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Profile of Students' Interpersonal Communication Level at SMA Negeri 9 Semarang

Vendilla Noores^{1*}, Suhendri², Menur Pujowati³¹ Universitas PGRI Semarang, Indonesia^{2,3} SMA N 9 Semarang, Indonesia

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Interpersonal communication; learners; Senior high school

ABSTRACT

This research is motivated by the existence of students who have poor interpersonal communication. This research aims to determine the level of interpersonal communication in class X students at SMA Negeri 9 Semarang. This research is research with a quantitative approach and descriptive study methods. The population of this study was the teenage age group at SMA Negeri 9 Semarang with a sample size of 396 consisting of 11 classes of class X with an average of 36 respondents in one class. The number of samples in this study was 199 class X students with a sampling technique using simple random sampling. The results of this research show that the level of interpersonal communication at SMA Negeri 9 Semarang for the 2023/2024 academic year with a percentage of Interpersonal Communication Level in the low category is 44 students with a percentage of 22.11%, while the medium category is 134 students with a percentage of 67.34 %, and also the high category, totaling 21 students with a percentage of 10.55%. This can illustrate that the highest level of interpersonal communication in class X SMA Negeri 9 Semarang is around 134 students, including in the Medium category. This research shows that the interpersonal communication possessed by class X students at SMA Negeri 9 Semarang for the 2023/2024 academic year is in the average category.

KATA KUNCI

Komunikasi interpersonal; Peserta didik; Sekolah Menengah Atas

ABSTRAK

Penelitian ini di latar belakang dengan adanya peserta didik yang memiliki komunikasi interpersonal kurang baik. Penelitian ini bertujuan untuk mengetahui tingkat komunikasi interpersonal pada peserta didik kelas X SMA Negeri 9 Semarang. Penelitian ini merupakan penelitian dengan pendekatan kuantitatif dan metode studi deskriptif. Populasi penelitian ini adalah kelompok usia remaja di SMA Negeri 9 Semarang dengan jumlah sampel 396 terdiri dari kelas X sebanyak 11 kelas dengan rata-rata satu kelas 36 responden. Jumlah sampel dalam penelitian ini adalah 199 peserta didik kelas X dengan teknik pengambilan sampel menggunakan simple random sampling. Hasil penelitian ini menunjukkan bahwa tingkat komunikasi interpersonal di SMA Negeri 9 Semarang Tahun Ajaran 2023/2024 dengan presentase Tingkat Komunikasi Interpersonal masuk dalam kategori rendah berjumlah 44 peserta didik dengan persentase 22,11%, sedangkan kategori sedang berjumlah 134 peserta didik dengan persentase 67,34%, dan juga kategori tinggi yang berjumlah 21 peserta didik dengan persentase 10,55%. Hal tersebut dapat menggambarkan bahwa jumlah tingkat komunikasi interpersonal terbanyak pada siswa kelas X SMA Negeri 9 Semarang berjumlah sekitar 134 peserta didik termasuk dalam kategori Sedang. Dalam penelitian ini menunjukkan bahwa komunikasi interpersonal yang dimiliki peserta didik kelas X di SMA Negeri 9 Semarang Tahun ajaran 2023/2024 berada pada rata-rata di kategori sedang.

1. INTRODUCTION

Humans as the most perfect creatures of God have been given more abilities than other creatures. Every human being is categorized as a social being because they naturally tend to communicate, interact, and socialize with other humans. Humans cannot live alone or fulfill their own needs, so they always need other humans. Humans are said to be social creatures, because they always want to relate to others, want to know the surrounding environment,

* Corresponding Author:

Vendilla Noores; [✉ vendillanoo19@gmail.com](mailto:vendillanoo19@gmail.com)

Guidance and Counseling Study Program, Universitas PGRI Semarang, Indonesia

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and want to know what is happening in themselves, that feeling forces a person to need to communicate (Iffah & Yasni, 2022).

Humans live by socializing, not escaping by communicating privately or in groups. Humans also need social activities between humans so that they can be well-established, so humans must communicate. Communication is a habit of individuals or groups in receiving or conveying messages that are indicated by participation, relationships with social systems, cosmopolitanism, relationships with reform agents, exposure to mass media, actively seeking information, and knowledge of new things.

Communication can run effectively when there is openness where we have the willingness to respond happily to the information we receive in interpersonal relationships. The relationship must go through several stages to be well established, namely contact. At this stage, we exchange information with those involved in the communication process. There is involvement where the sense of commonality is getting bigger because of mutual connection and mutual trying to learn more about other people or other individuals. Communication behavior is any activity that aims to seek and obtain information from various sources and to disseminate information to any party in need (Widodo et al., 2021). Interpersonal communication is considered the most effective in terms of efforts to change a person's attitudes, opinions, and behavior because it is in the form of conversation (Wiananda, 2020).

