

Family Interpersonal Communication in Overcoming Teenage Bullying Behavior in Medan City

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ABSTRACT

Keywords: Interpersonal Communication; Family; Teenager; Bullying

The emergence of the behavior of teenagers who experience character growth often shows negative behavior such as bullying. Based on data from the National Commission for Child Protection, the number of bullying cases among Indonesian teenagers is in fifth place out of 78 countries with the highest number of bullying cases. Efforts to eliminate this action by using family communication. The role of interpersonal communication in the family as a form of overcoming bullying behavior in adolescents. This research uses a qualitative descriptive method which aims to collect data related to family interpersonal communication, in this case carried out by parents in dealing with bullying behavior among teenagers in Medan City. The data collection technique in this research uses interview techniques with parents who have teenage children who are victims of random bullying, observation of activities carried out by parents with children in dealing with bullying behavior in children as well as documentation in the form of other supporting documents. The results of interpersonal communication research conducted by parents with teenagers in dealing with bullying behavior by communicating openly, honestly and being able to listen can prevent bullying behavior among teenagers. The role of the family must be to build communication between parents and children so that it runs smoothly, by actively listening and showing love and attention, so that the tendency of bullying behavior can be prevented and stopped by parents in the family.

1. Introduction

Risk behavior experienced by teenagers can also occur in social life. This includes, among other things, the form of juvenile delinquency today such as acts of bullying "bullying" against other people (or becoming victims of bullying). Bullying is also a problem that is increasingly common among teenagers or even younger age groups. Bullying is very often carried out by teenagers at school due to trivial things such as problems with girlfriends and teasing, which can even involve personal attacks.

As a manifestation of the efforts that have been made by parents to prevent bullying behavior among teenagers in the city of Medan, several efforts have been made, such as always providing messages of advice, encouragement and motivation which is often something that is done all the time. However, in reality, when outside the home problems often arise experienced by teenagers who are at risk of being bullied. This problem usually starts with something trivial, such as teasing, which ultimately results in a physical attack that can disturb a teenager's mind. The family plays a fundamental role in shaping adolescence understanding of norms, values and social interactions. One of the efforts is to create effective communication so that a harmonious relationship between parents and Adolescence can be formed. Efforts to create family harmony such as openness, trust and support (Novianti et al., 2017). Parents have a crucial role in the Adolescence's education process.

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Adolescence considers their parents as the main role model in dealing with various life situations, especially in achieving a better education. However, when there is conflict between adolescence and parents, the possibility of various problems, including juvenile delinquency, becomes greater.

Based on data from the National Commissioner for Child Protection, the number of cases of bullying among adolescents in Indonesia in 2018 was in fifth place out of 78 countries with the most cases of bullying (Sofia, 2023). As for cases of bullying which were carried out by mocking, insulting, mentioning parents' names, laughing at friends and hitting friends (Rita & Rikanda, 2020). In addition, bullying is also carried out through social media to become a threat of negative behavior for adolescents which can change the behavior of adolescents who become victims (Hidayat et al., 2022). The impact of bullying can cause teenagers to become hopeless, stressed and helpless, becoming a focus of concern for parents in general. Victims of bullying behavior also experience depression, fear, tend to feel sad, have few friends, are sensitive, easily angered which often predominantly arises from situations of intimidation from the surrounding environment (Dhamayanti, 2021). The problem of using the internet is one of the things that is of social concern among adolescents who are very vulnerable to bullying behavior which tends to negatively make adolescents experience psychological disorders (Baldry et al., 2015; Boniel-Nissim & Sasson, 2018). Apart from that, weak communication between parents and children in terms of providing attention and supervision is one of the causes of behavior that is considered deviant, making children feel free to do anything (Hardiyanto & Romadhona, 2018).

As for motive juvenile delinquency when looking for identity often shows attitude bullying to other groups. Based on data from the Federation of Indonesian Teachers' Union (FSGI) compiled from Republics, there were 16 cases of bullying that occurred in the school environment from January to August 2023. Elementary Schools (SD) and Junior High Schools (SMP) accounted for 25% of the total cases. Then bullying also occurred in the Middle School (SMA) and Vocational High School (SMK) environments, which both received a percentage of 18.75%. Meanwhile, in the Madrasah Tsanawiyah and Islamic boarding schools, each with a percentage of 6.25 % (Muhamad, 2023). The family has an important role in encouraging the emergence of good communication. Interpersonal communication within the family is not very important in building a harmonious family life (Amalia & Natsir, 2017; Awi et al., 2016; Luthfi, 2017).

