

Interpersonal Communication Effectiveness and the Development of Self-Concept Through a Self-Adjustment Amongst Disabled Persons

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Abstract: The effectiveness of interpersonal communication with the development self-concept and self-adjustment raises some research questions. How the interpersonal communication influences the development of self-concept and self-adjustment in individuals who possessed disabilities not in their adolescents specifically is chosen as topic of this research. The subject of the research is individuals who have been registered as members at the foundation of Yayasan Pembina Cacat Tubuh Karya Jasa Utama in Medan city, North Sumatera Province. The research methodology uses a correlation design and ex post facto procedure. Data collection technique uses the questionnaires, the unstructured interview and a participant observation. The result of the research shows that there is a significant relation between interpersonal communication and self-concept and adjustment among the disabilities. It concludes that there is a significant difference of effectiveness of interpersonal communication, self-adjustment and self-concept between the subject of research who have different interpersonal communication effectiveness, self-concept, self-adjustment and people who have disabilities in their adolescents.

Key words: Interpersonal communication, self-concept, self-adjustment and disabilities, relation, relation

INTRODUCTION

The physical condition of the disabled persons affects their psychological condition that manifested in the ways they communicate. In the field, the behaviours that they show such as frustration, self-withdrawal from the society, unproductive, hard to mingle and dependable reflected their less effective of social and economic functions; so that, their function in the society is not fulfilled, even though they have their own capabilities to be developed. Rahmawati and Komariah argue that the individual identity (*jati diri* in Bahasa) is concerning with self-goal and destiny. They explain that “When individual, steady and stable in his or her own self-understanding, he will not be confusing to do something”.

This study explores the experiences of the members of Yayasan Pembina Cacat Tubuh Karya Jasa Utama in Medan city as the subjects of the interpersonal communication and self-concept research. The disabled persons who have their disabilities in their adolescents will not be able to fulfil their role when they return to the society in terms of social life and getting a job. This causes a frustration feeling amongst them. The more they realize that their failure is solely caused by their disabilities, the more they get frustrated. In order to uncover and to explain the research problem postulated in problem’s identification, the researcher chooses and uses

two theories of communication psychology which is theory of interpersonal perception by Laing, (Littlejohn, 1989). The main argument of the interpersonal perception theory is that individual communication behaviour is shaped by the perception and experiences when he interacts with others. Second theory is the motive theory (Littlejohn, 1989; Trenholm, 1986). The assumption of this theory is that every individual has two strong motifs: the need to comprehend integrated life and the need to control the environment. This frustration will get worse when disabilities have to compete with their peers whose physical condition is flawless. Indonesian Law No 4 /1997 already regulated the social life of disabilities that eventually is followed by Law No. 43 in 1998 in which the law enforces the government in providing the protection for disabilities. Besides the social and mental problems, the conditions of disabilities possibly cause heart attack.

Research objectives: This research aims to discover and to assess the relationship between the effectiveness of interpersonal communication and the development of self-concept through a self-adjustment within individuals who possessed their disabilities not in the adolescent and the difference of interpersonal communication effect quality, self-adjustment and self-concept.

It is noted that the quality of interpersonal communication of the disabled persons who have their disabilities not in their adolescents as the subject of the

research is less known. As the consequence, the understanding about their psychology and physics as well as their social life, especially in building interpersonal communication is rarely revealed. Through interpersonal communication, human creates a friendship and tolerance, maintain the relationship, spread the knowledge and preserve the civilization. Through communication moreover humans do the self-destruction. There is an immense role of communication in human's life. In line with Rakhmat it says that the quality of human's life and the relationship amongst the humans can be improved by comprehending and improving the communication ways.

MATERIALS AND METHODS

The research methodology uses a correlation design and ex post facto procedure. Data collection technique uses the questionnaires, the unstructured interview and a participant observation. A correlation research method is used to find the significant relational values of variables (Kelinger, 1973). The nature of this design is "ex post facto" which means this research is empirically systematic where the research has no direct control towards the free variables. The manifestation of phenomena has happened or the phenomena are hardly to happen or cannot be manipulated. The inference amongst the variables is made without direct intervention but through concomitant variation of free variables with bound variables (Kerlinger, 1973).

Population and research sample: Since the exact number of disabled persons in Indonesia is unknown, this study refers to the census of the Central Statistical Bureau (BPS). According to BPS the number of disabled persons reached millions. National census of Indonesia in 2012 estimates that disabled persons reach 2.45% out of 254.900.000 people or the exact number is 6.245.000 people. The research population is individuals with disabilities whom they have borne not in their adolescents, registered as members at Yayasan Pembina Cacat Tubuh Karya Jasa Utama, Jalan Marelán VII, Lingkungan IV, Number 54, Medan City, North Sumatera Province as many as 115 people (Secretariat of Yayasan Pembina Cacat Tubuh Karya Jasa Utama, Medan City, North Sumatera Province, February, 2015). The purposive sampling toward the whole subject research 115 people has resulted 46 people as the research sample who have met the criteria.

