

Interpersonal Communication and Schizophrenia: Challenges and Barriers to Recovery

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ABSTRACT

Interpersonal or interpersonal communication is communication between two or more people face to face which allows each participant to capture other people's reactions directly, both verbally and non-verbally. Interpersonal communication in question is a process of conveying carried out by a psychologist to patients suffering from the mental disorder Schizophrenia where the process of conveying messages is carried out directly or face to face so that the communicator and the communicant messages can interact with each other. directly , so that both get the same understanding and understand each other in depth. The research chosen by the researcher is descriptive research with a qualitative approach. The aim of this research is to find out how interpersonal communication patterns are carried out by psychologists and what challenges there are in the recovery process. So the research results state that, in communicating with schizophrenic patients, a psychologist needs to create a safe, comfortable and conducive situation to create good rapport. Apart from that, psychologists in carrying out interpersonal communication with schizophrenic patients need to understand communication ethics and have a high sense of empathy. Psychologists need to really understand how to communicate with schizophrenic patients based on the type of schizophrenia experienced by the patient. The response given by the psychologist as the comic actor really needs to make the schizophrenic patient feel safe and comfortable, so that by creating a relaxed, safe, comfortable and conducive atmosphere it will help in the patient's mental recovery process.

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INTRODUCTION

Schizophrenia is a group of psychotic disorders with typical distortions of thought processes, sometimes having the feeling that one is being controlled by forces from outside oneself, sometimes strange delusions, perceptual disturbances, abnormal affects that are integrated with real or actual situations, and autism. Schizophrenia is the most common psychotic disorder (Ristanti, 2019). Nearly 1% of the world's population suffers from schizophrenia during their lifetime. Symptoms of schizophrenia usually appear in late adolescence or young adulthood. Onset in men is usually between 15-25 years and in women between 25-35 years (Mohibu, A. (2015). Parental Communication in Increasing

Interest in Learning. *Acra Diurna Journal* , IV (4) (Mohibu, A. (2015). Parental Communication in Increasing Interest in Learning. *Acra Diurna Journal* , IV (4) (Mohibu, 2015).

According to Muhammad (2004), surveys conducted in several countries have an annual incidence rate of schizophrenia between 0.1 – 0.4 per 1000 population. The high incidence occurs in social groups, especially ethnic minorities in Western Europe such as the Afro-Caribbean community in England and immigrants from Suriname in the Netherlands. 4 The highest prevalence of serious mental disorders or what is known as schizophrenia, namely 2.7 per mile, is in DI Yogyakarta and Aceh. The prevalence of serious mental disorders in the Indonesian population is 1.7 per 1000 population. The highest prevalence of psychosis is in DI Yogyakarta and Aceh , 2.7 % each , while the lowest is in West Kalimantan at 0.7% (Nuridin, 2020).

The research results of Oktavia, (2016) explain that in terms of diagnoses or types of schizophrenia, the most common type of schizophrenia is paranoid schizophrenia at 40.8%, followed by residual schizophrenia at 39.4%; hebephrenic schizophrenia as much as 12%; catatonic schizophrenia as much as 3.5%; unspecified schizophrenia 2.1%; other schizophrenia 1.4%; and the least is simple schizophrenia at 0.7%. 17. Genetic factors also determine the onset of schizophrenia . This has been proven by research on families of schizophrenia sufferers and especially monozygotic twins (Ratnasari, 2019). The morbidity rate for half-siblings is 0.9-1.8%; for siblings 7-15%; for children with one parent suffering from schizophrenia, 7-16%; if both parents suffer from schizophrenia 40-68%; for heterozygotes 2-15%; and for monozygotes 61-86%. It is thought that what is inherited is the potential to get schizophrenia through a recessive gene. This potential may be strong, it may also be weak, but then it depends on the individual's environment whether there will be manifestations of schizophrenia or not (Ristanti, 2020).

In the journal Sadock (2010) assessed that, 5% of people with schizophrenia attempt suicide with an increased risk at the start of symptoms, experiencing frequent relapses or relapses. This disease can also persist in the sufferer for life and if this disease is left untreated, it can cause the sufferer to experience setbacks in various social aspects of life. Even though this disease can last a lifetime, it is very likely that it can be cured if it is treated seriously using various methods , especially support from the people closest to the sufferer, such as family (Setyowati, & Muwarni, 2007).

