

Interpersonal Communication between Teachers and Students in Forming the Character of High School Students When the New Era Covid-19 is Normal in Tangerang District (Case Study of SMAN 30 Tangerang Regency)

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Abstract

This article examines the Interpersonal Communication of Teachers and Students in Shaping the Character of School Students in the New Normal Era, because at the time of the new normal which means a new normal life during the covid-19 pandemic, the teaching and learning process is carried out indirectly, of course by utilizing online media such as Whatsapp. , google forms, and zoom meeting. The implementation of character education, which is usually taught through habits in schools, must be changed online. In the world of education, students really need character to shape their personality. This research includes descriptive qualitative research. The subjects in this study were teachers and guardians of students at SMA Negeri 30 Tangerang Regency. The data collection technique used is the observation of the implementation of character education. Observational data obtained were then reported descriptively. The results obtained from observations where the implementation of character education in the new normal era is carried out online. Forming student character during the current pandemic is certainly not easy for teachers, teachers must really work hard for how students are interested in learning to use media such as cellphones by sending a lot of learning material in the form of videos, communication is very limited, teachers cannot monitor directly students, then the role of parents is very important to assist teachers in online learning methods during a pandemic like this.

Keywords

interpersonal communication;
character building; new normal



I. Introduction

Indonesia will soon enter a new normal phase, due to Covid-19. As we know, based on WHO information, the Covid-19 virus will not disappear from the world even though those who are exposed to this virus are sloping. The outbreak of this virus has an impact of a nation and Globally (Ningrum *et al*, 2020). The presence of Covid-19 as a pandemic certainly has an economic, social and psychological impact on society (Saleh and Mujahiddin, 2020). Covid 19 pandemic caused all efforts not to be as maximal as expected (Sihombing and Nasib, 2020). After the global Corona Virus pandemic, the world will enter the New Normal phase. Including Indonesia will also enter this phase, and will not return to the phase or situation before this Corona Virus pandemic emerged. Based on a source from kompas.com, the review of the new normal is explained as follows: New Normal is a change in behavior to continue carrying out normal activities but by adding to apply health protocols to prevent transmission of Covid-19. The main principle of the New Normal itself is to be able to adapt to the pattern of life. "Socially, we will definitely experience something new normal or we have to adapt to activities, and work, and of

course we have to reduce physical contact with other people, and avoid crowds, and work, school at home. New Normal is a new habit and new standard due to the Covid-19 pandemic. Community compliance protocols are becoming the standard. During this New Normal life, people can return to their normal activities in the midst of a pandemic situation, but still follow the health protocol. The Indonesian government is also reviewing the "New Normal" or "new habits" life scenarios and protocols due to Covid-19 until the pandemic ends.

There is a change in learning methods during the pandemic which is carried out at home with online methods (on the network), at least it is understood by teachers not just completing the learning curriculum, delivering material, or giving assignments there are values or characters that must still be instilled and built in students. Schools which are usually filled with learning activities have become quiet because they have been replaced with online learning methods, this is not a few who criticize, including teachers as educational facilitators. Not all schools are ready for online learning. In fact, the education process so far has used more face-to-face mechanisms.

Parents of students also think that studying during a pandemic causes their children to be lazy to study because of the current pandemic conditions which have to study online every day and the responsibility of children as students is very low, accessing more unimportant things from the internet than looking for subject matter or collecting daily tasks, undisciplined, which usually students wake up early and go to school now instead wake up late and don't study, study only when the teacher gives material or assignments if parents know about it.

Based on the facts described above, it is interesting to observe and know the role of interpersonal communication between teachers and students in the new normal era. Shaping the character of high school students. So the title of the research that will be appointed is "Interpersonal Communication of Teachers and Students in Shaping the Character of High School Students during the New Normal Era Covid-19 Pandemic (Study Case of SMAN 30 Tangerang Regency)".

