The Social Sciences (2016 Volume 11)

Number of issues per year: 6
ISSN: 1818-5800 (Print)
ISSN: 1993-6125 (Online)

AIMS & SCOPE

Abstracted/Indexed in
- Agro Asia
- World Agri. Database
- MedLit
- Scopus
- ASCI-ACR
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CURRENT ISSUE | ARCHIVE | EDITORS | GUIDE TO AUTHORS | SUBMIT A MANUSCRIPT

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Improving Tourism Destination Governance: Case of Labuan Bajo City and the Komodo National Park, Indonesia
Ambar Widaningrum and Janianton Damanik

The Role of Inter-Religious Harmony Forum in Maintaining the Harmony of Religious Life in Plural Society
Abu Rokhmad

Credit Risk and Earning Management Mediate the Relationship Between Cash Compensation and Bank Performance: Evidence from Indonesia
K.D. Karlina Aprilia, Abdul Rohman, Anis Chariri and Imam Ghozali

The Determinant on Accrual Management and Earning Volatility: A Study on Hedged and Unhedged Company in Indonesia
Syahril Djaddang, Imam Ghozali and Tarmizi Achmad

The Development of Indicators for Utilising Portable Electronic Devices of the Undergraduates
Suntonrapot Damrongpanit, Ruetinan Samuttai, Kiatsuda Srisuk, Sunee Nguenyuang and Nampueng Intanate

Issues and Limitations of Social Service for Multicultural Families: The Case of South Korea
Tae Jeong Park

Interpersonal Communication Effectiveness and the Development of Self-Concept Through a Self-Adjustment Amongst Disabled Persons
Iskandar Zulkarnain

Development Planning and Administration in Malaysia: The Importance and Challenges of Evaluation
Osman Mohd Yusoff, R.B. Radin Firdaus, Mohamad Shaharudin, Samsurjjan and Suziana Mat Yasin

A Comparative Study of the Administration of Primary Education Between the Provincial Administration Organisation and the Office of the Basic Education Commission in Thailand
Kittisak Jermsittiparsert, Thanaporn Sriyakul, Chayongkan Panormmast, Sudarat Rodboonsong, Wanwichit Boonprong, Nuanluk Sangperm, Tanapon Vipaporn and Kulnalee Maneechote

The Legal Rights of the Consumer in Cases of Air Travel Disruption
Raed Ahmed Khalil, Nurli Yaacob and Khadijah Mohamed

The World of the past Century and Modern China (On the Basis of Scientific Materials Russian Faculty of Law in Harbin)
Pavel Dudin

Association Between Mothers’ Personality and Patterns of Maternal Child Relationship
Jamal Hosseini and M. Mahbobeh Faramarzi

Requirements for Modern Speech Culture of Kazakh Students in a Situatioin of Ethno-Political Conflicts of East and West
Rosa Laiikovna Kalimzhanoa, Kamariyawsh Rayhanovna Kalkkeeva, Gulnur Sabetkanovna Zheksembayeva, Rosa Husainovna Aymagambetova, Yelena Nikolaevna Ivanova and Saltanat Kubeybekovna Akhtanov
The Concept of Enthusiasm in Mystical Poetry
Asekh Saydi and Mohammad Hossain Khanmohammadi

Applying Technology Organization and Environment (TOE) Model in Social Media Marketing Adoption: The Case of Small and Medium Enterprises in Kelantan, Malaysia
Noor Fadhiha Mokhtar, Zuha Rosufila Abu Hasan and Mohammad Abi Sofian Abdul Halim

User Acceptance of Tourism and Hospitality Mobile Applications in Indonesia
Irwansyah Irwansyah and Pinckey Triputra

The Economy of Smart and AI-Based Education
Anna Aleitimova and Maxim Bakaev

Variety Uniqueness and Models Management Tourist Attractions Popular in Bali Island, Indonesia
I. Ketut Satriawan, Ida Bagus Ode Pujaastawan and I. Made Sarjana

Medical Product Liability in Malaysia: The Need of Legislative Intervention
Faharih Syaliza Mokhtar, Rahmah Ismail, Ahmad Munir Mohd Salleh and Zailin Zainal Ariffin

Islam Movements, Democracy and Civil Society in Indonesia
Ishomuddin

Reliability and Validity of Adapted KCAASS Using Exploratory Factor Analysis
Padma A. Rahman, Siti Balkis Budin, Saizlina Kamaralzaman, Matthew Yau Kwain-Sang and Ismarulyusda Ishak

