

DEVELOPMENT OF POSITIVE COMMUNICATION SKILLS

Literature Review

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Abstract: This study aims to determine the development of positive communication skills. This study used a qualitative method in the form of a literature review. The samples in this study were 16 scientific references in the form of 9 books on communication and 7 scientific journal articles that discussed communication. Data collection techniques were carried out using an online search engine by entering communication keywords and additional keywords that were close. Scientific references are selected based on suitability with the criteria and limitations in this study. The results of the study state that positive communication can be developed effectively in various ways, namely understanding, pleasure, influencing attitudes, good social relations, and action.

Keywords: Skills, Literature Review, Communication

1 INTRODUCTION

In everyday life, humans cannot survive alone and need the help of others, as well as interact with the environment around them, because of this humans are called social beings. The relationship between humans and communication is an essential thing, meaning that humans will not be able to survive without communication that depicts various meanings (Liliweri, 2017). According to Suprpto (2009; Pureklolon, 2016), when viewed broadly, in a communication process it should have an element of similarity in meaning in order to form an exchange between thoughts, as well as the formation of an understanding between the sender of the message (communicator) and the recipient of the message (communicant). The definition of communication according to Kaye (1994; Roem & Sarmiati, 2019) is a way that people do to regulate a process of communicating with other people within the scope of communication.

Communication according to Schramm (Suherman, 2020) communication is a series of processes of sharing or sharing process, which creates a commonness, understanding between the source and the recipient (audience). Another opinion states that communication is a process that occurs systematically that occurs between communities or group members in carrying out their roles and functions as completion of work through a process of negotiation and understanding between individuals Liebler & Barker (Roem & Sarmiati, 2019). Meanwhile, communication is a way for humans to express themselves through their words, attitudes, thoughts, feelings and ideas to other individuals (Haro et al., 2020). From the understanding of communication from several figures, it can be seen that communication is a series of information that moves from the communicator to the communicant through a certain medium and stage.

According to (Maulana & Gumelar, 2020), communication can be said to be effective if it raises five things in its implementation, namely:

- a. Understanding. There is understanding and acceptance between the two parties, such as stimuli directed by the communicator.
- b. Pleasure. Communication that creates pleasure, and makes things warmer and more intimate.

- c. Affect attitude. Persuasive communication requires an understanding of factors in the communicant, and messages will have an effect on communication.
- d. Good social relations. With a good relationship between individuals, then this will be separated from the need for love or belongingness, as expressed by Abraham Maslow.
- e. Action. Before we bring up an action, at least we succeed in instilling an understanding, changing attitudes, forming, and growing good relationships first.

To realize an effective communication certainly will not be separated from a positive thing. This statement is proven by research conducted by (Devito, 2016) which states that when a person has high optimism and a positive attitude, they will tend to remember a positive emotion, and have a more satisfying life. Likewise with everyday life that requires a communication which is considered as the key to life, and is considered as an important dimension. In order for the key to life to run perfectly, what needs to be done is to develop a positive communication.

Positive communication is an interaction that is dominated through affirmative and supportive communication, and positive communication can be linked to interactions that focus more on the strengths and positive attributes of other people (Amir, 2022). Meanwhile, according to Cameron (2008; Amir, 2022) positive communication is a series or way of individuals communicating with more supportive language, such as positive expressions in the form of praise or support and dominates more than critical and negative language.

With positive communication, it will create harmony and happiness, and we will see, observe, and understand that individuals who interact with us will feel comfortable and will not experience a loss. Because of this, we as intelligent individuals must be able to sort and choose a word in the right situation so that a positive atmosphere is created in communication (Sari, 2020). Based on the description and identification that has been described, this study aims to determine the development of positive communication skills.

