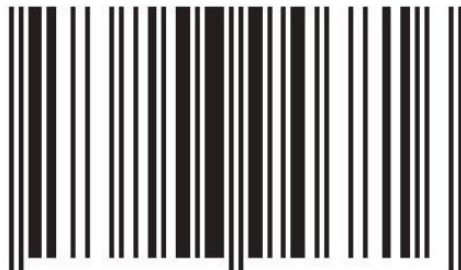


process of conveying messages from one person to another with a specific purpose. In every activity, humans use communication. Interpersonal communication occurs in everyday conversations between individuals, be it with friends, family, coworkers, or other people in their social environment.



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Penulis

FOREWORD

Alhamdulillah, praise be to God, the author prays to the presence of God Almighty, only because of His Grace the author was able to complete the Textbook entitled: Interpersonal Communication. Author: Dr. H. Rustam Aji, SKp., M. Kes., along with members of the writing team. Publisher . Lambert Academy Publishing. The author would like to express his thanks to:

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The author would like to thank all parties involved, who cannot be mentioned one by one, who have provided motivation and given the opportunity to continue writing without getting tired, it is hoped that tiredness will become Lillah.

Rejang Lebong, November 10, 2023

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SUMMARY OF INTERPERSONAL COMMUNICATION

Communication Basic Concepts. Communication in everyday life is very important. Humans cannot avoid various forms of communication because with communication humans can build the relationships they need as social creatures. Communication is the process of conveying messages from one person to another with a specific purpose. At all times, humans always communicate and interact with other people, this can be in the form of laughter, crying, sadness, anger, and so on. Communication in nursing activities is the most basic thing and is the main work tool for every human and health worker. In every activity, humans use communication. Knowledge and mastery of quality communication. Interpersonal communication occurs in everyday conversations between individuals, be it with friends, family, coworkers, or other people in their social environment. For example, greeting each other, sharing information, discussing certain topics, or sharing personal experiences.

How to create effective communication in everyday life, get to know the person you are talking to, you must know and understand who you are talking to. Explain the purpose of interpersonal communication by conveying information. Pay attention to the context, the environmental conditions at the time the communication occurs. Communication has an important role in conveying one's thoughts, feelings and opinions, these opinions will be conveyed in the form of communication which will later be accepted by other people. Communication is not just about messages sent and received.

How to communicate well with other people, namely by improving communication skills. Convey goals clearly. You don't need to think too much about something you can't control. Increase self-confidence. Appreciate, listen, pay attention and respond well to what the other person is talking about. Implement openness and honesty. Communication in the family plays an important role because in the family family harmony is determined by whether communication is smooth or not, because in the family it has the effect of changing attitudes, opinions, behavior or social change.

History of communication. The history of communication at first was only an attempt or a way for humans to convey ideas, ideas, wishes, desires and so on, these efforts were only so that humans could relate to each other. At that time, Communication was not considered as something to be given attention, studied or structured. However, in the 5th century BC, in Greece, a science developed that studied the process of statements between humans, which was named rhetoric, ication practices.

Communication Basic Concepts

Communication is an introduction to socializing with every human being, in life in society. Every time, humans always communicate and use it in interacting with other humans.

Someone's words are communication, someone's silence is communication, someone's laughter is communication, and someone's crying is communication. By communicating, our lives will be interactive and become more dynamic. Communication in nursing activities is the most basic thing and is the main work tool for every human and health worker. In every activity, humans use communication. Knowledge and mastery of quality communication.

Differences Between Communications. Intrapersonal And Interpersonal

As a term, 'intra' means 'within', so that communication that occurs within a person is called intrapersonal communication. On the other hand, the term 'inter' means 'between', so when communication occurs between two or more people, it is called interpersonal communication. We humans are social animals, and we always need someone to talk to or share our opinions, news, and even feelings. Communication is an important part of our life, whether we say something or not, it automatically conveys a message to the people around us, because it is inevitable. It can be intrapersonal communication or interpersonal communication. The main difference between intrapersonal and interpersonal communication is that the former is invisible, as we think, latter is visible when it occurs between several parties. Comparison Between Intrapersonal and Interpersonal Communication Interpersonal Communication Purpose And Process

Communication Purposes. Based on some of the meanings/definitions above, it can be concluded that In general, the purpose of communication is as follows., Convey ideas/information/news, If we communicate with other people, the main goal is, arriving or being able to understand what is in our minds or our ideas to the other person. Thus, there is one idea in common between what is in the mind of the communicator and the communicant., Examples of relevant nursing activities are as follows. Nurse communication with patients when explaining the patient's condition, conveying nursing diagnoses, action plans, action procedures, or conveying the results of actions that have been taken.

Communication Science Field

Forms of public communication, among others: public speaking, theater concerts and public debates. Examples of Must Have Interpersonal Skills: Verbal communication., Nonverbal communication., Empathy., Listening, Problem solving., Leadership., Conflict management. And Negotiation.

Ways Of Effective Interpersonal Communication

What is effective interpersonal communication? Interpersonal communication is said to be effective if the message received and understood is the same as that sent by the communicator. In any form of communication, including interpersonal, the effectiveness of communication is very important. What is meant by intrapersonal communication? Described by Devito (1997), intrapersonal communication or intrapersonal communication is communication with oneself with the aim of thinking, reasoning, analyzing and reflecting.

Interpersonal Communication Effectiveness

Many factors affect the effectiveness of interpersonal communication. Interpersonal communication can be said to be effective if the message is received and understood as intended by the sender of the message, the message is followed up with a voluntary creation by the recipient of the message, can improve the quality of interpersonal relationships, and there are no obstacles to this. Based on this definition, it can be said that. Interpersonal

Communication Ethics

Communication ethics are ideas that are governed by their morals which in turn affect communication. In general, communication ethics is related to the moral goodness that is present in all forms of human communication. This includes interpersonal communication, mass media communication, and digital communication. Ethical communication includes honesty in all communications, keeping confidential information confidential, and not discussing the personal or business situations of others in public or in the presence of third parties. Communication ethics does not only concern individuals, but is also of great concern to businesses, companies and professional entities. Business with unethical communication practices is not effective business with ethical communication practices.

Interpersonal Communication in Nursing

Nursing verbal communication is a type of communication carried out by nurses directly or indirectly with patients, while non-verbal communication is a type of communication carried out by nurses with non-verbal signals, for example facial expressions, expressions, smiles and so on. Interpersonal communication in nursing that occurs between nurses and patients should not only be limited to carrying out their duties, but nurses must see patients with a smile and friendliness, listen to patient complaints with an open, empathetic, supportive, positive attitude and remember equality as creatures of God.

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CHAPTER.I

COMMUNICATION BASIC CONCEPTS

A. Introduction

Communication is an introduction to socializing with every human being, in life in society. Every time, humans always communicate and use it in interacting with other humans. Someone's words are communication, someone's silence is communication, someone's laughter is communication, and someone's crying is communication. By communicating, our lives will be interactive and become more dynamic.

Communication in nursing activities is the most basic thing and is the main work tool for every human and health worker. In every activity, humans use communication. Knowledge and mastery of quality communication.

B. History of communication

The history of communication at first was only an attempt or a way for humans to convey ideas, ideas, wishes, desires and so on, these efforts were only so that humans could relate to each other. At that time, Communication was not considered as something to be given attention, studied or structured. However, in the 5th century BC, in Greece, a science developed that studied the process of statements between humans, which was named rhetoric, which means the art of speech and argumentation, which is evocative or the art of using language fluently to influence and invite. Rhetoric gets special discussion and even some thinkers place rhetoric as an important thing in society and government.

In its early development, the limits of communication that we can apply are conversations or conveying ideas between humans orally and face to face in the form of speeches or discussions, with the aim of educating, generating trust, and moving the feelings of others. Communication continues to grow, not only conveying ideas orally. During the Roman Empire, Julius Caesar made a bulletin board called Acta Diurna. Conveying ideas about what is important for society has increased from mere oral to

written form. This continued to grow after the invention of paper and the printing press, and the publication of the first newspapers. After newspapers, human civilization also developed and radio, film, television and a number of other media were discovered.

C. Background of Communication as Science

The origin of the science of communication itself actually appeared in ancient Greece (BC) which was initiated by Aristotle. In this idea he stated that in communication there are communicators, messages and recipients. [2]k The conclusion of this idea is that if the communicator determines an idea or message, then directs it to the audience of his choice, through the channel or media he owns or controls, then the results will come out. which is desired.

In subsequent developments, the idea continued to be developed and gave birth to two forms of communication, each of which developed on a different continent. The first publicistic science in Germany. Both science of mass communication in America.

The combination of these two forms gave birth to science of communication that we know today. This combination cannot be separated from the efforts of the Stappers through Gabner's work.[3] That is, it seen that the starting point of Communication Studies. D. The Emergence of Technology as a Communication Tool

The history of the development of information and communication technology is also inseparable from the history of human civilization on this Earth. In ancient times, the delivery of information was also carried out starting from the pictures that were located on the walls of the cave, the laying of historical milestones in the form of inscriptions. The following is the history of the development of ICT (Information and Communication Technology) from prehistoric times to today's modern times.

1. Prehistoric Period

In this era, information and communication technology carried out by humans functions as a system for recognizing forms that humans are familiar with. To describe the information obtained, they describe it on the walls of the cave about hunting and the animals it hunts. At this time, humans began to identify objects around their environment, then painted them on the walls of the cave where they lived. The

beginning of their communication at this time only revolved around the form of grunting sounds and using hand signals.

In prehistoric times, instruments that produced sounds and signals began to be created and used, such as drums, trumpets made of animal horns, and smoke signals as warning devices against danger.

3000

For the first time, writing was used by the Sumerians by using symbols formed from pictography as letters. These symbols or letters also have different sound forms (mentions) so that they can become words, sentences, and languages.

2900 BC

In 2900 BC, the Ancient Egyptians used hieroglyphics. Hieroglyphs are a language of symbols, where each expression is represented by a different symbol. If these symbols are combined into one series, it will produce a different meaning. This form of writing and hieroglyphic language were more advanced than Sumerian writing.

500 BC

Humans already know how to make fiber from papyrus trees that grow around the Nile. Papyrus fibers can be used as paper. Paper made from papyrus tree fiber became a medium for writing or a medium for conveying information that was stronger and more flexible than clay tablets which were previously also used as information media.

105 M

At this time, the Chinese managed to find paper. The paper discovered by the Chinese at this time is the paper we know today. This paper is made from bamboo fiber which is mashed, filtered, washed, then flattened and dried. This invention also made it possible for a printing system to be carried out using a wooden block which was incised and smeared with ink or what we know today as the stamp system.

2. Modern Period (1400 AD to Present) Year 1455

In 1455, for the first time Johann Gutenberg developed a printing press using letter plates made of iron and could be replaced in a frame made of wood.

or 1830

Augusta Lady Byron wrote the world's first computer program. He worked closely with Charles Babbage using an analytical engine designed to be able to enter data, process data, and produce output forms on a card. This machine is known as the first form of digital computer, although the way it works is more mechanical than digital.

Year 1837

The Telegraph and its Inventor (Samuel Morse) Samuel Morse developed the telegraph and the Morse code language with Sir William Cook and Sir Charles Wheatstone. Morse uses simple codes to represent messages to be sent using electrical pulses over a single wire. However, signals that can be sent properly are only 32 km away. ○

Over longer distances, the received signals become too weak to record. Later, Morse built relay equipment placed every 32 km from the signaling station. The relay functions to repeat the received signal and send it back for the next 32 km. The relay consists of an electromagnetically operated switch. The telegraph system was soon used for businesses that required sending messages quickly over long distances, such as newspapers and messages for train travel.

or 1877

In 1877, Alexander Graham Bell invented and developed the first public telephone. In 1879, the telephone dialing system began using numbers that replaced the naming system. This is to prevent operators who do not know all customers. The telephone numbering system uses letters and numbers, where telephone numbers use a two-letter and five-digit number system.

or 1889

In 1889, Herman Hollerith applied the perforated card principle to perform calculations. His first assignment was to find a faster way to do the math for the US Census Bureau. The census taken in 1880 took seven years to complete. With the population growing, the Census Bureau estimates that it will take ten years to complete the census calculations.

Hollerith uses perforated cards to enter census data which is then processed mechanically by the device. A card can store up to 80 variables. Using this tool, census results can be completed within six weeks. Besides having an advantage in the field of speed, the card functions as a data storage medium. The error rate calculation can also be reduced drastically.

or 1931

In 1931, Vannevar Bush created a calculator to solve differential equations. The machine can solve complex differential equations that have been considered complicated by students and students. The machine was huge and heavy because of the hundreds of gears and shafts needed to do the calculations.

or 1939

In 1939, Dr. John V. Atanasoff and assisted by Clifford Berry succeeded in creating the first digital electronic computer. Since this time, computers have continued to develop so that they have become increasingly sophisticated. Regarding the history of computer development, this will be explained in the next section.

Year 1973 – 1990

At this time, the term internet was introduced in a paper on TCP/IP. Literally, the internet (interconnected networking) is defined as a series of computers connected in several circuits. The series of centers that make up the internet began in 1969 as the ARPANET which was built by ARPA (United States Department of Defense Advanced

Research Projects Agency). Some of the early investigations contributed by the ARPANET include decentralized network rules, queuing theory, and packet switching rules.

In 1981, the National Science Foundation developed a backbone called CSNET with a capacity of 56 Kbps for every institution in government.

On January 1, 1983, the ARPANET changed its central chain protocol, from NCP to TCP/IP. This was the beginning of the Internet we know today. Then in 1986, the IETF developed a server that functioned as a coordination tool between DARPA, ARPANET, DDN, and Internet Gateway. In the 1990s, the internet has grown and connected many existing computer network users.

1991 – Present

Business systems in the field of IT first occurred when CERN charged its members to cover their operational costs. In 1992, the internet community began to form and the term World Wide Web (www) was introduced by CERN. In 1993, NSF formed InterNIC to provide internet services, regarding directory and data storage and databases (by AT&T), registration services (by Network Solution Inc), and information services (by General Atomics/CERNet). In 1994, the growth of the internet accelerated very quickly and began to penetrate into various aspects of human life and became an inseparable part of humans. In 1995, public companies began to be allowed to become providers by buying networks on the backbone. This step started the development of information technology, especially the internet and research to develop more modern systems and tools.

E. Definition of Communication

The term communication comes from the Latin *communicare* - *communicatio* and *communicatus* which means a tool related to the system of sending and receiving news, such as telephone, telegraph, radio, and so on. Some of the meanings of communication are conveyed by the following experts

Chitty (1997) defines communication as the exchange of thoughts, ideas, or information and feelings in every interaction.

Jurgen Ruesch (1972) in Chitty (1997) explains that communication is the whole form of a person's behavior consciously or unconsciously that can influence others not only spoken and written communication, but also includes body movements and somatic signs and symbols. .