II. Review of Literature

2.1 Interpersonal Communication

Communication involves at least two people who have characteristics, values, opinions, attitudes, thoughts and behaviors that are distinctive and different. In addition, interpersonal communication also requires mutual action between actors involved in communication. In other words, communicators exchange information, thoughts and ideas, and so on. An interpersonal communication is a special form of human communication that occurs when we interact simultaneously with other people and mutually influence each other. Simultaneous interaction means that communicators have the same action on information at the same time. Mutual influence means that communicators are affected by each other due to the interaction between them. Interaction affects their thoughts, feelings and the way they interpret information. (Beebe & Beebe, 1996:6).

2.2 Interpersonal Communication Process

Quoted from the article Widya P. Pontoh (2013) the communication process is the steps that describe the occurrence of communication activities. Indeed, in reality, we never think too much about the communication process. This is because communication activities have occurred routinely in daily life, so that we no longer feel the need to plan certain steps intentionally when communicating. Simply put, an assumption can be put

forward that the process of interpersonal communication will occur if there is a sender conveying information in the form of verbal and nonverbal symbols to messages using the medium of the human voice (human voice), or with the medium of writing. Based on this assumption, it can be said that in the process of interpersonal communication there are communication components that are integrative with each other in accordance with the characteristics of the components themselves.

2.3 Attribution Theory

Theory was originally studied by Fritz Haider (1925), who expressed his opinion that basically every individual is a pseudo scientist who will always try to find out why other people do things in certain ways. There are two sources of attribution to behavior, namely internal attribution or dispositional attribution and external attribution or also called environmental attribution. There are a number of definitions, but the usual way of defining "attribution" is as an internal (thinking) and external (speaking) process of interpreting and understanding what lies behind our behavior and that of others. So, although there are different forms of Attribution Theory, but all of them have a concern with "how" and "what" where humans process information in an effort to understand events, through those events and act on those events (Muhammad Budyatna, M. 2015).

2.4 Overview of Character Education

According to the Big Indonesian Dictionary, character is character or character, namely the inner nature of humans that affects all thoughts and behavior that distinguish one person from another. According to Besinis in the book Strategy for Implementation of Character Education written by Sukiyat, character is something that essentially explains who we are. Meanwhile, according to Covey is what basically defines a person as himself. In The Oxford English Reference Dictionary, the word character is defined as a set of qualities or characteristics, also defined as moral strength. If character is dynamic so that it can change, then character education finds its relevance. Then what and how is character education? According to Koesuma (2007) character education is the overall dynamics of interpersonal relations with various dimensions, both internal and external. So that the individual can increasingly live his freedom so that he can be more responsible for his own growth as a person and the development of others in their lives.

2.5 Factors That Can Shape Student Character

A person's behavior is determined by environmental factors on the basis of conditioning theory that there is a function that character is determined by the environment. A person will become a person of character if he can grow in an environment of character. Of course, this requires a thorough effort by all parties: families, schools, and all components in society. According to Achmadi, character building cannot be separated from the environment or educational institutions, whether in the form of education in the family, school or community, formally, informally or non-formally. Muhammad Anis Matta added that there are two factors that influence a person's character, namely internal and external factors. Furthermore, Anis explained that internal factors include all elements of personality that continuously affect humans which include biological instincts, psychological needs, and thinking needs. Meanwhile, what is meant by external factors are all those originating from outside humans that can influence behavior either directly or indirectly (Zaenuri, A. 2021).

2.6 Teacher's Role in Class

The teaching and learning process is essentially a communication process, namely the process of delivering messages from the source of the message through certain channels/media to the recipient of the message. In connection with its function as a teacher, educator, and mentor, it is necessary to have various roles in the teacher. The role of this teacher will always describe the expected behavior patterns in various interactions, especially with students, fellow teachers, and with other staff.

2.7 Covid-19

Coronavirus is a large family of viruses that can infect birds and mammals, including humans, according to the WHO (World Health Organization) this virus can cause illnesses ranging from mild flu to more severe respiratory infections such as MERS-CoV and SARS-CoV. This virus is zoonotic, which means it is a disease that can be transmitted to animals and humans such as Rabies and Malaria. The current condition gave rise to the term new normal. New normal is a policy of reopening limited public activities and activities using health standards that did not exist before. New normal is a new stage after the social restriction policy that was put in place to prevent the spread of the Covid-19 virus outbreak where in the end people had to live side by side (adapt) with Corona. The government is trying to return to normal conditions with the title "Productive and Safe Community Covid-19". This application requires:

- a. Covid-19 transmission in certain areas has been controlled,
- b. available health system capacity,
- c. able to reduce the risk of the Corona virus outbreak,
- d. implementation of Covid-19 prevention health protocols at work, schools, markets and other public places,
- e. able to control the special risk of virus carriers entering an area,
- f. provide opportunities for the community to provide input, opinion and be involved in the transition process to the New Normal.