2 MATERIALS AND METHODS

This study uses the literature review method, which is a systematic method for reviewing and integrating various literature reviews in a predetermined area. The data collection technique is the literature review method with reference to 9 textbooks and 7 scientific articles with a total of 16 scientific sources related to communication skills. These scientific sources are as follows: Alfi & Saputro, (2018); Amir, (2022); Bhagat et al., (2019); Fuchs, (2020); Gejir et al., (2017); Haro et al., (2022); Liliweri, (2017); Manurung et al., (2021); Margiani et al., (2021); Maulana & Gumelar, (2020); Ndari et al., (2019); Pureklolon, (2016); Rayani, (2020); Roem & Sarmiati, (2019); Sari, (2020); Suherman, (2020). Analysis and interpretation of the data will be carried out by means of coding to the literature review of the 16 scientific sources and will be categorized and analyzed qualitatively to formulate the development of positive communication skills.

3 RESULTS

Title	<i>Pemahaman Guru Tentang Komunikasi Positif dan Pengaruhnya Terhadap Perilaku</i> (Teacher's Understanding of Positive Communication and Its Influence on Behavior)
Authors	Kristin Margiani, Vanida Mundiarti, Engelbertus Ngalu Bali
Year	Vol. 9, No. 2, June 2021
Purpose	This study aims to find out how the influence of teachers' understanding of positive communication on teacher behavior and find out the forms of the application of positive communication by teachers.

Method	The method in this study used qualitative research and for data collection using observation and interviews.
Subject	The subjects used in this study were 8 teachers.
Theories	According to KBBI, communication is a form of sending and receiving messages or news between 2 or more people in appropriate ways so that the message can be easily understood by us. Communication comes from a Latin language, namely "Communication" and comes from a word "Communis" which has the same meaning. According to Devito, there are several aspects of positive communication. In this journal, communication becomes a link between teachers and children at school. Communication has 2 general characteristics, namely 1. Direct communication and 2. Indirect communication. Communication carried out by teachers and children at school is a positive communication so that it is able to provide good impacts for the development of children at school and presents an internal motivation both for the child to achieve optimal achievements and development in (Margiani et al., 2021).
Results	<ol style="list-style-type: none"> 1. Get the result that there is an influence between the teacher's understanding of positive communication on teacher behavior and the influence of the teacher's understanding of positive communication seen by the existence of some good behavior from the results of the communication that has been carried out by the teacher and his students. 2. Positive communication also raises positive behavior for the school environment for their students, the most emerging of which is in the aspect of teacher understanding based on aspects of a positive attitude, teacher understanding based on aspects of supportive attitude, and teacher understanding based on aspects of empathy. 3. After seeing the results of the research above that a teacher can understand how to communicate positively and can apply it in learning activities at school. By going through a good attitude that will be reflected in the understanding of positive communication can provide

Title	<i>Membangun Komunikasi Verbal Positif dalam Keluarga dengan Pengelolaan Emosi</i> (Building Positive Verbal Communication in the Family by Managing Emotions)
Authors	Rosida Tiurma Manurung, Evany Victoriana , Alfredo Ezra Amadeus
Year	Vol 7, No 3 , September 2021

Purpose	This study aims to create models and patterns that are useful for implementing verbal communication in the family during the Covid-19 period and building positive verbal communication with emotional management.
Method	The method in this study uses qualitative, quantitative and descriptive research.
Subject	The subjects used in this study were millennial netizens, aged 15-21 years, had Facebook, Instagram, Twitter and WhatsApp applications, and on average every day.
Theories	Naturally, language is capable of influencing thoughts and thoughts are also capable of influencing language. Language is a view of our life. Language is a foundation of our existence and interacts together with our thoughts and feelings. Activities in positive verbal communication have a goal, namely to gain joy, train certain language skills and to build a positive attitude for self-resilience in dealing with various anxieties in certain times such as during the Covid-19 pandemic. Providing a positive climate is one way for our children to have a form of feeling safe and comfortable which is useful for self-expression, development and resilience for themselves and their families (Manurung et al., 2021).
Results	<p>In this study, the results showed that there was an increase in public knowledge about the importance of building positive verbal communication by managing good and controlled emotions in the family during the Covid-19 period to minimize anxiety and increase family resilience in difficult times.</p> <ol style="list-style-type: none"> 1. The results of research from the journal are that the majority of student respondents at Maranatha Christian University have a high level of emotional sensitivity, respondents can find out what emotions are captured through speech and intonation when they speak. 2. We can do emotional recognition or cognition by paying attention to the signs that are on him. 3. A positive verbal communication model that can be developed is emotional management consisting of respect, humility, good listeners and clear messages.