From some of the definitions above, simply communication can be interpreted as a process of exchanging, delivering, and receiving news, ideas, or information from one person to another. More complexly, communication is defined as follows.

- a. Communication is the exchange of all behavior from the communicator to the communicant, both consciously and unconsciously, verbal or written speech, gestures, facial expressions, and all that is in the communicator with the aim of influencing others.
- b. Communication is a dynamic process and always changes according to the ever-changing circumstances and environmental conditions.

In communicating, sincerity is needed between the parties involved so that communication is carried out effectively. The party conveying must have sincerity or seriousness that the information conveyed is important, while the receiving party must have the sincerity to pay attention to and understand the meaning of the information received and provide an appropriate response.

F. Interpersonal Communication

1. Definition of Interpersonal Communication

Etymologically, communication or according to the word originally comes from the Latin language, which means communication, which means the same meaning about something. So the ongoing process of communication occurs when there are similarities regarding the things being communicated or certain interests. Communication can take place if there is a message to be conveyed and there is also feedback from the recipient of the message that can be received directly by the sender of the message.

In addition, communication is the process of conveying messages by one person to another to inform, change attitudes, opinions or behavior either directly orally or

indirectly through the media. In this communication requires a reciprocal relationship between the sender of the message and the recipient, namely the communicator and communicant.

According to Carl I. Hovland, communication science is a systematic effort to formulate firmly the principles of conveying information and forming opinions and attitudes. Broadly speaking, it can be concluded that communication is the delivery of information and understanding of one person to another.

R. Wayne Pace argues that interpersonal communication or interpersonal communication is a communication process that takes place between two or more people face to face where the sender can convey messages directly and the recipient of the message can receive and respond directly.

Interpersonal communication can also be said to be face-to-face communication between people, which allows each participant to capture the reactions of other people directly, both verbally and non-verbally. Interpersonal communication is the process of sending and receiving messages between two people or between a small group of people with some effect and some instant feedback.

After going through this interpersonal process, the messages are conveyed to other people, the process of exchanging information between someone with another person or usually between two people who can immediately know the feedback. The more people involved in communication, the more complex the communication becomes.

The Best Job Prospects for the Department of Communication Studies
Understanding Interpersonal Communication.

There are several definitions of interpersonal communication according to experts, namely:

1. Joe Ayres According to Joe Ayres, there is no uniform meaning among experts in interpreting interpersonal communication. Some people mark this communication as a level of the process of communication between humans.

2. Dean Barnlund According to Dean Barnlund, interpersonal communication is a communication process that involves other people. Interpersonal communication occurs when interactions focus on verbal and nonverbal cues and reciprocity. If there is no verbal and nonverbal exchange process, it is not called an interpersonal communication process.

3. Gerald Miller Gerald Miller distinguishes interpersonal communication and not interpersonal communication. The difference lies in culture or sociology (group membership). In communication one can act and choose the role of communicator and communicator.

4. Joseph DeVito Joseph DeVito defines interpersonal communication as the process of sending and receiving messages between two people, or small groups of people that provide feedback effects.

5. Barnlund Johannessen Barnlund Johannessen describes interpersonal communication when people meet face to face, interact, and focus on verbal and nonverbal exchanges.

6. Effendi According to Effendi interpersonal communication is communication that occurs between two people and having a conversation. The contact can be face-to-face or over the phone, giving rise to reciprocity.

Interpersonal communication is an active activity, not passive. Interpersonal communication is not only communication from the sender to the recipient of the message, and vice versa, but reciprocal communication between the sender and the recipient of the message. Interpersonal communication is not just a series of stimulation-response, stimulus-response, but a series of processes of mutual acceptance, submission and delivery of responses that have been processed by each party.

Interpersonal communication also plays a role to change and develop each other. And these changes through interaction in communication, the parties parties involved to provide inspiration, enthusiasm, and encouragement in order to be able to change thoughts, feelings, and attitudes according to the topics being studied together.

In order for interpersonal communication to result in effective interpersonal relationships and collaboration to be improved, we need to be open, trusting, supportive, and open-minded which encourages the most understanding, appreciative, and quality-development attitudes. Interpersonal relationships need to be grown and improved by improving relationships and cooperation between various parties.

The importance of an interpersonal communication takes place in a dialogical manner which indicates the occurrence of interaction, a person involved in this form of communication has a dual function, each being a speaker and listener in turn. In the process of dialogical communication, it appears that there is an effort from the communicators to make mutual understanding and empathy happen.

From this process, mutual respect occurs not because of social status but rather based on the assumption that each is a human being who has the right and obligation, deserves and deserves to be respected and respected as a human being. Interpersonal communication compared to other communications, is considered the most effective in changing attitudes, beliefs, opinions and behavior of the communicant.

The reason is because this communication takes place face to face, because with that communication there is personal contact. When conveying a message, feedback takes place immediately (immediate feedback) to know at that time the communicant's response to the message conveyed in facial expressions and speech style. A

The tendency to change attitudes, beliefs, opinions and behavior of the communicant, forms of interpersonal communication are often used to convey persuasive communication, namely a psychologically humane communication technique that is smooth, flexible in the form of solicitation, persuasion or seduction. Thus, every communicator will take four actions, namely forming, conveying, receiving and processing messages, these four actions usually take place sequentially and forming messages is defined as creating ideas or ideas with a specific purpose.

2. Interpersonal Communication Function

The function of interpersonal communication or interpersonal communication is to try to improve human relations, avoid and overcome personal conflicts, reduce uncertainty about something, and share knowledge and experience with other people. Interpersonal communication, can improve human relations between the parties who communicate. In social life, a person can get convenience in life because he has a life partner. Through interpersonal communication, you can also try to build good relations,

so as to avoid and overcome the conflicts that occur. The other functions of interpersonal communication are:

- a. Get to know yourself and others.
- b. Interpersonal communication allows us to know our environment well.
- e. Creating and maintaining good interpersonal relationships.
- f. Changing attitudes and behavior.
- g. Play and seek entertainment with a variety of personal pleasures.
- h. Help others in solving problems.

The global function of interpersonal communication is to convey messages whose feedback is obtained during the communication process.

3. The characteristics of Communication

According to its nature, interpersonal communication can be divided into two types that is:

c. Dyadic communication is a communication process that takes place between two people in a face-to-face situation. Dyadic communication according to Pace can be done

in 3 forms, namely:

- 1) Conversation: take place in a friendly and informal atmosphere.
- 2) Dialogue: takes place in a more intimate, deeper and more personal situation.
- 3) Interview: it is more serious in nature, that is, there is a dominant party in the questioning position and the other is in the answering position.

d. Small group communication (Small Group Communication) is a communication process that takes place face-to-face with three or more people, where members interact with each other and this small communication is widely valued as a type of interpersonal communication because:

- 1) Its members are involved in a communication process that takes place face to face.
- 2) The conversation takes place in pieces where all participants can speak in the same position, in other words, no single conversation dominates.
- 3) The source of the receiver is difficult to identify. In the current situation, all members can act as sources as well as receivers. Therefore, the effect can vary. For example: person A can be influenced by person B, and person C can influence person B. This kind of communication process is usually found in study groups and discussion groups.

There is no limit that determines exactly how many members a small group. Usually between 2-3 or some even develop up to 20-30 people, but no more than 50 people. Actually, to give a definition of the concept of interpersonal communication is not so easy. This is because there are parties who define interpersonal communication as a process of communication that takes place between two people or face to face.

4. Interpersonal Communication Perspectiv

Interpersonal communication can be very effective and also very ineffective. Conflicts that occur in a relationship such as domestic relations make interpersonal communication ineffective. To grow and improve interpersonal relationships, it is necessary to improve the quality of communication by improving relations and cooperation between various parties.

In the following there are three perspectives that discuss the characteristics of effective interpersonal communication, including: a. Humanist perspective, the humanistic perspective emphasizes openness, empathy, support, positive attitudes, and equality in creating meaningful, honest, and satisfying interactions. The following is a broader description from this point of

1) Openness

Has the understanding that in effective interpersonal communication, individuals must be open to the partner they interact with, a willingness to open up and provide information, then a willingness to admit their feelings and thoughts, and also take responsibility for them. In order for interpersonal communication to result in effective interpersonal relationships and increased cooperation, we need to be open.

2) Empathy

Empathy is a person's ability to put himself in the position or role of another person. In the sense that someone is emotionally and intellectually able to understand what others feel and experience.

3) Supportiveness

Interpersonal communication will be effective if there is supportiveness in a person. That means one with the other, provide support for the message conveyed. A supportive attitude is an attitude that reduces defensive attitudes in communication that can occur due to personal factors such as fear, anxiety, and so on that cause communication.

Interpersonal skills will fail, because defensive people will protect themselves more from threats that are responded to in communication than understanding other people.

4) Positive attitude (positiveness)

Have a positive attitude, namely thinking positively towards yourself and others.

5) Equality

The effectiveness of interpersonal communication is also determined by the similarities that the actors have in common. Such as values, attitudes, character, behavior, habits, experiences, and so on.

b. Pragmatic perspective

The pragmatic perspective focuses on management and interaction freshness used by communicators through specific behaviors to get the desired results. This model offers five qualities of effectiveness, namely:

1) Confidence (confidence)

Effective communicators have confidence in socializing, which can be seen in their ability to create a comfortable atmosphere when interactions occur with people who feel anxious, shy, or worried and make them feel more comfortable.

2) Unity (immediacy)

Refers to the merger between the communicant and the communicator, where a sense of togetherness and unity is created which implies interest and attention to want to listen.

3) Interaction management

In carrying out a communication, one can control the interaction for the satisfaction of both parties, so that no one feels ignored or feels that they are the most important figure. Some of the right ways to do this are to maintain the role of communicator and communicator through appropriate eye movements, vocal expressions, body and facial movements, and also by giving each other opportunities to speak. This is a form of interaction management.

4) Power of expression (expressiveness)

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expressions, body and facial movements, and also by giving each other opportunities to speak. This is a form of interaction management.

4) Power of expression (expressiveness)

There are three main factors that foster an attitude of trust, namely:

1) Accepting, is the ability to relate to other people without judging and without trying to control them. The attitude of acceptance is not as easy as it is said. We always tend to judge and hard to accept. As a result, interpersonal relationships cannot take place as expected.

2) Empathy, this is considered as understanding other people who have no emotional meaning for us.

3) Honesty, causing our behavior to be predictable, this encourages others to believe in us. In the process of interpersonal communication in married couples, honesty in communication is very important.

According to humanistic psychology, interpersonal understanding occurs through self-disclosure, feedback, and sensitivity to the disclosure of other. Misunderstanding and dissatisfaction in an interpersonal relationship is caused by dishonesty, a lack of harmony between actions and feelings, delays in self-disclosure.

b. Supportive Attitude

Attitudes that reduce defensiveness in communication that can occur due to personal factors such as fear, anxiety, and so on that cause interpersonal communication to fail, because defensive people will protect themselves more from the threats they respond to in communication than understanding other people's messages.

c. Open Attitude

This attitude is very influential in fostering effective interpersonal communication. With open communication, it is hoped that there will be no closed matters, so that what is in the husband, is also known by the wife, and vice versa. With mutual trust and support, an open attitude encourages mutual understanding, mutual respect, and most importantly mutual development of the quality of interpersonal relationships. Although communicating is one habit with activities throu life, but not always will give the expected results.

In the book Communication Psychology. .

There are several stages for interpersonal relationships including:

- 1) Formation of Interpersonal Relationships, where at this stage it is often referred to as the introductory stage which is marked by the efforts of both parties to explore as quickly as possible the identities, attitudes, and values of the other party. And if they have something in common, start the process of self-disclosure. If they feel different, brands will try to hide themselves.
- 2) Strengthening Interpersonal Relationships, to maintain and strengthen these interpersonal relationships there are four very important factors including: familiarity, control, appropriate response, and appropriate emotional tone.
- 3) Termination of Interpersonal Relationships, this can occur if there is a conflict or unhealthy relationship in the interpersonal relationship in the sense that it is the cause of the breakdown of the interpersonal relationship.

6. Interpersonal Communication Model

In the process of interpersonal communication the flow of communication that occurs is circular or rotating, meaning that each individual has the same opportunity to become a communicator and communicant. Because in interpersonal communication effects or feedback can occur instantly. To be able to know the components involved in interpersonal communication.

components - components of interpersonal communication are as follows:

- a. Sender – Recipient. Interpersonal communication involves at least two people, everyone involved in communication focuses and sends and sends messages and also receives and understands messages. The term sender – sender is used to emphasize that, the function of the sender and

This receiver is carried out by everyone involved in interpersonal communication.

- b. Encoding – Decoding, encoding is the act of producing a message, meaning a message

- the message to be conveyed is coded or formulated in advance using words - symbols and so on. On the other hand, the act of interpreting and understanding the messages received is also known as decoding. In interpersonal communication, because the sender also acts as a receiver, the encoding-

decoding function is carried out by everyone involved in interpersonal communication.

c. Message – Message. In interpersonal communication, these messages can be verbal (such as words) or non-verbal (gestures, symbols) or a combination of verbal and non-verbal forms.

d. Channel, serves as a medium which can connect between the sender and recipient of messages or information. Personal communication channels, both direct individuals and groups, are more persuasive than mass media channels. This is because the delivery of messages through personal communication channels can be done directly to the public.

e. Interference (noise). Often the messages sent are different from the messages received.

This can occur due to interruptions during communication, which consist of :

1) Physical Interference, this interference usually comes from outside and disrupts the physical transmission of messages, such as noise, interruptions, distance and so on.

2) Psychological Disorders, these disorders arise because of differences in ideas and subjective judgments between people involved in communication such as emotions, differences in values, attitudes and so on.

3) Semantic interference, this disorder occurs when words or symbols are used in communication, often having multiple meanings, causing the recipient to fail to grasp the intent of the message being conveyed, for example, differences in language used in communication.

f. Feedback. Feedback plays a very important role in the interpersonal communication process, because the sender and receiver continuously and alternately provide feedback in various ways, both verbally and non-verbally. This feedback is positive if it is felt to be mutually beneficial. It is positive if it does not cause an effect and is negative if it is detrimental.

g. Field of Experience, this is the most important factor in interpersonal communication, communication will occur if the actors involved in communication have the same field of experience.

h. Effect. Compared to other forms of communication, interpersonal communication is considered the most effective for changing attitudes, behavior, beliefs and communication opinions. This is because communication is done face to face

CHAPTER. II

DIFFERENCES BETWEEN COMMUNICATIONS

INTRAPERSONAL AND INTERPERSONAL

As a term, 'intra' means 'within', so that communication that occurs within a person is called intrapersonal communication. On the other hand, the term 'inter' means 'between', so when communication occurs between two or more people, it is called interpersonal communication. We humans are social animals, and we always need someone to talk to or share our opinions, news, and even feelings.