Phonosemantic Principles of Description Onomatopoeias in the Dictionary of New Type
Olga Shestakova, Svetlana Shlyakhova Larisa Belova, Natalya Bolshakova and Svetlana Demidova

Tax Justice vs. Religious Belief: The Effects of Tax Professional’s Characteristics on the Legislation of Clergy Taxation
Ki Yong Hong, Kap Soon Kim and Sung Man Yoon

Combining Methods in Legal Research
Khadijah Mohamed

Movements and Directions in World and Kazakh Prose
Kuralay Zhnanzakova, Gulizhakhan Orda, Zhanagul Sametova, Bereke Zhumakaeva and Bolatkhlan Sarbasov

Monitoring of Atmospheric Pollutants Carpet Museum of Iran for Proactive Protection Carpet Museum
Mehnaz Azadi Boyaghlchi, Ahmad Salehi Kakhki and Sasan Samanian

Collaboration Sufism Islamic and Adherents Javanese in the Story Puppet of Dewaruci in Java Indonesia
Asmaaun Sahlan and Ach, Fatchan

The Rigour Versus Relevance Debate: The Information Systems Research Challenges
Joshua Ebere Chukwuere

The Psychological Impact of Recognition and Appreciation on Job Satisfaction and Job Performance among IT Employees: Review
Olurotimi A. Shonubi, Norida Abdullah, Rahman Hashim and Norhidayu B. Hamid

Status in Collection System of Ban Chiang Pottery
Smith Takroodkaew, Soranart Sinuraipan and Chupong Tongkamsamut

Islamic Banking Product Acceptance among Students and Working Employees in Malaysia
Rusni Hassan and Yuurtika Yusof

The Specific Features of a Government Control over Higher Education, Considering the Interests of Parties to the Social and Labour Relations
Konstantin V. Vodenko, Ivan A. Bokachev, Natalya A. Levchenko, Valentina I. Rodionova and Lyudmila A. Shvachkina

Compliance Analysis of the Standard Competency of the School Principal at Public Senior High School in the Island of Tidore Indonesia
Endang Poerwanti Halidah Nuriah and Amur Rofiq

Modelling Travelers’ Behavioural Intentions for Halal Hospitality: A Case of an Emerging Islamic Tourism Hub
Azizul Yadi Yaakop, siti Aishah Ismail, Nomahaza Mahadi and Zailin Zainal Ariffin

Mobile Internet Service Quality and the Technology Cluster Effects in Mobile Commerce Adoption
Mohd Rizal Abdul Razak, Hishamuddin Ismail and Zauwiyah Ahmad

The Mediation Role of Key Account Management Effectiveness on Key Account Management Practices and Market Performance
Han Fei Wong, Ai Chin Thoo, Farrah Merlinda Muharam and Zuraiddah Sulaiman
What Motivate Faculty Member to Do Research? A Literature Review
Mery Citra Sondari, Jann Hidajat Tjakraatmadja and Yuni Ros Bangun

Work-Integrated Learning and Graduate Employability Skills: The Employers’ Perspective
Amar Hisham Jaaffar, Hazril Izwar Ibrahim, Khairul Annuar, Mohammad Shah and Abdul Hadi Zulkafli

Evaluation of Bangkok Bomb by Long-Run Macro-Economic Model
Bundit Chaivichayachat
Interpersonal Communication Effectiveness and the Development of Self-Concept Through a Self-Adjustment Amongst Disabled Persons

Iskandar Zulkarnain

Abstract: The effectiveness of interpersonal communication with the development self-concept and self-adjustment raises some research questions. How the interpersonal communication influences the development of self-concept and self-adjustment in individuals who possessed disabilities not in their adolescents specifically is chosen as topic of this research. The subject of the research is individuals who have been registered as members at the foundation of Yayasan Pembina Cacat Tubuh Karya Jasa Utama in Medan city, North Sumatera Province. The research methodology uses a correlation design and ex post facto procedure. Data collection technique uses the questionnaires, the unstructured interview and a participant observation. The result of the research shows that there is a significant relation between interpersonal communication and self-concept and adjustment among the disabilities. It concludes that there is a significant difference of effectiveness of interpersonal communication, self-concept, self-adjustment and people who have disabilities in their adolescents.