Data collection technique: In order to get the data, this research utilizes some techniques such as: using the questionnaire, unstructured interview and participant observation technique. This research has been conducted

for 2 years, from the beginning of 2013-2015 and has been divided into two terms. First term is review of literature, research instrument preparation and data collection which took almost 1 year. Second term took 1 year as well, where in this stage the data analysis and research writing were conducted.

Data analysis technique: The analysis of the data was the quantitative basis calculation. However, in the data interpretation and description the qualitative one was applied for elaboration. The statistic calculation used correlation analysis technique. In order to get the "the most powerful test" then the Spearman correlation rank test has been used. This is due to result of the research which is scaled in ordinal way. In order to discover the level of the significant of the relation achieved, it is based on the statistic test applied on Statistical Program Series (SPSS-2000) which utilized by the researcher in order to test and review the result of the research. In order to find the determination, KP formula is used $KP = (r_s^2) \times 100\%$.

In order to find the obtained values at the calculation of correlation test of research hypothesis (H_a) 1-3, then significance differences test amongst the groups must be measured for the testing of the hypothesis of (H_a) 4 and 5. The series of statistical calculation proved that: interpersonal communication effectiveness differences between the group of disabled persons who have borne their disabilities not in their adolescents who possess positive self-concept and the group of disabled persons who have borne their disabilities not in their adolescents who possess negative self-concept.

The difference of self-concept between the individual groups who have disabilities not in their adolescents who have effective interpersonal communication and the individual groups who have disabilities not in their adolescents who have ineffective interpersonal communication.

The obtained data were actually in an ordinal scale and tested sample groups are two independent sample groups. In order to achieve "the most powerful test" to discover whether there are differences between the two groups, then U Mann-Whitney formula has been used. Statistic test for the validity and reliability research questionnaire items and the calculation of the data result of the research in order to answer the hypothesis of the research was using a computer assisted program of SPSS-2000.

RESULTS AND DISCUSSION

Based on the data calculation of the research, it shows that the result of the whole research hypothesis is accepted (H_a). The finding and the test of the research

data show the humanistic perspective is utilized as the benchmark in this research. It precisely describes the process interpersonal communication behaviours amongst the respondents, where the perspective centralizes on the experiences of the respondents. In this research, the perspective leads the researcher to get the answer of the research problem on its relationship with personal view of the respondents about the world and the acceptance of any events they have faced.

The observation result of the research toward respondent's interpersonal communication behaviour and the finding of the result, (there are 19 respondents who have effective interpersonal communication and 27 respondent who have ineffective interpersonal communication) justifies the basic thinking of the perspective which rejects the view that human's behaviour is controlled by subconscious pressures (psychoanalytic perspective) or by the stimulus from outside (behaviouristic perspective).

Humanistic perspective believes that human is not controlled by the outside power but it's humans who responsible for their own destinies. Humans are the maker of their own life because every individual is a free man, free to choose and decide their goals and responsible for the life they have chosen. This means, humanistic perspective emphasizes on the freedom as the basic tenet of human's life which desires against life determinant decided by other people or by the destiny. Besides the freedom, humanistic perspective emphasizes on self-actualization as well where this quality exactly differs humans from animals. The view of this perspective is the power of motivation of humans and its tendency on human's self-actualization and growth (Mead, 1972; Mueller, 1986; Pearson and Nelson, 1979; Porter and Samovar, 1982). Every human has basic needs to develop the potential maximally in order to achieve things they desire every time. Hence, sometimes in order to achieve those things humans have to face some obstacles either from themselves or from the society (in the context of the disabled persons who have not born with disabilities). Nevertheless, humans still have to prove and realize their potentials.

The recapitulation in Fig. 1 shows that there is a consistent relationship between the variables of the research. It is seen on the chart from scatter plot, total score scored by the respondents for the respective variables shows the same scatter plot graphic pattern. This means, the determining of norm of total score for categorization of respective research variables (effective-ineffective for interpersonal communication effectiveness; high-low for self-adjustment variables and

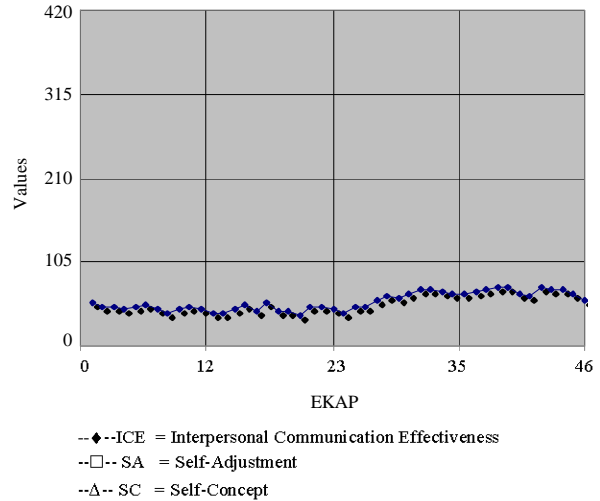


Fig. 1: The graphic of research variables of data recapitulation (ICE = Interpersonal Communication effectiveness average (55.35); SA = Self-Adjustment average (115.15); SC = Self-Concept average (245.96))

positive-negative for self-concept variables) shows significant differences with the consistency of the same scatter plot graphic pattern.

