

# THE IMPLEMENTATION OF COMMUNICATION PSYCHOLOGY IN BUILDING SELF-CONFIDENCE FOR CHILDREN IN ORPHANAGES AMONG CAREGIVERS AT TAT TWAM ASI ORPHANAGE, DENPASAR

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## ABSTRACT

*This research is a scientific study that discusses how the application of communication psychology is carried out to build the self-confidence of orphanage children in caregivers at the Tat Twam Asi orphanage, Denpasar City. This research aims to find out whether caregivers apply communication psychology in building children's self-confidence in orphanages. This research uses a qualitative descriptive and quantitative descriptive approach with the research subjects namely caregivers at the Tat Twam Asi Orphanage, Denpasar City. The research method uses interview techniques, questionnaires, observation, and documentation. The data collected used interviews, questionnaires, observation, and documentation methods. Based on research results, the application of communication psychology resulted in 60% choosing always and 34% choosing often, with indicators through understanding, enjoyment, influencing attitudes, good social relationships, and actions. The self-confidence of foster children is realized through the achievements obtained by foster children and in the environment both formally and informally. Foster children's self-confidence is built from an attitude of confidence in their abilities, optimism, objectivity, responsibility, and rationality. In the application of communication psychology, a close approach is needed, of course with the word "forum" so that foster children can interact and communicate well.*

Keywords: *Communication Psychology, and Confidence*

## 1. INTRODUCTION

Family and parents are the primary and first institutions for children, where parents have the responsibility in raising them. Additionally, families sometimes experience the release of child-rearing functions, leading to suboptimal child-rearing due to the inability and limitations of parenting. Parents are often vulnerable economically, socially, culturally, and religiously, such as in cases of divorce or the death of one or both parents, which can result in child neglect. In response to such situations, the government is responsible for protecting disadvantaged children, as stated in Article 33 of the 1945 Constitution, which mentions that the poor and disadvantaged children are protected by a state institution and accommodated in a place called an "Orphanage" to provide them with a decent livelihood and social welfare.

The growth and development of children in orphanages are similar to those at home, requiring attention and affection from caregivers. Therefore, the role of caregivers is expected to replace that of parents. The relationship between caregivers and children will determine the communication of the child in their development and growth, especially in enhancing the child's self-confidence. Therefore, caregivers have a responsibility to educate and guide orphanage children to become good and responsible individuals with self-confidence, which is essential for children's socialization.

Fostering children's self-confidence requires approaches such as psychological approaches by caregivers to children in the orphanage. Psychological approaches are efforts to find solutions to problems faced by individuals. Psychology serves as a wise tool to create peaceful, prosperous, and healthier lives. Psychology is the science that studies the soul, including its symptoms, processes, and backgrounds (Abu ahmadi, 2001:1). Communication Psychology is a sub-discipline of psychology. Communication psychology is the science that studies communication from a psychological aspect. It also attempts to describe, predict, and control mental and behavioral aspects of communication, whether interpersonal, intergroup, or mass communication. In communication psychology, self-confidence will affect how individuals interact with their surroundings. Recognizing, predicting, and convincing oneself and others are affected by one's self-confidence in interacting with the environment.

Self-confidence is a valuable attribute in a person's life in society. Without self-confidence, individuals will face many problems. This is because with self-confidence, one can actualize all their potentials. Self-confidence is a belief and attitude of a person towards their own abilities by accepting themselves as they are, whether positive or negative, formed and learned through the learning process with the goal of personal happiness. Self-confidence is the basic capital of a human being in fulfilling their various needs. (Ghufron, 2011:25).

The relationship between foster children and caregivers in orphanages is a relationship between individuals outside the family who replace the family role. In orphanages, caregivers who act as substitute parents should have good interpersonal relationships. Good interpersonal relationships can create openness and interpersonal closeness between foster children and caregivers.

Communication between caregivers and foster children is carried out to facilitate the development of relationships between caregivers and foster children. This relationship development is aimed at creating a good relationship between caregivers and foster children, as seen in Tat Twam Asi Orphanage located at Jalan Jaya Giri no.6 Denpasar.

## **2. RESEARCH METODOLOGY**

This research was conducted at Tat Twam Asi Orphanage, located at JayaGiri Street No.IX, East Denpasar, Bali. The approach used in this research includes both qualitative and quantitative approaches with descriptive narrative. In qualitative data analysis, the process involves systematically searching and organizing data. Data collection was obtained from interviews, field notes, and other materials, making it easily understandable and informative to others. For quantitative data analysis, research data in the form of numbers were analyzed statistically. The quantitative

data analysis technique used in this research is descriptive statistical analysis (Sugiyono, 2014:147).

The informants in this research are caregivers directly involved in a study on communication psychology and self-confidence. The informants are knowledgeable about the issues and possess adequate data, enabling them to explain the factual conditions or phenomena that occur. Three caregivers were interviewed as informants. Subsequently, the collected data were analyzed qualitatively and quantitatively, including data reduction, data presentation, and finally drawing conclusions.

