



The Messages in the Dynamics of Interpersonal Conflict in the Web Series "Terima Kost Putri"

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Abstract: Significant changes in the film industry encourage access via the YouTube platform and are no longer limited to the big screen. The current development of YouTube in Indonesia, with the emergence of web series on YouTube channels, has become a popular way to pass the time or relax after activities. Web series films are a form of public viewing that incorporates modern concepts. The researchers researched the web series "Terima Kost Putri" on YouTube, uploaded by @JalangkoteRasaKeju, which explores the theme of conflict in interpersonal relationships. This study aims to uncover the message hidden in the dynamics of interpersonal conflict depicted by the characters Rima and Nisa in the web series film "Terima Kost Putri." The researcher then used qualitative methods. The first and second episodes were chosen as study materials to identify scenes of conflict between Rima and Nisa, which were then analyzed using Charles Sanders Peirce's semiotics. The Triadic model has three main components: Representation (Sign), Object, and Interpretant. The analysis shows that the first message has three meanings based on the An Expressed Struggle aspect. First, the meaning of interpersonal conflict messages can be seen in their differences in background, preferences, and values. Rima is not interested in Korean films or music.

On the contrary, Nisa likes Korean films and music. Second, based on the Perceived Scarce Resources and Interference aspects of interpersonal conflict messages, there are differences in urgent interests and the influence of socio-cultural status, where Nisa needs to use the toilet while Rima is still using it. Third, the relevant aspects of interpersonal conflict of Perceived Scarce Resources and Interference reappeared, where the meaning of interpersonal conflict messages based on the lack of open communication between them becomes an obstacle. Nisa showed emotional irritation when she found Rima left trash in front of her room and used her glass.

Keywords: Web series "Terima Kost Putri," Dynamics of Interpersonal Conflict, Meaning of Messages

Abstrak: Perubahan signifikan pada dunia industri film mendorong cara mengakses tontonan melalui platform media sosial Youtube serta tidak terbatas pada layar lebar saja. Perkembangan Youtube di Indonesia saat ini dengan munculnya web series di tayangan chanel-chanel Youtube menjadi favorit dalam menghabiskan waktu luang ataupun waktu istirahat setelah beraktivitas. Film Web series merupakan bentuk tontonan masyarakat dengan konsep modern masa kini. Salah satu Film Web Series Youtube yang mengeksplorasi tema konflik dalam hubungan Interpersonal adalah web series "Terima Kost Putri" di publikasikan pada platform Youtube dengan akun @JalangkoteRasaKeju menjadi objek kajian peneliti. Penelitian ini bertujuan untuk mengungkapkan makna pesan dalam dinamika konflik interpersonal yang terdapat pada karakter rima dan nisa di film web series "Terima Kost Putri". Selanjutnya peneliti menggunakan metode kualitatif. Episode satu dan episode dua dipilih dan dijadikan



*bahan kajian untuk menemukan scene konflik antara tokoh rima dan nisa. Kemudian dianalisis menggunakan semiotika charles sander peirce. Terdapat tiga komponen utama yang dikenal model Triadic yaitu Repesentament (Tanda) ,Object, dan Interpretant. Hasil penelitian menunjukkan terdapat tiga makna pesan **pertama** berdasarkan aspek An Expressed Struggle makna pesan konflik interpersonal terlihat pada perbedaan latar belakang, preferensi, dan nilai-nilai yang dianut keduanya, dimana rima tidak tertarik dengan Film maupun Musik korea, sebaliknya sangat menggemari Film dan Musik Korea, **kedua** kesesuaian dengan aspek Perceived Scarce Resources dan Interference makan pesan konflik interpersonal terlihat adanya perbedaan dalam kepentingan mendesak dan pengaruh status sosial budaya, dimana situasi nisa sangat memerlukan toilet, sedangkan rima masih menggunakan toilet tersebut. **Ketiga** aspek konflik interpersonal yang relevan digunakan kembali Perceived Scarce Resources dan Interference dimana makna pesan konflik interpersonal berdasarkan kurangnya komunikasi terbuka antara keduanya menjadi hambatan, nisa memperlihatkan perasaan emosi kesal mendapati perilaku rima yang meninggalkan sampah di depan kamarnya serta menggunakan gelas miliknya.*

Kata kunci: Webseries“TerimaKostPutri”, Dinamika Konflik Interpersonal, Makna Pesan