.Communication is an important part of our life, whether we say something or not, it automatically conveys a message to the people around us, because it is inevitable. It can be intrapersonal communication or interpersonal communication. The main difference between intrapersonal and interpersonal communication is that the former is invisible, as we think, the latter is visible when it occurs between several parties. Comparison Between Intrapersonal and Interpersonal Communication.

Basis for Comparison of Intrapersonal Communication	Interpersonal communication
Means Intrapersonal Communication is one, which we have with ourselves, namely the communication that occurs in our minds.	Means Interpersonal Communication is communication between two or more people, through verbal or non-verbal messages.
People Involved One	At least two
Continuous Occurrence due to human nature. Ordinary, because of social needs.	Media Only one's internal senses are involved. Supported by verbal and non-verbal media.
Concerned with Thinking and Analysis	Exchanging and sharing ideas or information

	Intrapersonal Communication	Interpersonal communication
Basis for Comparison		
Means	Intrapersonal communication is one, which we have with ourselves, namely the communication that takes place in our minds.	Interpersonal Communication is communication between two or more people, through verbal or non-verbal messages.
People Involved	One	At least two
Incident	Constantly due to human nature.	Ordinary, because of social needs.
Media	Only one's internal senses are involved.	Supported by verbal and non-verbal media.
worry about	Thinking and Analysis	Exchanging and sharing ideas or information

The difference between interpersonal and intrapersonal communication is the communication process. Interpersonal communication is the sending and receiving of messages between two or more people. Meanwhile, intrapersonal communication is the process of communicating with oneself.

Intrapersonal communication occurs when a person communicates with himself. And interpersonal communication is the exchange of information, ideas, opinions and feelings between two people.

Interpersonal communication (interpersonal communication) is communication between people face-to-face which allows each participant to capture the reactions of other people directly both verbally and non-verbally.

Intrapersonal communication is communication that occurs within oneself or one person's communication, such as talking to oneself, giving meaning (intellectual and emotional) to the environment, thinking about a problem, considering a decision, an

Intrapersonal communication (self) is the use of language and thoughts that occur within the communicator himself. In this communication, the position of an individual is that of the sender (communicator) as well as the recipient of the message (communicant) which provides feedback to himself.

What are some examples of intrapersonal communication, examples of implementing intrapersonal communication in everyday life are praying, giving thanks, self-introspection and creative imagination

Self-concept affects interpersonal communication skills because it helps individuals see themselves, in other words individual behavior is in accordance with the individual's perspective on himself. Intrapersonal communication is communication that occurs in humans, including the process of sensation, association, perception, memory and thinking.

Intrapersonal conflict and interpersonal conflict are the two main types of conflict. The key difference between Interpersonal and Intrapersonal conflict is that Interpersonal conflict occurs as a dispute between two people, whereas Intrapersonal conflict occurs as a dispute within individuals.

Various Examples of Interpersonal Skills:

1. Communication skills.
2. Empathy for others.
3. Ability to listen well.
4. Problem solving skills.
5. Sense of leadership.
6. Ability to understand the information provided.
7. Ability to build and maintain relationships.
8. Ability to provide good feedback

9. Sending and Receiving Messages Verbally and Non-Verbally. People engage in this interpersonal interaction, subconsciously sending and receiving messages verbally and non-verbally.
10. Informal atmosphere.
11. Two Way Communication

Interpersonal relationship is a relationship consisting of two or more people who are interdependent with each other and use a consistent pattern of interaction. Of course, this relationship will have an influence on one another or it can also be said to be a reciprocal relationship.

The difference between interpersonal and intrapersonal communication is the communication process. Interpersonal communication is the sending and receiving of messages between two or more people. Meanwhile, intrapersonal communication is the process of communicating with oneself.

There are 4 types of interpersonal interaction, namely:

When it comes to the basic elements of interpersonal communication, the various types of possible communication can be grouped under four basic categories: verbal, listening, written, and non-verbal communication. Intrapersonal communication (self) is the use of language and thoughts that occur within the communicator himself. In this communication, the position of an individual is that of the sender (communicator) as well as the recipient of the message (communicant) which provides feedback to himself.

According to its nature, interpersonal communication is divided into two, namely dyadic communication and small group communication. Interpersonal communication will occur during interactions that focus on verbal and nonverbal cues and reciprocate each other. If there is no process of verbal or nonverbal exchange, then this cannot be said to be an interpersonal communication process.

Interpersonal intelligence is the ability to communicate, be sensitive to other people's emotions, easily adapt to others, have high empathy, and like to help others, the type of intrapersonal intelligence that can be achieved by

students as a basis for interaction in social studies learning is being able to analyze the strengths and weaknesses that exist in them, being able to analyze the ideas generated, having self-awareness, understanding their own motivations and feelings.

Interpersonal Communication Objectives include: a. Get to know yourself and others: To provide an opportunity to talk about yourself and learn how far to open yourself to others. How to Stimulate Children's Intrapersonal Intelligence

1. Invite children to tell stories. Encourage your child to talk about himself and how he feels.
2. Write a diary (diary)
3. Read a book.
4. Me time.
5. Teaching children to learn art.
6. Independent learning.
7. Participate in social activities.

Intrapersonal suitable for what work, Be aware of something and take action based on your own feelings. - Likes to spend time alone for self-reflection. Careers suitable for someone with intrapersonal intelligence are psychologist, writer, therapist, counselor, social worker, theologian (expert in religion), entrepreneur, poet.

Who are the figures of interpersonal intelligence, Figures with interpersonal intelligence include Nelson Mandela, Mahatma Gandhi, Soekarno, Bill Gates. Intrapersonal intelligence is the ability to understand yourself and act on that understanding

What components most influence intrapersonal communication, There are minimum requirements for interpersonal communication to take place, namely at least it includes three components namely communicator, message and communicant. That is, if the three components already exist then interpersonal communication can be carried out which then forms a communication process.

How does interpersonal communication affect communication outcomes, Interpersonal communication affects communication and relationships with other people. A message that is communicated, starts from a person, the process of exchanging information between a person and another person or usually between two people whose feedback can be immediately known.

The advantages of interpersonal communication, among others, by studying good interpersonal communication, we can have many benefits including, namely, being able to avoid conflicts that occur in the family or in the wider community. Why should children have intrapersonal intelligence?

With good intrapersonal intelligence, children are able to make decisions and determine their behavior without always being directed from others (independent), have great self-confidence and are happy to work based on programs they make themselves.

What professions are suitable for people with interpersonal intelligence ?

Interpersonal intelligence is a type of intelligence that is closely related to the ability to empathize, coordinate and work with others. Professions that match this intelligence include networkers, negotiators, lecturers, and leaders

1. Types of human intelligence and their characteristics:
2. Naturalist intelligence.
4. Intellect-Mathematics intelligence.
8. Physical-Kinesthetic Intelligence.
9. What kind of intelligence is cooking as a hobby?
10. Physical Intelligence

They enjoy practical activities such as sports, sewing or cooking. They can also coordinate well, and have the ability to use their bodies or gestures to express ideas and feelings.

1. Characteristics of individuals who have interpersonal intelligence, namely:
2. Some things that include interpersonal intelligence, including establishing new relationships with other people, establishing cooperation with others, the ability to interpret other people's feelings through their body language, communication skills, and empathy.
3. How can interpersonal communication work effectively.
4. Interpersonal communication is said to be effective if it is followed by voluntary actions from the communicant, as a form of response to the message it receives.

What factors cause failure in the interpersonal communication process?

Communication failures often occur between communicators and communicants, partly influenced by the following factors:

- Speech/Message difficult to understand.
- Negative Perceptions.
- Not confident.
- Proximity distance of the communicator and the communicant.
- Communication breakdown.
- Dialect/language differences
- Does every child have multiple intelligences.
- Every child must have one of multiple intelligences. Some of them even master more than one intelligence. Halodoc, Jakarta - Multiple intelligence is a theory put forward by a psychologist from Harvard University named Howard Gardner. ✓

Type of human intelligence to describe the advantages possessed by each person. By knowing the type of intelligence, it will be easier for you to understand your abilities and hone your potential.

Definition of Intrapersonal Communication

Communication with oneself is intrapersonal communication. It involves thinking, analyzing, interpreting, judging, pondering, feeling, etc. This is to reflect on the individual self, with the intention of clarifying something.

It is an activity that takes place in our mind; where a person engages in conversation with himself or herself, commonly known as 'self-talk' or 'inner speech'. This activity can be in the form of a monologue or an internal dialogue, in which you imagine a conversation, in your mind, with another person who is not present. So, it is quite clear that the sender and receiver are the same person.

Internal discourse, vocal-Solo communication and Solo-written communication are the three levels of intrapersonal communication. The three aspects that govern intrapersonal communication are:

- a. Self-concept: Self-concept determines the way a person perceives himself, orientated towards others. The three factors in self-concept are.
 - b. Trust
 - c. Value
 - d. Attitude
 - e. Perception: This is what the mind receives and understands from the outside world.
 - f. Hope: A person's future-oriented projection, that something might happen.
- Definition of Interpersonal Communication

Interpersonal Communication is one-to-one communication between two or more people, in which ideas, information or messages are exchanged through channels. This can be face-to-face communication between parties, communication by letter, telephone and the like.

In Interpersonal Communication, way something is said is as important as what is said. So, here, tone of voice, body language, gestures, facial expressions, have a huge impact on the receiver. Features of interpersonal communication are as follows:

- a. Inescapability : Whenever we try not to say anything to anyone, it says something about our mood, our attitude or nature, i.e. not by words but through non-verbal signals.
- b. Irreversible or Unrepeatable: Once something is said, it cannot be taken back, so it cannot be reversed or repeated.
- c. Complex: Due to several variables involved in communication, it is a complex process. The words used in the communication process may not have the same meaning for the sender and receiver, and this complicates the process.
- d. Contextual: Context plays an important role in the communication process, because in the context of psychological, environmental, situational and relational.

Key Differences Between Intrapersonal and Interpersonal Communication, the difference between intrapersonal and interpersonal communication, can be drawn clearly on the following grounds:

- a. The communication that we have with ourselves, i.e. the communication that takes place within our minds, is known as intrapersonal communication. Communication between two or more people, through verbal or non-verbal messages, is called interpersonal communication.
- b. Intrapersonal communication is communication with oneself, so that only one person is involved in it. In contrast, interpersonal communication is always between two or more people.
- c. Intrapersonal communication occurs continuously because it is a human tendency to think, analyze and interpret things. In contrast, Interpersonal Communication occurs regularly on a personal and professional level.
- d. In intrapersonal communication, only the internal senses of the individual are involved. As against, interpersonal communication requires a medium, namely to convey messages to other parties.
- e. In intrapersonal communication, it is based on thinking and analysis while interpersonal communication is related to the exchange of ideas, information, opinions, feelings and so on. Conclusion

Intrapersonal communication is the foundation of interpersonal communication because it is our experiences that form the basis of our perceptions and our perceptions influence our interactions with other people. In intrapersonal communication, information is always stored in one's mind, but in interpersonal communication, information flows from one person to another.

It should be known if interpersonal conversation occurs between two people or small groups. Meanwhile, intrapersonal communication (self) is the communication of language and thoughts within the communicator. Examples of interpersonal communication are praying, giving thanks, introspection, and talking to yourself.

Examples of implementing intrapersonal communication in everyday life are praying, giving thanks, self-introspection and creative imagination.

Intrapersonal communication is communication that occurs within oneself or one person's communication, such as talking to oneself, giving meaning (intellectual and emotional) to the environment, thinking about a problem, considering a decision, and so on.

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CHAPTER III

INTERPERSONAL COMMUNICATION PURPOSE AND PROCESS

A. Purpose of Communication

Communication Purposes based on some of the meanings/definitions above, it can be concluded that In general, the purpose of communication is as follows. Convey ideas/information/news If we communicate with other people, the main goal is arriving or being able to understand what is in our minds or our ideas to the other person. Thus, there is one idea in common between what is in the mind of the communicator and the communicant.

Examples of relevant nursing activities are as follows.

Nurse communication with patients when explaining the patient's condition, conveying nursing diagnoses, action plans, action procedures, or conveying the results of actions that have been taken.

Influence others

The communication we do to others, whether we realize it or not, will affect the behavior of other people. Consciously, if we communicate for the purpose of motivating someone, we hope that the person we are motivating will do what we want. Unknowingly, if when we are motivated to show a serious face, we will make the other person enthusiastic to listen and pay attention to what is conveyed to him.

Examples of relevant nursing activities are as follows.

Nurses communicate with patients when they provide motivation to maintain health and carry out a culture of healthy living through healthy eating patterns and regular exercise. Changing the behavior of others, communication aims to change behavior, meaning if we talk to someone who behaves differently from the existing norms and we want.

Examples of relevant nursing activities are as follows.

Communication that nurses do at the time will change the patient's beliefs and behaviors that are not good or contrary to health and with beliefs and behaviors that support their health.

Provide education In everyday life, a lot of communication occurs with the aim of providing education, for example communication between parents and their children, teachers/lecturers with students/students, nurses with their clients, and others. This communication is carried out with the aim that the interlocutor (communicant) obtains/reaches a higher level of knowledge and shows better things than before. Examples of relevant nursing activities are as follows.

Communication that is carried out by nurses when providing education or health counseling to patients about preventing disease transmission, providing education about help at home for family members who are sick with dengue fever, and others whose aim is to increase knowledge so that it is better than before.

Understanding (ideas) of others Communication between two or more people will be effective if the communicator and communicant understand each other's ideas and they try to give meaning to the communication that conveyed or received.

Purpose Interpersonal communication occurs between two or more people. This communication process generates feedback. The following is a more complete explanation of interpersonal communication.

Interpersonal communication is the process of exchanging information, ideas, opinions, and feelings that occur between two or more people. Examples of interpersonal (interpersonal) communication such as a conversation between two friends, a family conversation, and a conversation between three people. Interpersonal communication can occur anywhere when watching movies, studying, and working. Interpersonal communication can be called interpersonal communication. Interpersonal effectiveness is determined by how clear the message is conveyed.

Characteristics of Interpersonal Communication The language used can be formal or informal. Using certain media such as telephone, cell phone, and e-mail. Performed by two or more people. Be open and communicative.

Interpersonal communication bases perceptions and reactions on the unique psychological characteristics of individuals.

Interpersonal communication focuses on the quality of communication that is established from each person. The existence of a relationship with each other is unique, feeling, useful, and self-reflective.

The purpose of Interpersonal Communication is interpersonal communication to think, reason, analyze, and reflect. Quoting from the journal "Interpersonal Communication The goals of interpersonal communication are: Influencing the attitudes and behavior of others. Helping others. Helping others. Exchanging ideas. Solving problems. Conveying information. Fostering relationships. Influence each other and play. Get to know yourself and others. Sharing experience Growing motivation Doing cooperation.

B. Interpersonal Communication Process

Sender (Source) and Recipient (Receiver) Message In interpersonal communication there are two or more people who communicate. One person sends the message while the other person receives and interprets the message.