Individuals can improve the quality of interpersonal relationships by having good skills in interpersonal communication, to achieve harmonious relationships will be realized and gain positive experiences and changes. Individuals who communicate with each other will benefit from the communication, so they feel the need to maintain relationships between individuals through interpersonal communication. The benefits of interpersonal communication are changing the attitudes, beliefs, opinions, and behavior of a person because this communication takes place when face-to-face personal contact occurs.

In the process of socializing humans need communication, one of which is Interpersonal communication. Interpersonal communication is one of the things that helps people in problem-solving and decision-making in every problem faced. Interpersonal communication can make human relations harmonious and noisy which determines interpersonal communication, this human behavior can be formed in systematic education (Rasimin et al., 2021). There are five criteria for realizing effective interpersonal communication skills, namely: 1). openness, one part of the openness aspect is being honest about the stimulus that comes in the form of thoughts and feelings, 2). Empathy (empathy), nonverbal forms of communication can be shown through facial expressions and gestures, eye contact, and reasonable touch, 3) support, Each communicating party commits to support each other to carry out an open interaction. 4) positiveness (positive attitude), there are two ways to communicate a positive attitude in interpersonal communication, namely expressing a positive attitude and encouraging others to be able to interact. and 5) equality (equality), interpersonal communication will be more effective if there is an atmosphere of equality because in social situations there will always be inequality, maybe richer, smarter, etc. Equality means that there must be a tacit acknowledgment that both parties have equal value and each party has something important to contribute Devito, 2011 (in Endah et al., 2021).

The problem with most learners today is the lack of direct interaction, resulting in poor communication skills. Students are more likely to like to communicate with cellphone media than communicate directly. This causes students to rarely communicate with others (Putri et al., 2020). Interpersonal communication is understood as feedback that is interrelated with each other to help someone increase personal effectiveness and interpersonal effectiveness. Interpersonal communication requires individuals to meet face to face between two or more people by bringing verbal and non-verbal messages so that each can understand the other and interact effectively. So the better interpersonal communication, the more open a person reveals himself, and the more positive his perception of others exceeds his own (Eriyanti et al., 2021).

Based on the data results of the class X Learner Needs Questionnaire (AKPD) at SMA Negeri 9 Semarang the highest statement "I still feel that I am not fluent in communicating in front of many people" in line with the results of the AKPD. Researchers also conducted observations and interviews when providing services, the results of which were that most students could not maximally communicate in public and develop answers to the questions given.

From the results of preliminary studies that have been conducted by researchers through assessments, the results show that the description of interpersonal communication of SMA Negeri 9 Semarang students is in the low category. This is inversely proportional to Hutajulu's research, (2021) Interpersonal communication of students in class XI IPA 1 averaged 52.2% in the moderate category, this is because the communication between students is open and gets positive reciprocity. Then the same thing research conducted by Endah, (2021) obtained 66% of students have moderate interpersonal communication, this is because the average student does not like to argue with others and feels embarrassed when in a new environment, both of these indicate that students have a positive attitude towards themselves and a high communication environment.

The description of interpersonal communication that occurs in class X students at SMA Negeri 9 Semarang identifies a high level of interpersonal communication, this is inversely proportional to the results of Solihah's research, (2019), which shows that the level of communication is low. This is because, in the study, class X SMA Negeri 1 Garum had a high level of self-confidence, which means that students have confidence in their abilities or potential, and feel comfortable with themselves. The level of self-confidence between one student and another is influenced by factors that form self-confidence, namely parenting, school, peers, society, and experience.

Researchers conducted this study to determine the level of interpersonal communication of SMA N 9 Semarang students and researchers focused on the level of interpersonal communication of class X students at SMA Negeri 9 Semarang. In measuring the research itself, namely through a questionnaire to collect research data which contains statements from 5 variables, namely: 1) openness, 2) empathy/empathy, 3) Support, 4) Positiveness / Positive Attitude, 5) equality / Equality Devito, 2011 (Endah et al., 2021).

2. METHOD

This research was conducted with quantitative methods by collecting data using research instruments, and quantitative or statistical data analysis with the aim of testing the hypothesis that has been set. The approach used is descriptive research. The purpose of this method is to describe the level of interpersonal communication.

