

Interpersonal Communication using Symbolic Modeling Techniques in Adolescents

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Abstract: Interpersonal communication is very important for individual life. Interpersonal communication plays a role in creating happiness in human life, assisting individual intellectual and social development, forming identity and identity, understanding the reality around individuals, and also for determining individual mental health. Effective interpersonal communication when it has aspects such as openness, empathy, supportive attitude, positive attitude and equality. Symbolic modeling techniques change behavior and add to behavior in order to have good interpersonal communication skills so that counselees can increase self-acceptance, can behave more positively and can understand themselves and others by using literature reviews from several relevant sources.

Keywords: interpersonal communication, symbolic modeling, adolescents

INTRODUCTION

In his life, humans are always involved in communication activities. Communication means conveying information to others so that the message to be conveyed can be conveyed to others. As social beings, we must be very involved in interacting with other people who cannot be separated from the help of communication as a means of conveying information (Wijaya & Zaini, n.d.). Grace (Kusumaningsih & Mulyana, 2013) argues that communication can help human growth and communication is very closely related to human behavior. Good communication skills are emphasized to create good relationships between individuals and other people and the environment. In accordance with the application of a face-to-face contact system which states that the service lacks messages flowing through interpersonal channels (Weningtyas & Suseno, 2012) (Weningtyas & Suseno, 2012) Carl I. Hovland in (Afriyadi, 2015) states: "Communication is the process to modify the behavior of other individuals" (Communication is the process of changing the behavior of other people). So in that sense the researcher concludes that communication is defined by Carl I. Hovland considers communication as a tool for connecting with other people and also aims to change the behavior of the person receiving the message through the messages conveyed by the sender of the message. in more detail. Pontoh (Pratwi, 2020) argues that interpersonal communication is essentially a form of personal communication, namely face-to-face communication between people, which allows each participant to capture the reactions of other people directly both verbally and nonverbally. communication is a form of activity and as such must be analyzed as a sequence of communicative actions performed by the interlocutor. (Carassa & Colombetti, 2015)

In its context, interpersonal communication is defined as communication between two individuals or several individuals, who interact with each other, giving each other feedback. Therefore communication is a human act that is born with full awareness, even humans are born actively because there is a purpose or purpose (Merta, 2019). Communication needs include the need to give and receive affection, the need for inclusiveness to belong to a particular group and the need for control, which is the need to influence people or events in life. (Anto et al., 2015)

Based on preliminary research that life communication is a major need in human life. No human being gives up his life to communicate with each other. Therefore, social communication is very important in human life in general to help him interact with other people, because humans are created as social beings. as expressed by T. Safari (2005: 13) that: "Interpersonal communication skills are very important because basically many activities in children's lives are related to other people." (Fitra, 2014) Anne (Murtiningsih et al., 2019) Someone who has effective interpersonal communication skills will be sensitive to the feelings and emotions of other people around him. This ability is a measure of a person's quality in interpersonal communication which

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includes knowledge of the rules in non-verbal communication, such as touch and physical proximity, knowledge of interacting according to context, paying attention to the person being invited to communicate, paying attention to volume. (Suhanti et al., 2012)

Therefore Interpersonal Communication skills are skills that must be possessed by individuals in interacting with other individuals or groups of individuals. This interpersonal ability is used by a person when communicating and dealing directly with other people. There are several negative impacts on the lives of adolescents when they experience communication failure, namely the child becomes aggressive, likes to fantasize, is physically and mentally ill and experiences fight syndrome (the desire to withdraw from the environment) Packard (Rachmat, 2013). So from that this shows that the importance of interpersonal communication so that there are no students who withdraw, behave aggressively, have difficulty adjusting, get angry easily, tend to impose their will, be selfish and win alone which causes disputes.

Several attempts have been made to improve interpersonal communication in adolescents such as role playing techniques (Wicaksono et al., 2013), role-playing technique (Wicaksono et al., 2013), assertive training techniques (Aprilia et al., 2017), empty chair technique (Muthohharoh & Karneli, 2020) and symbolic modeling techniques (Khixmah Yulihastuti Public High School, 2018). Symbolic modeling techniques. This technique counselees are encouraged to change behavior and add to behavior in order to have good interpersonal communication skills so that counselees can increase self-acceptance, can behave more positively and can understand themselves and others.

There are several previous studies that discuss symbolic modeling techniques to enhance interpersonal communication in children, adolescents, and adults. However, there has not been any literature action presented on previous research related to the effectiveness of symbolic modeling techniques to improve interpersonal communication as well as the application of symbolic modeling techniques to improve interpersonal communication. Therefore, this study reviews the effectiveness of modeling techniques to improve interpersonal communication based on a literature review from several relevant sources.

METHOD

Literature review research was used in this study with qualitative analysis. Where this research was conducted by examining various relevant sources related to interpersonal communication. After that, juxtaposing it with various theories and results of previous research also provides thought findings that can be used as a reference in further research. In this study collected data from journals and previous research articles that have been published, which are relevant to the focus of this research.

