories, or social media feeds has managed to re-collect memories of togetherness and empathy from people who were not even predicted by survivors to return to say hello virtually.

"Even fellow friends who are called friends who have the same hobbies, from friends who have not been in contact for a long time, because this isolation becomes contact again." Y.221-222

"Well then there's also my old friend who we're also close to as well and I don't know if I didn't think about telling him if I was positive. But ya know he just likes to know my condition, info spread quickly. He'e. That's him suddenly WA, he's suddenly WA, I dreamed of you last night, you're how he's doing, he's like that." W.637-642

So overall, it can be concluded that the meaning of friendship support and the existence of cyberspace as a means of communication for COVID-19 survivors has positive benefits, especially in optimizing life functions that may be hindered by limited mobilization space. Virtual friendships in this study are classified as effective in reducing problems that arise both personal-psychological (such as reducing loneliness, anxiety, and worry) as well as problems interpersonal-professional for COVID-19 survivors undergoing isolation.

Research Limitations

Technical Constraints

The technical obstacles faced by researchers are related to data collection activities during a pandemic. The appeal to minimize face-to-face activities, which is characteristic of qualitative research, poses challenges to exploring the dynamics of participants through online media. Of course, this has an impact on the limited observation by researchers as a whole of the natural condition of each participant. In addition, obstacles that are difficult to control during interaction with survivors are related to connection disorders, so this situation sometimes causes pauses during interview sessions. This may remove some information that may change or be forgotten during a communication break, even if the connection has stabilized again. This kind of situation is then reflected by researchers who may cause distances that are physically and psychologically close. Researchers were unable to fully communicate freely with participants, so more effort was needed to establish communication via short messages outside

the interview session to reduce the distance caused. Another factor that creates a distance between survivors and researchers is also explained in the next point.

Limitations of Researchers

Limitations in this study also include the subjectivity of researchers which can cause bias in the process of analyzing research results. The experience of researchers who have also had the status of a COVID-19 survivor can affect the deepening of the problem, the interpretation process, and the mixing of personal experiences with the information submitted by the research participants. As an effort to minimize the biases caused in this study, researchers actively apply source and time triangulation as stated in the research credibility sub-discussion. Researchers also conduct member checks to ensure that the data obtained is not contaminated by the researcher's personal experience.

CONCLUSIONS

In line with several studies and the concept of friendship, participants also encountered problems experienced while undergoing isolation due to COVID-19. Psychological problems and professional problems related to work are also the impacts that survivors must face as a domino effect of isolation. While undergoing isolation, each participant uses cyberspace to establish their friendship relationships to reduce and find a way out of the problem. This research found that virtual friendships can be an alternative to social support that can generate resilience and capacity to deal with psychological problems such as anxiety, loneliness, and concern for survivors, as well as help survivors to able to complete their work professionally. Through virtual friendships, survivors as participants in this study also felt a pattern of meaning similar to the concept of friendship support by Don Drennon-Gala and Francis Cullen, namely in the form of informational, emotional, and instrumental support. It doesn't stop there, the strength of this research lies in the meaning of other friendships through cyberspace, namely the presence of transcendence awareness in all participants. This meaning is positioned as a positive thought concept of God's goodness channeled through friendship in human life in crises. From the presence of virtual friendships that have a special role and meaning, this condition also has an impact on the level of life satisfaction felt by the participants.

REFERENCES

Amati, V., Meggiolaro, S., Rivellini, G., & Zaccarin, S. (2018). Social relations and kepuasan hidup: The role of friends. *Genus*, *74*(1).

Andayani, D. (2020). *Isolated Corona Patients May Bring Cellphones*. Ministry of Health.

Banerjee, D., & Rai, M. (2020). Social

isolation in Covid-19: The impact of loneliness. In *International journal of social psychiatry* (Vol. 66, Issue 6, pp. 525–527). SAGE Publications Sage UK: London, England.

Baron, R. A., & Byrne, D. (2005). Social Psychology 10th ed (terj). *Jakarta: Erlangga*.

Bridgman, A., Merkley, E., Loewen, P. J., Owen, T., Ruths, D., Teichmann, L., & Zhilin, O. (2020). The causes and consequences of COVID-19 misperceptions: Understanding the role of news and social media. *Harvard Kennedy School Misinformation Review*, *1*(3).

Creswell, J. W. (2014). *Research Design: Qualitative, Quantitave, and Mixed Methods Approaches (Fourth Edit)*. SA.

Felmlee, D., & Faris, R. (2016). Toxic ties: Networks of friendship, dating, and cyber victimization. *Social Psychology Quarterly*, *79*(3), 243–262.