III. Research Methods

The qualitative approach according to Bogdan and Tylor as quoted by Moleong defines qualitative methods as research procedures that produce descriptive data in the form of written words or writings from people and observed behavior. This approach is directed at the background and the individual holistically (whole) so, in this case it is not permissible to isolate the individual or organization into variables or hypotheses, but it is necessary to view them as a whole.

The natural object in question is an object that develops as it is, is not manipulated by the researcher, and the presence of the researcher does not really affect the dynamics of the object. The activities that researchers do are merely making direct observations of the phenomena being studied and talking directly to the participants consisting of elements from the principal, waka of the curriculum, students, facilities and infrastructure. In carrying out these activities, researchers do not attempt to control or manipulate participants, or indicate which variables or important phenomena from reality occur. The only thing the researcher does is observe, conduct interviews, record the information obtained, then interpret and reflect on the information.

IV. Results and Discussion

One of the impacts of the corona virus on aspects of education in various countries of the world, among others, is the closure of access areas for schools, madrasahs, universities, and Islamic boarding schools. With the corona virus, the process of learning activities was originally carried out in schools, now the implementation has been replaced by online learning at home. The online or online learning system is carried out by adjusting the needs of each school that is ready to implement online learning. In online learning, you can use communication and information technology such as google classroom, study house, zoom, video conference, WA group of parents and teachers, telephone or live chat and others. The role of interpersonal communication between teachers and students in shaping the character of class XII students of SMAN 30 in the new normal era Interpersonal communication is action oriented, which is an action that is oriented to a specific goal.

There are various purposes of interpersonal communication. The aspect of communication is an important part of the educational process. The communication process that occurred during the Covid-19 Pandemic era was not a barrier to carry out education, various innovations had to be made to continue to provide adequate educational services to students. The ongoing education as it was at the beginning of the pandemic caused various problems, especially there were still some schools and students who did not yet have adequate facilities and infrastructure to carry out online learning, so that student activities were not as limited as usual, for example: worshipping at school, flag ceremonies, independence. 3S activities (smiles, greetings, greetings), community service, obeying school rules and others. Teachers use social media a lot, indirect communication used during a pandemic is the only way so that teacher and student communication is maintained. The results of the interview with the teacher and homeroom teacher of class 12 IPA 1 gave the following statement:

"At this time the media plays a very important role because the teaching and learning process is carried out online/online which is of course very different when learning is carried out face-to-face. With the use of media such as learning YouTube shows, the use of power points will make students more enthusiastic than just using the lecture method"

The above statement was confirmed by Mr. Imam Sumantri as a classroom teacher
"Media is very important, because with conditions like this it has not been possible for us to do offline teaching and learning process in order to break the chain of covid spread."

The same statement was conveyed by Mr. Topic Hidayat, S.Pd.I as an PAI teacher and Mrs. Iis Yeti Yulianingsih S.Pd as homeroom teacher for grade 12 IPS 2, saying:

"Very important. Because it is impossible for us teachers to give assignments through the post office or send letters to students' homes. So with zoom and WA, it is very easy for us to do that and the media is also very important for the success of the learning process."

This was reinforced by a statement from one of the teachers and homeroom teachers of Class 12 IPA 3, namely Mrs. Selni Asih Rahayu, S.Pd who said:

"But as we know in this new normal era we can't communicate directly with students, automatically the media is very influential in my communication relationship with students"

Based on the results of the interview above, social media as a bridge to communicate between teachers and students during the COVID-19 pandemic 19 is very important. Teachers as communicators who have the need to communicate with students, interpersonal communication carried out by teachers to students wants to share their own internal conditions, both emotional and informational with students. This teacher communication message can be in the form of a desire to influence student attitudes and

behavior. In terms of interpersonal communication, the teacher acts as a communicator, namely the one who creates, formulates, and conveys good messages.