In communicating there is a process of decoding and encoding.

- a). Decoding is the activity of giving meaning to the message conveyed.

- b). Encoding is the activity of producing messages. Both of these activities describe the process of interpersonal communication.

Examples of interpersonal communication encoding when speaking or writing. While decoding is done when listening and reading.

Message (message) The message is a signal that works as a stimulus for the communicant (receiver). Messages can take the form of sounds, smells, tastes, visuals, and any combination thereof. Messages can be done in a planned, unintentional, and random way. In interpersonal communication can send and receive messages that can be expressed verbally and non-verbally. Nonverbal messages can be in the form of hand gestures, mouth movements, and eyes.

Feedback (feedback) In conveying the message will receive a feedback process. Feedback is a reaction that appears when someone conveys a message. The person receiving the message can hear and write the message.

Opening sentence This opening sentence contains a collection of information given as an introduction, before the main information. This opening sentence or feedforward can be used to convince the person receiving the message to understand.

Channel or Media The communication process requires a medium to channel the message to the recipient. Media in interpersonal communication can be in the form of telephone, e-mail, or meeting in pers

Noise (barriers) In interpersonal communication there are obstacles that can interfere. These barriers can prevent the recipient of the message from processing the information. The person receiving the message can misunderstand. An example of an obstacle in interpersonal communication, for example, is a power outage which causes communication channels to be obstructed.

Modern Communication Tools and How They Work Differences in Interpersonal and Intrapersonal Communication It is necessary to know if interpersonal conversation occurs between two people or small groups. Meanwhile, intrapersonal communication (self) is the communication of language and thoughts within the communicator. Examples of interpersonal communication are praying, giving thanks, introspection, and talking to yourself. This communication is important to understand yourself. The process of intrapersonal communication From the journal "Intrapersonal Communication as the Foundation of Interpersonal Communication"

There are 5 processes of intrapersonal communication, namely:

1. Sensation Sensation is the initial stage of the process of receiving information received by the human senses. For example, we hear voices from other people, this hearing process is included in sensation.
2. Association Association is the process of knowing the occurrence of an event.
3. Perception Perception is an activity to understand information in the form of objects, messages, events obtained.
4. Memory Memory is the process of storing information in an individual. The memory is then evaluated, removed, or recalled.
5. Thinking Thinking is a process of making decisions. Thinking is defined as an activity to understand and solve problem

Interpersonal communication (interpersonal) is communication that takes place between two people who have a steady and clear relationship. This communication affects the elements and has agreements, agreements to achieve the desired goals.

Interpersonal or interpersonal communication is communication between people face-to-face or face-to-face that allows each actor to capture the reactions of other people directly, both verbally and nonverbally.

How is the process of interpersonal communication? Interpersonal communication is the process of sending and receiving messages between two people, or between a small group of people with some instantaneous feedback.

Effective interpersonal communication is obtained when individuals understand the information conveyed and are easily understood by other individuals.

Interpersonal communication will occur during interactions that focus on verbal and nonverbal cues and reciprocate each other. If there is no process of verbal or nonverbal exchange, then this cannot be said to be an interpersonal communication process. C. Interpersonal Communication: Interpersonal Commun

Intrapersonal communication leads to a communication within a person. This is a process of thinking, evaluating, feeling, and interpreting an event in one's mind.

Intrapersonal communication is the purest and most basic form of human communication. At every moment in life, humans receive messages through their eyes, skin, ears, nose or other sense organs.

Before starting to answer or respond to the message, humans carry out intrapersonal communication to themselves based on perceptions and previous experiences.

Different people may respond to a single message differently because of these differences in their perceptions and experiences.

The discussion concluded that this intrapersonal communication occurs when someone has communicated with himself. It is a basic form of communication. When someone gets a message or observes something, the response depends on intrapersonal communication.

Definition of Interpersonal Communication
Interpersonal communication will occur when both individuals are involved in the communication process. In a broader sense, Interpersonal communication is an exchange of ideas, information, opinions and feelings related to personal, social, organizational, family, national and international events between two people who are in the same location.

Communicating with interpersonal becomes a basic need for human survival. People engage in interpersonal communication not only at home or in the office but also when they are walking, working, traveling, reading newspapers, shopping, or watching games and movies. In general, interpersonal communication will take place with face-to-face conversations. However, this can be a telephone dialogue if the individual connects emotionally.

We can conclude that in these two individuals exchanging feelings, views, and attitudes about any issue, this is also said to be interpersonal communication.

Understanding Interpersonal Communication According to Experts 1. Joe Ayres, according to him, there is no the same meaning among experts when defining interpersonal communication. Some people mark that this communication as a level of the process of ongoing communication between humans.

2. Dean Barnlund

Dean Barnlund said that interpersonal communication is a communication process that involves connecting other people. Interpersonal communication will occur during interactions that focus on verbal and nonverbal cues and reciprocate each other. If there is no process of verbal or nonverbal exchange, then this cannot be said to be an interpersonal communication process.

3. Gerald Miller

Gerald Miller separates interpersonal communication and not it as interpersonal communication. The difference lies in sociology (group membership) or cultural. This interpersonal communication is based on perceptions and reactions to the unique psychological characteristics of individuals. John Stewart and Gary D'Angelo

He said that interpersonal communication focuses on a quality of communication that is established from each individual. By having a relationship with one another, it has feelings, is unique, useful, and self-reflective. In communication a person can act and choose his role as a communicator as well as a communicator.

5. Joseph DeVito

Joseph DeVito defines interpersonal communication as the process of sending and receiving messages to two people or small groups of people that provide a feedback effect.

6. Barnlund Johannessen

Barnlund Johannessen describes interpersonal communication when people meet face to face, interact, and focus on verbal and nonverbal exchanges.

7. Effendi

According to Effendi, interpersonal communication is communication that can occur between two people and have a conversation. This contact can be face to face or via telephone so that it can lead to reciprocity.

The Difference Between Intrapersonal And Interpersonal Communication

Intrapersonal and interpersonal are two basic forms of human communication. In both types of communication it spreads to all aspects of human life. From the cradle to the grave, humans will continue to carry out intrapersonal communication. The main differences between the two types of communication:

Means

Intrapersonal communication can occur when a person communicates with himself. As well as interpersonal communication an exchange of information, ideas, opinions, even feelings between two people. Natural

In Intrapersonal Communication this can occur in the form of sensing, thinking and even self-evaluation. This interpersonal communication will occur in the form of exchange and exchange of information and ideas between people. People Involved

In an intrapersonal communication only the communicator is involved in intrapersonal communication. And in this Interpersonal communication involves two people in communication.

Media Use

This intrapersonal communication is a type of communication that does not require any media. And in interpersonal communication, people need to use verbal and nonverbal media to be able to communicate.

Information flow

Intrapersonal communication on the exchange of information does not go beyond one's mind. as well as in interpersonal communication here, information passes from one mind to another, Visibility Intrapersonal communication would be invisible in nature. And in interpersonal communication itself is visible.

Interpersonal and Intrapersonal Communication Theory

After knowing the differences between these two forms of communication according to

experts, the following are interpersonal and intrapersonal communication theories that we need to know, namely:

Constructivism

The theory of constructivism will be introduced by Jesse Delia. This theory states the factors behind individuals who communicate according to their wishes and how there can be far more successful communicators than other messengers.

Symbolic Interactionism

The theory of interaction symbolism is a part of the sociological perspective that is influenced by many theorists, such as George Herbert Mead and Herbert Blumer. This theory provides an overview related to the use of language as a communication tool in forming meaning in individuals.

This will relate to the ability to understand the style of communication that will be used in order to be able to convey about oneself, as well as in choosing language in interacting with others through symbols to be able to form society. At the same time, it is useful as well as one's ability to apply communication as a way to build personal branding.

Attribution Theory

Attribution theory is a theory to be able to understand how each individual describes his own behavior and the behavior of others. Because humans tend to be motivated to be able to understand personality and explain their behavior patterns. This is according to the theory of Fritz Heider.

Fundamental Interpersonal Relationship Orientation

Can we realize that every individual will be motivated to be able to fulfill inclusion and the need to feel belonging? Then on the control, namely with the need to form interactions with the surrounding environment, as well as affection as the need to want to be liked, and establish relationships. This theory was introduced by William Schutz.

Action Assembly Theory

The theory of action assembly theory aims to be able to explain where our thoughts come from, then how can we interpret these thoughts in verbal and nonverbal communication. This action assembly theory has been introduced by an expert named John Green.

Communication Accommodation Theory

In principle, apart from focusing on background and how individuals modify communication behavior, of course, situations will always be different. This theory has been developed by Howard Giles, et al.

Social Penetration Theory

In the theory of social penetration theory describes how self-disclosure can move a relationship or communication process from the superficial to the intimate part. This is the first theory introduced by Irving Altman and Dalmas Taylor about how changes in communication patterns affect changes in a relationship.

Interpersonal Communication Classification

It has been quoted by Muhammad (2004, p. 159-160) who has described the classification of an interpersonal communication into an intimate interaction, social conversation, interrogation as well as in an examination and interview.

Intimate interactions

Intimate interactions include communication between family members, good friends, and people who have strong emotional ties.

Social conversation

Social conversation becomes an interaction to be able to please someone simply. In this type, of face-to-face communication it is very important for an informal relationship development, in the organization Interrogation or examination

Interactions that occur between someone who is in control, can ask or even demand information from others.

Interview the interview is a way interpersonal communication in which two people are involved in a question and answer conversation.

Interpersonal Communication purposes as many as 6 objectives have been explained, including:

Finding Yourself.

One that can be an objective of interpersonal communication is to find personal and personal. When we are involved in interpersonal encounters with other people, we learn a lot about ourselves and others. This interpersonal communication also provides an opportunity for us to be able to talk about what we like, as well as about ourselves. By discussing ourselves with others, we also provide a source of feedback that will be tremendous in our feelings, thoughts, and behavior.

Discovering the Outside World.

Only with interpersonal communication can we understand more about ourselves and also other people with whom we communicate.

Forming And Maintaining Meaningful Relationships.

In a person's greatest desires will be the form of maintaining a relationship with other people.

Changing Attitude And Behavior.

A lot of time that we can use to be able to change the attitudes and behavior of others with interpersonal encounters

For Play and Fun.

In deep play includes all activities that can have the main goal of seeking pleasure. Talking with friends about our activities on weekends, discussing sports, telling stories and funny stories in general, these are talks to pass the time.

To help.

Psychologists, clinical psychologists, and therapists use interpersonal communication techniques in their professional activities to direct their clients. We can all also be useful in helping others in our interpersonal interactions in everyday life. Our example can be to encourage a friend when experiencing a breakup.

Interpersonal Communication Effectiveness

An effectiveness in Interpersonal Communication certainly starts with five general qualities, as follows:

1. Openness

This quality of openness will refer to at least three aspects of interpersonal communication.

1. Effective interpersonal communicators must be able to be open with their interlocutors.
2. That doesn't mean that you have to reveal the entire contents of his life history.
3. This aspect of openness leads to the willingness of communicators to be able to react honestly with incoming stimuli.
4. The third aspect concerns the "ownership" of feelings and thoughts. Being open means admitting that the feelings and thoughts expressed are ours and we are also responsible for them.

2. Empathy

Henry Backrack (1976) defines empathy as "the ability of a person to be able to 'know' what is being experienced by another person at a certain moment.

Empathy is feeling something the same as others are experiencing it, being in the same boat and also feeling the same feelings in the same way.

3. Supportiveness

Effective interpersonal relationships are relationships where there is an attitude of support (supportiveness). The concept is based on the work of Jack Gibb. Open and empathetic communication cannot take place in an unsupportive environment. We can show our support by being descriptive, not evaluative, spontaneous, not strategic, provisional, not too sure.

4. Positive attitude (positiveness)

We can communicate our positive attitude to interpersonal communication in two ways:

1. By expressing a positive attitude we can positively encourage people to become interacting partners. A positive attitude that refers to at least two aspects of an interpersonal communication.
2. Positive feelings for these communication situations are generally very important for effective interactions.

5. Equality

There will never be two people who are truly equal in all respects. Despite this inequality, in interpersonal communication it will be more effective if the atmosphere is equal. That is, it requires a tacit acknowledgment that both parties are equally valuable or valuable, and that each of these parties has something important to contribute.

Characteristics of Interpersonal Communication

There are five aspects that characterize interpersonal communication, including:

1. This interpersonal communication will usually occur spontaneously and without any purpose in advance. That is, in general this interpersonal communication will occur by chance or without a plan so that it will occur spontaneously.
2. This type of communication has both planned and unplanned consequences.
3. Interpersonal communication will generally take place reciprocally. One of the characteristics of interpersonal communication is the existence of alternating reciprocity in giving and receiving information between communicators and communicants who take turns which will create a dialogic atmosphere.
4. Interpersonal communication is mostly in an atmosphere of closeness or intimacy. To be able to lead in an atmosphere of closeness, familiarity of course on these two parties, communicators and communicants must have the courage to open their hearts, and be ready to accept openness to other parties.
5. Interpersonal communication at its stage will be more prominent in the psychological approach compared to the sociological one. This is because the elements of familiarity and closeness are limited to two or a maximum of three individuals who can be involved. In the end it is these factors that can affect a person's psyche that are easier to be revealed in such communication.

Interpersonal Communication Process

De Vito describes a general model of interpersonal communication. Based on the journal "Interpersonal Communication Process of Deaf-Speech Impaired Subordinates with Their Superiors" written by Immanuel Khomala Wijaya, this section of the model is used for interpersonal communication processes.

1. Sender (Source) and Recipient (Receiver) Message

In interpersonal communication there are two or more people who communicate. One person will send the message while the other person receives and translates the message. In communicating itself there is a process of decoding and encoding.

Decoding is an activity to give meaning to the message conveyed. Meanwhile, encoding itself is an activity of producing messages. In both these activities describe the process of an interpersonal communication. An example of encoding interpersonal communication is when speaking or writing. Meanwhile, decoding is done when listening and reading.

2. Message (message)

The message is a signal that can work as a stimulus for the communicant (receiver). The message itself can take the form of taste, smell, sound, visuals, and their combinations. This message can be carried out by accident, planned, as well as just talking. In interpersonal communication can send and receive messages that can be expressed verbally and non-verbally. Nonverbal messages can be in the form of mouth, hand, and even eye gestures.

3. Feedback (feedback)

In the process of conveying the message will receive a feedback process. Feedback is a reaction that appears when someone conveys a message. The person receiving this message can hear as well as write to the message.

4. Opening sentence

This opening sentence will contain a collection of information that can be given as an introduction, before the main information. This opening sentence or feedforward can aim to convince the person receiving the message so that it can be understood better.

5. Channels or Media

In this communication process requires media to be able to channel the message to the recipient. The media in an interpersonal communication itself can be in the form of e-mail, telephone, or meeting.

