Interpersonal Skill Communication of Social Workers to Improve Human Resources

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Abstract—**The role of government agencies, namely junior high schools under the auspices of Department of Education and Social Rehabilitation for street children carried out by UPT Puskesos under the auspices of Social Service in building community welfare, is inseparable from the problems that are tried to be examined through aspects of interpersonal communication that can empower human resource activities. The rehabilitating street children with facility approach only does not have a long lasting impact, the tendency of street children to return to the road. Interpersonal communication approach is needed for them which has a long impact, so that street children realize to improve their quality. Theories used in this research are attribution theory and heider theory. The purpose of this study is to determine and analyse the role of interpersonal communication between social workers and street children in the rehabilitation unit at UPT Puskesos (Social Safety Centre) Social Service Office in Bandung. The method utilized in this study is a qualitative method with a case study approach. The case in this study is the difficulty of social workers in rehabilitating street children despite being given adequate facilities such as shelter homes. Data collection techniques used were in-depth interviews with social workers, do observation to observe interpersonal communication activities between social workers and street children, document review and reference. The results show that interpersonal communication has a role in street children rehabilitation through empathic and supportive approaches.**

Keywords: interpersonal communication, social workers, rehabilitation of road children

I. INTRODUCTION

A street child educator is a social worker that deals with social problems; one of those problems is street children. There are several activities practiced by the social workers at UPT Social Welfare Centre such as mentoring, counselling, spiritual enlightening, physical activities, talents' and interests' guidance, and psychological counselling. With a complex portion of works, interpersonal communication has become one of numerous important skills and abilities of social workers to handle and rehabilitate street children. Further in this regard, Knapp and Daly defined interpersonal communication concept as and ability to relate to people, whether in written as well as verbal communication [1]. This type of communication can occur in both a one-on-one and a group setting. This communication can also help to handle different people in

different situations and makes people feel at ease. Gestures such as eye-contact, body movements and hand gestures are also part of interpersonal communication.

Based on Presidential Regulation No. 46 year 2015 concerning the Ministry of Social Affairs, the task of Ministry of Social Affairs is to organize affairs in the fields of social rehabilitation, social security, social empowerment, social protection, and handles the poor, to help the president runs an inclusive government. Because of that, social workers have become an important part to overcome the poor.

Based on the explanation of the Indonesian Minister of Social Affairs No.28 / HUK / 1987, the people are formed through a sense of awareness and social responsibility, and are also driven by a sense of togetherness, kinship and voluntary social solidarity, serving in the field of social welfare. On this basis, social workers definitely have become an important part of social empowerment and rehabilitation communication activities. Street children itself, are children who spend or use Based on the explanation of the Indonesian Minister of Social Affairs No.28 / HUK / 1987, the people are formed through a sense of awareness and social responsibility, and are also driven by a sense of togetherness, kinship and voluntary social solidarity, serving in the field of social welfare . On this basis, social workers definitely have become an important part of social empowerment and rehabilitation communication activities. Street children itself, are children who spend or use most of their time, performing daily activities on the streets including in the market, shops and other crowded centres.

Social rehabilitation activity often faces numerous obstacles in its implementation, and requires effective communication. Street children gathered by UPT Puskesos Bandung, comes from different backgrounds such as punks, buskers, beggars, scavengers and some of them are used to be criminals. During this time the government has facilitated street children with a financial approach and a place to stay but does not make street children change, it takes an approach that can have a long impact. Because of that, an effective interpersonal communication is vital in their rehabilitation process. This research was driven by the existence of negative valuation from the society towards these children. They often be seen as troublemaker or children with negative behaviour, even though they are actually socially capable and can be directed and empowered to have a better life.

Some similar research related to interpersonal communication such as, "Interpersonal Communications Skills, at The Organizational Level, Relevant in The Context of Globalization" by Manoela and Cecilia [2]. The study also identifies effective models of communication behaviour as a result of the manifestation of interpersonal communication skills relevant to the knowledge economy. "The Function of Interpersonal Communication in Conflict Management Organization", is another research by Inge Hutagalung, The research aims to find out how the effectiveness of interpersonal communication functions in conflict management organization [3].

