

Document details

< Back to results | 1 of 1

Export Download Print E-mail Save to PDF Add to List More...

Full Text View at Publisher

Jurnal Komunikasi: Malaysian Journal of Communication  
Volume 34, Issue 3, 2018, Pages 131-149

Examining intercultural differences in close friendship maintenance on facebook: A relational dialectics perspective (Article)

Azzman Shariffadeen, T.S.A.T.M.<sup>a,b</sup>

<sup>a</sup>International Islamic University, Malaysia  
<sup>b</sup>Kent State University, OH, United States

Abstract

View references (60)

Close friendship is a crucial and distinctive interpersonal tie that can survive a lifetime. Maintaining such friendships at a satisfactory level, even with the aid of social networking websites (SNS) such as Facebook, can be a challenging process. Previous research has shown that relationship satisfaction among close friends depends both upon relationship maintenance strategies (e.g., positivity, openness, supportiveness) and the management of dialectical contradictions (e.g., openness-closeness and autonomy-connection). Furthermore, cultural differences may also dictate how individuals choose to maintain close friendships online. Therefore, guided by the relational dialectic perspective, a key objective of this research was to determine whether the role of Facebook in friendship maintenance differs significantly across two cultures: the U.S. and Malaysia. All participants completed an online survey in which they were asked to think of a close friend with whom they communicated both face-to-face and on Facebook. Among others, findings showed that Malaysian respondents perceived their close friends as using certain maintenance strategies (i.e., positivity, interaction planning, openness, social information seeking, and avoidance) significantly more often than did Americans. Culture also influenced how relational dialectics moderate the relationship between maintenance strategies and relationship satisfaction among close friends. The implications of the findings for the role of Facebook in close friendship maintenance across culture, and the relational dialectics theory will be discussed. © 2018, Universiti Kebangsaan Malaysia Press. All rights reserved.

SciVal Topic Prominence

Topic: facebook | Students | sites SNSs

Prominence percentile: 99.742

Author keywords

- Close friendships
- Cultural value orientations
- Relational dialectics
- Relationship maintenance strategies
- Social networking websites (SNS)

ISSN: 2289151X  
Source Type: Journal  
Original language: English

DOI: 10.17576/JKMJC-2018-3403-08  
Document Type: Article  
Publisher: Universiti Kebangsaan Malaysia Press

References (60)

View in search results format >

All Export Print E-mail Save to PDF Create bibliography

Metrics View all metrics >

1	Citation in Scopus
0	Field-Weighted Citation Impact

PlumX Metrics

Usage, Captures, Mentions, Social Media and Citations beyond Scopus.

Cited by 1 document

A comparison of intercultural experience among the international students at Universiti Malaysia Sabah in a decade 2006-2016 | Perbandingan pengalaman antara budaya pelajar antarabangsa di universiti Malaysia Sabah dalam satu dekad 2006-2016

Yakin, H.S.M. , Totu, A. (2018) *Jurnal Komunikasi: Malaysian Journal of Communication*

View details of this citation

Inform me when this document is cited in Scopus:

Set citation alert >

Set citation feed >

Related documents

- Ethnic differences and motivation based on Maslow's theory on Iranian employees
- Mousavi, S.H. , Dargahi, H. (2013) *Iranian Journal of Public Health*
- Development and validation of Malaysian communication style instrument
- Mustaffa, C.S.B. , Bakar, H.A. , Ahmad, M.K.

- 1 Abdullah, A.  
(2001) *Influence of Ethnic Values at the Malaysian Workplace*, pp. 1-25.  
A. Abdullah & H. M. Low (Eds.), *Understanding the Malaysian workforce* (pp., Kuala Lumpur: Malaysian Institute of Management

Face's consequences: The impact of "face" on leadership, management and follower behaviour in Malaysia

O'Donoghue, B.T.  
(2013) *Culture and Gender in Leadership: Perspectives from the Middle East and Asia*

- 2 Abdullah, A., Gallagher, E.L.  
Managing with cultural differences  
(1995) *Malaysian Management Review*, 30 (2), pp. 1-18. Cited 10 times.