Interpersonal or interpersonal communication is communication between two or more people face to face which allows each participant to capture other people's reactions directly, both verbally and non-verbally (Soyomukti, 2010). This communication can be carried out between psychologists and their patients, especially psychologists who treat *schizophrenia patients* . Interpersonal communication or what is called interpersonal communication is the process of sending and receiving messages between two people or between a small group of people, with various effects and feedback.¹ According to Devito, interpersonal communication or interpersonal communication is the sending of messages from someone and received by another person or a small group of people with direct effects and feedback. ² Meanwhile, according to Efendi, interpersonal communication is

communication between two people in which there is a direct box in the form of a conversation. Contact can take place face to face (face to face) or through a medium, such as telephone, which is two-way or reciprocal (two way traffic communication).

Based on the definition above, interpersonal communication is an interaction between two or more people who exchange ideas or information directly and give rise to immediate feedback. And aim to get the same understanding . Interpersonal communication in question is a process of conveying messages carried out by a psychologist to patients suffering from the mental disorder Schizophrenia where the process of conveying messages is carried out directly or face to face so that the communicator and the communicant can interact with each other. directly, so that both of them get the same understanding and mutual understanding in depth (Suranto, 2011).

Mental disorders are manifestations and forms of behavioral deviation due to emotional distortions resulting in irregularities in behavior. This occurs due to the decline in all mental functions (Tike, 2009). It is concluded that a person experiences a mental disorder if there is a disturbance in mental function, which includes: emotions, thoughts, behavior, feelings, motivation, desires, desires, self-awareness and perception so that it interferes with the process of life in society (Yani, 2015). This is triggered by a person's desire to fulfill basic human needs in maintaining life so that a person is faced with thinking, wanting to achieve goals that require a person to relate to other people, then physiological and psychological responses will arise when that desire is achieved.

Zahnia & Sumekar, (2016) say that schizophrenia is a form of mental disorder which is characterized by damaged thoughts, emotions and behavior, disturbed thinking, where various thoughts are not logically interconnected, wrong perception and attention have flat effects. or inappropriate, and various bizarre motor activity disorders (strange behavior). This abnormal behavior apparently received little attention and only a small number of people in the entire population were ever referred to psychiatric hospitals. Most people never seek help from psychologists, but prefer to let them roam the streets like the reality that we often see in our environment. It is not uncommon for people to think of psychologists as fortune tellers, people who are experts at solving problems, or even as doctors who treat sick patients. soul (Putri & Ambarini, 2012).

Due to the erroneous assessment that the profession of psychologist is synonymous with mental problems, this makes people reluctant to see a psychologist for fear of being considered crazy by other people. The role of psychologists is to help understand human behavior, whatever form that behavior takes, to form healthy behavior individually and in groups and to improve the individual's mental development and quality of life. As we know, a psychologist only relies on his intelligence in interacting to cure someone who is mentally disturbed. This is different from a psychiatrist who relies more on drugs. The role of communication is also very necessary for a psychologist , because as we know, talking to mentally disturbed people is very difficult and requires special skills in communicating.

Interpersonal or interpersonal communication is face-to-face communication carried out directly, both verbally and non-verbally, so that you can get direct feedback as well. Apart from that, interpersonal communication is a process that uses messages to achieve

equality of meaning between two or more people in a situation that allows for equal opportunities between the speaker and the listener. In this research, interpersonal communication was carried out by a psychologist with patients suffering from schizophrenia and how to face challenges and obstacles in the recovery process.

METHODS

The type of research chosen by the researcher is descriptive research with a qualitative approach. Qualitative research is research that intends to understand the phenomena experienced by research subjects such as behavior, perceptions, motivation, actions, etc. Research with descriptive characteristics in the form of words and language, in a special natural context and by utilizing various scientific methods (Moleong, 2007) . The type of research used in this research is descriptive research. In this type of descriptive research, the data collected is in the form of words and images. This descriptive research aims to provide an overview or description of a society or certain group of people or certain symptoms.

RESULTS AND DISCUSSION

Interpersonal communication or interpersonal communication is a necessity in human life, both individually and in groups. Therefore, in communicating there are certainly gaps and problems that can hinder the communication process. According to Anita Taylor in Jalaludin Rahmat's book entitled "Communication Psychology" mentions many causes and obstacles to communication. A clear, firm and careful message will not end failure if something bad happens. There are 4 (four) types of barriers to effective communication, including (1) Process Barriers: every communication process is needed to produce effective communication even though we often encounter ineffective communication. We can consider several things, including sender barriers, this occurs if the sender does not communicate the message because he does not have sufficient knowledge about the content he is conveying and media barriers, which occur when people choose media that does not match the message to be conveyed.