Apart from its social importance, researchers also see this research subject as an important issue in the field of communication disciplines. This perspective is occurred because basically, social problems is one various topics of communication science studies to solve problems and to help people understand the case of street children's rehabilitation in Bandung City.

II. LITERATURE REVIEW

A. Interpersonal Communication

Interpersonal communication practice, provide a great potential to develop positive social relations because it is done with a personal psychological touch. This type of communication can also maintain social relations. Furthermore, it can also build strong social atmosphere among people. According to Rachmat, every time we communicate, we are not merely delivering the contents of the message; we also determine the degree of interpersonal relationships - not only determine "content" but also "relationship" [4]. Interpersonal communication is effective because it is can be practiced between individuals or more, as long as every people in that group are able to practice direct communication and feel that their needs to communicate is fulfilled. The character of interpersonal communication can enhance the ability of people to build group relationships through a persona approach. This approach is also practiced by the social workers to foster street children so that they can improve themselves for the better.

Communication is carried out by social workers in the process of social rehabilitation by using interpersonal communication. Through interpersonal communication social workers can foster closeness or familiarity in order to be able to change street children's behaviour patterns. By doing so, street children are expected to be able to grow their trust on the social workers. The success of communication depends on several factors. However, transmission of messages by the process of encoding and decoding the message, which may result in short-term perception, is not adequate for the success of communication. Communication should provide a way to give an opportunity for the respondent or receiver to take a decision with regard to the message he is perceived [3]. The success of interpersonal communication cannot be separated from the internal existence of street children or the self-concept of street children.

B. Self-Concept

A person's self-concept can determine his ability to achieve success in his life. Someone's view of themselves, positive or negative, can cause reactions from their environment so that it affects their existence in the environment. In another word, the success of a person in his relationships, in interpreting his life can be influenced by how he sees himself. In classic theories, social functioning and self-concept are directly connected. Interactions between individuals and the environment, and with significant others in particular, constitute a source of self-concept and self-esteem. Thus an individual's self-concept and self-esteem reflect how they are perceived and evaluated by others [5].

Self-concepts are all ideas, thoughts, beliefs and convictions that individuals know about themselves and influence individuals in dealing with others. Self-concept can affect a person's relationship with others, because his perception about himself, can lead to desirable or undesirable relationships. Cultural standards may include not only personal achievements but also moral principles, basic order, and harmony within the in-group. An individual achieves high self-esteem and a feeling of immortality when he or she fulfils cultural demands [6]. This includes the individual's perception of his nature and abilities, interactions with others and the environment, values related to experience and objects, his goals and desires.

C. Purpose of Interpersonal Communication

In communication, every person always has a specific purpose whether it is implicitly or explicitly stated. It is even possible that the goal of communication itself is not revealed verbally, but it is shown by the atmosphere or condition of each communicator. Similarly, personal and professional relationships can be made more effective and satisfying, if one or more individuals involved in communication process, practiced more positive self-talk. For example, sport coaches would give a resounding 'yes' to their question, as they have for the past few decades been working on self-talk and group exhortation as mutually reinforcing strategies for boosting the performance of sporting teams. The sport and real world connection is not always clear-cut, of course, but the comparison is interesting and should not be dismissed [7].

The purpose of interpersonal communication, which is similar as the purpose of general communication, is to obtain or share information, to educate and teach, and also to comfort, explain and influence each other. To achieve these objectives, a true interpersonal communication strategy is needed so that the communication process can run in accordance with the expectations of the sender of the message. The important functions of interpersonal communication are listening, talking and conflict-resolution. Types of interpersonal communication vary from situation to situation. Interpersonal communication is a way that accomplishes the purpose and is appropriate. This skill helps one to share and express one's ideas, thoughts, desires, likes, dislikes, pleasant, unpleasant feelings and experiences with others in verbal or non-verbal ways [1].