Communication that often occurs in the family is interpersonal communication, because it is done in small groups and there is feedback. Interpersonal communication is a process of sending and receiving messages between two people, or among a small group of people, with some immediate feedback effect. Communication within the family will have a positive influence if what is formed is effective interpersonal communication. Through effective interpersonal communication, each family member will be able to find himself, discover the outside world, form and maintain meaningful relationships, change attitudes and behavior to play and have fun, and to help (Amalia & Natsir, 2017). Conversely, if interpersonal communication in the family is not effective, there will be conflicts, divisions, and various other conflicts in the family.

When interpersonal communication does not arise well in the family, parents and adolescents cannot communicate properly, this causes a lack of understanding and understanding between the two. Parents who are unable to understand their adolescent's feelings, needs, or problems may not provide the adequate support or guidance needed. As a result, teens can feel isolated, unappreciated, or not heard. This can lead to feelings of frustration, loneliness or anger that they are not able to express in a healthy way. As a result, they may seek ways to deal with these negative emotions, and often they choose aggressive paths, such as bullying behavior.

According to and rig by bullying is a wish for hurt that is actualized in an action that causes someone or a group to suffer. This action is carried out directly by a stronger person or group, usually it happens repeatedly, and this behavior is bullying with pleasure (Sigalingging & Gultom, 2023). Based on data obtained from the Indonesian Adolescence Protection Commission (KPAI), cases of violence in schools (bullying) rank highest. KPAI recorded 2743 complaints from the public about this case from 2011 to 2016 (Kpai.go.id, n.d.).

In this context, research on the role of parental communication in tackling adolescent bullying behavior is very important. Previous studies have shown that effective communication between parents and adolescents can reduce the risk of bullying behavior in adolescents, strengthen family relationships, and assist adolescents in developing healthy social and emotional skills. However, there is still a lack of understanding of how parental communication can specifically affect bullying behavior in adolescents. Therefore, this study aims to dig deeper into the role of parental communication in overcoming bullying behavior in adolescents. Through a better understanding of the role of parental communication, it is hoped that supportive communication patterns can be formed between parents and adolescents. This effort is expected to help prevent bullying behavior that occurs in adolescents, strengthen family bonds, and create a healthy environment for the growth and development of adolescents.

Based on the explanation of the background of the problem that has been described in the previous paragraphs, in this research, the researcher attempts to describe or provide an overview of how family interpersonal communication, in this case interpersonal communication carried out between parents and teenage children in overcoming bullying behavior in children, teenagers in Medan City. It is important to carry out this research so that it can become a recommendation for readers and other researchers in order to provide input for readers. This research seeks to explain and describe how interpersonal communication is carried out by parents today in order to overcome cases of bullying which often occur, especially in teenagers.

2. Method

This study uses a qualitative descriptive research method (Sugiyono, 2016) which has the aim of collecting data related to the role of interpersonal communication carried out by parents in tackling bullying behavior in Medan city. Qualitative research emphasizes that researchers must be active participants and able to understand a phenomenon from the point of view of its function with other phenomena (Creswell, 2016; Sudjarwo, 2001). In this case, the researcher must make an active effort in terms of exploring data in concrete terms obtained from various sources in order to answer the problem formulation which is a picture of the reality of interpersonal communication carried out by families, in this case interpersonal communication which focuses on parents and teenagers in order to Overcoming teenage bullying behavior in Medan City. The data collection technique in this research used interview techniques with parents of teenagers who were victims of bullying in Medan City. Descriptive qualitative research concentrates on exploring and photographing social situations that are thoroughly researched, including interpersonal communication carried out by parents in overcoming bullying behavior in teenagers by forming the researcher's sense of data to enter the world of phenomena to reveal the truth of meaning obtained from interpersonal communication. carried out in overcoming bullying behavior in adolescents. Determining the subjects of this research uses a purposive technique, namely the researcher selects and determines informants based on certain considerations, such as parents who have school-aged teenagers. The stages of data analysis in this research include collecting data through interviews, selecting data obtained from interviews conducted by researchers who attempt to provide an overview of interpersonal communication within families in overcoming bullying behavior among teenagers in Medan City, limiting data (data reduction) which originates from the formulation of a research problem regarding how family interpersonal communication is carried out between parents and children in order to overcome bullying behavior among teenagers in the city of Medan, presenting data in the form of descriptive analysis which is then concluded with several data facts obtained in the field from recordings interviews obtained and supported by other documentation.

