

## INTERPERSONAL COMMUNICATION STRATEGIES IN THE LISTENING PROCESS DURING THE COVID 19 PANDEMIC (DEPOK CITY RESIDENTS)

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### Abstract

Good communication is needed in conveying messages, one of which is interpersonal communication or what is called interpersonal communication (interpersonal). This is done by individuals to exchange ideas or thoughts in other words to hear what is being said. Interpersonal communication can be done in verbal and nonverbal forms, not only about what is said and what is received. But how it is said, in the body language used, and the facial expressions that are given. This is very much needed during the Covid 19 pandemic, so that residents of Depok City can be given messages directly on their understanding of Covid 19.. The purpose of this study was to identify and describe interpersonal communication strategies in the listening process to Depok residents during the Covid 19 pandemic. The research method used was through observation and in-depth interviews with the Task Force. The results of the research by residents of Depok City understand and want to carry out what the Depok government hopes are by obeying what was done and not done during the Covid 19 pandemic. In addition, the participation of the community takes part in overcoming the problems that befell the Indonesian nation, especially the citizens of Depok City.

**Keywords:** Strategy, Interpersonal Communication, Listening Process

### INTRODUCTION

The development of the covid 19 outbreak or better known as the corona virus since December 2019 in China brings dampak until now in allcorners ofthe world. The impact that occurs not only in Indonesia but in all countries in parts of the world, even swallowing an extraordinary death rate.

Coronavirus (COVID-19) is the most recently discovered infectious disease caused by the coronavirus. The new virus and disease became known after it spread in Wuhan, China, in December 2019. The most common symptoms of COVID-19 are demam, fatigue, and dry cough. Some people experience aches and pains, stuffy noses, colds,sorethroats or diarrhea. Usually, thesesymptoms usually startgradually.

Very fast spread certainly requires knowledge for the wider community tounderstand tackling its spread. The disease can spread from person to person through small droplets from the nose or mouth that spread when a person with COVID-19 coughs or exhales. These droplets land on objects and surfaces around the person.

Others then catch COVID-19 by touching this object or surface, then touching their eyes, nose, or mouth. People can also catch COVID-19 if they inhale droplets from someone with COVID-19 who coughs or secretes droplets. This is why it is important to stay more than 1 meter (3 feet) away from people who are sick with the coronavirus.

Based on <https://health.detik.com/berita-detikhealth/d-5127449/kota-depok-tertinggi-ini-5-wilayah-dengan-kasus-corona-terbanyak-di-jabardata>, the COVID-19 Handling Task Force revealed data on the development of positive cases of coronavirus COVID-19 in West Java as of August 9, 2020. Depok City became the region with the most total corona cases in West Java, which was 1,292 cases, followed by Bekasi City in second with 947 cases. Until Sunday (9/8/2020), the total corona cases in West Java have reached 7,566 cases, while 4,417 patients have been declared cured and 228 others died. The Expert Team of the COVID-19 Handling Task Force, dr. Dewi Nur Aisyah said that there are three possible factors causing the high number of corona cases in a region, namely the first and indeed the number of transmissions is high there. It could be that there is a positive maybe his *tracing* contact has not been running to find out the epidemiological investigation, someone is already burst interacting with others. Second, there may be a new cluster, and thirdly there is indeed the number of tests that are also raised in West Java.

Depok City is designated as one of 13 cities and districts in Indonesia that are classified as red zones of Covid-19 transmission. Spokesman for the Task Force to Accelerate the Handling of Covid-19 Depok City, Dadang Wihana considers the condition to occur because of the high mobility of citizens, especially out of the city. The addition of current cases occurs more than the impact of the high movement of people, especially those who work in offices and potentially transmit Covid-19 in a family environment. Very bad conditions. Actually from the beginning Depok has anticipated *dipasi* in every village until the RW level makes the Task Force covid 19.