View all related documents based on references

Find more related documents in Scopus based on:

- 3 Bakar, H.A., Mohamad, B., Mustafa, C.S.  
Superior–subordinate communication dimensions and working relationship: Gender preferences in a malaysian organization  
  
(2007) *Journal of Intercultural Communication Research*, 36 (1), pp. 51-69. Cited 5 times.  
doi: 10.1080/17475750701265282

[View at Publisher](#)

Author > Keywords >

- 4 Bakhtin, M.M.  
(1981) *Forms of Time and of the Chronotope in the Novel*, pp. 84-258. Cited 844 times.  
M. Holquist (Ed.), *The dialogic imagination: Four essays* (pp., Austin, TX: University of Texas Press

- 5 Baptist, J.A., Norton, A.M., Aducci, C.J., Thompson, D.E., Cook, A.  
Relationship Maintenance Behaviors: A Cross-Cultural Examination of Emerging Adults in Romantic Relationships  
  
(2012) *Journal of Couple and Relationship Therapy*, 11 (1), pp. 33-50. Cited 5 times.  
doi: 10.1080/15332691.2012.639703

[View at Publisher](#)

- 6 Baxter, L.A.  
A dialectical perspective on communication strategies in relationship development  
(1988) *Handbook of Personal Relationships: Theory, Research and Interventions*, pp. 257-273. Cited 191 times.  
S. Duck (Ed.), (pp., New York, NY: Wiley

- 7 Baxter, L.A.  
Relationships as dialogues  
  
(2004) *Personal Relationships*, 11 (1), pp. 1-22. Cited 151 times.  
[www.blackwellpublishing.com/journal.asp?ref=1350-4126](http://www.blackwellpublishing.com/journal.asp?ref=1350-4126)  
doi: 10.1111/j.1475-6811.2004.00068.x

[View at Publisher](#)

- 8 Baxter, L.A., Braithwaite, D.O.  
(2007) *Explaining Communication: Contemporary Theories and Exemplars*, pp. 331-332. Cited 15 times.  
Social dialectics: The contradictions of relating. In B. B. Whaley & W. Samter (Eds.), (pp., Mahwah, NJ: Lawrence Erlbaum Associates, Inc

- ☐ 9 Baxter, L.A., Mazanec, M., Nicholson, J., Pittman, G., Smith, K., West, L.  
**Everyday loyalties and betrayals in personal relationships**  
  
(1997) *Journal of Social and Personal Relationships*, 14 (5), pp. 655-678. Cited 29 times.  
<http://www.sagepub.com>  
doi: 10.1177/0265407597145005  
  
View at Publisher
- 
- ☐ 10 Baxter, L.A., Montgomery, B.M.  
(1996) *Relating: Dialogues and Dialectics*. Cited 647 times.  
New York, NY: Guilford Press
- 
- ☐ 11 Baxter, L.A., Simon, E.P.  
**Relationship Maintenance Strategies and Dialectical Contradictions in Personal Relationships**  
  
(1993) *Journal of Social and Personal Relationships*, 10 (2), pp. 225-242. Cited 61 times.  
doi: 10.1177/026540759301000204  
  
View at Publisher
- 
- ☐ 12 Bryant, E.M., Marmo, J.  
Relational maintenance strategies on Facebook  
(2009) *Kentucky Journal of Communication*, 28 (2). Cited 16 times.  
Retrieved from  
<http://kycommunication.com/journal/KJCManningspecialissue.pdf>
- 
- ☐ 13 Bryant, E.M., Marmo, J.  
**The rules of Facebook friendship: A two-stage examination of interaction rules in close, casual, and acquaintance friendships**  
  
(2012) *Journal of Social and Personal Relationships*, 29 (8), pp. 1013-1035. Cited 59 times.  
doi: 10.1177/0265407512443616  
  
View at Publisher
- 
- ☐ 14 Canary, D.J., Dainton, M.  
(2006) *The Cambridge Handbook of Personal Relationships*, pp. 727-768. Cited 34 times.  
Maintaining relationships. In A. L. Vangelisti & D. Perlman (Eds.), (pp., New York, NY: Cambridge University Press
- 
- ☐ 15 Canary, D.J., Stafford, L., Hause, K.S., Wallace, L.A.  
**An Inductive Analysis of Relational Maintenance Strategies: Comparisons Among Lovers, Relatives, Friends, and Others**  
  
(1993) *Communication Research Reports*, 10 (1), pp. 3-14. Cited 104 times.  
doi: 10.1080/08824099309359913  
  
View at Publisher
-

- 
- ☐ 16 Chapman, C.N., Lahav, M.  
International ethnographic observation of social networking sites  
  
(2008) *Conference on Human Factors in Computing Systems - Proceedings*, pp. 3123-3128. Cited 32 times.  
doi: 10.1145/1358628.1358818  
  