Introduction

Significant changes occurred in the film industry, with film development no longer limited to cinema screens but now accessible via numerous social media platforms, one of which is YouTube. According to a journal article by Fitriansyah (2018), YouTube dominates usage across other social media platforms. YouTube, being one of the most popular media platforms, is used by individuals of all ages. Up to 88% of people use YouTube daily.¹

YouTube is a famous online video-sharing website that allows users to publish, watch, and share video clips for free if they have an internet connection or data network. In 2015, YouTube included many video clips, including movies and user-created content.²

According to the Indonesian Internet Service Providers Association (APJII) research, YouTube is the most popular social media development rather than Instagram, Tiktok, or WhatsApp. According to the 2023 internet penetration and behavior survey, YouTube is the most popular social media application among Indonesian internet users, with a proportion of

¹ Fifit Fitriansyah, 'Efek Komunikasi Massa Pada Khalayak (Studi Deskriptif Penggunaan Media Sosial Dalam Membentuk Perilaku Remaja)', *Cakrawala*, Volume 18.Nomor 2 (2018): 171–78.

² Widika Tjanatjantia, 'Sejarah Berdirinya Youtube', *Sejarah Dunia*, 2013
<<https://canacantya.wordpress.com/sejarah/sejarahberdirinya-Youtube>>.

65.41%, up 2.39% over the same period last year.³ Figure 1 shows data retrieved on March 31, 2024, at 21:05 WIB (Jabar 2023).

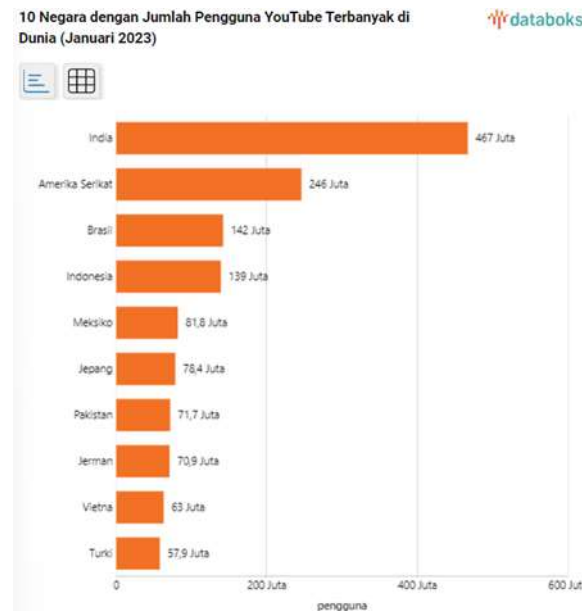


Figure 1. Data on the Number of YouTube Users in the World

The expansion of YouTube in Indonesia today, with the advent of web series on YouTube channels, is a favorite way to spend free time or relax after activities. Web series are one type of public viewing with today's modern concept. The concept of a web series is comparable to event programs on Indonesian television in general, and it is better known as a soap opera or drama version with a shorter duration of 5-20 minutes than traditional television episodes. Furthermore, web series offers independent filmmakers a new creative outlet to explore various issues, including problems in interpersonal relationships.

³Tim Detik Jabar, 'YouTube Masih Jadi Medsos Paling Banyak Dibuka Di Indonesia', *Detikjabar*, 2023 <<https://www.detik.com/jabar/berita/d-6724677/youtube-masih-jadi-medsos-paling-banyak-dibuka-di-indonesia>>.

