


## The Influence of Self-Concept on the Quality of Interpersonal Communication of Jinarakkhita Buddhist Collage of Lampung Students

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### ABSTRACT

This research aims to investigate the influence of self-concept on the quality of interpersonal communication of Jinarakkhita Buddhist Collage of Lampung students. Self-concept is an important factor in understanding how a person interacts with other people. The quality of interpersonal communication also has a key role in establishing healthy and productive relationships in various life contexts. This research uses a survey method by collecting data through questionnaires distributed to Jinarakkhita Buddhist Collage of Lampung students. The questionnaire measures students' self-concept and quality of interpersonal communication. The collected data is then analyzed using appropriate statistical techniques. The results of this research indicate that there is a significant influence between self-concept and the quality of interpersonal communication of Jinarakkhita Buddhist Collage of Lampung students. These results indicate that students who have a positive self-concept tend to have better interpersonal communication quality. This indicates the importance of developing self-concept in the context of higher education to improve the quality of social interaction and interpersonal communication. This research can be a basis for educational institutions to consider programs that can help students develop a more positive self-concept, so that they can become more effective individuals in communicating and establishing healthy interpersonal relationships in the campus environment and outside the campus.

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### Introduction

Communication is a way or tool for interacting between individuals. Communication touches all aspects of human life. In everyday life it cannot be separated from communication. A study revealed that seventy percent of human time is spent communicating. With communication, a person can increase social interactions with other people. In particular, interpersonal communication is very important in human life and intersects with other scientific disciplines that study human behavior, and research in

communication contributes to the fields of psychology, business, sociology, anthropology, and counseling (Wood, Julia T, 2013:2).

Interpersonal communication or interpersonal communication is the process of sending and receiving messages between the sender of the message (sender) and the recipient (receiver) either directly or indirectly (Suranto Aw, 2019 : 5). There are several factors that can influence interpersonal communication, one of which is self-concept. Self-concept is a very determining factor in interpersonal communication, because each person behaves as much as possible according to his or her self-concept. Apart from that, it is explained that successful interpersonal communication depends a lot on the quality of a person's self-concept, namely positive or negative, because each person behaves as much as possible according to his or her self-concept (Puspitasari, 2012: 56-58). Someone who has a positive self-concept will have good interpersonal communication, while someone who has a negative self-concept will also have poor interpersonal communication.

Self-concept is the image a person has of himself which is formed from experiences obtained from interactions with the environment (Agustiani H., 2006: 138). Self-concept is not an innate factor from birth, but develops through continuous experiences throughout life. Therefore, each individual has a different self-concept, because each person has a different environment and life experiences. Thus, this can influence the quality of interpersonal communication. Regarding the relationship between self-concept and interpersonal communication, the research results of Yulianto, F., & Nashori, HF (2006), show that students' self-concept and interpersonal competence. In contrast to the results of this research, research conducted by Rahmah Putri Puspitasari and Hermien Laksmiwati (2012:62) on teenagers who have dropped out of school, shows that there is no relationship between self-concept and interpersonal communication skills.

### **Self concept**

Self-concept is a person's beliefs, views, or assessments of himself. This experience is the result of the individual's exploration of his physical environment and of "self" reflections received from people close to him (Rini, 2000). Another opinion says that self-concept is the image a person has about himself, which is formed through experiences obtained from interactions with the environment. Self-concept is not an innate factor, but rather develops from experiences that are continuously instilled in the early moments of a child's life and becomes the basis that influences their behavior in the future (Agustiani, H., 2006: 138).

A person's self-concept is formed from experiences and interactions with their environment. The formation process occurs from childhood to adulthood. Therefore, a person will behave in accordance with his self-concept. This is in the opinion of Susana, T., et al. (2006:20), who says that since a self-concept is formed, a person will behave in accordance with that self-concept. If a person's behavior is inconsistent with his self-concept, feelings of discomfort will arise within him. This is the most important thing about self-concept. A person's view of himself will determine his actions and actions. This means that a person's self-concept can influence their actions and actions, including their communication.

From these opinions, it can be interpreted that self-concept is a person's perspective on themselves which is formed from experiences and social interactions with their environment. The process of forming self-concepts from children to adults, so that they can determine their actions and actions. If someone has a positive self-concept, they will behave

positively, and conversely, if someone has a negative self-concept, they will tend to behave negatively.

### **Positive and Negative Self Concept**

Self-concept is a person's perspective or assessment of himself, so that he can have a positive or negative view. If a person's view or assessment of himself is positive, it leads to a positive self-concept, and vice versa, if a person's view or assessment of himself is negative, it leads to a negative self-concept. A positive self-concept does not mean being proud of yourself, but in the form of accepting yourself as you are, both your strengths and weaknesses, so that you can accept yourself and others. A negative self-concept can result in self-doubt, resulting in the feeling that a person cannot achieve anything worthwhile in his life (Hidayati & Utamadi: 2002).

From this explanation it can be concluded that a person's assessment of himself can be positive or negative. A good assessment means a person's self-concept is positive, while a poor or unfavorable self-assessment means their self-concept is negative. Someone who has a positive self-concept can accept themselves and others. Meanwhile, negative self-concept can result in lack of self-confidence and lack of value in life.