Apart from process barriers that can hinder the level of success of interpersonal communication, other physical barriers occur because of the geographical distance or space between the sender and recipient of a message which prevents people from communicating well and freely even though they are using media. The issue of distance is not only geographically too far, but too close can also hinder the ability to communicate. In written interpersonal communication, obstacles may be caused by paper that is easily damaged, or writing on a white board with writing that is easily erased. There are also semantic barriers that originate from language between the sender and recipient of the message. The choice of words chosen is considered suitable, but does not correspond to the social, psychological or time space so that the recipient perceives a different meaning from what was intended by the sender.

In carrying out interpersonal interactions, there are several types of transactions, these transactions include the following (1) Complementary Transactions, in these transactions

there is a similarity in meaning to the message. One message is accompanied by another message even though it is in a different type of ego (2) Cross Transaction, in this transaction the message sent by the communicator does not receive a proper response from the communicant (3) Hidden Transaction occurs when several attitudes are mixed between the communicator and the communicant so that one attitude hides the other attitude.

Communication will be more effective if it is realized with a sense of understanding, openness, empathy and trust between fellow communication participants. Every individual needs to really understand the elements contained in communication. The elements in question are source , message , channel , receiver /audience , effect and feedback . In the communication process, a change in attitude in the recipient (receiver/audience) is important because it is proof that the communication has been effective whether the process is face-to-face or not.

There are several components in the communication process, these components include, source/communicator, encoding process , message/information, media, recipient/communicant, decoding process , feedback , impact, and interference. Several of these components are related to one another. There are several conditions that must be met by communicators so that the communication process can run effectively. First, the communicator in this case is a psychologist who is expected to have high credibility for the communicant (patient). Second, have good communication skills. Third , have extensive knowledge. Fourth, have the ability to change attitudes/increase knowledge about yourself.

This research shows that the delivery of messages/communication must be effective, so that the expected goals are achieved. To realize this, this is done through , among other things. First, the message conveyed must meet several requirements, namely: the message needs to contain general matters and be easily understood by the communicant, not matters that are only understood by a certain person or group. Second, the message conveyed is not vague, so it must be clear. If the message is conveyed using parables, try to make the examples as realistic as possible, so that they are not interpreted as deviating from what is desired or expected. The language used needs to be clear, simple, and suitable for communication, because humans naturally do not want to hear or receive unpleasant things from themselves (Isnaeni, 2019).

Therefore, every message is attempted to have a positive meaning and is also balanced according to communication skills to interpret the message. Therefore, communicators, in this case psychologists, must know and understand the situation and conditions of the communicant. The form of the message conveyed can be adjusted to the conditions and objectives of the communication itself. If the aim of the communication is only to provide information, such as broadcasts in the mass media which are massively conveyed to the public, then the message conveyed tends to be informative. However, if the communication process aims to change a person's psychomotor side, then what is used is a form of persuasive communication.

In interpersonal communication, we give feedback to show the communicator the effect he or she is getting. In the first form of feedback, schizophrenic sufferers as recipients will receive messages in the form of orders or instructions, then the communicant provides

positive feedback by carrying out orders or instructions from the psychologist. The second type of feedback is that schizophrenic sufferers as recipients of messages provide feedback or feedback in the form of rejecting orders or instructions by not doing what is ordered or instructed by the psychologist.

The psychologist as a source or communicator repeats the message sent to the schizophrenic as the communicant, if the schizophrenic is not focused or if the schizophrenic cannot understand the message sent by the psychologist. This also includes if psychological obstacles, namely schizophrenia, reappear in schizophrenia sufferers . These obstacles can interfere with the process of sending messages from psychologists as communicators to schizophrenic sufferers as recipients, so that schizophrenic sufferers cannot understand the content of the messages conveyed by psychologists properly. Therefore, psychologists need competence in constructing good sentences so that schizophrenic sufferers can better understand the content of the message conveyed. Apart from that, psychologists also need to repeat messages in their interpersonal communication with schizophrenia sufferers . If messages are communicated repeatedly, then schizophrenic sufferers automatically become accustomed to the messages conveyed to them. When schizophrenic sufferers become accustomed to messages conveyed repeatedly, then schizophrenic sufferers can send the same message to the Psychologist as was sent by the previous Psychologist. . Schizophrenia sufferers provide feedback by listening to and implementing messages delivered by psychologists.

People with mental disorders need close people around them. The closeness of psychologists as sources/communicators is obtained through interpersonal communication in the context of a socio-psychological dimension that is relaxed but serious in every message they convey. Psychologists play an active role as a resource for approaching schizophrenic sufferers by carrying out intensive interpersonal communication processes. Communication ethics are also needed by a psychologist to treat schizophrenic sufferers like normal people. According to Joseph A. DeVito, communication has consequences, so interpersonal communication requires ethics (DeVito, 2007) . The closer the relationship between the psychologist and the schizophrenic sufferer , the more open the sufferer will be in expressing their thoughts and feelings to the psychologist. Apart from that, psychologists will also find it easier to understand the mood of schizophrenic sufferers when carrying out interpersonal communication.

