

INTERPERSONAL COMMUNICATION PATTERN OF INDEPENDENT INTERNSHIP BATCH 3 OF COMMUNICATION STUDY PROGRAM STUDENTS OF FIS UNJ

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ABSTRACT

This study discusses the pattern of interpersonal communication between independent interns' batch 3 of communication science study program students of FIS UNJ. This study used qualitative methods with primary data collection conducted through interviews. There were 15 informants in the research who were students of Communication Sciences, Faculty of Social Sciences, State University of Jakarta who were participating in the independent internship program batch 3 which was held for five months. The results of this study showed that 15 informants interviewed, 11 of whom felt openness in communication, in empathy communication, 15 informants also experienced the running of the internship program. Meanwhile, 14 out of 15 informants admitted that they felt supportive communication and 14 out of 15 informants said they experienced positive communication in undergoing the independent internship program batch 3.

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1. Introduction

In this 4.0 era has a very rapid change towards a more modern direction and has an impact on the tight competition in finding work. According to data from the Central Statistics Agency (BPS) in August 2022, there were 8.4 million people, 5.86% of the total national labor force and 30.12% were dominated in the age group 20-24 years which is in the age of student graduates. So that being a top quality and skilled graduate in order to compete in the world of work is a must. Looking for innovations to create a program that can train students to gain skills or train their abilities according to the needs of the job market.

This fierce competition in finding a job is a point where graduates from universities are competing to add value to themselves in order to compete with other graduates. Adding value in one way is to improve abilities or skills. And one of the places to hone this in accordance with industry developments is by doing an internship at a company or institution.

Internship is a learning activity for students in the field which has the aim of introducing and training students' abilities in the real world of work. Many things are obtained by students when participating in internship activities, students can increase student competence, can develop their skilled abilities and can find out how the real world of work is.

In this internship activity, students are required to be able to learn how the system of the real world of work by being directly involved in depth in a company or institution. From this internship activity, students can also build and expand relationships that will help the sustainability of the student's own career.

One of the things that is trained in internship activities is soft skills, soft skills are important because this is concerned with how a person's behavior and attitude. Because with a bad attitude or behavior, it will have a negative impact on the environment, work and others. Another case with hard skills which are more towards technical matters in the world of work (Lutfia & Rahadi, 2020).

In this third year of the independent internship program, more than 30,000 undergraduate and diploma students from universities in Indonesia have successfully passed and participated in this program for 5 months from dozens of other applicants. The independent internship activity in batch 3 has 216 selected and credible companies or organizations as partners. This internship activity was also carried out again because in the previous batch as many as 89.8 percent of students felt that this independent campus program was proven to increase their knowledge in the real world of work.

The process of implementing certified internship activities in batch 3 is still carried out in a hybrid manner so that the communication patterns built during this internship activity are certainly different from the internship activities that were carried out offline before the pandemic. The process maximizes existing technology and can also work flexibly compared to before.

Interpersonal communication is communication that we often do in everyday life. Interpersonal communication is a form of communication when we interact simultaneously with others and influence others (Steven A, Beebee. Susan J, Beebee. Mark, 1996). Where communicants and communicators are influenced by interactions that can affect their thoughts and feelings, as well as the way they interpret the information they get.

Interpersonal communication is an interaction between two or more people face to face, either in an organized manner or in a crowd of people (Wirayanto, 2004). According to Hardjana, interpersonal communication is effective if the message is received and understood in accordance with the context of the communicator, then the message is followed up with an action voluntarily by the communicant and can improve the quality of interpersonal relationships.

Communication patterns can be interpreted as a pattern or form of relationship between two or more people that aims to send and receive a message appropriately and can be understood. And this communication pattern has various parts, there are main communication patterns where this communication pattern is how the communicator conveys to the communicant the message that is conveyed using symbols that become the medium of communication delivery. This main communication pattern is also divided into verbal communication and non-verbal communication. Where this verbal communication carries out the communication process verbally or directly while this non-verbal communication is communicated by body movements, eye movements, facial expressions, speech volume and others. This non-verbal communication also makes communication more effective. Then the

secondary or second communication pattern conveys communication with added media as a channeling tool for communication, so that communication that occurs can not only be received by someone who is in the same place but can be received more widely (DeVito, 2011).

And in his book, DeVito (2011) explains that there are effective approaches in communication patterns in general, namely openness, empathy, supportiveness, positive attitudes (positiveness) and equality. In the openness approach, this refers to the willingness of the communicator to be open or react during interaction so that communication can be effective, then with empathy where someone will be able to adjust the communication that runs, in the third approach, namely a supportive attitude because open and empathic communication cannot run if there is no supportive attitude in it, The fourth is a positive attitude where there are two aspects that refer to such as interpersonal communication that will be fostered if you have a positive attitude and the second will make effective interactions, and the last is equality regarding each individual has its advantages and may occur for the actual inequality in communication will be more effective if the atmosphere is equal.