6. Noise (obstacles)

In an interpersonal communication there are obstacles that interfere. These barriers can hinder the recipient of the message processing the information. People who will receive this message may misunderstand. An example of an obstacle to interpersonal communication is when the power goes out which can cause communication channels to be obstructed. Differences in Interpersonal and Intrapersonal Communication It is necessary to know if interpersonal conversations occur between two people or small groups. Meanwhile, intrapersonal communication (self) is the communication of language and thoughts within the communicator.

Examples of interpersonal communication are praying, giving thanks, introspection, and talking to yourself. This communication is important to understand yourself.

The purpose of Interpersonal Communication is to help others. For example giving criticism or suggestions, expressing empathy, working in a group to help solve problems, or providing support to others.

Another purpose of interpersonal communication is to cooperate between a person and another to achieve a certain goal or to do something useful for both, interpersonal communication can also be used by someone to tell feelings of disappointment or mistakes. Interpersonal communication is the process of

exchanging information, ideas, opinions, and feelings that occur between two or more people.

Examples of interpersonal (interpersonal) communication such as a conversation between two friends, a family conversation, and a conversation between three people.

Interpersonal communication is a type of interpersonal communication that involves two or more people. This communication can be done by anyone, both while studying, watching movies, and other activities. The process of interpersonal communication is very simple and can be through various ways.

What are the processes of intrapersonal communication? Intrapersonal communication is communication that occurs in humans, including the process of sensation, association, perception, memory and thinking.

Examples of interpersonal communication are two friends who pour out their hearts to each other, quarrels between neighbors, jokes between brothers and sisters, conversations between lecturers and students during thesis guidance, dialogue between doctors and patients, and so on.

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CHAPTER IV COMMUNICATION SCIENCE FIELD

A. Forms of public communication

Forms of public communication, among others: public speaking, theater concerts and public debates. Examples of Must Have Interpersonal Skills

1. Verbal communication.
2. Nonverbal communication.
3. Empathy.
4. Listening.
5. Problem solving.
6. Leadership.
7. Conflict management.
8. Negotiation.

B. Cross-cultural communication

Cross-cultural communication focuses on the study of the field of communication science which places more emphasis on comparing intercultural communication patterns. For example, how are the communication styles of Indonesians and Russians or Javanese and Malays.

C. Factors Influencing Communication

1. Knowledge. The level of one's knowledge is a major factor in communication.
2. Development. Development has two aspects, namely:
3. Perception.
4. Roles and relationships.
5. Environment.
6. Emotions.
7. Physical condition.

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How to overcome barriers to communication

1. Be confident.
2. master the situation and conditions and to whom we communicate.
3. Respect the other person if you want to express your opinion with permission first.
4. Communicate using language according to EYD (Perfected Spelling) so that the other person can better understand what we want.

D.How to increase effectiveness in business communication? 7

Tips to Make Your Business Communication Skills More Effective

1. Make communication the main tool.
2. Learn to pay attention and listen.
3. Who are you talking to?

4. Being honest is better than being silent and pretending.
5. Show the right expression.
6. Remember habits and memorable things.
7. Avoid dictating!

E. How to overcome cross-cultural misunderstandings?

1. Understand Communication.
2. Understand and Embrace Differences.
3. Active Listening.
4. Improve Way of Speaking.
5. Avoid Confrontation.
6. Calm in Facing Conflict.

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F. How to Improve Cross-Cultural Business Communication Skills

1. Maintain Ethics. Many cultures have special ethics in the way they communicate.
2. Avoid Slang.
3. Speak slowly.
4. Practice Listening.
5. Wait for your turn to speak.
6. Write down the Key Points.
7. Be Careful With Jokes.

The way to overcome semantic communication barriers is to apply standards in communication. The flow of communication between divisions should also be made clear and orderly to avoid misunderstandings. Habits in effective and efficient communication need to be built for the progress of the company.

G. how to overcome the problem of communication difficulties with fellow family members Overcoming a Communication Crisis in the Family

1. Make a Regular Schedule for Family Gatherings. Parents should make a schedule to get together with all family members on a regular basis.
2. Make Time for Each Day.
3. Be a Good Listener.
4. Practice Good Ways of Communication in the Family.
information or messages?

H. How to Reduce Communication Distortion

1. Selection of the right media.
2. Selection of the right diction.
3. Understand the communicant's stock of knowledge.
4. Use the right body language.
5. Creating a comfortable atmosphere during communication.
6. Shows an image that is aligned with the communication message.

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How to minimize and deal with this miscommunication problem, give an example?

1. Be an active listener.
2. Take time to understand the message.
3. Don't be quick to assume, let alone use personal perception.
4. Don't interrupt.
5. Be open to messages being conveyed.
6. Observation of non-verbal communication.

I. Various types of interpersonal skills that are often used in everyday life:

1. Conflict Management.
2. Listen.
3. Conflict Resolution.
4. Communication.

5. Creative Thinking.
6. Leadership skills (Leadership).
7. Solve the problem.
8. Patience.

What interpersonal skills are needed to face the world of work?

Interpersonal skills that need to be possessed by an employee are the ability to negotiate, solve problems, and share knowledge. These three things can be categorized as the main things in many fields of work

What are the obstacles in conducting interpersonal communication?

There are four types of barriers to effective communication, namely process barriers, physical barriers, semantic barriers, and psychosocial barriers.

1. Process Barriers. Process barriers occur in the communication process itself.
2. Physical Barriers.
3. Semantic Barriers.
4. Psychosocial Barriers.

J. Intrapersonal communication and interpersonal skill.

Interpersonal skills are skills that help in collaborating and working with others. Meanwhile, intrapersonal skills help identify one's own strengths and weaknesses. Both are soft skills that contribute greatly to personal growth.

Explain what is meant by interpersonal relationships?

Interpersonal relationships can be interpreted as interpersonal relationships with other individuals.

This is in line with human nature, apart from being an individual being as well as a social being, so that interpersonal relationships will certainly be experienced by all humans who live normally.

What is meant by interpersonal skills?

Interpersonal skills are the traits you rely on when interacting and communicating with others. They cover a variety of scenarios where communication and cooperation is critical. This skill involves the ability to communicate and build relationships with other people. How to

Improve Communication Skills in the World of Work

1. Learn Public Speaking.
2. Learn the Basics of Nonverbal Communication.
3. Active Listening.
4. Understand Your Audience.
5. Expand Your Network.

Why are interpersonal skills important, building a business?

Benefits of Interpersonal Skills

As explained above, by having interpersonal skills in the world of work, you are able to build relationships and cooperate with other people, be it colleagues, clients, or superiors in the company.

K. How to improve work skills

1. Providing decent wages to workers.
2. Actively empower and train workers.
3. Placing workers according to their division/interest/expertise.

Type of interpersonal interaction?

When it comes to the basic elements of interpersonal communication, the various types of possible communication can be grouped under four basic categories: verbal, listening, written, and non-verbal communication.

According to its nature, interpersonal communication is divided into two, namely dyadic communication and small group communication.

L. How to communicate well

1. Pay attention to speech. Good communication certainly uses good language.
2. Pay attention to body language and intonation.
3. Listen carefully.
4. Be open.
5. Give support.
6. Don't just focus on yourself.
7. Give advice only when asked.
8. Control emotions.

M. How to Improve Professional Interpersonal Communication

1. Show a smile.
2. Be an understanding and caring partner.
3. Build togetherness.
4. Become a mediator and resolve disputes.
5. Listen as much as you talk.
6. Put yourself in their shoes.
7. Don't complain too much.

CHAPTER V

WAYS OF EFFECTIVE INTERPERSONAL COMMUNICATION

What is effective interpersonal communication?

Interpersonal communication is said to be effective if the message received and understood is the same as that sent by the communicator. In any form of communication, including interpersonal, the effectiveness of communication is very important. What is meant by intrapersonal communication?

Described by Devito (1997), intrapersonal communication or intrapersonal communication is communication with oneself with the aim of thinking, reasoning, analyzing and reflecting. What is the solution to overcome ineffective interpersonal communication? As for other ways to overcome barriers in communication, among others:

1. Use Feedback (feedback) ...
2. Understand Individual Differences or Individual Complexities Well. ...
3. Use Direct Communication (face to face) ...
5. Learn to be a good listener.
6. Learn to understand the information provided by others.
7. Build and maintain relationships with others.
8. Learn to give feedback to others.
9. Improve persuasive skills.

What is meant by interpersonal communication and examples.

Interpersonal communication is the process of exchanging information, ideas, opinions, and feelings that occur between two or more people. Examples of interpersonal (interpersonal) communication such as a conversation between two friends, a family conversation, and a conversation between three people.

What factors influence the effectiveness of interpersonal communication?

There are ten factors that affect effectiveness in interpersonal communication, namely tolerance, respect for others, supportive attitude,

openness, trust, familiarity, alignment, responsiveness, emotional atmosphere and honesty. How to overcome communication barriers in a company?

Solutions to Humane Barriers

1. Creating a work culture that is mutually respectful and open-minded so that there is harmony between differences in age, status, and perception so that we can understand each other.
2. Commit and work together to uphold the ethics of communication.

How to overcome barriers in cross-cultural communication?

How To Overcome Communication Barriers

1. Improve and enhance cross-cultural competence. ...
2. Avoid assumptions and judgments.
3. The next way to overcome cross-cultural communication barriers is to avoid. ...
4. For example, when someone acts differently, we should not rush. ...
5. Recognize and appreciate differences.

How to deal with interruptions or communication problems?

How to Overcome Communication Barriers and Improve Communication

1. Maintaining an open communication climate.
2. Determined to uphold ethics in communication and run it well.
3. Understand the difficulties of intercultural communication.

What are the aspects that must be improved in improving interpersonal skills? 8 Ways to Improve "Interpersonal Skills"

1. Attitudes. The first way to improve interpersonal skills is a good attitude indicating maturity in the way you communicate.
2. Problem Solving Ability.
3. Master Communication Skills.
4. Division of tasks.
5. Be social.
6. Don't Just Protest.
7. What are interpersonal skills and how do you develop them.

8. In general, Interpersonal skills are the ability to communicate, cooperate, connect, relate, and cooperate with other people. Any interaction between two people in which information is exchanged, including verbal and nonverbal communication, will depend heavily on one's interpersonal skills.

How to improve interpersonal skills to be adequate to become a manager? The following are some soft skills that you can apply to improve interpersonal skills:

1. Always Try to Be Appreciative.
2. Cheap smile.
3. Sympathetic.
4. Actively Listen rather than Speak.
5. Prioritize an Attitude of Togetherness.
6. Don't Hesitate to Extend Your Hand.
7. Improve Ways of Communication.

What are some examples of intrapersonal communication?

Some examples of intrapersonal communication are meditation, daydreaming, dreaming, silence, writing, self-introspection, and many more.

What are examples of communication?

Types of Communication

Examples of oral communication include meetings with clients, job interviews, or two people talking. Verbal communication can also occur remotely. For example talking via teleconference, talking on the phone, and video calls.

The first way you can do to improve interpersonal communication skills is to smile. If you can only give a smile to people you meet for the first time or even to people you don't know, of course it won't be difficult to give a smile to your co-workers.

How to Improve Professional Interpersonal Communication.

1. Show a smile.
2. Be an understanding and caring partner.
3. Build togetherness.
4. Act as a mediator and resolve disputes.
5. Listen as much as you talk.
6. Put yourself in their shoes.
7. Don't complain too much.

Interpersonal communication can be said as an exchange of ideas, thoughts, or information between two or more individuals. Not only in everyday life. Even in the world of work, good.

interpersonal communication skills are needed to make it easier for you to adapt to the work environment and build close teamwork.

So, if you already understand your own interpersonal communication competence, there's nothing wrong with continuing to develop this ability—especially if you feel you're not good at interpersonal communication with new people in a formal environment. It's not difficult, practice it. The key is to be consistent. Come on, try these 7 ways to improve your interpersonal communication in the world of work!

Show a smile

Who would have thought that small steps can also bring big results? The first way you can do to improve interpersonal communication skills is to smile. If you can only give a smile to people you meet for the first time or even to people you don't know, of course it won't be difficult to give a smile to your co-workers.

Conversely, if you show an unfriendly face, of course the people around you will be reluctant to be close to you. This will hinder you in interpersonal communication. Don't let the problems you're experiencing take away your smile at

work. You may be able to share your problems with your co-workers, but don't let them read your problems by your face. Be an understanding and caring partner

The next way you can improve interpersonal communication at work is to be understanding and show concern for your co-workers. No need to hesitate to give praise when your co-workers do something that deserves appreciation. Never forget to always thank them for what they do for you, no matter how small it is.

Apart from that, you can show you care by remembering the birthdays of your co-workers

and congratulating them on every good thing you can get to them and also showing sympathy

if they have a bad time. Appreciating your interlocutor is also very important to improve ↘

interpersonal communication.

Build togetherness

How to build togetherness to improve interpersonal communication? Start by treating all your co-workers the same. Don't let one co-worker feel like they're not being heard more than your other co-workers. Respect everyone's opinion equally because everyone has the right to have their opinion considered.

It is no less important if you want to build togetherness to improve interpersonal communication, never gossip! You definitely don't realize how quickly gossip can spread around your work environment, so it's best to avoid it in the first place. And do you remember keeping track of when your co-worker's birthday is? A surprise party would be great! If you're not the initiator, just make sure you get involved with fun stuff like this and don't miss it!

Act as a mediator and resolve disputes

Disputes can happen anywhere, even in the workplace. If you have been able to do the previous step, namely building togetherness, then this is the next step you can take to improve interpersonal communication. You can become a mediator for

problems that arise between your colleagues. Make sure you know in advance what the problem is and you must be able to be neutral. If the problem can be solved properly, of course your work environment will also be good again.

Besides that, you will also find that not only your interpersonal communication skills have improved, but so have your leadership skills.. Listen as much as you talk

Communication is something you don't do alone, so of course listening to the other person is very important to improve interpersonal communication. Never forget to ask her opinion and let her join in the conversation too, even if you are a more talkative person and your co-worker is a quiet person. You still have to always be willing to listen to them like they listen to you.

When listening, you must also be an active listener. Maybe some people tell stories just to be heard, not to get a suggestion, but that doesn't mean you just shut up and listen. Head nods and brief responses can show you are listening. You may also occasionally give a small conclusion from what he has told you to show that you really understand what they are telling you.

Put yourself in their shoes

Effective interpersonal communication will only occur if you know how to put yourself in someone else's shoes. Empathy is very important when you work with other people. If previously you were able to be a good listener and always ask other people's opinions. Now is the time to better understand what other people are feeling and also see from that person's point of view. Be a more sensitive individual and empathize with others. Don't complain too much

Wherever you work, there will always be a complainer you meet. If you want good interpersonal communication, you have to make sure you're not one of those complainers. A person who complains all the time will make people around him uncomfortable and is usually someone who is avoided at work. Complaining will trigger the emergence of negative energy around you which is not only bad for you but also for the people around you. Control yourself and be a positive thinker!