Title	<i>Komunikasi Positif Sebagai Upaya Perlindungan Anak dari Kekerasan Melalui Kegiatan Parenting di Masyarakat Kel. Cempaka Putih Kec. Ciputat Timur Tangsel Provinsi Banten</i> (Positive Communication as an Effort to Protect Children from Violence through Parenting Activities in the Community Kel. Cempaka Putih Kec. Ciputat, East Tangsel, Banten)
Authors	Susianty Selaras Ndari, Chandrawaty, Kibitiah, Erik Wahyudin
Year	Vol 3, No. 1 , May 2019

Purpose	This study aims to find out how the results of the activities of the importance of communication between parents and children are described.
Method	The method in this study used quantitative research and in this study used pre-test and post-test techniques using a questionnaire instrument.
Subject	The subjects used in this study consisted of 150 people consisting of community leaders and local residents.
Theories	Communication is a machine that exists in social roles, so communication can cause social relations to be relatively good or bad depending on how we communicate to build positive relationships within us to the people around us. Communication is interconnected with listening, availability, understanding, mutual respect and emotion. In short, communication is a natural process in conveying ideas, information, emotions and feelings to one another. Luciana, Constantineanu, Ielics, & Popa, 2012 in (Chandrawaty et al., 2019).
Results	<p>In this study, it was found that the skills of building positive communication between parents and children need to be built and honed which are useful for building positive relationships with children.</p> <p>(PKM) Positive Communication as an Effort to Protect Children from Violence through Parenting Activities in the Community of Gg. Swadaya Kelurahan Cempaka Putih, Ciputat Timur District, South Tangerang, was held on Monday, 16 July 2018 at 08.00-12.00WIB. Originally it was going to be held in Kampung Bayam, Ancol, but due to problems with the building, the implementation team discussed moving the PKM location to gg Swadaya Kelurahan Cempaka Putih Ciputat east.</p> <p>The speaker conveyed the material that upbringing and education in our family is the first and foremost thing, therefore we as parents must try to prevent violence from happening and as much as possible to prevent and overcome it. Children are able to grow and develop well if the parenting style that we practice in the family is in accordance with the stages of growth and development and the age of our children and prioritizes the principles of positive parenting. Building effective communication and getting used to positive discipline is one of the right ways because it can support the optimization of children's growth and development which includes various aspects, namely physical, thinking, feeling and social aspects in our parenting style so that children are able to develop well and optimally in (Chandrawaty et al., 2019).</p>
Title	Development and introduction of a communication skills module for postgraduate students of ophthalmology

Authors	Purvi R Bhagat, Kamini M Prajapati, Rupal B Bhatt, Vipul K Prajapati, Rohit Dureja, Gunjan P Tan
Year	Vol 71, No 5 , Oct-2019
Purpose	The aim is to assess the need to teach CS (Communication Skills) to PG (postgraduate) ophthalmology students and develop and introduce modules for the same.
Method	The method in this study utilizes students through interactive lectures, observations, videos, and video sessions, and role playing.
Subject	The subjects used in this study were 60 PG (postgraduate) students.
Theories	Good communication between doctors and patients can build self-confidence, patients will become obedient or not argue, so as to reduce medical errors, reduce conflicts and litigation and in the end the results of health care can be carried out properly. A review of courses on various kinds of medical devices is able to show that soft dill is not included in normal education.
Results	<ol style="list-style-type: none"> 1. The results of this journal research show that the skills and confidence of students in communicating with patients increased after participating in the training in the journal. 2. In this study, it was established that Communications skills (CS) are very important in improving patient satisfaction and the relationship between patient and doctor.