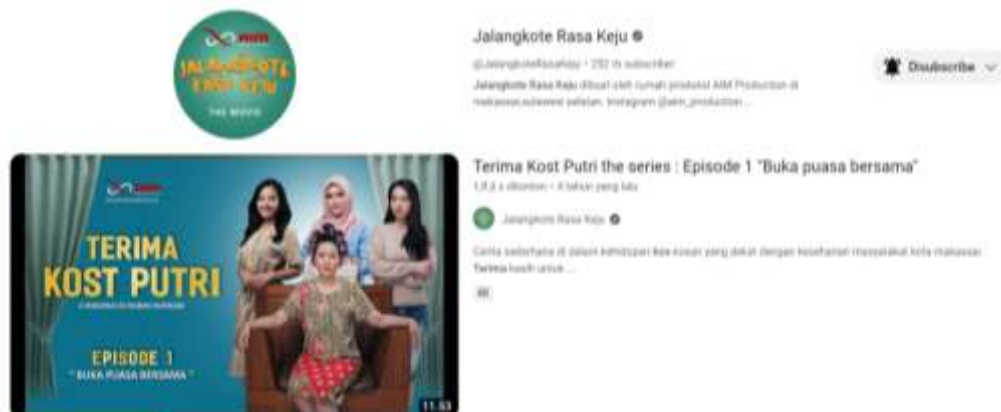


Figure 2. @JalangkoteRasaKeju's Web series "Terima Kost Putri" on YouTube

The web series "Terima Kost Putri" by @JalangkoteRasaKeju is one of the YouTube web series movies that explores the issue of conflict in interpersonal relationships. According to quotes from the @JalangkoteRasaKeju YouTube account, the web series film "Terima Kost Putri" season 1 was released on May 9, 2019, and has been watched by 1.8 million people. The concept of drama stories in boarding house life is close to the daily lives of Makassar residents.

According to sindonews.com, AIM Production has now released the web series "Terima Kost Putri," where the producer, Gobelz, stated that the web series on which he worked raised a lot of funny, engaging, and fresh stories about the polemic of female boarding houses. The web series airs throughout Ramadan; however, it is not a religious series. Ramadan was chosen as the filming month to add to the mood of Ramadan and to connect with the audience during the fasting month. Gobelz's web series "Terima Kost Putri" reveals family values wrapped in comedy and Makassar's peculiar diversity.⁴

The web series "Terima Kost Putri" portrays a scene of a renter who comes with the goal and intention of working and has a different cultural character than one of the elderly female renters, Nisa. In the scene, Rima introduces herself to the Landlady. At that time, the Landlady inquired, "Do you like Koreans?" and Rima responded, "it is not my taste, Maam." At that time, Nisa and Muna were on the second, listening to the conversation. Nisa shows her displeasure with Rima's presence. Conflicts will always cause disharmony in a partnership.

⁴Marhawanti Sehe, 'AIM Production Luncurkan Tayangan Serial Web Terima Kost Putri', *SindoNews.Com*, 2019 <<https://daerah.sindonews.com/artikel/makassar/25361/aim-production-luncurkan-tayangan-serial-web-terima-kost-putri>>.

Quoted from the Theories of Conflict Communication, "efforts to understand and map conflicts demonstrate that conflict happens as a result of differences in perspective, needs, goals, beliefs, and even message failure, which eventually has an impact on particular situations and involves changes in individual interactions with other people." In summary, communication science believes there are dynamics or changes in conflict. It means that the conflict will affect each individual involved in the communication process because the source of conflict offers individuals fresh information that allows them to adjust their attitudes, points of view, and communication methods toward others.⁵The scenes in the Web series film *Terima Kost Putri* contain numerous symbols of interpersonal conflict dynamics that require further investigation.

Researchers chose the YouTube Web series "*Terima Kost Putri*" as the subject of their study because the interpersonal conflict depicted by Rima and Nisa holds many particular implications in the message of the dynamics of interpersonal conflict. A new boarder, Rima works hard to support her family in the hamlet. However, she is careless in her work and activities. On the other hand, Nisa exhibits perfectionist traits such as firmness, discipline, and emotion. Despite her frequent involvement in confrontations, she is deeply concerned for her friends.

Interpersonal conflict in friendship, marriage, and workplace relationships has been extensively researched. The first study, conducted by Muhammad Ibtissam Han ⁶ under the title *Representation of Single Mother and Child Conflicts in the Film Susah Sinyal*, discovered that the film describes today's phenomenon in which a single mother is busy working and neglecting her duties, resulting in a lack of attention to her child and disharmony in the relationship.

Salsabila Afifah⁷ titled *Representation of Conflict between Parents and Children in the Film Ngeri-Ngeri Sedap*, using a skinative design and a Roland Barthes semiotic method that includes three aspects: denotation, connotation, and myth. The results showed that the denotation meaning depicted by the Batak father figure adheres to the patriarchal system and has an authoritarian character. The conflicts between parents and children are viewed from the

⁵Putra Dewanto Fajar, *Teori-Teori Komunikasi Konflik: Upaya Memahami Dan Memetakan Konflik* (Malang: UB Press, 2016).

⁶ Muhammad Ibtissam Han, 'Peran Komunikasi Dalam Resolusi Konflik Antara Ibu Tunggal Dan Anak', *KOMUNIKA: Jurnal Dakwah Dan Komunikasi*, Volume 12.Nomor 2 (2018): 241–56.