RESULT AND DISCUSSION

Beginning in the late 1960's and early 1970's (Berger & Roloff, 2019), the interpersonal communication research perspective expanded beyond the communication and persuasion domain to include the role. social interaction plays in the development, maintenance, and breakdown of personal relationships. Interpersonal communication and interpersonal attraction in romantic and friendship relationships started to become the focus of study, at the same time interpersonal communication researchers became interested in the study of self-disclosure (Disclosure in Interpersonal Communication). This period was also marked by a significant increase in attention to the study of nonverbal communication (Environmental & Social Interaction; Eye Behavior; Facial Expressions; Gestures and Kinesics; Paralanguage; Proxemics),

As theoretical and research trends began to move in the 1970s and continued throughout the 1980s, interpersonal communication researchers became increasingly interested in illuminating the communication strategies that individuals use to achieve a wide variety of goals, such as acquiring information, gaining compliance, making requests, entertaining others, and seek affinity. Due to this focus on the functions that social interaction uses in the strategic achievement of these goals, several interpersonal communication researchers have begun to develop theories and models of message production for the purpose of explaining how these strategic interactions work. Work on developing this theory continued into the 1990s and into the new millennium.

Meanwhile, according to Anwar Arifin in the book "Communication Strategy" a strategy is to state that: In fact the whole conditional decision about the actions to be carried out, in order to achieve the goal.(Pratwi, 2020)Johnson(Tias & Ibrahim, 2019)revealed that interpersonal communication is very important for individual life. Interpersonal communication plays a role in creating happiness in human life, assisting individual intellectual and social development, forming identity and identity, understanding the reality around individuals, and also for determining individual mental health.

Interpersonal communication takes place effectively, so there are several aspects that must be considered(Yodiq, 2016)that is:

1. Openness, namely the willingness to be open in disclosing information honestly according to the actual situation in interacting.
2. Empathy, namely the ability of a person to know what other people are experiencing at a certain moment, from another person's point of view, through other people's eyes.
3. Supportive attitude. Support includes three things. First, descriptiveness, namely an atmosphere that is descriptive and not evaluative helps create a supportive attitude. Second, spontaneity, namely the ability of a person to communicate spontaneously and frankly who has an open attitude in conveying his thoughts. Third, provisionalism, understood as the ability to think openly (open minded).
4. Positive attitude, namely the ability of a person to view himself positively and feel positive when communicating.
5. Equality. Interpersonal communication will be effective if the atmosphere is equal. That is, there must be recognition from both parties that they are equally valuable and valuable and that there is something important to contribute.

Modeling is a technique that changes, adds or reduces individual behavior by learning through direct observation (observational learning) to imitate the behavior of the character being used as a model so that individuals obtain the desired new behavior (Usman, Puluhalawa, & Smith, 2017). Modeling comes from Albert Bandura's theory which began in the 50s, including real figures, figures through films, and imaginary figures. Corey(Redana, 2019)dividing modeling into three types, namely as follows a) Real modeling is a model that can be seen and found directly in a child's life. For example parents or other adults, teachers. b) Symbolic modeling is a model that cannot be met directly by the child. This modeling can be in the form of characters seen in TV shows, videos, stories and others. c) Multiple modeling is modeling that occurs in a group where behavior change is the result of imitating the behavior of group members. From the three models the modeling technique above that is used to improve interpersonal communication is symbolic modeling techniques. Commier and Comier(in Haslina Binti Muhammad, Syamsul Bachri Talib, 2023)states that symbolic modeling is a learning model that is presented through writing, audio recordings, or videos, films and slides. Models on this symbolic modeling technique can be used individually or in groups and can also teach clients appropriate behavior, influence attitudes and teach related social skills through symbols or pictures of other objects and show them to counselees through a recording device.

According to Willis(Khixmah Yulihastuti 2018)that symbolic modeling techniques have the benefit of being able to acquire skills in adapting to the surrounding environment, providing learning experiences that can be modeled on counseling, can eliminate adaptive learning outcomes, obtain more effective behavior and be able to overcome social skill disorders, self-control , also disturbed emotional reactions. From previous research conducted by Haslina Binti Muhammad*, Syamsul Bachri Thalib, Abdullah Siring entitled "Application of Symbolic Modeling Techniques to Improve Interpersonal Communication for High School Students" symbolic modeling techniques can improve interpersonal communication in schools, the important thing is that modeling techniques make students able to identify thinking to make it more focused. Then, the previous research conducted by Mei Rosita Sari Jang entitled "The effectiveness of symbolic modeling techniques to improve interpersonal communication in grade VII SMP Negeri 2 Kalasan showed that the use of symbolic modeling techniques is effective in improving communication, seen from the results of the independent t-test. sample t-test has a significance value of $0.014 < 0.05$ in the pretest and a significance value of $0.005 < 0.05$ in the posttest. Furthermore, the paired sample t-test showed a significance value of $0.000 < 0.05$ (Sari, 2017). Through the provision of modeling treatment can help students to have a better stage of achieving good interpersonal communication.

Giving treatment using modeling techniques and helping students experience changes that lead to expectations and learning goals. Individuals can learn many skills and behaviors observationally through modeling (Ozerk & Ozerk, 2015).

Based on the explanation above, symbolic modeling techniques are an alternative in the success of increasing adolescent interpersonal communication. This is supported by several previous studies which also examined the effectiveness of symbolic modeling techniques to improve interpersonal communication.

CONCLUSION AND RECOMMENDATIONS

From the explanation above, it can be explained that symbolic modeling techniques can improve interpersonal communication. By using symbolic modeling techniques to change behavior and add to behavior in order to have good interpersonal communication skills so that counselees can increase self-acceptance, can behave more positively and can understand themselves and others. This is proven by relevant previous research.

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