

Improving Interpersonal Relationships through Interpersonal Communication

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Abstract: Interpersonal relationships cannot be avoided in daily human activities, so it's very important to build and improve to standardise the relationship between individuals and other individuals. Journal articles are made with the aim that the public will know more about how to improve interpersonal relations through building good interpersonal communication. The method used in this study is a qualitative research method with literature review. Based on the articles reviewed in this study, it shows that attention has not been maximised on how to improve interpersonal relationships through interpersonal communication. Whereas interpersonal communication acts in human interaction as a way to build or improve interpersonal relationships and at the same time as a way to develop the individual himself. Therefore, it is necessary to conduct further research on this matter.

Keywords: Interpersonal Communication, Interpersonal Relationships, Self-Development, Human Interaction

1 INTRODUCTION

Interpersonal relationships are relationships that cannot be avoided in daily human activities, including in the ongoing series of activities carried out by humans, which are related to interpersonal relationships. However, sometimes in the process of interacting or conducting interpersonal relationships there are obstacles or distractions that make the interaction process less effective. One of the obstacles that often occurs is the obstacle of interpersonal communication that comes from within the individual himself. According to Ali and Hastasari (2020) interpersonal communication obstacles that often occur in the process of interpersonal relationships are distractions that can disrupt or disrupt the process of sending and receiving messages, such as the lack of interpersonal skills that individuals have so that it will disrupt the individual's interpersonal relationships.

Individual interpersonal relationships can be said to be good if the interpersonal communication that is intertwined in them is effective communication. The psychological aspect states that the better the individual's interpersonal communication, such as the individual's openness in self-disclosure, the better the interpersonal relationship between the individual because the interpersonal communication that occurs between the two takes place effectively. Interpersonal is generally defined as a communication process that takes place between two individuals or can be face-to-face while interpersonal relationships are defined as relationships outside the individual or can be called adjustments or adaptations of individuals to other individuals (Ully et al., 2023). According to Astarini et al. (2019) also explained that interpersonal relations are a process in which individuals will communicate with other individuals where the communication process does not only convey messages, but also determines the level of the relationship so that communication between individuals does not only determine content but also determines the relationship that occurs within it. Another opinion comes from Ratnita (2018) which explains that interpersonal relationships are how individuals interact and communicate with two or more people and in this process psychological aspects occur which can change attitudes, opinions, even the behaviour of the individuals who are interacting. Interpersonal relationships are believed to be one of the basic points that become the beginning of all forms of social interaction. Interpersonal relationships are considered important for an individual because if an individual is unable to apply good interpersonal relations then it is likely that the individual will be isolated in his environment and result in him not being able to get along with his social environment (Ratnita, 2018).

Interpersonal communication or also known as interpersonal communication is a communication process in which sending or receiving messages between individual senders and other individuals as recipients of messages is carried out

directly or indirectly (Badawi & Rahadi, 2021) . The existence of interpersonal communication is very helpful in the process of interpersonal relations that occur between individuals because individuals can communicate or convey messages, ideas, feelings, emotions, and information that is owned directly or face to face with other individuals. One of the functions of interpersonal communication is to build sustainable relationships, this function is of course closely related to interpersonal relationships. According to Badawi & Rahadi (2021) say that if an individual is unable to convey communication or is unable to communicate properly, it will have an impact on the interpersonal relationships they experience, such as allowing disputes, misunderstandings, rejection, and even being ignored. Therefore it can be said that interpersonal communication and interpersonal relationships are two things that are interrelated.

According to Suranto in Ullya et al. (2023) explains that good interpersonal relationships are relationships that know each other closely, need each other, there is an attitude of openness in them, and there is a form of cooperation between two or more related individuals. The purpose of this characteristic is that in an interpersonal relationship between individuals should not only know each other's identity but understand each other's character or personal traits, the relationship must also be mutually beneficial by prioritising a relationship that is intertwined in two directions, a relationship that can be mutually beneficial. open by being marked by the ability of individuals to express themselves in it, and are equally aware that they have the same interests or goals. Conversely, if an individual has poor interpersonal relationships, then the individual needs to try to improve them, such as by improving their interpersonal communication skills.

In line with the statement above, Ali & Hastasari (2020) stated that in an interpersonal relationship it is very important to build and improve with the aim of uniforming individual relationships with other individuals and to help good cooperation with various parties in it. Based on the background described above, the writer has the desire to research how to improve interpersonal relationships through building good interpersonal communication, with the research title "Improving Interpersonal Relations through Interpersonal Communication".