⁷ Salsabilla Afifah Salsa and Tutut Ismi Wahidar, 'Representasi Konflik Orang Tua Dan Anak Dalam Film Ngeri-Ngeri Sedap', *Jurnal PIKMA: Publikasi Ilmu Komunikasi Media Dan Cinema*, Volume 6. Nomor 1 (2023): 191–213 <<https://doi.org/10.24076/pikma.v6i1.1326>>.

side of parents towards children and vice versa. The conflict myth's last meaning is evident in the Batak customs raised, including the restriction of intertribal marriage, better education for children, and the place of sons within the family.

Akbar et al.,⁸ conducted research titled Representation of Friendship in the Underdogs Film. The findings revealed four characteristics of friendship based on the representation of friendship: companionship, positive stimulation, ego support, and intimacy or affection).

Based on the background and three previous research, the researchers aim to investigate the meaning of messages in the dynamics of conflict between the characters (Rima and Nisa) in the Web series "Terima Kost Putri" on the YouTube channel @JalangkoteRasakeju (Sanders Pierce Semiotic Analysis Study).

Furthermore, the researchers investigated the interpersonal conflicts between the characters Rima and Nisa, using Sanders Pierce's semiotics approach, emphasizing the sign, object, and interpretation. According to Mudjiyanto⁹ In PEKOMMAS magazine, Pierce disclosed that the process of "semiotic" (significance) is a stage that combines entities (representations) with other forms of entities known as objects. Semiotics refers to the link between sign, object, and meaning. The sign's explanation serves as a representation of the object (referent) in the interpreter's mind. The interpretant refers to the meaning that the object reveals.

Research Methods

Researchers conducted a descriptive qualitative study using the Charles Sanders Peirce Semiotics analytical approach. The web series film "Terima Kost Putri" uses Charles Sander Peirce's Semiotics research approach to describe the meaning of the sign (representation), its usage (interpretant), and the sign reference (object). A meaning comes from the three aspects of meaning that interact in a person's thoughts about the sign. The researcher then attempted to determine how the message's meaning in the dynamics of interpersonal conflict was reflected in the characteristics of Rima and Nisa and the conflict signs.

⁸ Akbar Kedar Sadevara, Abidin Zainal, and Nurkinan, 'Representasi Persahabatan Dalam Film The Underdogs', *Jurnal Pendidikan Tambusa*, Volume 7.Nomor 2 (2023): 17663–72.

⁹ Bambang & Emilsyah Nur Mudjiyanto, 'Semiotika Dalam Metode Penelitian Komunikasi', *Jurnal Penelitian Komunikasi, Informatika Dan Media Massa*, Volume 16. Nomor 1 (2013): 73–82.

This study used two data sources. The primary data was obtained by watching the YouTube website "Terima Kost Putri" episodes 1 and 2. The secondary data was obtained through various supporting sources, such as relevant books, journals, theses, websites, and related research.

Furthermore, the researchers performed the semiotic data analysis. Sobur (2003) states semiotics is an analytical method for studying data. Signs serve as a problem-solving tool. The researchers specifically employed Charles Sanders Pierce's semiotics. Pierce's semiotics include the triadic model: represented (Sign), Object, and Interpretant, all of which link to the meaning of Interpersonal conflict dynamics in the characters Rima and Nisa in the web series¹⁰.

Semiotic data analysis began with indirect observation techniques. The researchers viewed and studied scenes and discussions from the online series "Terima Kost Putri" season 1, particularly episodes one and two. The researcher selected and analyzed using the methods and approaches. The researchers also used documentation techniques to identify key web series scenes that depict interpersonal conflict dynamics. Rima and Nisa have distinct origins, which causes issues resulting from their mindsets and romantic conflicts. The researchers conducted literature reviews by reading papers or other publications as a foundation and direction for performing research.

Results and Discussion

The web series film "Terima Kost Putri" depicts two main characters in conflict. Rima is a new boarder who comes with the intention and purpose of working to support the family in the village. This story begins when Rima introduces herself to the Landlady. At the same time, Nisa is on the second floor seeing Rima talking to the Landlady. She heard that Rima was not interested in Korean movies and songs, which caused Nisa's dislike for Rima. The conflict begins with Nisa's perception of Rima, who dislikes Korean movies and songs due to differences in background and personality. Rima is hardworking, patient, and negligent, whereas Nisa is a perfectionist, disciplined, firm, caring, and emotional.