"According to Mrs. Heti Nurhayati, S.Pd. as homeroom teacher for class 12 Science 2 The use of media will facilitate educators and students in the teaching and learning process, for example providing material with a comic dialogue model between teachers and students, with friends, and with parents. The use of media is very effective, students are easier to understand because with the use of media students are more interested & active in asking when the material or task given cannot be understood."

This is different from what was said by Mr. Imam Sumantri S.Or as a corner teacher. *"If it's effective or not, it has its own advantages and disadvantages. If the advantages are students become more aware of technology, because I give assignments mostly collecting videos of student activities such as running, good and correct warm-up."*

The interview above, was acknowledged by Mr. Topic Hidayat S.Pd I as a PAI teacher at SMAN 30

"But what else can I do with media like zoom and wa, that's the only way. By utilizing online media, for example, such as creating a WhatsApp group to engage in conversation by talking, listening and answering each other."

Mrs. Iif Latifatul Qolbiyah, S.Pd as homeroom teacher for grade 12 IPA 1 also argued that:

"Online media used during the new normal is not effective, I as a teacher convey information and students get the information. Of course, by integrating all subjects that involve good character."

The interview above was confirmed by Mrs. Suiroh, S.Pd

"Media is quite effective in shaping student character, but we cannot use it as a benchmark for how we shape student character because media is also limited, by using media we can only monitor students while learning using the zoom application. It's different"

The statement conveyed by Mrs. Sobriyah as the student's guardian that:

"The internet is very important during conditions like this because teachers and students cannot meet in person at school, they communicate more via cellphones and schools use video zoom, sometimes I help give examples of doing their assignments, scold my children if they are lazy to study"

The same statement was conveyed by Mr. Muhamad Husein as the student's guardian.

"With the use of cellphones and google media, it has helped the teacher in communicating with my child to ask the teacher about assignments because I can't help, I just remind my child is there an assignment? I also forgot to do assignments."

Next, the results of the interview delivered by Mrs. Ida as the student's guardian, that:

"The WA application is very helpful, because teacher communication is sent to WA, for example, if there is any information, WA directly to the class group and I always pass it on to the children"

Based on the results of the interview above, interpersonal communication has been carried out by teachers at SMAN 30 Tangerang Regency. Where is the dialogue between teachers and students who have learning problems, which is carried out online during the new normal era of the covid-19 pandemic by using the WhatsApp application and zoom meeting with the aim of the teacher obtaining information or an overview of the problems that occur to students. When the teacher conducts interpersonal relationships the teacher tries to interact with students, the relationship consists of two or more people who are dependent on each other and use a consistent pattern of interaction. When it comes to

establishing interpersonal relationships, there will be a process and usually starts with interpersonal attraction.

The role of parents in children is important in the socio-emotional development of children, especially during the new normal era of the covid-19 pandemic, parents also serve as teachers at school. Parents become agents of children's learning with communication that exists between teachers and parents. Communication between parents and children is nothing but the process of delivering information or messages directly with the aim of changing behavior and is done repeatedly.

Inhibiting Factors of Interpersonal Communication Conducted by Teachers Using Online Media

In the process of interpersonal relationships, of course, effective communication is needed to improve the quality and maintain interpersonal relationships. This is certainly inseparable from the way the communicator has a good relationship with the communicant, so that the interpersonal communication process carried out with online media can run well. Of course, communication between teachers and students in shaping student character is not easy, there are several factors that inhibit interpersonal communication carried out by teachers using online media, according to:

"Ibu Heti Nurhayati, S.Pd. as the homeroom teacher for class 12 IPA 2, he is of the opinion that: Facilities and infrastructure (mobile/laptop), internet network, student conditions, motivation, learning strategies, learning media."

The interview above is in line with the comments of Mr. Jajang Suhayat, SPd. MPd as the Head of SMAN 30 Tangerang Regency:

"The inhibiting factor in communication with students during the new normal era is mainly the problem of the internet network because it will interfere with students receiving materials and assignments. Because indeed during this online signal is very influential on whether or not the communication that I give to students is effective."