2 MATERIALS AND METHODS

The method used in this study is a qualitative research method with literature review. The data sources used in this study are secondary data types derived from relevant articles published in Sinta (Science and Technology Index) indexed national journals and journal articles found on Google Scholar. In addition, it also uses secondary data obtained from other sources that are relevant to this research topic. The data collection strategy in this study is in the form of keywords used to find articles to be reviewed. The data collection for this study included inclusion criteria and exclusion criteria, where these criteria determined whether or not the data could be used. The inclusion criteria in this study were data sources that were relevant to the research topic, while the exclusion criteria in this study were data sources that were no longer relevant to this study because it had been more than 10 years. The number of research articles used in the review is two articles because research is still rare on this topic. Then, the analysis technique used is the interactive data analysis technique of Miles and Huberman. Miles and Huberman's interactive data analysis technique has three processes or flows. The three processes include data reduction, data presentation, and verification or drawing conclusions.

Interpersonal relationships can be interpreted as relationships or exchanges of information carried out by an individual to other individuals in his life so that it creates a feeling of happiness and a feeling of not being lonely (Ratnita, 2018). Good interpersonal relationship skills possessed by someone will help that person in establishing cooperation and friendly relations with others. A character named Devito said that interpersonal relationships have several stages, namely contact, involvement, intimacy, destruction, and termination (Abadi et al., 2013).

One important way that can be done in building good interpersonal relationships, is to do interpersonal communication. Interpersonal communication itself can be interpreted as a process of exchanging information or messages between individuals that is carried out directly or indirectly (Badawi & Rahadi, 2021). The existence of interpersonal communication, can make an individual able to express and convey every idea, ideas, feelings, emotions, and information that is done face to face in the delivery. Interpersonal communication has several components in it, namely sender, receiver, message, media, feedback, distraction and ethics (Badawi & Rahadi, 2021).

Interpersonal communication also has several building components, namely interpersonal communication is something that cannot be changed, interpersonal communication is related to ethics, humans create interpersonal relationships, interpersonal communication can build sustainable relationships, not everything can be solved by interpersonal communication, and the effectiveness of interpersonal communication can be learned (Badawi & Rahadi, 2021).

3 RESULTS

Good interpersonal communication can improve interpersonal relationships. This is in line with research conducted by Simanjuntak et al in 2022 with the title "The Influence of Communication, Interpersonal Relations and Work Environment on Teacher Job Satisfaction at MTs Negeri Lohsari, Labuhanbatu Selatan Regency" which states that communication, interpersonal relationships and the work environment have a positive and significant effect as well as communication Effective results are found with good interpersonal relationships as well.

Another opinion was expressed by research conducted by Murotmusaev in 2021 entitled Social Psychology of Communication: Communication as the Realisation of Social and Interpersonal Relationships which stated that communication acts as a way to unite individuals and as a way of developing themselves. Communication in this case is the reality of social relations and the reality of interpersonal relationships. In addition, according to a book written by Siti Rahmi in 2021 with the title "Interpersonal Communication and Relationships in Counselling" the ability to communicate is a key to success in interpersonal relationships for everyone.

4 DISCUSSIONS

a. Interpersonal Relations

Interpersonal relations are the ability of individuals to understand and feel what other people are thinking, feeling, and wanting. This is very useful when individuals carry out social interactions (Simanjuntak et al., 2020). In other matters, interpersonal relationships are also interpreted as strong relationships between individuals with one another which are included in interpersonal relationships. Attraction between individuals with one another makes individuals closer to one another and ultimately creates strong interpersonal relationships (Govindaraju & Seruji, 2022). A clear characteristic of a relationship is that it occurs gradually through a series of stages. The first stage is contact, at this stage the individual exchanges basic information and becomes the start of a stronger engagement. It can be said that the contact stage is an individual's first impression of one another. The second is involvement which is at this stage individuals begin to try to learn more about other individuals. In the initial phase of engagement there is some sort of testing going on, such as asking for more information about work and hobbies. Next, is intimacy which is at this stage the individual binds himself more deeply with other individuals. Binding in this case can be said to be a relationship as a friend or lover. There are two phases in this stage, namely the interpersonal commitment phase and the social bonding phase. Then, it continued with slump. A slump is a stage of relationship decline or weakening of relationships between friends or partners. The first phase at this stage is intrapersonal dissatisfaction. The second phase is interpersonal decline, in which individuals withdraw and become increasingly distant. In this case, the individual considers dissolving the relationship. Then, proceed with repairs where some individuals who feel setbacks, may want to improve the relationship. In this improvement phase, the first phase of interpersonal improvement analyses what went wrong and considers how to change behaviour. Furthermore, interpersonal improvement, in this phase the individual discusses the problems in the relationship. Lastly, dissolution which can be interpreted as the bonds between individuals are broken. This was preceded by the dissolution in the form of interpersonal separation of female (DeVito, 2016).