3. Result and Discussion

In this segment, the researcher attempts to describe various research findings in order to answer the formulation of the problem studied regarding family interpersonal communication in order to overcome bullying behavior among teenagers in the city of Medan. Several communication strategies are carried out in order to overcome bullying behavior in children using a persuasive approach using habituation methods such as providing advice according to the conditions experienced by children

who are victims of bullying behavior (Ashfahani, 2019). Several communication techniques or models used between parents and children to overcome bullying behavior in teenagers in the city of Medan include:

The Listening Communication Model

Is a model of interpersonal communication between parents and Adolescence, or a form of communication that is involved, especially in responding to various psychological needs of adolescence? The encouragement of Adolescence who has freedom of expression reduces the boundaries of conflicting norms. Parents as the closest party listen to what Adolescence do. The interpersonal communication approach to listening requires interpersonal relationships. According to the informant NS, the effort to provide a motivational boost is to make adolescence aware and provide understanding to carry out actions that do not violate norms.

- "...Saya berusaha untuk memberi tau kepada anak saya yang sekarang menginjak kelas 2 SMP untuk tidak melakukan aksi kekerasan pada teman sebayanya. Misalkan temannya ada yang tidak mampu membayar uang kas, karena dia sendiri adalah anak kurang mampu. Karena anak saya sendiri dia seorang bendahara di kelasnya. Saya mengatakan padanya jika ia tidak mampu jangan dirundung" (Interview source, 2023).
 - Behaviour bully rampant occurs when teenagers go to school, even though using a simple method. A similar condition is also experienced by AR parents who provide understanding not to take action bullying. This understanding is able to provide collective awareness; the act of bullying has an impact on someone. Instilling character strength can encourage someone to show rejection of behavior bullying.
- "...Anak saya kedua sekarang sedang sekolah menengah atas kelas satu. Dia orangnya sedikit cuek. Dia pernah berceria bahwa disekolah ada temannya perempuan yang diejek dengan teman lakilakinya, namun saya mengatakan padanya jangan ikut ikutan mengejek dia. Kalau bisa saya katakana pada dia bahwa temani teman nya itu biar tidak terus diejek. Dan anak saya juga mengatakan bahwa emang dia tidak ikut ikutan mengejek karena bisa jadi nanti dia juga ikutan di ejek dengan teman lainnya." (Interview source, 2023).

Providing education about bullying that has a negative impact is able to give an adolescence an attitude not to do this action repeatedly. Often environmental factors influence adolescence not to commit acts of bullying, even though the closeness of friendship is able to make adolescence more likely to carry out acts of bullying. Strong understanding is able to encourage adolescence not to go with friends and can give resistance. Many failures in communication occur because the contents of the message are understood but interpersonal relationships are not maintained properly. Parents' efforts in listening are often very limited. Listening communication is only effective if it is accompanied by a concentrative attitude, experience plays an important role, accompanied by skills in managing the atmosphere. As a result, adolescence easily understands what parents want from their life behavior. The communication process carried out in the context of overcoming forms of violence against children by means of parents becoming counselors through the stages of preparation, introduction, mentoring, and final mentoring (Wahyuningsih, 2022).

The stratum position in the family where parents are higher than adolescence is not only open to conveying power. It is important to provide dialogue in order to build a relationship of mutual trust and closeness with adolescence. It will reduce to doubt. Openness, strengths, weaknesses and various abilities they have are able to encourage adolescence trust in people to grow well. Open communication is not only useful for improving adolescence attitudes to life, but more than that adolescence feels valued and their self-confidence grows. Bullying is a situation where there is an abuse of power/power by a person or group. The strong are not only strong in physical size but can be strong mentally. The condition of victims of bullying is unable to defend and defend them because they are physically or mentally weak.