After doing the 7 ways to improve interpersonal communication above, there is one more thing you need to pay attention to. You can't expect anyone. As we know that interpersonal communication is not only about you but also the people around you.

Everyone has different attitudes and thoughts. There is still a possibility that you will meet people who are still unable to adjust and have poor interpersonal communication. If you don't expect it, then you can continue to improve and maintain interpersonal communication carefree. Do your own part and always do the best you can.

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CHAPTER VI

INTERPERSONAL COMMUNICATION EFFECTIVENESS

Many factors affect the effectiveness of interpersonal communication. Interpersonal communication can be said to be effective if the message is received and understood as intended by the sender of the message, the message is followed up with a voluntary action by the recipient of the message, can improve the quality of interpersonal relationships, and there are no obstacles to this.

Based on this definition, it can be said that interpersonal communication is said to be effective if it fulfills three main requirements, namely messages that can be received and understood by the communicant as intended by the communicator, followed up with voluntary actions, and improving the quality of interpersonal relationships. The same understanding of the meaning of the message

One indicator that can be used as a measure of effective communication is when the meaning of the message sent by the communicator is the same as the meaning of the message received by the communicant.

At the empirical level, miscommunication often occurs because the communicant understands the meaning of the message not in accordance with what was intended by the communicator.

Carry out messages voluntarily

The next indicator of effective interpersonal communication is that the communicant follows up the message with actions and is done voluntarily, not because he is forced. This indicates that in the process of interpersonal communication, communicators and communicants have the opportunity to gain advantage. Good interpersonal communication that takes place in an equal position (not superior-inferior) is very necessary so that both parties can voluntarily, honestly, and express their thoughts express their thoughts, without fear.

Effective interpersonal communication is able to influence the emotions of the parties involved in the communication into a comfortable, harmonious atmosphere, and not as a depressed atmosphere. Thus how well a person communicates and interacts interpersonally with other people, can be seen from how he is able to achieve communication goals in a healthy and fair manner, how he empowers others, and how he is able to maintain the feelings and self-esteem of others.

Improving the quality of interpersonal relationships.

Effectiveness in interpersonal communication will encourage positive relationships with colleagues, family, colleagues. This is because the parties who communicate with each other feel that they benefit from the communication, so they feel the need to maintain interpersonal relationships. Often people do not realize the importance of the problem of human interaction, because some people think that the most important thing is power and material capital. If the two capitals are in hand, he thinks all matters will run smoothly and on his side.

Though skills in interpersonal communication is an important asset in public relations. Many people become successful because they have excellent relationships with other people. They instill a positive identity in others so that they have a good image in the eyes of society. Thus, they have more opportunities to gain the trust of others compared to those who do not have good interpersonal communication skills.

Interpersonal communication is considered effective, if the communicant understands the communicator's message correctly, and responds according to what the communicator wants.

Effective interpersonal communication functions:

1. Establish and maintain good relationships between individuals
2. Convey knowledge or information
3. Changing attitudes and behavior
4. Solving the problem of human relations
5. Self-image becomes better
6. The road to success.

In all these activities, the essence of successful interpersonal communication is the process of sharing information that benefits both parties.

The effectiveness of interpersonal communication can also be explained from the perspective of The 5 Inevitable Laws of Effective Communication. The five laws are Respect, Empathy, Audible, Clarity, and Humble, abbreviated as REACH, which means to achieve. This is relevant to the principles of interpersonal communication, namely as an effort to get attention, recognition, love, sympathy, and positive responses from others. Respect

The first law in developing effective interpersonal communication is respect, which is the attitude of appreciating each individual who is the target of the message we convey. Respect and mutual respect is the first law in our communication with others. Remember that in principle humans want to be appreciated and considered important. If we even have to criticize or scold someone, do so with full respect for that person's dignity and pride. If we build communication with a feeling and attitude of mutual respect and respect, then we can build cooperation that produces synergies that will improve the quality of human relations. Empathy

Empathy is our ability to put ourselves in situations or conditions faced by other people. One of the main prerequisites for having empathy is our ability to listen or understand before being heard or understood by others. Empathic communication is done by understanding and listening to other people first, we can build the openness and trust we need in building cooperation or synergy with others. Empathy will increase our ability to be able to convey messages in ways

and attitudes that will make it easier for the recipient or communicant to receive them.

Therefore understanding the behavior of the communicant is a must. By understanding the communicant's behavior, we can empathize with what the communicant's needs, desires, interests, hopes, and pleasures are. So before we build communication or send messages, we need to understand and empathize with potential recipients of our messages. So that later our message will be conveyed without any psychological barriers or rejection from the recipient. Audible

The meaning of audible includes: can be heard or understood properly. If empathy means we have to listen first or be able to receive feedback well, then audible means the message we convey can be received by the recipient of the message. Clarity ↘

Apart from that the message must be well understood, the fourth law related to it is the clarity of the message itself so that it does not lead to multiple interpretations or different interpretations. Clarity can also mean openness and transparency. In interpersonal communication we need to develop an open attitude (nothing is covered up or hidden), so that it can generate trust from the recipient of the message. Humble The fifth law in building effective interpersonal communication is humility. This attitude is an element related to the first law to build respect for others, usually based on the humble attitude that we have. At its core, humility includes: serving, appreciating,

willing to listen and accept criticism, not arrogant and looking down on others, daring to admit mistakes, willing to forgive, gentle and full of self-control, and prioritizing higher interests. big. If the communication that we build is based on these five basic laws of effective communication, then we can become a reliable communicator, able to convey messages in a way that suits the communicant's circumstances. Interpersonal communication that does not consider the communicant's condition will result in arrogant, one-way communication, and often irritates other people.

Five positive attitudes to consider when one is planning interpersonal communication. The five positive attitudes include:

openness

Openness is the attitude of being able to accept input from other people, and is willing to convey important information to others. This does not mean that people must immediately disclose all of their life history, but are willing to open up when others want the information they know. In other words, openness is the willingness to disclose information that is usually hidden, as long as disclosing this information does not conflict with the principle of decency.

Openness is characterized by honesty in responding to all communication stimuli. Don't tell lies, and don't hide true information. In the process of interpersonal communication, openness becomes a positive attitude. This is because, with openness, interpersonal communication will take place in a fair, transparent, two-way manner, and can be accepted by all parties who communicate.

Empathy

Empathy is the ability of a person to feel if he were another person, to be able to understand something that is being experienced by another person, to be able to feel what another person is feeling, and to be able to understand a problem from another person's point of view, through the eyes of another person.

Empathic people are able to understand the motivations and experiences of others, their feelings and attitudes, and their hopes and desires. Take for example...

Thus empathy will become a filter so that we don't easily blame others. However, we make it a habit to be able to understand the essence of each situation not solely based on our own point of view, but also using other people's points of view. The essence of empathy is: . Efforts of each party to feel what the other person feels;

2. Can understand the opinions, attitudes and behavior of others. Supportive attitude

Effective interpersonal relationships are relationships where there is an attitude of support (supportiveness). This means that each party who communicates has a commitment to support the implementation of open interactions. Therefore a relevant response is a response that is spontaneous and straightforward, not a response that survives and dodges. The presentation of ideas is descriptive narrative in nature, not evaluative in nature. Meanwhile, the pattern of decision making is accommodative, not intervention caused by excessive self-confidence.

Positive attitude

Positive attitude (positiveness) is shown in the form of attitudes and behavior. In the form of attitude, the meaning is that the parties involved in interpersonal communication must have positive feelings and thoughts, not prejudice and suspicion. In the form of behavior, it means that the action chosen is relevant to the purpose of interpersonal communication, namely actually carrying out activities to establish cooperation. For example, actually helping communication partners to understand communication messages, that is, we provide adequate explanations according to their characteristics.

A positive attitude can be demonstrated by a variety of behaviors and attitudes, including:

1. Respect other people
2. Positive thinking towards others
3. Don't suspect too much
4. Believing in the importance of others.
5. Give praise and appreciation
6. Commitment to cooperate

Equality

Equality is the recognition that both parties have interests, both parties are equally valuable and valuable, and need each other. Indeed, naturally when two people communicate interpersonally, a situation is never reached which shows complete equality or similarity between the two. One must be richer, smarter,

younger, more experienced, and so on. However, the equality referred to here is in the form of recognition or awareness, as well as a willingness to place oneself on an equal footing (no one is superior or inferior) with a communication partner.

Thus it can be put forward indicators of equality, including:

1. Put yourself on par with others
2. Recognizing the existence of different interests
3. Acknowledge the importance of the presence of other people
4. Don't force your will
5. Two-way communication
6. Need each other
7. Communication atmosphere: familiar and comfortable

Interpersonal Communication Effectiveness

Interpersonal Communication in general is a two-way communication activity between parties to provide information and interact with each other through communication using limbs to identify who the other person is communicating with. The limbs used include eyes, ears, hands as well as feelings and attention so that when the Interpersonal Communication Process is taking place it succeeds in providing and creating Effective Communication.

According to some experts who put forward the Interpersonal Communication Theory said that the Interpersonal Communication System is factual which is based on existing facts because this communication tends to be carried out by parties who know each other. Interpersonal communication will also provide views on educational background, culture, abilities, character and other views to achieve effectiveness.

The success of this communication is also determined by several supporting factors which are grouped into 2 parts, namely centered on the persona or the attractiveness of the other person and the situation when the communication takes place.

A. Personal factors

Personal factors caused by oneself are divided into 2 types of categories, namely biological and psychological factors

Biological Factors

Biological factors within humans will have an effect or influence on their personality, so that when carrying out an interpersonal communication process, an information or message will have a different view from one person to another. In addition, biological factors will also affect a person's feelings when communicating. This shows that a person's biological conditions such as concentration, health, mindset, feelings are very influential for the creation of effective interpersonal communication.

Psychological Factors

Psychological factors are factors that include knowledge, attitude, desire and will as well as one's behavior. We can divide someone's psychology based on several criteria such as cognitive, affective, and conative.

1. Cognitive is a person's belief about something he thinks and believes
2. Affective is the attitude, character, behavior, feelings, interests, emotions, and values that a person has
3. Conative is a thought or feeling to want to know something being discussed

B. Situation Factors

Factors that also affect interpersonal communication is the situation when the communication takes place. This situation factor is also divided into several parts, namely:

1. Ecological Factors: Ecological factors are a factor of weather conditions or climate in a place, where the weather conditions or climate where communication will also affect the smooth communication.
2. Design Factors: Design factors can also be referred to as location or room arrangement factors for communication. This factor determines a feeling that occurs, because the better the place or room used as a place to communicate, the feeling will also feel comfortable and happy.

3. Temporal Factor: The temporal factor has the same meaning as time. This means that the time of implementation of communication also affects the mood of our feelings.
4. Behavior: Behavior or behavior from oneself or from the other person will also affect the continuity of communication. Because a person's behavior will affect the effectiveness of communication.
5. Technology: Technology or tools used as a medium for communication will affect the continuity of communication. When communicating using technological media, of course, must be properly prepared so that when communicating, the technology used does not experience problems.
6. Social Factors: Social factors are factors that include the social character of the communicating parties, what their roles are and how they perceive their environment. Social factors will also influence a person's behavior.

C. Main Factors

Of the several factors above, of course, greatly affect an effective interpersonal communication. However, apart from these factors, interpersonal communication will have effectiveness if the information or message conveyed can be well received by the recipient of the message. In addition, the sender of the message must also be able to create a good relationship with the other person communicating.

Here are some factors or Ways to Communicate Well in order to create effective interpersonal communication.

1. Carry out the results of communication

Communication of course will result in some mutually agreed upon agreements. Therefore, to achieve an effective communication, the results of the communication must be implemented or followed up. In addition to effective communication, both parties who communicate will get the same benefits.

2. Improving relationships

Interpersonal communication must also be able to create and enhance positive relationships with friends or friends, family, or business partners. The goal is to make it easier for each party to communicate. Besides that, a good relationship will also create a good image or image in the public eye.

3. Mutual respect

Interpersonal communication will also be effective if the two communicating parties respect each other and appreciate each other's information conveyed. Mutual respect will certainly benefit both parties because communication will run without any Communication Barriers.

4. Empathy

Empathy that someone has when communicating will make him able to understand the situation and condition of the other person. When communication is carried out it is able to understand and listen to other people are saying, a sense of trust will be established which is very needed to establish synergy or cooperation. Empathy will also improve the ability to convey information to others, because we will first study the feelings of others before saying something. (read also: Philosophical Functions of Communication)

5. Convey information that is easy to hear

Conveying information that is easy to hear or also known as audible information is also very useful for creating effective communication. When the information or message conveyed is easily heard and understood by the other party, the information does not need to be repeated so that communication occurs effectively and goes according to plan. (read also: History of Learning Media)

6. Be a good listener

A communication that runs of course there will be an exchange of information. Therefore, it is very important to be a good listener when the other person is giving us information or messages. The aim is to show that we also respect the other person.

7. Disclosure of information

Information or messages to be conveyed in an interpersonal communication must have good openness and transparency. When information is covered up, communication will be full of multiple interpretations or multiple interpretations. In addition, information that is not disclosed will also cause distrust between the parties involved in the communication.

8. Be humble

Low self-esteem shown when communicating will build a good bond with other people because humility will show that we respect the person we are talking to. Humility will build a very effective communication.

9. Supportive attitude

Effective interpersonal communication is also influenced by the attitude of mutual support between the two parties involved. This attitude of mutual support will provide commitment, as the first step to follow on the results of the communication carried out.

10. Positive thoughts

Positive thoughts will greatly affect our attitude before or during a communication. When we have positive thoughts, are not suspicious of someone's wishes, and give ourselves confidence that the information provided by the other person is important, it will have an impact on good and effective communication. But, if we first think negatively to the other person, then all the information that He says will not be meaningful to us so that communication will be in vain.

11. Equality

Equality is an attitude or thought that recognizes that both parties have mutual interests, are mutually valuable and valuable and need each other. When we think that we are equal to the other person, we will be well aware of any differences and always have positive thoughts.

12. Credibility

The credibility that we have will have a very positive impact on the eyes of the other person. The other person will see that any information we convey will have an effect on him. In addition, credibility will also make the interlocutor more confident with every suggestion, suggestion or criticism that we give.

13. Intellectual appeal

The intellectual appeal that we have will affect the sympathy of the other person when communicating. Our ability to speak, intelligence and expertise that we have will also make us more able to analyze a problem that occurs in any condition.

14. Integrity

Our integrity in attitude and behavior will show a conformity between our words and actions and behavior. Good integrity will also make us more trusted and respected by every interlocutor.

15. Social sensitivity

The social sensitivity that we have will enable us to understand all problems or everything that is happening in every situation that is around us. Social sensitivity will also provide a positive response from each of our interlocutors.

