



Communication Literacy Education: Effective Communication Patterns in the Elderly

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Abstract

Communicating means humans are trying to achieve common meaning and humans are trying to share information, ideas, or attitudes with other participants. If there is no similarity of meaning between the communicator and the communicant, that is, the communicant does not understand the message he receives, then communication does not occur or is not communicative. Communication is one aspect that is always needed by every human being. This proves that communicating is important in every stage of life. Communication is also needed by elderly parents or the elderly. Their need to communicate to others can also be distinguished between each other. This research uses a qualitative method because the source of the data is not a human being but a document. This research 'includes a type of library research', while the data collection uses documentation techniques. The 'data analysis used is content analysis. The results showed that the elderly person (elderly) is someone whose approach differs between one elderly person and another elderly person, so that in communicating with them also requires different communication patterns in order for similar meanings to occur so as to create effective communication.

Keywords: Communication Literacy; Effective Communication; Elderly People

Abstrak

Berkomunikasi berarti manusia berusaha untuk mencapai kesamaan makna dan manusia mencoba untuk berbagi informasi, gagasan, atau sikap dengan partisipan lainnya. Apabila tidak terjadi kesamaan makna antara komunikator dan komunikan yaitu komunikan tidak mengerti dengan pesan yang diterimanya maka komunikasi tidak terjadi atau tidak komunikatif. Komunikasi merupakan salah satu aspek yang selalu dibutuhkan oleh setiap manusia. Hal tersebut membuktikan bahwa berkomunikasi menjadi hal penting dalam setiap tahap kehidupan. Komunikasi juga dibutuhkan oleh orang tua lanjut usia atau lansia. Kebutuhan mereka untuk berkomunikasi kepada orang lain juga dapat dibedakan antara satu sama lain. Penelitian ini menggunakan metode kualitatif non karena sumber datanya bukan manusia melainkan dokumen. Penelitian ini termasuk jenis penelitian kepastakaan (*library research*), sedangkan pengumpulan datanya menggunakan teknik dokumentasi. Adapun analisis data yang di gunakan adalah analisis isi. Hasil penelitian menunjukkan bahwa orang lanjut usia (lansia) adalah seseorang yang unik yang pendekatannya berbeda-beda antara satu lansia dengan lansia lainnya, sehingga dalam berkomunikasi dengan mereka juga membutuhkan pola komunikasi yang berbeda-beda agar dapat terjadi kesamaan makna sehingga tercipta komunikasi yang efektif.

Kata Kunci: Literasi Komunikasi; Komuniiasi Efektif; Orang Lanjut Usia

Introduction

An elderly person is someone whose age has reached 60 years and above. Aging is not a disease, but rather a process that gradually results in cumulative changes and is a process of decreasing the body's resistance in the face of stimuli from inside and outside itself. In Law No. 13 of 1998, it is stated that the implementation of national development has resulted in improved social conditions of the community and increased life expectancy, so that the number of elderly people is increasing. Many of the elderly are still productive and able to play an active role in the life of society, nation and state. Efforts to improve the social welfare of the elderly are essentially the preservation of the nation's religious and cultural values (Walandouw & Si, 2014).

According to Nugroho in (Cristanty & Aseharie, 2016), the process of aging is a lifelong process, not only starting from a certain time, but starting from the beginning of life that will happen to every human being. Aging is a natural process that means a person has gone through three stages of life, namely child, adult and old. De Vito in his book states that, elderly people still need the need for inclusion or inclusion in their lives (Boly et al., 2017). Their need to communicate is also a form of self-adaptation to the changing stages of life from adult to elderly. Such forms of adaptation can occur due to many things, which include changes in health and mobility, financial condition, psychological state and even their financial state.

Elderly people tend to need a greater sense of affection or affection and inclusion than adults, where in this phase these elderly people feel more alienated from the social environment. They tend to be afraid to be shunned, despite the fact that sometimes there are also elderly people who deliberately withdraw from the social environment (Salsabiela & Rezi, 2021).

Communication patterns in elderly people tend to be at a low level to speak (Ismaya et al., 2021). There are also certain phases in the elderly who are reluctant or tend to be less interested in speaking to their peers who are the same. Because in the minds of elderly people, if they interact with their peers, they will get reciprocity or unsatisfactory feedback either due to decreased health and mobility factors or indeed changes in psychological mindset when entering the elderly phase.

Methods

This research uses qualitative non methods because the source of the data is not human but 'document, also called analytical research (Danial, 2015). This research 'includes a type of library research', where data sources are obtained from various

literature (journals, books) that are related to the research theme. Meanwhile, the data collection uses documentation techniques, 'where data is obtained from sources in the form of journals and so on. The 'data analysis used is content analysis.

Results and Discussion

The process of communication with the elderly must pay attention to several things, namely physical, psychological, and environmental factors to apply appropriate communication skills. In addition, it should also use full concentration in communicating with the elderly. Changes in the elderly also result in the elderly having difficulty in communication (Suprpto, 2018).