How to cite this article:
DOI: 10.3923/sscience.2016.5095.5099
URL: http://medwelljournals.com/abstract/?doi=sscience.2016.5095.5099
Interpersonal Communication Effectiveness and the Development of Self-Concept Through a Self-Adjustment Amongst Disabled Persons

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Abstract: The effectiveness of interpersonal communication with the development self-concept and self-adjustment raises some research questions. How the interpersonal communication influences the development of self-concept and self-adjustment in individuals who possessed disabilities not in their adolescents specifically is chosen as topic of this research. The subject of the research is individuals who have been registered as members at the foundation of Yayasan Pembina Cacat Tubuh Karya Jasa Utama in Medan city, North Sumatera Province. The research methodology uses a correlation design and ex post facto procedure. Data collection technique uses the questionnaires, the unstructured interview and a participant observation. The result of the research shows that there is a significant relation between interpersonal communication and self-concept and adjustment among the disabilities. It concludes that there is a significant difference of effectiveness of interpersonal communication, self-adjustment and self-concept between the subject of research who have different interpersonal communication effectiveness, self-concept, self-adjustment and people who have disabilities in their adolescents.

Key words: Interpersonal communication, self-concept, self-adjustment and disabilities, relation, relation

INTRODUCTION

The physical condition of the disabled persons affects their psychological condition that manifested in the ways they communicate. In the field, the behaviours that they show such as frustration, self-withdrawal from the society, unproductive, hard to mingle and dependable reflected their less effective of social and economic functions; so that, their function in the society is not fulfilled, even though they have their own capabilities to be developed. Rahmatawi and Komariah argue that the individual identity (jati diri in Bahasa) is concerning with self-goal and destiny. They explain that “When individual, steady and stable in his or her own self-understanding, he will not be confusing to do something”.

This study explores the experiences of the members of Yayasan Pembina Cacat Tubuh Karya Jasa Utama in Medan city as the subjects of the interpersonal communication and self-concept research. The disabled persons who have their disabilities in their adolescents will not be able to fulfil their role when they return to the society in terms of social life and getting a job. This causes a frustration feeling amongst them. The more they realize that their failure is solely caused by their disabilities, the more they get frustrated. In order to uncover and to explain the research problem postulated in problem’s identification, the researcher chooses and uses two theories of communication psychology which is theory of interpersonal perception by Laing, (Litlejohn, 1989). The main argument of the interpersonal perception theory is that individual communication behaviour is shaped by the perception and experiences when he interacts with others. Second theory is the motive theory (Littlejohn, 1989; Trenchom, 1986). The assumption of this theory is that every individual has two strong motifs: the need to comprehend integrated life and the need to control the environment. This frustration will get worse when disabilities have to compete with their peers whose physical condition is flawless. Indonesian Law No 4/1997 already regulated the social life of disabilities that eventually is followed by Law No. 43 in 1998 in which the law enforces the government in providing the protection for disabilities. Besides the social and mental problems, the conditions of disabilities possibly cause heart attack.

Research objectives: This research aims to discover and to assess the relationship between the effectiveness of interpersonal communication and the development of self-concept through a self-adjustment within individuals who possessed their disabilities not in the adolescent and the difference of interpersonal communication effect quality, self-adjustment and self-concept.

It is noted that the quality of interpersonal communication of the disabled persons who have their disabilities not in their adolescents as the subject of the
research is less known. As a consequence, the understanding about their psychology and physic as well as their social life, especially in building interpersonal communication is rarely revealed. Through interpersonal communication, human creates a friendship and tolerance, maintain the relationship, spread the knowledge and preserve the civilization. Through communication moreover humans do the self-destruction. There is an immense role of communication in human’s life. In line with Rakhat it says that the quality of human’s life and the relationship amongst the humans can be improved by comprehending and improving the communication ways.

MATERIALS AND METHODS

The research methodology uses a correlation design and ex post facto procedure. Data collection technique uses the questionnaires, the unstructured interview and a participant observation. A correlation research method is used to find the significant relational values of variables (Kelinger, 1973). The nature of this design is “ex post facto” which means this research is empirically systematic where the research has no direct control towards the free variables. The manifestation of phenomena has happened or the phenomena are hardly to happen or cannot be manipulated. The inference amongst the variables is made without direct intervention but through concomitant variation of free variables with bound variables (Kelinger, 1973).

Population and research sample: Since the exact number of disabled persons in Indonesia is unknown, this study refers to the census of the Central Statistical Bureau (BPS). According to BPS the number of disabled persons reached millions. National census of Indonesia in 2012 estimates that disabled persons reach 2.45% out of 254.900.000 people or the exact number is 6.245.000 people. The research population is individuals with disabilities whom they have borne not in their adolescents, registered as members at Yayasan Pembina Cacat Tubuh Karya Jasa Utama, JalanMarelan VII, Lingkungan IV, Number 54, Medan City, North Sumatera Province as many as 115 people (Secretariat of Yayasan Pembina Cacat Tubuh Karya Jasa Utama, Medan City, North Sumatera Province, February, 2015). The purposive sampling toward the whole subject research 115 people has resulted 46 people as the research sample who have met the criteria.