This research was conducted in the odd semester of the 2023/2024 school year in November 2023. The population of this research is the teenage age group at SMA Negeri 9 Semarang with a total sample of 396 consisting of class X as many as 11 classes with an average of one class of 36 respondents. The determination of the sample used in this study using the Slovin formula with an error tolerance limit of 5% so as to get 199 students to be sampled. In this research sampling technique is a simple random sampling technique. According to Sugiyono (2017), the simple random sampling technique is a simple technique because taking sample members from the population is done randomly without seeing and paying attention to the similarities or strata that exist in the population. So every X-grade student at SMA Negeri 9 Semarang gets the same opportunity to be selected as a sample of this study itself, namely through a questionnaire for collecting research data which contains statements to be revealed.

Researchers conducted an instrument validity test using construction validity testing. The results of the validity and reliability test of the interpersonal communication scale of 50 statement items resulted in 25 valid items. This validity test was carried out using the SPSS version 26 application by looking at r_{hitung} and r_{tabel} at the 5% significance level. Data analysis techniques researchers use descriptive analysis. Descriptive analysis is to analyze data by describing or describing the data that has been collected as it is without intending to make general conclusions or generalizations (Sugiyono, 2019). In this study, descriptive analysis was used to determine the formulation of research problems related to the level of interpersonal communication at SMA N 9 Semarang.

3. RESULTS AND DISCUSSION

3.1 Result

Based on the purpose of the study, namely to determine the level of interpersonal communication of students of SMA Negeri 9 Semarang. The data obtained during the study were then processed using quantitative methods with a descriptive research approach using the help of SPSS version 26. The following is an explanation of the results of the analysis and the results of the hypothesis of this study.

In interpersonal communication research conducted with students as research subjects, researchers used an interpersonal communication scale that had previously been tested for validity and reliability. The interpersonal communication scale instrument arranged as many as 25 statement items given to the research sample subjects as many as 199 respondents. The benchmarks or categories obtained previously from the results of this study are as follows:

3.1.1. Level of Interpersonal Communication in class X students of SMA Negeri 9 Semarang

Table 1. Results of Descriptive Analysis of Interpersonal Communication Level

Variable	N	M	SD	Category
Interpersonal Communication	199	73,31	6,80	Medium

Table 1 above is the result category of interpersonal communication, which is used as a reference in measuring the level of interpersonal communication possessed by students. It can be seen that the average value of the interpersonal communication level of class X SMA Negeri 9 Semarang is in the Moderate category (M = 73.31; SD 6.80). This situation explains that students of class X SMA Negeri 9 Semarang still experience obstacles in interpersonal communication. Further explanation of the results of descriptive analysis of the percentage level of Interpersonal Communication will be displayed in Table 2 as follows:

Table 2. Descriptive Analysis of Interpersonal Communication Level Percentage

Variable	N	Percentage (%)	Category
Interpersonal Communication	44	22,11%	Low
	134	67,34%	Medium
	21	10,55%	High

In table 2 above, it can be observed that the percentage of Interpersonal Communication Level in the low category amounted to 44 students with a percentage of 22.11%, while the medium category amounted to 134 students with a percentage of 67.34%, and also the high category which amounted to 21 students with a percentage of 10.55%. This illustrates that the highest number of interpersonal communication levels in class X students of SMA Negeri 9 Semarang amounted to around 134 students in the Medium category. Further explanation of the level of interpersonal communication in Table 3 is as follows:

3.1.2. Results of Descriptive Analysis of Interpersonal Communication Level

Researchers conducted an analysis and the result is that the average perindicator in interpersonal communication is in the medium category. The results of the descriptive analysis can be described in Table 3.

Table 3. Descriptive Analysis of Interpersonal Communication Level Indicators

Variable	N	M	SD	Category
Openness	199	2,90	2,62	Medium
Support	199	2,90	1,94	Medium
Positive Attitude	199	3,00	2,53	Medium
Empathy	199	3,00	1,38	Medium
Equality	199	2,90	1,59	Medium

3.2. Discussion

The results of the calculation of the level of interpersonal communication with research subjects totaling 199 class X students at SMA Negeri 9 Semarang can be seen in Table 3, which explains that all indicators are in the Moderate category. So the overall average level of interpersonal communication is in the Moderate category. The results of the analysis as a whole and per indicator explain that students show their behavior on indicators of lack of openness, support, positive attitude, empathy, and equality. When viewed per indicator in openness (M = 2.90; SD = 2.62) in the moderate category, it illustrates that students have not been able to maximally start new relationships with others, has not been able to maximize showing openness in relationships with others, have not shown trust to others to share feelings. In the second indicator in the support (M = 2.90; SD = 1.94), the moderate category illustrates that in providing support to others, giving appreciation to others. For the third indicator in a positive attitude (M = 3.00; SD = 2.53), the moderate category illustrates that in appreciating differences in others, thinking positively about others, and not being excessively suspicious of others. The fourth indicator in the empathy (M = 3.00; SD = 1.38) medium category illustrates that in giving attention to others, taking care of other people's feelings, and understanding other people's wishes. Furthermore, the fifth indicator in the equality (M = 2.90; SD = 1.59) medium category illustrates that in placing oneself equal to others, recognizing the importance of the presence of others, the existence of two-way communication, and being able to create a familiar and comfortable communication atmosphere. The existence of students who are still doing this interpersonal communication illustrates that learning activities at school can be disrupted if students still have difficulty communicating well. Hovland (Kesitawahyuningtyas & Padmomartono, 2014) suggests that communication is the process of a person transferring stimuli in the form of symbols of words to change the behavior of others. It can be concluded that interpersonal communication is communication between individuals and other individuals to convey information through the process of interaction between individuals; individuals interact with others with the aim of changing