b. Interpersonal Communication

Interpersonal communication can be defined as an ability that bridges humans as a form of verbal communication (Suhanti et al., 2018). Meanwhile, according to Kustanti (2021) states that interpersonal communication is communication between individuals which involves two or more individuals as senders and receivers. In a communication process that involves at least two individuals, the communication process will be continuous and dynamic. This means that the communication will take place continuously and alternate positions between the sender of the message and the recipient of the message and it will be difficult to recognize when the communication process will end because the communication process will form a cycle like an endless circle. Verbal communication is also commonly used to help individuals who want to build relationships with other people in certain situations. Parts of interpersonal communication vary, for example, such as body gestures, eye contact, body movements, and hand movements. Types of interpersonal communication can be divided into three categories, namely first is involvement which can be interpreted as one of the individual needs to maintain satisfying relationships with other individuals. Individuals who have good interpersonal communication tend to have sufficient involvement and have a sense of belonging to one another. Second, control which is another form of manifestation of the individual's need for his will in terms of influencing and demonstrating the power he has over others. Lastly, is attachment. Attachment is an individual need to build friendship, closeness, or love with other individuals. Interpersonal communication generally occurs between two or more individuals who are not formally regulated, therefore each individual has the same freedom to discuss various matters related to his experiences, background, contents of his heart, ideas, hopes, even feelings, and so on. to other individuals. In this interpersonal communication there will usually be an increase in the closeness of the relationship between individuals with each other, sharing of information or knowledge and experiences can be

established with other individuals both in the immediate environment such as family, peers, or even in the wider community (Mataputun & Saud, 2020).

c. Interpersonal Relations through Interpersonal Communication

Interpersonal communication can improve interpersonal relationships. In a company the meaning of communication has a very important and important role of communication in the company. Between one individual and another requires effective communication so that the message can be understood. Human relations is where individuals communicate. Effective communication is emphasised with human relations. It is inconceivable if humans do not know how to communicate. Communication acts in human interaction as a way to unite individuals (interpersonal relationships) and at the same time as a way to develop the individual himself. Therefore the existence of communication is recognized as the reality of social relations and the reality of interpersonal relationships (Simanjuntak et al., 2020). Naturally, every set of relationships is embodied in a certain form of communication. Communication as an embodiment of interpersonal relationships which is a process is more studied in social psychology, while communication between groups is more studied in sociology. Communication, including in the system of interpersonal relations imposed by life with people, so it must be carried out in various kinds of interpersonal relationships, such as giving in terms of positive or negative attitudes from one person to another. The type of interpersonal relationship is no different from the way communication itself is built, but also exists in certain forms, even when the relationship is very intimate (Murotmusaev & Tangrikulova, 2021).

5 CONCLUSIONS

Interpersonal relationships can be interpreted as relationships between one individual and another individual or group, interpersonal relationships cannot be avoided in everyday human activities. Interpersonal relationships can be well established if the interpersonal communication used in them is in the form of effective communication. The characteristic of a clear relationship is that it occurs gradually through a series of stages, namely contact, involvement, intimacy, decline, and dissolution. This stage is the benchmark where a relationship can be said to be an interpersonal relationship. Then in the process of interpersonal communication must involve at least two individuals so that the communication process will be sustainable and dynamic. This means that interpersonal communication is carried out continuously, meaning that interpersonal relationships will become more intimate. Interpersonal communication has several parts in it, such as body gestures, eye contact, body movements, and hand movements. Interpersonal communication has 3 categories in it, namely involvement, control or control, and attachment. The existence of interpersonal communication can make improvements in terms of the closeness of interpersonal relationships between individuals with each other, sharing of information or knowledge and experiences can be established with other individuals both in the immediate sphere such as family, peers, or even in a wider community. Interpersonal relationships can be improved through interpersonal communication because interpersonal communication acts in human interaction as a way to build or improve interpersonal relationships and at the same time as a way to develop the individual himself.

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