16. Maturity self-control

The ability to control ourselves and our emotions will make communication work well and effectively. This happens because we are able to control ourselves even though the other person is badmouthing or insulting us. The result is that the interlocutor who insults or insults us will be aware and feel guilty so that communication will return to fun. But when we are not able to control ourselves when the other person insults or insults us, fights and debates will arise which lead to physical activity so that communication will not be effective.

17. Friendly, sociable but still firm

When communicating interpersonally we must be able to always be friendly, outgoing and polite to each of our interlocutors. Even so, firmness in

making a decision and determining what information should be discussed should not be lost.

18. Understand the other person

Being able to understand the feeling and psychological condition of the other person will give us a view or thought to be able to determine what words or information we will convey. When the other person's feeling or psychological condition is sad, then provide information that can make him happy and not add to his sadness

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CHAPTER VII

INTERPERSONAL COMMUNICATION ETHICS

Communication ethics are ideas that are governed by their morals which in turn affect communication. In general, communication ethics is related to the moral goodness that is present in all forms of human communication. This includes interpersonal communication, mass media communication, and digital communication.

Ethical communication includes honesty in all communications, keeping confidential information confidential, and not discussing the personal or business situations of others in public or in the presence of third parties. Communication ethics does not only concern individuals, but is also of great concern to businesses, companies and professional entities. Business with unethical communication practices is not effective. Business with ethical communication practices.

Interpersonal communication ethics, an emerging field of study at the intersection of social scientific research and communication ethics scholarship, addresses issues that arise when people are faced with decisions about whether, and how, to communicate messages that may have a significant impact on others. and can be evaluated against some standard of right and wrong.

Because interpersonal communication has a significant impact on human well-being, the ethics of interpersonal communication is an important area of study for students and scholars of interpersonal communication. for example, businesses with unethical communication practices. can hold evidence that it harms the environment or violates regulations due to lack of transparency; ad interim efforts with ethical communication practices will promptly send a release to affected parties.

In this model, transparency makes business more effective by informing clients, potential or established clients, providers/suppliers, or other auxiliaries about potential environmental hazards or violations of law. In other words, in this

model, transparency will encourage trust and good faith, that an effective business will not hide what is in the interest of its audience.

Basics of Ethical Communication

1. Strive to —get the most outll of communication and interaction with other group members.
2. Listening when the other person is talking.
3. Speak without hurting.

Speak from your own experience and perspective, expressing your own thoughts, needs and feelings.

Seek to understand others (instead of being "right" or "more ethical than you").

1. Avoid speaking for others, for example by characterizing what others say regardless of your understanding, or by universalizing your opinions, beliefs, values and conclusions, assuming everyone has them.
2. Manage your personal boundaries: share only what you feel comfortable sharing.
3. Respect the exclusive boundaries of others.
4. Avoid interruptions and side dialogue.
5. Make sure that everyone has time to speak, that all members have an equal opportunity to be —on the airll if they so desire.
6. Communication Ethics when Speaking in person
7. When starting to speak should be with polite words.
8. Must be with a peaceful heart.
10. Don't point your tongue at us using your index finger because that would be impolite. Do not mention other people's ugliness or other people's weaknesses.
11. Listen to others talking and don't interrupt when someone else is talking

Listen when other people are talking. Speak without judgment.

Speak from your own experience and perspective, expressing your own thoughts, needs and feelings. Make an effort to understand others (rather than being —rightll or —more ethical than youll buying up the conversation.

Why do you have to be ethical in interpersonal communication, good communication ethics will create good and harmonious relations between people. Conversely, without knowledge of communication ethics, there will be misunderstandings that lead to disputes and fights that can break human life.

Mention any ethics in communication, some ethics and etiquette in daily communication include speaking well, being friendly and polite, taking the initiative as a dialogue starter, using good people's nicknames, behaving kindly, being gracious in communicating, being mature and not childish. , put yourself
What is related to interpersonal communication?

Interpersonal communication is the process of exchanging information, ideas, opinions, and feelings that occur between two or more people. Examples of interpersonal (interpersonal) communication such a conversation between two friends, a family conversation, and a conversation between three people.

How to do good interpersonal communication?

Ways to Improve Professional Interpersonal Communication

1. Show a smile.
2. Be an understanding and caring partner.
3. Build togetherness.
4. Become a mediator and resolve disputes.
5. Listen as much as you talk.
6. Put yourself in their shoes.
7. Don't complain too much.

How can interpersonal communication run effectively, Interpersonal communication is said to be effective if it is followed by voluntary actions from the communicant, as a form of response to the message it receives. What is the purpose of communication ethics?

The purpose of ethics in interpersonal communication is to help humans act freely and responsibly, help humans take appropriate attitudes and actions in life, and the ultimate goal is to achieve happiness.

What are the uses of communication ethics, communication ethics is a moral notion, the idea of conveying thoughts and feelings, so when we want to convey it to others, we need ethics of politeness, good manners of speech, which can be easily understood but does not offend other people. What are the basic principles of communication ethics?

There are several ethical principles in communicating, namely: Looking for the best way to communicate and interact with the other person. Listen carefully to the interlocutor's words. Speak without judgment.

What are the characteristics that must be considered to achieve communication ethics? Furthermore, Nilsen, says that to achieve communication ethics, the following characteristics need to be considered: (1) respect for a person as a person regardless of age, status or relationship with the speaker, (2) respect for ideas, feeling, purpose and integrity to cultivate communication ethics in the world of work?

Here are some ethics that must be considered in establishing communication in the world of work:

1. Use of Appropriate Language.
2. Ensuring clear voice intonation.
3. Enthusiastic.
4. Do not speak arrogantly.
5. Body Language and Facial Expressions.
6. Maintain a Professional Attitude.

What is the impact if someone does not have communication ethics, the impact if the community adopts an unethical communication pattern is as follows. Ethical norms in society will be increasingly abandoned. Relations between community members will be tenuous. The stability of community life will be disrupted

How ethical are you in communicating through social media, the ethics of good communication in social media are not to use harsh, provocative, pornographic or

SARA words; don't post fake articles or statuses; do not copy and paste copyrighted articles or images, and provide relevant comments.

How to improve good communication?

Tips for Building Efficient and Effective Communication

1. Listening to the other person.
2. Ask Questions.
3. Provide Information Clearly.
4. Combining Verbal and Nonverbal Communication.
5. Build Trust.
6. Prevent and Solve Problems.
7. Get briefed.
8. Increase cohesiveness.

Why is communication ethics needed? Explain and give an example, communication ethics assesses which are good and bad communication actions based on applicable standards. So that the existence of communication ethics is to prevent unwanted things from happening, such as misunderstandings, disputes, fights, and others.

What is the relationship between communication and ethics, communication ethics is a moral notion that has an impact on how to communicate. Ethics itself is the principle that governs human behavior. While communication is the relationship of interaction between receiving messages and sending messages.

What do you do in a friendly and polite communication etiquette, Often Ignored, These Are 5 Important Ethics When Talking to Others

1. Focus on the other person.
2. Keep your posture polite.
3. Don't dominate the conversation too much.
4. Avoid difficult words that the other person may not understand.
5. When speaking in a group, use language that everyone understands.

Attitudes What attitudes should be emphasized in communication,
Attitudes and Ways to Improve Communication Skills to Be More Charismatic

1. Giving Time and Attention to Important Conversations.
2. Make eye contact with the other person.
3. Using Good Body Language While Talking.

How to maintain ethical standards, maintaining ethical standards:

1. Create corporate trust. The company's trust in.
2. Develop a code of ethics. Code.
3. Execute the code of ethics fairly and consistently. Manager.
4. Protect individual rights. End of all.
5. Conduct ethics training.
6. Conduct periodic ethics audits.

What kind of ethics do you have when communicating with older people?
Remain calm and speak in a gentle and matter-of-fact manner. Speak louder, if necessary, but avoid shouting. Make sure the pronunciation is clear, avoid mumbling and speaking too fast. Focus on one idea and use short, simple sentences

What are some good habits in communicating, positive Habits that Must Be
Done for Smooth Communication

1. Try to be a person who likes to open the conversation.
2. Do not think too much about other people's achievements when communicating.

3. Do two-way communication every time you're chatting.

Why do we have to have digital ethics, If digital ethics is not implemented, there will be acts of bullying, fake news (hoaxes), sexual harassment, pornography, hate speech in the digital world. Therefore, to avoid this, every internet user must understand and apply ethics in interacting on the internet

Why do we need to have ethics in internet, Healthy and safe use of the internet needs to be instilled from an early age through learning about healthy internet ethics (cyber ethics). This needs to be conveyed to prevent bad habits in the real world from being carried over to cyberspace and causing negative effects in the real world.

Why is digital ethics necessary when using the internet, the existence of ethics in technology can regulate the boundaries of a person's attitude and behavior in digital media. This can reduce acts of bullying, fake news (hoaxes), sexual harassment, and hate speech.

What are the main goals in communication ethics, the purpose of ethics in interpersonal communication is to help humans act freely and responsibly, help humans take appropriate attitudes and actions in life, and the ultimate goal is to achieve happiness.

Why do we have to maintain ethics when communicating with others, communication is part of our daily lives, for that we must think about ethics when communicating with our interlocutors to avoid bad behavior that is not accepted in the community around us.

What is the etiquette in conversation, ethics of Speaking in Conversations. The key to a conversation is not talking, but listening. Avoid narcissism in conversation and try to ask the other person interesting questions. Digging up interesting information from the other person can make your relationship tend to be more intimate.

What is the ethics of communicating in the workplace, speak with a swift and straight posture (no slouching). Make consistent eye contact (don't shift your gaze to

different points of view, because it will look unfocused). Pay attention to the tone of voice we use (not too loud and not too slow).

How to cultivate good ethics?

1. Mutual Respect and Respect.
2. Communicate Openly.
3. Give Good Examples to Each Other.
4. Mutual Trust.
5. Providing Quality Training to Employees

How to do good ethics, ethics to Self

1. be honest and open and not provide false information;
2. act with full sincerity and sincerity;
3. avoid conflicts of personal, group or group interests;
4. take the initiative to improve the quality of knowledge, abilities, skills, and attitudes.

Why do we need to behave ethically, ethics impacts behavior and enables individuals to make the right choices. Ethics also plays a role in regulating life and acting responsibly. The importance of ethics cannot be ignored in many lines of life, including practicing it in the fields of education and work. Why are we required to have ethics?

Why is ethics important?

1. It is universal
2. Determine the continuity of human civilization
3. Always relevant at all times
4. Very instrumental for the progress of a nation
5. Questioning human obligations as "humans"

6. AN's ethics determine bureaucratic reform.

What are the characteristics that must be considered to achieve communication ethics?

To achieve communication ethics, it is necessary to pay attention to the following characteristics:

1. Respect for a person as a person regardless of age, status or relationship with the speaker,
2. .Respect for ideas, feelings, intentions and integrity

Examples of Polite Behavior

1. Do not speak loudly or rudely to parents or people who are older, such as siblings, grandmothers, grandfathers, and others.
2. Not ordering parents to do something they want.
3. Do not dispute parental orders.
4. Listen when parents are talking.

Ethics of Talking with Others, Must Be Applied!

1. Focus on the other person.
2. Pay attention to body posture.
3. Don't dominate the conversation too much.
4. Use simple and understandable words.
5. Don't interrupt other people's conversations.

We have to maintain ethics in communicating with other people, what's more, when a boss is talking in a meeting, the right attitude and ethics must be maintained in talking to employees, if you are emotional, it's better to calm down, be mature in managing yourself when communicating with others .not everyone can accept our attitude of speaking loudly, some can accept it and some are not used to listening to harsh words with high intonation, respect other people as our interlocutors.

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CHAPTER VIII

Interpersonal Communication in Nursing

Nursing verbal communication is a type of communication carried out by nurses directly or indirectly with patients, while non-verbal communication is a type of communication carried out by nurses with non-verbal signals, for example facial expressions, expressions, smiles and so on.

Interpersonal communication in nursing that occurs between nurses and patients should not only be limited to carrying out their duties, but nurses must see patients with a smile and friendliness, listen to patient complaints with an open, empathetic, supportive, positive attitude and remember equality as creatures of God.

How do nurses communicate with patients, In communicating with patients, nurses need to give full attention, listen attentively. During interactions with patients, nurses must listen to everything the patient says. Provide space for patients to convey all complaints felt by the patient.

What communication techniques are effective in health communication, so that the consultation runs smoothly, doctors or medical personnel need to apply the following six effective communication methods.

- 1 . Ask complete and open questions with the aim of diagnosis.
- 2 Explain the patient's condition transparently.
- 3 Use simple and easy to understand language.
- 4 Use Graphics, Images, or Videos.

How to build therapeutic communication between patients and nurses, with therapeutic communication techniques

1. Listen to patients well and attentively.
2. Ask appropriate questions. ...
3. Repeat the client's words in own words. ...
4. Focus and clarify if there is information that is not clearly conveyed by the patient.

Therapeutic communication in the field of nursing plays an important role in creating harmonious relationships between nurses, patients and other health workers, in order to recognize patient needs and determine action plans and cooperation to meet these needs.

Why is communication important in nursing, In nursing, communication is very important to positively influence patient (client) behavior which is closely related to health and nursing actions (care) for patient (client) illnesses that use communication principles. Nurses should use therapeutic communication when communicating with patients? the Importance of Implementing Communication, Therapeutic communication is expected to help patients and families, maximize positive thoughts and energy which will later reduce the mental burden in dealing with and taking

action for their health, because communication is one of the most essential tools for nurses.

How to build good relationships with patients, follow these 5 tips to maintain good relationships with clients

1. Honest.
2. Understand the Client.
3. Establish Good Communication.
4. Try to Exceed Expectations.
5. Sorry, Please, Thank Youll

A nurse who wants to build strong relationships with patients must have the ability.

A nurse must be able to recognize the client's feelings to be able to create a good and effective therapeutic relationship with the client. By being sensitive to the client's feelings, nurses can avoid saying or doing things that offend the client's privacy or feelings. What are the characteristics of nurses' therapeutic communication?

1. Honest
2. Not confusing and expressive enough
3. Have a positive attitude
4. Empathy not sympathy
5. Able to see the client's problems from the client's perspective
6. Accept the client as he is
7. Sensitive to the client's feelings
8. Not easily influenced by the client's past or nurse yourself.

Which communication technique is appropriate when the nurse wants to equalize understanding with the patient, then the appropriate technique is? Clarification This technique is used if the nurse wants to clarify the meaning of the patient's expression. This technique is used if the nurse does not understand, is unclear, or does not hear what the client is saying. Nurses need to clarify to align perceptions with clients.

What kind of attitude should a nurse have, Respect and recognize the nobility of human dignity and do not discriminate. Based on motivation, calling and solid commitment. Able to enter broader fields such as nursing education, nursing

administration, leadership and research. What should be the ideal attitude of a nurse towards patients?

Be calm, precise and quick in your actions.