Building Honest Communication

Bullying is a form of behavior in which there has been coercion or an attempt to hurt psychologically or physically against a person or group of people who are weaker by someone or a group of people who are stronger. Bullying also affects self (self-esteem) and this effect is a long-term influence. As a result, perpetrators will find it difficult to establish good relations with the opposite sex and have anxiety about getting unpleasant treatment from their peers. While the short-term effects arising from bullying behavior are depression due to experiencing bullying, or decreased interest in participating in school activities (Dewi, 2020; Fathiyah, n.d.; Kurniawan et al., 2022; Utomo, 2016). According to the informant NS, as a parent to anticipate the occurrence of youth bullying on their adolescence by not responding in the same way. Letting go and reporting to the teacher is the right strategy rather than responding to bullying which can interfere with mental activity.

"Cukup minta tagihan itu dengan cara halus. Jika misalnya anak saya meminta tagihan kasnya dengan cara kasar, mungkin teman teman lainnya juga bisa menertawainya atau bisa memaksa anak tersebut. Kan itu kasihan, dan itu tentunya sudah termasuk bully bukan. Jadi saya terus mengingatkan anak saya untuk tidak melakukan tagihan secara kasar atau membentaknya". (Interview source, 2023).

Dealing with adolescence with negative behavior, honest communication can encourage communication that fosters self-respect in adolescence. Honest communication is related to openness and sincerity shown in actions or expressions, freedom and impartiality. This action can be seen in the utterances that are built through joint dialogue. The appearance of negative behavior encourages parents to build proper communication. According to the informant, efforts to build honest communication are carried out with honest parents' communication patterns. First; tell the truth. This step can encourage the emergence of a person's self-confidence. Dare to fight and be responsible for your self are some of the examples that parents must convey to adolescence who have problems in their lives. Emphasis on honesty pays off and can build closer relationships. Second, cultivate a sense of responsibility. Adolescence development encourages a person to find identity for the development he likes. The desire to be seen and acknowledged arises from a process that encourages attention. Not a few negative behaviors are carried out by adolescence to show identity. According to the informant, JA, acknowledged that adolescence behavior experienced dynamic development. By giving a sense of responsibility can attract someone to change their behavior.

"...Anak saya dulu semasa mau tamat sekolah SMP masa masa nya dia menjadi nakal dan terkadang dia merusak barang temannya. Saya mengetahuinya karena anak itu sendiri yang mengadu kepada saya. Saya selalu mengatakannya untuk tidak merusak barang yang bukan miliknya. Saya mengatakan padanya jika ia pengen barang kayak temannya, saya bisa membeli untuknya. Saya mencoba untuk mengawasi anak saya untuk tidak melakukan hal itu lagi dengan cara rajin bertanya padanya apa yang ia butuhkan. Syukurnya dia sekarang tidak seperti itu lagi." (Interview source, 2023).

Interview statements from informants JA, the researcher finally found out that the main reason for bullying his own friends was the attitude of the adolescence himself. Researchers also know that the role of parents is very influential for adolescence not to bully their friends again at a later stage, therefore basic education from home is an option to prevent acts of bullying against adolescence or other people.

The Importance of Open Communication

Bullying occurs because it is influenced by several factors. According to (Tumon, 2014) family, peer, and school factors can also shape bullying behavior in adolescents, when these three factors are not conducive, teenagers will tend to vent their emotional turmoil in negative terms, in this case one of them is bullying (Tumon, 2014). This encourages the importance of open communication that can be applied to our adolescence. Open communication encourages the emergence of ideas and opinions without fear of reactions from others. Communication is characterized by firmness in expressing your thoughts, ideas, goals, and even feelings of dislike for the good of an adolescence in the life he or she is currently living.