The essence of interpersonal communication is to create a healthy relationship. A Good relation is nurtured by an open

and understandable communication [1]. As stated in the Qur'an, Surah Al Israa, (17:53), "And say to my servants:" Let them say better words (true). In fact the devil caused a dispute between them. Indeed, Satan is the real enemy of humans".

D. Attribution Theory

Attribution theory was introduced by Heider in 1958. In his book, The Psychology Interpersonal Relations, Heider said that if we look at other people's behaviour, then we must also see what actually causes a person to behave like that. Thus on our part we must have a predictive power towards the behaviour of others why a person acts, behaves as it appears from our attention, how might his next attitude. Weiner differentiated explanations according to particular attribution dimensions that impact the subsequent emotional experience. In earlier versions of attribution theory, Weiner identified several dimensions but gave prominence [8].

According to Heider, people realize that behaviour is caused by internal causes (traits of the environment, such as pressure to act normally) [9]. The main questions directed at attribution theory are; "How do we ensure that the actions of others are motivated internally (an indicator of truth about who they are) or motivated externally (solely responding or because there is a response to demands for certain situations)?" Heider revealed that there are two types of attribution, namely causality and honesty attribution. For example if we observe social behaviour, we first determine what causes it: situational or personal factors; in attribution theory commonly called external causality and internal causality. The point is just to question the behaviour of others as seen. Is it because of situational factors or personal factors?

E. Social Construction

Social construction theory was first explained by two figures; Peter L. Berger and Thomas Luckman. They argue that social reality is the creative creation of humans through social construction of the surrounding social world so that social reality as social behaviour is subjective [10]. Thus, if human organizations are based on sociological tendencies in humans, in other words if humans are cultured creatures then the logical consequences of humans in organizing create their own culture.

The theory they put forward is also a theory that mediates between social fact theories which views that humans are the product of society and social definition theories that assume otherwise [11]. On the basis of the explanation it can be concluded that humans and society interact and create objectivity and continuous subjectivity.

III. METHODOLOGY

The method used in this study is a qualitative method with case study approach. This method allows researchers to examine and further describe social realities that occur by performing in-depth interviews, observations and literature study. Case studies are research on the status of research subjects who are pleased with a specific or typical phase of the whole personality. Research subjects can be individuals, groups, institutions, and society. The purpose of the case study is to provide a detailed description of the background, and

characteristics of the case, or the status of the individual, which will then be made of a general nature [12].

The case study research approach is divided into three forms, which are descriptive which describe a phenomenon, fact or reality; explorative which is to find out more deeply about a case for later hypothesis taken; explanatory, namely seeking information on the aspects and arguments of cause and effect; and evaluative case studies [13].

The subjects of this study are the social workers working at UPT Puskesos in Bandung City to rehabilitate street children. The objective of this research is "Interpersonal Communication of Social Workers as Efforts to Increase Human Resources". Primary data were obtained through in-depth interviews with social workers and street children also and observations do on interpersonal communication activities practiced by the social workers towards street children, and communication with the school organization. This research was conducted in the city of Bandung. The collected data is further analysed by describing the subsequent phenomena of data and the inventoried appropriate facts. After inventorying data and facts that are classified in relevant meanings, a description of the substance and subject experience is constructed. Data analysis in qualitative research is carried out continuously, both while still doing research or after obtaining all necessary data so that the data obtained has reached the saturation point (snowball).To validate the data, observations and interviews with objects some street children to confirm data and facts from social workers.

IV. RESULTS AND DISCUSSION

A. Results

Social welfare problem handling in Bandung City is still weak. This situation is evident as there are still many buskers and street children, even beggars in numerous intersections in this city. As can be witnessed, for example at the intersection of Sukajadi and Pasteur streets in Bandung City, there are several toddlers seen playing, group of youths smoking, and women carrying children in their arms. They also often be seen to use the sidewalk as their shelter. The stated of the children street such as. "I do working because I can help to give food for family, my parents don't care about myself" Until now, there has been no action from the Bandung Social Service to handle buskers and street children. This situation has been a strong indication that the progress of infrastructure building in Bandung is not balanced with the social welfare of its citizen.