[View at Publisher](#)
- 
- ☐ 17 Cho, S.E.  
A cross-cultural comparison of Korean and American social network sites: Exploring cultural differences in social relationships and self-presentation. (Unpublished doctoral dissertation)  
(2010) *Rutgers University*. Cited 28 times.  
New Brunswick, New Jersey
- 
- ☐ 18 Choi, S.M., Kim, Y., Sung, Y., Sohn, D.  
Bridging or bonding?: A cross-cultural study of social relationships in social networking sites  
  
(2011) *Information Communication and Society*, 14 (1), pp. 107-129. Cited 54 times.  
doi: 10.1080/13691181003792624  
  
[View at Publisher](#)
- 
- ☐ 19 Dainton, M., Zelle, E., Langan, E.  
Maintaining friendships throughout the lifespan  
(2003) *Maintaining Relationships through Communication: Relational, Contextual and Cultural Variations*, pp. 79-102. Cited 23 times.  
D. J. Canary & M. Dainton (Eds.), (pp., Mahwah, NJ: Lawrence Erlbaum
- 
- ☐ 20 Dainton, M.  
Equity and uncertainty in relational maintenance  
  
(2003) *Western Journal of Communication*, 67 (2), pp. 164-186. Cited 41 times.  
doi: 10.1080/10570310309374765  
  
[View at Publisher](#)
- 
- ☐ 21 Dindia, K.  
Definitions and perspectives on relational maintenance communication  
(2003) *Maintaining Relationships through Communication: Relational, Contextual and Cultural Variations*, pp. 1-27. Cited 59 times.  
D. J. Canary & M. Dainton (Eds.), (pp., Mahwah, NJ: Lawrence Erlbaum
- 
- ☐ 22 Ellison, N.B., Steinfield, C., Lampe, C.  
The benefits of facebook "friends:" Social capital and college students' use of online social network sites ([Open Access](#))  
  
(2007) *Journal of Computer-Mediated Communication*, 12 (4), pp. 1143-1168. Cited 4051 times.  
doi: 10.1111/j.1083-6101.2007.00367.x  
  
[View at Publisher](#)
-

- 23 Today, F.M.  
Malaysians surf FB more than 3 hours a day. Free Malaysia Today  
(2016) Retrieved From  
<http://www.freemalaysiatoday.com/category/nation/2016/05/05/malaysians-surf-fb-more-than-3-hours-a-day/>
- 
- 24 Hamat, A., Embi, M.A., Hassan, H.A.  
The use of social networking sites among Malaysian university students (Open Access)  
  
(2012) *International Education Studies*, 5 (3), pp. 56-66. Cited 42 times.  
<http://ccsenet.org/journal/index.php/ies/article/download/14340/11505>  
doi: 10.5539/ies.v5n3p56  
  
View at Publisher
- 
- 25 Adnan, H.M., Mavi, S.R.  
Facebook satisfaction, life satisfaction: Malaysian undergraduate experience  
  
(2015) *Jurnal Komunikasi: Malaysian Journal of Communication*, 31 (2), pp. 649-671. Cited 8 times.  
[http://www.ukm.my/jkom/journal/pdf\\_files/2015/V31\\_2\\_38.pdf](http://www.ukm.my/jkom/journal/pdf_files/2015/V31_2_38.pdf)  
  
View at Publisher
- 
- 26 Abdullah, A., Gallagher, E.L.  
Managing with cultural differences  
(1995) *Malaysian Management Review*, 30 (2), pp. 1-18. Cited 10 times.
- 
- 27 Hendrick, S.S.  
A generic measure of relationship satisfaction  
(1988) *Journal of Marriage and Family*, 50 (1), pp. 93-98. Cited 848 times.
- 
- 28 Hofstede, G.  
(1980) *Culture's Consequences: International Differences in Work-Related Values*. Cited 17009 times.  
Beverly Hills, CA: Sage
- 
- 29 Hofstede, G.  
(1991) *Cultures and Organizations: Software of the Mind*. Cited 12778 times.  
London, UK: McGraw-Hill
- 
- 30 Hofstede, G.  
(2001) *Culture's Consequences: Comparing Values, Behaviors, Institutions, and Organizations across Nations*. Cited 10920 times.  
Thousand Oaks, CA: Sage
- 
- 31 Johnson, A.J., Becker, J.A.H.  
CMC and the conceptualization of 'friendship': How friendship has changed with the advent of new methods of interpersonal communication  
(2011) *Computer-Mediated Communication in Interpersonal Relationships*, pp. 225-243. Cited 3 times.  
K. B. Wright & L. M. Webb (Eds.), (pp., New York, NY: Peter Lang Publishing