Data collection technique: In order to get the data, this research utilizes some techniques such as: using the questionnaire, unstructured interview and participant observation technique. This research has been conducted for 2 years, from the beginning of 2013-2015 and has been divided into two terms. First term is review of literature, research instrument preparation and data collection which took almost 1 year. Second term took 1 year as well, where in this stage the data analysis and research writing were conducted.

Data analysis technique: The analysis of the data was the quantitative basis calculation. However, in the data interpretation and description the qualitative one was applied for elaboration. The statistic calculation used correlation analysis technique. In order to get the “the most powerful test” then the Spearman correlation rank test has been used. This is due to result of the research which is scaled in ordinal way. In order to discover the level of the significant of the relation achieved, it is based on the statistic test applied on Statistical Program Series (SPS-2000) which utilized by the researcher in order to test and review the result of the research. In order to find the determination, KP formula is used $KP = (r^2) \times 100\%$.

In order to find the obtained values at the calculation of correlation test of research hypothesis (H), 1-3, then significan differences test amongst the groups must be measured for the testing of the hypothesis of (H) 4 and 5. The series of statistical calculation proved that: interpersonal communication effectiveness differences between the group of disabled persons who have borne their disabilities not in their adolescents who possess positive self-concept and the group of disabled persons who have borne their disabilities not in their adolescents who possess negative self-concept.

The difference of self-concept between the individual groups who have disabilities not in their adolescents who have effective interpersonal communication and the individual groups who have disabilities not in their adolescents who have ineffective interpersonal communication.

The obtained data were actually in an ordinal scale and tested sample groups are two independent sample groups. In order to achieve “the most powerful test” to discover whether there are differences between the two groups, then U Mann-Whitney formula has been used. Statistic test for the validity and reliability research questionnaire items and the calculation of the data result of the research in order to answer the hypothesis of the research was using a computer assisted program of SPSS-2000.

RESULTS AND DISCUSSION

Based on the data calculation of the research, it shows that the result of the whole research hypothesis is accepted (H). The finding and the test of the research
data show the humanistic perspective is utilized as the benchmark in this research. It precisely describes the process interpersonal communication behaviours amongst the respondents, where the perspective centralizes on the experiences of the respondents. In this research, the perspective leads the researcher to get the answer of the research problem on its relationship with personal view of the respondents about the world and the acceptance of any events they have faced.

The observation result of the research toward respondent’s interpersonal communication behaviour and the finding of the result, (there are 19 respondents who have effective interpersonal communication and 27 respondent who have ineffective interpersonal communication) justifies the basic thinking of the perspective which rejects the view that human’s behaviour is controlled by subconscious pressures (psychoanalytic perspective) or by the stimulus from outside (behaviouristic perspective).

Humanistic perspective believes that human is not controlled by the outside power but it’s humans who responsible for their own destinies. Humans are the master of their own life because every individual is a free man, free to choose and decide their goals and responsible for the life they have chosen. This means, humanistic perspective emphasizes on the freedom as the basic tenet of human’s life which desires against life determinants decided by other people or by the destiny. Besides the freedom, humanistic perspective emphasizes on self-actualization as well where this quality exactly differs humans from animals. The view of this perspective is the power of motivation of humans and its tendency on human’s self-actualization and growth (Mead, 1972; Mueller, 1986; Pearson and Nelson, 1979; Porter and Samovar, 1982). Every human has basic needs to develop the potential maximally in order to achieve things they desire every time. Hence, sometimes in order to achieve those things humans have to face some obstacles either from themselves or from the society (in the context of the disabled persons who have not born with disabilities). Nevertheless, humans still have to prove and realize their potentials.

The recapitulation in Fig. 1 shows that there is a consistent relationship between the variables of the research. It is seen on the chart from scatter plot, total score scored by the respondents for the respective variables shows the same scatter plot graphic pattern. This means, the determining of norm of total score for categorization of respective research variables (effective-ineffective for interpersonal communication effectiveness; high-low for self-adjustment variables and positive-negative for self-concept variables) shows significant differences with the consistency of the same scatter plot graphic pattern.

The total score consistency of respective research variables shows the correctness of critical thinking of this research. The consistency between the result of the research and the critical thinking of the research is supported by the validity of research measurement tool and the validity of the responds given by the respondents.