Gareis, E. (2012). Intercultural friendship: Effects of home and host region. *Journal of International and Intercultural Communication*, *5*(4), 309–328.

Giorgi, G., Lecca, L. I., Alessio, F., Finstad, G. L., Bondanini, G., Lulli, L. G., Arcangeli, G., & Mucci, N. (2020). COVID-19-related mental health effects in the workplace: a narrative review. *International Journal of Environmental Research and Public Health*, *17*(21), 7857.

Gorelik, G., & Shackelford, T. K. (2017). What is transcendence, how did it evolve, and is it beneficial? *Religion, Brain & Behavior*, *7*(4), 361–365.

Grey, I., Arora, T., Thomas, J., Saneh, A., Tohme, P., & Abi-Habib, R. (2020). The role of perceived social support on depression and sleep during the COVID-19 pandemic. *Psychiatry Research*, *293*, 113452.

Hijriah, M. (2018). *Terjebak Stereotip: Pandangan Keliru terhadap Suku Minang*. Kumparan.Com.

Hochberg, Z. ev, & Konner, M. (2020). Emerging adulthood, a pre-adult life-history stage. *Frontiers in Endocrinology*, *10*, 918.

Kivunja, C. (2014). Theoretical perspectives of how digital natives learn. *International Journal of Higher Education*, *3*(1), 94–109.

Kucharski, A. J., Klepac, P., Conlan, A. J. K., Kissler, S. M., Tang, M. L., Fry, H., Gog, J. R., Edmunds, W. J., Emery, J. C., & Medley, G. (2020). Effectiveness of isolation, testing, contact tracing, and physical distancing on reducing transmission of SARS-CoV-2 in different settings: a mathematical modelling study. *The Lancet Infectious Diseases*, *20*(10), 1151–1160.

la Kahija, Y. F. (2017). *Phenomenological Research : The Way to Understanding Life Experience*. PT Kanisius.

Liem, A. (2020). "Doing my profession is also part of worship": how clinical psychologists address aspects of spirituality and religion in Indonesia. *Journal of Religion and Health*, *59*(3), 1434–1457.

Loades, M. E., Chatburn, E., Higson-Sweeney, N., Reynolds, S., Shafran, R., Brigden, A., Linney, C., McManus, M. N., Borwick, C., & Crawley, E. (2020). Rapid systematic review: the impact of

social isolation and loneliness on the mental health of children and adolescents in the context of COVID-19. *Journal of the American Academy of Child & Adolescent Psychiatry*, *59*(11), 1218–1239.

Newman, N., Northcutt, A., Farmer, A., & Black, B. (2019). Epstein's model of parental involvement: Parent perceptions in urban schools. *Language Teaching and Educational Research*, *2*(2), 81–100.

Peçanha, T., Goessler, K. F., Roschel, H., & Gualano, B. (2020). Social isolation during the COVID-19 pandemic can increase physical inactivity and the global burden of cardiovascular disease. *American Journal of Physiology-Heart and Circulatory Physiology*.

Ramakrishnan, P., Karimah, A., Kuntaman, K., Shukla, A., Ansari, B. K. M., Rao, P. H., Ahmed, M., Tribulato, A., Agarwal, A. K., & Koenig, H. G. (2015). Religious/spiritual characteristics of Indian and Indonesian physicians and their acceptance of spirituality in health care: A cross-cultural comparison. *Journal of Religion and Health*, *54*, 649–663.

Saladino, V., Algeri, D., & Auriemma, V. (2020). The psychological and social impact of Covid-19: new perspectives of well-being. *Frontiers in Psychology*, 2550.

Serafini, G., Parmigiani, B., Amerio, A., Aguglia, A., Sher, L., & Amore, M.

(2020). *The psychological impact of COVID-19 on the mental health in the general population*. Oxford University Press.

Sikali, K. (2020). The dangers of social distancing: How COVID-19 can reshape our social experience. *Journal of Community Psychology*, *48*(8), 2435.

Taylor, R. J., Taylor, H. O., & Chatters, L. M. (2016). Social isolation from extended family members and friends among African Americans: Findings from a national survey. *Journal of Family Social Work*, *19*(5), 443–461.

World Health Organization. (2020). *WHO Timeline COVID-19*. World Health Organization .

Yasin, M. A. S. M. (2010). *The relationship between social support and psychological problems among students*.

Zhuo, L., Wu, Q., Le, H., Li, H., Zheng, L., Ma, G., & Tao, H. (2021). COVID-19-related intolerance of uncertainty and mental health among back-to-school students in Wuhan: the moderation effect of social support. *International Journal of Environmental Research and Public Health*, *18*(3), 981.