Several students from the Communication Studies Program at the State University of Jakarta had the opportunity to take part in the independent internship program batch 3 which was carried out for 5 months at several companies that partnered with the independent internship program.

Students who take part in this internship activity can see how students interact with existing employees and can show how students can process their soft skills in the world of work.

Based on this explanation, the researcher is interested in conducting research on the interpersonal communication patterns of students who take part in the independent internship program in batch 3.

2. Method

In this study, qualitative research methods were applied. According to Creswell (2018), qualitative research methods are an approach or research strategy used to understand and explain complex and multidimensional social phenomena, by collecting and analyzing data that is descriptive and not measurable.

In data collection in this study, primary and secondary data were applied. Primary data is data directly taken such as conducting direct and in-depth interviews, direct observation (participant observation). Meanwhile, secondary data refers to data taken indirectly such as institutional reports or other documents (Sugiyono, 2016)

This research process conducted interviews. According to Sarosa (2017), interviews are one of the tools for collecting qualitative research data, where interviews make it possible for researchers to collect diverse data from respondents from different backgrounds in various situations. In this interview, the researcher will also get an interaction in which there is a purpose of the interview, namely, to find out how someone views or thinks about the matter being studied, things that are not visible if only through observation.

This study interviewed 14 informants who are students of the UNJ Communication Science Study Program who have participated in the Independent Internship Program in Batch 3.

Analysis in qualitative research Creswell (2018) explains in his book if there are steps to analyze.

3. Results and Discussion

This study conducted interviews with 15 informants who have done internships at various companies in the Batch 3 Independent Internship Program. In this study, there are informants with work systems carried out from various existing companies, namely Work From Home (WFH) or working online from home, then Work From Office (WFO) or working directly in the office and Hybrid (WFH & WFO) working offline and online which depends on company regulations. There are three informants who work Work From Home (WFH), then there are nine informants who run Work From Office (WFO) and three informants who work Hybrid. The entire list of informants can be seen in table 1 below.

Table 1. Internship Classification

No.	Name Initial	Company	Working
1.	DRD	VOCASIA	Work From Home (WFH)
2.	FRS	VOCASIA	Work From Home (WFH)
3.	IMP	SCM	Work From Office (WFO)
4.	AKP	Telkom Indonesia	Hybrid (WFH & WFO)
5.	MF	Vidio	Hybrid (WFH & WFO)
6.	KAY	KapanLagi Youniverse	Work From Office (WFO)
7.	ETS	KapanLagi Youniverse	Work From Office (WFO)
8.	EG	Lazada Indonesia	Work From Office (WFO)
9.	AAH	Pilih Jurusan	Work From Home (WFH)
10.	RHD	Karya Dua Anyam	Work From Office (WFO)
11.	HAAR	Awan Tunai	Hybrid (WFH & WFO)
12.	VC	Netmediatama Televisi	Work From Office (WFO)
13.	AP	Bank Central Asia	Work From Office (WFO)
14.	HH	Danone	Work From Office (WFO)

15.

JPBS

Karier.mu

Work From Office (WFO)

Source: Research Results 2022

Openness in Communication

From the 15 informants interviewed in this study, 11 of them felt that there was openness in communication interactions that occurred while running this internship program. HAAR (21) admitted that in openness, the communication that occurred was quite open, starting from work and sometimes he liked to talk outside of work like a friend, in terms of his work he was sometimes given advice by the mentor.

And then AKP (21) admitted that the communication between him and the mentor was open because the mentor provided an opportunity if he wanted to discuss, tell stories or consult in work.

In undergoing his internship DRD (20) stated that he and the mentor at his company were very open in communicating, this could not be separated from the mentor who made a comfortable atmosphere and impression so that he did not hesitate to be open, this openness was seen if he could convey obstacles and mentors who were willing to listen to his opinions or evaluations.

In addition, VC (21) in carrying out his internship program admitted that openness of communication occurred and became important, especially when he was reporting directly in the field and he said that the mentor never limited his space for opinion and he often discussed culinary, tourist attractions to tell personal problems.

AP (21) said that the communication that occurs between him and his mentor is always open, such as if there are opinions or problems he has and not only related to work but daily topics, even with openness that has a "bonding" effect on each other. EG (21) also stated that it is not only work-related open communication but also often interacts to plan surprises if someone has a birthday.

Not only the five informants above but MF (21), RDH (20) HH (21), IMP (21), KAY (21) also admitted that there was open communication that occurred during this internship program.

Empathy Communication

In the statements of the 15 informants interviewed, it can be seen that all of them have empathetic communication in the interaction of informants when living in an internship program such as MF (21) who admitted that his mentor was very empathetic and understood MF's position as an intern who was also a student who participated in the organization. In fact, he said that his mentor immediately gave permission for him and was also very willing to do a revision of the work he was doing.

HH (21) also admitted that empathy in his interactions with his mentor was very visible, such as in an incident where he and three senior employees were sick at the same time for a week and his mentor did not hold back from continuing to work. And right when he returned to the office the mentor bought him and other employees food and advised to eat enough to be healthy.