### **3. RESULTS AND DISCUSSION**

#### **The Application of Communication Psychology in Building Children's Self-Confidence**

Percentage of Caregiver's Application of Communication Psychology in Building Children's Self-Confidence at Tat Twam Asi Orphanage in Denpasar City, based on age groups, calculated through statistical formulas as follows:

Based on indicators such as understanding, joy, influencing attitudes, good social relationships, and actions. The questionnaire provided the following response options:

Always = 5

Often = 4

Sometimes = 3

Rarely = 2

Never = 1

From the conclusion drawn from the application of communication psychology, the results showed that 60% chose "always" and 34% chose "often". Thus, the success of applying communication psychology in building self-confidence is evident among caregivers at Tat Twam Asi Orphanage in Denpasar City. The positive impact of caregiver actions on foster children is apparent, showing that traits like understanding, joy, good social relationships, and caregiving actions are essential in supporting and motivating foster children to achieve their goals. Implementing such caregiving practices can enhance the enthusiasm of foster children in prioritizing their responsibilities as foster children, ultimately leading to improved self-confidence. According to the theory proposed by Stewart L Tubbs and Sylvia Moss (2001:22-28), effective and wise caregiving is crucial to meet the demands of the caregiving profession, acting as surrogate parents for the children in the orphanage.

#### **Caregiver Approach Stages in Building Children's Self-Confidence**

According to Fisher's theory (as cited in Rakhmat, 2005:9), the psychological communication approach can be influenced by sensory stimuli reception, sensory stimuli and response, and response reinforcement, affecting the communication process. As the closest environmental factor, to help fulfill the response reinforcement process. Caregivers and foster children make their closeness limitless by instilling a sense of family among foster children, akin to other children, enabling them to become good individuals and find happiness in building self-confidence. The familial bond established by caregivers makes foster children feel warm and close, like a family, in Tat Twam Asi Orphanage.

#### **Children's Self-Confidence**

Self-confidence is an attitude in oneself that can accept reality, develop self-awareness, think positively, have independence, and have the ability to possess and achieve anything desired. The conclusion drawn from the questionnaire results

obtained at Tat Twam Asi Orphanage is positive, indicating that foster children can build high self-confidence.

Supported by interview results stating, "Yes, foster children can build self-confidence by being good individuals with excellent character. It's not easy to be someone who gives up easily; they must rise and be spirited. Even though foster children live in orphanages, they deserve happiness like other children outside.

This is consistent with Lauster's theory (as cited in Ghufron, 2011:35), that individuals with high self-confidence appear calmer, have no fear, and can demonstrate their confidence at all times. This aligns with the theory that positive self-confidence can be built by someone who believes in their abilities. This means foster children can strive for their abilities and achievements, supported by their capabilities and willingness. They are optimistic, meaning they are brave and willing to strive to achieve their goals until they eventually become champions in both formal and informal education. They are objective, meaning they can confidently fulfill their responsibilities as individuals, responsible for their actions both within and outside the orphanage, and rational and realistic according to the circumstances of foster children in Tat Twam Asi Orphanage, influenced by their environment.

#### **4. CONCLUSION**

The application of caregiver communication psychology yielded positive results, with 60% choosing "always" and 34% choosing "often." Therefore, caregivers implement it through communication that can be maintained with foster children, both within and outside the orphanage environment. Caregivers must be able to apply it to foster children by having a nurturing spirit and providing understanding, which can make foster children feel comfortable and happy. Visible happiness can influence attitudes that provide positive guidance by supporting foster children and through good social relationships, closeness between foster children and caregivers is evident. Through actions taken by caregivers, foster children can develop high self-confidence.

The communication psychology approach is formed through approaches such as giving equal attention and affection to foster children in the orphanage, even though they live there, they also have the right to happiness like children outside. We also approach by gathering foster children in a forum to train them in communication and to share about their daily lives and achievements both formally and informally. Sensory stimulus reception, the process between stimuli, and response reinforcement yield the same results in being able to communicate, so that foster children can accept input and respond well as educational material by practicing it in the real world, such as achieving achievements. Foster children accept this process happily, so the responses they give can truly manifest in building their self-confidence.

Self-confidence can be achieved through good spirit and aspirations. Even though foster children live in orphanages, they also have the right to livelihoods like other children. By pursuing education formally, it can be seen that achievements can be attained with high levels of self-confidence, and foster children also pursue higher education. Self-confidence is built by foster children at Tat Twam Asi orphanage with a belief in their high abilities to be accepted in an environment, optimism to achieve all achievements supported by individual capabilities, objectivity in determining more beneficial life goals, responsibility in all matters related to the orphanage environment and the outside environment, dedication to education pursued for the

spirit of building self-confidence, and being rational and realistic about all developments in Tat Twam Asi orphanage and in the surrounding environment.

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