The total score consistency of respective research variables shows the correctness of critical thinking of this research. The consistency between the result of the research and the critical thinking of the research is supported by the validity of research measurement tool and the validity of the responds given by the respondents.

Data recapitulation in Fig. 1 shows total score average of the respective variables as well. Total score average of the respective research variables (55.35 for interpersonal communication effectiveness variables; 115.15 for self-adjustment variables and 245.96 for self-concept variables) is of the median score of score determining of norm for applied categorization (57 for interpersonal communication effectiveness variable; 117 for self-adjustment variables and 252 for self-concept variable). This means that the average of the respondents descriptively included on the category that has ineffective interpersonal communication; low self adjustment and negative self-concept.

The low self-esteem, threatened and hopeless of the individuals are the direct and indirect effects of the disabilities that they have borne when they grow up and they have tried to cover these obstacles. Self-esteem theory reveals that the things such compensation. Along with Adler's thoughts, Schneiders (1964) elaborates that

individuals who have low self-esteem resulted from the disabilities they bear, can do self-adjustment. The statement of Adler (1954) and Schneiders (1964) rectify the finding of the research data. It is found that there are respondents (n = 46 orang) which can adapt or do the self-adjustment successfully or unsuccessfully. Therefore, the total achieved score in the three processes of this research is above the median (positive) and below the median score (negative) of the categorization norm scores for the respective research variables.

There are 19 respondents who have effective interpersonal communication and 27 respondents who have ineffective interpersonal communication; 20 respondents who have high self-adjustment and 26 respondents have low self-adjustments and 20 respondents have positive self-concept and 26 respondents have negative self-concept. The statistic test applied on the whole research hypothesis agrees that all hypotheses are being accepted. This means, the theories used in the research, interpersonal perception and attribution theory are relevantly correct.

This research places interpersonal communication effectiveness as the free variable and as the new concept in communication psychology perspective conducted by many researchers who put self-concept as free variables where it has been seen that self-concept variable as free variable has a significant relationship with interpersonal communication effectiveness as the bound variable. The research findings reveal that self concept affects the communication confidence of speakers. Some researchers have proven by publishing their findings that self-concept affects the quality of individual interpersonal communication behaviour because the self-concept affects into what messages the individuals are ready to open their minds and how they perceive the messages as well as remember it. This concept has caused selective exposure, selective perception and selective attention. The success in interpersonal communication has much been relied on the self-concept of individuals (positive or negative)

Interpretation of the obtained data: The data interpretation of this research upholds a new concept interpersonal communication into a free variable against the previous concept which states that self-concept acts as free variables and determine the interpersonal communication behaviour effectiveness (as the bound variable). The interpretations of the research result can be exposed as follows:

There is a significant relationship between the interpersonal communication effectiveness and the development of self-concept for the disabled persons who

have their disabilities not in their adolescents. It means that the more effective the interpersonal communication conducted by the disabled persons who have their disabilities not in their adolescents, the more the opportunity to develop positive self-concept

The value of relationship between interpersonal communication effectiveness and self-concept of disabled persons who have their disabilities not in their adolescents is high. The more effective the interpersonal communication conducted by the disabled persons who have their disabilities not in their adolescents, the higher the quality of the self-adjustment is found.

There is a correlation between the self-adjustment and the development of self-concept of disabled persons who have their disabilities not in their adolescents is significant. The higher quality of the self-adjustment conducted by the disabled persons who have their disabilities not in their adolescents will create the more opportunity to develop positive self-concept.

The interpersonal communication effectiveness and negative self-concept of disabled persons who have their disabilities not in their adolescents actually is affected by the quality of self-concept, either positive or negative. The interpersonal communication effectiveness of disabled persons who have their disabilities not in their adolescents is actually affected by the quality of self-adjustment, either high or low.

CONCLUSION

There is significant difference between the self-adjustment and the negative self-concept of disabled persons who have their disabilities not in their adolescents. It means the quality of self-adjustment (either high or low) of disabled persons who have their disabilities not in their adolescents is actually affected by the quality of self-concept (positive or negative). There is a significant difference of self-adjustment between effective and ineffective interpersonal communication of disabled persons who have their disabilities not in their adolescents.

Data show that the quality of self-adjustment (high or low) of disabled persons who have their disabilities not in their adolescents is actually affected by the effectiveness of interpersonal communication. There is a significant difference of self-concept between high and low self-adjustments of disabled persons who have their disabilities not in their adolescents. Obtained data indicate that the quality of self-concept (positive or negative) of disabled persons who have their disabilities not in their adolescents is actually affected by the quality of self-adjustment, either high or low.

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