Informant FRS (21) stated that in carrying out this internship program, his mentor has high empathy, especially for intern employees, such as if there is an intern who is sick, he gets

special treatment with permission for daily reports, meetings and provides a special room in the office to rest. RDH (21) admitted that the empathetic communication shown by his mentor was that his mentor always guided him to find out the problem point so that I was not given the blame that was his responsibility.

Supportive Communication

In supportive communication there are 14 out of 15 informants who feel supportive communication in carrying out this batch 3 independent internship, DRD (21) said that the mentor at her company was very supportive by providing support and encouragement which was shown in a simple way, namely tolerance. Where the mentor understands that she still has responsibilities on campus such as still attending lectures and she said her mentor did not prohibit her from carrying out two responsibilities at once.

VC (21) also admitted that she was very impressed with her mentor because her mentor was very supportive, for example, she was given the opportunity many times to do live Instagram and on television and she had made mistakes but not focusing on mistakes but her mentor always appreciated her so she didn't feel bad about her mistakes. And she feels that the mentor is at the forefront for interns to have a free opinion and grow for the better.

While undergoing this batch 3 independent internship, EG (21) stated that her mentor was very supportive of her in carrying out productive activities and this was shown by always being invited to do activities outside of the internship and also encouraging her in the jobdesc she was doing. Likewise, AKP (21) admitted that she felt supportive communication from her mentor in the form of verbal and nonverbal, the mentor often provided support by accompanying her when experiencing difficulties in working, and attending her views to motivate her in carrying out her duties to run well and optimally.

IMP (21) said she had supportive communication while undergoing an internship, especially when the mentor and interns were gathering casually, the mentor gave work-related messages with the message conveyed she felt to keep believing and believing in the process she was doing and living. With the support provided, it minimizes the anxiety she feels in the project that is being or has been done. And HH (21) also felt supportive communication, one of which was the mentor who took the time in between his busy schedule to discuss with him, this also taught her how to look more friendly, enthusiastic, confident and reminded her not to hesitate to speak up.

Positive Communication

During the independent internship program, 14 out of 15 informants stated that they experienced positive communication. In his interview, MF (21) said that the communication that occurred between him and the mentor was positive, because the three magic words, namely Sorry, Please, and Thank you, were always used when they needed each other. The communication was also positive because there was no pressure exerted.

IMP (21) also admitted that there was positive communication during her internship, including when she attended a donation event for landslide victims. She also said that her mentor always taught her to be humble towards others, teaching her to try to be useful for others in need. AKP (21) felt that the communication was positive. She felt that this could be seen from several factors that were supportive, empathetic assertive so as to create a sense of comfort when she worked.

During her internship, VC (21) said that the communication between her and her mentor was very positive. He said that his mentor always responded to every suggestion and complaint during his internship. He said this positive communication was due to the high trust of his mentor to the intern so that he was trusted to be involved in big shoots such as shooting with high-ranking officials and government agencies.

Similarly, AP (21) admitted that this positive communication occurred based on constructive feedback from his mentor and every day he got new learning from every project he did.

And this positive communication was also felt by other informants, namely DVD (21), FRS (21), KAY (21), EG (21), ETS (22), AAH (22), HAAR (21) and JPBS (21) during the independent internship batch 3 internship program.

4. Conclusion

Based on the explanation of the results and also the discussion above, after being classified, it can be seen that eleven of the fifteen informants who ran the batch three independent internship program turned out to communicate openly.

Most informants have openness in communication when doing an internship, this openness occurs, the quality of this openness refers to three aspects of interpersonal communication, the first of which is that effective communicators can be open to communicators because there must be a willingness to open themselves to disclose information. The second is the willingness of the communicator to react honestly to the response that will come and when it is recognizing if what is said from a communicator is something he has and can be accounted for.

In addition to openness in communication, empathetic communication is also one of the things that can be seen fifteen informants who feel empathetic communication that occurs when running an internship. Empathic communication is a person's ability to know what is being felt by others, with this empathic communication a person will be better able to adjust communication to different situations or conditions.

Likewise with supportive communication where fourteen of the fifteen informants interviewed felt supportive communication occurred. This supportive communication can support interpersonal relationships to run effectively. A supportive attitude can be seen by being descriptive because when asking about a particular incident this generally does not pose a threat to the communicant. Then a spontaneous attitude, where this attitude helps to create a supportive atmosphere because someone who is spontaneous in his communication will be frank and open to express. And the last is Provisionals, which means that this attitude is tentative and open-minded and willing to listen to the other person's views.

In addition to the three things above, positive communication was also experienced by fourteen of the fifteen informants in this study. This positive communication is divided into two, the first is by expressing a positive attitude or positively encouraging people to be able to interact by communicating. A positive attitude also refers to two aspects of interpersonal communication, namely that ongoing communication will be well fostered if they have a positive attitude for themselves. And positive feelings will generally make communication effective.

Suggestions for further research are to look for more diverse informants and explore in more depth.

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