Parents, not only openly convey their strengths, advantages, and various abilities, but for the sake of building a relationship of mutual trust and closeness with their adolescence, they/they need not hesitate to reveal your weaknesses in front of their adolescence. Only in this way can an adolescence's trust in people grow properly. Open communication is not only useful for improving adolescence attitudes to life, but more than that adolescence feels valued and their self-confidence grows. The success of communication is largely determined by the parents' abilities and skills in communicating effectively (Mahadi, 2021). Open communication encourages relationships that value the processes that arise for each individual. A family atmosphere that always instills open communication patterns between parents and children or vice versa will be controlled and controlled (Asmaya, 2007).

Interaction with the Environment Affects Adolescence Development

The family environment and social environment have a very big influence on teenagers' lives. Globalization, which is marked by advances in communication and information technology, can have a significant impact on families, especially in big cities. As the smallest social unit in society, the family is where an individual learns to socialize. In the past, the family, especially parents, were the main source of information for their children in their attitudes and actions.

The development of students who are moving up grows in families that apply negative communication patterns such as sarcasm will tend to imitate these habits in everyday life. Verbal violence committed by parents to their Adolescence will be an example of behavior. This will be exacerbated by the lack of warmth of affection and the absence of support and direction for adolescents, making young students have the opportunity to become bullies. The tendency is that girls are bullied more by their male friends. Some teenagers choose to remain silent or do not offer resistance when receiving bullying behavior from their friends. The similarities that the researchers felt with the first and second informants were bullying or bullying behavior carried out at school, but the two differed only at the school level.

Parents also give responsibility in building self-confidence, developing positive values and creating a peaceful atmosphere for adolescence and overcoming family problems. Responsibilities are carried out by training children's independence, being a good listener, having a desire to help so that children can develop an optimistic attitude and provide time to gather with adults as a form of preparation for the future (Rahman, 2013). The family, which is the smallest institution in society, is the earliest place for Adolescence to get the values they will hold in life. Relationships with other family members can also provide strong protection against bullying during adolescence (Sapouna & Wolke, 2013). Bullying behavior can be prevented and can be stopped by maintaining good communication with Adolescence and by creating time to communicate, we can recognize the potential for a problem to arise and help adolescence deal with the problems they face.

In order to build effective communication between parents and children in dealing with bullying behavior in teenagers, an attitude of openness is needed. The open attitude adopted in building this communication pattern is basically aimed at building warm communication and creating a good and conducive communication climate (Andamisari et al., 2023; Ashfahani, 2019; Budi, 2019). Apart from openness, building effective communication also requires supportive behavior provided by parents. This support can aim to build children's enthusiasm and motivation to carry out various activities. In other words, this supportive attitude will give the child a high level of enthusiasm and self-confidence. The support provided can be done by providing objective problem orientation, spontaneity, upholding an attitude of equality and empathy in order to build effective communication. Apart from that, other efforts made by parents to overcome bullying behavior in teenagers require communication by upholding the principle of equality. This means that parents and children have equal or equal status in order to build effective communication. This principle of equality will have a significant impact on communication because parents and children will be most free to give messages openly. Therefore, this principle of equality will be very effective in realizing face-to-face communication between parents and children. Each of

them has good listening skills and can contribute positive responses in order to overcome the problems faced by children.

4. Conclusion

Communication within the family has an important role in preventing bullying. In improving relationships, communication must be fostered to feel a bond. Family communication has a big role in preventing bullying behavior in teenagers. The emphasis on empathy in family relationships encourages open communication, honest communication, and listening communication. These three patterns are able to provide attitudes for teenagers to develop and demonstrate anti-bullying attitudes. The family is the most important group in society in instilling values and norms. As a social unit consisting of Father, Mother and Teenagers, it is important to build communication. Families must build communication between parents and children so that it runs smoothly. The most important effort is made by parents towards their teenage children in overcoming bullying behavior in teenagers by building honest communication. Communication carried out through honesty by the family, in this case between parents and children, in dealing with bullying behavior in teenagers can be done by interacting with the environment which always influences the development of teenagers.

Apart from that, communication that upholds an open attitude is considered more effective in fostering effective communication, fostering encouragement and enthusiasm in children who are victims of bullying. The ability to listen for parents and children can create a communication pattern with a higher degree of closeness because in the context of this communication pattern, an attitude of empathy can be indirectly actualized through the listening ability of parents and provide the best solution for children who are victims of bullying.

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