individual attitudes, opinions, or behaviors that are dialogic in nature, namely in the form of conversations by involving fully personal elements in the delivery and receipt of messages in real-time with the effect of direct feedback. Table 3 shows the results of data analysis of interpersonal communication in each aspect which can be explained as follows:

3.2.1 Openness

This indicator shows that students of SMA Negeri 9 Semarang experience barriers in interpersonal communication. This indicator illustrates that in starting new relationships with others, showing openness in relationships with others, and showing trust in others to share feelings. Building self-confidence can be supported by increasing self-esteem. According to Pribadi (2020) states that a person's skills in conducting interpersonal communication are very important because interpersonal communication determines a person's social abilities as well as a person's response and goals when conducting interpersonal communication. A person's interpersonal communication skills can be related to that person's self-confidence and self-esteem.

3.2.1 Support

This indicator shows that students of SMA Negeri 9 Semarang experience barriers to support. This indicator describes his condition in providing support to others and giving appreciation to others. Yuliana & Renika (2021) state that effective interpersonal communication relationships refer to relationships with supportive attitudes, these relationships can help company performance form a mutually supportive atmosphere. In this case, it can also be applied to students that good interpersonal communication will be able to form an atmosphere of mutual support.

3.2.1 Positive Attitude

This indicator shows that students of SMA Negeri 9 Semarang experience barriers to a positive attitude. This indicator describes appreciating differences in others, thinking positively about others, and not being overly suspicious of others. By having confidence in thinking positively about others, they can have confidence in interacting with others and being able to communicate interpersonally well (Imam et al., 2022).

3.2.4. Empathy

This indicator shows that students of SMA Negeri 9 Semarang experience obstacles in empathy. This indicator describes the condition of giving attention to others, keeping other people's feelings, and understanding other people's wishes. According to Fahrunnisa & Murad (2023), There are many positive aspects if every student has an empathetic nature in interpersonal communication every day. Every student will enjoy communicating with other students because empathy will improve a good relationship in communicating with other students in the family, community, and school environment.

3.2.5. Equality

This indicator shows that students of SMA Negeri 9 Semarang experience obstacles to equality. This indicator describes the condition of placing oneself equal to others, recognizing the importance of the presence of others, the existence of two-way communication, and being able to create a familiar communication atmosphere. If someone feels comfortable talking to someone, it is very likely that communication will be repeated or continue. Moreover, based on the same background, will be able to bring one's relationship closer. Because communication goes well, it can be said that communication is effective. Effective communication is born from understanding each other's meaning which then continues and repeats. Thus communication has a very significant role in the closeness of one's relationship (Wijayani & Wijayani, 2021).

4. RESEARCH IMPLICATIONS

The implications of the results of this study can be used as a reference to science regarding the level of interpersonal communication of students so that it can help the guidance and counseling teacher in guiding them in order to guide related to the problems that students are facing in interpersonal communication.

5. CONCLUSION

Based on the exposure of the results of data analysis and discussion, it can be concluded that the level of interpersonal communication of students in class X SMA Negeri 9 Semarang is in the Medium category. There are 3 categories, namely in the low category totaling 44 students with a percentage of 22.11%, while the medium category totals 134 students with a percentage of 67.34%, and also a high category totaling 21 students with a percentage of 10.55%. When viewed from a per-indicator the average level of interpersonal communication is in

the Medium category. Learners who have interpersonal communication barriers can be seen from the indicator aspects of openness, support, positive attitudes, empathy, and equality. This illustrates that the highest number of interpersonal communication levels in class X students of SMA Negeri 9 Semarang amounted to around 134 students in the Moderate category.

From the results of this study, researchers put forward suggestions for students to be more open in socializing or not closing themselves when socializing, show empathy by giving facial expressions and eye contact to interlocutors appropriately, and think positively in interpersonal communication in their social environment.

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