### **Interpersonal Communication**

Interpersonal communication is the process of sending and receiving messages between the sender *and* receiver, either directly or indirectly. Direct (primary) communication occurs if the parties involved in the communication can share information without using the media, whereas indirect (secondary) communication occurs when using certain media (Suranto: 2011: 5). From this opinion, interpersonal communication can be carried out directly or indirectly (through the media) between the sender and the recipient of the message.

According to (Devito, in Onong U. Effendy, 2003:30), interpersonal communication is the delivery of messages by one person and the reception of messages by another person or a small group of people, with various impacts and with opportunities to provide immediate feedback. Interpersonal communication is defined as the process of conveying and receiving messages or information from one person to another person or group of people, as well as feedback from the communication process, both directly and indirectly. According to Devito, Joseph A. (2007:2), *Interpersonal communication is an extremely practical art, and your effectiveness as a friend, relationship partner, coworker, or manager will depend largely on your interpersonal skills.* From this definition, interpersonal communication is a very practical art and effectiveness in relationships as friends, relationship partners, colleagues, or managers will greatly depend on one's interpersonal skills.

### **Quality of Interpersonal Communication**

The quality of interpersonal communication is that the communicator can know the response of the communicator at that very moment directly, so that the communicator can know for sure whether the communication is effective, positive, negative, successful or not. If it is unsuccessful and ineffective, the communicator can give the communicant the opportunity to ask as many questions as they like until the communicant understands and feels satisfied with what the communicator has said. There are 5 indicators of effective interpersonal communication quality:

1. Openness is the desire or willingness of each individual to tell, tell all information about himself. The message content of this openness is usually a fact from individuals about themselves that will make them disliked, even something that is hidden so that other individuals do not know (Gamble, 2005: 395) .
2. Empathy as "an individual's ability to know what another individual is experiencing at a certain moment, identifying oneself from the point of view and through the eyes of another individual." Sympathy, on the other hand, is feeling something like the individual experiencing it - being in the same boat in the same way (Devito ,1997:260). Empathic individuals are able to understand other individuals' motivations and experiences, feelings and attitudes, as well as other individuals' hopes and desires for the future. This empathetic understanding will make an individual more able to adapt their communication. Adapting what you say or how you say it, Henry Bacrack (1976).
3. Supportive attitude: Interpersonal communication will be effective if a person has supportive behavior. This means that when someone faces a problem, they do not act defensively. Openness and empathy cannot takes place in an inappropriate atmosphere supportive.
4. Positive attitude Refers to at least two aspects of interpersonal communication. First, interpersonal communication developed if someone has an attitude positive towards themselves. I individual who feels negative towards yourself always communicate these feelings to another individual, the next maybe it will develop the same negative feelings, as well on the contrary Second, positive feelings for communication situations on generally very important for effective interaction. There is nothing more enjoyable than communicating with people who do not enjoy the interaction or do not react pleasantly to the situation or atmosphere of the interaction. Negative reactions to this situation make individuals feel disturbed and communication breaks down.
5. Equality, in every situation, there may be inequality. One of them might be smarter. Richer, more handsome or beautiful, or more athletic than other ladies in waiting. There never was two people who are truly equal in all respects. Despite this inequality, interpersonal communication will be more effective when the atmosphere is equal. This means there must be a tacit recognition that both parties are equally worthy and worthy, and that each party has something important to contribute.

## **Method**

The research object briefly describes the first variable, the point of interest in a study. The object of this research is the influence of self-concept on the communication quality of Jinarakkhita Buddhist Collage of Lampung students. The research location is the place used to obtain the desired data. This research was conducted at Jinarakkhita Buddhist College Jl. Raya Suban No. 86, Ex. Pidada, District. Panjang, Bandar Lampung City. Research design is the overall plan for answering research questions and measuring difficulties that arise during the research process, and this is important because research design is a strategy for obtaining the data needed to test hypotheses or to answer research questions and as a tool for controlling affected variables (Sugiyono, 2019.279).

Data collection is very important in research because the main aim of research is to obtain data (Sugiyono, 2016: 224). With the data collected, we can proceed to the data

measurement stage. The data collection technique used by researchers in the research is a questionnaire. A questionnaire is a data collection technique that gives respondents a series of questions or written statements to answer (Sugiyono, 2016: 142). The tool used to collect data is a questionnaire.

### Normality test

The normality test aims to test whether in regression the variables have a normal distribution or not. Normality testing in this study used IBM SPSS 22 software using the One Sample Kolmogorov Smirnov test, with a significance level of 0.05 or 5%. A significance level of 0.05 or 5% means that the researcher took a risk in making the decision to reject the correct hypothesis 5% of the time and was correct in making the decision at least 95%, the smaller the error rate, the better the research.