The researchers studied the two personalities of the characters Rima and Nisa using the Charles Sanders Pierce semiotic approach. They took episodes one and two and examined every scene featuring Rima and Nisa's interpersonal conflicts. Furthermore, they analyzed the source

¹⁰ Alex Sobur, *Semiotika Komunikasi* (Bandung: Remaja Rosdakarya, 2003).

of conflict and the message's meaning. After that, the researchers examined the results of the analyzed data.

The Meaning of Interpersonal Conflict Messages on the Characters of Rima and Nisa in the Web series "Terima Kost Putri."

Makna sering dikaitkan dengan ilmu linguistik atau ilmu bahasa sebagaimana peneliti mengutip perkataan Alek (2018).¹¹ Semantics is a field of study that focuses on meaning. It is derived from the English word semantic, and when interpreted in Greek, it consists of two words: *sema* (noun and sign) and *samaino* (to mark and mean). Linguists use the term semantics to describe aspects of linguistics that explore meaning.

According to Introduction to Communication Science (Dani 2007), meaning emerges from the connection between symbols and the human mind (objects). Symbols are stimuli with meaning and value that humans learn. Meaning and symbols are two connected concepts. Meaning is difficult to understand without symbols, and symbols have no significance without meaning.¹²

Meaning emerges from the process of conveying messages, which are interpreted as symbols and codes. Cangara (2011) claims that the concept of messages in the communication process cannot ignore symbols and codes because the message conveyed by the communicator consists of a series of symbols and codes.¹³ Furthermore, Mulyana (2007) defines the message as a process by which the communicator delivers information to the communicant. Messages are a combination of verbal and nonverbal signals representing the sender's sentiments, values, ideas, or ambitions. Messages consist of three components: meaning, symbols for conveying meaning, and message structure.¹⁴ The meaning of the message may be observed in the interaction process, which is made up of a sequence of symbols and codes constructed so that the recipient of the message can understand the process.

Algert E and Stanley A¹⁵ describe the conflict as a struggle or confrontation between two or more persons motivated by opposing demands, ideas, beliefs, and principles. Rima and

¹¹ Alek, *Linguistik Umum* (Jakarta: Penerbit Erlangga, 2018).

¹² Dani Vardiansyah, *Pengantar Ilmu Komunikasi* (Bogor: Ghalia Indonesia., 2007).

¹³ Hafied Cangara, *Pengantar Ilmu Komunikasi* (jakarta: PT Raja Grafindo Persada, 2011).

¹⁴ Deddy Mulyana, *Ilmu Komunikasi Suatu Pengantar* (Bandung: Remaja Rosdakarya, 2007).

¹⁵ Nancy Algert E. and Christine Stanley A., 'Conflict Management Effective Practice For Academic Leader,' *Stylus Publishing*, 2007, 1–16.

Nisa's personalities are embroiled in a battle of competing needs, values, and principles, resulting in behavioral shifts and communication breakdowns. This is consistent with the argument ¹⁶ that conflict emerges when two or more individuals believe there is a conflict of desire between them. Rosalina¹⁷ Other sources of conflict, such as tiny misunderstandings or the consequences of differing principles, behavior, values, or beliefs, were also shown.

Researchers examine and categorize the meaning of interpersonal conflict messages in episodes one and two, especially the characters of Rima and Nisa in the web series film "Terima Kost Putri" based on aspects of interpersonal conflict. Joyce L Wilmot, William W & Hocker¹⁸ explained that there are five aspects of interpersonal conflict: 1) An expressed struggle is when individuals communicate different perceptions with other individuals. Individuals involved in a conflict have a perspective on their thoughts and feelings; 2) Interdependence refers to conflict between individuals who are dependent on one another, as evidenced by the same activities (mutual activity) and interests (mutual interest); and 3) Perceived Incompatible Goal refers to conflict caused by the incompatibility of principles between individuals in conflict. Conflicting parties participate in conflict events because they have missions that are significant to both. 4) Perceived Scarce Resources suggests that conflict happens when individuals respond to resources such as affection, recognition, attention, feelings of care, authority, and self-esteem; and 5) Interference is a dispute that occurs when people feel cut off from the acts of others and believe that their needs are being harmed as a result of those actions.

The categorization of the meaning of interpersonal conflict messages is presented using data analysis from episodes one and two, focusing on sequences containing interpersonal disputes.



¹⁶ Joseph Devito, *Komunikasi Antar Manusia Terjemahan Oleh Agus Maulana* (Jakarta: Professional Books, 1997).