The research results show that the ethics of nurses in the practice of health care for patients is to be calm, appropriate and quick in acting

What distance does the nurse use when carrying out therapeutic communication which generally occurs in a private room, distance when interacting. Intimate space up to 50 cm, private space 50-120 cm, and social consultation space 275-365 cm. Therapeutic communication generally occurs in a private room, but between patients and nurses is not limited to a table.

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CHAPTER IX

COMMUNICATION MANAGEMENT IN ANXIOUS PATIENTS

Interpersonal communication is dyadic communication that involves only two people face to face, both verbally and non-verbally, such as husband and wife, two close friends, a nurse and a patient.

Patients facing surgery feel anxious, anxiety is something that is not clear, there is a feeling of restlessness or unease with a source that is not specific and is

unknown to a person. To reduce anxiety in preoperative patients, effective communication, especially therapeutic communication, is needed. This needs serious attention from nurses because nurses are the health workers who are closest and have the longest contact with patients. This research aims to determine the effect of providing information about preparation for surgery using a therapeutic communication approach on clients' anxiety levels.

Preoperative patient anxiety can be caused by several factors, one of which is knowledge, family support, type of surgery, communication or care attitude in applying anxiety prevention to preoperative patients.

In terms of levels, anxiety can be divided into four levels, namely mild, moderate, severe and panic anxiety. Anxiety can be characterized by restlessness, tension, worry, trembling, fast heart rate, inability to concentrate, stuttering or tremors and not being able to sleep soundly.

Preoperative is the initial stage of perioperative care which begins when the patient enters the patient reception room and ends when the patient is transferred to the operating table for surgery.

Can anxiety be measured, anxiety can be measured by measuring the level of anxiety according to an anxiety measuring tool called HARS (Hamilton Anxiety Rating Scale). The HARS scale is a measurement of anxiety that is based on the appearance of symptoms in individuals who experience anxiety.

What are the factors that cause anxiety, until now, no one has definitively succeeded in explaining the causes of anxiety disorders. However, in general there are several factors that are very influential. How do you get rid of fear and anxiety?

Get Rid of Excessive Anxiety With These 8 Effective Ways

1. Return to your environment. Usually, when someone experiences excessive anxiety, they will tend to withdraw from the environment.
2. Do what you love.
3. Do something new.
4. Exercise diligently.
5. Eat healthy food.
6. Get enough sleep.

7. Think positively.

Genetics, biological factors (chemical compounds in the brain), environment, and stress. What factors influence anxiety, among others, a person experiences anxiety because of several factors that influence him, namely because of danger that threatens him, anxiety because he feels guilty or guilty, because he does things that are contrary to his beliefs or conscience, and anxiety caused by things that are not clear.

How many anxiety disorders are there, There are several types of anxiety disorders, namely panic disorder, social anxiety disorder or social phobia, generalized anxiety disorder (GAD), Post Traumatic Stress Disorder (PTSD) and Obsessive Compulsive Disorder (OCD).

What is the difference between anxiety and anxiety disorders, anxiety is a natural feeling that occurs in everyone in many situations. However, if you feel too anxious about many things - even experience anxiety for no reason - there is a possibility that you have an anxiety disorder.

Some symptoms of anxiety disorders a person may feel psychologically include: Excessive worry or fear, even panic. Tension, feeling uncomfortable, feeling always in danger. Feeling restless or unable to sit still.

What is the difference between panic disorder and anxiety disorder, In fact, both have different intentions, even though the symptoms shown at first glance appear to be the same. Panic disorders would be associated with fear, while anxiety disorders would be associated with excessive worry

Anxiety disorder is a mental disorder that causes excessive anxiety and fear. This makes you less enthusiastic about carrying out daily activities, including hobbies that you usually enjoy.

Is anxiety the same as stress, If stress only occurs temporarily, anxiety usually lasts longer and is felt continuously even though the trigger has passed. This is also one of the quite striking differences between stress and anxiety.

When is anxiety considered abnormal, In general, anxiety is said to be deviant if the feeling of anxiety or fear is disproportionate or excessive, so that the

individual is unable to reduce (repress) the feeling of anxiety, where most people will be able to handle it without significant difficulties.

What happens if anxiety, The long-term anxiety and panic attacks commonly experienced by people with anxiety disorders can cause the brain to release hormones on a regular basis. This condition increases the frequency of symptoms, such as headaches, dizziness, and depression.

Can anxiety disorders be cured, Please note, anxiety disorders are quite serious mental health problems and cannot heal by themselves

What is the name of the anti-anxiety medication, Types, Trademarks, and Dosages of Antianxiety: Buspirone, Antidepressants, Anticonvulsants, Barbiturates and Benzodiazepines.

1 What type of treatment or therapy is right for treating anxiety disorders? Cognitive Behavioral Therapy (CBT)

The aim is for people with anxiety disorders to recognize and change patterns of thinking and behavior that can cause feelings of anxiety.

Verbal communication is a type of communication carried out by nurses directly or indirectly with patients, while non-verbal communication is a type of communication carried out by nurses with non-verbal signals, for example facial expressions, expressions, smiles and so on.

How to communicate well with patients, How to Communicate Effectively with Patients

1. Ask complete and open questions with the aim of diagnosis.
2. Explain the patient's condition transparently.
3. Use simple and easy to understand language.
4. Use Graphics, Images, or Videos.
5. Provide a Summary of the Consultation.

CHAPTER X

COMMUNICATION BEHAVIOR

Behavioral theory, in the world of psychology, the theory of planned behavior is a theory related to the relationship between beliefs and behavior. This theory states that attitudes towards behavior, subjective norms, and perceptions of behavioral control, together form an individual's behavioral intentions.

Behavior is the actions or activities of humans themselves which have a very wide range, including: walking, talking, crying, laughing, working, studying, writing, reading, and so on.

Communication theory is a relationship between theoretical concepts that helps provide, as a whole or in part, information, explanations, assessments or predictions of human actions based on communicators (people) communicating (talking, writing, reading, listening, watching, etc.)

According to him, the Behaviorism Theory covers all behavior, including counteraction or response to a stimulus or stimuli. This means that there is always a link between stimulus and response in human behavior.

Communication behavior is a person's action or response in the environment and communication situation. Communication behavior can be observed through a person's communication habits, so that a person's communication behavior will become his or her behavioral habits.

Communication theory helps humans understand communication symptoms, processes and phenomena. The complexity of the communication process makes it difficult for humans to understand it. Therefore, a communication theory is needed that can help people more easily understand communication phenomena and processes.

Various Communication Theories in the World

1. Behaviorist Communication Theory by John Broadus Watson.
2. Operant Conditioning Communication Theory by Skinner.
3. Social Learning Theory by Bandura.
4. Cybernetic Communication Theory by Wiener.
5. Bureaucratic Communication Theory by Max Weber.
6. Informative Communication Theory by Shannon and Weaver.

Social behavior theory, there are two theories in the social behavior paradigm, namely sociological behavioral theory and exchange theory. In behavioral theory, sociology applies the principles of behavioral psychology to sociology.

Communication theory is present as a win-win solution in building a business because life is business and life requires communication. Communication is a primary need, because there is no life without communication. "Communication Theory Was Born To Provide Social Solutions" in this life.

The role of theory in communication studies, based on theory, is very important, theory plays a role in helping to gain understanding and organize experience. In theory, there are positions that play an important role in summarizing information so that interpretations, judgments and statements can be carried out easily.

The aim of behavior change communication is to overcome obstacles to changing norms and social norms. ✓

How can communication change behavior, through communication a person can increase knowledge and change attitudes and habitual behavior. Through communication, someone can also try to persuade and/or force other people to have an opinion, attitude or behavior as expected.

Behavior change is a process of change experienced by a person based on what they have obtained and learned through various sources such as family, friends, the environment or themselves.

Communication is an important element in organizations. Because without communication everything will definitely not go well. It is very likely that there will be a Miss Communication with colleagues or superiors which will have quite a big impact on the individual and the organization.

Interpersonal communication theory is a theory that studies how a person can communicate effectively with other people. One example of the application of interpersonal communication theory in everyday life is when we are having a conversation with our friends or friends

Communication is also inseparable from coordination because coordination is a human relationship in carrying out their duties. If communication is not good, it can lead to poor coordination between colleagues in carrying out their duties, this causes the performance of nurses and patients to be poor.

Application of communication science in aspects of life, in its application, communication science can be used in various fields such as mass media, advertising, public relations, to politics and government. Therefore, a good understanding of communication science will be very useful in various aspects of daily life.

The difference between attitude and behavior, attitude is also in the form of real responses and actions regarding things. According to psychology, behavior is a person's reaction or response to external stimuli

The communication model was created to make it easier to understand the communication process and see the basic components that need to be present in a communication. Communication is also a process. This can be seen from every symptom or event that cannot be separated from the existence of communication that exists between humans.

What must we do so that the communication we carry out is effective?
effective communication:

1. Know your speaking partner (audience). We must really know and understand who we are talking.
2. Know the goal . The purpose of our communication will greatly determine the way we convey information.
3. Pay attention to context. Context here means the circumstances or environment at the time of communication.

Communication in everyday life is very important. Humans cannot avoid various forms of communication because with communication humans can build the relationships they need as social creatures. Communication is the process of conveying messages from one person to another with a specific purpose.

How to change human behavior. To make these changes easier, you can do several things as reported by Healthline below:

1. Motivation.
2. Visualization.
3. Get positive feedback and support.
4. Effort (not ability).
5. Therapy.

Factors that cause changes in behavior are behavioral adjustments based on influencing people, identification Page 3 10 Poltekkes Kemenkes Yogyakarta and internalization, namely accepting new attitudes that are in harmony and have the same values as before.

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COMPLETE BIOGRAPHY OF THE AUTHOR



Dr. H. Rustam Aji Rochmat, SKp., M. Kes

Healthy greetings to all of us,

Please allow the author to introduce himself and write a words about the author's personal information, educational history, career history and history of other scientific writings.

A. Personal Data Information:

Dr. H. Rustam Aji Rochmat, SKp., Kes was born in Curup on Tuesday 17 February 1962, a city in a cool mountain area.

Family history of the author's father, mother and siblings:

The author was born to a mother, Mamaknda, the late Hj Siti Sa'adah bint Mohammad Yoesoef (deceased), and the father of the late H. Sueb Rochmat bin Mohammad Ichsan (deceased). The mother gave birth to and raised 9 children (consisting of 4 women and 5 men) and He raised and guided his sons and daughters in Islamic worship activities and was educated with compassion.

Meanwhile, your father is a military man with the spirit of the Indonesian National Armed Forces, in the Unit. Korem 141 Gamas Sriwijaya Palembang, who is disciplined, works hard, is religious, and is taught not to complain easily in the face of the ups and downs of life. The author himself is child number three of 9 siblings and is the first child of a boy

B. Author's educational history:

The author began to take knowledge from Elementary School at State
Elementary School Number: XVI-di

Curup-finished 01-Dec-1975, and continued his education to Junior High School (Junior High School Number: I in Curup finished 06-May-1980, continued his education to Senior High School Number: 1 Indonesian Teachers Association, finished 28 -April - 1983, then the writer continued his education to the first Diploma level, namely at the Crass School Program for Paramedic Assistance (SPPM) at the School of Health Nurses in Bengkulu -finished 12-July-1984, then the writer continued his education at the Otten Bandung Nursing Academy in Bandung -finished 30-July-1990, the writer continued her education to the Nursing Science Study Program (PSIK) at the University of Indonesia - Jakarta-finished 23-January- 1998, then the writer continued her education to the Master of Health majoring in Behavioral Science and Health Promotion at Gadjah Mada University, Yogyakarta-finished 25-

September-2002, the last time the author continued his postgraduate doctoral education (S.3) in the Environmental Sciences Study Program with Major Studies ma : Environmental Health, at Sriwijaya University - Palembang-finished 13-October-201 C. Author's Occupational Career History:

The author began working in government agencies, since December 1, 1984 as a health service paramedic in a remote area, to be precise at the Durian Mas Pembantu Health Center in Padang City Representative District, Padang Ulak Tanding District, Rejang Lebong District, in 1987 he moved assignments as a paramedic for health services in the mountainous area very remote, to be precise at the Sengkuang Health Center-Tebat Karai Kepahiang-Rejang Lebong Health Center.

In August 1988, the author continued his education and graduated and studied at the Nursing Academy majoring D.III Nursing Otten Bandung.

After completing the Nursing Education Academy (D.III) Otten Bandung Department, in 1989 the writer was assigned to become a teacher at the Curup Health Nursing School, Rejang Lebong Regency, Bengkulu Province.

In 1995 the writer continued his education and completed his education

On 23-January-1998 from the Nursing Science Program (PSIK) education at the University of Indonesia, Jakarta.

In February 1999 the author was assigned as a lecturer at the Academy of Nursing, Department of Health in Curup, which has now become the Nursing Study Program Diploma Three Program. At Campus B Curup. Rejang Lebong Regency, Bengkulu Province.

In 2000, he continued his education and the writer completed his study assignment at Master of Health, majoring in Behavioral Science and Health Promotion at Gadjah Mada University, Yogyakarta, and completed his Masters in Health, majoring in Behavioral Science and Health Promotion at Gadjah Mada University, Yogyakarta, on September 25, 2002. .

In September 2002 the author was reassigned to become a Lecturer at the Nursing Academy of the Ministry of Health in Curup, until the Nursing Study Program Diploma Three Program. \)

Finally, the author continued his Doctoral Postgraduate education (S.3) in Environmental Science Study Program with Main Study Field: Environmental Health, at Sriwijaya University - Palembang, and completed Doctoral Postgraduate education (S.3) in Environmental Science Study Program with Main Study Field: Environmental Health , at Sriwijaya University – Palembang, on: 13-October-2016.

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Sorry if there are mistakes and mistakes, please provide suggestions and input for the perfection of writing books in the future.

The Author's Motivation and Trust are aimed at families, and readers:

"Success is not a coincidence, it is the result of hard work, perseverance, learning, sacrifice, being strong in dealing with psychological and physical burdens, ready to sacrifice materially and materially and most importantly, loving, animating and staying focused consistently with what be carried out, because Allah knows best the plans and processes and what will happen in the future that we do not yet know.!

"Success is not final, a failure is not fatal, only something delayed, all failures must be expected, with the courage to proceed with full calculation."

"It's normal to be grateful for success, but to be grateful for failure is extraordinary." "When we are patient and steadfast over all insults and human words and behavior from family, friends, relatives and other people. Know that That's when Allah will give us Glory." Thus a glimpse of the author's biography, I hope that the writing in this book can become a charity and useful field and can add scientific insight to readers. Sincerely Author

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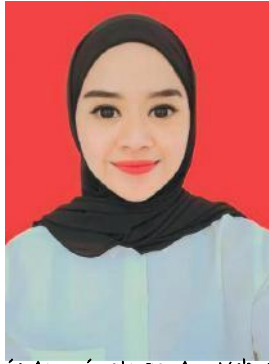
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