

Interpersonal Communication in Learning Groups: Role of Facilitator in Developing Groups Cohesiveness

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Abstract—This research is based on the process of community empowerment through non-formal education with the formation of learning groups. Learning groups are formed to facilitate each learning citizen to interact and participate in each learning process to achieve common goals. The formation of learning groups in community empowerment can't be separated from the role of facilitator to foster group cohesiveness in mutual learning among members of the group. The purpose of this study is to identify interpersonal communication of learning citizens in fostering cohesiveness of learning groups. The study was conducted using a literature method, by analyzing research report and literature. The results of the study are expected to illustrate the effectiveness of interpersonal communication of learning citizens in learning groups to encourage cohesiveness of learning groups

Keyword: *Interpersonal Communication, Learning Groups, Cohesiveness*

I. INTRODUCTION

Program Nasional Pemberdayaan Masyarakat (PNPM) has contributed to the reduction of poverty especially in West Java. In the vulnerable years 2008-2012 there has been a decline in the number of poor people in the target location of PNPM by 5% [1]. The activities organized in the PNPM program are conducted through the formation of small groups in the community called the Self-Help Groups (KSM). This group has a function as a learning media for the occurrence of social change in initiating, developing and practicing positive values that become the basis of social capital growth.

Society is faced with life's problems, where not every problem can be solved individually, often enough problems need to be solved jointly (group). When the problem is solved with many people, it is possible to come up with many ideas, so there will be many alternative solutions. This is in line with the idea that citizens basically have good intentions to help others, so that the problems faced by people will

be perceived as a common problem. In addition, basically everyone also has the motivation, experience, and potentials that vary, which has not been excavated and maximally utilized. If it is collected in a group bond, it will be a great force that can be used in solving the problems faced by society. [2]

Changes that occur within the group are influenced by the activity or act of communication that takes place within the group itself, where every act of communication and behavior of members will affect the change of opinion and attitude that will ultimately shape participation. In addition, within the group each member will integrate and work together in order to achieve common goals. Given that goal will bind all members of the group into a unity and will cause the group to become functional, therefore it can be seen the importance of the study of the effectiveness of interpersonal communication that will determine the behavior of group members in acting or participating in activities for the achievement of goals together which are the group's goals. The achievement of group goals will be largely determined by the actions or activities undertaken by the group embodied in the group's behavior as a whole and the behavior of the members of that group.

Effective interpersonal communication, will be able to provide the greatest opportunity to members to cooperate and participate in group activities. The effectiveness of interpersonal communication can be achieved if the factors that influence it mutually support. The effectiveness of interpersonal communication is needed because it can grow the participation of members so that they can carry out their functions properly and can provide benefits for group members in particular and the general public in general. Factors influencing the effectiveness of interpersonal communication include openness, empathy, supportive attitude, positive attitude, and equality. [3].

II. METHOD

The study was conducted using a literature method, by analyzing research report and literature.

III. RESULT AND DISCUSSION

Interpersonal communication in this study will be described through several indicators consisting of openness, empathy, bibliography, positives, and Pengelasi. The results showed that: 1) openness of 0.290 and coefficient of determination 84%, 2) empathy of 0.405 and 16.4%; 3) Amount of 0,546 and 29,8%; 4) positivity of 0.433 and 18.7%; and 5) the amount of 0.392 and 15.4%. [4] The more intensive interpersonal communication the members will be the higher their productive behavior (Suranto (2011, pp. 71) Interpersonal communication is communication that has a great effect in matters affecting others especially for things caused by other parties Directly, do not use the media in messing up the message there is no different distance between the communicator with the communicant (face to face) .Because of facing each other, then each party can immediately mengetahui response given and reduce the level of dishonesty in the ongoing communication.

In addition, effective interpersonal communication helps to a) establish and maintain good relationships between individuals; b) convey knowledge / information; c) change attitudes and behaviors; d) problem solving of human relationships; e) self-image is better; f) the path to success. In all these activity, the essence of successful interpersonal communication is the sharing of information that benefits both parties. [5]

In line with the opinions of these experts, through effective interpersonal communication of qualified members of the non-governmental group, group cohesion will be established. Several factors that affect the quality of interpersonal communication such as personal factors about a person's psychological aspects of emotional, such as attitude, sympathy, hesitation, and so forth. The affective component consists of a) the motive of sociogenesis b) attitudes and 3) emotions.