¹⁷ Rosalia Dewi Nawantara, 'INTERPERSONAL CONFLICT RESOLUTION SKILL (SOLUSI KONSTRUKSTIF BAGI KONFLIK INTERPERSONAL SISWA)', *Prosiding Seminar Nasional Peran Bimbingan Dan Konseling Dalam Penguatan Pendidikan Karakter*, 2017, 179–87.

¹⁸ Joyce L Wilmot, William W & Hocker, *Interpersonal Conflict (Ed 7th)*, 7th ed (New York: McGraw-Hill, 2007).



Table 1. Episode 1 Scene 1: Rima's Arrival as the New Boarder

Scene/ Duration	Visual	Dialog
1/00.05- 00.33	 <p>Figure 1. Rima Introduces Herself to the Landlady</p>	<p>Rima: I'll introduce myself. My name is Rima. I am 21 years old. I am originally Bugis, ma'am, the first of three children. I graduated from high school, ma'am. Now, I am working at the café. Coincidentally, the café is not too far from here. I am ready to follow the rules in this boarding house.</p> <p>Landlady: Hmm, what's your favorite?</p> <p>Uh, don't you also like Korean songs or Korean movies?</p> <p>Rima: Unfortunately, it is not my taste, ma'am. (Nisa and Muna, who are on the 2nd floor, see and hear Rima's conversation as a new boarder with the Landlady)</p> <p>It can be seen from Nisa's sullen face that shee showed her dislike for Rima.</p>
	 <p>Figure 2. Nisa and Muna Witness Rima's and the Landlady's Dialog</p>	

The Meaning of Conflict Messages Based on Differences in Personality and Perception

Table 1 provides a review of Charles Sander Peirce's semiotic analysis. Scene 1 depicts the Sign, which begins with Rhyme's conversation with the Landlady, introducing herself and her family background and conveying her intention to board at the location because her workplace is nearby. The Landlady specifically asked Rima about her thoughts on Korean music and movies. At the same time, Nisa and Muna were on the second floor. They both witnessed and listened to Rima's conversation with the landlord. Nisa's expression changed instantly as if she disliked Rima's presence as a new resident after hearing Rima's opinion that she did not like Korean music or films.




Furthermore, the Objects study reveals Rima's perspective as a new boarder uninterested in Korean music and films when the Landlady inquires about these two topics. Nisa and Muna, on the other hand, were attentively listening to the conversation. Nisa instantly changes her expression and gives Rima a businesslike look.

According to the Interpretant review, Nisa's attitude reflects a personality that prefers Korean songs and films, whereas Rima, a new boarding house resident, does not share these preferences. This creates a preference gap between the two, resulting in conflict due to personality differences. Nisa's face expresses discomfort in the presence of Rima.

According to Charles Sanders Pierce's semiotic model, differences in background, preferences, and negative perceptions reflect the meaning of interpersonal conflict messages. Wilmot proposes one aspect of interpersonal conflict, An Expressed Struggle, which includes this category. Conflict arises when individuals communicate differing perceptions with one another, and triggers arise from events shared by two or more people. This is evident in the scene where Rima informs the Landlady that she has no interest in Korean films or music. At the same time, Nisa is listening to their conversation. The emergence of conflict, which leads to differences in background, preferences, and negative perceptions, demonstrates differences in the values held by both parties, resulting in differing perspectives on thoughts and feelings.



Table 2. Episode 1 Scene 2: Nisa Needs to Use the Toilet

Scene/ Duration	Visual	Dialogs
2/01.45-02.58	 <p>Figure 1. Nisa Knocks on the Toilet Door</p>  <p>Figure 2. Nisa Tells Rima, Who Is a New Boarder, to Prioritize a Senior</p>  <p>Figure 3. Rima Gives the Dipper to the Angry Nisa</p>	<p>(Nisa runs and knocks on the toilet door)</p> <p>Nisa: Who's inside? Hurry up and take your turn.</p> <p>(Nisa knocks on the toilet door)</p> <p>Landlady: That's why you shouldn't have Suhoor with salad.</p> <p>(Rima opens the toilet door)</p> <p>Nisa: Oh my, the new kid. It's only her first day here, and she's already causing trouble.</p> <p>(Rima looks down and stares at Nisa's face)</p> <p>Nisa: You should have known, seniors should have gone first.</p> <p>(Rima nods as she steps out of the toilet)</p> <p>Rima: Yes, Senior.</p> <p>(Rima returned to the toilet because she brought her diaper with her. Then she knocks on the toilet door)</p> <p>(Nisa opens the toilet door)</p> <p>Nisa: You're insolent, looking for trouble)</p> <p>(Nisa makes an angry face)</p> <p>Rima: (while covering her nose) Maybe you need it, senior.</p>



(Nisa takes the dipper and then slams the door)

(Rima leaves the toilet door while still covering her nose)

Landlady: Don't slam the door. It will damage my door.