The factor that usually dominates a child to become a street child is the economic factor. The limitations possessed by their parents ultimately drive them to justify various ways to sustain their lives, for example to meet their daily needs. Furthermore, these conditions are used by parents who are limited to empower these children and to support their economy, by taking these children to the streets and force them to become buskers, beggars, etc.

Cultural factors in their communities are also a factor in the case of street children. This event then develops into a social problem that if left unchecked, and eventually will create social disease. For example, the families who take their children to

the streets can influence other families with similar economic condition, to practice the same thing. Economic situation as a reason to practice these social behaviour is quite common and have caused numerous social problems that are symptomatically stimulating, especially in big cities in Indonesia, for example Bandung.

According West Java Provincial Social Service data, the population of street children spread throughout West Java in 2010 was 20,665 people. In Bandung alone, it reaches 4,626 people. The same situation is also shown by Bandung City Social Service, which shows that there in 2009, are at least 4,861 street children spread all over 24 locations in this city, including Asia-Africa, Dewi Sartika, Ahmad Yani, Pasteur, Sukajadi streets. This data is keep on changing every month, and not for the better.

According to Bandung City's Head of Social Rehabilitation Service, the available street children population data is not yet valid. They found out that by conducting various programs to empower street children, instead of decreasing, there is an escalation of street children's number. This situation happens because there are many children forced by their parents to become street children just because they want to receive aids. Most street children in Bandung are forced to work as buskers, beggars, newspapers sellers, and street vendors. The income they get from these activities, are then used to fulfil their educational needs, to buy foods, and to meet the needs of their families.

The average daily income of street children in Bandung is ranging from 4,000 to 10,000 Rupiahs, with 4 to 8 hours working time for each day. They usually start from the afternoon, until the evening; between 2 to 9 PM, because they attend school or playing in the morning. Their incomes are generally very low, so that they are unable to improve the economic condition of their families. This situation forces them to keep on living in poverty. The results of observations in the city of Bandung showed that most street children are unable to finish their education, either elementary, junior high, or high school. Some of them never even attending school.

B. Discussion

1) Social workers' interpersonal communication Towards street children at UPT Puskesos Bandung counseling and rehabilitation rooms: Based on the potential problems faced by the shelter in handling street children, there is a need to revitalize street children handling model practiced by the shelter. The street children handling model must consists of three main objectives of social protection, which are prolonged misery prevention and reduction, empowerment to face and escape poverty, misery, social insecurity, and economic, and also to enable poor groups to have a standard of living with dignity [14].

The implementation of social protection must also have an empowerment orientation, thus, ideally, the principle of street children handling is not only just to remove children from the streets but must be able to improve their quality of life or at least to be able to protect them from exploitative situations. Street children must be given education and skills to be able to

gain access to resources, and not only a target of forced evictions or raids. The children must be guarded with basic principles as stated in the Convention on the Rights of the Child; non-discriminatory, the best interests of children, life, growth and development and respect the opinions and views of children.

The future of street children handling model must include improvements in the stages of input, process and output. At the input stage, the main aspect to be considered is in the process of street children empowerment programs' recruitment. The recruitment process has to be able to filter street children, so that only them, who possess high willingness and motivation to improve, are the ones who can join the rehabilitation program. If the rules to join the program are too flexible, it is feared that the main objective to enter a rehabilitation house is limited to have an access on supplies they needed in the streets. In reality, the essence of going to rehabilitation house is to gain valuable experience and supplies, that would help them avoid being back to the street.

The criteria of street children recruitment can be improved for example, by setting the age limit of targeted children, the causes of their decision on being street children (street children with certain factors such as parental neglect or economic reasons), or filtering these children based on their commitment to change. Some rehabilitation houses have actually set age restrictions criteria. At Bandung UPT Puskesos Social Service and Poverty Reduction shelter, age limitations for street children rehabilitation of maximum 18 years have been implemented. However, this criteria apparently the only criteria implemented by the shelter.