From the results of the literature review using the above journals, it is obtained:

- a. Through several activities that have been carried out and explained in the journal, parents or other educators can reflect on various ways to communicate with children, so that we are also aware of the mistakes we have made.
- b. Parents or other educators obtain various kinds of knowledge about communicating with children and changing the attitudes of participants cognitively.
- c. Through these activities we come to know that there is an influence from an understanding of positive communication.
- d. Positive communication can lead to positive behavior for the environment around them and what emerges most is related to aspects of understanding based on aspects of positive attitude, understanding based on aspects of supportive attitude, and understanding based on aspects of empathy.
- e. In this study the results obtained that the skills of building positive communication between parents and children need to be built and honed which are useful for building positive relationships with children.

4 DISCUSSIONS

Based on the results of the literature review carried out by the author, in this section there will be a discussion related to the results of the literature review carried out by the author in the research. From the results of this research, it was found that communication is a means of building relationships with the social environment, therefore the way individuals communicate can also determine how the communication is carried out and determine whether the social

relationships that occur are relatively good or bad. From the literature review that has been carried out, it was found that there are two types of communication, namely communication carried out directly and communication carried out indirectly.

a. Direct Communication

In this communication process, the information provider communicates directly or face to face with the recipient of the information. Direct communication is established if the communicator and the communicant are in the same place and communicate face-to-face and verbally.

b. Indirect Communication

Indirect communication is a communication process carried out with media or intermediaries. In this communication process, the communicator and the communicant do not meet directly and do not meet face to face. Indirect communication can be done through media such as exchanging messages and also through intermediaries.

Based on the results of the literature review that has been carried out, it is also found that good communication skills are very important and very necessary in social life, because with good communication skills you will be able to improve relationships between individuals, with good communication skills you will also be able to build a sense of trust. self within the individual, avoiding errors in communication, and reducing the occurrence of conflict between individuals (Bhagat et al., 2019). In the communication relationship between children and their parents, good communication is very necessary, this is to help establish a positive relationship between children and their parents (Ndari et al., 2019). With positive communication, positive behavior will emerge for children, and positive communication for these children can also be developed with learning at school. In developing positive communication at school, teachers play a very important role for children in building socialization with their friends, because teachers are substitutes for children when they are in the school environment. Because in general, children's socialization can be built due to interaction, so teachers play an important role in making students not afraid to build interactions with one another. In delivering communication by teachers to their students, positive communication should be established which will provide a feeling of comfort, freedom and safety for students so that it can help students' growth and development and achieve learning goals (Margiani et al., 2021).

The results of the literature review that has been carried out also show that there are several ways that can be used to develop positive verbal communication. Ways that can be used to develop positive verbal communication are by respecting other individuals, feeling humble and not arrogant, being a good listener when communicating, and giving clear messages (Manurung et al., 2021). Respect is a very important attitude in terms of building positive verbal communication, because with respect, individuals will be able to respect other people's opinions, accept if there are different opinions from other people, and respect other people's opinions. Feeling humble and not arrogant is also one of the things that is very important in building positive verbal communication with other people. By having a humble and not arrogant attitude will make individuals easily accept criticism and suggestions given by other people, individuals also tend to respect other people more and not feel that they are superior to anyone. Meanwhile, being a good listener will make other people comfortable and feel cared for when communicating with that individual, other people will feel that they are being heard and this will support the establishment of positive verbal communication. Apart from these methods, the final method is to give a clear message so that the communicants will understand the content of the message that has been given. Giving a message that is not clear will cause miscommunication and make other people feel that they have misunderstood the message given. If one of these methods is not carried out well, it will result in the verbal communication process not running positively.

5 CONCLUSIONS

Based on the research that has been carried out, it can be concluded that communication is a series of information that moves from communicator to communicant through a particular medium and stage. Based on an analysis of scientific sources regarding various aspects of developing positive communication skills, it can be concluded that positive communication can be developed effectively through various methods, namely understanding, enjoyment, influencing attitudes, good social relationships, and action. Apart from that, it was also explained that there are two types of communication, namely communication carried out directly and also communication carried out indirectly.

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