So fast transmission, it takes a communication that is easily understood by the public. According to Hashim Hasanah in *sawwa journal* (2015; 52) – Volume 11, Number 1, October 2015 (<file:///C:/Users/USER/Downloads/1446-3309-1-SM.pdf>) that in nature to interact with others, communication is said to be effective when characterized by good interpersonal relationships. While communication failure occurs when the content of our message is understood by people, but also in the relationship between the perpetrators of communication itself.

According to Florence Wedge (1995; 332), interpersonal communication can be done in both verbal and nonverbal forms. Interpersonal communication is not only about what is said and what is received but also about how it is said, how body language is used, and what facial expressions are given.

Interpersonal communication refers to the interaction between two or more people in an organization (Newstrom and Davis, 2002: 4). When interpersonal behavior occurs, then there are 4 orientations, namely: (1) I am not okay, you are okay, (2) I am not okay, you are not okay, (3) I am okay, you are not okay, and (4) I am okay, you are okay. Of the 4 orientations, of course, the most positive is when interpersonal behavior is equally okay or equally profitable.

Joseph A. DeVito (2013) also asserts that interpersonal communication has several traits, namely inherently relational. As it is interdependent, interpersonal communication is unavoidable and very important. Interpersonal communication plays a role in a relationship that impacts the relationship and defines the relationship itself. Communication that takes place in a relationship is part of the function of the relationship itself. Therefore, the way we communicate is largely determined by the type of relationship that exists between us and others. It should also be understood that the way we communicate, the way we interact, will affect the type of relationship that is built.

So that in interpersonal communication included in the process of hearing has a purpose. According to Siti Aminah (2018;109) the goal of active listening is to clarify understanding and show listener interest in communication. A listener actively collaborates with the speaker and together constructs the meaning conveyed in communication. Joseph A. DeVito (1997;93) asserts that listening is interpreted as the process of actively receiving stimuli (stimulus), ear (aural). Listening demands energy and commitment.

This is very much needed in the Covid 19 pandemic, citizens can be given a message directly. So that the Mayor of Depok has issued Circular Letter Number: 443/ 166— Huk / Dpkp About the Establishment of Kampung Siaga Covid-19, on April 1, 2020 for All Ketua RW DEPOK In connection with the policy will be the Government related to large-scale social restrictions as stipulated in Government Regulation No. 21 of 2020, and follow up on the Decision of the Mayor of Depok Number: 360/ 137/Kpts/DPKP/Huk/2020 on The Determination of Emergency Response Status of Corona Virus Disease Virus Disease FOR 9 (COVID-19) in Depok City then urgent efforts that are currently done is to stop the spread in areas that have been exposed and keep areas that have not been exposed to have vigilance so that the area is not exposed.

Kampung Siaga COVID-19 is a village with Rukun Warga (RW) which is formed to help accelerate the prevention and handling of the spread of COVID-19 in the RW region, with a specified scope of tasks, which are carried out participatory and collaboratively.

In addition, a strategy is needed that is a process to achieve a goal. According to Aniesa Samira (2018;65) the strategy identifies what needs to be done to meet one or more goals. Strategies need to be detailed in more detail about how it will be achieved. In its development, the concept of strategy continues to evolve. According to Hamel and Prahalad (Fredy Rangkuti, 2005;3-4) strategy is an incremental action and continuous and done based on the point of view of what customers expect in the future.