In every communication process, the commands are directed to obtain information acceptable to the recipient who governs all forms and means of delivery. However, what has happened the message or information has changed the meaning (distortion) of the message expected to be received. It is therefore possible to access the communication components involved as a potential distortion. In this way our communication will become more cautious and effective.

In the process, developing group cohesion, a group facilitator should pay attention to some of the difficulties or problems in interpersonal

communication caused by misunderstandings, lack of openness, the pressures felt by the members of the organization resulting in two-way communication) became obstructed and felt not harmonious. This lack of communication can lead to unfavorable relationships, and if left unchecked will lead to unfavorable implications of work passion, work motivation, work concentration, and ultimately will have a negative impact on work productivity. [6]

In addition, the difference in the success of interpersonal communication is determined by factors that can be classified into two categories: the person-centered perspective and the situation centered perspective. [5] Personal factors arise from within the individual, that in response to the interpersonal communication process, it will be influenced by the various circumstances that exist in the individual. The broadly personal factors are divided into two categories: biological and psychological factors.

Humans as biological makhluk are no different from animals. There are some researchers who show the influence of biological motives on the behavior of interpersonal communication. This study proves that the biological factors of hunger felt by the individual will affect the personality. Implementation of this concept, if we want to communicate with carrying important goals, then it should consider biological conditions both to ourselves and the parties we will invite to communicate.

Humans as creatures that have psychological power; knowledge, will, attitude and so on. We can classify it into three components namely cognitive, affective and conative. The cognitive component is the intellectual aspect relating to what is known to man. When involved in the process of interpersonal communication, this cognitive component has an important role in interpreting messages and symbols. The affective component is an emotional aspect.

Overall, interpersonal communication can be done with both indirect and direct media communication such as face-to-face interaction, as well as computer-mediated-communication. Communication can be said to be successful if, both the sender of the message and the recipient of the message will interpret and understand messages sent with meaning and implications on the same level. The purpose of communication is to provide information about something to the recipient, affect the receiver's attitude, provide psychological support to the recipient, or influence the recipient.

Result of calculation about contribution of interpersonal communication quality relation in group when seen from variable indicator known that indicator of openness at interpersonal communication quality variable give contribution big correlation among other four indicator that is equal to 84% followed by indicator of mutual support equal to 29,8%, then the positivity indicator contributed

18.7%, the empathy indicator contributed 16.4% and the last indicator of similarity contributed 15.4%. [5]

This shows that in communicating between individuals in groups, with open inter-member members provide new information or knowledge that members need in the development of their business tekuni so as to provide support and show each other positive attitudes and thoughts among members to create a productive behavior of someone. With openness and mutual support in communicating, group members will interact with each other and produce something positive leads to the improvement of one's knowledge, skills and attitudes.

When linked to the process of community empowerment, with the formation of groups in an effort to empower the community, the main purpose of group formation is to be easy to organize and give autonomous authority of small groups so that they actively participate in developing the ability and hard work to achieve the goal.

Kindervatter [7] identifies the fundamental characteristic of the community empowerment process of community organizing, which is "a characteristic that leads to the goal of activating society in an effort to raise funds to change their socioeconomic circumstances." In this case it is suggested to be conducted on Small group structures that emphasize the activity and autonomy of small groups. The boundaries of this group can be based on common interests and others. Achieving these goals groups within the community are organized as much as possible so that they actively participate in developing the ability and hard work to achieve development goals. In the group they interact with each other so that they get the information in an effort to increase the business that ditekuni.

Shardlow [8] argued that empowerment discusses how individuals, groups or communities seek to control their own lives and seek to shape the future according to their desires. From that opinion, in essence, empowerment is defined as encouraging the society or individual to determine for themselves

what he should do in relation to the effort to overcome the problems encountered, so have full awareness and power in shaping his future.

IV. CONCLUSION

Interpersonal communication within the learning group is important to develop as it enhances the group's cohesion. The effectiveness of interpersonal communication will determine the behavior of group members in acting or participating in activities to achieve common goals that are the group's goals.

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