Meaning of Conflict Messages Based on Interests and Influence of Cultural Values

The sign appears in Table 2, Episode 1 Scene 2, when Nisa rushes to the toilet. She knocked loudly on the door, indicating her desire to immediately take turns with Rima, who was inside. Not long after, Rima opened the toilet door and met with an annoyed expression and a high tone of voice. Nisa stated that seniors should go first. This is a form of seniority due to Nisa's status as the first boarder to live there. She believes that all matters must prioritize seniors.

Furthermore, Rima's attitude as a new boarder, who bowed and nodded, demonstrated her lack of understanding of the women's boarding house's seniority system. Conflict is also evident when Rima carries the dipper out of the bathroom. When Nisa takes the dipper, she says to Rima, "You are insolent, looking for trouble," with an angry face and a high tone.

The Object aspect seen in Scene 2 Episode 1 indicates that the conflict is caused by a situation in which Rima, a new boarder, uses the toilet while Nisa urgently needs it. Nisa's expressions demonstrate the importance of seniority status in all activities.



Finally, based on the Interpretant aspect, Nisa, as a senior, conveys the impression that Rima does not value her position as a senior who requires respect. As a new boarder, the sense of urgency demonstrates that Rima does not understand the unwritten rule that seniors must always take precedence. The three studies presented above illustrate the meaning of interpersonal conflict messages in situations where the same interests exist. Then, there is a difference in socio-cultural status between the two characters (Rima and Nisa), precisely seniority status, which requires seniors to be prioritized in all activities. This is consistent with Wilmot's theory.¹⁹ First, Perceived Scarce Resources states that conflict arises when people

¹⁹ Wilmot, William W & Hocker.

react to resources like love, recognition, attention, feelings of care, authority, and self-esteem. Second, the Interference aspect explains that conflict arises when people feel hampered by the actions of others and believe that those actions disrupt their needs.

Nisa's inability to use the loo resulted in a conflict of needs. This also resulted in Nisa displaying seniority behavior towards Rima. Nisa's seniority behavior demonstrates her cultural value of prioritizing seniors in all activities. This statement is relevant to Sorjono Soekanto's opinion.²⁰ One factor causing conflict is the presence of various traditional motives that shape each person's character. The mindset and views of his group will have a small influence on him. This can create differences in a person, causing conflict.

Table 3. Episode 2 Scene 3: Nisa Found Garbage in Front of Her Door

Scene/ Duration	Visual	Dialog
3/03.25-03.41	 <p style="text-align: center;">Figure 1. Nisa Found Paper Scattered in Front of Her Room</p>	<p>(Nisa finds trash in front of her bedroom door)</p> <p>Nisa: Oh my, this must be Rima's doing!!!</p> <p>Muna: What?</p> <p>Nisa: She threw the trash in front of my room.</p> <p>Muna: Be patient; your fast will be makrooh.</p>
	 <p style="text-align: center;">Figure 2. Garbage Scattered in Front of Nisa's Room</p>	

²⁰ Soerjono Soekanto, *Sosiologi Suatu Pengantar* (jakarta: PT. Raja Grafindo Persada, 2007).



Table 4. Episode 2 Scene 4: Nisa Found out That Rima Used her Glass without Permission

Scene/ Duration	Visual	Dialog
4/05.05- 05.23	 <p>Figure 1. Nisa Opens the Food Cover on the Table</p>  <p>Figure 2. Rima uses Nisa's Glass as a Container for Jalangkote Sauce</p>	<p>Nisa and Muna are in the kitchen, preparing to break their fast.</p> <p>Nisa: Muna, do you see where my glass is? Muna: Which glass?</p> <p>Nisa: My new glass with the picture on it. Muna: Gosh, Nisa, just use the one you have.</p> <p>(Nisa gets annoyed and goes to the dining table because she doesn't have her glass).</p> <p>Nisa looks inside the food cover. It turned out that her glass was on the dining table.</p> <p>Nisa: Oh my, how rude, this must be Rima's doing. Muna: Never mind, let's break our fast first.</p> <p>(Nisa with an upset and angry face) Nisa: No way, watch out, Rima."</p>