Data recapitulation in Fig. 1 shows total score average of the respective variables as well. Total score average of the respective research variables (55.35 for interpersonal communication effectiveness variables; 115.15 for self-adjustment variables and 245.96 for self-concept variables) is of the median score of score determining of norm for applied categorization (57 for interpersonal communication effectiveness variable; 117 for self-adjustment variables and 252 for self-concept variable). This means that the average of the respondents descriptively included on the category that has ineffective interpersonal communication; low self adjustment and negative self-concept.

The low self-esteem, threatened and hopeless of the individuals are the direct and indirect effects of the disabilities that they have borne when they grow up and they have tried to cover these obstacles. Self-esteem theory reveals that the things such compensation. Along with Adler’s thoughts, Schneider (1964) elaborates that
individuals who have low self-esteem resulted from the
disabilities they bear, can do self-adjustment. The
statement of Adler (1954) and Schneider (1964) rectify
the finding of the research data. It is found that there
are respondents (n = 46 orang) which can adapt or do the
self-adjustment successfully or unsuccessfully.
Therefore, the total achieved score in the three processes
of this research is above the median (positive) and below
the median score (negative) of the categorization norm
scores for the respective research variables.

There are 19 respondents who have effective
interpersonal communication and 27 respondents who
have ineffective interpersonal communication; 20
respondents who have high self-adjustment and 26
respondents have low self-adjustments and 20
respondents have positive self-concept and 26
respondents have negative self-concept. The statistic test
applied on the whole research hypothesis agrees that all
hypotheses are being accepted. This means, the theories
used in the research, interpersonal perception and
attribution theory are relevant correct.

This research places interpersonal communication
effectiveness as the free variable and as the new concept
in communication psychology perspective conducted by
many researchers who put self-concept as free variables
where it has been seen that self-concept variable as free
variable has a significant relationship with interpersonal
communication effectiveness as the bound variable. The
research findings reveal that self concept affects the
communication confidence of speakers. Some researchers
have proven by publishing their findings that self-
concept affects the quality of individual interpersonal
communication behaviour because the self-concept
affects into what messages the individuals are ready to
open their minds and how they perceive the messages as
well as remember it. This concept has caused selective
exposure, selective perception and selective attention.
The success in interpersonal communication has much
been relied on the self-concept of individuals (positive or
negative)

**Interpretation of the obtained data: The data**
interpretation of this research upholds a new concept
interpersonal communication into a free variable against
the previous concept which states that self-concept acts
as free variables and determine the interpersonal
communication behaviour effectiveness (as the bound
variable). The interpretations of the research result can be
exposed as follows:

There is a significant relationship between the
interpersonal communication effectiveness and the
development of self-concept for the disabled persons who
have their disabilities not in their adolescents. It means
that the more effective the interpersonal communication
conducted by the disabled persons who have their
disabilities not in their adolescents, the more the
opportunity to develop positive self-concept.

The value of relationship between interpersonal
communication effectiveness and self-concept of disabled
persons who have their disabilities not in their adolescents is high. The more effective the interpersonal
communication conducted by the disabled persons who
have their disabilities not in their adolescents, the higher
the quality of the self-adjustment is found.

There is a correlation between the self-adjustment
and the development of self-concept of disabled persons
who have their disabilities not in their adolescents is
significant. The higher quality of the self-adjustment
conducted by the disabled persons who have their
disabilities not in their adolescents will create the more
opportunity to develop positive self-concept.

The interpersonal communication effectiveness and
negative self-concept of disabled persons who have their
disabilities not in their adolescents actually is affected by
the quality of self-concept, either positive or negative.
The interpersonal communication effectiveness of
disabled persons who have their disabilities not in their adolescents is actually affected by the quality of self-
adjustment, either high or low.

**CONCLUSION**

There is significant difference between the self-
adjustment and the negative self-concept of disabled
persons who have their disabilities not in their adolescents. It means the quality of self-adjustment
(either high or low) of disabled persons who have their
disabilities not in their adolescents is actually affected by
the quality of self-concept (positive or negative). There is
a significant difference of self-adjustment between
effective and ineffective interpersonal communication of
disables persons who have their disabilities not in their adolescents.

Data show that the quality of self-adjustment (high or
low) of disabled persons who have their disabilities not in
their adolescents is actually affected by the effectiveness
of interpersonal communication. There is a significant
difference of self-concept between high and low
self-adjustments of disabled persons who have their
disabilities not in their adolescents. Obtained data
indicate that the quality of self-concept (positive or
negative) of disabled persons who have their disabilities
not in their adolescents is actually affected by the quality
of self-adjustment, either high or low.
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