- 32 Joinson, A.N.  
'Looking at', 'looking up' or 'keeping up with' people? Motives and uses of Facebook  
(2008) *Conference on Human Factors in Computing Systems - Proceedings*, pp. 1027-1036. Cited 719 times.  
ISBN: 978-160558011-1  
doi: 10.1145/1357054.1357213  
[View at Publisher](#)
- 
- 33 LaRose, R., Connolly, R., Lee, H., Li, K., Hales, K.D.  
Connection Overload? A Cross Cultural Study of the Consequences of Social Media Connection  
(2014) *Information Systems Management*, 31 (1), pp. 59-73. Cited 31 times.  
<http://www.tandfonline.com/toc/uism20/current>  
doi: 10.1080/10580530.2014.854097  
[View at Publisher](#)
- 
- 34 Lee, K.L.  
Facebook opens Malaysian office. The Star Online  
(2016) *Retrieved From*  
(, May 5)  
<http://www.thestar.com.my/tech/tech-news/2016/05/05/facebook-officially-opens-malaysia-office/>
- 
- 35 Marcus, A., Krishnamurthi, N.  
Cross-cultural analysis of social network service in Japan, Korea, and the USA  
(2009) *HCI International Conference*  
Paper presented at the, San Diego, CA
- 
- 36 Marmo, J., Bryant, E.M.  
(2010) *Using Facebook to Maintain Friendships: Examining the Differences between Acquaintances, Casual Friends, and Close Friends. Paper Presented at the Interpersonal Communication Division, National Communication Association Annual Convention*  
November, San Francisco, CA
- 
- 37 Matten, A.E.  
(1999) *Close Relationship Dialectics: Young Adult friends' Perceptions and Interaction Patterns. (Doctoral Dissertation). Retrieved from Proquest Dissertations and Theses Database (UMI No.: 9921444)*
- 
- 38 (2016) *Internet User Survey 2016. Statistical Brief Number Twenty*  
Retrieved from  
<https://www.mcmc.gov.my/skmmgovmy/media/General/pdf/IUS2016.pdf>
- 
- 39 Miller, D.  
Facebook's so uncool, but it is morphing into a different beast  
(2013) *The Conversation*  
December 20, Retrieved from  
<http://theconversation.com/facebook-so-uncool-but-its-morphing-into-a-different-beast-21548>
-

- 
- 40 Mohd Zaidi, M., Bahiyah, O.  
Motif dan kekerapan penggunaan Facebook di kalangan pelajar universiti  
(2013) *Jurnal Komunikasi: Malaysian Journal of Communication*, 29 (1), pp. 35-54. Cited 7 times.
- 
- 41 Mustaffa, N., Ibrahim, F., Mahmud, W.A.W., Ahmad, F., Kee, C.P., Mahbob, M.H.  
Diffusion of innovations: The adoption of Facebook among youth in Malaysia  
(2011) *Innovation Journal*, 16 (3), art. no. 8. Cited 9 times.  
[http://www.innovation.cc/scholarly-style/normah\\_mustaffa\\_facebook\\_malaysia16v3i8a.pdf](http://www.innovation.cc/scholarly-style/normah_mustaffa_facebook_malaysia16v3i8a.pdf)
- 
- 42 Oswald, D.L., Clark, E.M., Kelly, C.M.  
Friendship maintenance: An analysis of individual and dyad behaviors  
(2004) *Journal of Social and Clinical Psychology*, 23 (3), pp. 413-441. Cited 75 times.  
doi: 10.1521/jscp.23.3.413.35460  
  
View at Publisher
- 
- 43 Phillips, D.L., Clancy, K.J.  
Some effects of "social desirability" in survey studies  
(1972) *American Journal of Sociology*, 77 (5), pp. 921-940. Cited 195 times.
- 
- 44 Abdullah, A., Gallagher, E.L.  
Managing with cultural differences  
(1995) *Malaysian Management Review*, 30 (2), pp. 1-18. Cited 10 times.
- 
- 45 RAWLINS, W.K.  
NEGOTIATING CLOSE FRIENDSHIP: THE DIALECTIC OF CONJUNCTIVE FREEDOMS  
(1983) *Human Communication Research*, 9 (3), pp. 255-266. Cited 67 times.  
doi: 10.1111/j.1468-2958.1983.tb00698.x  
  
View at Publisher
- 
- 46 Abdullah, A., Gallagher, E.L.  
Managing with cultural differences  
(1995) *Malaysian Management Review*, 30 (2), pp. 1-18. Cited 10 times.
- 
- 47 Abdullah, A., Gallagher, E.L.  
Managing with cultural differences  
(1995) *Malaysian Management Review*, 30 (2), pp. 1-18. Cited 10 times.
- 
- 48 Rawlins, W.K., Holl, M.R.  
Adolescents' interaction with parents and friends: Dialectics of temporal perspective and evaluation  
(1988) *Journal of Social and Personal Relationships*, 5 (1), pp. 27-46. Cited 18 times.  
doi: 10.1177/0265407588051002  
  