Meanwhile, according to Mr. Topic Hidayat, S.Pd. I as a 12th grade PAI teacher who is also a Dapodik Operator

"Many parents of students complain about the data quota for online learning, signals can also have an effect like students from Karang ngitek like to complain when the learning process is interrupted or broken"

Interview results with Mrs. Selni Asih Rahayu, S.Pd. as the teacher and homeroom teacher

"Teachers cannot monitor students directly during the teaching and learning process, when giving the material the teachers find it difficult to ascertain whether the material is learned and the tasks given are done alone or with the help of someone else. other"

The above statement was confirmed by the homeroom teacher of class 12 IPS 3, namely Mr. Topic Hidayat S.Pd. I

"There are several factors that make it difficult for students to follow the subjects given by the teacher, one of which is internet facilities and not all students have cellphones, like it or not, students have to take materials or assignments directly to the teacher's house or to school"

The results of the interview the researcher obtained from Mrs. Holilah as the parent of the student's guardian as follows:

"I can't always help the child in completing the tasks given by the teacher, especially if the internet data package has run out, that is the reason for my child not to study. Sometimes they say learning but playing games is the same as Yutupan."

The same thing was conveyed by Mrs. Eka as a parent and guardian of the students, that:

"I don't understand the language in the book, I just ordered it to be searched on google. The point is, I'm just telling you, you can't do it, don't try, ask your friends what the teacher is."

From this online learning, we can conclude that there are still many students who take PJJ but it is still not effective and can't be followed by the whole student. Online learning is an option that students must take, whether they want it or not, ready or not. Therefore, learn from home even in the conditions of the Covid-19 virus pandemic. Schools must still exist even though they are virtual and learn from home. Therefore, from this online learning we can learn that we should not be lazy in this PJJ because lazing is a weakening of the brain's performance on some of the tasks we delay so that in the end the task deadline is only a matter of hours.

Overcoming problems related to the world of education in the new normal era of the Covid-19 pandemic can be done by utilizing information technology in the field of education so that the learning process continues even though the communication is less effective. With the use of information technology for education, it can answer or overcome the problems being faced in this new normal era by utilizing online media such as Whatsapp, google form, zoom as a learning medium. The effectiveness of teachers in shaping student character online (on the network) has not been maximized, because teachers cannot directly monitor students, supporting factors such as the internet, cellphones, there are also parents who are still unfamiliar with technology.

V. Conclusion

From the results discussed in the results of research and discussion in the previous chapter, it can be concluded that, interpersonal communication of teachers in shaping student character in the new normal era of Covid-19 is quite effective but not as effective as when teachers and students meet directly in class, using applications such as YouTube and other applications, teachers can attract students' interest by providing video shows according to the subjects being taught.

Utilizing technology as a learning medium is not easy for teachers to shape the character of students, there are some students who find it difficult to follow online learning methods, such as student facilities that do not support, internet network that is not always stable, teachers cannot monitor students directly. So the teacher cannot ensure that students really learn the material and assignments given or even use cellphone media by playing games. As for obstacles, such as parents who are still technology stuttering, resulting in these students not being optimal in participating in the online teaching and learning process.

Parents of students who complain about this online learning method because the teacher only conveys the material that must be studied and the tasks that must be done without explaining the material given in detail, looking for answers easily without having to learn the intent and purpose of the tasks given by the teacher, dependence on cellphones very high as a result students play more games or open applications that are not for studying.

Suggestions

From the conclusions above, it is an evaluation of this research and can lead to suggestions for improving the next research, namely:

1. Interpersonal communication that takes place intensively by prioritizing aspects of quantity and quality are balanced, will create strong interpersonal relationships between teachers and students.
2. For students, having good interpersonal communication is recommended to be able to maintain and improve their interpersonal communication. Then for school students who have poor interpersonal communication in order to improve their interpersonal communication towards a better one.
3. Future researchers are expected to be more creative and innovative in developing research related to interpersonal communication between teachers and students in the new normal era in shaping student character.

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