The stage of street children handling is one of the most crucial stages in street children rehabilitation. The success of this stage will determine the success of the entire street children rehabilitation program. There are several aspects that need to be considered in the stage of street children handling, which are the method of approach, cooperation and communication with the community, and assistance. The method taken in dealing with street children can be done with different approaches, based on the root of their problem. Those who become street children due to economic factors will have different approaches to those who become street children due to family, cultural, victims of sexual violence and other causes.

Bandung UPT Puskesos Social Service and Poverty Prevention, actually possesses several leading approaches to handle street children. These approaches are the religiosity approach with an Islamic boarding school referral system and art approaches with music and art education. These patterns of approaches can actually be utilized as example for the other rehabilitation houses. Considering that the causes of street children today are mostly due to mental or cultural issues, the method of approaches should also be based on mental or cultural aspects.

The aspect of mental improvement is a key factor in street children problems handling, because the symptoms are often caused by bad behaviour and low mentality. This phenomenon is likely to happen to children placed in a harsh street environment, without any clear controls or filtering. Mentality improvement should also be based on the exploration and

development of their talents, which is also supported by learning outreach and health services. This way, the rehabilitation program can have a positive impact on the street children's self-concept formation. In addition, mental development based on education and physical and spiritual development will help street children to be better prepared to deal with problems that occur in their surrounding environment, while also preparing them to be able to return to their society. Bandung UPT Puskesos Social Service and Poverty Prevention shelter has actually prioritized the application of mental coaching method in street children handling. However, due to limited human resources, the mental reform programs cannot be followed with appropriate skills training based on the children's characteristics and backgrounds.

Education and training programs held in open houses should also be oriented to change the mind-set of street children. The programs itself will lose its meanings if it is not followed by changing the views and mind-set of the street children. In practice, without changing their mind-set, the educated and skills-equipped children are found back on the street due to their economic situation. That is why, business capital assistance for poor families need to be assisted with mind-set formation, so it can change their mental attitude and dependence on external assistance. The success of street children rehabilitation program is also determined by the ability to change the mind-set of street children from negative to positive. Street children often feel that they are incapable, unworthy, undeserving, do not have any future and highly dependent on people's help. These kinds of mentality problems should be tackled.

The approach in street children handling must also be a long-term oriented approach. Short-term methods such as food aid, scholarships, gaming equipment provision, will not only limit the scope of problem solving, it would also create another kind of problems for the street children. In addition, short-term rehabilitation programs will only create a perspective that rehabilitation house is only a place to enjoy free facilities. Because of that, long-term rehabilitation programs such as income-generating skills trainings, such as screen printing training, motorcycle repair shops, music and computer trainings, should act as the main program in the rehabilitation process.

To support these economically oriented training programs, it is necessary for the rehabilitation houses to equip themselves with seriously managed businesses units. The existence of these businesses units can act as a training ground for street children to develop and train their businesses skills. This issue is important because so far, business units in rehabilitation houses such as farms or small shop, are often fail to fulfil the children's needs. Education and training programs carried out in rehabilitation houses should be directed at how to prepare children to work in informal sectors and small-medium businesses. Efforts to develop solidarity among fellow street children in rehabilitation houses should also be an important part of the implemented learning methods. These children need to be taught about the process of mixing and interacting with others, participating in the community and so on.

An interpersonal communication approach to apply discipline values for the street children is important. This also needs to be followed by certain kind of punishment on disorderliness and violations of rehabilitation houses' rules. By accustoming children to be disciplined, it is hoped that street children can be trained to the various rules and norms that develop in the society when they finally re-entered. Interpersonal communication skills with an empathic and supportive approach can build the mental discipline of street children. Productive learning environments are characterized by supportive and warm interactions throughout the class, teacher-student and student-student. A positive teacher-student relationship is important for every child, these are more than a necessary condition for the development of students living and studying in contexts in which there is poverty, inequality or unequal access to the learning opportunities. Promoting social justice is also depends on the quality of teacher-student relationships [15].