View at Publisher
-

- 
- 49 Samovar, L.A., Porter, R.E., McDaniel, E.R., Roy, C.S.  
(2013) *Communication between Cultures*. Cited 468 times.  
Boston, MA: Wadsworth Cengage Learning
- 
- 50 Stafford, L., Canary, D.J.  
Maintenance strategies and romantic relationship type, gender and relational characteristics  
  
(1991) *Journal of Social and Personal Relationships*, 8 (2), pp. 217-242. Cited 358 times.  
doi: 10.1177/0265407591082004  
  
[View at Publisher](#)
- 
- 51 Yang, Z.  
Culture, face maintenance, and styles of handling interpersonal conflict: A study in five cultures  
  
(1991) *International Journal of Conflict Management*, 2 (4), pp. 275-296. Cited 274 times.  
doi: 10.1108/eb022702  
  
[View at Publisher](#)
- 
- 52 Tong, S.T., Walther, J.B.  
(2011) *Computer-Mediated Communication in Personal Relationships (98-118)*  
Relational maintenance and CMC. In K. B. Wright & L. M. Webb (Eds.), New York, NY: Peter Lang Publishing
- 
- 53 Vitak, J.  
(2012) *Keeping Connected in The Facebook Age: The Relationship between Facebook Use, Relational Maintenance Strategies and Relational Outcomes (Doctoral Dissertation, UMI No.: 3548897)*
- 
- 54 Vitak, J.  
Facebook makes the heart grow fonder: Relationship maintenance strategies among geographically dispersed and communication-restricted connections  
  
(2014) *Proceedings of the ACM Conference on Computer Supported Cooperative Work, CSCW*, pp. 842-853. Cited 15 times.  
ISBN: 978-145032540-0  
doi: 10.1145/2531602.2531726  
  
[View at Publisher](#)
- 
- 55 Wright, K.B., Craig, E.A., Cunningham, C.B., Igiel, M., Ploeger, N.A.  
(2008) *Will You (Still) Be My Friend? Computer-Mediated Relational Maintenance on Facebook.Com. Paper Presented at the Annual Meeting of the NCA 94Th Annual Convention, San Diego, CA*  
November
- 
- 56 Xu, Q., Mocarski, R.  
A cross-cultural comparison of domestic American and International Chinese students' social media usage  
(2014) *Journal of International Students*, 4 (4), pp. 374-388. Cited 3 times.
-

□ 57 Abdullah, A., Gallagher, E.L.  
Managing with cultural differences  
(1995) *Malaysian Management Review*, 30 (2), pp. 1-18. Cited 10 times.

□ 58 Abdullah, A., Gallagher, E.L.  
Managing with cultural differences  
(1995) *Malaysian Management Review*, 30 (2), pp. 1-18. Cited 10 times.

□ 59 Yum, Y.-O., Canary, D.J.  
Cultural differences in equity theory predictions of relational maintenance strategies  
  
(2009) *Human Communication Research*, 35 (3), pp. 384-406. Cited 13 times.  
doi: 10.1111/j.1468-2958.2009.01356.x  
  
[View at Publisher](#)

□ 60 Yum, Y.-O., Li, H.Z.  
Associations among attachment style, maintenance strategies, and relational quality across cultures  
  
(2007) *Journal of Intercultural Communication Research*, 36 (2), pp. 71-89. Cited 16 times.  
doi: 10.1080/17475750701478612  
  
[View at Publisher](#)

🔗 Azzman Shariffadeen, T.S.A.T.M.; International Islamic University, Malaysia; email:taisha@iiium.edu.my  
© Copyright 2018 Elsevier B.V., All rights reserved.

◀ Back to results | 1 of 1

^ Top of page

## About Scopus

What is Scopus  
Content coverage  
Scopus blog  
Scopus API  
Privacy matters

## Language

日本語に切り替える  
切换到简体中文  
切换到繁體中文  
Русский язык

## Customer Service

Help  
Contact us

ELSEVIER

[Terms and conditions](#) ▶ [Privacy policy](#) ▶

Copyright © 2019 Elsevier B.V. All rights reserved. Scopus® is a registered trademark of Elsevier B.V.

We use cookies to help provide and enhance our service and tailor content. By continuing, you agree to the use of cookies.

RELX Group™