Interpersonal communication is the type of communication that most often occurs in society. According to Suranto, there are several characteristics of interpersonal communication, including two-way message flow where interpersonal communication places the communicator and communicant in equal positions, thereby triggering a pattern of message distribution following a two-way flow. Interpersonal communication usually takes place in an informal setting. Thus, if communication takes place between officials in an agency, the perpetrators of the communication do not rigidly adhere to position hierarchies and bureaucratic procedures, but prefer an individual, friendly approach. Then interpersonal actors usually bring communication actors together face to face, so feedback can be known

immediately. The response given can be an answer through words or gestures such as shaking or nodding the head, eye contact, facial expressions and so on.

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In relation to supporting factors for patients being able to communicate with schizophrenic patients, psychologists do play an important role in the healing process, but psychologists are only facilitators, several supporting factors that also play an important role include the family, the patient's own condition, and the psychologist's preparation in carrying out communication in order to facing patients. Family roles describe a set of interpersonal behaviors, traits, activities related to individuals in certain positions and situations. The family also has an affective function, that is, it functions to fulfill psychosocial needs by caring for each other, giving love and accepting each other. Apart from that, the family also has a care function, namely the family's ability to care for family members who are sick (Festy, 2009). Therefore, apart from family psychologists, they also play an important role in healing and communicating with schizophrenic patients.

There are several types of schizophrenia that have been identified based on clinical variables in the International Classification of Diseases 10 years (ICD-10). This is categorized based on the level of mental disorder experienced. Therefore, the condition of each patient is also a factor in creating good communication. The differences in schizophrenia experienced by the patient will also have an impact on the way or pattern of communication carried out. In treating schizophrenic patients, psychologists cannot apply strict measures, but psychologists must create a relaxed, safe and conducive situation. Psychologists need to make various kinds of preparations and draw up several plans according to the condition of schizophrenic patients. If at the first meeting the plan that has been prepared does not work, the psychologist needs to find obstacles and try again to communicate in a different way.

The family needs to really carry out the affective function and care function. This is because the healing process for schizophrenic patients does not just rely on psychologists, but requires moral support from the family and the family must show an atmosphere that the presence of schizophrenic patients in their family is still valuable. The psychologist is only a facilitator, several supporting factors that play an important role include the family, the patient's own condition, and the psychologist's preparation in communicating to deal with the patient. The principle of open interpersonal communication as stated by (De Vito, 2011) where we see from several aspects, namely how the child with schizophrenia is

happy to tell his parents about his daily life or what he feels. Being happy means that there is no coercion from second parties or third parties, but purely from the impulse of one's own desires. Openness in interpersonal communication makes the relationship between parents and schizophrenic children stronger more open, comfortable telling stories, and the messages that children with schizophrenia want to tell can be conveyed well without hesitation and worry.

Psychologists cannot directly convey what they mean or message they want to convey (to the point), but psychologists will try to convey messages that contain good things in the form of interpersonal closeness between paranoid schizophrenia patients and psychologists. This is intended to create a good rapport for a psychologist in the view of schizophrenia patients. Apart from that, there are also obstacles in communicating with schizophrenic patients, one of which is psychological obstacles in the form of emotions, feelings of hostility, anger, offense, hatred, anxiety and fear. Therefore, to create effective communication with schizoaffective patients it needs to be done with a sense of understanding, openness, empathy and trust.

CONCLUSION

People with mental disorders need close people around them. The closeness of psychologists as sources/communicators is obtained through interpersonal communication in the context of a socio-psychological dimension that is relaxed but serious in every message they convey. Psychologists do play an important role in the healing process, but psychologists are only facilitators, several supporting factors that also play an important role include the family, the patient's own condition, and the psychologist's preparation in communicating to deal with patients. Psychologists in carrying out interpersonal communication with schizophrenia patients need to find out in advance the type of schizophrenia experienced by the patient. In communicating with schizophrenic patients, a psychologist needs to create a safe, comfortable and conducive situation to create *good rapport* . Apart from that, psychologists in carrying out interpersonal communication with schizophrenic patients need to understand communication ethics and have a high sense of empathy. Psychologists need to really understand how to communicate with schizophrenic patients based on the type of schizophrenia experienced by the patient. The response given by the psychologist as the comic actor really needs to make the schizophrenic patient feel safe and comfortable, so that by creating a relaxed, safe, comfortable and conducive atmosphere it will help in the patient's mental recovery process.

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