Rehabilitation houses' programs need to be continuously applied. Because of that, the programs need to be equipped with proper curriculums. Dedication and professionalism of rehabilitation houses' management are vital to support these programs, because rehabilitation process is not only happen for a year and should be applied in a long-term. Rehabilitation houses should also create a strong cooperation and communication with the society as a major component of the rehabilitation process. The society also needs to be equipped with interpersonal communication skill to help rehabilitate the street children. Interpersonal communication skills, enables individuals to transmit verbal or nonverbal messages, so that they are able to be understood [16].

In reality, not every rehabilitation houses managements have a good social connection with the society around them. This situation is created by a strong stigma towards street children as problematic and rebellious individuals that would bring harm to their society and the environment around them. There is a concern that the existence of these children would disrupt their peace and calmness. The managements of these rehabilitation houses are apparently aware of this stigma.

By practicing communication in rehabilitation houses, these children can at one hand develop skills and communication skills, and at the other hand, change their behaviour in a positive way. Interpersonal communication is made up of at least the following elements: transmitter, receiver, information, message, channel, end, code, understanding, noise, feedback (or refusal) [2].

The existing rehabilitation houses in Bandung have conducted several strategies to create an interaction pattern with the society around them and the parents of the rehabilitated children. Unfortunately, these interactions are often face various obstacles due to unavailability of these parents due to separation and sometimes neglecting parents.

The society must be aware that street children problem is a collective program that needs collective responsibility. The society needs to realize that they play a key role that would determine the success of street children handling programs application. The programs should also involve the parents of these street children. The emergence of street children is often

pushed by ignorant parents that put their children as employees. Because of that, to involve parents of these street children to change their mind-set on children employment, the program would bring a better result.

By applying interpersonal communication, street children rehabilitation program will become more human than short-term program application that often acts only as shock therapy. Rehabilitation program should also provide assistance and observation programs following their empowerment program to prevent these programs to stop before it reaches optimum results. Supervision programs are also important to make sure that every capitalization is optimally utilized. Ironically, numerous programs are only providing street children with equipment that are finally traded or even sold. Due to the experience, rehabilitation houses should operate more effectively.

2) A Synergy between rehabilitation houses and the government and other stakeholders: The success of street children rehabilitation programs is also determined by the existence of synergy between every stakeholder, especially the government. Along this time, there is not enough coordination between the government and rehabilitation houses. Coordination is only joint by these parts only during funding period, and still unable to arrange a good coordination during program initiations.

National Society Empowerment Program (NSEP), which is aimed to assist vulnerable societies, can also be synergized with street children rehabilitation program. Because rehabilitation houses usually run with limited funding, the government needs to enhance funding allocation for these programs, and not only limit the programs on project-based application. Working mechanism run by governmental organization should be returned into more humanists programs instead of physical improvement. [2] Because relatedness centrally accommodates the interconnectedness of social, academic, and affective dimensions of the student, by implication, recognition of relatedness on these terms demands that educational programs also recognize this interconnectedness. Accordingly, the concept of relatedness can provide the impetus for educational programs to accommodate 'the whole self' and its place in the relational academic context. More broadly, because positive relationships may be deemed as valued human outcomes in their own right, they are helpful for better understanding human functioning more widely [16].

In relation with the intensity of CSR programs, the government needs to drive private sectors to allocate their budget to empower street children. Along this time, there are several rehabilitation houses that already have cooperation with private sectors, but this cooperation is usually individually initiated. Because of that, the government needs to deliver their authority, resource, and information network that are related with street children handling towards these rehabilitation houses.

V. CONCLUSIONS

Mentality problems in street children handling is not optimally covered. The success of street children empowerment is also determined by the ability to change their mind-set about themselves that usually feels worthless, inability, free, and have no future. These thoughts must be eliminated from them. If these mentality problems are solved accordingly, a repressive-oriented program can be reduced. Interpersonal communication model in street children handling should be applied with long-term oriented programs. It should also prioritize psychological approach so that family involvement can be optimized during the programs. Rehabilitation houses should increase parent's involvement to help these parents to realize that to employ their children on the street means to remove their future from them.

ACKNOWLEDGMENT

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