In addition, Joseph A. DeVito (2013: 8-16) argues that in interpersonal communication there are several important elements, namely 1) Source - Receiver Interpersonal communication involves at least two people where each party can act as a source (source) that is forming and sending messages and also acting as receivers that are receiving messages; 2) Messages (*Message*) that a message is a signal that is viewed as stimuli or stimuli for the recipient of the message and received by one of the human senses or the combination of some human senses; 3) *Encoding-Decoding*, i.e. *encoding* is the act of producing messages such as writing and speaking. Meanwhile, *decoding* is the

act of understanding messages such as listening or reading; 4) Media(*Channel*) means *channel* is a medium used to convey messages that connect the source and receiver; 5) Interference(*Noise*) is everything that distorts a message. Or things that prevent the recipient from receiving a message; 6) Feedback is information received in response to the message that has been sent; 7) Context means that a communication always takes place in a context or environment that affects the form and content of the message to be delivered; and 8) Ethics means that communication always has consequences, therefore in communicating always involves communication ethics. The same goes for interpersonal communication. Every act of communication has a moral dimension, what is right and what is wrong.

## METHOD

Data collected in the form of words, pictures, and not numbers. This research will also reveal the actual events or phenomena when the researcher plunges into the field and is strengthened by hasil from observation and research documentation will contain quotes data to give an overview of the presentation of the report. Qualitative research is aimed at understanding social phenomena from the point of view of participants.

Approach description to members in a clearer picture of the social situation. Descriptive approaches are more specific by focusing on certain aspects and often showing relationships between various variables (Nasution, 2007: 24). This research discusses interpersonal communication strategies in the process of hearing to Depok residents during the COVID-19 pandemic. The purpose of descriptive research describes all facts and realities or social phenomena that exist on the ground, then analyzes them based on what is observed.

Data analysis in qualitative research, carried out in conjunction with the data collection process. Qualitative data can be words or sentences, both obtained from documentation and observation. Qualitative data analysis starts from analysis as data that researchers successfully collect in the field.

## RESULTS AND DISCUSSION

Deddy Mulyana (2000:73) asserts interpersonal communication is communication between people face to face, allowing each participant to capture the reactions of others directly, either verbally or non-verbally. Interpersonal communication is communication that involves only two people, such as husband and wife, two colleagues, two close friends, teacher-student and so on.

In addition to interpersonal communication being the most effective communication model, interpersonal communication is human communication that has the closest relationships. Like the research on Depok residents about the COVID-19 pandemic where the Task Force is trying to provide human rights to citizens to continue to be careful. So that Pemerintah Kota Depok issued the Establishment of Kampung Siaga COVID-19 in every RW. Because Depok focuses on accelerating the handling of community-based COVID-19, namely through the establishment of Kampung Siaga COVID-19 at RW level.

The thing behind the formation of Kampung Siaga in every RW because Covid-19 is a global pandemic that is currently engulfing Indonesia, including in the city of Depok. The spread of COVID-19 di Kota Depok is now so *massive* almost all areas of the city, considering that Depok City is very close to the *epicentrum* of the spread of COVID-19, besides that the majority of Depok city people are *commuters* and the position of the area is very open so that the spread of COVID-19 in Depok City is currently included in the category of local transmission.

To prevent and stop the spread of COVID-19 in Depok City, *extra ordinary* measures become the main choice, which begins with the determination of the status of Emergency Response of Corona Virus Disease 2019 COVID-19 disaster in Depok City as contained in The Mayor of Depok Decree Number: 360/137/Kpts/DPKP/Huk/2020. Furthermore, prevention and handling efforts continue to be carried out with various steps and strategies, in accordance with the authority owned by the local government in the COVID-19 disaster emergency response period.

One of the efforts made is to form Kampung Siaga COVID-19 based rukun Warga (RW), which was formed throughout RW in Depok City. Kampung Siaga COVID-19 is a village based on Rukun Warga (RW) which is formed to help accelerate efforts to prevent and handle the spread of COVID-19 in the RW area, with the scope of tasks specified, participatory and aborative.