1. Techniques for communicating with the elderly

The characteristics of the elderly are different so we must understand the elderly. In communicating with the elderly, there are special techniques so that the communication carried out runs smoothly and according to the desired purpose, namely ("Teknik Komunikasi Pada Lansia," 2016):

a. Assertive Techniques

Assertive is an attitude that can accept and understand the elderly by showing a caring and patient attitude to listen and pay attention when the elderly speak so that the intention of communication can be understood. Assertive is the implementation and ethics of communicating.

b. Responsive

The reaction to the phenomenon that occurs in the elderly is a form of attention that can be given. When there is the slightest change in attitude towards the elderly, it should clarify about the change.

c. Focus

This attitude is an effort to remain consistent with the desired communication. This needs to be considered because generally the elderly like to tell irrelevant things.

d. Supportive

The changes that occur in the elderly, both physical and psychic aspects gradually cause the emotions of the elderly to become unstable. This change can be addressed by maintaining the emotional stability of the elderly, for example by saying yes, smiling, and shaking their heads when the elderly speak.

e. Clarification

Changes that occur in the elderly cause the communication process not to run smoothly. Clarification by asking re-questions and explaining more than once needs to be done so that the intent of the conversation is understandable.

f. Patience and Sincerity

Changes in the elderly that are sometimes troublesome and childish. If not addressed patiently and sincerely, it will cause feelings of irritation so that communication

does not go well. This causes damage to communication relationships.

In communicating with the elderly, there are several techniques that can be done, namely (Rohimah et al., 2021):

- a. Approach care to the elderly both physically, psychologically, socially, and spiritually and show respect and concern
- b. Communicate using good language by using simple and short sentences, the speed and pressure of the voice is appropriate, give the elderly a chance to talk, avoid questions that result in the elderly answering "yes" and "no" and change the subject if the elderly are no longer interested
- c. Nonverbal communication that includes behavior, eye contact, facial expressions, posture and body, and touch
- d. Improving communication with the elderly by initiating contact
- e. The communication atmosphere should be created as comfortable as possible when communicating with the elderly, for example, sitting position opposite, maintain privacy, sufficient lighting, and reduce noise

2. Barriers to communicating with the elderly

The communication process with the elderly will be disrupted if there is an aggressive attitude and non-assertive attitude. Aggressive attitudes are characterized by several behaviors, including trying to control and dominate others, belittling others, defending their rights by attacking others, keeping a low profile of themselves, and humiliating others in public. While the signs of non-assertive attitudes include withdrawing when spoken to, feeling not as good as others, feeling helpless, not daring to express beliefs, letting others make decisions for themselves, appearing passive (silent), following the will of others, sacrificing their self-interest to maintain good relations with others. In addition, other obstacles in communicating with the elderly are neurological disorders that cause speech disorders, decreased thinking power, irritability, difficulty establishing trusting relationships, hearing loss, visual impairment, physical impairment, and environmental barriers. (Salsabiela & Rezi, 2021).

3. Patterns of communicating with elderly people

Communicating with elderly people is easy and difficult. Especially the elderly who have experienced health problems, of course, physical, emotional, and social conditions also affect the effectiveness of the communication established. Differences in understanding between the elderly and their closest people or families often cause tension and disagreement. Therefore, we need to study two-way

communication so that interaction with each other is more effective (Cristanty & Aseharie, 2016).

Here are some communication patterns that can be applied by a communicator, so that effective communication can be effective (Walandouw & Si, 2014):

- a. Avoid making suggestions, unless requested
Usually, parents give advice and ask the child to listen to it. But conversely, if it is currently the parent who is given the advice may not work properly. Sometimes it is difficult for some elderly people to take advice or advice from their child. Therefore, giving advice is best avoided unless you believe you have been asked. It is usually better to ask the other party whose position is neutral who is the giver of advice. Nevertheless, you can provide encouragement and support, without giving advice.
- b. Listen to what parents say
Really listen to what your elder said. Do not interrupt or interrupt the conversation. Listen first to what the elderly say and say. Then, after that you can try to express what you want to convey to parents.
- c. Accept dissent
Not always in one family there is one understanding. Therefore, respect the opinion of others, in this case your parents and do not neglect when he disagrees with you. Listen to all his opinions, whenever possible try to compromise when it is necessary to make a decision.
- d. Talk in a slightly louder voice
Some elderly people experience hearing problems because their hearing function has decreased. Stay calm and speak in a gentle and unceremonious manner. Speak louder, if necessary, but avoid shouting.
Make sure the pronunciation is clear, avoid muttering and speaking too fast. Focus on one idea and use short, simple sentences. If your loved one still does not understand what you are saying, try to pronounce it differently and use different words.
- e. Avoid degrading
Make sure your attempts to "increase the volume" and slow down speech patterns are not considered demeaning. Even if parents have dementia or extreme hearing loss, avoid speaking as if they were children.
- f. Ensure a comfortable/non-noisy atmosphere
Avoid having conversations in the midst of noisy or noisy sounds such as vehicles, television or radio. You and your parents find it difficult to focus on communicating. Turn off the television or radio, or at least turn down the volume. Speak face-to-face so that parents can capture your facial expressions.
- g. Try to laugh
Laughing is really the best medicine. Funny moments often appear. Be open, avoid talking too

seriously. Laughing together can relieve tension and build closeness with your loved ones.

Conclusion

In elderly people, communication patterns and discussion of topics when speaking will tend to be more focused on themselves. These elderly people prefer to tell how their daily activities are, what they like and feel until something their hobby thing.

In addition to tending to tell themselves, the elderly will tend to be interested in communicating with young people who may be quite far apart from them. It is interesting and fun for them because of the assumption that when communicating with young people, They inevitably acquire good reciprocity of communication and can be more eager to talk to. At a more advanced age, elderly people tend to desire for affection or affection from those around them such as to young people or perhaps their own grandchildren.

The concept of communication patterns in elderly people may sound more difficult to understand. However, in practice people with an elderly phase will give more affection as far as they can give. The attitude and attention given by the elderly to others can be a sense of pleasure for them when they see people around them giving them good inclusion and affection.

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