Meaning of Conflict Messages Based on Communication Barriers

According to the semiotic analysis in Tables 3 and 4, Nisa is upset with Rima's behavior of failing to complete her chores and using her glass without permission. This is demonstrated in scene 3 when Rima is sweeping the room and receives a phone call from her office about

incorrectly entered financial data. Rima, terrified, dashed to her office and abandoned cleaning the house. She unintentionally placed the trash right in front of Nisa's room. Nisa and Muna arrived shortly afterward. Nisa, who saw the trash in front of her room, accused Rima as the culprit. "Oh my, this must be Rima's doing." Next, in scene 4, Nisa and Muna go to the kitchen to prepare to break their fast. Nisa looks for her oppa's picture glass but can not find it. Nisa sat down on the dining table chair, her face annoyed. She looked towards the serving hood and found the glass on the dining table with an angry tone, accusing the culprit once more of being Rima "Oh my, how rude, this must be Rima's doing." Table 3 summarises the object study. The conflict arose because Rima abruptly left the sweeping job and the trash in front of Nisa's room without informing Nisa or Muna. When Nisa saw the trash in front of her room, she became irritated and angry, accusing Rima of being the culprit.

Furthermore, in Table 4, Nisa discovered that Rima was using her glass without permission. The conflict arose due to a lack of communication between Nisa and Rima, who arrived as a new boarder with different principles and tastes. This concept is consistent with Fajar's claim²¹ that conflict arises due to differences in perspective, needs, goals, and beliefs. This type of message failure eventually impacts specific contexts and causes changes in interpersonal relationships. Tables 3 and 4 show results from interpretant studies. Rima neglects her chores when she receives a call from the cafe where she works. The use of an item (glass) that does not belong to her exemplifies the communication breakdown between the two. As a result, Nisa and Rima struggle to establish more open communication.

Furthermore, the meaning of interpersonal conflict messages corresponds to the two aspects Wilmot mentioned, which helps explain the three studies above. The Perceived Scarce aspect states that conflict arises when people respond to limited resources like love, recognition, attention, feelings of care, authority, and self-esteem. Second, the Resources and Interference aspect is where conflict arises when people feel hampered by the actions of others and believe that their needs are being interfered with as a result.²² These two aspects provide context for the interpersonal conflict messages found in Tables 3 and 4, in which Nisa expresses emotional annoyance at Rima's behavior of leaving trash in front of her room and using her glass without first asking permission. Nisa believes Rima's behavior disrespects her and jeopardizes her need

²¹ Fajar.

²² Wilmot, William W & Hocker.

for cleanliness and ownership of personal belongings. However, the two had no communication, resulting in a communication barrier.

Conclusion

This study discovered the meaning of the message of interpersonal conflict dynamics in the web series movie "Terima Kost Putri," particularly the characters Rima and Nisa. The researchers used Charles Sender Peirce's semiotic approach to investigate the meaning of the movie's interpersonal conflict messages. Episodes one and two serve as study materials for deciphering the message. Three message meanings in the form of dynamics emerge from a review of interpersonal conflict aspects based on the concepts of Joyce L Wilmot, William W, and Hocker. First, the meaning of interpersonal conflict messages varies depending on their backgrounds, preferences, and values, resulting in differing perspectives on thoughts and feelings. This is consistent with the concept of interpersonal conflict. An Expressed Struggle (conflict occurs when people communicate different perspectives with one another). The second aspect is the interpretation of interpersonal conflict messages in light of cultural values and interests. Conflict arises due to differences in immediate interests. Nisa demonstrates the principle of seniority and the socio-cultural status she maintains. The meaning of the interpersonal conflict message is based on the concepts of Perceived Scarce Resources (conflict occurs when individuals respond to limited resources) and Interference. Third, the interpretation of interpersonal conflict messages is based on communication barriers.

When the character Nisa expresses her annoyance at Rima's behavior of leaving trash in front of her room and using her glass without asking permission first. Rima's behavior offends Nisa and disrupts her need for cleanliness and ownership of personal belongings. In the dialogue, Nisa displays emotional feelings. "Oh my, this must be Rima's doing!!!" Nisa delivered the dialogue while looking for her glass to break her fast and discovering that Rima had used it. Furthermore, the conflict arose from Rima and Nisa's lack of open communication, which led to misunderstanding and disharmony. The Perceived Scarce Resources and Interference's interpersonal message meaning demonstrates how communication failure can lead to interpersonal conflict.



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