The Camat and Lurah were asked to immediately mobilize the RW chairmen in coordination with the local police chief and koramil, including elements of Babinkantibmas and Babinsa, and the humanitarian organization Volunteer School. Kampung Siaga Covid-19 is considered able to increase public awareness to anticipate Covid-19 transmission because it operates at the smallest level. The program is planned to play a role in socialization related to Covid-19, sterilization of social and public facilities, activating citizen security systems, citizen health information systems, and citizen food barns. Kampung Siaga Covid-19 can also be used for monitoring positively confirmed cases, ODP (people in monitoring) and PDP (pasien in supervision) Covid-1, as well as being a distributor of logistical assistance for residents undergoing self-quarantine. So that in the process of hearing that is divided into types of listening, one of which is listening to help, according to Joseph Devito (1997; 95) the function of helping in listening activities is very important. . When you listen to someone complain, talk about a problem, or make a decision, you often listen to help. Perhaps the help is just a listening and supportive listener. Other times, the help we provide can be more direct, such as forms of giving advice and advice. Active listening is not a process that merely overcomes the speaker's words but rather an attempt to understand the speaker's overall message.

As one of the means of communication that facilitates citizens, the efforts made by the Depok City Government (Pemkot) are launching the Kampung Siaga Covid-19 Application which aims to facilitate the communication of all parties for the prevention and handling of Covid-19. Depok Mayor Mohammad Idris said, through the Kampung Siaga Covid-19 Application can easily monitor the development of Covid-19 case information in the region. In addition, it will also provide information on the number of affected residents in the region and patient data. (<https://depokupdate.com/optimalikan-penanganan-covid-19-di-depok-pemkot-luncurkan-aplikasi-kampung-siaga-covid-19/>).

There are three active listening techniques that can be useful in learning the process of active listening (Devito; 1997;102-103) namely 1) **repeating the speaker's thoughts. State in your own words what you think the speaker means. This will help ensure understanding, because the speaker will be able to correct your understanding.** As is the case when Unit Tugas stated to Depok residents to still obey 3 M, Wear Masks, Keep distance and Wash hands with soap in running water. The end of this sentence is always remembered to be done by Depok residents every time they leave the house. There is no need to even leave the house if it is not urged; 2) **express understanding of the feelings of the speaker. In addition to repeating the contents of the statement, echo also the feelings that you think the speaker said or 2015.** Once Depok residents can understand how the Depok City Government invites residents to obey at home only if there are no interests outside the house. If they were forced to leave the house, not forget the message 3 M, wear a mask, keep his distance and wash his hands. The government continues to echo instructions for residents to stay indoors during the Covid-19 pandemic to break the chain of transmission, unless forced to leave the house for urgent needs. Of course, Depok residents can understand what the speaker said, because the participation of citizens in obeying and carrying out government advice becomes an important point to prevent the spread of the virus Corona outbreak in the community; 3) **Ask questions. Ask questions to ensure your understanding of the speaker's thoughts and understanding and to get additional information.** The Task Force in providing briefings always asks Depok residents, what is done in this pandemic period is not out of the house if it is not important, and always obey the 3 M. Always invite people to stay at home unless there is an urgent need, keep clean, avoid direct contact with others. As well as stay calm and not panic and increase alertness. In addition, it also continues to coordinate with the Covid-19 Standby Village Task Force related to the handling that will be done in handling the problem. Both regarding health checks, health information systems, environmental security, and education to the public.

## CONCLUSION

Actively listen, things to note are sensing (hearing), reception of messages and responses given. In the process of listening, of course, pay attention to the words of the contents of the message conveyed, for example obeying 3 M, namely wearing a mask, maintaining distance, and washing hands). In the acceptance of the listening process involves understanding the feelings of the speaker, of course, Depok residents want to obey all the messages delivered by the Task Force can be processed well in the community so that the speaker is not in vain.

In asking a question, the response means that the listener gives verbal and nonverbal signals to the sender of the message for what he has heard. So that the listening process is not a passive activity but active. Being an active listener is not an easy one. Of course, Depok residents to be active listeners is a very useful thing what the Government continues to echo with instructions for residents to stay indoors during the Covid-19 pandemic to break the chain of transmission, unless forced to leave the house for urgent needs.

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