The output results in the One Sample Kolmogorov Smirnov column can be seen. It was concluded that the population data obtained from distributing instruments in the form of a normal distribution questionnaire or  $H_a$  was accepted because the significant value of self-concept was 0.200 and the communication quality of STIAB Jinarakkhita students was 0.172. See the following table for more information:

**Table 1. Normality Test**

One-Sample Kolmogorov-Smirnov Test			
		X	y
N		33	33
Normal Parameters <sup>a, b</sup>	Mean	103.8788	89,0000
	Std. Deviation	24.18129	28.16469
Most Extreme Differences	Absolute	.107	.130
	Positive	.107	.130
	Negative	-.069	-.080
Statistical Tests		.107	.130
Asymp. Sig. (2-tailed)		.200 <sup>c</sup>	.172 <sup>c</sup>
a. Test distribution is Normal.			
b. Calculated from data.			
c. Lilliefors Significance Correction.			
d. This is a lower bound of the true significance.			

Source: Results of data processing using IBM SPSS 22

### Test Homogeneity

Test homogeneity can be used to determine if variant population is certain or not. As part of sample test analysis, independent use of Campare Means One Way Anova, homogeneity test was carried out. Analysis (ANOVA) of variance from population based on assumptions the same basis. Variance second groups of data are declared the same if threshold testing greater than 0.05 or 5%. Output mark variance test homogeneity shows findings test homogeneity. significant draft self and quality communication 0.193 because mark significant > 0.05 then can be said that both data \_ said normal homogeneity. For more he explained can be seen in the following test of homogeneity of variances table:

**Table 2. Homogeneity Test**

Test of Homogeneity of Variances			
Support to Motivation			
Levene Statistics	df1	df2	Sig.
1,731	1	64	,193

Source : Results of data processing using IBM SPSS 22

### Analysis Simple Linear Regression

Analysis simple linear regression is analysis used \_ For know connection or the relationship between the independent variable and the dependent variable . On research This used analysis simple linear regression because only there is One independent variable .

**Table 3 output equation regression**

*Coefficients <sup>a</sup>*

Model		Unstandardized Coefficients		Standardized Coefficients	Q	Sig.
		B	Std. Error	Beta		
1	(Constant)	39,930	7,869		5,075	,000
	Y	,719	,084	,837	8,513	,000

a. Dependent Variable:

Source: Results of data processing using IBM SPSS 22

### Hypothesis Testing

Determination decision on hypothesis that has been submitted is based on results t test analysis. Basically hypothesis testing \_ use the same way with carry out analysis tests linear regression and benchmarking coefficient test results .

**Table 4 Analysis Output Anova**

ANOVA <sup>a</sup>						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	13105.150	1	13105.150	72,464	,000 <sup>b</sup>
	Residual	5606.365	31	180,850		
	Total	18711.515	32			

a. Dependent Variable: y

b. Predictors: (Constant), x

Source : Results of data processing using IBM SPSS 22



**Table 4 Coefficient values determination R Square (Model Summary )**

<i>Model Summary<sup>b</sup></i>				
<i>Model</i>	<i>R</i>	<i>R Square</i>	<i>Adjusted R Square</i>	<i>Std. Error of the Estimate</i>
1	.837 <sup>a</sup>	.700	.691	13.44807
<i>a. Predictors: (Constant), Y</i>				
<i>b. Dependent Variable:</i>				

## Discussion

Based on results analysis of positive and significant influence data between support draft self with quality communication student. Can be seen from a number of evidence that has been done through results study form questionnaire and analyzed of each variable so that get something results possible analysis \_ tested as well as accountable the truth. With thereby can used for take decisions and conclusions research. Draft self is very important for repair quality interpersonal communication within campus nor outside campus.

Based on results study give A description in a way real quality Jinarakkhita Buddhist Collage of Lampung students' interpersonal communication is influenced in a way significant by the variable draft self. Criteria testing hypothesis is reject  $H_0$  if  $t_{count} > t_{table}$  and vice versa. For  $t$  distribution used  $dk = (n-33)$  and  $\alpha = 0.05$ . Based on data analysis obtained  $t_{count} = 5.075$  while  $t_{table}$  with  $n = 33$  and  $\alpha = 0.05$ , we get 8.513. So you can is known that  $t_{count} > t_{table}$  ( $5.075 > 8.513$ ) or sig ( $0.000 \leq 0.05$ ), so can concluded that  $H_0$  is rejected and  $H_a$  is accepted

## Conclusion

Based on results research and discussion about influence Influence Draft Self to Quality Interpersonal Communication for Jinarakkhita Buddhist Collage of Lampung Students, can concluded that:

1. Results has is known that  $t_{count} > t_{table}$  ( $8.513 > 0.338$ ) or sig ( $0.000 \leq 0.05$ ), so can concluded that  $H_0$  is rejected and  $H_a$  is accepted. With thereby there is influence Influence Draft Self to Quality Interpersonal Communication of Jinarakkhita Buddhist Collage of Lampung Students.
2. Big Influence Draft Self to Quality Interpersonal Communication for Jinarakkhita Buddhist Collage of Lampung Students can seen of R Square by 70% and 30% Quality Interpersonal Communication of Jinarakkhita Buddhist Collage of Lampung Students is influenced by factor others do n't researched.

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